

# **HOUGH GREEN HEALTH PARK**

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## **DIRECTED ENHANCED SERVICE AGREEMENT**

### **(Local Patient Participation Report ( LPPR )**

**PATIENT PARTICIPATION SCHEME**

**between**

**HALTON and St. HELENS PRIMARY CARE TRUST**

**and**

**Dr. KOYA and Dr. CHALASANI**

**[ HOUGH GREEN HEALTH PARK ]**

**March 2013**

**HOUGH GREEN HEALTH PARK  
MEDICAL CENTRE**

**DIRECTED ENHANCED SERVICE AGREEMENT [continued]**  
**[ Local Patient Participation Report ( LPPR ) ]**

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Practice Website [ component no. 6 ]*

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### **The Practice Profile**

*The Practice, HoughGreenHealthPark [ formerly Upton Medical Centre ], has been on the Upton [ Hough Green ] Estate since 1976.*

*The Doctors Kumar [ husband and wife team ] moved the Practice to purpose made premises in July, 1985. The Practice was then known as : Upton Medical Centre.*

*After Doctor Kumar retired on the 30th April, 2011, Doctors Koya and Chalasani [ husband and wife team ] took over the Practice from the Kumars.*

*In September 2011, The practice has been relocated into a spacious purpose designed premises with name changed to Hough Green health park which greatly improved the Patient. The new premises offer the Patients more facilities, improved access with more in house additional services.*

*The Medical Centre features new state of the art facilities which include :  
A GP Surgery with comprehensive Primary Health Services.*

*Extended Surgery hours - on a Monday evening until 7.30 p.m.*

*A spacious well appointed Foyer with a Patient electronic Check - in System and a Repeat Prescription Deposit Box facility*

*A spacious, comfortable and well appointed Waiting Area with a Patient electronic Calling System.*

*A Patient Refreshment Service offering hot drinks and a chilled water facility.*

*Conference and meeting room facilities[for clinical &practice meetings and PPG meetings].*

*Excellent access to the Premises, with attractive landscaped surroundings [ including car parking facilities ] and wheelchair access throughout*

*Onsite Pharmacy*

*Lloyds Pharmacy have been operating on site since 27th February, 2012.*

*This is a much welcomed addition to the practice Services.*

## The Practice Population

*The Practice population has been growing steadily in the new Premises and currently stands In excess of three thousand three hundred [ 3,300 ] as at March, 2013.*

*We have Patients registered from the Hough Green, Ditton, Upton Rocks, Upton Estate, Parklands, Cronton, Tarbock, Halebank and HaleVillage areas.*

*The current Practice Population breakdown [ based on age and gender ] is shown below :*

Age 14 to 18	Age 19 to 25	Age 26 to 64	Age 65 +	
80 [ 2.4 % ]	145 [ 4.3 % ]	840 [ 25.1 % ]	302 [ 9.0 % ]	
76 [ 2.3 % ]	149 [ 4.6 % ]	865 [ 26.5 % ]	238 [ 7.3 % ]	
156 [ 4.7 % ]	294 [ 8.9 % ]	1705 [ 51.6 % ]	540 [ 16.3 % ]	

*The Practice has a large population of older Patients which in itself presents a wide range of health issues and requirements*

*The Practice also has a total of 16 Patients who reside in Care Homes.*

*The Practice obtains as much information as it can from the Patient, at the point of Registration, in order to keep the Practice Profile up to date and consistent. This enables the Practice to establish and understand the Patients medical history and their health and welfare needs.*

*Upon Registration Patients are offered a health check session with the Practice Nurse, OR with the Health Care Assistant [ H.C.A. ]*

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**HOUGH GREEN HEALTH PARK  
MEDICAL CENTRE**

**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]**

**[ Local Patient Participation Report ( LPPR ) ]**

**The Practice Patient Participation Group [ PPG ]**

**[ component no. 1 ]**

**The original PPG [ Upton Medical centre ] was formed on 08th May, 2008,  
The original Group consisted of only six members. The practice recognised the need for more members and active  
have a good cross section of patients. The PPG meetings were held every 6-8 weeks.**

**The original group consisted of The Practice manger, practice Administrator  
and Four [ 4 ] Practice Patients.**

**In June, 2009, a patient member of the group was elected as Chairman  
And the administrative work was done by Practice members**

