

Cornerstone Healthcare CIC
Patient Participation Report 2013/14

It took some time to source a group of patients interested in continuing the work of the PPG, as 2 of the 4 people from last year were suffering ill health at the start of this current year, and 2 people stepped down from the group. In order to prevent the survey from delays, a small flyer was handed out to a wide variety of patients asking them to tick any of the following areas for a future survey: appointments, clinical care, prescription ordering, access (opening hours, car park etc.), reception services, community services, 'other'. The responses indicated that patients would like us to look further at appointment availability, prescription services, clinical care and community services. It was from this selection that the survey was drawn up.

Once a draft survey had been drawn up it was sent out to 47 patients (along with PPG information and invitations). We asked the patients to comment on the format of the survey, the question content, what they thought worked well or didn't and any other comments they wished to make. A stamped address envelope was enclosed for them to return their comments and a telephone number was also given, if they preferred to call. Of the 47 sent out, one response was returned which stated satisfaction with the survey and the patient had completed it, rather than provide comments on the content.

At this stage there was still little interest from patients to form a dedicated PPG group, and so the decision was made, with agreement from two of the previous year's members who were still unwell, that we should go ahead and continue with the survey, which we felt was a suitable user friendly format and would allow us to understand general patient satisfaction with the areas we were seeking feedback about.

The survey was designed to be completed in paper format. It was widely available to all patients who accessed the practice during the survey period. It was felt that as the survey was focussing on current appointment provision, clinical care and other services, it was appropriate to focus on those patients attending the practice in person as they were the ones using those services at present, rather than surveying fit and well patients who do not take regular medication and have not needed to access clinical care in recent months. In order to reach out to at least a selection of patients in the specific care groups, however, the survey was also posted out to a randomly generated selection.

We received 53 completed surveys in total, the results of which were analysed in house.

See Appendix 1 for the full survey report.

By the time the surveys had been completed we had been able to identify a selection of patients who were interested in being part of a patient group, and so we arranged to meet with them collectively to review the survey findings and discuss a plan of action for developing services.

When meeting the patient group, we provided each person with the survey report and included some suggested ways we thought the practice could respond and seek to improve services. Each suggestion was discussed with the group in order to seek their approval and to consider any additional or alternative plans.

See Appendix 2 for the full agreed Action Plan

Appendix 1

Survey Report

Are we, as a practice, meeting your health care needs?	50/53 yes	2 not answered 1 no/53 (communication between staff)
Are you satisfied with the appointment booking system?	46/53 yes Likes same-day appointments x 3 Can get an appt! Likes evenings and Sat's for working folk x 4 Likes being told how many patients before when arriving Would like Text messaging appt reminding facility. Have more receptionists on the phones, unable to get through/ would like more next-day appointments available. 'easy to access and pleasant staff' Would like to order prescriptions by phone	6/53 no 1 not answered Don't like 8am booking x 2 More evening appt times Not enough appointments available for next 2 days - needing to ring back Need more pre-bookable appointments x 2 Wants more next day appointments, rather than same-day Appointments go to quickly after 8am.
If you booked your most recent GP appointment within the last 3 months, did you get an appointment on the day of your choice?	37/53	6 not applicable 10/53
If you have repeat prescriptions from the doctor, how do you usually order them?	20 at local chemist 18 at surgery (inc 1 at both local chemist and in person) 10 not applicable 4 online 2 not answered	
Are you satisfied with the prescription ordering process you currently use?	40 happy with Rx ordering Would like more than 1 months' supply at once and changes to meds to be synchronised Would like same – day scripts to save 2 visits to surgery Works well and ready in 24hrs Works well –n o need for appt Works well to book online – as less visits to surgery Even better if could order by phone!	3 not happy – all would like to order by phone 7 not applicable 3 not answered

<p>Are you satisfied with the clinical care you receive from our GPs?</p>	<p>49 satisfied</p> <p>Liaison with Community Matrons Communication re changes and blood tests Previous problems with healthcare sorted out Dr very understanding and comfortable to talk to Drs have time to listen Prompt urgent attention and referral Informed of regular MOTs Treated well with Asthma Info on asthma Prompt hosp scan and x-ray Dr perseveres to keep you as well as possible Happy with personal contact with GP, telephone contact etc When upset takes time to listen Friendly, warm, time to listen Really amazing caring manner and help regarding a very personal issue No SUGGESTIONS FOR IMPROVEMENT</p>	<p>3 not applicable 1 not answered</p>
<p>Are you satisfied with the clinical care you receive from our nursing team?</p>	<p>43/53 satisfied</p> <p>Feel at ease with whole thing Comfortable and friendly Always willing and helpful – can take blood samples easily They do a brilliant job Good at my initial tests and flu jab Very friendly and explained things thoroughly Always friendly and polite Very understanding – good at taking blood Often check why I'm there and reason for reviews/previous visits. Good care when needing blood tests, also get appointments at a moment's notice. Always very helpful and pleasant Good diabetic care and blood testing When petrified of injections a nurse was so supportive and calming Good new patient assessment and quick appt for GP review Amazing angel nurse who was fantastic regarding a personal matter They don't rush when having blood tests Warm sociable and puts you at ease NO SUGGESTIONS FOR</p>	<p>9 n/a 1 not answered</p>

