

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2013

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

The Patient Participation Group (PRG) was set up in 2011.

The aim in setting up the group is to provide a platform through which:

1. Patients can feedback on the current performance of the surgery
2. Patients can drive forward improvements in service provision and
3. The surgery can keep patients informed of changes in the NHS and consequently the way these changes may impact upon the surgery service provision and hence patient care.

Invitations to join the PRG were made to all patients by means of posters displayed in the reception area.

Certain patients who have provided informal feedback to the practice previously and those well known in the community due to voluntary work were also specifically invited to join the PRG.

The group is intended to be dynamic and a permanent poster on display in the waiting room makes clear that patients can join the group at any time. In addition notice of forthcoming meetings is displayed two weeks prior to all meetings and all patients are invited to attend.

In order to make the PRG relevant and in order to help deliver the aims listed above the PRG meetings are attended by Practice clinical staff, the Practice Manager, designated reception staff and invitations are sent to the wider community care team.

PRG AND PRACTICE PROFILE

PRG Group by Ethnicity

Ethnicity	Numbers registered with practice	%	Number in PPG	%	Difference between practice profile and PPG profile
British	75	1.50	1	8.33	+6.83
Irish	14	0.28	0	0.00	-0.28
Other White	61	1.22	0	0.00	-1.22
White & Black Caribbean	60	1.20	0	0.00	-1.20
White & black African	39	0.78	0	0.00	-0.78
White & Asian	11	0.22	0	0.00	-0.22
Indian	129	2.59	2	16.67	+14.08
Pakistani	2836	56.89	5	41.67	-15.22
Bangladeshi	339	6.80	1	8.33	+1.53
Caribbean	69	1.38	1	8.33	+6.95
African	160	3.21	1	8.33	+5.12
Chinese	12	0.24	0	0.00	-0.24
Other Asian	141	2.83	1	8.33	+5.47
Others	130	2.61	0	0.00	-2.61
Not Recorded	909	18.23			

PRG Group by Age

Age	Numbers registered with practice	%	Number in PPG	%	Difference between practice profile and PPG profile
Under 16	1606	32	0	0	-32
17-24	677	14	0	0	-14
25-34	980	20	0	0	-20
35-44	713	14	0	0	-14
45-54	363	7	5	42	+35
55-64	304	6	2	16	+10
65-74	146	3	1	8	+5
75-84	159	3	4	33	+30
85 and over	37	1	0	0	-1

PRG Group by Gender

	Numbers registered with practice	%	Number in PPG	%	Difference between practice profile and PPG profile
Male	2555	52	8	66	+14
Female	2280	48	4	33	-15

Analysis of PRG Profile

PRG Group by Ethnicity

Broadly speaking the ethnic makeup of the PRG matches the practice profile with the largest ethnic groups being well represented

PRG Group by Age

The Practice recognises that in the PRG there is an under-representation of younger age groups. The poster invitation to join the PRG was open to all patients and the timing of the meetings – Tuesdays at 1pm – was established in order to enable allow certain cohorts such as young mothers to attend. However despite this the take up in younger age groups remained low.

The Practice attempted to increase participation by directly asking some patients to put themselves forward – the take up to such invitations however remained low. One young mother did attend for one meeting but failed to engage thereafter.

For the next year the Practice will again try and increase participation in the younger age groups by re-advertising the PRG group and by directly approaching some patients.

PRG Group by Sex

The Practice recognises that there is an over-representation of men on the PRG. This is a reflection of the cultural norms as represented by the ethnic breakdown of the population.

PRG FREQUENCY

The PRG is timetabled to meet at least 2 times a year – In October and March. However there is flexibility to meet more frequently if needed. An extra inaugural meeting was held in 2011.

A full list of the meetings to date and the main areas of discussion are provided below.

