

BRIDGEMARY MEDICAL CENTRE

Patient Participation Report 2013/14

Introduction

In 2013 Bridgemary Medical Centre signed up to the commitment of setting up a virtual patient reference group (vPRG). This is a group of patients who have given their email addresses in order to provide feedback on the services we provide at the practice.

Patients were encouraged to join by way of posters in the waiting room, a link on our website, actively being asked at the reception desk and forms being given to all new patients when they registered with the practice. This was to ensure we had a mix of all our patients, including all ethnic backgrounds.

The patients within our PRG have been emailed several times over the last six months and asked to complete two questionnaires and to give their feedback on the results of those surveys.

Step 1

1.1 The Practice Profile

Patients registered at the surgery are in majority White/British with approximately 4% from minority ethnic groups.

85% of patients are over 15 with 48% of patients being female and 52% male.

We have 8655 patients currently registered and our target is to have between 1% & 2% of patients in our Virtual Patient Reference Group (vPPG) e.g. between 85 and 150. We currently have 116 members.

We will continue to invite all new patients, when they register at the practice, to join the group in order to increase the numbers and include more from ethnic minority groups.

1.2 How we encourage participation

Patients were initially invited to join over a two month period via:

- Posters in the Surgery waiting room
- Flyers to patients at the reception desk
- New patients registering were asked if they wanted to join the group
- A notice on the surgery website; www.bridgemarymedicalcentre.co.uk with a link so patients could reply online as well as in the surgery

This ensured a wide a group of patients as possible, from all backgrounds were invited to join.

Patients were invited to join the group using email as the main source of communication, but were also offered to be contacted in writing if they did not have an email address

1.3 The Profile

The Profile of PRG Members fulfils a wide age range.

- ✓ 38% Male
- ✓ 62% Female

- ✓ 6% 17-24
- ✓ 4.5% 25-34
- ✓ 10% 34-44
- ✓ 19% 45-54
- ✓ 16% 55-64
- ✓ 27.5% 65-74
- ✓ 14.5% 75 – 84
- ✓ 2.5% over 84

- ✓ 99.2% White/British
- ✓ 0.8% Black/Mixed

- ✓ 93 patients have email address
- ✓ 23 patients requested to participate by post

Step 2

Priorities

An initial questionnaire (*See Appendix I*) was sent out to the group to ask what issues should be prioritised. The survey was sent via email (or through the post to those that do not have email)

The priority areas were therefore determined as:

- **Quality of clinical care**
- **Appointments**
- **Telephone access**
- **Customer care**

See Appendix II for PRG Questionnaire Results

A Patient Survey based on these four areas was sent to all members of the Virtual Patient Reference Group via email, through Survey Monkey, or post, for their approval and completion. It was also given to all patients that attended the surgery during the week of 10th February 2014. The survey was also available on the practice website.

Step 3

Collate views through survey

See Appendix III for results of survey

Summary of Patient Survey

Very positive feedback – Of those patients that responded:

- ✓ **Quality of clinical care** – over 50% of patients feel that the GP or Nurse address their concerns completely and involve them in decisions about their care. Over 30% feel they probably do this most of the time.
- ✓ **Appointments** – 24% of patients feel the times and days appointments are available is excellent and 40% fair. 49% of patients have used the 'Urgent On Day Appointments' but only 7% have used the late evening or Saturday morning appointments.
- ✓ **Telephone Access** – 56% of calls are answered within a few rings and 31% after several rings. Only 7% of patients complained of the phone constantly ringing and 6% often engaged. 85% of calls are handled excellently or fairly well and only 1% poorly.
- ✓ **Customer service** – The majority of patients find the staff helpful most of the time.

The results of the survey were sent to all members of the PRG, along with a summary and proposals of what action the practice could take.

The group were asked for their comments and feedback of the results as well as their agreement or objection of the proposed actions.

Step 4

Changes proposed

The following issues will be addressed by way of the practice newsletter which is available via the practice website as well as at the surgery. This is updated quarterly in the Spring, Summer, Autumn and Winter.

