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## **PATIENT PARTICIPATION GROUP REPORT – DECEMBER 2013**

### About the Practice

Dr Gandecha's Practice is located on the first floor of Belgrave Health Centre, Brandon Street, Leicester. Patient population is 3800 patients. This population can be broken down in the following age group.

Age 0-65	3550
Age 66-75	177
76 +	110

The practice is open for core hours between 8 am – 6.30pm Monday to Friday. Additionally, the practice is open for extended hours between 6.30 pm to 7.00 pm on Monday, Tuesday, Wednesday and Fridays. Although the Practice operates an Appointment System, emergency patients are seen on the same day, either during core hours or extended hours.

### **About the PPG Group**

The PPG was formed in 2009. During that time advertisement was made on the Notice Board about the formation of the Group and also word of mouth was spread regarding forming and running of the Group, so that fair representation occurs taking into account the diverse population and ethnicity. The Practice is pleased to see that the members are from diverse religious background and beliefs, hence having a fair representation. PPG members and practice staff meet regularly to discuss matters affecting the practice and aim to represent the views of all patients and groups registered here.

The PPG group comprises of 6 members. The age range of the Patient Participation Group is between 30-80 years. During the past year the Practice and PPG have made an active attempt to recruit patients to the group within the 16-30 age range and from different ethnic backgrounds. The patients that were interested in joining the group unfortunately were not from the younger age group. Further steps are being undertaken to involve this difficult group of patient by way of word of mouth and advertisement in the Practice Notice Board.

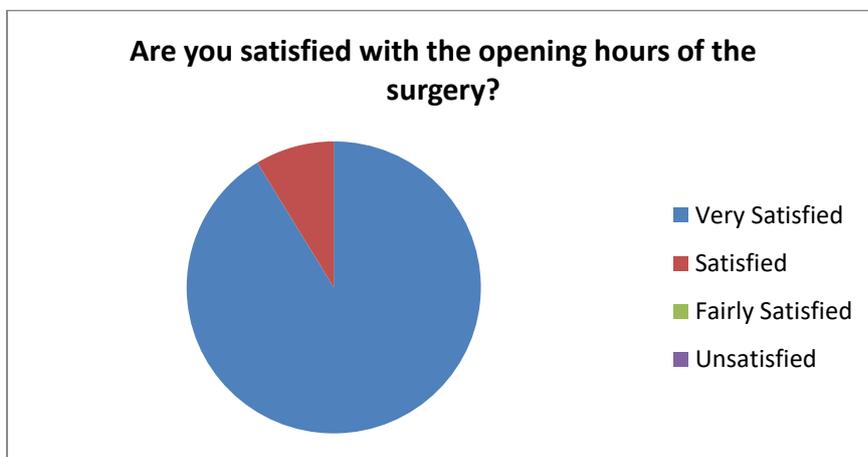
### **About the Questionnaire**

During September 2013 we asked patients visiting the practice to complete a Patient Satisfaction Questionnaire. A lot of thought and effort was given prior to the formation of the Questionnaire and we involved the members of the PPG for ideas and suggestions about the appropriate questions to insert into the Survey. During the CQC inspection meeting in September, PPG members including

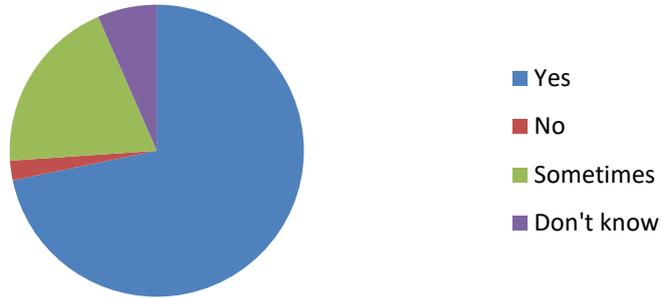
the Chairperson and Secretary were present and discussed with the CQC Inspectors about the formation and working of the PPG Group and also about formation of the Patient Satisfaction Questionnaire. Paper copies were given to patients in the Surgery's waiting room.

The questions in this report were devised using suggestions and areas of interest to the Practice which we wanted to receive feedback on. Three priority areas including: considering options to allow patients more privacy at reception when required, asking if patients feel they have enough support from the GP and local services with any long-term health conditions and how helpful the staff are within the surgery. The results of the questionnaire were discussed with the PPG to decide on what actions were needed to be undertaken to ensure that any issues raised by the patients were looked into and dealt with appropriately.