Full minutes of each meeting are available on the Surgery website www.charlesroadsurgery.co.uk

Date	Main areas of discussion
2 nd June 2011	1.Aims and objectives 2.Election of Chair and Vice Chair 3.Issues: Access to appointments Telephone system Staff training
25 th October 2011	1.Feedback on telephone and staff training 2.Introduction of new complaints procedure 3. Introduction of newsletter
2 nd March 2012	Discussion of survey results Discussion of NHS changes Discussion of Dr retirement and proposed replacement
2 nd October 2012	Introduction of new GP partner Discussion of changes to access to appointments

	Discussion of planned changes to telephone system
26 th March 2013	Discussion of Survey results Proposed introduction of new members

PRG MEMBERSHIP

Mr Zafar Dad – Chair
Mr Steven Raindi – Vice Chair
Mrs. Sughra Bibi
Mr. C Dean
Mrs. Jean Hollier
Mr. Shafique Zaman
Mr. Kehar Matharu
Mr. AB Mirza
Mr. Steven Raindi
Mrs. Ina Pryce
Mr. Moulana Abul Aziz
Mrs. Faiza Harhara
Mrs. Farhat Awan

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The Practice has previously used GPAQ as the primary means of assessing performance.

The GPAQ survey cover the following broad areas:

1. The consultation experience with the individual GPs and nurses
2. Experience with receptionists, availability of appointments and waiting times
3. General satisfaction with the Practice

The PRG was satisfied that this survey captured all the data relevant to the PRG.

SURVEY PROCESS

The Practice has previously commissioned *Intime*, an independent private data analysis company to carry out the Survey.

Intime use validated questionnaires, collates and analyse the data gathered and are able to provide comparisons to both GPAQ and the IPSIS MORI GPPS surveys to allow benchmarking.

It was agreed re-commissioning this company would be appropriate for the purposes of the PRG.

Patients were given the questionnaires to complete over the first two weeks of March 2013.

Where language issues prevented a patient or carer from completing the questionnaire, Practice reception staff offered to help with completion of the questionnaire.

RESULTS

1. The consultation experience with the individual GPs and nurses

Q1. About Your Visit to the GP

Today

How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	68	46.3%
Good (75)	65	44.2%
Satisfactory (50)	13	8.8%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	3	
Total	150	

Good	Not Good
90.5%	9.5%

Q2.

Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	72	50.7%
Good (75)	61	43.0%
Satisfactory (50)	9	6.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	8	
Total	150	

Good	Not Good
93.7%	6.3%

Q3.

Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	78	52.7%
Good (75)	55	37.2%
Satisfactory (50)	14	9.5%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	2	
Total	150	

Mean scores for Q3

Your patients	85.5
GPAQ Mean	83.5

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	89.9%	10.1%

Q4.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	55	36.9%
Good (75)	77	51.7%
Satisfactory (50)	15	10.1%
Poor (25)	2	1.3%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	150	

Mean scores for Q4

Your patients	81.0
GPAQ Mean	80.0

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	88.6%	11.4%

Q5.

Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
----------------------------	-------	------------

Very good (100)	72	49.0%
Good (75)	59	40.1%
Satisfactory (50)	16	10.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	3	
Total	150	

Good	Not Good
89.1%	10.9%

Q6.

Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	69	46.3%
Good (75)	64	43.0%
Satisfactory (50)	16	10.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	150	

Good	Not Good
89.3%	10.7%

Q7.

Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	57	39.3%
Good (75)	72	49.7%
Satisfactory (50)	15	10.3%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	5	
Total	150	

Mean scores for Q7	
Your patients	81.9
GPAQ Mean	81.4

	Good	Not Good
GPPS	76.0%	16.0%

GPAQ	89.0%	11.0%
------	-------	-------

Q8.

Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	61	42.7%
Good (75)	61	42.7%
Satisfactory (50)	20	14.0%
Poor (25)	0	0.0%
Very poor (0)	1	0.7%
Does not apply	1	
Did not answer	6	
Total	150	

Good	Not Good
85.3%	14.7%

Q9.

Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	109	76.2%
Yes, to some extent (50)	34	23.8%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	5	
Total	150	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

Q10.

Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	119	81.5%
Yes, to some extent (50)	27	18.5%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	3	
Total	150	

Yes	No
100.0%	0.0%

Q11.

Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	134	100.0%
No (0)	0	0.0%
Did not answer	16	

Yes	No
100.0%	0.0%

Q30. How good was the Nurse you last saw at:

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	54	50.0%
Good (75)	38	35.2%
Satisfactory (50)	11	10.2%
Poor (25)	2	1.9%
Very poor (0)	3	2.8%
Does not apply	2	
Did not answer	40	
Total	150	

Good	Not Good
85.2%	14.8%

Q31.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	52	48.6%
Good (75)	41	38.3%
Fair (50)	11	10.3%
Poor (25)	2	1.9%
Very poor (0)	1	0.9%
Does not apply	2	
Did not answer	41	
Total	150	

Mean scores for Q31

Your patients	82.9
GPAQ Mean	78.0

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	86.9%	13.1%

Q32.

Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	57	53.3%
Good (75)	37	34.6%
Fair (50)	10	9.3%
Poor (25)	2	1.9%
Very poor (0)	1	0.9%
Does not apply	2	
Did not answer	41	
Total	150	

Mean scores for Q32

Your patients	84.3
GPAQ Mean	81.0

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	87.9%	12.1%

Q33.

Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	58	54.7%
Good (75)	36	34.0%
Fair (50)	10	9.4%
Poor (25)	1	0.9%
Very poor (0)	1	0.9%
Does not apply	2	
Did not answer	42	
Total	150	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	88.7%	11.3%

Q34.

Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
----------------------------	-------	------------

Very good (100)	51	48.1%
Good (75)	42	39.6%
Fair (50)	11	10.4%
Poor (25)	1	0.9%
Very poor (0)	1	0.9%
Does not apply	1	
Did not answer	43	
Total	150	

Mean scores for Q34	
Your patients	83.3
GPAQ Mean	59.4

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	87.7%	12.3%

Q35.

Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	50	48.1%
Good (75)	39	37.5%
Fair (50)	13	12.5%
Poor (25)	1	1.0%
Very poor (0)	1	1.0%
Does not apply	4	
Did not answer	42	
Total	150	

Good	Not Good
85.6%	14.4%

Q36.

Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	101	94.4%
No (0)	6	5.6%
Did not answer	43	
Total	150	

Yes	No
94.4%	5.6%

2. Experience with receptionists, availability of appointments and waiting times

Q12. About Your Receptionists and Appointments

How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	75	51.4%
Fairly helpful (66)	63	43.2%
Not very helpful (33)	5	3.4%
Not at all helpful (0)	3	2.1%
Don't know	0	
Did not answer	4	
Total	150	

Mean scores for Q12	
Your patients	81.0
GPAQ Mean	77.2

	Helpful	Not Helpful
GPPS	89.0%	9.0%
GPAQ	94.5%	5.5%

Q13.

How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	24	16.4%
Fairly easy (66)	51	34.9%
Not very easy (33)	45	30.8%
Not at all easy (0)	26	17.8%
Don't know	0	
Haven't tried	0	
Did not answer	4	
Total	150	

Mean scores for Q13	
Your patients	49.7
GPAQ Mean	59.4

	Easy	Not Easy
GPPS	78.0%	18.0%
GPAQ	51.4%	48.6%

Q14.

How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	29	21.5%
Fairly easy (66)	52	38.5%
Not very easy (33)	44	32.6%
Not at all easy (0)	10	7.4%
Don't know	2	
Haven't tried	9	
Did not answer	4	
Total	150	

Mean scores for Q14	
---------------------	--

Your patients	57.7
---------------	------

GPAQ Mean	60.6
-----------	------

Easy	Not Easy
60.0%	40.0%

Q15.

