

Selden Medical Centre Patient Participation Report 2012 - 13

This report describes the action taken by the Practice during the second year of the Patient Participation Directly Enhanced Service and summarises the progress in the year 2012-13.

The report includes:

- Summary of our continued approach to patient participation
- Issues that were prioritised and included in the survey
- The patient survey and how it was implemented
- Results
- Patient Group response to the survey
- Action Plan

1. Summary of our approach to patient participation

Further to setting up the Patient Group in year 1, we have continued to have regular meetings at the Practice, which has been supported by a small, but loyal and dedicated group of patients. We also continue to use the email forum and our website to access our patients:

- Our group consists of a young mum, middle aged couples, disabled patients, an elderly patient (who does have difficulty attending often due to her ill-health), single gentleman and single woman. Although our group is small (approximately 10 patients) we are pleased that the group does cover age groups, but in future we would like to include a wider ethnic range, but do not currently receive good response from those groups.
- We also have an email forum to whom we send information and request feedback.
- Our website has a “contact us” section and emails are received directly to the Surgery.
- Invitation to the meetings is sent via the email forum, is advertised on the Practice website, on the information screen in the waiting room, by poster in the waiting room and we phone patients who have shown an interest but do not have the internet.

2. Priority issues

Our first Patient Group Meeting in year 2 was held on 17th May, 2012, see minutes embedded



Minutes from PPG
meeting 17.5.12 h.dc

At this meeting it was agreed with the Patient Group the priorities to be carried out this year; see Action Plan below:

ACTION PLAN

ITEM	ACTIONED
Difficulty in getting through on the telephone, especially in the morning	New telephone system in place
Difficulty hearing name in waiting room when called	Doctors had been updated regarding speaking over the tannoy and a loop system was being investigated. It was agreed by the Patient Group that an LED name display would not be a priority due to cost as it was felt that it would not be of great benefit. Doctors often come out to the waiting room to collect the patient.
Magazines and toys in waiting room	Magazines in the waiting room have been reinstated.
Self Help Groups	There is no list of “recognized” self-help groups. However, information regarding ICIS (a charity which promotes information and advice on health and social care) will be displayed on the waiting room information screen. The screen will also be kept up to date with information on health that comes into the Practice. The Practice website has an up-to-date search engine for health information.
Nurse Practitioners	An article regarding the role of the Nurse Practitioner is now on the website and on the waiting room information screen.
Telephone Consultations	This is to be discussed at the Practice Strategy Meeting in June. A pilot of telephone consultations was considered at the Meeting, however, this was not implemented due to unforeseen events, ie three Clinicians leaving the Practice within a few months. It is still on the Agenda.
Requesting the reason why the patient is making the appointment	An explanation of why the doctors have requested receptionists has been put on the waiting room information screen and website.
Premises	A petition is in place in the waiting room and electronically on the website.

Our next Meeting held in July focused on this year's patient survey, see minutes embedded below:



Minutes from PPG
meeting 19.7.12.doc

It was agreed that the survey this year would prioritise promotion of the website and access to the Surgery via the telephone and the following three questions were agreed upon to add to the Improving Practice Questionnaire.

- "Are you aware of our website"
- "If so how would you rate it"
- "On the telephone, if you are placed in a queue would you prefer to be told where you are in that queue" *

3. Our patient survey and how it was implemented

It was decided that we would adopt a dual approach to the patient survey:

1. Firstly we chose the traditional route of handing questionnaires to those patients attending doctors' appointments. 229 Improving Practice Questionnaires were handed to patients attending the Surgery. The questionnaire included one page of questions dedicated to Patient



Survey traditional
2012-13.doc

Participation, see embedded copy

2. We also decided to send a survey via email to 1300 patients, see embedded copy



Survey 2012-13.doc

* A new telephone system was implemented in October, 2012 as a priority and so the third question was replaced with "are you aware that you can request repeat prescriptions online" plus other questions relevant to the Practice.

