

## Broadway Health Centre

### Patient Participation Group Profile 2013 - 2014

Broadway Health Centre is an inner city practice located in the densely populated area of Ladywood in Birmingham. The practice has a large number of people from the Middle East, Africa Eastern Europe, and South America. The practice does benefit from a stable population. A fair percentage of the population is migratory and keeps moving from city to city and hence makes the practice population very fluid.

In 2011 We placed posters in our waiting area inviting volunteers to join the group and had a poor response from our patients. We had to contact a lot of patients and requested them to join the group so that we have a good representation of almost all the communities.

Our PPG comprises of 10 members with a mix of most of the ethnicities being represented.

3460	No Reg	%	PRG member s	%	Differenc e
Bangladeshi	8	0.002			
Black African & White	13	0.004			
Black African	409	0.118	1	0.000	0.12
Black Caribbean & White	43	0.012			
Black Caribbean	450	0.130	2	0.001	0.13
Other Black non mixed	83	0.024			
Chinese	71	0.021			
Indian	126	0.036	1	0.000	0.04
Other Asian	68	0.020			
Other Asian & White	7	0.002			
Other Ethnic	27	0.008			
Other mixed ethnic	30	0.009			
Other white	298	0.086			
Pakistani	53	0.015	1	0.000	0.02
White british	964	0.279	5	0.001	0.28
White Irish	63	0.018			
Refused/Not recorded	747				
Total	2713				
Total List size	3460		10		

Age Banding as on 21/03/2004	Males	Females	In PPG Group
00-09	224	216	
10-19	153	171	
20-29	300	333	
30-39	401	281	
40-49	332	189	1
50-59	217	170	4
60-69	135	108	2
70-79	80	72	3
80-89	25	43	
90-99	2	8	
Members in PPG Group.	3	7	10
	1869	1591	3460

### PRG Group by Gender

	Total registered	%	Number In PPG	%	% Difference in Profile
Male	1869	54	3	30	-24%
Female	1591	46	7	70	24%
Total	3460	100	10	100	0

### Summary of Action Plan for GPAQ survey 2013 / 2014

A number of patients have raised their concerns about having to wait a long time to see the GP	It was decided to advise patients to book a double appointment where they felt they needed more time.	Dr. Gini said that he will try and keep on time but patients will have to understand that sometimes it is unavoidable.
Patients were not happy at waiting to get an appointment.	We are starting internet booking of appointment and a few appointments everyday will be available to be booked on line.	Patients were happier as waiting times were shorter due to increased availability
Patients were concerned about having to wait long time to get an appointment for blood test.	After trying for years we have finally managed to have the sample collection time by City Hospital moved from 11.30am to 5:00 pm.	This has enabled us to offer a much greater number of blood test appointments and patients can have an appointment which suits them.

The present chairperson is Mr Chris Vaughn who has a wealth of experience in this field and is also the chairperson of Ladywood and Summerfield Patient Participation Group.

**Patient Survey:**

It was explained to the members that the purpose of the survey is to get the views of the patients which be good or bad. The whole purpose is to analyse and discuss the results and try and correct the areas where we are not doing as well as we should be doing. It was explained to the patients that sometimes, due to limitations beyond our control and financial restrictions we are unable to meet all the demands. The member showed their understanding by agreeing to the reasoning.

The methodology of the patient survey was discussed in PPG meeting dated 2/6/2011. A sample questionnaire was shown to all members who agreed upon using the form from a reputed company as meeting the needs of the practice. Survey forms were distributed to patients when they came to see the doctors and were collected after their consultation. A company called InTime Data has been engaged who send the forms to us and completed forms returned to them to analyse the data.

The result of the survey was discussed and the patients expressed their agreement with the findings of the results. They however raised the concerns about getting through to the practice by phone and getting an appointment. It is now approximately 70% higher than what it used to be. The group viewed the results and expressed their satisfaction at the improvement in the results barring a couple of hiccups.

The result of the survey is also being published on the website.

