

Cockhedge Medical Centre

Patient Participation Report 2013/2014

1. Development of our Patient Representative Group

Over the last year, membership of our group has stabilised to 11 regular members. It has not been possible to recruit younger members, carers or those from ethnic minority groups. Therefore, more innovative ways to recruit members from the above groups remains an agenda item for our PRG group. We continue to recruit using noticeboards in our waiting area, promotion by both reception staff and word of mouth. Our current members who attend the meeting are:

Age	Sex	Ethnicity
49	Female	Caucasian
60	Male	Caucasian
74	Female	Caucasian
76	Male	Caucasian
53	Male	Caucasian
55	Female	Caucasian
61	Male	Caucasian
52	Female	Caucasian
75	Male	Caucasian
74	Female	Caucasian

Three members of the practice staff also attend the meetings to support the group and these are:

Dr Martin Whitenburgh – Lead Clinician

Stephanie Whitenburgh – Business Practice Manager

Clare Ancell – Office Manager

2. **Patient Survey**

Areas of priority and how these were decided

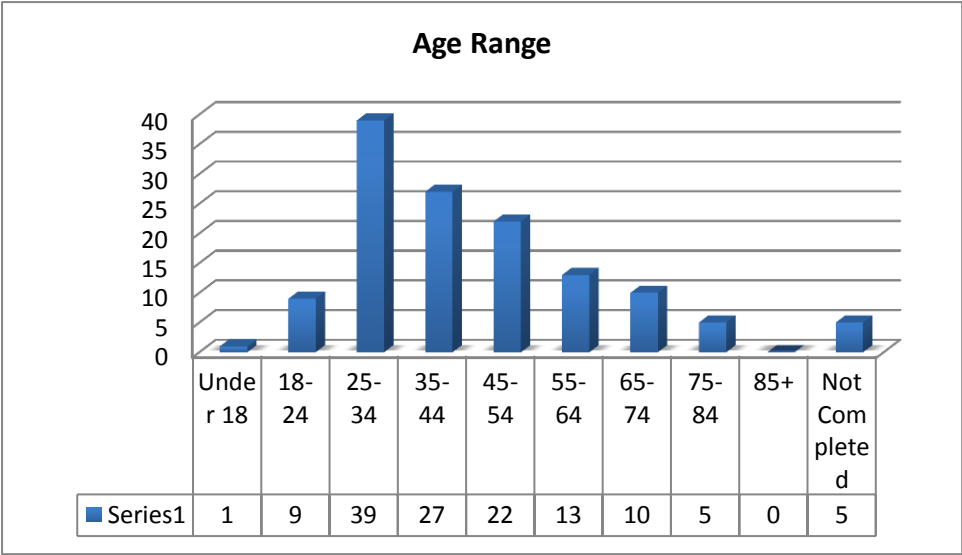
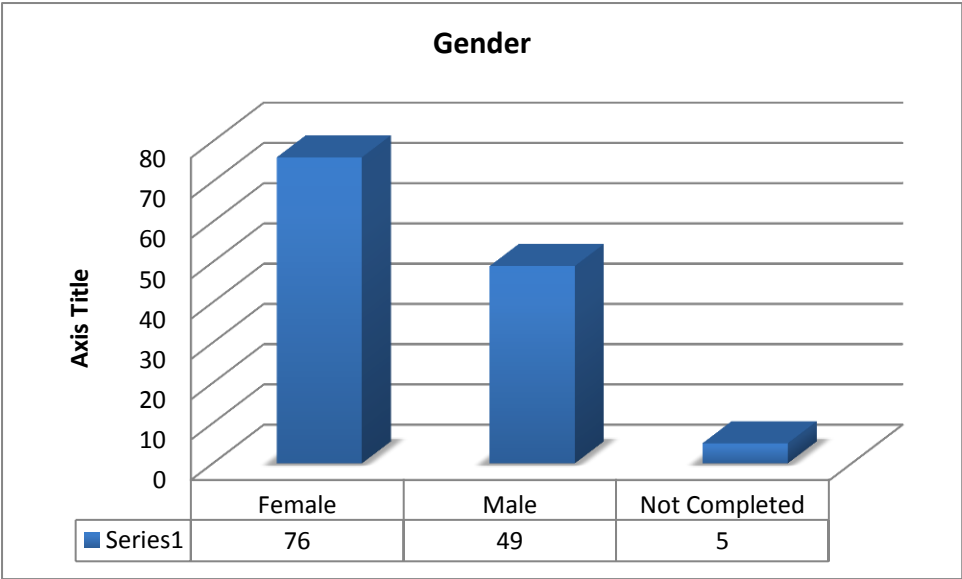
A meeting was held on the 4th December 2013 of which we achieved 100% attendance. Having already engaged in this task the previous year, the members of the PRG decided on the similar format of a questionnaire. The PRG group requested feedback on the 111 service, online prescriptions and appointments. Similar questions from the previous survey relating to access to services such as booking appointments and obtaining results were formulated along with the cleanliness of the surgery.