If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	83	66.4%
No	42	33.6%
Don't know / never needed to	17	
Did not answer	8	
Total	150	

Q16.

How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	132	91.0%
Not important	13	9.0%
Did not answer	5	
Total	150	

Q17.

How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	25	18.2%
Fairly easy (66)	71	51.8%
Not very easy (33)	28	20.4%
Not at all easy (0)	13	9.5%
Don't know	0	
Haven't tried	5	
Did not answer	8	
Total	150	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	70.1%	29.9%

Q18.

How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	26	16.6%
By phone	131	83.4%
Online	0	0.0%
Doesn't apply	0	0.0%
Did not answer	4	
Total	161	

Q19.

Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	59	30.3%
By phone	108	55.4%
Online	27	13.8%
Doesn't apply	1	0.5%
Did not answer	6	
Total	201	

Q20. Thinking of times when you want to see a particular doctor:

How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	99	67.8%

2-4 days	34	23.3%
5 days or more	6	4.1%
I don't usually need to be seen quickly	4	2.7%
Don't know, never tried	3	2.1%
Did not answer	4	
Total	150	

Q21.

How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	29	20.0%
Very good (80)	48	33.1%
Good (60)	46	31.7%
Satisfactory (40)	19	13.1%
Poor (20)	2	1.4%
Very poor (0)	1	0.7%
Does not apply	0	
Did not answer	5	
Total	150	

Mean scores for Q21

Your patients	71.0
GPAQ Mean	68.8

Good	Not Good
84.8%	15.2%

Q22. Thinking of times when you are willing to see any doctor?

How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	104	71.7%
2-4 days	31	21.4%
5 days or more	3	2.1%
I don't usually need to be seen quickly	3	2.1%
Don't know, never tried	4	2.8%
Did not answer	5	
Total	150	

Q23.

How do you rate how quickly you were seen?

Answer (score in brackets)	Co unt	Perce ntage
Excellent (100)	23	16.0%
Very good (80)	50	34.7%
Good (60)	46	31.9%
Satisfactory (40)	20	13.9%
Poor (20)	3	2.1%
Very poor (0)	2	1.4%
Does not apply	1	
Did not answer	5	
Total	150	

Good	Not Good
82.6%	17.4%

Q24. Thinking of your most recent consultation with a doctor or nurse

How long did you wait for your consultation to start?

Answer	Co unt	Perce ntage
Less than 5 minutes	23	16.0%
5 – 10 minutes	63	43.8%
11 – 20 minutes	35	24.3%
21 – 30 minutes	19	13.2%
More than 30 minutes	4	2.8%
There was no set time for my consultation	0	0.0%
Did not answer	6	
Total	150	

Q25.

How do you rate how long you waited?

Answer (score in brackets)	Co unt	Perce ntage
Excellent (100)	14	9.7%
Very good (80)	31	21.5%
Good (60)	51	35.4%
Satisfactory (40)	35	24.3%
Poor (20)	9	6.3%
Very poor (0)	4	2.8%
Does not apply	1	
Did not answer	5	

Total	1 5 0		
-------	-------------	--	--

Mean scores for Q25	
Your patients	59.2
GPAQ Mean	56.9
Good	Not Good
66.7%	33.3%

Q26. Opening

Is your GP practice currently open at times that are convenient to you?

Answer	Co unt	Perce ntage
Yes	104	83.2%
No	21	16.8%
Don't know	10	
Did not answer	15	
Total	1 5 0	

Yes	No
83.2%	16.8%

Q27. Opening

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Co unt	Perce ntage
Before 8am	10	10.1%
At lunchtime	15	15.2%
After 6.30pm	22	22.2%
On a Saturday	29	29.3%
On a Sunday	12	12.1%
None of these	11	11.1%
Did not answer	75	
Total	1 7 4	

Q28. Choice

Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	80	59.7%
No	54	40.3%
There is usually only one doctor in my surgery	1	
Did not answer	15	
Total	150	

Yes	No
59.7%	40.3%

Q29.

