

ELBURY MOOR MEDICAL CENTRE
LOCAL PATIENT PARTICIPATION UPDATE REPORT 2011-12-13

EXPLANATORY NOTE: This report consists of last years (2011-12) report (shown largely in normal text) and this year's (2012-13) report which is shown in bold text for ease of comparison.

1. **Description of the Profile of the members of the Patient Reference Group (PRG):** Elbury Moor Medical Centre has been encouraging a Local Patient Participation Group since 2004. Our group continues to meet every 3-4 months and is chaired by one of the patient members. The Practice is represented at the meetings by one of the Partners – Dr Mahanta; The Patient Services Manager – Mrs Ann Nunney and the Business Manager, – Mr Paul Jeffries.

2. **Steps taken to ensure the PRG is representative:** The total group membership consists of approximately 17 patient members and the breakdown of the group as it stands today is:

Our PRG membership figures for 11-12 and 12-13 are shown below:

<u>2011-12</u>		<u>2012-13</u>		<u>2012-13 VIRTUAL GROUP</u>	
Sex:		Sex:		Sex:	
Male:	5	Male:	3	Male:	1
Female:	12	Female:	12	Female:	5
Age range:		Age range:			
17-24	0	17-24	0		
25-34	1	25-34	1		
35-44	3	35-44	2		
45-54	0	45-54	0		
55-64	3	55-64	4		
65-74	3	65-74	2		
75+	7	75+	6		

Our PRG actual list has reduced to 15. Our new Virtual Group has 6 members.

We do of course encourage all age ranges and all ethnicities to attend (we advertise meetings both on our website and on our information screens in the waiting room) and, to try to attract some younger patients we have looked at creating a Facebook page for the practice and whilst we have initially encountered some difficulties, this work is ongoing. **As an update to the Facebook Page Plan, after investigation, it was ascertained that the**

levels of security were insufficient to guarantee patient confidentiality so this idea has been abandoned.

3. **Steps taken to determine and reach agreement on issues raised in Practice Survey:** As part of the discussion forum, we have emphasised patients' priorities and issues; the practice's priorities and concerns and any changes which we feel might be beneficial to patient care. Future Action Plan agenda items include the Care Quality Commission (CQC) and what it means to the Practice and of course, patient survey results. **As an update we can confirm that we have discussed the ramifications of preparing for and implementing the work required for CQC and the latest results of our patient survey show a pleasing trend to the positive! A copy is attached to this report and its contents were discussed at our latest patient group meeting on Tuesday the 5th of March 2013.**

4. **The manner in which we seek to obtain the views of our registered patients:** We have found that our group of interested patients is quite naturally open to agreeing areas of priority in our meetings through frank discussion and the exchange of ideas. We find our patients' views to be pertinent, relevant and constructive both in the project planning phase and its subsequent audit and survey. In addition to meeting and discussing issues directly with our PRG, we also canvass opinion via our website by way of a suggestions and comments page. A copy of our recent locally produced survey is attached at the end of this report (and refers to the system prior to the instigation of our new appointments system).

We have also developed a small virtual patient group, i.e., a list of patients that do not attend the Patient Group Meetings but are happy for us to canvass their views on various and pertinent subjects. Members of our virtual group tend to be those patients who do not have the time to attend our meetings because of other commitments.

5. **Steps taken to provide an opportunity for the PRG to discuss the Action Plan:** During our regular PRG meetings, we set an agenda (agreed with the group) for discussion. From these discussions we formulate an action plan to attempt to drive forward those projects which we believe to be both important and relevant to our practice population. **There is no change or addition to this item.**

6. **Details of the Action Plan setting out how the proposals arising from the local practice survey can be implemented:** The main point of contention that arose from our local survey was patient frustration regarding access and the difficulties often encountered in trying to book appointments. To address this, the practice formulated an action plan in which we initially employed two Advanced Nurse Practitioners and introduced the web-booking of appointments. Whilst this helped initially, it soon became obvious (patient surveys), that the system remained unsatisfactory. As a result of this, we are currently in the process of canvassing patient opinion regarding the recent introduction (we started on the 6th of February this year), of a system of GP Triage called Dr First. In conjunction with the South Worcestershire Clinical Commissioning Group, we discussed this project first with our patient group prior to its implementation after reflecting upon some pretty average patient

satisfaction ratings. **We have agreed to continue to monitor patient views (by way of surveys and other comments) regarding their thoughts on the continued use of the Dr First triage system. These views will form the basis of future discussions at our PPG meetings. The initial and the latest survey results are attached. If, after taking the views of our patient survey in account, we notice that there is scope for further change or indeed, amendments to the way we currently conduct our services, then this will be discussed with the Partners and our PPG. If practicable, the Business Manager will implement those changes within three months of the PPG and in time for the next PPG meeting.**

7. **A summary of evidence relating to the findings from our action plan to improve patient access:** We surveyed patients' views prior to the system's introduction and will conduct another survey within the next twelve months. Naturally, the findings of these surveys will be discussed at a forthcoming Patient Group Meeting and the results will be published widely within the Surgery and on our website. Needless to say, the vast majority of feedback from patients back to our doctors so far is very positive. Patients can now speak to a doctor (of their choice in most cases), on the day that they telephone the surgery and the doctors are finding that they can help vastly higher numbers of patients on a daily basis.

To illustrate this, we conducted a comparison audit of GP/Patient contacts from a 5 week period in February 2011 against a 5 week period from February this year under the new system:

07 Feb – 11 Mar 2011	3532 GP/Patient contacts
06 Feb – 09 Mar 2012	6377 GP/Patient contacts

At our meeting on the 5th of March 2013, the PRG noted the upwards trend in patient views. It was generally felt that the figures show that the new system is very successful, both in terms of the increase in the numbers of patients that we are able to assist now compared with the old system, but also in the fact that those patients with the most immediate need for medical assistance get to be dealt with first.