On the basis of the above priorities, the Practice Manager compiled a draft patient survey on the 5th February 2014. This was emailed or posted to PRG members on 13th February 2014. PRG members were asked to review the survey; examine questions, content/design and indicate if they were in agreement with these. They were also invited to provide suggestions for additional questions or amendments to the survey. PRG responses indicated they were happy with the content and format and only one request for a slight amendment to the wording was received.

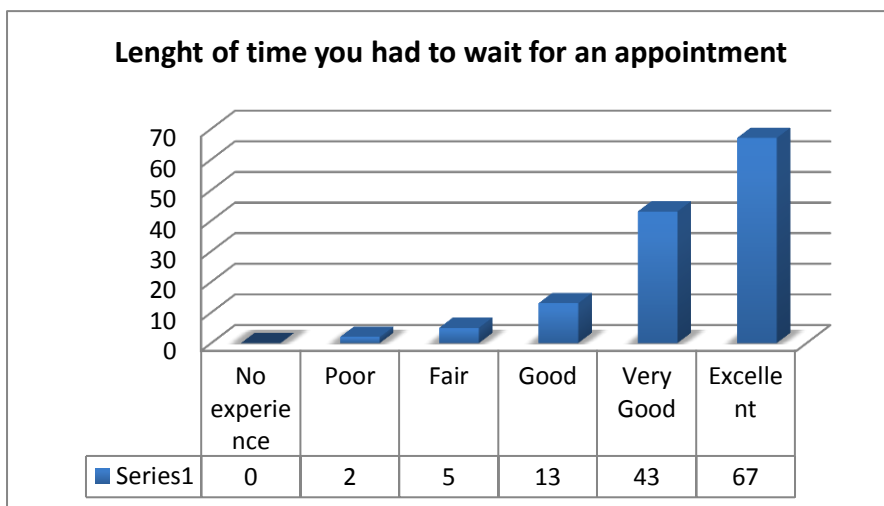
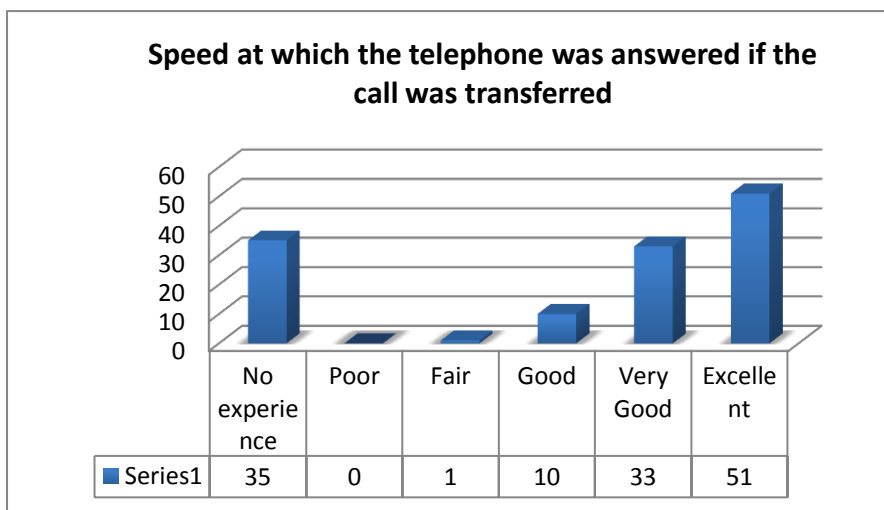
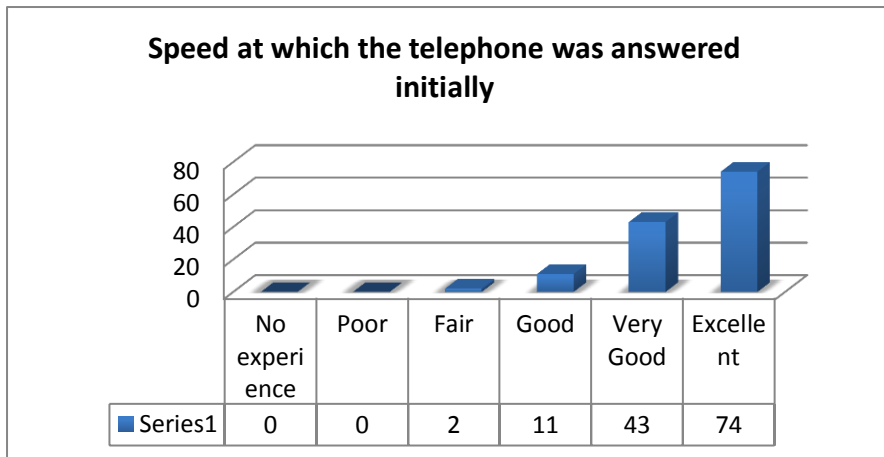
3. **Method and results of the patient survey**

