

Chadsfield Medical Practice

Patient Participation Group Report 2012-13

Chadsfield have had Patient evenings for 10 years but over the last 2 years we succeeded in forming a group of 18 patients for 11/12. This was the result of:

- an open afternoon to show the patients the new extension.
- Notice board display on patient group activities.
- Newsletter
- Patient survey
- Website invitation

The group continues to meet regularly and discussions revolve around development of the practice, premises and health promotion.

The patient group now consists of 28 patients with an age range of 11 to 79 with a higher ratio of over 65's which is representative of the practice elderly population.
Patient Group population

	0 – 14	15 – 25	26 – 45	46 – 60	61+
Females	1	-	3	4	9
Males	-	-	3	4	4

Practice population

Males 3405
Females 3395

<i>Age</i>	<i>0-9</i>	<i>10-19</i>	<i>20-29</i>	<i>30-39</i>	<i>40-49</i>	<i>50-59</i>	<i>60-69</i>	<i>70-79</i>	<i>80-89</i>	<i>90-99</i>	<i>100+</i>
<i>Female</i>	287	332	304	325	526	456	501	344	259	61	
<i>Male</i>	335	376	349	356	505	475	464	334	183	28	

We still acknowledge that not many younger patients have shown interest in the group and we are still targeting patients 25 – 40 to possibly develop a virtual group within this age group.

- newsletter to email addresses and hard copies in the waiting room with sign up forms attached.
- Promotions on the notice board
- Baby clinic and anti natal days – information to be given out by midwife and nurses.
- GPs to ask patients if they are interested.

Regular meetings are held at the Health Centre when there is always a high percentage of the group in attendance.

During these meetings a Patient Survey was agreed. Priorities to be included in the survey

Patient access
Appointment availability
Extended hours

Action resulting from 2011-12 report

It was agreed that the change to the appointment system was necessary after comments and results of the two patient surveys carried out. This was agreed and the new structure as put into place on the 1st April 2012. Patients to be made aware of the early, late and Saturday am clinics.

One of the patient group volunteered to sit in the waiting room, and another member made her a banner, indicating she was the patient representative and 'please talk to me' and her report is as follows:

Waiting room survey November 2012

This was a series of conversations during one morning and one late afternoon/early evening period. The respondents were in the main self-selecting since the 'sash' that I wore invited people to talk to me. It was not possible to sample across the age range since almost all of the younger patients either had earphones for iphones/ipods or immediately took out phones to 'play' with.

Even though the legend on the sash was '*Talk to me I am your patient representative*' it was difficult to convince people that I was neither an employee of the practice nor NHS nor indeed being paid!

OBSERATION

The people who used the touch screen check-in liked the system though only one person (an ex nurse) went on to use the hand-clean dispenser afterwards. When I brought it to others attention most reported that they had never noticed it.

COMPLIMENTS

One patient approached me to emphasise his appreciation of the friendliness and efficiency of the Reception staff. He asked me to pass on his thanks to the staff.

COMPLAINTS

A surprising number commented on the clock in the waiting room. The fact that it was not working was seen as a deliberate ploy to prevent patients knowing how long they had been waiting for their appointment.

The length of time to produce paperwork and forms

Several commented that no matter how long the queue only one window was 'open'

Most comments centred on the frustrations of the appointments system both face-to-face and by telephone

The absence of cups for the water fountain

The distance of the hand dryer from the wash hand basins was seen as a safety hazard

Generic prescribing - though this complaint centred on the method of delivery of the drug rather than the efficacy.

Several distinguished between the convenience of the having the pharmacy next door to the practice and the loss to the village of a chemist shop with a wide range of stock. It was frequently mentioned that the practice was much busier and this was attributed to the closure of the Archway practice.

Patient group meeting to discuss results of the above.

Action from the above meeting.