4. Results and response

1. This traditional survey proved to have limited results this year; the Practice has had a huge change in clinical staff in the latter part of the year and has had to rely on locum doctor support for several months and this proved a stumbling block to patients responses. Reception staff are

often given many reasons why patients do not want to complete the forms when it is promoted in the waiting room hence the reason for a more proactive approach and we emailed 1300 patients with a good response.

2. The email survey was successful and we received 248 replies, a response of 19%

Please see below the results of Selden Medical Centre’s patient survey 2012-13:

Selden Medical Centre 2012-13 Patient Survey (248 responses)

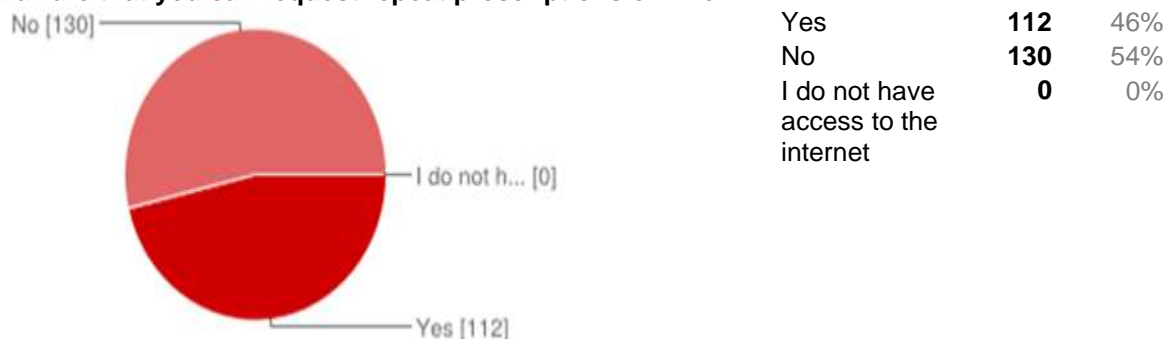
Are you aware of the Practice Website at www.seldenmedicalcentre.nhs.uk?



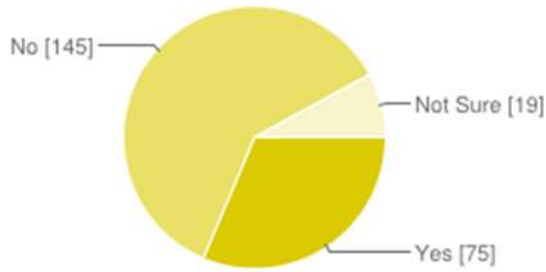
If so, how would you rate the Practice Website at www.seldenmedicalcentre.nhs.uk



Are you aware that you can request repeat prescriptions on line?

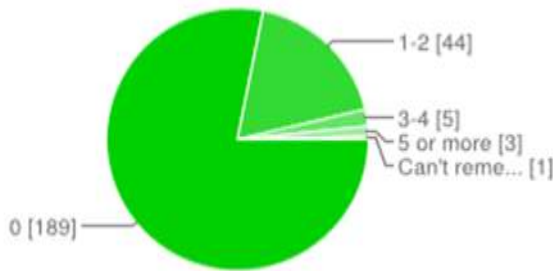


Are you aware of the GP Out of Hours service, called Harmoni?



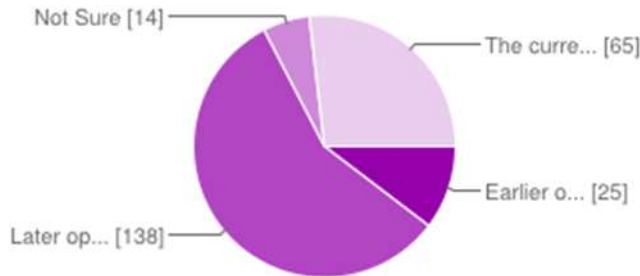
Yes	75	31%
No	145	61%
Not Sure	19	8%

During the last 12 months, how many times have you attended A&E



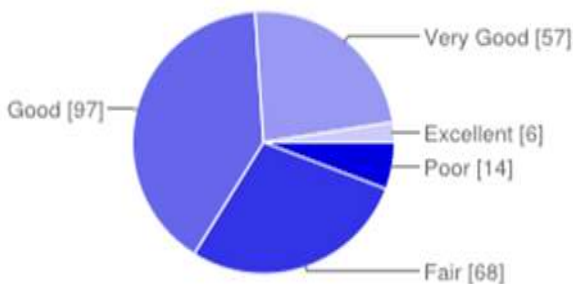
0	189	78%
1-2	44	18%
3-4	5	2%
5 or more	3	1%
Can't remember	1	0%

