

Patient Participation Group Annual Report 2012 / 2013

Developing the Patient Reference Group (PRG).

The Patient Reference Group was established in November 2011 with 4 members within 18 months the numbers have tripled. Members are from both practices and they meet every 6-8 weeks. In order to develop the group we are still advertising by using posters in reception, placing the meeting minutes on the Practice Notice Board, notes added to prescriptions, along with a typed messages on the right hand side of the script and also used the led board in reception to capture patients whilst they were in the waiting room. We have tried to generate interest from our patients in joining the PRG we have sent letters to local groups and churches where our patients would be registered however we have not heard anything back.

Election of PRG Chairperson

It has been expressed by the Clinical Commissioning Group (CCG) that a Chair / Vice chair should be elected from the PRG group. A ballot took place and Mr D. Newton was elected for Chairperson. However, no agreement was made for the Vice Chair at this stage. It was also agreed that the Chair persons will set the agenda, liaise with the practice for agenda items and action plans and be prepared to run the meetings with or without practice staff.

Practice Survey

Preferred Survey

The preferred subject for the patient survey was staff, waiting times, consultation and the premises. These were given out randomly to patients who attended appointments.

Results of Survey

It was decided to do a survey on staff waiting times, consultations and premises. The results are as follows for both Woden Road Surgery and Portobello surgery.

We gave out 130 surveys out during June and July 2012, 82% were returned

Staff and Waiting times

Q1 How helpful do you find the Receptionists at your GP Practice?

84% Extremely Helpful 15% Sometimes Helpful 1% Not Helpful

Q2 How easy is it to speak to a Doctor on the phone?

21% Very easy 25% Fairly 6% Not very easy 10% Not at all easy 37% Don't know

Q3 How easy is it to speak to a Nurse on the phone?

22% Very easy 28% Fairly 3% Not very easy 4% Not at all easy 43% Don't know

Q4 How long do you usually wait for your consultation to start?

17% Less 5 mins 49% 6-10 mins 25% 11-20 mins 5% 21-30 mins 5% more 30 mins

Q5 Were you told by a receptionist how long you would be waiting to see the GP / Nurse

34% Yes 55% No 11% don't know

Q6 How do you rate the waiting times?

24% Very good 37% Good 28% Fair 9% Poor 1% Very Poor

You're Consultation

Q7 How good was the last GP / Nurse you saw most recently at each of the following:-

A Giving you enough time?

61% Very good 31% Good 7% Fair 1% Poor Very Poor

B Listening to you?

66% Very good 25% Good 7% Fair 2% Poor Very Poor

C Explaining tests and treatments?

60% Very good 30% Good 9% Fair 1% Poor Very Poor

D Involving you in decisions about your care?

55% Very good 28% Good 15% Fair 2% Poor Very Poor

E Treating you with care and concern?

53% Very good 34% Good 9% Fair Poor Very Poor

Q8 Overall did you feel you were treated with respect and dignity while you were at the surgery

77% Yes definitely 19% Yes to some extent 1% Not very well no not at all

Q9 Did you have confidence and trust in the GP/ Nurse you most recently saw or spoke to?

76% Yes Definitely 20% yes to some extent 1% no not at all don't know

Q10 Thinking about the care you get from your GP / Nurse overall how well does the practice help you to:

A Understand your health problems?

60% Very well 34% Ok 2% Not very well 1% Does not apply

B Cope with your health problems?

55% Very well 37% Ok 3% Not very well 1% Does not apply

C Giving healthy Lifestyle Advice?

40% Very well 44% Ok 5% Not very well 7% Does not apply

Q11 Overall how would you describe your experience of your GP surgery?

53% Very good 30% Good 11% Fair 1% Poor Very Poor

Q12 Would you recommend your GP surgery to someone who has just moved to your local area?

73% Yes 23% No

Premises

Q13 Do you feel that the surgery offers suitable surroundings?

34% Very good 41% Good 12% Fair 7% Poor 2% Very Poor

Q14 In your opinion how clean was the surgery?

43% Very good 36% Good 13% Fair 4% Poor 1% Very Poor

Q15 Do you feel that any improvements are required at the surgery to make your visit more pleasant?

38% Yes 48% No 10% Don't Know

Q16 Do you feel that there are any health and safety or others risks to you when you visit the surgery?