The above priority areas were included into a questionnaire and presented to patients attending the surgery for appointments/prescriptions etc. The survey was conducted the week commencing 17th February 2014 of which 130 questionnaires were returned. The practice manager and lead clinician collated the results.

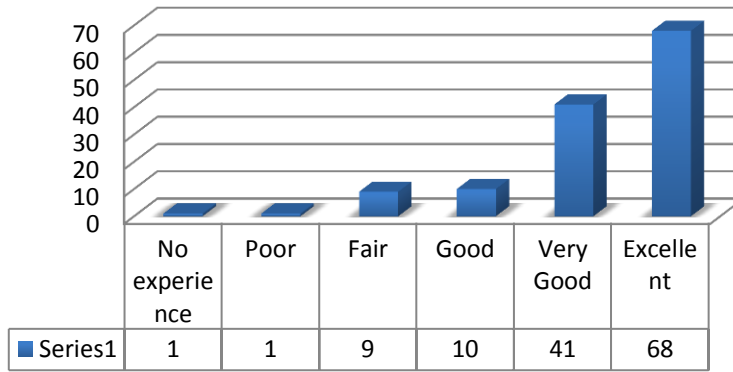
Methods and results of patient survey



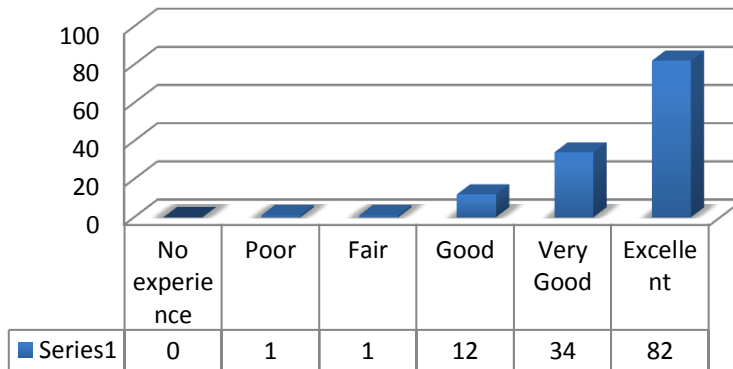
Access to a Doctor or Nurse



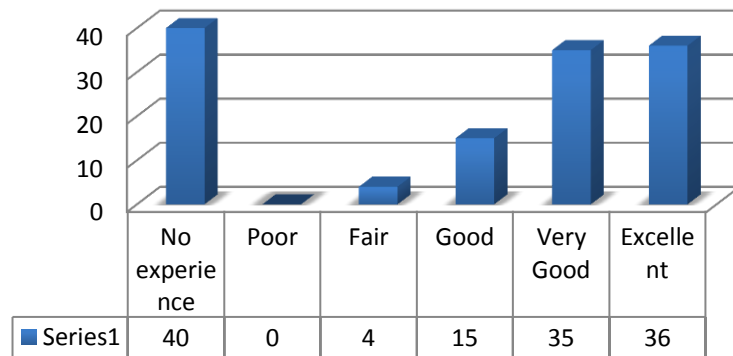
Convenience of day and time of your appointment