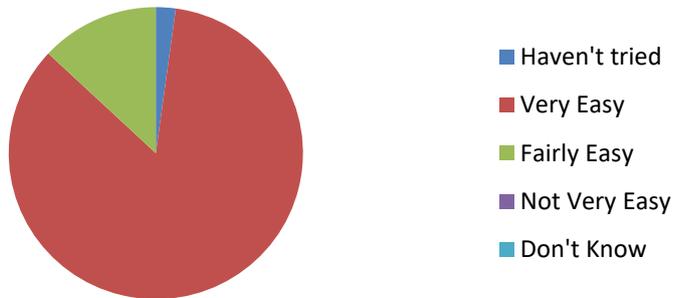
50 questionnaires were completed in total. The results of this questionnaire will be made available on the Practice website.



**If you need to see the GP urgently, can you normally be seen on the same day?**

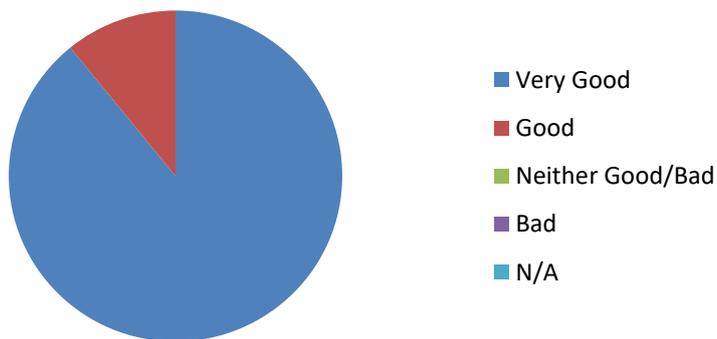


**How easy is it for you to get an appointment with the practice nurse at your surgery?**

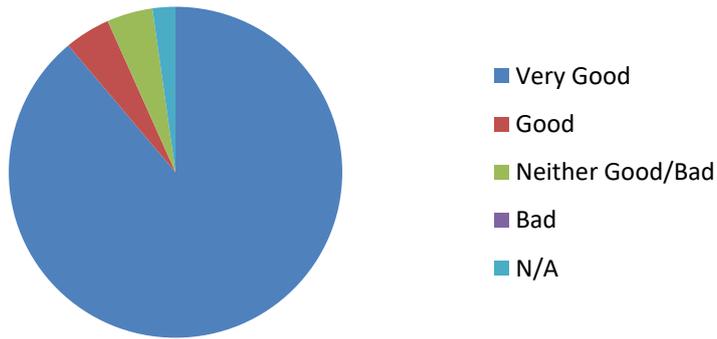


Think about the last time you saw your doctor at the surgery. How would you rate them in the following areas?

