**Marlow Park Medical Centre**

Patient Representative

 Report and Survey

 Results 2013/2014



Attached link shows Survey results

[survey\_results\_graph\_2014.docx](http://www.marloweparkmedicalcentre.nhs.uk/website/G82708/files/survey_results_graph_2014.docx)

**The Marlowe Park Medical Centre on Wells Road in Strood opened on the 4th November 1995. We aim to provide all of our patients with a comprehensive** [**range of healthcare services**](http://www.marloweparkmedicalcentre.nhs.uk/clinics-and-services.aspx?p=G82708) **covering one-off problems to longer term illnesses . The current opening hours for the surgery are from 08:00 – Midday on Monday, Thursday and Friday. Extended hours from 07:00 – Midday Tuesday and Wednesday and are open all afternoons on a weekday opening from 15:00 – 18:00 except surgery half day on a Thursday, which we are closed.**

**Reception staffs’ are available during these hours to provide a service to the patients and Dr Juneja is available to be seen by patients during these times.**

**The Marlowe Park Medical Centre has a patient list size of 3804 as at 01/01/2014 and is registering new patients weekly .**

| **Age Breakdown** | **Male** |  | **Female** |
| --- | --- | --- | --- |
| **Age Group 0-4** | **167** |  | **150** |
| **Age Group 5-14** | **266** |  | **274** |
| **Age Group 15-44** | **918** |  | **913** |
| **Age Group 45-64** | **381** |  | **430** |
| **Age Group 65-74** | **91** |  | **103** |
| **Age Group 75-84** | **45** |  | **42** |
| **Age Group 85 And Over** | **6** |  | **18** |

**1874 Male**

**1930 Female**

**The Patient Representative Group at the Marlowe Park Medical Centre currently consists of 11 members, six male and five female whose ages range from 32 years of age to 71 years of age. These ethnic backgrounds of these members include Polish, African and White British**

**The demographic that the patient participation group do not hold is the younger audience, 29 years and below. The practice has taken several steps to encourage this demographic. Being of the younger spectrum, technology is a large part of society and promotion of the PRG is regularly advertised on the website. We have also acknowledged that the time and day of the meetings could also be a factor that somewhat discourages the demographic we require (perhaps due to work or family commitments). In this case we are open to online communications throughout the meetings for those that can only attend virtually. A poster is advertised within our waiting area and up dated with next group meeting dates. Although we feel the Internet is perhaps the most appropriate tool to recruit the ‘younger’ demographic for the PRG, it is aimed at all ethnic backgrounds, age and gender as of which all our promotional tools are.**

**The meetings are held at the Marlowe Park Medical Centre. The practice is represented by Dr Sanjeev Juneja and Practice Manager – Dr Maria Juneja. The PPG is chaired by Leslie Rodmell.**

**The group are invited to quarterly meetings by email, phone or letter. We continue to invite those members who signed up to the group but rarely attend the meetings.**

**The questions chosen for the 2013/2014 survey were collated from members of the group, surgery staff, and from previous surveys. To determine areas of priority the PPG conducted a meeting on the 23.01.2014.The meeting predominantly focused on areas raised in previous meetings, which as a collective we felt were needed to be addressed within the survey**

**The survey ran for period of one week during March 2014 . The survey was solely undertaken by paper within the Marlow Park Medical Centre. Advertisement to participate in the survey was place on our website, yet we received no responses through this line of media.**

**Once the results were collated we gave the PRG an opportunity to comment and discuss the survey findings. All members were emailed a copy of the results and proposed action plan for their analysis. We then invited the PRG to attend a meeting on the 13.03.2014 at Marlow Park Medical Centre meeting rooms, to elaborate on the findings and discuss the action plan. After taking into consideration the various comments, some minor adjustments were made and the final action plan was formalised. All PRG were emailed a copy of then plan. This was then agreed by all on the 14.03.2014.**

**Marlow Park Medical Centre feels as a practice we are doing everything in our power to provide the best service possible for our patients. The findings from the survey with reference to ‘your recent consolation’ are welcoming as it is a clear indication we are adhering to patient’s needs and expectations. We have derived from this that although high satisfaction was achieved; to ensure it continues it shall be a repetitive question used in future surveys to ensure we continue to meet such levels.**

**Our reception team and ease of contact through the telephone also showed good results. As a practice we changed our telephone system and it is clear that although patients calls may not be answered quicker, the acknowledgement of music being played has been welcomed. Again these questions will be used in future surveys to ensure high compliance is up-held.**

**The area of the survey, which dictates immediate action, is that of patient awareness of our virtual facilities. The survey has shown that 48% of those surveyed are not aware that we have a website. An immediate action plan for this has been derived by the practice and the PPG. Plan is as follows**

**        Our website address will be displayed on each notice board within the practice waiting area.**

**        A notice board within the waiting area will be dedicated to the website, highlighting its uses, booking online appointments, request repeat medications. (To be complete by 30th April 2014).**

**        Reception staffs are mentioning the service of ordering prescriptions online to patients that come into the surgery to order or collect prescriptions and have also made the local pharmacists aware of this service.**

**        As of 26.02.2014 Marlow Park Medical Centre began e-prescribing, although a new procedure to the practice this will also be included within our focus.**

**        As a practice we receive 700/800 new patients of 16+ per year. This we need to take advantage and educate them on the services we provide. New patients to be given information on the website and its advantages of use. New patients shall be invited to join the PRG when signing up to the practice.**

**The table below is the opening hours for the Marlow Park Medical Centre.**

|  |  |  |  |
| --- | --- | --- | --- |
| **DAY** | **EXTENDED HOURS** | **AM** | **PM** |
|  |  |  |  |
| **Monday** |  | **08:00-12:00** | **15:00-18:00** |
| **Tuesday** | **07:00** | **08:00-12:00** | **15:00-18:00** |
| **Wednesday** | **07:00** | **08:00-12:00** | **15:00-18:00** |
| **Thursday** |  | **08:00-12:00** | **CLOSED** |
| **Friday** |  | **08:00-12:00** | **15:00-18:00** |
| **Saturday** |  | **CLOSED** | **CLOSED** |
| **Sunday** |  | **CLOSED** | **CLOSED** |

**Reception staff are available during opening times to assist patients.**

**The surgery’s GP- Dr Juneja is available to see patients throughout the opening times and will be flexible if necessary. The appointment slots are available to book in advance and we allow same day appointments for emergencies.**

**The practice nurse and locum GP’s are available to book in advance with no same day slots available.**

**There is an out of hours phone line between 12:00 and 15:00 Monday to Friday which is direct to the practice GP for any emergency’s that will not wait until we are open.**

**Patients are encouraged to visit a 24 hour walk-in clinic or use the 111 service for emergencies after 18:00 and on weekends**

**Our extended hours are agreed with the PCT and are Tuesday and Wednesday morning from 07:00 am to see the GP**

**The practice nurse is also scheduled to see patients at this time.**

**Our regular locum GP’s are available from 09:00 – 12:00 and 15:00- 18:00 on Tuesday and 09:00 – 12:00 on Wednesday. Additional locum on Friday morning or noon according to financial capability in a given month.**