- ❖ **Repeat Prescriptions** – comments on the time these take to process.
Explain how many are processed each day and what can delay the process. Encourage patients to give more than the minimum time for the processing of prescriptions and to be more responsible for their medication. Currently a lot of time is spent doing 'urgent' requests which impacts on the normal processing time.
- ❖ **Emergency appointments** – complaints about time waiting to be seen and can only discuss one issue.
Emphasise that these are for Urgent / Acute issues and ongoing issues should be dealt with in a routine appointment. Each case varies as some are very urgent issues to be dealt with. Also Duty GP has to deal with calls from Hospital and Ambulance crews.
- ❖ **Extended opening** – *The practice needs to promote our extended opening times; early morning, late evening and Saturday mornings on a 4 week rota. Also to promote that these can be booked on-line.*
- ❖ **Blood tests at the surgery** – Comments that these should be available.
Explain we are unable to provide this service due to lack of facilities and staff. Other local practices are funded to offer Blood Tests to our patients as they have the staff and room to be able to provide the service.
- ❖ **On-line appointments** - more should be available. *We will increase by 10% and monitor closely how these are booked.*

The general feedback from the PRG was that the survey was very positive. The proposed action points were unanimously agreed by all, with the exception of more on-line appointments, as some felt those without computers would be disadvantaged.

Step 5

Action Plan

In the next Practice Newsletter, due in April 2014, the above action points will be addressed. These will be regularly reviewed and commented on in subsequent newsletters.

The newsletter is available at the practice and through the surgery website:

www.bridgemarymedicalcentre.co.uk

The website will be promoted in the practice by way of a large poster with the address on and within the newsletter

Proposed date for actions to be taken:

- Newsletter – 2nd week of April 2014
- Poster in waiting room – by end of April 2014

Conclusion:

Quality of Clinical care remains the main focus of the practice and patients are regularly invited for regular medical reviews for chronic disease management.

Appointment system has improved due to appointments being available up to 4 weeks in advance and patients being offered an appointment on the first point of contact, not being told to ring again the next day.

Telephone access has improved due to a new telephone system being installed recently as well as staff training and availability first thing each morning.

Customer care is constantly monitored to ensure standards are high. Staff training is the main focus with new staff joining the team and regular training / meetings on the 2nd Wednesday each month between 12.30 and 1.30 when the surgery closes.

Step 6

Achievement

The Patient Participation Group Report has been published via:

- The Surgery website – www.bridgemarymedicalcentre.co.uk
- NHS Choices website
- Poster and display in waiting room
- Hard copies available at Reception
- Email sent to PRG members

Patient Access to Services

The Practice is open Monday to Friday 8.00am to 6.00pm with telephone access until 6.30pm

We also run extended hours on a four week rota to include:

Saturday mornings (once every 4 weeks) 8.00am to 11.30am

Tuesday 7.30am to 8.00am

Monday 6.30pm to 7.30pm

Tuesday 6.30pm to 7.30pm

Thursday 6.30 to 7.30pm

These surgeries are by booked appointments only and can be booked on-line or through reception. All five GP Partners cover these surgeries on a flexi basis.

Surgery Telephone: 01329 232446

Out of Hours Telephone: 111

Patient Reference Group (PRG) Questionnaire

December 2013

Dear PRG Member

Thank you for agreeing to join our Patient Reference Group in order to provide us with feedback on our services.

We would be grateful if you could put the following areas into the order of importance. This will help us to define the priority areas of services, to be included in our annual patient satisfaction survey.

- A. Quality of Clinical Care – Feedback of doctors/nurses
- B. Telephone Access – Feedback on the quality of the telephone service
- C. Customer Care – Feedback on Reception Services
- D. Appointments – Feedback on the ease of getting an appointment
- E. Premises – Feedback on facilities
- F. Practice Communications – Feedback on how the practice communicates with Patients
- G. Other – please list any other areas of priority you feel should be reviewed