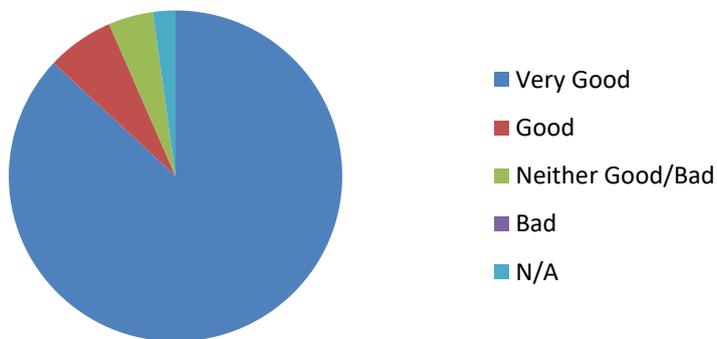
**Listening to you**



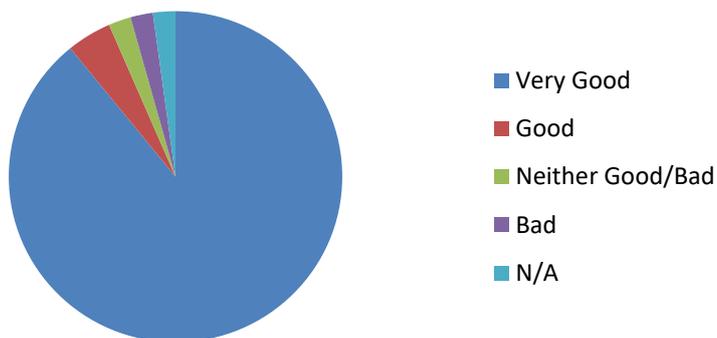
### Treating you with care & concern



### Taking your problems seriously

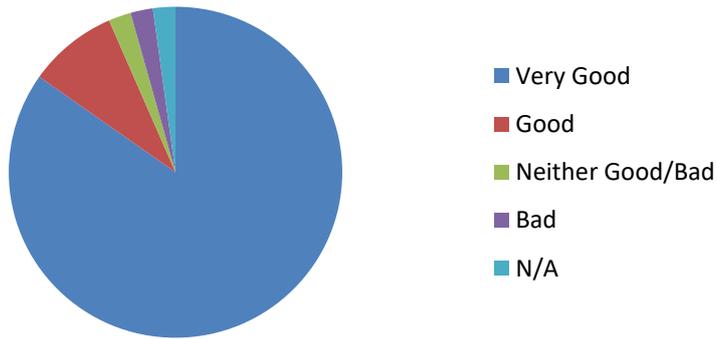


### Explaining test and treatments

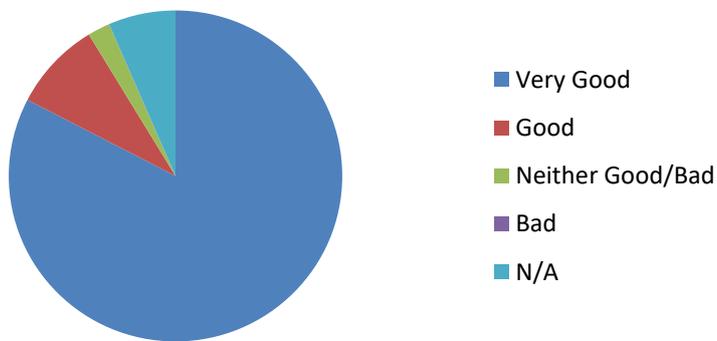


Think about the last time you saw your doctor at the surgery. How would you rate them in the following areas?

### Involving you in decisions about your care

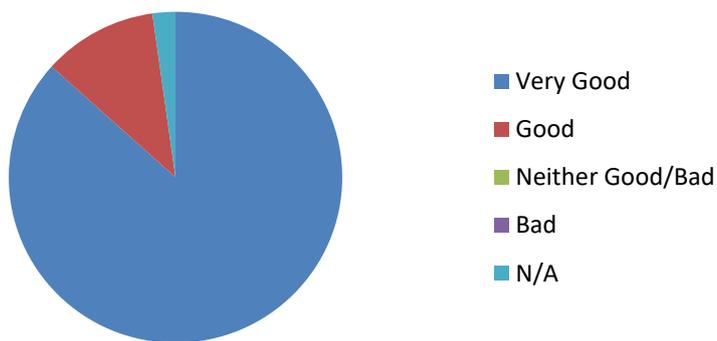


### Following you up after you appointment

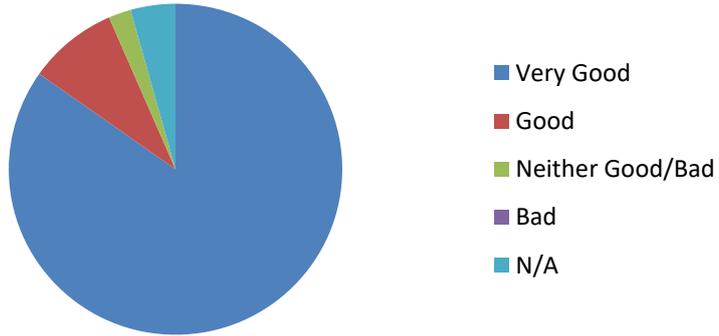


Think about the last time you saw your nurse at the surgery. How would you rate them in the following areas?

