

## **Tooting South Medical Centre**

### **Improving Practice Questionnaire for 2012-13**

#### **Tooting South Medical Centre Patient Participation Report period ending March 2013.**

##### **Introduction**

Tooting South Medical Centre has had an active patient participation involvement group since 2006.

The patient group meet every 4 months to discuss issues such as service development, commissioning services and patient feedback, and ways to improve patient experience within the practice. There are currently 13 members of the patient group and the practice actively encourages new patients to join the group. Patient group meetings are always attended by the managing partner, deputy practice manager, 2 GPs and at least 10 patient group members.

This report has been formed as part of the Patient Participation Involvement Directed Enhanced Service (DES).

##### **Improving Practice Questionnaire**

Our patient group has played a key role in developing the Improving Practice Questionnaire (IQP), which was then prepared by CFEP UK Survey specialist.

The questionnaire was presented to the patient group in a meeting held on the 10<sup>th</sup> July 2012 for discussion, suggestions and feedback. The group were generally happy with the questions included in the questionnaire, however did suggest for some changes to be made, which we did.

##### **Survey results**

The survey results were discussed in the Patient group meeting on the 7<sup>th</sup> March 2013.

The managing partner went through results of the questionnaire and all results, both negative and positive were discussed with the group in detail.

## Action Plan from 2012-13

Following the outcome of the results from the Improving Practice Questionnaire the practice implemented an action plan to help address areas for improvement.

What did patients ask for	What have we done
To employ an extra nurse for patient care for one day a week	This has been completed
To employ more GPs	This has now been completed and the practice now has 5 GPs at the practice
To reduce patient waiting times	We have added 2 telephone triage's for each GP, which provides additional availability for telephone consultations
To develop the practice website	This has now been completed and the practice now has a more interactive website which contains lots of patient information
To improve practice facilities	We have replaced our soap dispensers, our bins and some waiting room chairs. We have also had new notices boards placed in the waiting areas.
To have more reception staff available	We now have 6 reception staff available, 2 of whom are new
To have more appointments available for blood testing	We have now recruited a new Health Care Assistant who will be joining the practice in April.

### Positive changes

- Increased telephone consultations have reduced face to face appointment. Patients have positively commented on these changes.
- There are now more doctors, nurses and health care assistant appointments available
- Increased reception staff have helped to respond to patient queries more effectively and efficiently

### Conclusion

The practice has received a very good response rate from the survey with 81% of the patient surveyed rated the practice as excellent, very good or good. The practice will continue to seek ways to improve patient care at the practice and also continue to encourage patient participation and involvement.