PRIORITY	YOUR CHOICE
1	
2	
3	
4	
5	
6	
7	
OTHER	

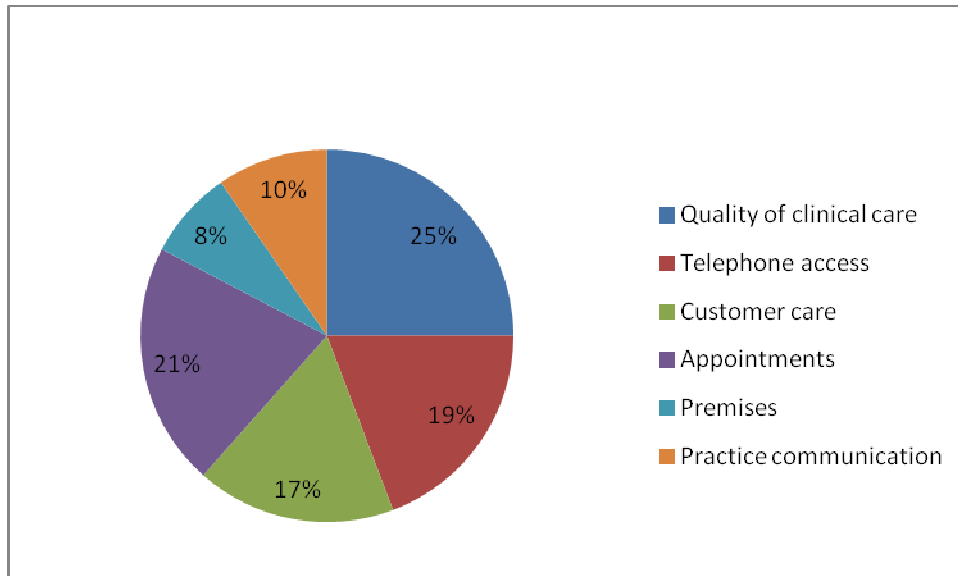
General Comments:

Please email your replies to: FGCCG.BridgemauryMedicalCentre-Admin@nhs.net or return to Reception.

Many thanks for your assistance.

Appendix II

Results of PRG Questionnaire:



The priority areas were therefore determined as:

- **Quality of clinical care**
- **Appointments**
- **Telephone access**
- **Customer care**

A Patient Survey based on these four areas was sent to all members of the Virtual Patient Reference Group and to all patients that attended the surgery during the week of 10th February 2014

Other suggestions were:

- Parking
- Waiting time for same day appointments
- Attitude of one or two reception staff
- Discussing more than one concern at an appointment

General comments made:

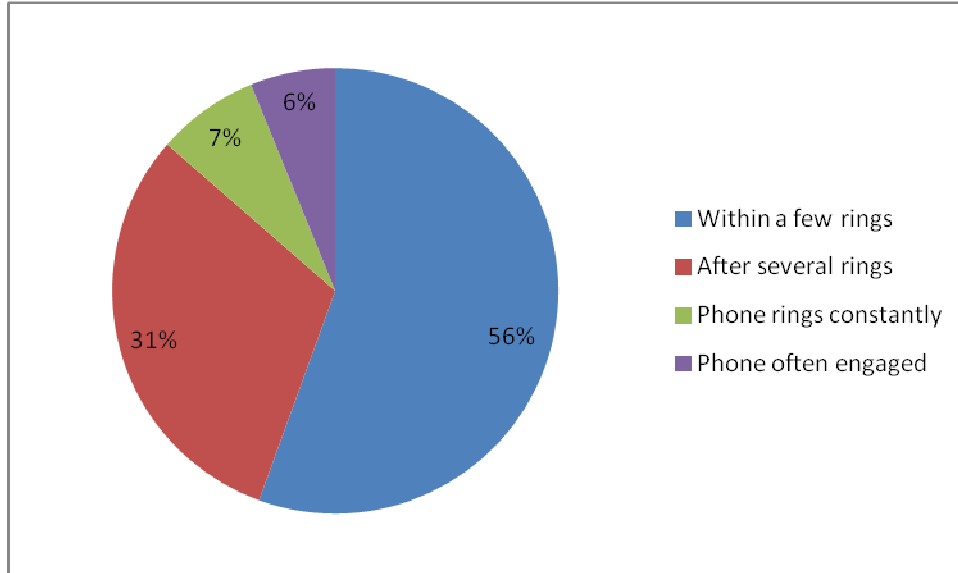
- Wheelchairs – space in waiting room

These issues will be addressed in the next Practice Newsletter, which will be available via our website as well as at the surgery