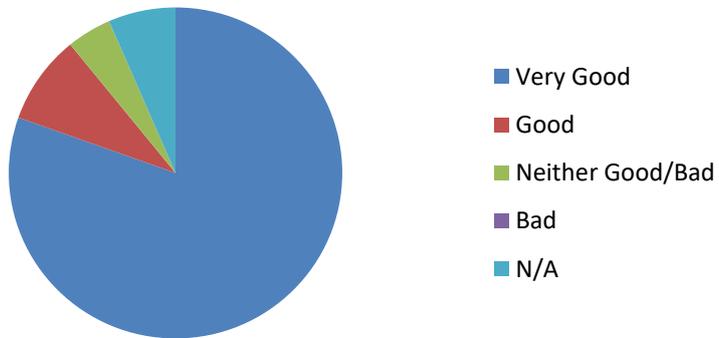
### Listening to you



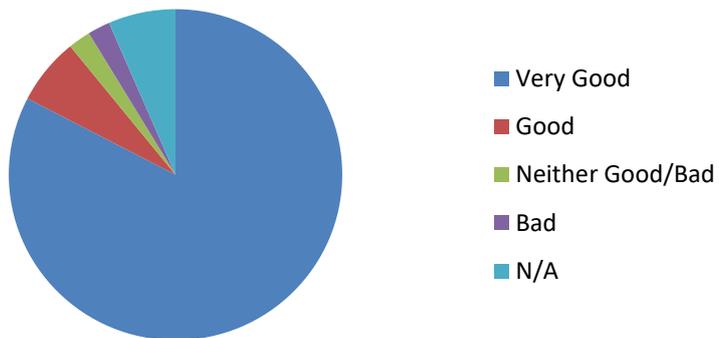
### Treating you with care & concern



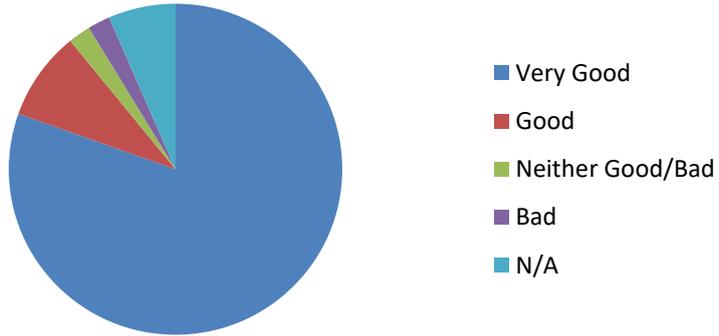
### Taking your problems seriously



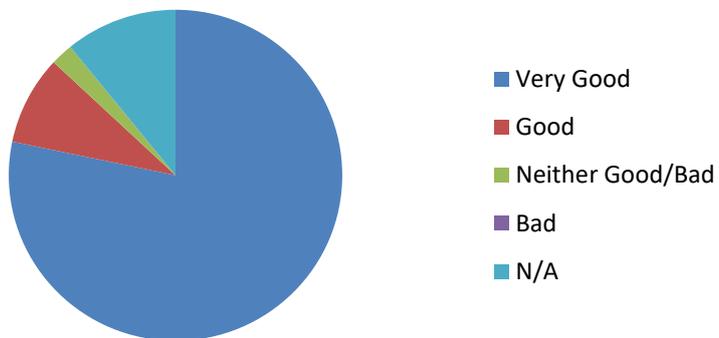
### Explaining test and treatments



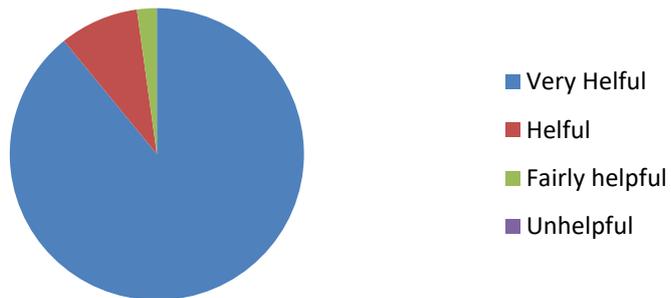
### Involving you in decisions about your care



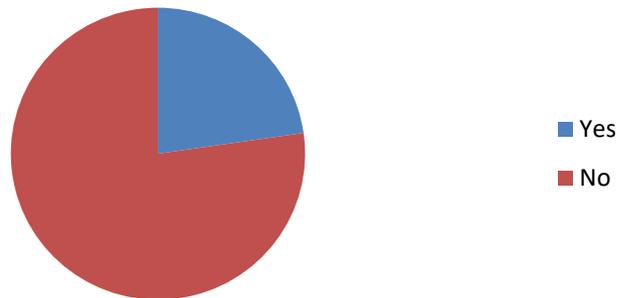
### Following you up after you appointment



