

Meadowhead



Group Practice

THE MEADOWHEAD GROUP PRACTICE PATIENT PARTICIPATION GROUP REPORT MARCH 2014

A description of the profile of the members of the PPG

The original group was formed approximately in 2004 and were known as 'The Friends of the Old School Medical Centre'. Upon the merger with Lowedges Surgery in 2011, the group became known as 'The Friends of The Meadowhead Group Practice' and changed their constitution accordingly:

The PPG meets bi-monthly, holding an Annual General Meeting every March. As part of the bi-monthly meeting the Practice presents a Practice Report giving an update on practice activities, any changes to staffing and generally keeping the group informed about their Practice. The Practice Report is also available to the Virtual Patient Group and all patients to see on our website. These meetings follow a set agenda and are minuted. The minutes of which are put on display on the designated Patient Group Notice Board in the waiting areas and are also available on the website www.meadowheadgrouppractice.co.uk It has consistently had a core group of around 15 members. However they are not representative of the patient list as they are all over the age of 65 and are white British.

The PPG has fully supported the Practice over the past nine years, raising funds to buy equipment such as 24 hour BP monitor, Spirometer, Dopplers, Anticoagulation Machine and Automated Arrival Screen. Their help is invaluable during flu campaigns, surveys and any time that the Practice asks for their help. The PPG works tirelessly with enthusiasm to support the Practice and its needs.

Representation in Group

The PPG is not representative of our Practice Population. Despite this the PPG actively considers all 8,000 registered patients in all its deliberations. The Practice has found that the current membership reflects the type of patient who has free time to attend meetings and has taken steps to try and redress the balance. The steps the practice has taken are:

- Posters were displayed at both sites to promote the group and recruit members to a newly formed Virtual Patient Group.
- Members of the Group attended the all day flu clinics at both sites and actively promoted and canvassed all patients to try and recruit new members.

- Leaflets were put out in both Reception areas asking patients to join the Virtual Group and patients supplied their email address. Please see attached [Appendix I](#).
- A form is also available on the website to download to join the PPG.
- A Diabetes talk was organised by the PPG in October 2013 and leaflets were handed out to patients about joining the group.

We still actively recruit by way of displaying posters, newsletter and website.

The practice is aware that this is still not representative of its list and we are still actively recruiting to the Group.

Current Practice Breakdown

< 16 - 19%
 17-34 - 20%
 35-54 - 26%
 55-74 - 23%
 > 75 - 12%

A description of how the Practice and the PPG reached an agreement on the issues which had priority within the Local Practice survey:

The practice was very keen to build on engaging patients from the previous surveys to help deliver and design services around the needs of its patients. The Practice was keen to ensure that before it sought the views of its patients on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

We met with the PPG to once again look at issues with regards to their patient experience. This included appointments, communicating with the Practice via text, telephone triage system, the Practice website and the Surgery environment. As these were the issues that were discussed and highlighted in last years survey, the members agreed that that it would be interesting to use the same survey this year with the addition of a couple of questions around texting patients as since we changed our Clinical System in October 2013, this is something have been promoting and compare the results to see if the Practice had improved in any of the areas highlighted.

A description of how the Practice sought to obtain the views of its registered patients

The practice used a similar questionnaire to the one used last year which the PPG approved. ([see Appendix 2](#))

The PPG agreed that it would assist and support the Practice during the period of the survey. Each PPG member was required to complete a confidentiality agreement and guidance given on how the survey should be conducted.

Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The Practice looked at targeting various groups of patients and different times of the day (baby clinic, chronic disease clinics, and general routine appointments with GP/Nurses).

The Practice also emailed the survey to its Virtual Group and was available for completion on the Practice website, which enabled patients not visiting the surgery during this period the opportunity to participate.

The survey was conducted during the first week in March 2014. The PRG were actively involved in ensuring that patients participated in the survey by handing out questionnaires to patients before and after their appointment at the Practice. Questionnaires were completed by patients and returned to the Practice via PPG members. A total of 254 questionnaires were completed.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The practice analysed the results of the patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed.

The results were discussed with members of the PPG on Friday 21st March 2014 and also to be discussed at the AGM on 9th April 2014.

A description of the findings or proposals that arose from the local Practice survey

Please see results of the Survey [Appendix 3](#)

Patients were asked a total of 14 questions with regards to the practice. As a result of this the Practice has developed and Action Plan to highlight those areas for improvement. Please see [Appendix 4](#).

The main areas where the results differed in the 2013 survey from the 2012 survey were:

Q2. How do you normally book your appointments to see a doctor or nurse in the surgery?