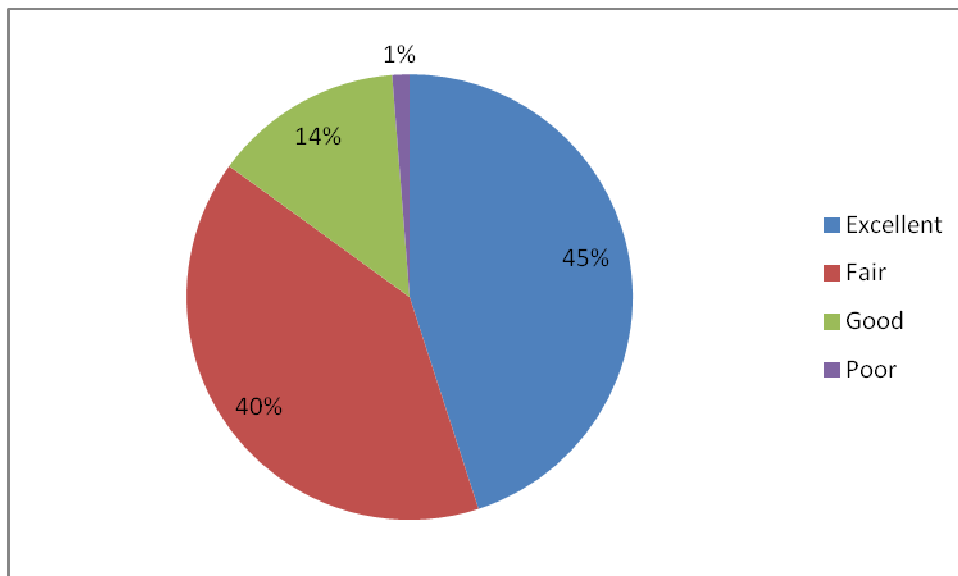
Appendix III

Results of Patient Survey

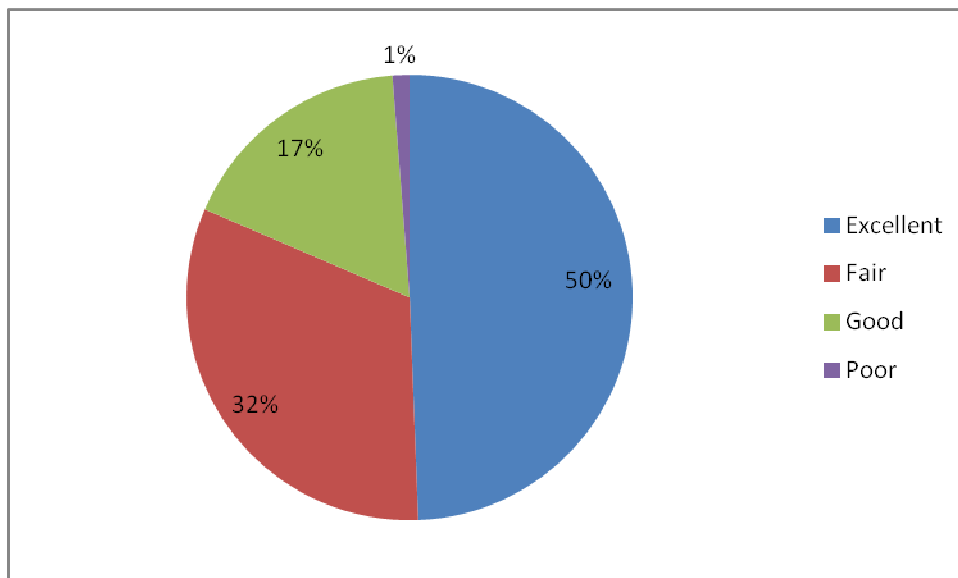
1. When telephoning the surgery how promptly is the phone answered?



