

Report on the Development of the Patient Participation Group.

The Medici Medical Practice had a face to face Patient Participation Group until 2011, when it faded away. There were very few patients who attended and the diversity of the practice population was not fully represented.

With this in mind, the Practice decided to commence a virtual Patient Participation Group, utilising the functions on our website. (www.medicipractice.co.uk). It was believed that more people would be able to participate on line, at a time that suited them and a greater variety of patients may wish to be included. The website contains automatic translation into a variety of languages, to ensure all patients who wished to access the information, could do so. The website was publicised in the surgery and patients encouraged to use this facility within the literature available at the surgery (posters and patient information leaflets).

In December 2012, a virtual patient participation group was set up on the Medici Medical Practice website to encourage patients to register their interest, participate in forums and polls and complete on line questionnaires (GPAQ).

The GPAQ survey was chosen at the beginning as it covers a range of access questions and allows for specific feedback. It was hoped that further surveys would be developed with the participation of the group. The first GPAQ results published on the website showed that there were areas of priority around telephone access.

The responses highlighted delays in contacting the surgery via the telephone. The Practice employed two further members of staff in order to have more people answering the telephones at peak times. The responses also showed that the majority of patients were happy with our opening times. Extended hours are currently provided on Tuesday and Wednesday evenings and Saturday mornings. Earlier 8am start clinics are also available twice a week. A full description of opening times for the Practice is available on the website and within the Patient Information Leaflet (appendices 2)

Some respondents highlighted a difficulty in obtaining appointments. The Practice reviewed the ratio of emergency, on the day and routine appointments and altered them to increase same day appointment availability.

The usage of the website had grown from 3018 people visiting the site in January 2012 to 4788 in January 2014. Further analysis can be obtained from the website as to when the site is accessed and which pages are most popular. The demand for on line access for prescription requests, appointment requests, queries and suggestions has increased in a similar manner.

The patient demographics show that 74% of the Practice population are aged between 15-64 and there is a wide range of ethnicities. On line access for services has been well received overall and demand is growing. To promote further interaction and ideas from the public, a comments and suggestions section was placed on the website and it was hoped that patients would offer ideas for polls, start forums and generally communicate with the Practice via the virtual world. A suggestion/comments box was placed in the reception of the surgery to develop more interaction and give access to those who may not use on line access.

The feedback via the website was low in numbers, but the questionnaire was completed by 19 patients. In order to encourage more participation, the results of the 2012 Patient survey were placed on the website after they had been collated. These were placed in Publisher format, to make the results easier to visualise and understand. The survey for 2013 – 2014 has recently been completed and is currently being collated. This information will be published on the website and shared with the Patient Participation Group.

The use of the virtual Patient Participation Group was reviewed by the Partners and Practice Manager in December 2013 and due to the low numbers of participants on line, it was decided to re-establish the physical Patient Participation Group and run it alongside the virtual group.

The first meeting took place on Thursday 13th March 2014. The minutes have been published on the website, within a specific section for the Patient Participation Group.

The Patient Participation Group decided that the priority was to increase the membership of the face to face meeting group, actively encouraging members from different ages and backgrounds. It was decided that each member of the meeting would seek to identify individuals who would be beneficial to the group and ask them to consider attending the meetings.

The PPG will initially meet monthly and the frequency reviewed as the group develops. It was agreed that local surveys, (e.g. Healthwatch, in house surveys, GPAC surveys), CQC reports, anonymised complaints, could all be reviewed by the group, to look for common themes and act upon them. All information gathered from the website patient interaction will be discussed at the Patient Participation Group, to allow for a wider range of patient demographics and input to the group.

The minutes of the meeting are contained in appendices 1.

Appendices 1

Patient Participation Group Meeting

Thursday 13th March 2014

Attendees

Gary Ames (GA) - Patient representative

Christopher Capener (CC) - Patient representative

Lesley Fitzjohn (LF) - Patient representative

Tim Parke (TP) - Patient representative

Anjana Peacock (AP) - Patient representative

Penny Fletcher (PF) - Communications Lead – Luton CCG

Dr Ashok Sahdev (AS) – Senior GP Partner

Dr Jackie Ratne (JR) - GP Partner

Elaine Johnson - Practice Manager

Lorna Davit - Office/IT Manager

Dr Petroula Tsagkaraki - Salaried GP

Dr Carl Svasti-Salee.- FY2 Doctor

AS welcomed all present to the meeting and around the table introductions were made. He gave a synopsis of the development of the Practice, founded in 1948. He described the current Practice, the staffing, services and some ideas for the future including Skype consultations and new service development. He outlined recent changes to NHS structure and the development of Luton CCG.