2012 – BY PHONE – 71%

2013 – BY PHONE – 78%

2014 – BY PHONE - 66%

2012 – BY WEBSITE – 8%

2013 – BY WEBSITE – 3%

2014 – BY WEBSITE – 7%

2012 – IN PERSON – 21%

2013 – IN PERSON – 19%

2014 – IN PERSON – 27%

This result would indicate to us that patients are not trying to contact the Surgery by telephone as perhaps the lines are very busy in a morning. They are using alternative methods as reflected by the increase in those making appointments via the website or presenting at the Surgery.

We agreed to promote the website more, to include putting posters up in local libraries, pharmacies etc and to promote on line booking in the surgery and on the website.

Q4. Do you like triage

2012 – YES 79%

2013 – YES 84%

2014 – YES 89%

We believe this figure continues to rise as we have publicised the service, which runs throughout the day and all patients will receive an appointment on the day if the Doctor feels the patient needs to come into surgery. Patients do seem to like this service and it also prevents patients attending A&E because they feel they are able to speak to a doctor at the Practice.

Joanne Johnson/Elaine Rissbrook
March 2014

Q9. Are you aware of our service such as the Surgery Website, email prescription and Online Booking?

2012 – YES 47%

2013 – YES 48%

2014 – YES 56%

We feel that this increased considerable as we have promoted our Website and the services that are available through it. We also changed the web address to reflect the name of the merged Practice. We have a new website which is much easier to navigate and can be viewed in many different languages to cater for our diverse patient base.

Q5. Would you like to be reminded of your appointment by text?

2012 – 41%

2013 – 48%

2014 – 57%

With the ever increasing use of technology, more patients have a mobile phone and would like to be reminded of their appointments by text. The Practice is actively trying to collect up to date mobile telephone numbers from our patients to enable us to contact more patients by text message.

This year we did ask the patients if they would like to receive their test results by text. This isn't something the Practice currently does, however is something that we are considering implementing in the future. The result was split evenly, so this is an area we can focus on promoting. The benefits of this would be to remind patients to contact the surgery when their blood results are through.

The Practice received many comments, below are some of the responses both positive and least positive.

Responses found to be positive

Happy with the service, don't like people being rude with the Reception Staff
 Totally satisfied with the Doctor
 Very pleased with the treatment I have received from Medical and Admin staff
 Very happy with service at both sites
 Think you provide an excellent service
 Happy with the Practice – no issues
 Phone triage service is good
 New patient – think the care by Doctors and Reception is excellent
 Think triage is excellent
 Great to be able to get same day advice
 No problems that I can think of
 Happy with all the staff and services
 Staff are helpful and friendly
 You are made welcome
 Like the triage service
 Helpful reception staff
 Polite when phoning
 Members of staff very polite and caring

Responses found to be least positive

Sometimes it can be vague after blood tests as to whether we are to contact the surgery – text messages might make this clearer.

Can never get through on the phone

Have to wait 5 weeks for an appointment

Don't like having to wait so long for a routine appointment

Should be more non-urgent appointments available, feels like either triage or weeks in advance

Only 2 receptionists available to meet the demand of patients at busy periods

To be able to book a 48 hour appointment at any time of day as 8-1 I am commuting

Appointment system not very good, could Nurse triage?

Appointment with doctor of choice not always successful

Receptionists seem to determine what you need for an appointment

Do not like the situation with Lowedges, things seemed so much better when it was just the Old School.

Better telephone appointment system required

Easier appointment system for people who work full time

Explanation of triage system to older people, ie leaflet

More appointment times Monday- Friday after 3.30 pm

Hate being asked what's wrong with me when going on triage

More next day appointments for those of us who work

Receptionists can sometimes be very officious

Waiting room chairs too low

Not happy with prescription arrangement, would prefer to phone the surgery

Waiting a long time for the appointment

Practice should operate a drop-in system

Restriction of appointment times for working people

Evening surgery would help working people

Reception unhelpful

Phone calls and cross-counter conversations can be heard whilst in waiting area

Lowedges site could do with a tidy up

More appointments after school

Practice Opening Hours

Patients can access services during the hours below by either telephoning the Practice or walking into the building.

Appointments can be made by phone, in person at the desk or by the Internet

Repeat prescription requests can be made in person, by post, by fax, or by the Internet.

Signed prescriptions can be collected, or posted out if a SAE is enclosed, or patients can arrange for a local Pharmacy to collect them on their behalf

Old School Medical Centre Site Opening Times:-

MONDAY 8:15 to 6:30

TUESDAY 8:15 to 7:30

WEDNESDAY 8:15 to 6:30

THURSDAY 8:15 to 1:00

FRIDAY 8:15 to 6:30

Lowedges Site Opening Times:-

MONDAY	8:15 to 6:30
TUESDAY	8:15 to 6:30
WEDNESDAY	8:15 to 5:00
THURSDAY	8:15 to 1:00
FRIDAY	8:15 to 5:00
SATURDAY	8:00 to 10:00

Extended Hours

The Practice participates in this scheme and currently offers pre-booked appointments at the following days and times.

