

Dr P K Mohanty & Partners Witham Health Centre

Annual Report from the Patient Participation Group

The Patient Participation Group (PPG) was founded during 2011 by advertising on the notice boards in the practice, on the Practice website www.drmoahanty-withamhc.nhs.uk and by invitation or suggestion during consultation with the GP's and Practice Nurses. This remains the process in attempts to encourage patients to join the group.

Membership

The current membership of the PPG stands at only 10 members of a total of 4,136 patients aged 15 and over as at 1st April 2013.

The following is an age/sex breakdown of the members:

Age Band	Female	Male	Total
16 to 24 yrs.	0	0	0
25 to 34 yrs.	0	0	0
35 to 44 yrs.	0	1	1
45 to 54 yrs.	2	0	2
55 to 64 yrs.	0	0	0
65 and over	3	4	7
Totals	5	5	10

The ethnic origin of all members is White British; it is worth noting that when the group was started the practice obtained the ethnic demographics from Public Health. The report from Public Health indicated that the practice had considerably less than 1% of the practice population who were not of European origin

The number of members is a disappointment to the PPG, the practice continues its efforts to try and recruit new members in particular from the ethnic minority and younger patients. Many patients have, unfortunately, expressed that they did not wish to become members of the PPG and only wish to attend the surgery for treatment.

Practice Development

The PPG is aware of the difficulties the practice has had in the recruitment of GP's and has supported the practice throughout the process. The aims of the practice were at the forefront of the recruitment process, the practice aims are:

“to develop General Medical Services at the Witham Health Centre for the practice population in a way that meets the patients changing needs by delivering effective and preventative healthcare in an efficient and cost effective way”.

After a long search and several GP being trialled, first as Locums, the practice appointed Dr V P Killy and Dr Z Anwar-Ahmad to salaried posts at the practice with Dr V P Killy recently appointed as a partner to Dr P K Mohanty.

Patient Survey

At the meeting of the group held on 12th December 2013 it was agreed by the Patient Participation Group that a further survey be conducted based on the survey undertaken in 2011/12 to undertake a comparison with the intention to establish patient perception of the improvements that the PPG and the practice have made.

There has also been considerable bad press regarding access to GP practices during the year which was been of concern to the PPG, it was felt that a comparison to the previous survey would help to allay the concerns surrounding access to quality care.

The Survey was undertaken by the use of the survey tool available from the website provider and by handing paper copies to patients when they attended the surgery to see a GP or a Practice Nurse.

The survey ran for 4 weeks and concluded on Friday 7th March 2014. A total of 200 surveys were prepared with a total of 74 returned completed or partially completed there were an additional 8 surveys completed on line through the practice website.

All hand written surveys were recorded on the website in order to obtain a report of all responses. A report was prepared using the website tool the results of which have been posted to the website for patients and others to view.

Survey Comparison

A comparison has been undertaken between the 2011/12 survey and the 2113/14 survey and a report prepared for consideration by the PPG.

The response rate for 2013/14 was 41% to the hand written surveys, there is no comparative data available for 2011/12.

The PPG noted the following in relation to the Doctors:

1. Increase of 3.5% in patient responses.
2. Increase of 3.25% of a same day appointment.
3. Increase of 12.29% in patients who strongly agreed they were happy with the choice of appointment.
4. Increase of 11.95% in the convenience of the appointment made.
5. Increase of 28.41% in seeing the Doctor of choice.
6. Increase of 15.22% in the wait to see the doctor.
7. Increase of 18.08% in the medical care received.
8. Increase of 22.42% in the explanation about the patient presenting problem.

The PPG noted the following in relation to the Nurses:

There was an approximate 6.5% decrease in responses in respect of seeing the Practice Nurses.

There was a general decrease in satisfaction expressed by patients in the survey this is of concern to the Practice and the PPG, PPG members experience is not that reflected in the survey. Evidence at the practice suggests that appointments are normally readily available.

The PPG has advised the practice that they will support the practice in undertaking a more detailed study surrounding the downturn in satisfaction with the Nurse element with consideration to a survey for patients who are only seeing the Nurses.

Conclusion

The PPG has supported the practice in the changes made to the appointment system and the type of appointments available and feel that the result is the improvement in patient satisfaction. It has been noted that on the two busiest days Monday and Fridays there is a Doctor available virtually all day.

A copy of the present rota and opening hours is as follows:

Surgery Clinic Hours

Dr P K Mohanty Clinic (Male) Times		
	Mornings	Evening
Monday	9.00 to 12.00	No Surgery
Tuesday	9.00 to 12.00	4.00 to 6.00pm
Wednesday	9.00 to 12.00	
Thursday	9.00 to 12.00	4.00 to 6.00pm
Friday	9.00 to 12.00	4.00 to 6.00pm
Dr Z Anwar–Ahmad Clinic (Female) Times		
	Mornings	Afternoon
Monday	9.30 to 12.00	1.00 to 2.30
Thursday	9.30 to 12.00	1.00 to 2.30
Friday	9.30 to 12.00	1.00 to 2.30
Dr V P Killy Clinic (Female) Times		
	Mornings	Afternoon
Monday	9.30 to 12.30	3.30 to 5.30
Tuesday	9.30 to 12.30	2.30 to 4.30
Wednesday	9.30 to 12.30	4.00 to 6.00
Friday	9.30 to 12.30	2.30 to 4.30

The Surgery doors are open:

Monday	8.30am to 18.00pm
Tuesday	8.30am to 18.00pm
Wednesday	8.30am to 18.00pm
Thursday	8.30am to 18.00pm
Friday	8.30am to 18.00pm

Telephone line are open between 8:30 and 18:30 on weekdays only.

Out of hours please call NHS 111 by dialling 1-1-1 from a land line or mobile.
All calls are free.