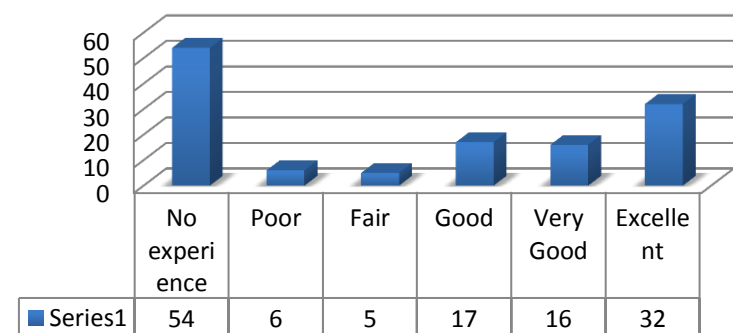
Length of time waiting to check in with Reception



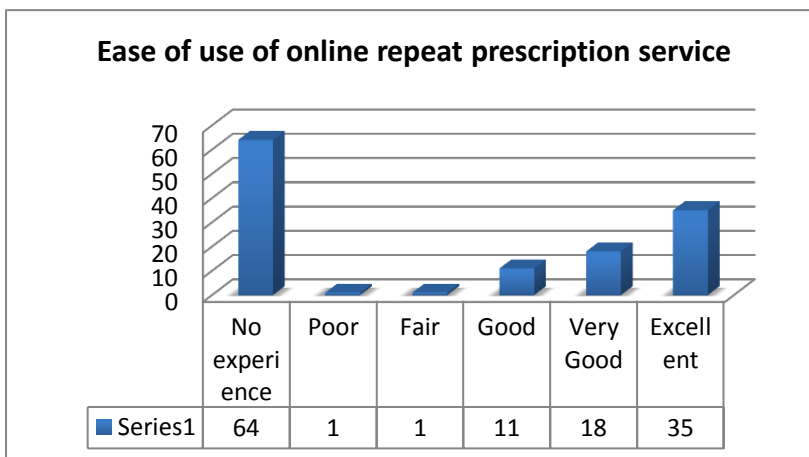
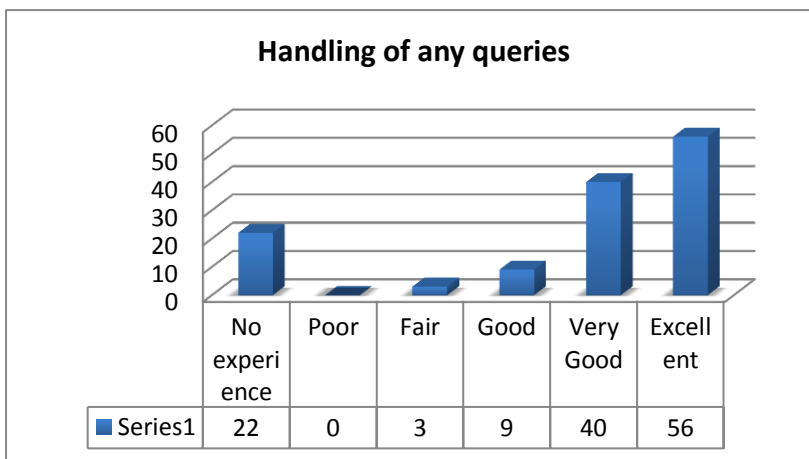
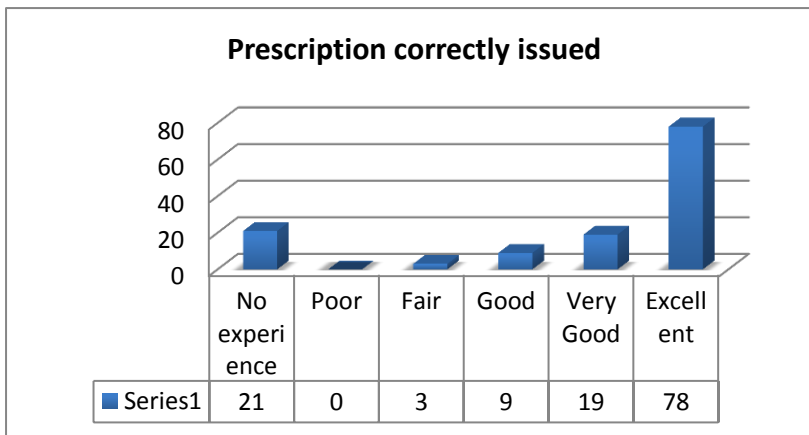
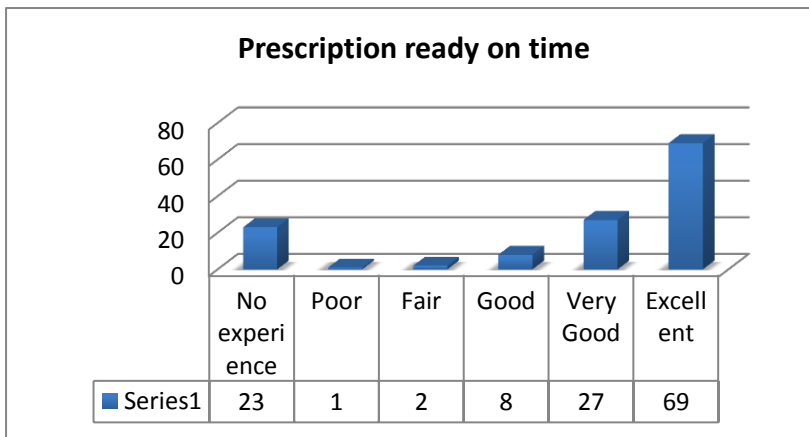
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary



Level of satisfaction with NHS 111/ after hours service

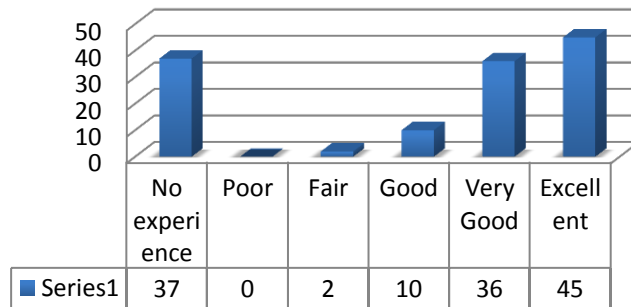


Obtaining a repeat prescription

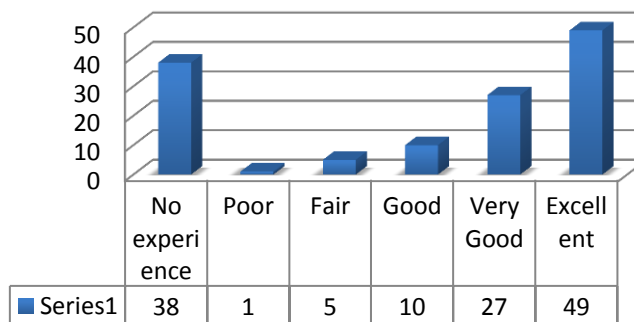


Obtaining test results

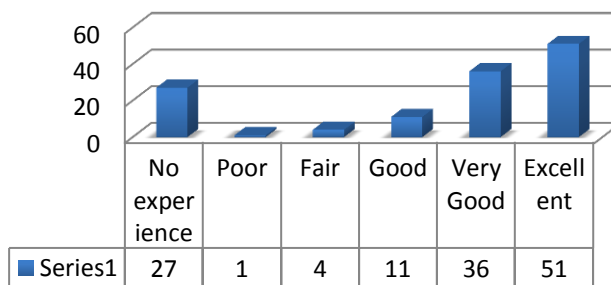
Were you told when to contact us for your results?



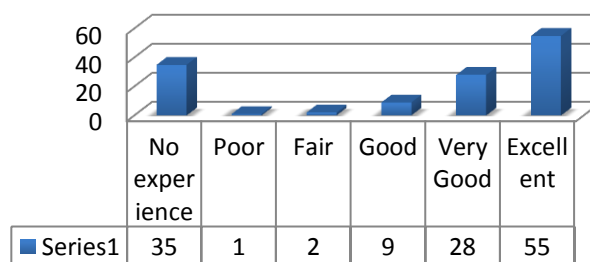
Results available when you contacted us?



Level of satisfaction with the amount of information provided?

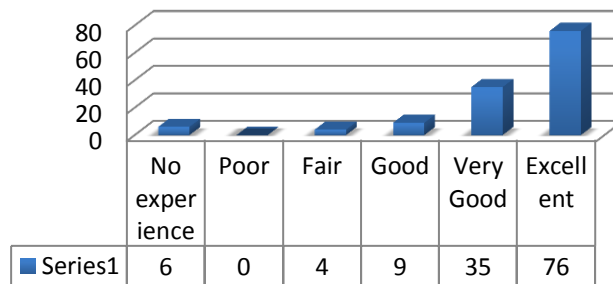


Level of satisfaction with the manner in which the result was given?

