

LOCAL PATIENT PARTICIPATION REPORT 2013-14



Warwick House
Medical Practice
Looking after you

1. A description of the profile of the members of the PRG

- * For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

The Warwick House Medical Practice Patient Reference Group was formed in 2011. This is its third annual report.

- Represented on our PRG are male and female members, retired people, a carer and people with chronic disease.
- The practice profile of Warwick House Medical Practice is as follows:

Age band (years)

15 and under:	16%;
16-24:	11%;
25-39:	14%;
40-59:	29%;
60-79:	22%;
80+:	7%

Gender : Male 48%; Female 52%

Ethnicity: White British 91%

- The profile of members of the PRG is as follows:

Age band (years)	40+ 100%
Gender	Male 42%; Female 58%
Ethnicity	White British 100%

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

- The PRG is aware of the need to widen its membership in order to be more fully representative and particularly seeks the views of those not represented in its

profile, namely younger people, parents with small children, non white British, working people.

- Having discussed this issue several times the PRG has approached patients using a flyer available in the surgery, on the practice website, and advertised on the patient information screen in the waiting room. This explains the opportunity to be consulted by the practice from time to time and requests contact details to allow the patient to become a member of a wider 'virtual' patient reference group. In this way a larger group has been built.
- We have also approached our Health Visitor to suggest possible members, particularly younger people with children living at home.

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

* How were the priorities identified and agreed?

(Component 2)

- The topic for this year's local patient survey was agreed at the PRG meeting on 14th January 2014 attended by PRG members, and Joanna Haxby, Practice Manager.

- The meeting was devoted to a detailed review of the Practice's new website.

2013-14 has been a year in which the practice has focused on modernising both its image and its interactions with patients. This is in recognition of the emphasis placed by the Department of Health and NHS England on increasing electronic forms of communication between practices and patients. Thus, the practice has participated in the DES in respect of preparation for telehealth, started to make some doctor appointments bookable online in addition to nurse appointments for INR testing, updated its corporate image and launched a brand new replacement website. The PRG was closely involved in the early part of the year reviewing and improving the information displayed for patients on the screen provided in the waiting rooms. The provision of electronic channels of communication has been the topical aspect of access which the practice has sought to address in this year's survey.

- As well as commenting in detail on the revised website themselves, the PRG agreed that it would be of considerable benefit to the patient population to seek their views as to how the website could be further tailored to meet their needs. In the PRG's view this was also another opportunity to build on the work done last year on patients' apparent lack of precise knowledge as to the practice's opening hours.

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

- A list of the key questions was drawn up by the PRG in conjunction with the practice manager during the meeting on 14th January. The practice manager subsequently formed these into a questionnaire on the basis of asking patients to both weight, and subsequently rate, the aspects of the website.
- The meeting agreed that the questionnaire would ask:
 - What do you need from the practice's website?
 - How important are these elements to you on a scale of 1 to 10 where 10 is extremely important and 1 is not at all important? and
 - How well does the website meet these needs on a scale of 1 to 10 where 10 is extremely well and 1 is not at all well?
- The draft was e-mailed to the PRG members who had been at the meeting and their further comments were used to refine the questionnaire.
- The agreed draft questionnaire was then tested by e-mail on the 'virtual' PRG reference group, consisting of 22 members at that stage. There was 32% response rate from this committed group of patients. (The reference group were those who had returned their details to the practice using the PRG flyer).
- The agreed questionnaire (Appendix 1) was made available to patients in a number of ways:
 - It was distributed in paper format to patients attending the practice during two weeks in March 2014 who indicated that they had access to the internet;
 - Slips (Appendix 2) were attached to repeat prescriptions and handed to patients attending the practice requesting their e-mail address in order that the questionnaire could be e-mailed to them for completion
 - The questionnaire was made available in electronic format on the website itself. This was a first for the practice.
 - A further design of slips (Appendix 3) was used in the same way to draw patients' attention to the re-designed website and PRG questionnaire
 - The survey was advertised on the patient information screens in the waiting rooms
 - The practice meeting room was made available with a supply of questionnaires and access to a dedicated PC with a very large screen and wireless access to the internet (completely separate from the

practice's clinical computer network to maintain complete patient confidentiality).