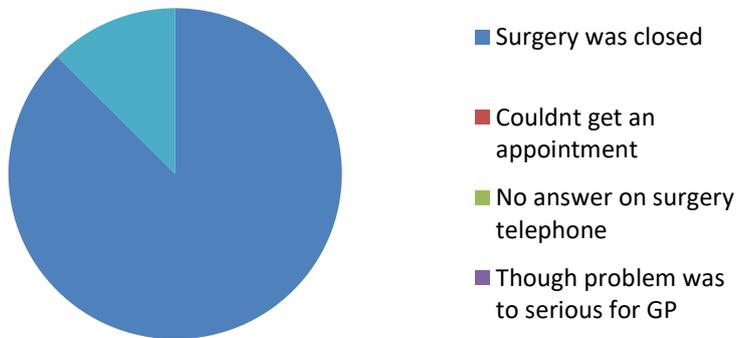
### How helpful do you find the reception staff at the surgery?



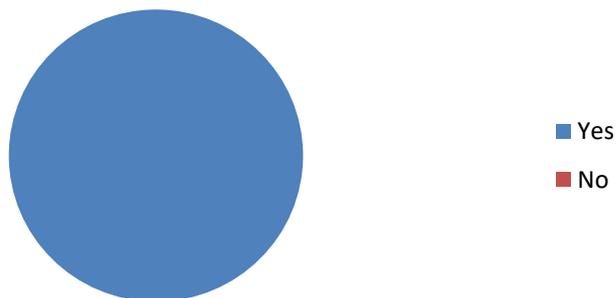
**Have you visited A&E or the Urgent Care Centre in the past 12 months?**



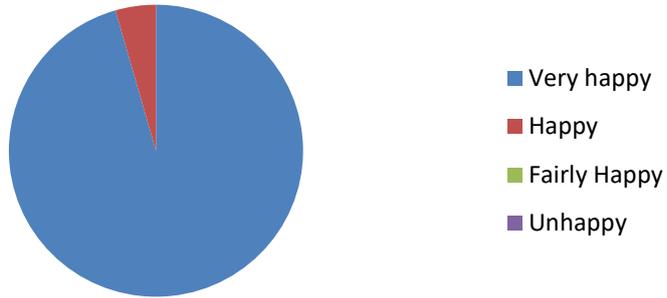
**If yes, then why?**



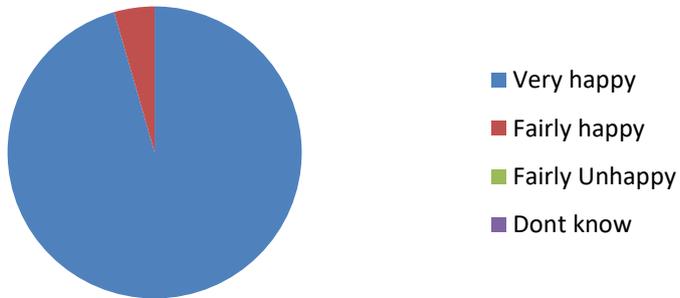
**In August 2011 we moved to our new building. Are you happy with the new building?**



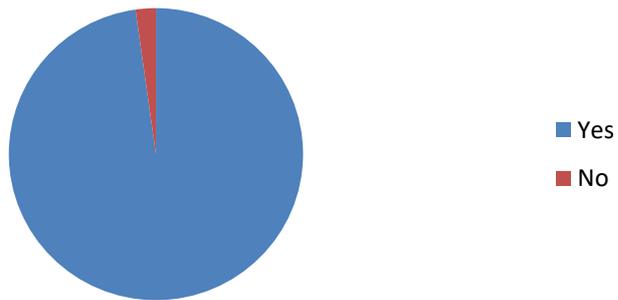
**How happy are you with the general appearance and cleanliness of the surgery?**



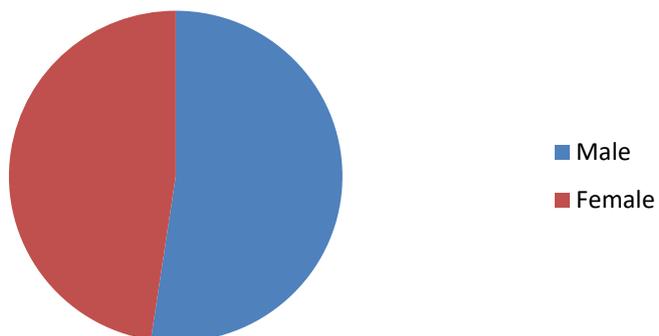
**In general, how happy are you with care you get at your GP surgery?**