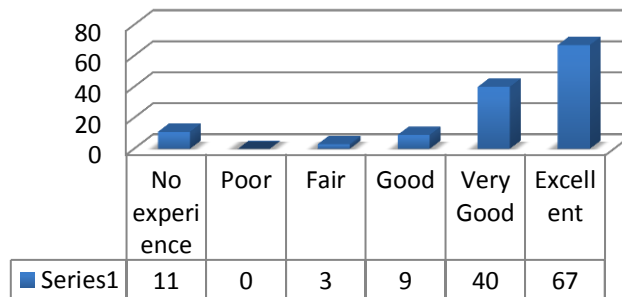


About the staff

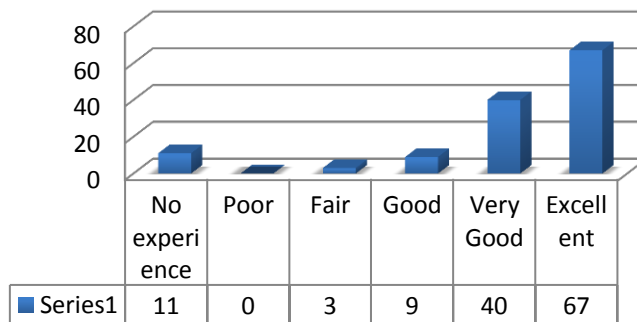
The information (excluding medical advice) provided by the Reception staff