	IMPROVEMENT	
Are there any extra clinical services you would like to see offered from the health centre in the future?	Minor injuries x 2 If you've had a bad day don't take it out on the patients (drs?) Counselling x 6 Nexplanon x 2 MSC – physio Vasectomy	
Other comments to improve services	I am new to this health centre BEATS my last one 100% Suggestion: Open day on services I don't think the 8am booking services is good as if you don't phone in time you may not get an appt, in some cases people may be really ill and aren't getting the help they need. I am really happy with this surgery – I feel listened to and safe. ☺ Everyone so lovely, friendly and helpful – it's the best caring, professional practice I've ever been to ☺ Thank you for being the only doctors surgery I know that always smile, find time and very helpful ☺	
Ethnicity	51/53 white british 1/53 African	1 not answered
Age	1 not answered 0 under 16 5 17-24 8 25-34 10 35-44 8 45-54 5 55-64 12 65-74 5 75-84 0 85 +	
Sex	29 female 14 male	9 not answered
Special needs	Have a carer x 2 Are a carer x 3 Live in a nursing home x 1 Have a drug misuse problem x 0 Have a diagnosed Learning Disability x 1	
Are we, as a practice, meeting your health care needs?	50/53 yes	2 not answered 1 no/53 (communication between staff)

Appendix 2

Action Plan 2014

Suggested service developments

Appointment booking

Proposal - Suggest we run a trial of reducing the number of same day appointments so more are available to book in advance, to determine if this has a positive effect on appointment availability and choice.

Agreed by the group.

Plan - Trudi Jenkinson, Site Manager, will select a standard week in April/May and make more advance booking appointments available. The reception team will be informed of this so appointments can be offered appropriately for patients. The changes will be reviewed on a daily and weekly basis to see if they are sustainable and achieving their target of greater patient choice. If so, the appointment range will be continued.

Proposal – To actively encourage and promote the use of Patient Access online appointment booking, following it's introduction over recent months. This will hopefully reduce the number of calls for the reception team and give patients greater access to our appointment system.

Agreed by the group, 3 of whom agreed to try using it themselves and give any feedback to Trudi.

Plan – The reception team will actively encourage patients to sign up for online access and monitor feedback from patients who use it. The system will also be advertised in the practice through posters and the electronic patient call display. This will be rolled out in the coming weeks.

Prescription ordering

The decision not to allow prescription ordering by phone for patients other than housebound or on palliative care is supported by local and national guidelines. It allows phone lines to remain free for other needs (appointments, emergency advice etc) and written requests reduce possible errors.

Proposal - We suggest an advertising campaign to increase the use of online prescription ordering, which reduces visits to the surgery and is available 24/7 for patients. The campaign can be displayed in the practice, promoted with collected prescriptions and verbally by our reception team.

Agreed by the group.

Plan – We will run a patient information campaign through posters, leaflets, the new newsletter, word of mouth and with clinic letters to inform patients of the reasons telephone ordering is not the best option for patients and to again encourage online access. Patients who sign up for this can also benefit from booking appointments online. This campaign will be rolled out over the months of April and May. We anticipate that by explaining the many ordering options available to patients and encouraging online ordering, people will feel they have a good choice of facilities.

Additional clinical services

Counselling services - The request for counselling services is already well met in the practice with the provision of Lighthouse, a free 'listening service' and our in house Chaplain, Ian Ferguson. The NHS counselling service provided by Mindcare is available by referral, though the waiting lists are very long (Mindcare are trying to reduce waiting times). Whilst we have been able to accommodate the Mindcare team from Bentham Road in the past, we are unfortunately no longer able to do so due to our own practice needs. We also have regular appointments available with specially trained bereavement and crisis pregnancy counsellors.

Proposal - We suggest promoting our in house services through our next patient newsletter, which is currently in development, and they can also be read about in our practice leaflets, due to be available very shortly.

Agreed by the group.

Plan – It was agreed that further focused advertising of such services was useful. One group member also suggested that a specially designed patient leaflet focusing on counselling services could be created for clinicians to hand out to patients in need. This would allow people in distress to reflect on their options privately once they

had left the surgery. The group agreed this was a good idea. A leaflet will be created and made available to all clinicians by the end of May.

Open Day – We have had an open day for other services in the past. The promoters were very pleased to attend and it was a great networking opportunity for them to learn about one another and the practice. Unfortunately there was not a high patient turn out, though the event was widely promoted to patients.

Proposal - It could be more beneficial to invite individual organisations to display a stand in the waiting room for a limited time e.g. one week, and have a representative on site during busy periods to speak to patients. This has been done on a few occasions in the past and has been well received.

Agreed by the group.

Plan – Trudi will contact various organisations that might wish to display material and meet patients over the course of a week to promote their services and educate patients. Suggested services included:

Memory Clinic, Diabetic services, Health Trainers, British Heart Foundation, Carers Association, local community groups. It was agreed that any such groups would be appropriate.

These will be scheduled to run throughout the year.