

GROVELANDS & GRENOBLE MEDICAL CENTRE

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Patient Participation DES

11th March 2014

Component 1

Develop a structure that enables the practice to obtain feedback from the practice population

We have advertised in reception and on our website for participants to get involved in a participation group and we did have only a small response to this. We did gather speed and developed a group that consisted of five people, however there were only two people that persistently remained and attended to our regular meetings. We do have quarterly meetings however we have only managed to have two meetings this year. We have struggled with our PPG being a representative sample of the practice population and we have tried to increase the diversity of our population by actively texting and speaking to patients directly in consultations.

One of the areas where we are looking to further our work is to ask patients of different ages, ethnicity and demographic variations to attend. We also felt that it is very importantly for our nursing homes that we look after to be involved in this as well as they do represent a significant population. We have engaged with our Home Managers several times and in one of our homes our constant engagement had led to better care.

Component 2

Attached are the minutes of two meetings that we have had. One in November 2013 and one in March 2014, Both of which we felt were underrepresented and we did have last minute cancellations which made this process fairly difficult. However we were represented by a patient of ours who is the local LDC chair which is a valuable situation. Our survey that we give to patients is attached. We keep this survey anonymous however we have struggled with feedback in the volume that we would require. We are now looking at several new ways of trying to attract feedback and one of them was one line where we could allow patients to print off the surgery form and email or fax it back to the surgery. Also we have embarked locally on a patient tablet which will sit in reception and allow patients to leave feedback in a modern way.

Agreed areas of priority with the participation group were:-

Timely access to specific doctors.

This has been an issue as one of our GPs had become a CCG Board Member which naturally took him out of practice. The waiting for this specific doctor had increased which we will discuss at our next practice meeting to see how this can be resolved, but until his CCG commitments start to reduce this may be a challenge. However access to any doctor is very good.

The main priorities and issues and themes that were coming out from discussions were around reception staff. Although the majority of the feedback was very good there was some feedback that felt that reception could be more polite and less obstructive in making appointments.

Planned practice changes.

We have felt that some of the issues that have been raised possibly need attention and we have embarked on a staff training programme to ensure that staff are as customer friendly as possible.

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CQC issues.

We have undertaken a significant amount of work over the last twelve months to improve our premises in line with CQC requirements. We have always been very strong on our policy development and infection control and take great pride in that. We have improved the flooring and lighting in all of our sights.

Component 3.

This has been a challenge and our survey questions have been answered by not as many people as we had thought. We had embarked then on the implementation of the patient tablet which has nationally recognised questions in it which will help us in going forward and we look forward to publish the survey from this next year. We have had very limited response on our current survey which guided us to look at different ways of collating views from our patients. Attached is a copy of the survey which we have used from which we have only received a handful of responses.

Component 4.

We had discussed in March the few survey results that we had had and the outcomes were as follows.

Component 5.

An agreed action plan was taken with the PRG to implement some of the changes that were felt were necessary. The main issue here was reception staff training for customer facing reasons, using more online technology, and communication with patients. Patients had also said that that they would like to book appointments online which we currently already do, along with prescriptions

Component 6

We have published our actions on our website. Our patient participation group consisted of three people, but we strongly felt that this was not broadly representative of our population, and it showed that despite the effort that had gone in this year to seek patients to join this group we have struggled. We are now looking at new ways to allow patients to join the group including better technology and communicating with patients in a better way.

The final results will be published.

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