

## Kings Road Medical Centre Patient Participation Report 2013/14

### Stage one: Validate that the patient group is representative

#### PRACTICE POPULATION PROFILE

**Report Name:** Ethnic Categories

**Parent Population:** Currently registered regular patients

**Last Run:** 14-Mar-2014 14:42

**Relative Date:** 14-Mar-2014 14:42

**Patient Count:** 8540

**Males:** 3680

**Females:** 4860

Code Term	Total
African - ethn cat 2001 census	1
African - ethnic category 2001 census	347
Albanian - ethnic category 2001 census	4
Any other group - ethnic category 2001 census	11
Arab - ethnic category 2001 census	41
Baltic Estonian/Latvian/Lithuanian - ethn categ 2001 census	3
Bangladeshi or British Bangladeshi - ethn categ 2001 census	68
Black and White - ethnic category 2001 census	5
Black British - ethnic category 2001 census	39
Bosnian - ethnic category 2001 census	2
British Asian - ethnic category 2001 census	1
British or mixed British - ethnic category 2001 census	2483
Caribbean - ethnic category 2001 census	124
Chinese - ethnic category 2001 census	154
Commonwealth (Russian) Indep States - ethn categ 2001 census	8
Croatian - ethnic category 2001 census	3
East African Asian - ethnic category 2001 census	2
English - ethnic category 2001 census	34
Ethnic category - 2001 census	24
Ethnic category not stated - 2001 census	206
Filipino - ethnic category 2001 census	38
Greek - ethnic category 2001 census	13
Greek Cypriot - ethnic category 2001 census	1
Indian or British Indian - ethnic category 2001 census	175
Iranian - ethnic category 2001 census	36
Irish - ethnic category 2001 census	197
Italian - ethnic category 2001 census	47
Japanese - ethnic category 2001 census	5
Jewish - ethnic category 2001 census	1
Kosovan - ethnic category 2001 census	17
Kurdish - ethnic category 2001 census	8

Latin American - ethnic category 2001 census	20
Malaysian - ethnic category 2001 census	2
Mauritian/Seychellois/Maldivian/St Helena eth cat 2001census	1
Mid East (excl Israeli, Iranian & Arab) - eth cat 2001 cens	29
Mixed Asian - ethnic category 2001 census	6
Mixed Black - ethnic category 2001 census	1
Mixed Irish and other White - ethnic category 2001 census	1
Moroccan - ethnic category 2001 census	30
Muslim - ethnic category 2001 census	3
Nigerian - ethnic category 2001 census	7
North African - ethnic category 2001 census	15
Oth White European/European unsp/Mixed European 2001 census	28
Other - ethnic category 2001 census	489
Other Asian background - ethnic category 2001 census	429
Other Asian or Asian unspecified ethnic category 2001 census	35
Other Black background - ethnic category 2001 census	49
Other Black or Black unspecified ethnic category 2001 census	3
Other Mixed background - ethnic category 2001 census	293
Other Mixed or Mixed unspecified ethnic category 2001 census	4
Other mixed White - ethnic category 2001 census	11
Other White background - ethnic category 2001 census	2446
Other White or White unspecified ethnic category 2001 census	45
Pakistani or British Pakistani - ethnic category 2001 census	75
Polish - ethnic category 2001 census	34
Punjabi - ethnic category 2001 census	1
Scottish - ethnic category 2001 census	5
Serbian - ethnic category 2001 census	2
Sikh - ethnic category 2001 census	1
Somali - ethnic category 2001 census	3
South and Central American - ethnic category 2001 census	13
Sri Lankan - ethnic category 2001 census	3
Turkish - ethnic category 2001 census	12
Turkish Cypriot - ethnic category 2001 census	1
Vietnamese - ethnic category 2001 census	4
White and Asian - ethnic category 2001 census	37
White and Black African - ethnic category 2001 census	169
White and Black Caribbean - ethnic category 2001 census	76
White British - ethnic category 2001 census	204
White Irish - ethnic category 2001 census	26

**PRG PROFILE**

We have following patients in our PRG

M. K	British	74 years Female
M. L.	Other White	91 years Male

L. P.	Other white	86 years Female
E. L.	Other Black	33 years Female
A. A.	African	41 years Male
A. N.	Scottish	78 years Male
S. A.	Other Asian	49 years Female
M. Z.	Other White	57 years Male
H. T.	British	66 years Female
S. N.	Chinese	29 years Female
K. S.	Nigerian	49 years Female
N. N.	Pakistani	20 years Female
K. N.	Others	63 years Female
A.O	British black	47 years Female
H.T	British	67 years Female
M.B	British	68 years Female
L.A	Spanish	65 years female

#### **DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG**

Although we already have representation from a large range of ethnic groups, we have made considerable effort to engage patients from various groups and ages. Our receptionists invite patients when they come in for an appointment. We have placed the leaflets in the waiting area and put a flyer up on our notice boards. We have used text message facility to invites patients. We have also created a power point slide which we display on our flat screen TV in the waiting area.