How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	32	32.0%
A lot of the time (66)	28	28.0%
Some of the time (33)	36	36.0%
Never or almost never (0)	4	4.0%
Not tried at this GP practice	1	
Did not answer	49	
Total	150	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	60.0%	40.0%

3. General satisfaction with the Practice

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	116	80.0%
Unsure (50)	25	17.2%
Not very well (0)	4	2.8%
Does not apply	0	
Did not answer	5	
Total	150	

Mean scores for Q37

Your patients

88.6

GPAQ Mean	69.1
-----------	------

Q38.

Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	110	78.0%
Unsure (50)	30	21.3%
Not very well (0)	1	0.7%
Does not apply	1	
Did not answer	8	
Total	150	

Mean scores for Q38	
Your patients	88.7
GPAQ Mean	65.5

Q39.

Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	105	73.9%
Unsure (50)	33	23.2%
Not very well (0)	4	2.8%
Does not apply	1	
Did not answer	7	

Mean scores for Q39	
Your patients	85.6
GPAQ Mean	61.7

Q40 Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	47	32.2%
Very good (80)	44	30.1%
Good (60)	40	27.4%
Fair (40)	12	8.2%
Poor (20)	3	2.1%
Very poor (0)	0	0.0%
Did not answer	4	
Total	150	

	Good	Not Good
GPPS	88.0%	4.0%

GPAQ	89.7%	10.3%
------	-------	-------

Q41.

Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	75	56.0%
Yes, probably (66)	51	38.1%
No, probably not (33)	6	4.5%
No, definitely not (0)	2	1.5%
Don't know	9	
Did not answer	7	
Total	150	

	Yes	No
GPPS	82.0%	6.00%
GPAQ	94.0%	6.0%

Comments noted on forms

I have been with this practice for 36 years and I am fully satisfied with the service provided.

Would like to have a sit and wait option in the evenings.

Overall excellent service from staff and doctors.

Online booking system would be far more convenient.

No comment, each day is different according to staff on duty, some staff are helpful others are not helpful.

I fill these forms on behalf of my mum, my doctor is someone else. I normally bring my mum here all the time, doctor and nurses are very helpful here. They try their best in what they can do for you.

I understand it's not practical for a doctor to answer a query by telephone during surgery hours, but there is no reason why a patient query cannot be answered after there is no patient at the surgery.

I have been trying to get an appointment for 4 days now, which I think is unacceptable and when finally get through to the receptionists they are rude! I will be looking for a new practice, however I cannot fault the doctor as the service is above satisfactory, and because of this I am still at the practice.

Our reception staff are the best with everyone. We are all happy here.

Although having visited Dr Arif today for the first time the consultation provided was good. My personal choice of doctor is Dr A Zafar as consultation has always been excellent. Thank you.

Everything is cool.

Happy surgery. Friendly staff. Excellent service.

I personally feel that the standards at this GP practice are dropping. The quality of patient care is not at a high standard, regardless of the many doctors, nurses the surgery has. I, over the last few years do not feel very comfortable with the surgery and what it has to offer.

DISCUSSION ABOUT RESULTS

The Patient Survey Results were discussed at the PRG meeting on 26.3.13

1. The consultation experience with the individual GPs and nurses

In general Doctors and nurses score well in the domains with regard to putting at ease, giving time, assessing the medical condition, explaining things and arranging treatment. There were excellent marks with regard to trustworthiness and confidence. Patients were happy to see the Doctor or nurse again. In several domains including in listening, giving time and involving in decision making the Practice scored more highly than the GPAQ average.

2. Experience with receptionists, availability of appointments and waiting times

The reception staff scored higher than the GPAQ average with regard to helpfulness.