If the surgery were to extend their hours please select the option you would find most useful



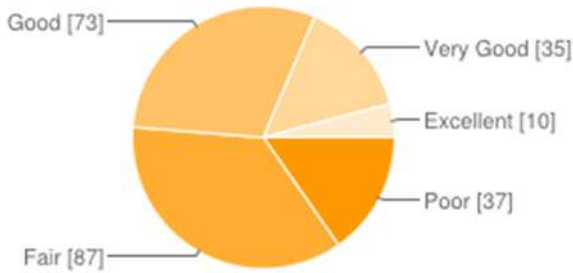
Earlier opening	25	10%
Later opening	138	57%
Not Sure	14	6%
The current hours are acceptable	65	27%

What is your level of satisfaction with the current opening hours of the Practice?



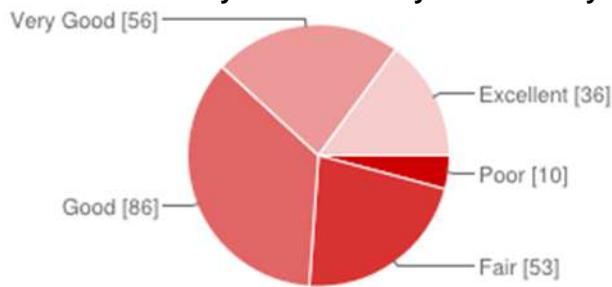
Poor	14	6%
Fair	68	28%
Good	97	40%
Very Good	57	24%
Excellent	6	2%

How easy is it to contact the Practice by telephone?



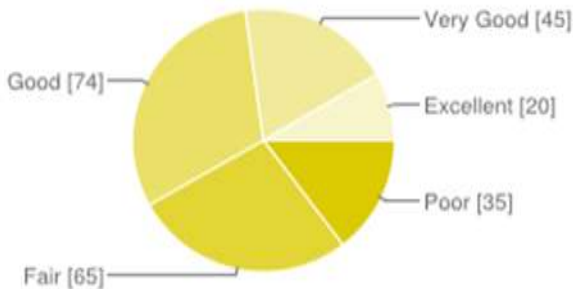
Poor	37	15%
Fair	87	36%
Good	73	30%
Very Good	35	14%
Excellent	10	4%

How satisfied were you with the day and time of your last appointment



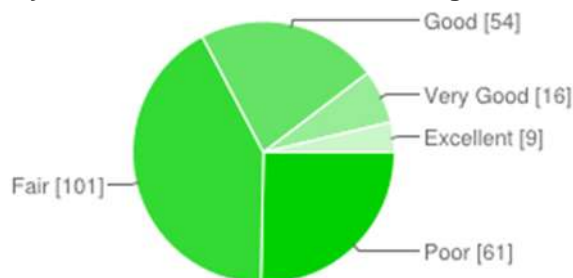
Poor	10	4%
Fair	53	22%
Good	86	36%
Very Good	56	23%
Excellent	36	15%

What do you feel the chances are of seeing any doctor or nurse within 48 hours?



