

Local Patient Participation Report 2013-14

This is the third year Harcourt Medical Centre has had a Patient Reference Group (PRG). In year one the practice established a PRG and carried out a survey looking at aspects of our service. As a result of this work we implemented the following changes:

1. We increased the number of reception staff available to take calls during the peak hour (0800-0900) when the medical centre opens in the morning from three to four.
2. We changed software provider (from EMIS to SystemOne) and improve our online appointment system.
3. We invested in reception staff training by employing an external company 'Developing People' to run a two day work-shop on excellence in customer service.

In year two the practice agreed the following changes with the PRG:

1. To improve patient awareness of online services we published details of the SystemOnline service via newsletter, posters, slips with repeat prescriptions and monitor behind reception. The practice also produced a leaflet given to all patients registering for the service. A copy of the leaflet was also added to the practice website for easy download.
2. We increased the number of weekly pre-bookable appointments from 25% to 32%.
3. We improved the reception experience by moving repeat prescribing and the filing of medical paperwork to the back office, freeing up reception staff to offer a more personal meet & greet service to our patients.

The current PRG

It was important to make sure the PRG was representative of our registered patients and steps were taken to make sure minority groups were contacted.

A search of the practice baseline demographic was undertaken in 2013, in terms of age, sex and ethnicity.

Age group, from age 16:

Males:	4704
Female:	5004
Total:	9708

Average age: 56

Ethnicity 96% British or Mixed British, 4% other ethnicity

Having identified the key demographic data (as per the previous years) a clinical meeting was held to discuss the identification of specific groups within the

population. Once again members of the travelling community (approximately 40 patients) were put forward as a target group.

No other key groups were identified by the primary health care team.

This year we aimed to build on this by once again taking the following measures to attract patients to the PRG:

1. Waiting room poster inviting patients to join the PRG
2. Advert for patients to join the PRG on PC Monitor behind reception
3. Verbal invite by GP with letter handed to patient.
4. Circulation of practice newsletter (April 2013) asking patients to join the PRG.
5. Direct letters to a sample of the travelling community asking them to complete and return the practice questionnaire.

Despite these measures we have only had little interest from patients interested in joining the PRG.

At present we have 40 members:

Ethnic origin

38 (95%) British or mixed British

2 (5%) Other Ethnicity (1 other White, 1 Polish)

Sex: Female: 28 , Male: 12

Average age: 62 (range 26-86)

Comparing these demographic data to our practice population they were broadly representative.

The number of patients recruited from the specific groups was disappointingly low with no patients leaving their contact details from the travelling community. However we do have an active PRG that have responded well to email correspondence.

The PRG was asked to identify key areas for practice development.

The PRG identified the following priorities for the practice:

1. Online appointment booking

Members of the PRG commented that the option to book appointments online was useful but that timings of these appointments were not optimal.

2. The practice waiting room

Some of the PRG comments:

- The pharmacy queue can block the waiting room at peak times
- Notice boards could be better placed – e.g. on the wall at a better height with larger font information. It was also suggested to have a dedicated board for local charities

- The self-book in has been well received and is useful
- Overall members felt the waiting room was fit for purpose

3. Website

Overall PRG members liked the website layout, it was suggested a 'home' button could be added to help with navigation.. The flow of information from the website was felt to be poor. Members felt that disseminating information such as when flu clinics are being held or recent news could be improved.

4. Appointments

There still remains some confusion regarding appointments. Some members of the group commented that they can get fed-up of having to call at 8am to book a routine appointment. Patients can usually book a routine appointment up to two weeks in advance – they do not need to call on the day. We do not book more than three weeks in advance as we found doing so in the past increased the number of missed and duplicated appointments.

5. The phone system

It was commented that getting through to reception by telephone at 0800 was still an issue, the prospect of a phone stacking system was mentioned – we contacted our phone suppliers about this issue, sadly this is not available with our current phone system.

6. Miscellaneous points

- Flooding – unfortunately the front of the building is prone to flooding as the surgery is built on flood plain. We have had the drains recently serviced and cannot do anymore to prevent this from occurring in bad weather.

These points were raised with the PRG as a group and it was agreed to formulate and run the following survey.

The Practice Survey:

Patients attending in early October 2013 were asked to complete a simple questionnaire (attached to the end of this report). Some members of the patient reference group (PRG) also returned a completed questionnaire by email.

429 questionnaires were completed.

Analysis of population completing the questionnaire:

Gender: male 221 (51%) and female 208 (49%)
 Age: Average 67 years (Range 17-92)
 Ethnicity: British or Mixed British 422 (98.5%), other ethnicity 1.5%

Compared to practice demographic:

Gender: male 49% and female 51%
 Age: Average age 56
 Ethnicity: British or Mixed British 96%, other ethnicity 4%

Conclusion: A representative patient demographic completed the questionnaire.