The Practice however scored less well with regard to ease of getting through on the phone and lower than the GPAQ average. This is a problem that has been acknowledged by the Practice and highlighted in previous PRG meetings.

The Practice has taken steps during the course of the year to try and tackle these issues – as identified in the Action plan for 2012/13 below.

The Practice has employed an extra member of reception staff and has also invested in another phone line. Resource implications limit the extent to which further improvements can be made in this area however it is recognised that the Practice will continue to strive to improve with regard to these indicators.

The Practice scored higher than the GPAQ average with regards to waiting times once at the surgery.

3. General satisfaction with the Practice

Overall satisfaction and experience levels with the Practice were good. With regard to the overall experience the Practice scored more highly than the GPAQ average and importantly higher than the GPAQ average with regard to recommending the Practice to others – 94% as compared to 82%.

Action Plan in response to suggestions and recommendations by the Patient Participation Group Members

2011/12

Needs Identified	Actions taken
Difficulty in getting through to the surgery during early morning and afternoon to book appointments.	<ol style="list-style-type: none"> 1. Call waiting system introduced in telephone system 2. Patients informed regarding specific timings for requesting repeat prescriptions and other queries so as to keep peak appointment booking times free
Training of reception staff to deal with stressful situations and client service	Two training courses attended by reception staff <ol style="list-style-type: none"> 1. Course "Effective customer services skills" 2. Course "Customer services and patient experience"
High DNA rates	Patients to be written in event of DNA

2012/13

Needs Identified	Actions taken
Difficulty accessing reception staff	<ol style="list-style-type: none"> 1. Extra reception staff member employed 2. Hours of existing staff increased
Difficulty accessing surgery by phone	<ol style="list-style-type: none"> 1. Extra phone line installed at surgery 2. Adjustment of existing reception staff hours to ensure extra reception staff at peak times
Difficulty getting appointments	<ol style="list-style-type: none"> 1. Daily evening surgery hours increased from 4.30pm to 6.30pm to 4.00pm to 6.30pm 2. Increase in number of emergency appointments on Thursday afternoons and Saturday mornings
High patient DNA rates	<ol style="list-style-type: none"> 1. All pre-booked appointments called one day prior to appointment 2. All chronic disease clinic patients contacted day prior to appointment

ACCESS

OPENING HOURS

Monday 9.30am to 6.30pm
Tuesday 9.30am to 6.30pm
Wednesday 9.30am to 6.30pm
Thursday 9.30am to 1pm
Friday 9.30am to 6.30pm
Saturday 9.30am to 11.00am

EXTENDED HOURS

Saturday Mornings 9.30am to 11am
Doctor clinic – for emergency appointments only
Nurse clinic – for urgent and routine appointments

ACCESS TO SERVICES

Surgery Details

Charles Road Surgery
192 Charles Road
Small Heath
Birmingham
B10 9AB
Phone : 0121 772 0398
Fax: 0121 772 4268
Web site: www.charlesroadsurgery.co.uk

Same day morning appointments can be booked by calling after 9.15am
Same day afternoon appointments can be booked by calling after 3.00pm
Routine pre-booked appointments can be made at any time

Walk in Centres

When the surgery is closed or where appointments are no longer available patients can attend the following walk in centres – opening hours for both centres 8am to 8pm every day including weekends and Bank Holidays

Washwood Heath Urgent Care Centre

Clodeshall Road, Saltley

Birmingham

B8 3SN

Tel: 0121 465 5165

The Hill General Practice and Urgent Care Centre

Sparkhill Primary Care Centre

856 Stratford Road

Sparkhill

Birmingham

B11 4BW

Tel: 0345 111 1310

Out of Hours - BADGER

When the surgery is closed call 0300 555 999

PUBLICATION OF THE REPORT

This report, the previous year's report and all PRG meeting minutes can be found on the Practice website:

www.charlesroadsurgery.co.uk