

The Ransome Practice

Local Participation Report 2013/2014

This report summarises the development and outcomes of The Ransome Practice Patient Representative Group (PRG) and has been published on the practice website www.theransomepractice.com

The report contains:

1. The profile of the practice population
2. PRG Profile and Process used for recruitment of PRG members
3. How the survey as devised and agreed
4. Results of the Patient Survey
5. Action plan agreed and how agreed
6. Progress made

Profile of the Practice Population

The Ransome Practice population currently comprises on 6196 permanently registered patients (as at March 2014) 3128 male and 3067 female.

The age bands of the population are as follows:

0-5 years	208 male	216 female
6-16 years	491 male	433 female
17-44	1129 male	1083 female
45-54	458 male	447 female
55-74	636 male	616 female
75+	206 male	273 female

The practice list is currently open.

The practice population is predominantly White British with the following results recorded

White British – 50%

Black African/ Caribbean – 5%

Asian 1%

Chinese 1%

Other White Background including Irish – 7%

Not recorded – 36%

PRG Profile and Process used for recruitment

The Practice Representative Group was commenced in December 2012. Members of the group were initially recruited at all 3 sites Bentley, Woodside and Scawthorpe by means of patient leaflets, newsletter, word of mouth and posters in the waiting room. The members represent patients from all the 3 sites and core membership has remained the same since the group commenced in December 2012. The Practice Representative group is currently recruiting members on the Practice website and have asked the practice to recruit at new patient registration and increase visual awareness on the waiting room notice boards. There are currently 8 members. The current members all give their ethnicity as White British. The Patient Representative group consists of an ex teacher, ex nurse, head teacher, Housewife and NHS administrator. The age range is between 40-70. The group is aware that there has been limited response from the younger element of the practice population and hope to encourage patients from all areas of the practice population irrespective of age, ethnicity, gender or disability.

How the survey was devised and agreed

It was felt important by the patient group and the practice that the Patient Representative Group should be encouraged to participate in the implementation of the Patient Questionnaire and they were asked to devise a questionnaire that they felt were patient priorities at the present time. The priority they focused their attentions on were:

- The confidentiality issues in the waiting room
- The waiting room ambience
- Rating of surgery staff
- Understanding of GP and on-going treatment

Following a meeting with the Patient Representative Group and the practice representative the questionnaire agreed was as follows:

1. Is the waiting area comfortable?
2. Is the building clean and rooms well signed?
3. Does the doctor/nurse treat you in a professional manner?
4. Do you feel that the doctor/nurse listens to your concerns and answers your questions adequately?
5. Do you feel that doctor explains the type of medication given or the reason for medical tests?
6. Do the doctors offer you support and inform you on how to improve your health?
7. Are you greeted in a friendly manner from the reception staff when attending the surgery?
8. Are you aware there is a facility to speak privately with a receptionist if needed?
9. Any other comments