#### **Details of the actions which the practice has taken on issues and priorities set out in the Patient Participation Report of March 2013:**

##### **The practise to reduce the patient waiting time**

The practice has 5 permanent GP's, 2 permanent nurses and 2 permanent Healthcare assistants. The Practice encourages the clinicians to cover for each other as we aspire to minimise the use of external locums as they have a tendency to run late due to lack of knowledge of our practice systems. Our survey confirms more than half of survey population being seen within 5 to 15 minutes.

##### **PRG proposed staff to have name badges which they can wear so patients can know whom they are speaking to whom to address to in the next visit.**

All our clinicians and admin staff now wear name badges. When answering phone calls we have also made it protocol to let patient know who they are speaking to. This has improved communication and made follow up queries easier to deal with.

**Provide information for patients with leaflets. PRG asked to have an open day where we publicly advertise our good quality patient care service.**

We regularly carry out door to door leaflet distribution to promote and make patients aware of our services. We have leaflets for patients at the reception desk and information screen and posters in the surgery. Our organisation has appointed a new director of Patient Experience Engagement and Community Participation to engage with patients and thus co-design the services we deliver. The practice organised an open day recently for patients and their carers to create awareness about the practice services and the support available for carers in the community.

## **Stage two: Validate the survey and action plan through the Patient Participation Report**

### **SURVEY**

The priorities were set by analysing key themes which were recurrent in previous PPG meetings.

Once we had established the priorities we developed the questions using:

- Outcomes of previous surveys which we conduct on a monthly basis
- PRG meeting minutes and opinions from patients
- General comments from patients about our services

Please describe how the survey was conducted?

- Sent text messages to all patients to complete survey on our website
- Conducted through Survey Monkey. Olivia Danso, Patient Officer for K&C helped us prepare the questionnaire on survey monkey
- The reception staff encouraged patients visiting the practice to give their feedback using the computer we have kept at the reception desk for patients. The patients who are less IT literate were helped by our practice staff.

Please find our survey results attached.

<http://www.kingsroadmedicalcentre.co.uk/practices/kingsroad/Kings-Road-Medical-Centre-Practice-Survey-results-2014.pdf>

### **ACTION PLAN**

**The PRG suggested recruiting volunteers from the community. The volunteers would engage in providing complementary service such as greeting, directing the patients, making them aware of the practice services, etc.**

The practice management would contact the local charities and organisations and

recruit volunteers for this role hopefully within the next six months.

**The PRG were happy with most results from the survey however thought the patient satisfaction level could have been better. The group will like to see comments and drop in boxes in the surgery and also have online comment spaces where users can provide feedback the surgery can reflect on.**

The practice would put a feedback section on the website to allow patients to give their feedback (positive and negative). The practice management would respond back to those comments within two working days. In addition to this, the practice will put up a complaints & suggestions box at the reception.

**PRG group would like to know exactly how long they will have to wait when the doctors are running late. The group will appreciate if the waiting time can be reduced more.**

The practice would create awareness amongst the patients that should they need to discuss multiple issues with a clinician they need to book for more appointments. This would reduce patient waiting times. We run announcements about clinicians running late on the patient screens at the reception. In addition to this, we will have a member of the reception team letting patients know in the waiting area if a clinician is running late.

**PRG group have noted the benefits of having walk in sessions and have urged we run more walk in clinics throughout the day.**

The practice has recently implemented the frontline doctor initiative. Under this initiative a doctor who is at the reception every morning would help patients who walk-in the surgery and would also provide assistance to patients over the telephone.

#### LOCAL PATIENT PARTICIPATION REPORT

**Please describe how the report was advertised and circulated**

- We have published the report on the website
- Discussed in the PPG meeting with PRG.
- Is also available as a hard copy upon request from patients at reception

**Please include a copy of the report and link to your practice website**

Practice Website: [www.kingsroadmedicalcentre.co.uk](http://www.kingsroadmedicalcentre.co.uk)

PPG Link on Practice Website:

[http://www.kingsroadmedicalcentre.co.uk/patient\\_representation\\_group\\_p6766.html?a=0](http://www.kingsroadmedicalcentre.co.uk/patient_representation_group_p6766.html?a=0)

Survey Monkey: <http://www.kingsroadmedicalcentre.co.uk/practices/kingsroad/Kings-Road-Medical-Centre-Practice-Survey-2013.pdf>

Virtual Network: <http://www.networks.nhs.uk/nhs-networks/kings-road-medical-centre-patient-participation>

#### OPENING TIMES

**You can call the surgery on** 08448151870 or 0203000609217 on Mon/Fri from 8:00 am to 9.00 pm and Fri from 8:00 am to 6.30 pm and Saturday from 9:00am to 11.30 am.

**The surgery reception is open** Mon/Fri from 8:00 am to 9.00 pm and Fri from 8:00 am to 6.30 pm and Saturday from 9:00am to 11.30 am.

We are open on late evenings on Mon to Thu and on Saturdays in the morning.

**Outside of these times** please call 0208 969 7777- Out of Hours Service, NHS 111 or 999 for ambulance in case of emergency.

Thank you.