- A particular effort was made to recruit younger patients into the sample.

The initial responses to the questionnaire were discussed at the next PRG meeting on 11th March 2014. The PRG was strongly supportive of persevering with the distribution methods outlined above. Their view was that a 32% response from the initial e-mailed questionnaire was good, and that it would be a question of time to slowly build up the number of responses. Indeed, they saw this as a continuing process, not necessarily finishing at the end of the financial year.

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

- The interim results of the survey were discussed at the PRG meeting on 11th March 2014.
- The weighting and rating format of the questionnaire gave a useful insight into how well patients' needs were being met by the website.
- The PRG agreed that the priority areas to be addressed in the action plan were those which had been weighted highly for importance but rated less well in terms of how well the website met those needs.
- There were no areas of disagreement
- The weighting and rating scores to be used in the action plan were those obtained from the final results of the questionnaire.

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

- An analysis and summary of the findings is attached (Appendix 4)

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey
- where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

(Component 5)

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
2013/14				
The top four aspects of the website which need to be improved to meet patients' needs are:				
1.To find out how far ahead I can book an appointment	This will be given greater prominence on the website	Practice Manager	Within 1 month	
2.To find the details of the practice's services	This will be given greater prominence on the website	Practice Manager	Within 3 months	

3.To find out how to order a repeat prescription	This will be given greater prominence on the website	Practice Manager	Within 3 months	
4.To sign up for online ordering of repeat prescriptions	This will be given greater prominence on the website	Practice Manager	Within 3 months	
You also gave us detailed comments for improvements to the wording and content of the website	We will consider each comment in detail and implement those which will be improvements	Practice Manager	Within 3 months	
2012/13				
Respondents were unsure of the exact opening times of the Practice	It was agreed the Practice would ensure the opening times were displayed clearly in patients' materials, the practice leaflet, the waiting room TV screen, and on the practice website.	Joanna Haxby	Within one month	The practice leaflet, the waiting room TV screen and the website were all updated.
Responses to the various clinical scenarios suggested respondents were quite likely to attend A+E for a condition better	It was agreed the Practice would consider providing written minor ailment advice to patients,	Dr Lorrie Symons	Within three months	Options for obtaining medical help when the practice is closed have been displayed prominently on the waiting

managed elsewhere.	accessible at the practice (in waiting areas and on the TV screen) and on its website.			room TV screens. The new website incorporates information from patient.co.uk which gives comprehensive minor ailment advice. A video clip on the appropriate use of A&E has been included on our website.
Many respondents were unaware of local specialist health provision such as the acute care eye service	It was agreed the Practice would develop written materials regarding out of hours and specialist health provision, to be accessible at the practice (in waiting areas and on the TV screen), and on its website.	Dr Lorrie Symons	Within three months	Publicity material about 111 has been prominently displayed in paper form (poster and leaflets), and the excellent "Choose Well" leaflet produced by Somerset CCG has been made widely available within the practice.

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The practice is open from 8.30 until 6.30 Monday to Friday.

Our services may be accessed by

- telephone on 01823 282147
- walking in to the medical centre
- faxing requests for repeat prescriptions to 01823 338181
- signing up for internet booking of blood tests for warfarin monitoring
- signing up for internet requesting of repeat prescriptions
- writing to the practice at
Warwick House Medical Centre,
Upper Holway Road,
Taunton,
TA1 2QA
- contacting us via the website www.warwickhouse.org.uk

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

- Appointments are available for patients to book see a GP between 6.30 and 7pm Monday to Thursday each week, and on 26 Saturdays a year from 9 – 12 am.

