

Dr D J Gandecha & Partners
Belgrave Health Centre
52 Brandon Street
Leicester
LE4 6AW
Tel: 0116 2955000
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PATIENT PARTICIPATION GROUP REPORT – JANUARY 2015

About the Practice

Dr Gandecha's Practice is located on the first floor of Belgrave Health Centre, Brandon Street, Leicester. Patient population is 4030 patients. This population can be broken down in the following age group.

Age 0-65	4030
Age 66-75	186
76 +	111

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 occurred 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.

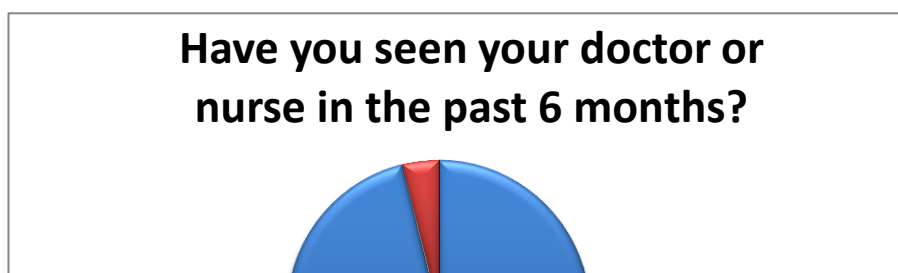
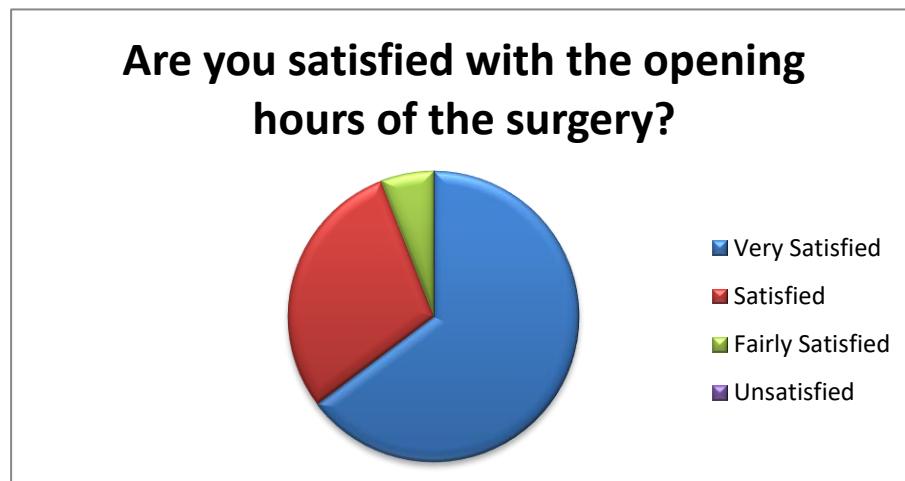
About the Questionnaire

During September 2014 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 2013, 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.

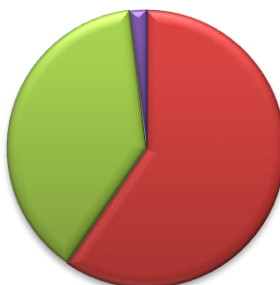


**If you need to see the GP urgently,
can you normally be seen on the
same day?**



- Yes
- No
- Sometimes
- Don't know

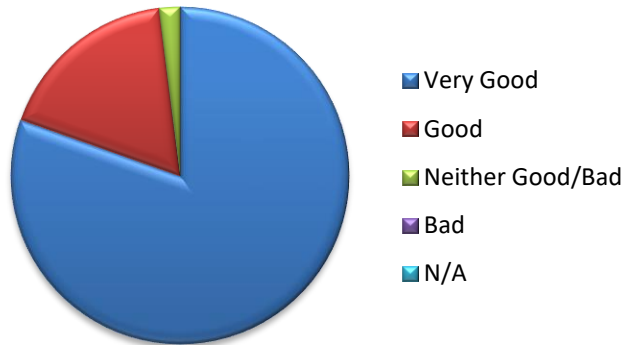
**How easy is it for you to get an
appointment with the practice
nurse at your surgery?**



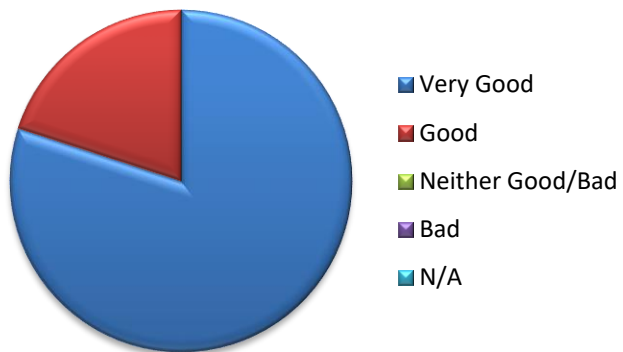
- Haven't tried
- Very Easy
- Fairly Easy
- Not Very Easy
- Don't Know

