

# Broadwater Medical Centre 5-11 Broadwater Boulevard, Worthing

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## Patient Participation Report March 2013



### **Practice Profile**

Broadwater Medical Centre is a 5 partner practice in based in a single site in the centre of Broadwater, Worthing. At the time of this report we have 11,372 patients registered.

## **Introduction**

In April 2011, the practice signed up to deliver the Enhanced Service for Patient Participation.

The aim of the service was to ensure that patients are involved in decisions about the range and quality of services provided.

We have been working on the second year of this project since November 2012.

We used the same patients who had signed up for the Patient Reference Group last year. We also advertised for further sign ups in the practice but did not get any responses.

Following completion of the survey we invited approximately 50 patients to a meeting to discuss the results.

A meeting was held on 26.03.2013 and 11 patients attended. Also attending were Penny Hawes, Practice Manager, Dr Christian Arnold, GP Partner, Susan Saunders, Lead Receptionist and Samantha Amphlett, Receptionist.

Following discussion of the results, the following actions were agreed:

1. We will review the content and layout of the practice website. Make online services easier to find.
2. Look again at getting the second call board in the waiting room fixed and increase the volume of the call sound.
3. Consider having a map of the area in reception to show the practice boundary – patients often consider this when moving house and it was felt this additional information would be helpful.
4. Promote use of internet services more widely both within the practice and to those patients who don't attend so frequently.
5. Hold patient meeting twice yearly as the patients present felt this would be a useful forum to discuss any issues.
6. Advertise more widely the existence of the Patient Reference Group and try and get more sign ups. It was agreed that we would hold a further meeting in September and discuss ways of getting more people to respond to the questionnaire.

The meeting has proved extremely useful to the practice and we will be looking at ways in which this forum might be expanded to capture a bigger representation of our patient population.

**We would like to thank all patients who have taken part in this process. Response to the questionnaire has been excellent and we are grateful for all the comments, both positive and constructive.**

The results from the survey are analysed in the embedded document below.



2013 questionnaire  
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