**KINGS MEDICAL CENTRE**

**Patient Participation Report 2013-14**

Kings Medical Centre operates from a purpose built Health Village in North Ormesby, Middlesbrough, Cleveland, an area of high deprivation.

We currently have a registered patient population of 5,315.

Our Patient Participation Group meets of every three months, over lunch time. Our Patient Group currently consists of 6 members who are all registered patients of our practice. There are 3 gentlemen and 3 ladies currently active within the group with ages ranging from 55 years to 75 years old. Currently, all members of the group are white British.

Our Patient Group was established in May 2013 and we invited patients to join the group. We tried to encourage patients of all ages and from all ethnic backgrounds. Posters were displayed in the waiting rooms, leaflets were handed out to patients and our staff were trained to inform patients about the group. Our Clinicians have contacted and discussed the benefits of representation on this group with a cross section of patients opportunistically throughout the year.

We continue to encourage a diverse range of patients in respect of age group and ethnicity to join our Patient Group at available opportunities.

The aims and objectives of our group include the identification of relevant priority issues which our patients would like to see addressed. Members are encouraged to submit agenda items in advance of each quarterly meeting which we discuss and minute at each meeting, then update at subsequent meetings on progress. Over the past 6 months, we have encouraged the members of the Patient Group to take ownership of the quarterly meetings in terms of chair, minute taking and creation of agenda which is still a work in progress but the members are keen to formalise this process as the group grows.

We discussed issues and ideas to form the basis of our patient satisfaction survey at our meeting in December 2013. There were no major outliers and it was therefore agreed for this first survey to use the nationally validated GPAQ model.

The patient satisfaction survey was produced and patients were asked to complete the questionnaires when they visited the practice during January 2014. Staff invited patients to complete questionnaires opportunistically when they arrived for appointments.

The results of the survey were discussed with the group during our meeting in January 2014.

The following actions were agreed from those results:

* Increase reception staff levels at 8am to cope with telephone requests for appointments.
* Re-arrange Clinician surgery times to include early morning and lunch time appointments depending on availability.
* Promote practice website – including encouragement of on-line services to book/cancel appointments and ordering prescriptions.
* Increase number of pre-bookable appointments but to monitor with regards to non-attenders.

Our practice is open Monday to Friday between 8am and 6pm, with a range of appointment times during this period. We also provide extended opening hours every Saturday morning between 8.30am and 11.30am. Where any extended hours surgery is cancelled due to clinician holiday, an alternative surgery will be available.