Date Report Published: 27th March 2014

Web Address of Published Report:

www.warwickhouse.org.uk

APPENDIX 1: AGREED QUESTIONNAIRE

Warwick House Medical Practice Patient Participation Group

Questionnaire to Patients about the Practice's New Website: www.warwickhouse.org.uk

What do you need from the practice website?	How important is that to you on a scale of 1-10 where 10 is extremely important and 1 is not at all important?	How well does the website meet these needs on a scale of 1-10 where 10 is extremely well and 1 is not at all well?				
To be able to find the opening times						
To find the address and phone number						
To know which doctors work on which days						
To know whether I can register with the practice						
To find out how to register as a patient						
To find the details of the practice's services						
To know what to do when the surgery is closed						
To find out how to order a repeat prescription						
To sign up for online ordering of repeat prescriptions						
To find out whether there are any appointments I can book online						
To find out how far ahead I can book an appointment						
To find out how to get advice quickly if my baby/ young child is unwell						
If you have your own ideas please note them below and score them:						
Please tell us your ideas for improvements to the website and any other comments you would like to make. Continue on a separate page if necessary:						
Please indicate your gender	Male Female					
Please indicate your age range	15yrs or under	16-24	25-39	40-59	60-79	80+
Please indicate whether you have a chronic health problem or disability	Yes No					

APPENDIX 2

Warwick House Medical Practice Patient Participation Group

We are helping the practice to make its website as useful as possible for you.

If you would be willing to answer a brief questionnaire by email about what is important to you and how well the website meets your needs, **please write your e-mail address below** and hand this slip to reception.

.....
This information will not be used for any other purpose.

The results of the survey and the actions to be taken as a result will be posted on the website at the end of March.

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NEW website

www.warwickhouse.org.uk

You can sign up to get repeat prescriptions online, some online appointments are coming and there is lots of patient information.

Please browse us.

To tell us what we could do better there is an online, very quick, questionnaire from the Patient Participation Group on the home page of the website. They'd love to hear from you.



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**Appendix 4
Summary of findings**

<p>What do you need from the practice website? How important is that to you on a scale of 1 – 10 where 10 is extremely important and 1 is not at all important?</p> <p>Listed in decreasing order of importance:</p>	<p>How Important?</p> <p>Mean Weight</p>
To know which doctors work on which days	8.6
To know what to do when the surgery is closed	8.6
To find the details of the practice's services	8.5
To sign up for online ordering of repeat prescriptions	8.3
To find out how to order a repeat prescription	8.3
To find the address and phone number	8.1
To find out how far ahead I can book an appointment	7.8
To be able to find the opening times	7.6
To find out how to get advice quickly if my baby/ young child is unwell	6.5
To find out whether there are any appointments I can book online	6.3
To know whether I can register with the practice	6.0
To find out how to register as a patient	5.7
Male	27%
Female	73%
15 years and under	0%
16 to 24	0%
25 to 39	0%
40 to 59	24%
60 to 79	65%
80+	12%
Chronic health problem or disability	65%

<p>What do you need from the practice website? How well does the website meet these needs on a scale of 1 – 10 where 10 is extremely important and 1 is not at all important?</p> <p>Listed in decreasing order of how well the needs are met:</p>	<p>How Well?</p>
	<p>Mean Rate</p>
To know what to do when the surgery is closed	9.0
To know which doctors work on which days	8.8
To find the address and phone number	8.8
To be able to find the opening times	8.4
To find the details of the practice's services	8.1
To sign up for online ordering of repeat prescriptions	8.1
To know whether I can register with the practice	8.0
To find out how to order a repeat prescription	7.9
To find out how to register as a patient	7.9
To find out how to get advice quickly if my baby/ young child is unwell	7.8
To find out whether there are any appointments I can book online	6.4
To find out how far ahead I can book an appointment	6.3

Which are the Priorities for Improvement?