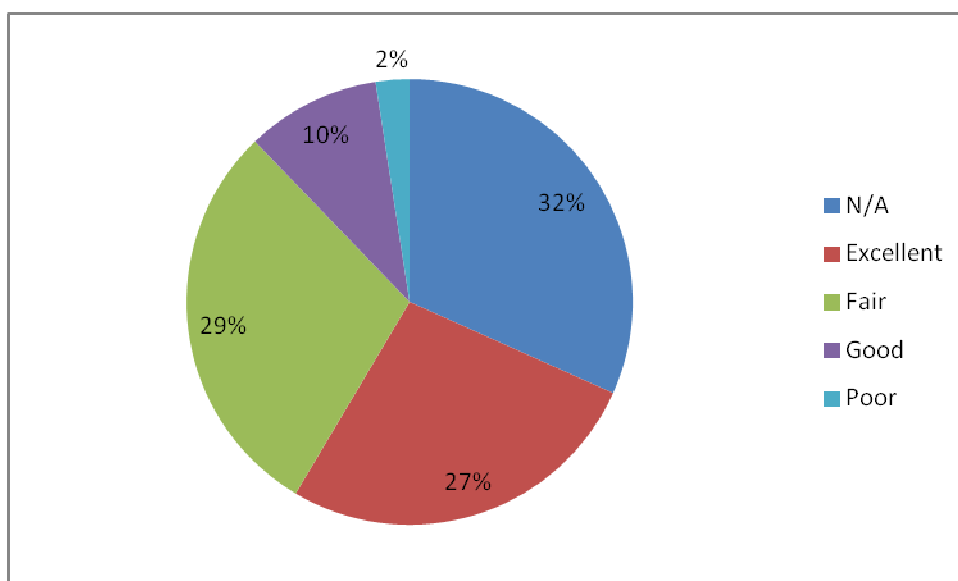
2. How efficiently is your call handled?



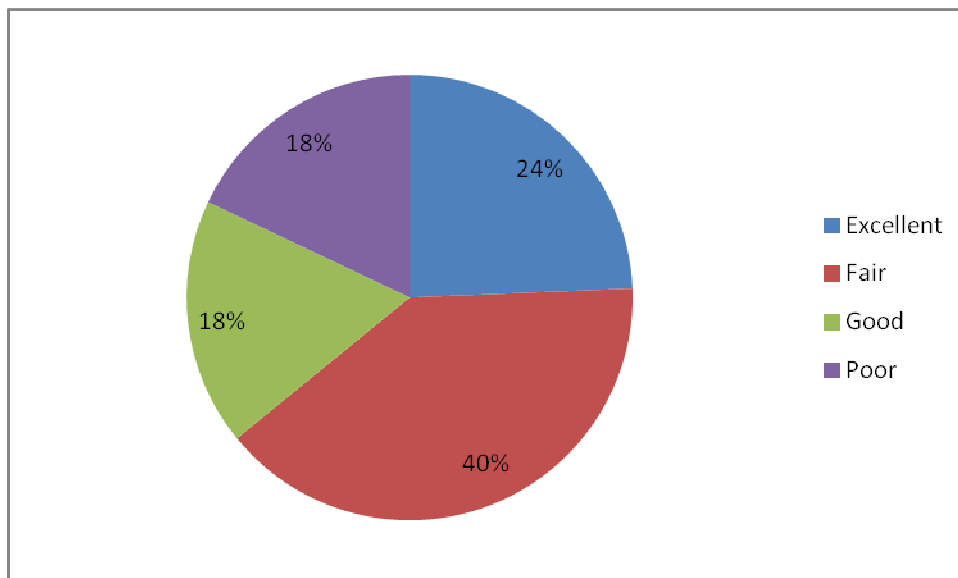
3. How helpful do you find the Reception staff?



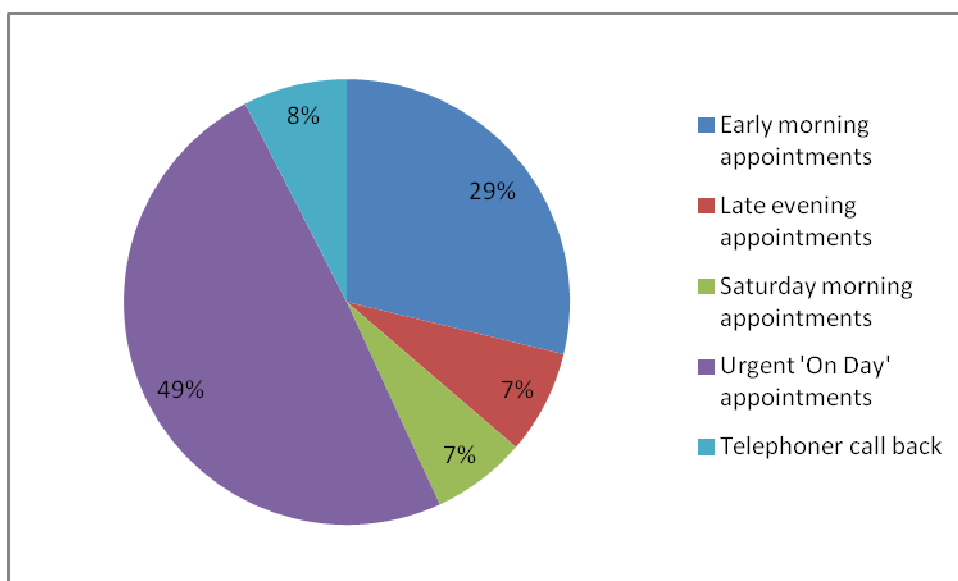
4. How helpful do you find the Administration Staff?