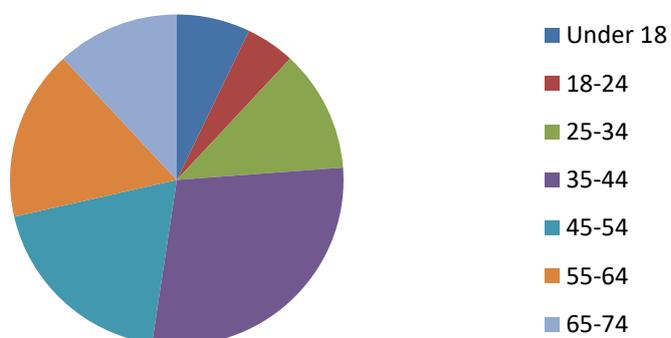
**Overall, would you recommend your GP surgery to someone moving into the local area?**



### Are you male or female?

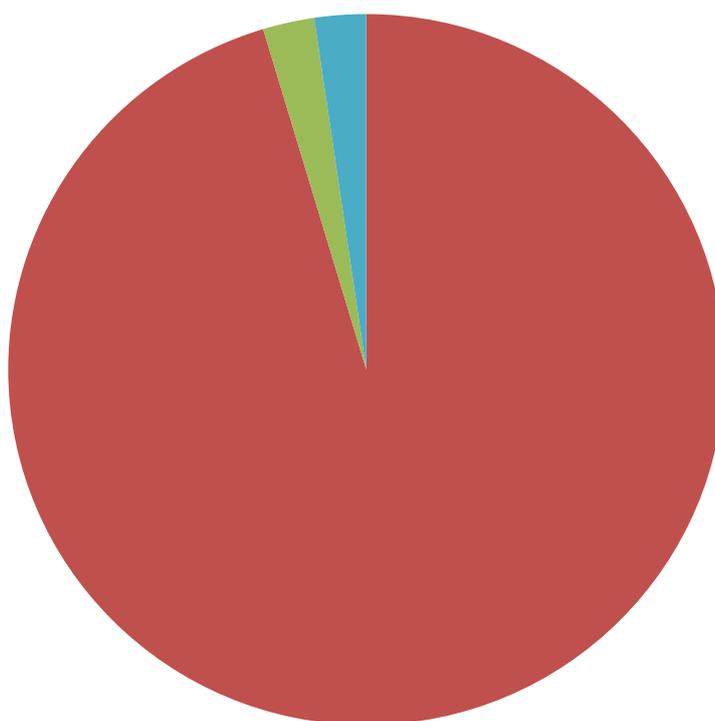


### What age are you?



### What is your ethnicity?

- White British
- White Irish
- Other white background
- White & black caribbean
- White & Black African
- White & Asian
- Other Mixed Background
- Indian
- Pakistani
- Bangladeshi
- Other Asian Background
- Caribbean
- African
- Other Black Background



Once the results of the questionnaire had been received and tallied up, the findings were presented to our Practice Participation Group for review during a meeting in December 2013. The group proposed and agreed on the following action plan.

### **Reviewing The Results**

Once the results of the questionnaire had been received and tallied up, the findings were presented to our Patient Participation Group for review during a meeting in December 2013. The meeting took place on 6<sup>th</sup> December 2013, and agreed on the following points for action.

The first point was relating to some patients needing privacy when talking to the Receptionist, We in the surgery are fortunate to have a Interview Room next to the Reception and waiting room area which can be easily utilised for such purpose when required. The Interview Room is highlighted in the Reception area so as to make patients aware of it.

The second point related to spreading awareness amongst patients about their health. The Group came to the conclusion that if patients suffering from chronic conditions such as Diabetes, Hypertension, Obesity, Smoking, Stress etc formed a Group and met and discussed amongst themselves and sharing experiences and learning with the help of appropriate Health Care professional that will be very useful to them in their daily lives. The Practice Manager is planning to form such Groups.

The third point was in relation to displaying important information regarding health checks, local services and updates on a notice board.

Also the possibility of having leaflets in different ethnic languages would be explored for the benefit of patients who have difficulty with English language.

The last point was related to staff being helpful, which the Group felt to be obvious from the survey report. The Practice Staff are aware to continue to work hard and give as much help as possible to patients.

The individual indicators relating to the questionnaires were presented in the Pie Chart form, and shows very clearly the results obtained in the survey. The PPG Group members were extremely pleased to see the results and felt that the Practice is doing well particularly evident since the move in August 2011 to the new Health Centre.