**The Practice members of the group were Lead Gp, Practice Manager and administrator and all take active part in  
Agenda for every meeting includes a slot for the practice members to update the Group  
on the Practice Business and development.**

**With effect from 01st September, 2011, the Practice underwent a change  
in name from Upton Medical Centre to HoughGreenHealthPark,**

**The two Doctors , Dr Koya and Dr Chalasani  
have the foresight and personal motivation  
to move the Practice into the future and are pro-active and supportive to the  
Group and its purpose**

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**HOUGH GREEN HEALTH PARK  
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**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]  
[ Local Patient Participation Report ( LPPR ) ]**

**The Practice Patient Participation Group [ PPG ] [ continued ]**

**[ component no. 1 ] [ continued ]**

**The Practice is eager to nurture a good cross section of Patients and has  
used several different methods of recruitment to attract members to the  
Group. These have included :**

*A dedicated area in the notice board in the Patient Waiting Area outlining the Strategy of the PPG.*

*Recruitment notices placed in the Patient Waiting Area, local Community Centre and surrounding business premises.*

*The Practice Newsletter which features a page dedicated to the PPG within the publication.*

*Group members attending within Surgery time to recruit on a one to one basis - face to face.*

*The use of pre - printed " flyers ", outlining the Services provided at the practice , and hand delivered to various areas throughout the Borough.*

*Via the Practice website.*

*Via the Display Screen situated in the Patient Waiting Area.*

*Via the Virtual Patient Reference Group.*

*The PPG now stands at a membership of eleven [ 11 ] Practice Patient Members, two [ 2 ] Practice Personnel [ Manager and Gp Lead ] and a Virtual Patient Reference Group.*

*The PPG Group consists of six [ 6 ] Female representatives, five [ 5 ] Male representative and two [ 2 ] members from the Practice Team [ Manager and a GP ].*

*The patient members of the Group are all of White British ethnicity. The Practice strives to have a good representation of ethnicity on the Group and will continually drive forward the recruitment of members from all ethnic backgrounds.*

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## **HOUGH GREEN HEALTH PARK MEDICAL CENTRE**

**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]  
[ Local Patient Participation Report ( LPPR ) ]**

### **The Practice Patient Participation Group [ PPG ] [ continued ]**

**[ component no. 1 ] [ continued ]**

**The age range of the Group is from 32 to 79 years.**

**It has proved most difficult to recruit Patients from under the age of 45.**

**It is hoped that by re-arranging the time of the meeting from early afternoon to early evening, and by recruiting more**

*" virtual members " , we can attract members who find it difficult to attend during working hours .*

*The Group`s responsibilities include :*

*The production, printing, and distribution of the Practice Newsletter, on a quarterly on-going basis*

*The production, printing, and distribution of the Practice Information Leaflet [ including regular updating of information ], on an on-going basis.*

*The maintenance of the Practice Noticeboards and leaflet / pamphlet Carousel in the Patient Waiting Area, on an on-going basis.*

*The design and production, [ in conjunction with the Research Department at Halton Borough Council ], of the Practice Survey Form [ with the aim to produce them on an annual basis ].*

*The notification of the Surgery Opening Times for the Holiday periods throughout the year.*

*The maintenance of an effective Suggestions and Complaints Procedure.*

*The organisation of in-house functions - Open Days, Anniversaries, New Openings, etc.*

*The involvement with local Groups - Schools, Charities, Health Improvement Team [ H.I.T. ] etc.*

*It is important that the Group is pro-active in its attitude to the needs of the Patient and the interaction within the Practice.*

*Understanding the needs of the Patient is paramount to the Practice in order to understand and deal with the concerns and issues of the Patients.*

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## **HOUGH GREEN HEALTH PARK MEDICAL CENTRE**

**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]  
[ Local Patient Participation Report ( LPPR ) ]**

### **Agree areas of priority with PPG - Local Practice Survey**

**[ component no. 2 ]**

*The Practice agreed with the Patient Participation Group [ PPG ] that there was a need to review the Health Services on offer within the area. The PPG, in conjunction with the Research Department of Halton Borough Council, devised and circulated the Patient Survey in September 2012. The PPG produced Patient Survey focussed on identifying the Health needs of the Patient.*

*Practice Patients were asked to complete a Survey to ascertain their general satisfaction with the Services on offer at the Practice Premises.*