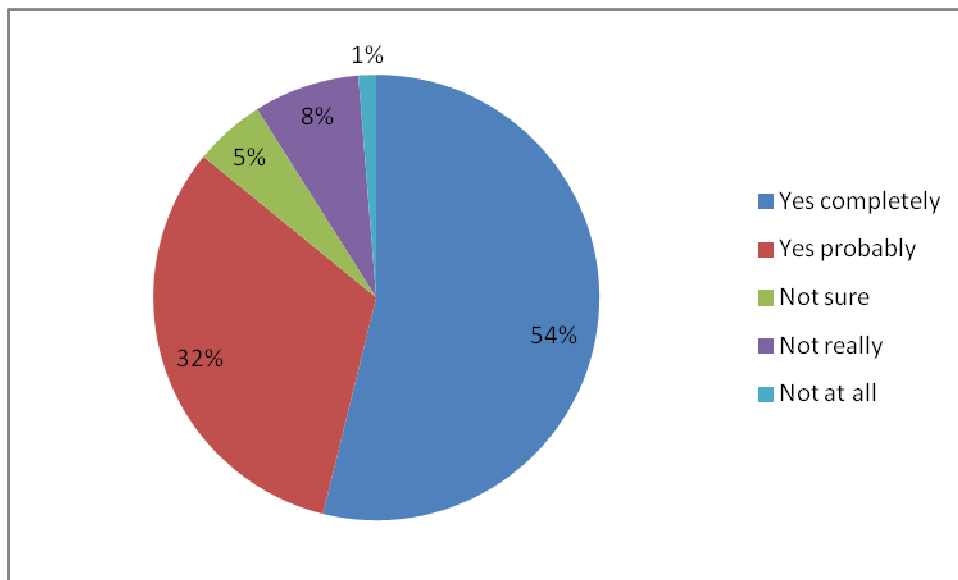
5. When booking an appointment how satisfied are you with the times and days available?



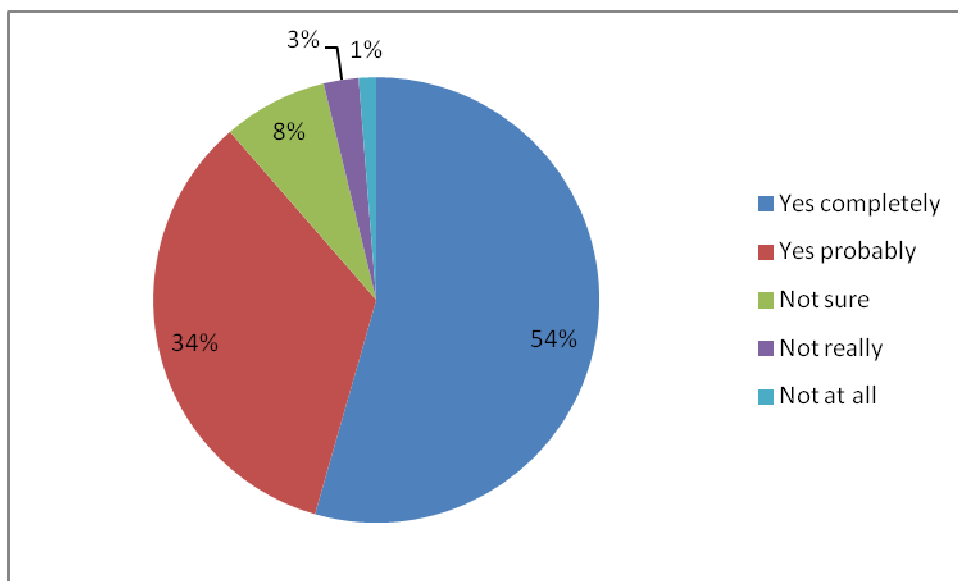
6. Have you used any of the following?



