

## **Patient Participation Group Profile**

Charles Road Surgery is an inner city practice located in the densely populated area of Small Heath in Birmingham. The practice profile is generally made up of Pakistani, Indian and Bangladeshi origin which makes up approximately 80% of the practice population. The remaining 20% are made up of White British, West Indian, Africa, Arabs and other Eastern European nationals.

We had placed posters in our waiting area inviting volunteers to join the group and had a good response from our patients. We had to contact a few patients and request them to join to group so that it is a good representation of almost all the communities.

Our PPG comprises of 11 members with a mix of most of the ethnicities being represented. The members come from all ages and walks of life i.e. businessmen, religious cleric, teacher, retired people and a disabled member.

### **Patient Survey:**

It was explained to the members that the purpose of the survey is to get the views of the patients which be good or bad. The whole purpose is to analyse and discuss the results and try and correct the areas where we are not doing as well as we should be doing. It was explained to the patients that sometimes, due to limitations beyond our control and financial restrictions we are unable to meet all the demands. The member showed their understanding by agreeing to the reasoning.

The methodology of the patient survey was discussed in PPG meeting dated 2/6/2011. A sample questionnaire was shown to all members who agreed upon using the form from a reputed company as meeting the needs of the practice. Survey forms were distributed to patients when they came to see the doctors and were collected after their consultation. Since then another survey has been completed through a company called In time Data.

The result of the survey was discussed and the patients expressed their agreement with the findings of the results. They however raised the concerns about getting through to the practice by phone and getting an appointment. It was explained that that there were 2 members of the staff answering the telephone and due to financial restraints it was not possible to increase the number of staff. It was further mentioned that in the last 3 years the number of GPs has been increase from 2 WTE to 3 WTE which included a female GP. The hours of consultation were increased and the number of appointments available is now approximately 70% higher than what it used to be.

The result of the survey is also being published on the website.

The patients suggested that staff be trained in customer services and handling stress and aggression at work. Mr Husain agreed to have the training arranged.

The training was delivered by a consultant from Medical Protection Society during November 2011.

**The reception opening hours of the practice are:**

**Monday 09:15 to 18:30**

**Tuesday 09:15 to 18:30**

**Wednesday 09:15 to 18:30**

**Thursday 09:15 to 16:00**

**Friday 09:15 to 18:30**

**Saturday 09:15 to 11:30 ( Extended Hours)**

**Sunday CLOSED**

**The telephone lines are open during these hours and the patients can contact the reception in person during these hours.**