

# **DR. M.AZAM (MBBS, LRCPS, FPA)**

## **PARK GRANGE MEDICAL CENTRE**

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### **Park Grange Medical Centre Patient Participation Report March 2014**

**Developing views to gain structure and the practice to obtain feedback from the patient population:** The PPG meeting is held every quarter at Park Grange Medical Centre 141, Woodhead Road Bradford, BD7 2BL at the Board Room. The practice staff and PPG group members are present at the meeting, the information is then disseminated to the PRG Group by post, and this service is only for the registered patients at the practice. We had a total of 11 patients who participated in the PPG groups from different ages 30 – 75 years old.

To invite the group we had posters displayed in the waiting room. Patients were invited by the staff members, we advertised on the prescriptions but most of the patients were given choice to whether they want to participate. The main aim of this group was the practice to get feedback from the patients and to ensure the practice is giving highest quality of services to the patients. The survey responses were very important to analyse this from the patient responses.

**Agrees areas of Priority with PRG Group:** The PPG Group was gathered and was set up and the first meeting was held at the Park Grange Medical Centre in 2011 in this the practice services were discussed.

The practice then had another PPG meeting on 20<sup>th</sup> November 2013 and second meeting 12th February 2014. Which were discussed and a summary action points were put in place. The patient's survey reports were uploaded on the practice website and also discussed with the patients in the PPG meetings. The practice opening hours, patient telephone access, appointment systems, future business plan, and action plans were gathered from these meetings.

**Patient reviews from patient survey:** A patient survey was conducted and the practice has come up with the following results the information was collated from survey monkey and practice questionnaires.

1. 67% of the patients were happy with the opening hours
2. 66% of the patients were happy with the telephone access.

3. 66% of the patients were satisfied with the appointments, as 72% percent of the patients get seen in 48 hours.
4. 58% get to speak to a doctor on telephone consultations.
5. 78% of the patients were happy with the reception staff.

**Survey findings discussed and reviewed:** The practice survey findings were uploaded on to the practice website a summary of the action points were also up loaded on the practice website. A discussion of the survey result and an action plan was made for patient requirements for **what patient wanted and what we did**. A plan was made and submitted to the Bradford council for a prayer room, a patient self triage holding the following medical equipment room and self height and weight monitor, a self BP monitor and a facility to down load patients information leaflets. The practice has also put a request forward for an in-house pharmacy for the patients. The discussion of the survey result was held in the practice PPG meetings.

To improve the practice access the practice has implemented a drop in clinic every day during the mid day for the patient for approximately five patients a day to see the GP. We also have improved patient access locum session with a couple of extra appointments twice a week. The practice has also book on the day appointments, due to this the patient survey conducted shown good results 66% and 72%.

**Action plan summary:** Discussion of survey was held in the PPG meetings and the information was disseminated to the patient group and minutes were given to all patients. The following action were taken in to consideration

- Ways of improving the practice appointment systems, regular drop in clinic and extra appointments with locums
- All patients needs and wants discussed and actions have been put in to place
- Car park facility discussed and patients to use this service to avoid congestion.
- Business plan discussed and forwarded to Bradford council

**Actions:**

- Patients request for minor ailments- practice has set up a minor ailments service where patient can use pharmacy first scheme
- Children's with asthma can be seen without an appointment and nebulised in the practice.
- COPD patients seen by community matrons
- Access improved
- All serious high risk patients will be seen the same day
- Patient request for prayer room and self management room, plan drafted and forwarded to the Bradford council