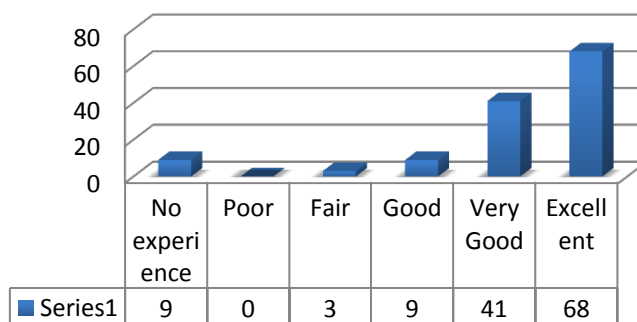
The helpfulness of Reception staff



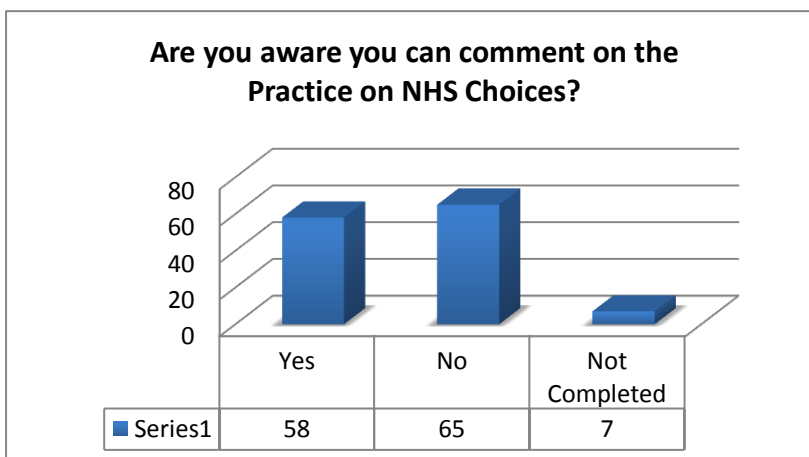
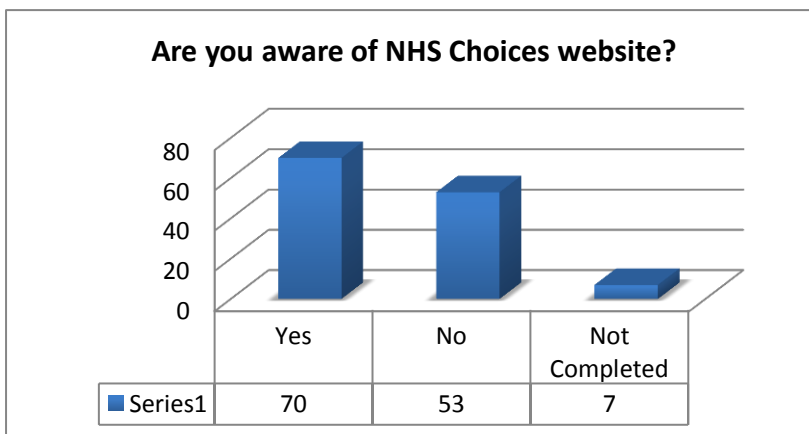
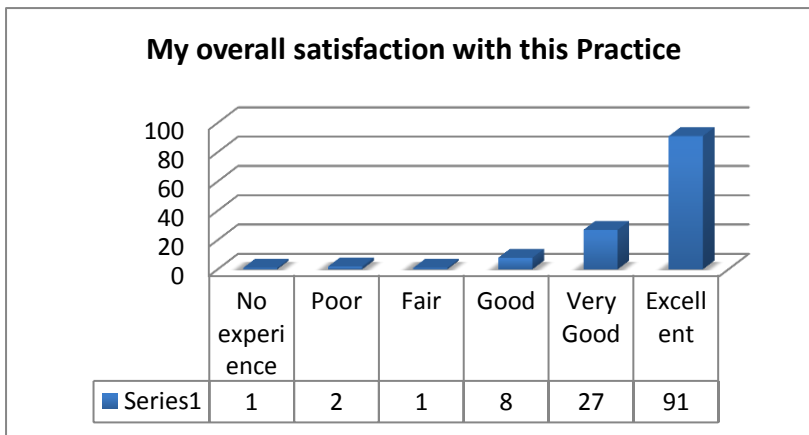
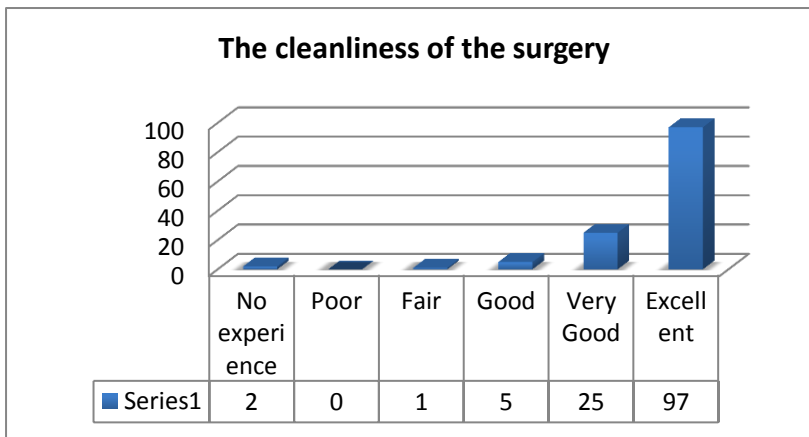
The information provided by other staff



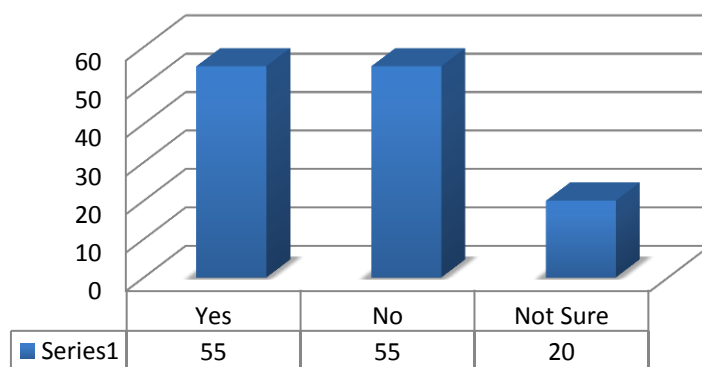
The helpfulness of other staff



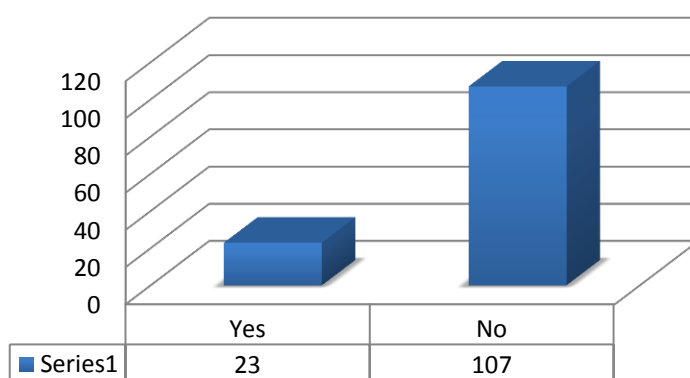
And finally



Would you like to see the use of more online services such as booking appointments and updating of personal details?



Do use online repeat perscription service?