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

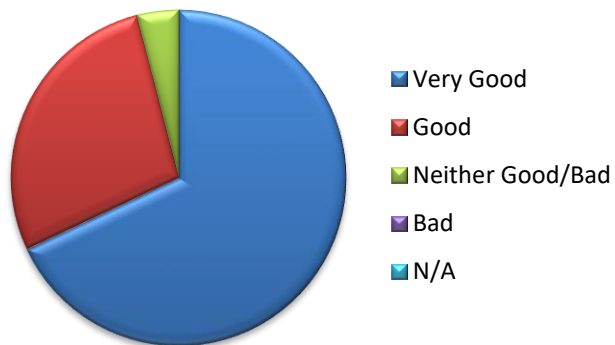
Listening to you



Treating you with care & concern



Taking your problems seriously

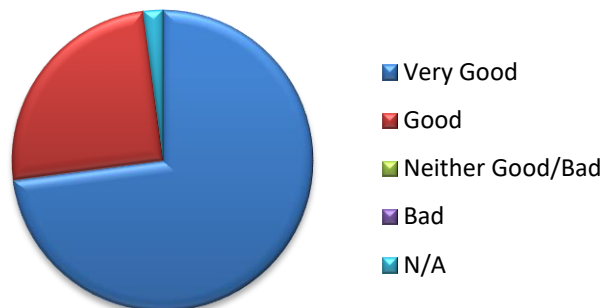


Explaining test and treatments



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

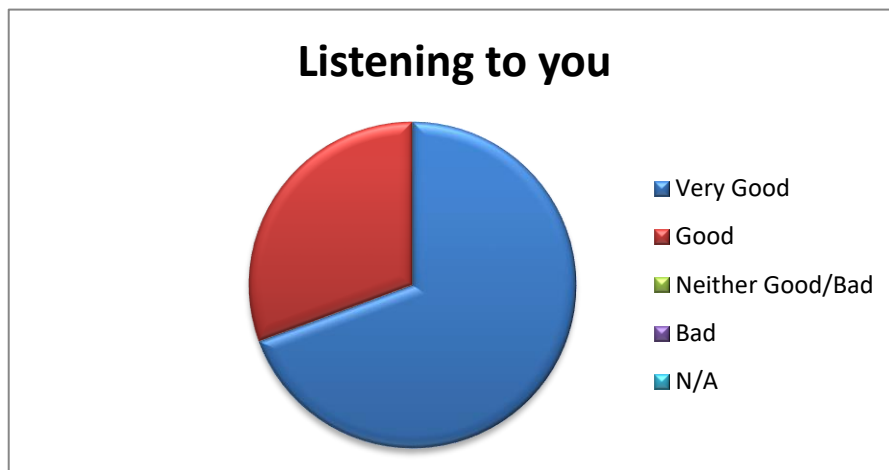
Involving you in decisions about your care



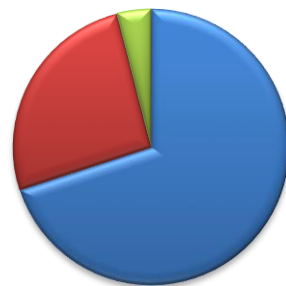
Following you up after you appointment



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



Taking your problems seriously



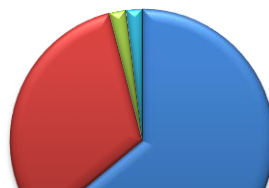
- Very Good
- Good
- Neither Good/Bad
- Bad
- N/A

Explaining test and treatments



- Very Good
- Good
- Neither Good/Bad
- Bad
- N/A

Involving you in decisions about your care



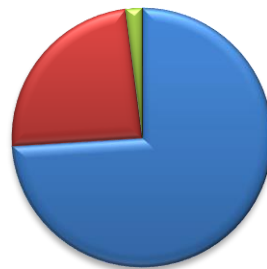
- Very Good
- Good
- Neither Good/Bad
- Bad
- N/A

Following you up after you appointment



- Very Good
- Good
- Neither Good/Bad
- Bad
- N/A

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



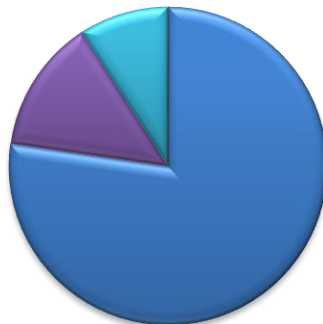
- Very Helpful
- Helpful
- Fairly helpful
- Unhelpful

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



- Yes
- No

If yes, then why?

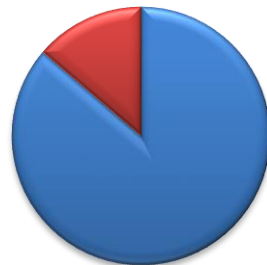


- Surgery was closed
- Couldnt get an appointment
- No answer on surgery telephone
- Thought problem was to serious for GP

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?