PF Welcomed all attendees, and asked what brought people to the meeting.

GA GP practice has massive demands on the service. Patients are confused with the range of services available to them (111, Out of Hours GP service, Hospital services) He would like to help people understand the range of services available and how to use them appropriately.

AP as a reflexologist she sees the changing needs of people. People want different ways of treatment/care and would like to explore new services being available. This would give more individual choice.

CC was involved in the previous PPG for the Practice. How will this group be different? What are the practicalities of running the group? How can the group help the practice?

LF was interested in the development of the Practice and how the Practice works.

TP had not attended a PPG meeting before and had come with no specific agenda.

AS Advised the group of how GP time demands had changed, with the CCG requiring more GP input.

The Practice has had a recent CQC visit which it had passed. A copy of the report is available on the CQC website.

Healthwatch had also visited the Practice and written a report.

EJ We are unable to discuss the findings of the report with the PPG at this time, as there is an embargo in it until 31/03/14. We will share the report with the PPG when we are able.

PF summarised the aims for the PPG raised. These included wanting to know and understand more about healthcare locally. New service development and utilising the group to ask if the new service would be beneficial for patients, would it be well received and used? She emphasised that the group was not a forum for complaints and gripes to be discussed, as there were channels available for this within the Practice.

EJ offered to share anonymised complaints information with the PPG on a quarterly basis, to look at any developing trends. The complaints could be discussed in order to learn from them and make changes as necessary.

PF The PPG can be used to help shape services, look at changes to the Practice, for example the waiting room layout and signage. She asked the group to consider how we could grow the membership of the group. She suggested that at the next meeting the group can decide a Chairperson and look at the terms of reference for the group.

CC asked what was the natural lifespan of the group?

PF The group is ongoing, responding to new demands as they arise.

GA thought the group could be long term. At the moment patient safety was in the spotlight after the Francis Report and other critical health concerns. The PPG needs to be patient focussed and work in partnership with the Practice.

All The frequency and time for the meeting was discussed and it was decided to meet monthly initially and at the same time/day. The group felt that it was important to get more people involved in the meeting and would like a regular attendance of 10-15 people. The GPs were encouraged to speak to patients who they thought would be interested in joining the group and personally invite them. More diversity in the group should be encouraged. And all members of the meeting were tasked to encourage people to attend.

PF offered support from Luton CCG Patient Representation Group and advised that as our group stabilises, interested members could also be involved in this group. She offered to bring members from other PPGs to our next meeting, to give their experience of being part of a PPG and how their structures work. This idea was welcomed by all present.

Date of next meeting: Thursday 24th April at 1pm

Please forward any items for the agenda to elaine.johnson@nhs.net, or telephone 01582 748898.



INFORMATION

Medici Medical Practice
3 Windsor Street
Luton
LU1 3UA

Opening Times

Monday	8.00*am – 6.00pm
Tuesday	8.00*am – 8.00pm
Wednesday	8.00*am – 8.00pm
Thursday	8.00*am – 6.00pm
Friday	8.00*am – 6.00pm
Saturday	8.30am -12.30pm

Telephone 01582 343220
0844 3878910

*telephone lines open 8.30am

Facsimile 01582 748896

Visit our website

www.medicipractice.co.uk

Accepting new NHS patients

Welcome to the Medici Medical Practice

The Medici Medical Practice is a group practice. You can see any Doctor or Nurse at the Practice and will be guided to the best clinician, when you book your appointment with the reception team.

Partners

Dr A Sahdev (M)

Dr J Ratne (F)

Salaried GP's

Dr S Conway (M)

Dr N Satchi (M)

Dr P Tsagkaraki (F)

Dr A Qureshi (F)

Registrar GP's

Dr D Issacson(M)

Dr Rajbally (F)

Dr J Patel (M)

All patients may consult with any Doctor or Nurse at the Practice.