*About 400 survey forms were distributed among the visiting Patients and 363*

*Patients responded and completed the survey. This response equates to about 9 percent of the practice patient p*

*Respondents : 225 [ 61.9% ] Female - 138 [ 38.01% ] Male*

*Respondent Profile :*

<i>Age</i>	<i>Number</i>	<i>%</i>
<i>16 - 26</i>	<i>62</i>	<i>16.8</i>
<i>27 - 36</i>	<i>38</i>	<i>10.6</i>
<i>37 - 46</i>	<i>54</i>	<i>14.6</i>
<i>47 - 56</i>	<i>49</i>	<i>13.7</i>
<i>57 - 66</i>	<i>59</i>	<i>16.4</i>
<i>67 - 76</i>	<i>61</i>	<i>16.8</i>
<i>77 +</i>	<i>40</i>	<i>11.1</i>
	<i>363</i>	<i>100.0</i>

*[Please see attachment no. 01 - Survey Results.](#)*

*Please note :*

*A hard copy of the Survey Results are available in the Patient*

*Waiting Area, within the Practice Premises.*

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**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]**

**[ Local Patient Participation Report ( LPPR ) ]**

### **Survey Analysis**

**[ component no. 2 - continued ]**

### **Summary of Comments :**

**[ 186 open comments ]**

***The Practice and its processes : [ 42 ]***

***Booking of appointments***

***Checking in / queuing system***

***Telephone access***



**Opening Hours**

**Extended Services : [ 21 ]**

**More information on Services**

**Phelbotomy service**

**Staff : [ 21 ]**

**Need more appointments with Doctors**

**Waiting time to see- preferred gp**

**Reception Staff**

**Practice nurse appointments**

**Satisfied with Practice / Service : [ 94 ]**

**Fully Satisfied with Practice / Service**

**The Building : [ 8 ]**

**Patient information**

**Waiting / Reception Area**

**The [Local Practice Survey Report](#) is now publicised on the**

**Practice Website : [www.houghgreenhealth.co.uk](http://www.houghgreenhealth.co.uk)**

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**HOUGH GREEN HEALTH PARK  
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**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]**

**[ Local Patient Participation Report ( LPPR ) ]**

### **Collation of Survey**

**[ component no. 3 ]**

**The Patient Survey was collated in conjunction with the Research Department within Halton Borough Council.**

**A comprehensive report was produced and made available to the PPG members for discussion. A hard copy of the report was also made available to Patients and members of the public, in the Patient Waiting Area of the Practice Premises.**

**[Please see the separate attachment for details of full patient Survey Results.](#)**

**HOUGH GREEN HEALTH PARK  
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**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]**

**[ Local Patient Participation Report ( LPPR ) ]**

**Opportunity for PPG to comment and discuss findings of Survey**

**[ component no. 4 ]**

*The Practice has provided the PPG with the opportunity for comment and discussion of the local Practice Survey Results through our regular PPG meetings which are attended, at each session, by the Practice Manager and, when appropriate, by the G.P.s themselves.*

*Through these regular meetings the G.P.s have explained their vision of providing much enhanced services in house for the benefit of their Patients and also the local residents.*

*These visions have included adding complementary services to the ones on offer. Indeed the first of these has been the Pharmacy Service.*

*Lloyds Pharmacy opened on 27th February, 2012, and provides a much welcome addition to the practice facilities.*

*Future visions include :*

*Further Community Services*

*Well being services*

*Specialist clinics*

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**HOUGH GREEN HEALTH PARK  
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**DIRECTED ENHANCED SERVICE AGREEMENT [ continued ]**

**[ Local Patient Participation Report ( LPPR ) ]**

**Agree with PPG an Action Plan arising out of the Practice Survey**

**[ component no. 5 ]**

*The PPG discussed the results of the Survey with the Practice Manager and the G.P.'s.*

*It was agreed that the overall results of the Survey were very positive and that the Practice felt rewarded by the results of survey.*

*The following priorities were identified and used to formulate the Action Plan [ as outlined on page 10 of the report ] :*

*The need to further improve the patient information, in particular about the services and health education*

*The need to improve booking for appointments- routine and emergencies.*

*The need to provide additional services –physiotherapy, and counselling.*

*The need to increase practice Nurse appointments  
And Improve communication with reception staff*