Old School Site

Tuesday evening 6:30pm-7:30pm

Lowedges Site

Saturday morning 8:00am-10:00am

In Conclusion

The Practice is constantly looking at areas for improvements and we feel the results of this year's survey reflect the areas where we have had success. The Practice would like to thank all the members of the PPG for assisting in the survey and for their continued support.

Appendix 4

**Improving Patient Satisfaction
Practice Action Plan**

Area for Improvement		Recommendation	Action required	Practice Lead	Timeframe for changes	Comments /Achievements
1	Promotion of Website	Publicise the Practice Website at both sites. Ask members of staff to actively promote. Promote NHS Choices Website	<ul style="list-style-type: none"> • Allocate responsibilities to Reception Staff • Promote the website to new patients when they register at the Practice. • Posters to be displayed in all Reception Areas. • Introduce Patient Pack to be given out to new patients at registration. The pack will include details of the website and form to join the PPG. • Highlight in Practice Leaflet. • Patients given a slip of paper with NHS Choices website address so they can comment on the care they have received 	Joanne Johnson Elaine Rissbrook	September 2014	<p>We have replaced and updated our website making it more patient friendly The text is available in many different languages to reflect our multicultural society. Web name has been changed to reflect the merged Practice and now can be accessed at www.meadowheadgrouppractice.co.uk</p> <p>Practice Leaflet, New Patient Questionnaire and Registration Document given to all new Patients upon registration.</p>
2.	Appointments	Reduce the number of Did Not Attend Appointments (DNA)	<ul style="list-style-type: none"> • Look at increasing use of text messaging service as a reminder to patients not to forget their appointment • Actively collect more mobile telephone numbers so the text messaging service will reach more people. 	Joanne Johnson Elaine Rissbrook	Ongoing	Increased use of text messaging service as a result of actively collecting more mobile numbers. The Patient Group helped in this process on Flu Saturday. To look at expanding the use of text messages ie to convey whether a patient needs to contact the surgery regarding their blood test.

		Review of Practice Appointment System	<ul style="list-style-type: none"> • Review of appointment system to help improve access and manage patient demand • Practice to look at matching capacity to demand • Communicate any changes to staff and patients as feedback is crucial • Promote on website and in Practice Leaflet that for routine appointments or reviews, prebookable appointments are available with doctor of choice. 	Joanne Johnson Elaine Rissbrook	Ongoing	<p>More 48 hour appointments have been created and we have introduced one week appointments to give more choice to the patient. The appointment system is constantly under review. The nursing team have commenced carrying out more of the routine chronic disease reviews in the future to create capacity for GP appointments.</p> <p>To increase amount of 48 hour appointments available for those people who work full time and for children after school hours. After discussion with the Doctors it was agreed that the Reception staff would ask the patients for a brief description of their problem as this would enable the triage system to work more effectively.</p>
3	About the Staff	Arrange customer care training for reception staff to improve patient experience/satisfaction	<ul style="list-style-type: none"> • Reduce patient anxiety and increase satisfaction by creating a welcoming and supportive environment • Ensure all relevant information is clearly available to patients and continue to look for ways to improve and personalise services • Provide customer care training to staff and evaluate and monitor improvements • Identify examples of good service behaviour and include in Practice policies and protocols. • Listen to patient feedback by undertaking in-house patient questionnaire regarding customer service 	Joanne Johnson Elaine Rissbrook Debbie Roberts Pat Millington	Ongoing	<p>PLIs arranged on consent, confidentiality and chaperone.</p> <p>Customer Care training completed April 2013, to be arranged annually.</p> <p>Any complaints or patient feedback raised with the Practice is discussed as a group and used as a learning tool.</p> <p>Staff are asked to reflect on what went well, what went wrong, what we have learned and what we could do better next time.</p>

4	Waiting Area	<p>To repair Touchscreen at Lowedges Surgery</p> <p>To provide adequate seating in both Reception Area</p> <p>To promote the right to speak to a Receptionist in Private.</p> <p>Identifying Staff</p>	<ul style="list-style-type: none"> • To liaise with PCT regarding repair of touchscreen. • To purchase higher chairs. • To refresh staff on confidentiality issues. • Name badges purchased for all staff members. 	Joanne Johnson Elaine Rissbrook	Ongoing	<p>Touchscreen at Lowedges not repairable Until we have funds available this will not be available.</p> <p>Chairs purchased but more on order. Each Consulting Room now has 2 High back chairs.</p> <p>To Order 2 more higher chairs for waiting area.</p> <p>All staff received Confidentiality Training in 2013 this is to be updated in May 2014.</p>
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Prepared by Joanne Johnson/Elaine Rissbrook March 2014.