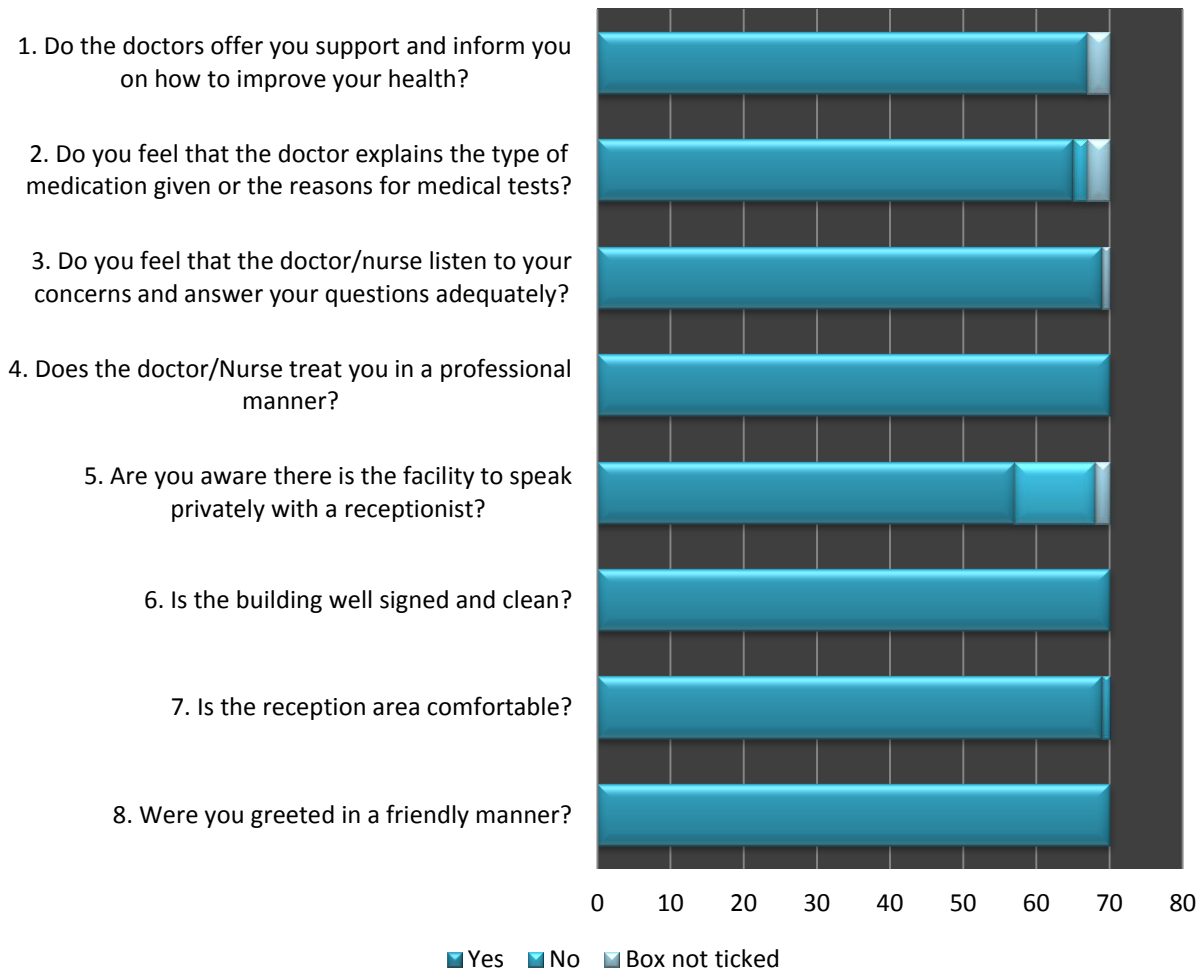
The patient group felt that the questionnaire in its simplicity reflected the areas they felt were of priority, rather than what the practice felt, at the present time and it was hoped to build on feedback.

A paper survey was carried out during the middle week of June 2013. Questionnaires were handed out at random to 70 patients across the 3 sites.

The PRG met with the practice in July to discuss the results of the Practice Survey.

Results of the survey were analysed by the PRG and the results are given below (Individual branch site results are available on Patient Participation section of Practice Website)

The Ransome Practice



Overall Results

1. 95% of patients asked were happy with the support offered by GP's
2. 92% of patients asked felt that the GP explained any medication and reasoning for further test.
3. 98% of patients asked felt the GP's and nurses listened to patients concerns and answered questions adequately
4. 100% of patients asked felt the GP's and nurse's treat them with a professional manner
5. 81% of patients asked were aware of the facility to speak to a receptionist in private
6. 100% of patients asked felt the buildings were clean and well signed.
7. 98% of patients asked felt the waiting area was comfortable
8. 100% of patients asked felt they were greeted in a friendly manner from the reception staff

