

Wood End Health Centre

67B Deedmore Road,

Wood End Coventry

CV2 1XA

Patient Participation Group 23/09/2013

Local Patient Participation Report.

Introduction:

In an effort to improve and enhance the service offered by our practice, we have continued to operate a Patient Reference Group Panel over the past 12 months. This has involved the continued development of, and subsequent meetings with, a representative group of patients as well as a patient survey. We have then attempted to action suggestions made by the group in order to improve our patient care.

Having formed a panel group 2 years ago, we have again met on 2 occasions during each calendar year to discuss and plan for areas of concern within the practice. We have then conducted a patient survey and gone back to the panel group to discuss the outcomes of this and take action where necessary.

What follows is a summary of how the group was formed, what it has achieved and how it was run.

Step 1 – ESTABLISHING A PATIENT REFERENCE GROUP

Members of the Group:

The group consisted of Dr. Bryce and Dr Lal-Sarin as co-chair.

2 members of our reception and clerical staff were also included.

The patients included were all volunteers to the group, some having been already involved in the previous patient panel set up the surgery.

There were 25 members in total. Unfortunately not all were able to attend both meetings, however all were invited and spoken with.

The age range was between 26 and 80 years old. The mean age was 54.

The panel were predominantly British but also included members from other ethnic backgrounds.

In order to achieve a representative panel, we advertised for the group in various ways.

- 1) A link on the practice website is established inviting patients to join the PRG
- 2) The televised patient information board in our reception advertised the PRG inviting people to attend or express interest via reception.
- 3) All new registered patients were advised about the PRG at registration.

- 4) Partners at the practice also offered involvement to patients during surgery consultations.
- 5) In addition the practice leaflet includes details of the PRG and how to become involved.
- 6) We have also included an invite to the patient panel group with every practice patient survey sent out this year totalling 250 invitations

Step 2 – AGREE AREAS OF PRIORITY IN THE PRG

The PRG met on 01/05/13 to discuss what areas they would like to focus on as a group.

11 members were in attendance.

Areas of specific importance to be addressed:

The panel did not have any areas they specifically wanted to raise in the questionnaire. It was felt that the questionnaire used in previous years was good and comprehensive. They felt that by using the same template questionnaire we could benchmark against previous years and compare results. The same questionnaire template was therefore agreed to be used

Repeat medications were also discussed with concerns and confusion arising about medication review. The process of medication review and repeat prescriptions was explained and discussed.

The use of telephone appointments was to be highlighted and advertised. To information screen at reception was changed to highlight this service availability.

Hand towels were highlighted as being deficient at times in the toilets of the waiting room. This would be brought up with the cleaning staff.

2 panel members agreed to sit on the regional PRG meeting at Christchurch House in May 2013.

Step 3 – COLLATING PATIENT VIEWS BY MEANS OF A SURVEY

A copy of the patient survey is available in the appendices of this report.

It was agreed that 25/1000 patients would be sampled. This would be done via reception at the time of consultation not via the post in order to achieve a better response. The patient details would not be requested and the report was anonymous. In total 250 questionnaires were agreed to be completed. Patients were asked by reception to fill in questionnaires after their consultation with the GP. All questionnaires included an invite to attend to the patient reference group panel meetings.

The results of the questionnaire have been collated and are again available in the appendices of this report.

SUMMARY OF LAST YEAR'S OBJECTIVES

It was discussed last year the use of electronic calling screens in reception for when calling patients into our consulting rooms. This was to be reviewed once we had achieved an EMIS upgrade. This was researched by the practice and found to be at a cost of £3,500 to install. It was

felt not appropriate at this stage. Instead, efforts have been made firstly by the clinical staff to speak more clearly and slowly on the tannoy system, and also by receptionists to signpost patients in the correct direction when booking in for the appointment. It was agreed that these changes alone have improved the service and this could be monitored during the busy winter period.

The practice now prescribes 28 day repeat scripts as a policy, not 30 days so as to insure repeat prescriptions remain 'in sync' at the request of the panel last year.

It was also noted that 2 of our panel members attended the regional PRG meeting to represent the practice. They fed back to us what was discussed at the meeting. It was generally positive in that the group were impressed by our appointment management and access. A considerable amount of the meeting was spent discussing Coventry and Rugby CCG budgets and their apparent disparity.