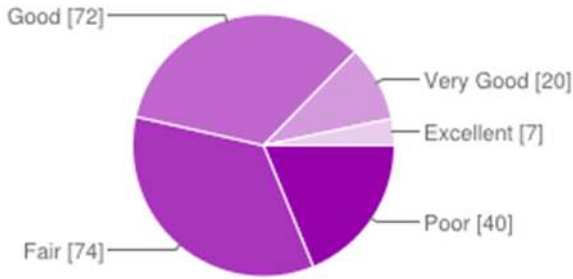
Poor	35	15%
Fair	65	27%
Good	74	31%
Very Good	45	19%
Excellent	20	8%

What do you feel the chances are of seeing a doctor or nurse of your choice



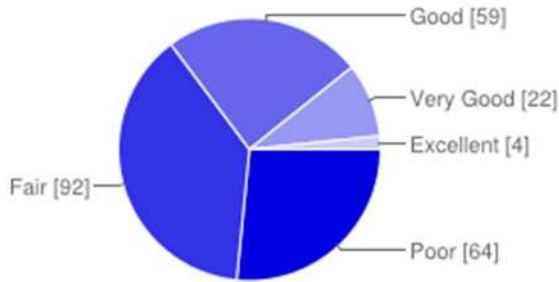
Poor	61	25%
Fair	101	42%
Good	54	22%
Very Good	16	7%
Excellent	9	4%

How easy is it to speak to a doctor or nurse on the telephone, or to get a call back?



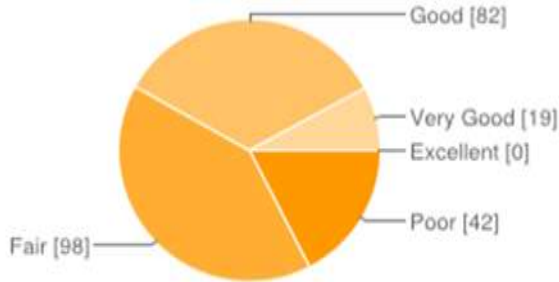
Poor	40	19%
Fair	74	35%
Good	72	34%
Very Good	20	9%
Excellent	7	3%

How would you rate the length of time you had to wait in the waiting room for your appointment?



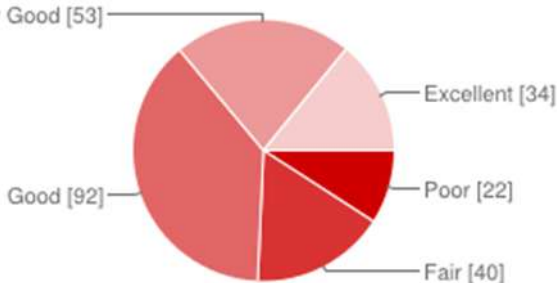
Poor	64	27%
Fair	92	38%
Good	59	24%
Very Good	22	9%
Excellent	4	2%

How would you rate the comfort of our waiting room?



Poor	42	17%
Fair	98	41%
Good	82	34%
Very Good	19	8%
Excellent	0	0%

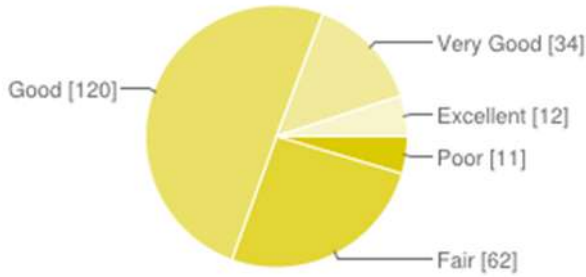
How would you rate the manner in which you were treated by the reception staff?



Poor	22	9%
Fair	40	17%
Good	92	38%
Very Good	53	22%

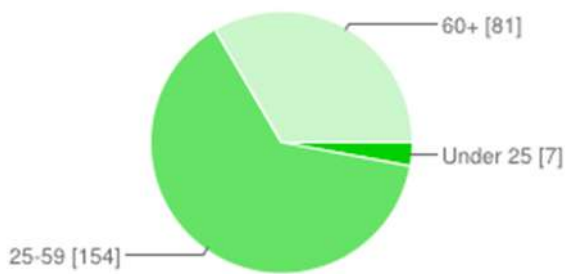
Excellent	34	14%
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We have tried hard to improve the information available in the waiting room - how would you rate the information available via leaflets, plasma screen, posters, etc.?