**BROADWAY HEALTH CENTRE**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**HELD ON WEDNESDAY 26<sup>TH</sup> FEBRUARY 2013**

**Present:**

Mr C Vaughan (Chair)

Dr P Gini

Mrs C Vaughan

Dr I Zaman

Mrs A Flash

Mrs V Gini

Mrs L Appiah-Badu

Mr Y Husain (Vice-Chair)

**Apologies:** Nurse Maxine Samuda

Miss W James

Mrs D Bennett

Mrs C Pinto

Mrs P Haines

Mr M. Ramcharan

Val Pearson (Minute taker)

1.	<b>Welcome</b>
	Meeting opened by Mr Vaughan who confirmed with Vice-Chair there was no Agenda and welcomed any topics of for discussion. Mr Husain referred to the Action Plan for GPAQ survey. Mr Vaughan also highlighted Point 2 of the Action Plan as well as the use of technology, i.e. accessing medical records, making appointments etc for discussion.
2.	<b>Minutes of Meeting held on 11<sup>th</sup> September 2013</b>
	Minutes confirmed as true and accurate record.
3.	<b>Survey Reports</b>
	Vice-Chair confirmed that results of Survey Reports have shown a definite improvement from last year. Last year we received only three complaints out of 100 people surveyed. (1) Some complained that the Surgery is not open on Saturday and Sunday (2) Patients waiting an inordinate amount of time to see a Doctor. Mrs Vaughan commented that patients would be equally unhappy if they were seeing a Doctor who ended their appointment due to time constraints. (3) Patients were concerned about having to wait some time to have an appointment for blood tests.
4.	<b>Action Plan</b>
	Mr Vaughan commented that the issue of surgeries opening on Saturday and Sunday is being taken up at a wider level at the Walk-in-Centres run by the local Commissioning Group. Mr Husain added that although the Surgery is not open, the Primecare out of hours service operates from here on those days and also weekdays. Mr Husain replied that Primecare has been here about seven months in answer to Mr Vaughan's question. CCG trying to take over from Primecare discussed.
5.	<b>G.P Flex Service</b>

	Dr Zaman also mentioned this Service which ran from the beginning of December 2013 and will end on 31 <sup>st</sup> March 2014. Aimed to reduce A & E attendances with 500 patients seen. The key is signposting people to the appropriate place.
6.	<b>Summary Care Records</b>
	Practical in order to improve out of hours service. Mr Vaughan asked if this information could be included in the Welcome Pack and also a sign posted on doors for patients to be aware. Mr Husain said that patients can sign the form to opt-out which will then be coded and dealt with appropriately.
7.	<b>Prime Minister's Challenge</b>
	Mr Husain commented that SWBCCG are working on this which will involve bidding for funds. SCR – Government National initiative; CCR local initiative.  Mr Vaughan highlighted three tiers as medical records, social care, and patient access.
8.	<b>Community</b>
	There are a number of patients who register with the Practice and then move on, particularly the younger age group, seeking employment, moving to be with family in other locations etc. Very fluid population. This takes up a lot time and is expensive as by the time the records are summarised the patients change their GP.
9.	<b>Recruitment for Expert Patient</b>
	Minute 11 of previous Minutes. Mr Husain explained that Nurse Maxine is not here but he will explore the possibility of inviting Diabetic patients whose diabetes is well controlled to meet and chat about their experiences. This can be applied to other groups, not only Diabetes. Mrs Gini commented that patients prefer one to one contact. Mr Husain added that Health Exchange held sessions here which were not very well attended so did not justify being here. Many people placed in this area by Social Services and move on. According to Mr Vaughan, Health Exchange is holding an event on 8 <sup>th</sup> March 2014, location unknown.  The date of the next meeting would be set in advance for all check their diaries to improve attendance.  Mr Vaughn thanked all and closed the meeting.

**The reception opening hours of the practice are:**

**Monday 08:30 to 12:00**

**Tuesday 08:30 to 18:30**

**Wednesday 08:30 to 18:30**

**Thursday 08:30 to 18:30**

**Friday 08:30 to 18:30**

**Saturday CLOSED**

**Sunday CLOSED**

**The telephone lines are open during these hours and the patients can also contact the reception in person during these hours.**