It was felt that the practice should endeavour to stay with the new triage system (with constant monitoring of patients views) as the benefits to patients outweigh the minority of patient wishes to be able to pre-book appointments by themselves. NB. It is possible for the GPs to pre-book a patient appointment.

8. **Details of the action the Practice intends to take after discussing our survey results with the PRG:** We do not wish to pre-empt the forthcoming survey results although as already mentioned, the feedback so far is excellent and we can demonstrate that our access figures have made a staggering improvement. We will be discussing all these matters with our PRG at our next meeting and would look to continue to offer improvements where we can, in conjunction with the views of the group. **Our latest survey results do show that patients are much happier with the levels of accessibility to GPs since the start of the Dr First triage system. Some**

patients however, have expressed some dissatisfaction with the level of ease there is when telephoning the surgery to speak to a doctor. The Practice has installed four extra telephone lines to help with this problem. Additionally, we are further publicising the fact that it is no longer necessary to phone first thing in the morning as we are able to accommodate calls throughout the day.

9. **Details of the actions we, as a practice have taken on the issues and priorities set out in this report:** We feel that we have taken great steps in our commitment with our long-standing PRG and the implementation of the Dr First system of GP appointment triage has been extremely effective so far. We will continue to engage with our PRG to canvass their views in an effort to provide the best possible primary care for our patients.

Our latest survey results reflect patient views now that we are operating the “Dr First” triage system. From these results, it can be seen that the patient experience seems to be improving and whilst not every patient is entirely happy, the more positive trend is encouraging. Both the previous and the latest survey results are attached for comparison.

10. **Opening hours of the Practice and the method of gaining access throughout the core hours:** The Practice opening hours is widely published and the following is taken from our website:

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30
Weekend	closed

NEW APPOINTMENT SYSTEM:

As from 6th February we will be changing the way in which we run our appointment system.

When you telephone the practice your call will be answered by a receptionist, just as it always has been. However, instead of searching the system to try and find you a suitable doctors' appointment the receptionist will ask who your preferred doctor is and take your contact details so your doctor can give you a call back to discuss your requirements.

PHONE THE SURGERY

GIVE YOUR TELEPHONE CONTACT DETAILS TO THE RECEPTIONIST AND ARRANGE A CONVENIENT CALL BACK

SPEAK DIRECTLY TO YOUR DOCTOR OFTEN WITH 2 HOURS OF CALLING THE SURGERY

There are no changes or additions to this previously publicised information.

11. **Extended hours access scheme:**

EXTENDED OPENING TIMES:

The surgery is now open on some Monday and Tuesday evenings offering a limited number of pre-bookable doctors' appointments and also some Tuesday mornings from 7.00 am for appointments with the GP and Health Care Assistants. We are also open some Saturday mornings. This service is designed, not exclusively, to accommodate people who find it difficult to attend during our normal opening hours of 8.00 am and 6.30 pm. Please ask the receptionist if you would like to book one of these appointments.

PLEASE NOTE: This is not a walk-in service - Appointments must be booked in advance

There are no changes or additions to this previously publicised information.

QUESTION	ANSWERS			
	A	B	C	D
Thinking about the appointment system how do you prefer to book your appt?	pre book appt 51%	appt on the day 49%		
Again thinking about the appointment system do you find it easy to book an appt on the day if necessary?	Yes 14%	Sometimes 54%	No 32%	
Thinking about the telephone system how easy do you find it to book an appt on the day if necessary?	very easy 5%	Quite easy 23%	Difficult 47%	very difficult 25%
If you use our website how do you find the information available to you?	Useful and informative 52%	Not particularly useful 9%		
Is there any further information you would like included in the website?				
Do you find it easy to speak to the GP on the telephone if necessary?	Yes 41%	No 41%		
Thinking about the reception team. How helpful do you find the receptionists?	Very helpful 58%	Quite helpful 36%	Not very helpful 0	
Thinking about our prescription service do you have problems when ordering or collecting your repeat prescriptions?	Never 63%	Sometimes 25%	Frequently 2%	
Did you know that we have two Advanced Nurse Practitioners that have appointments each day and that they can deal with most minor illnesses?	Yes 70%	No 23%		
If you have used the services of the Advanced Nurse Practitioners did you find that appointment helpful?	Yes 61%	No 3%		

55 forms received. **Survey Conducted in 2012**

QUESTION	ANSWERS			
	A	B	C	D
Thinking about the appointment system how do you prefer to book your appt?	pre book appt 44%	appt on the day 56%		
Again thinking about the appointment system do you find it easy to book an appt on the day if necessary?	Yes 45%	Sometimes 36%	No 19%	
Thinking about the telephone system how easy do you find it to book an appt on the day if necessary?	very easy 16%	Quite easy 29%	Difficult 48%	very difficult 6%
If you use our website how do you find the information available to you?	Useful and informative 86%	Not particularly useful 14%		
Is there any further information you would like included in the website?	nil	nil	nil	nil
Do you find it easy to speak to the GP on the telephone if necessary?	Yes 78%	No 22%		
Thinking about the reception team. How helpful do you find the receptionists?	Very helpful 70%	Quite helpful 23%	Not very helpful 7%	
Thinking about our prescription service do you have problems when ordering or collecting your repeat prescriptions?	Never 60%	Sometimes 38%	Frequently 2%	
Did you know that we have two Advanced Nurse Practitioners that have appointments each day and that they can deal with most minor illnesses?	Yes 82%	No 18%		
If you have used the services of the Advanced Nurse Practitioners did you find that appointment helpful?	Yes 86%	No 14%		

65 forms received. **Survey conducted in 2013**