

Bute House Medical Centre  
Grove Road,  
Luton  
Bedfordshire  
LU1 1QJ  
Tel: 01582 723357 or 729428  
Fax: 01582 417762  
[www.butehousemedicalcentre.co.uk](http://www.butehousemedicalcentre.co.uk)



Dr H M Shah MBBS  
Dr Nasrin Razzaq MBChB, MRCGP, DRCOG  
Dr N Davies MBChB MRCGP DCH DRCOG  
Dr K Dissanayake MBBS MRCGP DFRS  
Dr K Kothari MBBS MRCGP

# Patient Participation Group

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*Report on the Bute House Group*

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## Contents

Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative.....	2
Agree with the PRG which issues are a priority and include these in a local practice survey.....	2
Collate patient views through local practice survey and inform PRG of the findings .....	3
Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT .....	3
Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT ...	4
A. Mobile Phones .....	4
B. Posters .....	4
C. Disabled Toilet .....	4
D. Entrance Mat .....	4
E. Patient Leaflets .....	4
F. Provided Services.....	4
Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.....	4

## Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative

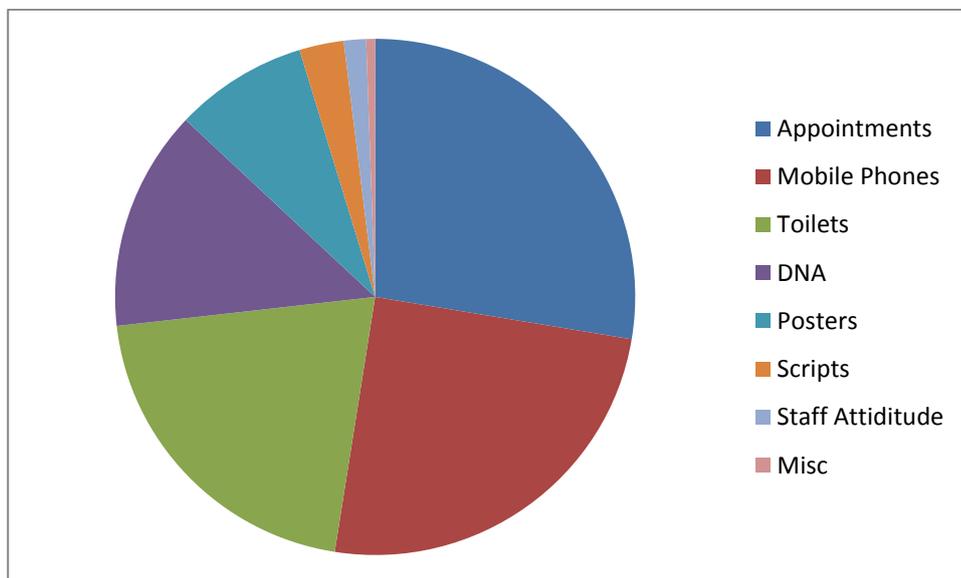
To start up the Patient Participation Group (PPG), the practice produced posters that went on the notice boards and on internal windows where patients would see them. The posters asked if they would like to help us improve the surgery, the time that would be involved and advertised that we wanted the opinions of the patients. It asked that the patients contacted the Practice Manager. At the same time it also went up on to the website, where patients who are web users, were able to send an email to the practice to join.

Clinical staff also spoke to potential candidates after a consultation, inviting them to join. This ensured we had a good range of ages, gender and ethnic backgrounds.

## Agree with the PRG which issues are a priority and include these in a local practice survey

The first meeting was on the 6<sup>th</sup> September. From the poster campaign and the online presence, we had 10 patients in attendance.

These included four females and six males. In the first meeting, we discussed the group and how it would run. Discussion also took place about items that they feel strongly about, and what they would like to get sorted. The group came up with the following items:



Whilst in the first meeting, the GP Representative took the appointments item and spoke to the group about the way the system worked, and how that due to a pilot of extended hours, there was a shortage of staff during normal working hours. After the pilot, results showed that those who

needed appointments due to working in London etc were not booking these appointments. It was agreed that extended hours would not be offered any longer.

## **Collate patient views through local practice survey and inform PRG of the findings**

Two surveys were carried out the surgery. One was to look at extended hours within the surgery and how they were used. The findings were discussed at the meeting, how appointments were used and what the outcomes were of the extended hours.

The second survey was a general survey on how the practice was working. It asked the following questions:

- Age
- Sex
- Ethnic Origin
- When they booked the appointment
- How they booked their appointment
- Who they are seeing
- If they got to see the Doctor of their choice
- If they knew about the online service
- And if they got a text message about their appointment.

It then also asked the following questions .

- What do you think we can improve on?
- What do you think we do best?

The results showed that the PPG had the same general opinions as our patient population.

## **Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT**

The PPG was given the chance to discuss the results of the findings. The PPG decided that the extended hours did not work for the practice and that there were less emergency appointments in the morning, at the time when they were needed the most.

As the second survey corresponded with the views of the PPG, the group thought it would be good to look at the issues, and then discuss them in subsequent meetings. The group felt that it would be a good idea to run the survey again during the summer, as people's views might be different.

## **Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT**

The following was brought up as an action plan:

### **A. Mobile Phones**

The PPG talked about mobile phone usage in the surgery, and the problem that patients find when, in a quiet area, a person on a mobile phone can be quite loud and disturb the other patients around. The group asked if more posters could go and if staff could ask people to leave when they were on the phone. The practice manager and GP representative took this on board. This was actioned.

### **B. Posters**

A number of the group wondered if the notice boards could be changed to show less posters as they looked very cramped and messy. The Practice Manager said that the housekeeper would look in to this and subsequently reorganised the notice boards.

### **C. Disabled Toilet**

This was discussed, as the group felt that it was grubby and being used by the general public and not the practice population. The Practice Manager would look in to this.

### **D. Entrance Mat**

This was a trip hazard and need to be moved. The GP Representative said that this was something that could be sorted straight away.

### **E. Patient Leaflets**

It was noticed that the patient leaflets were not available. The GP Representative explained that they were waiting for more to come in.

### **F. Provided Services**

The group asked if a list of in house services could be displayed to show the patients the kind of services that run at the surgery.

All these items were put on an action plan, to look at next month.

## **Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement**

The website will have a space, where the PPG can upload information from the meetings, any upcoming agenda's and other relevant information.