4. Subsequent action plan and how it was agreed

The full results of the survey, including free text comments, were e mailed or posted on March 12th 2014, to all PRG members for consideration or comment along with a draft action plan for consideration. Several responses were received which included approval of the proposed action plan:

‘Congratulations on a great report.’

‘An excellent report and very difficult to highlight areas for improvement.’

- Survey responses highlighted the need for a review of our current procedure for obtaining test results and repeat prescriptions.
- Two areas showed scope for improvement - the convenience of both the day and time of appointments scoring as fair from a small number of patients and the length of time waiting to check in at reception.

5. Action plan agreed with the PRG

You said:	We did:	The result is:
The majority of patients wanted the option to book appointments and order repeat prescriptions online or via our website to enhance accessibility and convenience.	Further promote our online repeat prescription service and introduce some online appointments.	We currently have 13% of our practice population accessing the online prescription service. Online booking of appointments has been activated on our clinical system and will be available from Monday 24 th March 2014. Our website will reflect this change. Promotion of this service will be displayed in the waiting room and via our reception team.
Some patients found the length of time waiting to check in at reception as poor	To discuss with the IT department the implementation of a touch screen check in for patients	On going
A small cohort of patient's obtaining test results reported the service as poor or fair	Reviewed current practice procedure to ensure a uniform approach by all staff combined with enhanced communication with patients so they are fully aware of the timescale before results are received by the practice. Text normal results whenever possible.	On going
Approximately 50% of respondents were unaware of NHS Choices.	Promote NHS choices in our waiting area and on the practice website.	Ensure the information on NHS Choices for the practice is current.

6. Opening times

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

Access to services

Access to the practice services is by personal visit, online access or telephone. Telephone lines are manned from 08:00 until 18:30 Monday to Friday apart from a training day on the last Thursday afternoon of each month. Electronic online repeat prescription and appointment service are available 24 hours a day.

Extended hours

Monday	07:30 – 08:00
Tuesday	07:30 – 08:00
Wednesday	07:30 – 08:00
Thursday	07:30 – 08:00
Friday	07:30 – 08:00

Publication of this report

For copies of this report please go to www.cockhedgemedicalcentre.co.uk

Appendix 1

"Improving the Practice Questionnaire 2014"

Questionnaire

You can help the Practice to improve its service.

- The doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please read and complete this survey while waiting for your appointment

Are you seeing the:

- Doctor
- Practice Nurse
- Health Care Assistant

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially		0	2	11	43	74
2. Speed at which the telephone was answered if call transferred	35	0	1	10	33	51
3. Length of time you had to wait for an appointment	0	2	5	13	43	67
4. Convenience of day and time of your appointment	1	1	9	10	41	68
5. Length of time waiting to check in with Reception	0	1	1	12	34	82

6. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	40	0	4	15	35	36
7. Level of satisfaction with NHS 111/ after hours service	54	6	5	17	16	32

Obtaining a repeat prescription						
7. Prescription ready on time	23	1	2	8	27	69
8. Prescription correctly issued	21	0	3	9	19	78
9. Handling of any queries	22	0	3	9	40	56
10. Ease of use of online repeat prescription service	64	1	1	11	18	35

Obtaining test results						
11. Were you told when to contact us for your results?	37	0	2	10	36	45
12. Results available when you contacted us?	38	1	5	10	27	49
13. Level of satisfaction with the amount of information provided	27	1	4	11	36	51
14. Level of satisfaction with the manner in which the result was given	35	1	2	9	28	55

About the staff						
15. The information provided by the Reception staff	6	0	4	9	35	76
16. The helpfulness of the Reception staff	1	0	4	8	28	89
17. The information provided by other staff	11	0	3	9	40	67
18. The helpfulness of other staff	9	0	3	9	41	68

And finally						
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19.The cleanliness of the surgery	2	0	1	5	25	97
20.My overall satisfaction with this Practice	1	2	1	8	27	91

'Always helpful and get an appointment when needed, will work round me due to just having a baby, I've never had a problem getting my little girl seen.'

'Would like to be able to pre-book if non urgent, can on occasion be hard to get afternoon appointments. Nurse can be long wait but excellent when you see her.'

'Impossible to get appointment see GP not allowed to book in advance. I cannot come in just like that due to my illnesses.'

'Everybody associated with Dr Whitenburgh's practice are pleasant, polite and efficient. My wife and I consider ourselves very lucky to be patients of this practice.'