

# **Patient Participation Group Report 2013/14**

## **Introduction**

Patients of Deepcar Medical Centre Surgery have been involved in a Patient Participation Group for the past 10 years.

We aim to make quality improvement an ongoing process and will be continuing to work together throughout the coming year to bring about changes, as identified in the action plan and feedback on the impact of any changes made.

## **Establishing the Patient Participation Group**

We advertised in the waiting room to recruit members to the group, this was not successful so the Practice Manager approached patients' when they came to the surgery, this was more successful.

We now have 11 patients – 8 females - 3 males  
Ten patients are of British origin and one from African origin.  
Ages ranging from over 20 years to over 70 years. The hardest age group to attract are young mums and young people in general. Our practice population is mainly white British; about 1% of our patients are of ethnic minority background.

We have a practice population of 4930 approximately.

## **Patient Group Meetings**

Our Patient Group Meetings are held every 6 months unless something arises at the surgery which we feel we should involve our Patient Group.

## **Patient Survey**

The Patient Survey Company which we used was In Time Data, we have been using this company for several years now. This is a recognised company by the NHS. We held a Patient Group meeting before we surveyed the patients. We asked the Patient Group if they would like to add anymore topics or amend any of the questions. The group were happy with the questions in the survey. Therefore there were no issues deemed to be a priority by the patient Group.

We handed out 280 patient surveys between September 2013 to December 2013, we received 145 (52%) replies. The surveys were handed out after the patient had seen the Doctor or Nurse. The Patient surveys were in reception for patients to complete, also the Receptionists handed the surveys out when the patient came to see the Health Care Professionals.

We met with the Patient Participation Group in January 2014 to discuss the results of the survey. The group was happy with the survey results and agreed with the Action Plan we have implemented.

### Action Plan from our Results of Patient Survey

#### **How easy is it to get through to someone at your GP practice on the phone?**

- Our score on this question has slightly increased from last year.  
2012/13: 80%                      2013/14: 82%

***Surgery Comment:*** *Although we have improved since last year and we are well above the national average of 68% we would like to improve this further. As a result of this years survey we have increased the number of receptionists answering calls before 10.00am to 2, hopefully this should improve patient access.*

#### **How do you rate – how long did you wait for your consultation to start?**

- Our score on this question has slightly gone down from last year.  
2012/13: 77%                      2013/14: 74%

***Surgery Comment:*** *We put this to the patient group they were not concerned about this. We have drop in surgeries 3 nights a week; this could be the reason for the long wait. The Patient Group is happy to keep the drop in surgeries. The Patient Group does not want to stop drop in surgeries even though this can lead to longer waiting times because it provide such excellent patient access.*

#### **How easy is it to speak to your doctor or nurse on the phone at your GP surgery?**

2012/13: 80%                      2013/14: 81%

***Surgery Comment:*** *We are well above the National percentage on this question. We offer telephone consultations every morning and afternoon with a doctor.*

**We had 40 comments on our Patient Survey 80% of the comments were favourable to the surgery.**

### Positive Comments

- I am quite happy with the patient care I receive from my GPs and would recommend them to other people. They're even there on the phone which is really good and takes a lot of stress off you if you feel too ill to go to surgery, you can discuss how you are feeling to them over the phone and the receptionists are always polite and very helpful.
- My GP practice is excellent. The receptionists bend over backwards to try and help. The doctors are always caring and friendly. The nurses are the same. Overall the practice is excellent which I may add is the first thing towards getting well when ill. I'm very grateful for the care I and my family get. Thank you

### Negative Comments

#### As a result of which we have made changes

<u>PRIORITY</u>	<u>ACTION</u>
Prescription line – Very often unable to speak to someone between 11am-12 noon – always the answer machine	We have discussed this with the receptionists concerned, this problem has now been resolved. Our Online prescribing which is becoming increasingly popular.
Maybe could do with more toys/books colouring pens, keep younger children entertained whilst waiting.	We do not provide toys; this is a Health & Safety issue. We have no objection to parents bringing there own books and pens to entertain young children.

<p>The only thing I would like to improve is the telephone calls to reception – for example I called 7 times over a 3 hour period and finally gave up on the engaged tone and drove 4 miles to the practice to make an appointment by calling in person. This is not an unusual occurrence. The long closure at lunchtime starts at 11.50am until after 1.30pm.</p>	<p>We now have 2 receptionists answering the telephone in the mornings up to 10am. The Practice switches over to the Out of Hours service for lunch between 12noon - 1pm Monday, Tuesday and Thursday (and after 4pm on Thursdays we switch over to the out of hours service). This is an automated service.</p> <p>We also have online booking which is particularly convenient for people who work. We are making people more aware of this service and have a leaflet regarding this.</p>
<p>I find the closure of the Wednesday open surgery to be an inconvenience; it leaves a gap in the week, if you are unable to get there in a morning. This is a particular issue if you have young children. In my case I am unable to attend Monday/Tuesday easily as I do not usually have care on these days. A late night until 7.30pm in the week would be great.</p>	<p>We operate a doctor appointment system on Wednesday afternoon from 3.00pm-6.00pm. We have discussed this in the Patient Group Meeting, the group are happy with this. We also offer a Saturday Morning Surgery by appointment. You can see a GP or Practice Nurse, they work alternate Saturdays. We also see any patient if it deemed to be an emergency whether or not the appointments are full. We are also holding extra GP clinics on Monday morning and Thursday afternoon until the end of March 2014 to reduce the winter pressure.</p>

## Other Improvements as a result of last year's Action Plans

Last year someone commented that our nurse appointments finished before 5.30pm. As a result we have extended nurses appointments to 6.00pm on Wednesdays. This year there have only been positive comments regarding the nurses with all their scores more than 90%. Therefore the action we took has been successful.

Last year someone mentioned that there were not enough online appointments after 5.30pm. Due to this we changed our service to offer online appointment after 5.30pm on Wednesday afternoons. This year no one has mentioned any problems in getting late online appointments. This action plan has been successful.

In our action plan last year, links to alternative treatments/services was mentioned. We continue to update our website and offer links to information about services and treatments.

### Surgery Hours

<b>DAY</b>	<b>MORNING</b>	<b>AFTERNOON</b>
Mon	8.40am-11.30am appt only	3.30pm-6.00pm Drop in
Tues	8.40am-11.30am appt only	3.30pm-6.00pm Drop in
Wed	8.40am-11.30am appt only	<b>3.00pm-6.00pm Appt Only</b>
Thurs	8.40am-11.30am appt only	<b>No Surgery</b>
Fri	8.40am-11.30am appt only	3.30pm-6.00pm Drop in
<b>Sat</b>	<b>9.00am-11.30am appt only</b>	<b>Extended Hours – Patients' can see a GP or Practice Nurse</b>

### Surgery Opening Times

Monday to Friday 8.30am-6.30pm

Saturday 9.00am-11.30am – Extended Opening Hours