1. The clock has now been replaced. The original one was electric and had been disconnected with the refurbishment and re-wire of the health centre.
2. Paperwork and forms. As the majority of this is non-NHS documentation it is done as quickly as possible but of course priority will always be given to NHS requirements.
3. The queue at the window was commented on and we do try and encourage patients to use the touch screen to book in as this was introduced to reduce the waiting time at the window. Only one window is manned by a receptionist as the telephones are also extremely busy most of the day. If a receptionist is free she will always help at the other window if there are a lot of patients waiting.
4. More comments about the appointment system and these have been discussed again with the Practice.

Re survey in March 2013.

March 2013

At the patient group meeting following the group member sitting in the waiting room the following points were discussed

It was agreed that the survey should just address the new appointment system and the results of this are as follows. 350 were given out in the surgery and it was also posted on the Web site. Of this we have received 231 responses out of 350 distributed in surgery and 1 web response.

‘In April 2012 we changed the appointment system to see if this would change the structure of demand against access. We are still aware that there is a wait for what is called a ‘pre book’ appointment. These are appointments for patients who need a follow up appointment after seeing the nurse or GP or appointments for medical reviews etc.

Could you please answer the questions below to help the practice discuss the possible need to re think our appointment structure yet again.

1. Have you made an appointment over the last month?

	YES	NO
Result	204	39

2. If yes was this for an appointment i. On the day
ii. pre book

Result	i. - 88	ii - 111
--------	---------	----------

3. If you made one for the same day was this because the next pre book was too far in advance?

	YES	NO
Result	95	77

4. Did you know we have early, late appointments weekly and one Saturday per month for patients who work and do not need an Urgent appointment?

Result	60	93
--------	----	----

Survey reports in detail will be available on the Patient Group Notice board in the Health Centre

Patient Comments

'Struggle to get a fairly quick appointment when not necessarily needed for the same day as I don't get up very early in the morning'

'Made a pre book appointment although felt it was too far in advance'

'Did not know of late appointments but do now'

'could not make one same day had to phone back next day'

'not enough late or early appointments'

'pre book too far in advance'

'four weeks wait for first available appointment with GP of choice'

'No appointments available within the next few days'

'late and early appointments no advertised well'

'rarely possible for phone the following day'

'why not have a telephone line to let patients know how many in queue'

'telephone always engaged'

Action

It would appear that quite a number of patients are still unaware of the extended hours and the Practice will endeavour to publicise this and to review the necessity of availability and identify ways in which to increase appointments at this time.

Action to be taken.

1. To be highlighted on the website.
2. More posters
3. Message on all repeat prescriptions
4. Highlighted in the patient leaflet and more reception advice given especially to new patients.
5. Possible Facebook account
6. Receptionists to make patients aware when making appointments.

All Practice members, GPs and staff, are aware the new appointment system had not improved availability for appointments to be made in advance. And it was highlighted from the patient survey that patients would use the 'on the day' appointments rather than wait for a 'pre book' even if it was not urgent. This has been discussed at length and the following has been agreed within the Practice

Action

1. All GPs to do extra sessions to reduce the 'pre book' waiting time and then to be re audited in 3 months.
2. Additional telephone appointments

3. Advertise the on line booking facility

This should reduce the number of appointments taken 'on the day' because the wait is too far in advance for a 'pre book'

3. Engaged telephone complaint.

This has to be compared to staff availability and it is planned to have discussions with admin staff to agree to answer the telephones between 8.30 and 9.30. However it was felt that there would always be a struggle to cope with demand and the need to explore the following was necessary.

1. Dedicated prescription line - am only
2. Dedicated Secretary line - am only

Action for 2013 – 2014

Appointments and patient awareness of extended hours to be audited quarterly.

Conclusion

Form the patient survey and discussions with the patient group and patients in general it suggests the appointments are still a problem but it is hoped that the action indicated will help to solve this problem taking into consideration the changes that lie ahead in primary care.

CORE OPENING HOURS

Monday – Friday 8.00 am – 6.30pm with the exception of Thursday

Thursday 7.30 am – 5.00 pm

Early morning surgery Thursday 7.30 – 8.00

One late evening per week 6-30 pm – 7.00 pm

Saturday 1 per month 8.00 am - 11.00 am