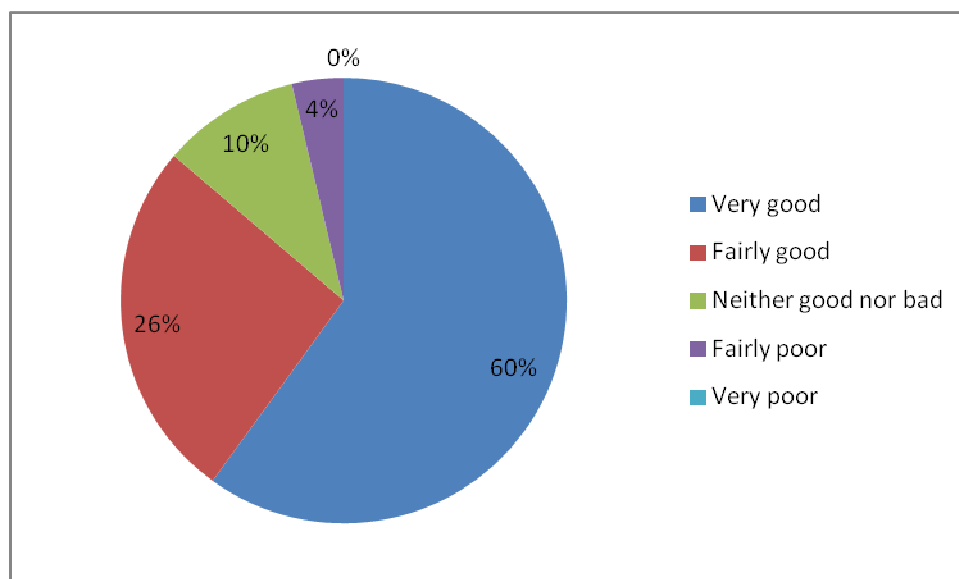
7. Do you feel the Doctors and Nurses address your concerns?



8. Do you feel the Doctors and Nurses involve you in decisions about your care?



9. Overall how would you describe your experience at Bridgemary Medical Centre?



10. General suggestions and comments on how we could our service to you:

Positive comments:

Good service and we'll done

I am generally pleased with the experiences that I have had, the only thing I am unhappy with is not being able to see the doctor of my choice, even when ringing first thing. Thank you

The surgery has improved significantly over the last year in terms of customer care.

Always helpful at reception just a bit frustrating sometimes about how long I have to wait to have an appointment with my doctor.

I think that there not many suggestions to put forward as I find Bridgemary medical centre has a very good friendly feeling when you come through the doors and helpful.

I probably only attend a GP once or twice a year plus BP clinic when called, which might reflect on my positive answers. I've not had any problems. I would like to revert to getting prescriptions for two months' medication at a time, as I go away a lot and am always having to put in for early prescriptions to avoid running out whilst away.

Negative comments:

I feel that if I need an appointment I'm best to get an emergency as if I want to book an appointment I'm often told strange dates & times to phone & it's not always possible to do so! Very confusing system!!!!

repeat prescription process has taken longer that the advertised time on the last 2 occasions

easier access to "emergency appointments" - I will phone from 8am and generally not get my call answered for 20+ minutes, in which all convenient emergency time slots are filled. better organisation of appointment times - I have had to wait almost 2 hours for a pre - booked appointment with Dr Clarke on more than 1 occasion better communication with reception staff - I booked an appt with Dr Clarke and specified to reception that it was for a contraceptive implant insertion - no implant was ordered by staff causing complications with my appt

I think the nurses should be trained enough to take blood for testing. I waited 10days for an appointment for blood to be taken at another surgery. When I got there they did not keep to time, everyone went in at 11.00 am which was my appointment time, because, quote "people do not turn up". So I feel I had to wait days unnecessarily. I did not have this problem at my old surgery, they were very efficient. Unfortunately I am not in their area any more.

The time it takes to get appointments can take to many days

Would prefer longer appointment times to discuss more than one problem in same period, as opposed to requirement of individual appointments for each need.

prescriptions taking too long to process.

more appointments should be available on line