Other Comments

- Reception staff always friendly nothing too much trouble always polite and professional. Been with this surgery for years and find the receptionist are like friends
- Service with a smile
- Having neck and shoulder problems I find doors at the surgery difficult to open
- All the Doctors are very professional. One patient was very impressed with Dr Umapathee and requests only to see him.
- Very happy with the GP's and has been with the practice for many years and would never change.
- Nursing staff and GP's are brilliant.
- Managerial staff are very professional
- Wonderful service is provided by all, and thanks for all the care, concern and professionalism.
- Very friendly staff, extremely helpful in an emergency.
- Not aware of the facility to speak to a receptionist privately
- Staff always pleasant, helpful and very nice. Never had any cause to complain yet. Everyone goes out of their way to help 10/10.
- Very happy with all staff, very helpful and supportive.
- I am very satisfied with my service.
- Always made to feel relaxed and staff ready to listen and give good advice. Very accommodating as regards to appointments. Very pleased with areas of the practice.
- Best surgery around this area
- Very grateful for all the help and attention we get. Could not manage without your help, Thank you.
- Could have asked for a better practice if we tried
- Everyone does their best to help. A lovely welcoming practice
- This practice is excellent. Very professional and caring, all staff from receptionists, nurses and doctors. Keep up this brilliant standard.
- Staff good all round
- Wonderful service never a complaint

Once the results had been analysed the Patient Representative Group and The Practice representatives met to discuss and agree an action plan.

The results of the patient Survey and report have been displayed in the waiting rooms at all 3 sites for patient's accessibility and the practice will feedback to the Patient Group any feedback.

Action plan agreed

The group agreed that the results of the survey were very encouraging at all 3 sites. The comments were predominantly positive with very little negative feedback making the action plan limited. The action below was agreed between the Patient Representative Group and the practice and representatives of the practice were asked to take back to their practice meeting.

Subject	Proposed Action	Date for completion
All waiting areas are of a comfortable nature for patients needs	To be fed back to Practice Manager For evaluation of waiting areas at all 3 sites	2 months
All sites to ensure that privacy signs are highly visible for all patients	To be fed back to Practice Manager for appropriate signs to be implemented.	1 month
All clinicians to ensure patients fully understand medical treatment requirements following consultation	To be discussed with all Clinicians at Practice meetings. Feedback to GPs for appraisals	1 month

Progress made and the Way Forward for 2014/2015

All issues within the action plan have now been addressed by the practice and discussed with the Patient Representative Group in December 2013. The group had not felt any other actions were necessary due to the outstanding feedback from the survey results.

Further to the Patient Survey the Patient Representative Group have now discussed and agreed with the practice priorities which they feel are important for the future and they are in the process of exploring the possibility of implementing a practice dementia carers group and have requested the practice to put this on the next agenda to discuss. They feel that across the country dementia has a "stigma" attached to it and The Ransome Practice patients/carers should be offered the best support possible, and the group wish to explore ways to ensure that patients and carers of The Ransome Practice receive the most up to date information with regards to service availability in Doncaster .

The Patient Representative Group wish to discuss with the practice current appointment system and access will be made also a priority for this year. The practice Patient Survey for 2014/2015 will be based around access to the surgery.

Confirmation of our opening times are as follows

	Bentley	Scawthorpe	Woodside
Monday	08:00 - 18:00	08:00 - 19:30	08:00 - 18:00
Tuesday	08:00 - 18:00	08:00 - 18:00	08:00 - 19:30
Wednesday	08:00 - 13:00	08:00 - 13:00	08:00 - 13:00
Thursday	08:00 - 19:30	08:00 - 13:00	08:00 - 18:00
Friday	08:00 - 18:00	08:00 - 18:00	08:00 - 19:30
Saturday	Closed	Closed	Closed
Sunday	Closed	Closed	Closed

The surgery opening core hours are 8-6pm.

Surgery extended hours are available Monday, Tuesday, Thursday and Friday 6.30-7.30pm across the sites as given above.

Services can be accessed by either telephone, face to face, or by calling in at the surgery during opening hours.

You can request a prescription by E-mail – log onto the Doncaster CCG website www.prescriptions.doncaster.nhs.uk and select “Repeat Prescription Services in the left hand column (details on prescribing section of practice website)

4 GPs attached to the Practice are:

Dr Y Anim Addo, Dr P Umapathee, Dr V K Singh and Dr A Palaniswamy

Address/ Telephone for all 3 sites attached to The Ransome Practice

Bentley Health Centre

Askern Road

Bentley

Doncaster

DN5 0JX

Telephone 01302 874416

Woodside Surgery

Woodside Road

Woodlands

Doncaster

DN6 7JR

Telephone 01302 330212

Scawthorpe Clinic

Amersall Road

Doncaster

DN5 9PW

Telephone 01302 330212