Listed in order of decreasing gap between mean weight and mean rate:	How Important?	How Well?	Difference between mean weight and mean rate
	Mean Weight	Mean Rate	
To find out how far ahead I can book an appointment	7.8	6.3	1.5
To find the details of the practice's services	8.5	8.1	0.4
To find out how to order a repeat prescription	8.3	7.9	0.3
To sign up for online ordering of repeat prescriptions	8.3	8.1	0.3
To find out whether there are any appointments I can book online	6.3	6.4	-0.1
To know which doctors work on which days	8.6	8.8	-0.2
To know what to do when the surgery is closed	8.6	9.0	-0.4
To find the address and phone number	8.1	8.8	-0.7
To be able to find the opening times	7.6	8.4	-0.8
To find out how to get advice quickly if my baby/ young child is unwell	6.5	7.8	-1.2
To know whether I can register with the practice	6.0	8.0	-2.0
To find out how to register as a patient	5.7	7.9	-2.2

From analysis of the results as agreed with the PRG, the priority areas for improvement were:

- To find out how far ahead I can book an appointment
- To find the details of the practice's services
- To find out how to order a repeat prescription
- To sign up for online ordering of repeat prescriptions

These elements of the website need to be given greater prominence. This will be taken forward into the action plan.

It was also clear that in general the website met the needs of patients and that prospective patients have different needs from existing patients.

Specific comments received were:

This is a brilliant website and the A&E versus alternatives video is fantastic – a super little video which hopefully everyone will watch it its entirety.

Great practice keep up the good work.

Thank you for sending the survey
Your website is extensive, welcoming, and is in Plain English.

Website needs improvement to make the areas where I have marked “0” more obvious to find. (These were: how to order a repeat prescription, to sign up for ordering of repeat prescriptions, to find out whether there are appointments bookable online, to find out how far ahead I can book an appointment, to find out how to get advice quickly if my baby/young child is unwell)

The content of the website is excellent and all the information that any patient should require is easily accessible. However the light green background with white lettering is not easy to see for older patients and those with sight problems.

What do the letters after the doctors names mean?

I have been with the practice over 10 years and I’m very happy with all aspects.

Home Page

- Add the word “Welcome” somewhere on the green strap line
- I would take “In the News” of the front page and put it on the “News” web page, maybe just include a one line note to that effect to de-clutter home page
- Contact us: your contact box is useful and appears throughout the website. Is it practical to add a brief note of the hours of opening (Mon –Fri 8.30 – 6.30) to the Contact Box whenever it appears?
- Also a note that emails are only to be sent via the form on the Contact/Practice information page (rather than by just sending an email from a patient’s own email server – if in fact I’ve got that right?)

Appointments

- On the doctors’ availability table, I would take the opportunity to clarify the applicable hours for “morning” (8.30 – 1) and “afternoon” (2 – 6.30?)
- Add the doctors’ first names to the list in the table
- Telephone advice – amend the sentence “*Each doctor has a contact time every day when you may speak to them on the telephone for advice*” to read “each doctor has a contact time on the days that they work when you may speak to them on the telephone for advice.

Prescriptions

- Please either post, fax (01823 338181) hand in your prescription request, or put it in the “Prescriptions box at the reception counter.
- All requests will be dealt with within 48 hours by the surgery. If you require your prescription to be dispensed by the chemist please let us know and allow longer.
- We do have a secure mechanism for requesting prescriptions over the internet using a username and password mechanism. This facility needs to be switched on for each patient who requests it; if you are interested please ask at reception, or ask your doctor.
- Boots UK run the chemist shop in the adjacent building (01823 284529). Please let us know if you want them to dispense your prescription, and we will pass it through to them. (you are not obliged to use them and they have no financial relationship with Warwick House Medical Practice).

Care.data

As a layperson I find this has too much jargon for the average person – you will understand it, but the patients may not. Perhaps something like “From April 2013 The General Practice Extraction Service”

(GPES) has taken out the following patient information for their database:- NHS number, date of birth, postcode and gender. This will allow patients' GP data to be linked to their hospital data"

Our practice

We are a practice of seven doctors (each working part-time) plus nurses, health visitors and midwife – please see the "about us/who we are page". We aim to provide a high standard of care in a relaxed and friendly atmosphere, and believe that we have an efficient, dedicated and hard-working team who are easily approachable and enjoy their work.

Parking

There is a large car park at the rear of Warwick House for the use of patients and visitors to the Medical Centre and the Chemist.