- Very happy
- Happy
- Fairly Happy
- Unhappy

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



- Very happy
- Fairly happy
- Fairly Unhappy
- Dont know

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



- Yes

Are you male or female?



- Male
- Female

What age are you?



- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74

What is your ethnicity?

- White British
- White Irish
- Other white 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 January 2015. 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 January 2015. The meeting took place on Friday 9th January 2015, 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 was in relation to displaying important information regarding health checks, local services and updates on a notice board. It was explained by the Manger to the Group that the T.V. Screen displayed in the waiting room area serves a very useful medium to communicate about Practice matters and other important matters to the patients.

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.

Apart from the above discussions various other points were discussed which are mentioned in the Minutes of the Meeting which is included in the Report.

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**Minutes of Meeting
Patient Participation Group
Held on 9th January 2015
at Belgrave Health Centre**

Attendees:

**Dr D J Gandecha – GP
Mrs Tara Gandecha – Practice Manager / Practice Nurse
Mrs Anjana Patel – Assistant Practice Manager
Mr Vinod Kotecha – PPG Secretary
Mrs Husna Atique – PPG Member
Mrs Rambha Odedra – PPG Member**

Apologies:

**Mrs Ranjan Saujani - Chairperson PPG
Mr Sunil Morjaria – PPG Member
Mr Madev Damu – PPG Member
Mrs Mary Hubbard – PPG Member**

Agenda

- 1) Flu Update**
- 2) Friends and Family Test**
- 3) QOF Visit on 15.01.2015**
- 4) QIPP Performance Report**
- 5) CQC Visits, New Rating System**
- 6) Complaints – Nil**
- 7) Increasing list size 4000**
- 8) Ebola**
- 9) 2014 Patient Survey**
- 10) A.O.B.**

The meeting was chaired by Mr Vinod Kotecha. He began the meeting by thanking the attendees.

1) Flu Update

Seasonal Flu Update Report for 2014/2015 was presented by the Practice Manager and the members were very pleased to see that our Practice remains on the top of achievers in all the groups, and is the highest in Leicester City. Dr Gandecha congratulated the Practice Manager Tara and the staff who have worked hard in achieving the Flu Uptake.

2) Friends and Family Test

Dr Gandecha explained that on 1st December 2014 the Government had introduced this initiative which is now Law for G.P. Practices to participate in this new patient survey in addition to those surveys which are ongoing. The members were aware of this Survey which already is in existence in hospitals and N.H.S. Dental Practices. The Survey can be done by patient having Consulted Healthcare Professional in the Surgery such as GP/Practice Nurse/Midwife and the feedback form can be filled in at the Reception Desk and placed in the collection box or alternatively can be filled On-Line or also by text via Smartphone. The issue about language difficulties in filling the form was highlighted, and also about false end result when patients have misunderstood the questions.

Action Plan – To find out if the forms for this test are available in ethnic languages – Practice Manager/PPG Group.

3) QOF Visit

Annual QOF visit now known as QED Visit is scheduled for Thursday 15th January 2015.

Action Plan – To discuss regarding any issues or points following receipt of the report from the CCG.

4) QIPP Performance Figures

Dr Gandecha mentioned that although Outpatient Attendance and Emergency Admission Spells in the hospital figures indicate an improvement than the previous year, the figures appear skewed since there is still confusion when patients visit hospital and inform that they are registered at Belgrave Health Centre, where there are now 3 practices. The PPG Members appreciated this point and wished that with time accuracy may resume.

5) CQC Visits

The Group was aware of newspaper headlines in September 2014 about Practices Rating System and also the Government's findings about some practices wrong Ratings. Dr Gandecha expressed the view that the Ratings System is wrong before actual inspection being done, and the Group appreciated the point.

The Practice has had CQC inspection in September 2013 and were aware of the Report during the previous PPG meeting. The Practice remains unsure of the time of the next meeting.

6) Practice Complaints

Tara mentioned that there were no formal written complaints. However, verbal complaints when they occur are being dealt with immediately and resolved as quickly as possible by the staff and Practice Manager and lessons learnt so as to improve service.

7) Increasing Patient List Size

Practice Manager Tara Gandecha mentioned the growing list size and said Practice has Open List and the most of the new patients are patients joining their family and new baby births. Dr Sagar Radia is appointed as Salaried G.P. Locum to help in the Practice.

8) Ebola

Dr Gandecha explained that although the risks are quite low, the staff are informed about the disease, its transmission and what steps to take if anybody presents with symptoms of illness having travelled to West Africa.

9) 2014 Patient Survey

The PPG Group with Practice and Dr Gandecha went through the 2014 Patient Survey, copy of which is attached, and were very pleased with the Report and congratulated the Practice for the hard work.

10) A.O.B.

No items were brought up