Step 4 & 5 – PROVIDE PRG WITH OPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRG ON CHANGES TO THE SERVICE. AGREE ACTION PLAN WITH PRG AND SEEK PRG AGREEMENT TO IMPLEMENTING CHANGES

Having completed the survey and collated the results, this was made available to the PRG representatives and a further meeting was held on 03/10/2012

ACCESS – the report demonstrated we achieve high satisfaction results for access. We offer same day appointments to all patients. It was noted that this was often a reason for patients to join our practice. This continues to be a strong point of our current practice and every effort should be made to maintain this level of appointments

WAITING TIMES – There were no specific concerns expressed with waiting times. The PRG acknowledged we have both pre booked and walk in appointments every working day

SPEAKING TO DOCTOR ON THE PHONE – the number of phone consultations had continued to increase. The report suggests patients were finding it easier and useful to have phone consultations. This would be a continued service we would promote.

PATIENT SATISFACTION WITH GP AND NURSING STAFF CONSULTATIONS – overall the results were excellent with almost all patients marking outcomes of their consultations as very good or good and very few poor results. As a team this would be fed back and efforts made to maintain this standard.

APPOINTMENTS – Although no concerns were expressed with how to book appointments, it was agreed we should be proactive and forward thinking. We have therefore initiated an on-line appointment booking scheme to go live in the next month whereby patients can book appointments via the website. We would look to audit attendance at these appointments to monitor their effectiveness.

REPEAT SCRIPTS. – An issue was raised that new registration patients need to sign a consent form as to where they would like their prescription to go i.e. which pharmacy so that they can collect directly from the pharmacy. At present, it can occur that patients 'tick; to request collection from the pharmacy but this does not occur until a consent form is signed and auctioned leading to delay and irritation to these patients. This would be investigated by the practice manager and a solution possibly a change to the consent form process made.

ACCESS TO SURGERY – There was concern expressed by one panel member as to access via Deedmore Road outside the surgery. The road has become increasingly busy with cars and lorries travelling ever faster. It was discuss how to request a traffic crossing ie zebra crossing or traffic lights. It was agreed that as a surgery we would write and petition the council with the backing of the PRG request.

WAITING ROOM AND PATIENT INFORMATION – the current AMSCREEN patient information screen in reception it was agreed was not big enough and did not contain enough relevant information. It was agreed we should look to terminate this contract and initiate a surgery run larger TV patient information screen.

SUMMARY ACTION PLAN

- 1) Initiate and monitor the commencement of on-line appointment booking service.
- 2) Practice Managers to investigate apparent concerns regarding new registration repeat script consent and collection. A new consent form where the patient include preference of pharmacy and where they would like to collect their scripts to be included so as the speed up and the process.
- 3) The practice will endeavour to approach the council with regards to the addition of a zebra crossing or pedestrian crossing outside the surgery on Deedmore Road so as to allow easier safer access for patients and specifically the children and elderly.
- 4) The practice will look into acquiring a practice run TV information screen in the reception for relaying of patient information.

ACTIONS TAKEN:

- 1) On-line appointment book now live and advertised – **Practice Manager**
- 2) New 'new registration' repeat prescription request to be drawn up in collaboration with local pharmacies – **Practice Manager**
- 3) Letter written to council requesting consideration of road crossing for pedestrians to be considered for Deedmore Road. – **Practice Manager**
- 4) The practice will evaluate and cost the notion of a large practice based and run information screen to run in reception. – **Practice Manager and partners.**

OPENING HOURS OF PRACTICE AND PRACTICE PREMISES.

Doctors Surgery Hours

Monday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm
Tuesday:	8.15 am – 11.00 am	3.30 pm – 5.30 pm*
Wednesday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm
Thursday:	8.15 am – 11.00 am	3.30 pm – 5.30 pm*
Friday:	8.15 am – 11.00 am	3.15 pm – 6.00 pm

*** pre-booked appointments only (plus emergency appointment slots)**

Nurse Surgery Hours

Monday:	8.30 am – 12.00 noon	1.00 pm – 3.00 pm	3.30pm – 6.00 pm
Tuesday:	8.30 am – 11.00*	1.00 pm – 3.00 pm	3.30pm – 4.30pm
Wednesday:	8.30 am – 12.00 noon	1.00 pm – 3.00 pm	3.30pm – 6.00 pm
Thursday:	8.30 am – 12.00 noon		
Friday:	8.30 am – 12.00 noon	1.00 pm – 3.00 pm	3.30pm – 6.00 pm

***walk in for children's vaccinations**

THE RECEPTION IS OPEN 8.15AM TO 6PM EVERY WEEKDAY. WE HAVE TELEPHONE ACCESS AND AVAILABILITY THROUGHOUT THIS TIME.