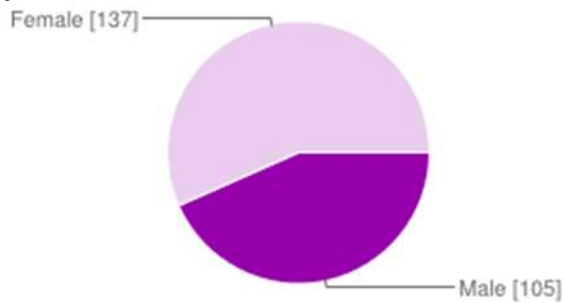
Poor	11	5%
Fair	62	26%
Good	120	50%
Very Good	34	14%
Excellent	12	5%

How old are you?



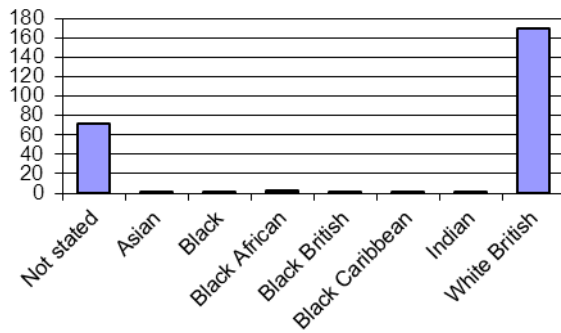
Under 25	7	3%
25-59	154	64%
60+	81	33%

Are you?



Male	105	43%
Female	137	57%

Ethnic Category



Not stated	72	29.0%
Asian	1	0.4%
Black	1	0.4%
Black African	2	0.8%
Black British	1	0.4%
Black Caribbean	1	0.4%
Indian	1	0.4%
White British	169	68.1%

5. Patient Group Response

A copy of the results of survey was made available on the website and also sent to the email forum for comments.

A meeting was held on 27.3.13 to discuss the results of the survey, see embedded minutes:



27.3.13 minutes.doc

At that meeting an Action Plan was agreed .

6. Our action plan

ACTION PLAN

ITEM	ACTION required
Online requests for repeat prescriptions. Our survey revealed 54% of people did not realise they could use this facility.	Further promotion in the way of high profile posters, patient newsletter, message on the repeat prescription when returned to patient, poster in the Pharmacy which rents our building, high profile on website and information screen in waiting room
Wheelchair space in the waiting room. We have a known issue with the size of our premises and are currently second in priority for a new building.	Even though we have limited space it looks possible to remove a small area of seating to give space for a wheelchair to be “parked” in order not to obstruct “flow” of patients and this will be investigated.

<p>General information release to patients. It was felt that a more proactive attempt should be made to inform our patients of changes in the Surgery. The waiting room is small with limited wall space. It was suggested a school may be approached to “sponsor” new posters for the waiting room.</p>	<p>Even though we have limited space it was felt it could be better utilized. We will have a regular change of posters with a “themed” approach ie “Whats new at Selden”. The posters will be more interesting, with a professional look, ie colours and pictures/icons. We will implement a Patient Information Newsletter.</p>
<p>Opening times, later opening times was requested and Saturday mornings.</p>	<p>We already open late one day a week and from 1st April three GPs will run a pre-bookable clinic each. We will discuss Saturday morning opening with the GPs.</p>
<p>Telephone Consultations. It was generally agreed that telephone consultations would be very helpful to patients.</p>	<p>The email forum will be sent a specific question about telephone consultations for feedback. We will discuss the implementation of telephone consultations with the GPs. We will reinstate regular attendance of a GP at Patient Group meetings for their input on this type of topic.</p>

7. *Conclusion*

The Patient Group has progressed and worked well over the last year with and we look forward to working together to continue to promote patient participation at Selden Medical Centre for the benefit of Patients and Practice.

If you are interested in joining the Patient Group and/or email forum, please contact Selden Medical Centre on 01903 234962 or email ws-pct.SMCinfo@nhs.net

8. *Opening Hours and Extended Hours Arrangements*

The surgery is open from 8 a.m. to 6 p.m. Monday to Friday

The telephones are open from 8 a.m. to 6.30 p.m. Monday to Friday

We offer extended access for bookable appointments from 7.30 am at least two days a week and 6.30 - 7.30 pm one day a week by more than one GP.