Bus

I am not sure about the bus service to the medical centre, if needed. Are there just one or two buses and is it practical to include brief details in the parking/getting here section?

Within the Medical Centre the doctors work alongside complementary medical practitioners to extend and improve the health care available to you - link to complementary practitioners?

Health visitors

South Taunton Children's Centre, Bishop Henderson School – is there a phone number for this centre, as there are for the others?

Doctors and practice staff

Can there be a key to the doctors' qualifications please!?

Extended Hours

The practice offers appointments between 6.30 and 7pm on every evening (except Friday) and on some Saturday mornings for [patients who find it difficult to attend during the usual working day

NHS England Area Team Bristol, North Somerset and South Gloucestershire, South Plaza – do they only want patients to write to them? Or are there any other contact details – phone, web, email?

Change of address (patients)

Do you also allow patients to submit change of address and contact details by letter, fax, email?

Private services and fees

Take out the word "unfortunately".

Confidentiality and "Freedom of Information"

It might be better to refer to "data protection" rather than FOI as there is no further reference to FOI on this page and it is a complex Act.

On the page "our Practice" it refers to parking for the disabled. A nicer way of saying this would be parking for disabled people.

Contrary to the idea of the computer having all my details available for other doctor to update themselves on my condition is somewhat of concern to myself, I do suffer a chronic and disabling disease, it has happened where I have to inform Doctors with some of the detail particular to myself hence I always attempt to have appointments with one of two Doctors and both are fully aware of when I accept the present might require hospital treatment. I accept the present system but do feel that sometimes it would be beneficial if chronically sick one has a designated Doctors(s).

Possibly more appointments at the weekend.

You mention on your website about booking appointments online but patient access for your surgery does not allow this. Also I can find no details of how far ahead I can book appointments as being able to book the next review appointment 3 months or even 6 months ahead helps me be able to attend appointments that fit in with my full time work and also be able to see the GP of my choice. I am able

to do this at my dentist's surgery so why not with Warwick house? I understand GP's may have to alter their surgery times due to holidays etc but so do dentists and they seem to cope by ringing me and rearranging.

Whilst I have looked at the website, I wouldn't imagine I'd use it.

I do not have a computer, I can't book appointments online

It would be better if people's prescriptions could be e-mailed to the chemist so they wouldn't get lost and there would be proof that they were sent.

Be consistent wrt six doctors or seven doctors.

It would be helpful to see the links underlined as is usual practice.

Opening times – have on home page or a one click link, or even in the contacts box.

Travel – add the six week proviso and arrangements at short notice. Are you travelling abroad?

Drs and practice staff – add a box "Registrar" for Dr Jestico. Also add Registrar to morning/afternoon

How to register – add the actual registration form. Is available on NHS Choices website, add it to WHMP. The actual form needs to be under the maroon button

Lab results – add "please".

Practice boundary needs explanation, perhaps "If you live just over the boundary you may still be able to register with us. Please enquire and we will consider your case".

PPG – Add information about the group and the leaflet for the membership drive.

New patient check. Is duplicated. It appears also in "how to register" and the wording differs.

Complaints. Can the leaflet be made available online and possibly a form?

Add useful links e.g. NHS Choices – "If you want to research further here is a link for you."

Diabetic clinic. Add "to which you will be invited"

Asthma: Says make an appointment – differs from diabetic clinic.

Telephone advice – check phrasing, is the text accurate?

Will patients understand what is mean by "Extended hours"? Perhaps say "Evenings and Weekend"

Can local hospitals be added to the NHS Choices data displayed?

Prescriptions Invert the 3rd and 4th paragraphs. Also "You can collect you prescription from reception or we can arrange for it to be sent to/collected by/delivered to ?the pharmacy of your choice. Please write on your prescription request to tell us what you want us to do".

Home Page Need to show the opening hours here. ?use the blank space on the bottom right hand side.

THE THINGS YOU WANT SHOULD BE EASILY FOUND!

Great service! Lovely Staff!