8% Yes 77% No 11% Don't Know

Please note that 4% of patient didn't answer questions 7E-16

Survey Discussion with PRG

The results of the survey were discussed at the meeting held on 25/09/12. All were impressed with the results of the latest survey however felt that Question 12 was a let-down as 23% wouldn't recommend us. Mr Newton would have like to have known the reasons why as this could be an issue with location rather than service. Results of the survey were displayed within the waiting room.

Further Discussion

A&E attendances

There was discussion within the group regarding A&E attendances as the NHS has a problem with A&E waiting times. We asked as a practice how we could reduce the attendance of A&E. It was suggested that a clinician could contact those who attend A&E for non-medical emergency conditions and also those who attended during surgery hours. Advertise on notice boards alternative routes in case of an emergency ie Walk in Centre's, NHS Direct etc.

PCT/PCC/CCG's

The group were informed that the Clinical Commission Group and the Primary Care consortium groups will now become one. Primary Care Trust will be disbanding 31st March 2013.

Relocation/LIFT

Members of the group have asked if the surgery was moving. Business Manager, Julie King confirmed that this had been in the pipe line for 10 years and that we had been considering moving on to the lift development site as approved by the PCT. After years of speculation the Partners have decided not to move to the site that was ear marked for us due to length of time it has taken, the time spent on this project and changes to the practices requirements no longer fitting with that of a new development.

Practice services

In house services that we offer; this is minor surgery, Physio, antenatal, Health Visitors, ultrasounds, Phlebotomy Services, Stop Smoking Clinic and Contraception advice. Not all of the patients in the group were aware that we provided all of these services at the practice all of these have been advertised on the Practice Notice Board.

Practice developments

Since April 2012 we have been able to offer online booking of appointments, posters were put up in reception to advertise this. Patient would need to sign up for it and they would be given a password to use. Since the beginning of March 2013 we have been able to send text messages reminders to patients who book appointments. This text confirms their appointment date, time and then reminds the patient before the appointment we are hopeful that this will reduce the amount of DNA's (patients that do not attend) We have also had a Practice Website for the last year which includes information for new patients, patient participation group and how to become involved. Clinics and Services and how to access a Dr out of surgery hours as well of lots of other useful practice information.

Updating patients on developments

The PRG discussed how best this could be done and considered compiling a practice newsletter however this would be time consuming. It was suggested therefore that we had a dedicated practice notice board as this could be updated monthly. This was agreed and we have a Notice board that has a striking impact and contains lots of "at a glance" useful information.

Feedback from patients that were unable to join the PRG

The group felt that they needed to know the thoughts of the rest of patients and given the fact that they are not joining the group we had devised a comments and suggestions box which we leave on reception and emptied every day. Please see detailed below the first set of comments and answers.

Q. Minor ops in surgery to reduce workload in hospital

A. We do several minor operations in practice – we will advertise the procedures that we do by putting leaflets and posters in the waiting room.

Q. Personal information on show in the prescription box (names/addresses)

A. We will put another box on the prescription window that is enclosed

Q. Patients should not be asked the reason for their appointment

A. The Doctors would like to know why patients want an appointment especially for emergencies as this gives the Dr an opportunity to prioritise the urgent appointments. However, staff should be asking the reason but also explaining that they can note it as personal if the patient does not wish to disclose the reason.

Q. The practice to have SMS/text messaging reminders for their appointments.

A. This facility is now available.

Q. Reception staff with different ethnicities

A. We are aware that there are many different ethnicities in Heath Town and do take this into consideration when recruiting new staff and Dr's. We do have staff at the branch surgery with different ethnicities and also have Dr's that come from different ethnic backgrounds. We also have the facility of language line and we will advertise this more widely by posters and leaflets in the waiting room.

Q. Staff with no medical background should not give out tests results.

A. The dr's and nurses at the practice are the only staff that check and comment on test results. They then make a note on the patient's medical record for the staff to pass to the patient and that is the only information that the staff can give to the patient.

Q. Sanitizing hand gel available for use after using the touch screen

A. This is available at the reception desk – unfortunately we are unable to put out in the waiting room due to items going missing – we will display a notice next to the touch screen.

Q. A door that will close properly – more heating

A. We will arrange for the repair of the door so that it closes correctly.

Community concerns

The group are concerned that the local council are looking to enforce parking restrictions on Woden Road, Hobgate Road and Jeremiah Road. Business Manager Julie King has responded to this with a strong letter of appeal complete with a petition as this will have a knock on effect with staff and patients particularly elderly patients that are not very mobile but do not qualify for blue badge parking. The council have contacted us to go over the restrictions however we have informed them that our petition still stands and this will be heard at the Petition Committee on the 19th April 2013.