Sr.Chandra Phillips- Practice Nurse.Nurse prescriber.RN, Dip (Nursing), ENB 998, Family planning and sexual health certificate, ophthalmic trained nurse.

Chandra specialises in chronic disease management for diabetes.

Travel health and vaccinations including Yellow fever. Children's immunisation/ vaccination, Weight management and advice.

Well man/woman health checks.

Contraceptive services and implants.

Wound care, Ear syringing,

General health advice.

Sr. Anne Piggott-Brown – Minor Illness Nurse. RN, ENB 998. Minor Illness trained. Nurse Prescriber.

Anne is a highly experienced nurse, who works autonomously to assess, diagnose and treat patients attending for a variety of problems and illnesses. She works independently, alongside the GP's and will assess your health concerns.

Sr. Patricia Liddell - COPD/Asthma Nurse. RN, ENB 998.

Patricia specialises in chronic disease management of COPD and Asthma. She also trained in minor illness, vaccinations and immunisations and cervical cytology.

Sr. Jane Wallace - Minor Illness nurse. RN, Nurse Prescriber.

Jane has extensive experience in the treatment of minor illness and sexual health.

She runs a dedicated sexual health clinic and is trained to insert/remove contraceptive implants and coils.

Mitzi Garrett – HCA. Smoking cessation, weight management, phlebotomy, new patient examinations and basic wound care, ECG's, BP checks, suture removal.

Emma Johnston – HCA

Phlebotomy. new patient examinations, health checks, smoking cessation, ECG's, BP checks and basic wound care.

Elaine Johnson – Practice Manager.

RN,

Lorna Davitt – Office/IT Manager.

Allied staff attached to the surgery include District nurses, Advanced Primary Practitioners, Midwives, MacMillan Nurses.

Appointments

To book a routine (10 minute) appointment please contact the surgery on **0844 3878910**. If you are unable to keep your appointment for any reason, please call the surgery to cancel.

Emergency/same day appointments are available for conditions requiring urgent assessment and treatment, which cannot wait for a routine appointment. These cannot be pre-booked and are only made available on the day.

Repeat prescriptions

To order repeat medication, please complete the repeat form and return it to the surgery by hand or post. Alternatively we can accept fax requests for medication on **01582 748896**. We are able to accept on-line applications for repeat prescriptions. See the website for details.

We do not take prescription requests over the telephone as medication can have similar names but be prescribed for different conditions. We consider it to be in the patients' best interest to only accept written requests for medication.

Please allow 2 working days/48 hours for repeat prescriptions to be issued.

Blood tests (phlebotomy)

Routine blood tests at GP request.

Monday to Friday: times vary

Please telephone to arrange an appointment

Other Services

Baby clinic, ante- post natal care, family planning service and Minor surgery.

Patient Participation Group.

Can you help us to improve our services?

Contact us for further details or look on the website.

Verbally abusive and violent patients.

Medici Medical practice will not tolerate any violent or abusive behaviour. All the staff and the patients have a right to work and be cared for in a safe and supportive environment. We will remove any patient behaving in a violent or abusive way, from our list.

Car park

There is a Luton Borough Council pay and display car park adjacent to the Medici Medical Practice. The Practice has no control over the car park.

Patient personal details.

Please advice reception staff when you change your name/ address or telephone number. It is essential that we have up to date details on our database. Occasionally we do need to contact

patients urgently, to arrange a hospital appointment, cancel or alter an appointment or to discuss test results. If you have any queries about the data held, please refer to the leaflet entitled "Your information, what you need to know"

If you are unwell, require medical advice or wish to speak to a health care professional, then call

111

This is a freephone number and works from landlines and mobiles.

Suggestions, compliments or concerns.

Please don't hesitate to contact our Practice Manager, Elaine Johnson with any concerns. She will deal sympathetically with any difficulties you may have experienced and the staff at the Medici Medical Practice would wish to know of any reason for dissatisfaction.

We are always pleased to receive comments and suggestions from our patients, which may improve the services, which we offer. Please also address these to our Practice Manager, Elaine Johnson.

Thank you for helping us to continue to provide the best service to all our patients.