

# **RADCLIFFE MEDICAL PRACTICE**

**DR I WATT & DR A FARID**

## **BARLEY CLOUGH MEDICAL CENTRE**

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### **LOCAL PATIENT PARTICIPATION REPORT 2012/2013**

The practice has had a small patient participation group operating for a few years. We have been unsuccessful in getting new members to join the group even though it has been promoted by the clinicians in surgery, newsletters and via our automated call system.

It was decided at our meeting in June 2012 that we would look at developing a virtual patient participation group to be operated via email.

The practice advertised the group in our newsletter, leaflets at the counter, word of mouth from clinicians and admin staff and via our message screen in the surgery waiting room.

We also sent an email to all patients whom we already had an email address for asking if they would like to become a member of the group and explained why we wanted to set the group up.

We sent 72 emails out covering a wide range of age groups. 1 to under 16yr old, 2 to 17-24yr olds, 36 to 25-54 yr olds, 31 to 55 to 74ys and 2 to over 75yr olds. Of these 38 were males and 34 women.

We received replies from 13 patients – 8 women and 5 men all of white/british ethnicity and age group of between 34 and 73yrs.

Once established we agreed to look back at our patient questionnaire from the previous year to look at patient comments about our

services and decided to break the area's down into small easy to manageable surveys that we could use to introduce changes if it was deemed necessary. Our first survey was about the telephone consultations service that the practice operates.

The survey was emailed to our virtual group and also handed out at the surgery. 100 were handed out at the surgery and 65 were received back.

Our virtual group have decided that we need to promote our telephone consultations more as they feel that not all patients are aware of it. Of 13 emails sent to the virtual group we received 8 replies.

Further to the last patient participation group meeting in Feb 13 it was decided that this service should be promoted again at the practice again.

It was also agreed that we should stick to our original plan for our next questionnaire to be about the extended hours appointments asking patients to comment on the number and times of the early and late appointments offered at the practice.

This is planned for April/May 2013.