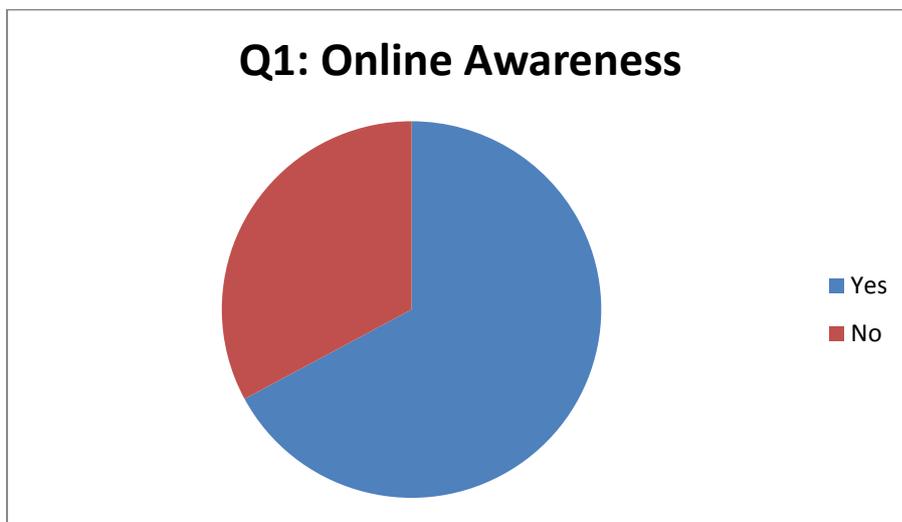
Question 1:

Were you aware the practice is offering online services (including online repeat prescription requesting, appointment booking and secure messaging)?

Replies:

YES 288 or 67% (compared with 54% in 2012, a good improvement)

NO 141 or 33%



Outcome: a significantly increased proportion of those surveyed are now aware of online services being available compared with last year.

Question 1a:

When booking an online appointment what time-slot would you find most useful?

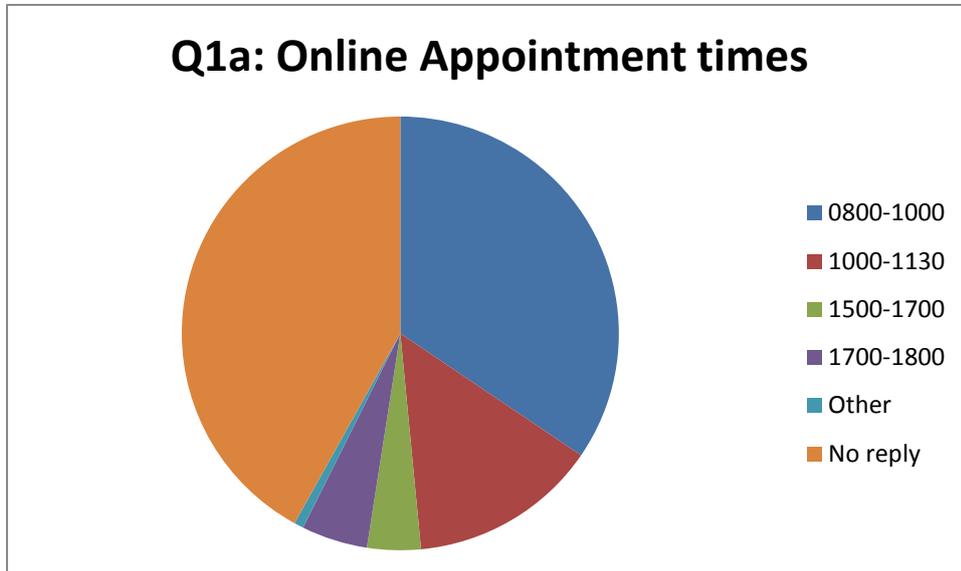
- 0800-1000 (early morning)
- 1000-1130 (before lunch)
- 1500-1700 (afternoon)
- 1700-1800 (evening)
- Another suggestion for the service

Replies:

0800-1000	148	(35%)
1000-1130	60	(14%)
1500-1700	17	(4%)
1700-1800	21	(4.3%)

Other suggestion* 3 (0.7%)
 No response: 180 (42%)

*Other responses: 'appointment before 8am', 'varies day to day' and 'depends on shift work'



Outcome: Most of those surveyed preferred morning appointments before 1130 am.

Question 2:

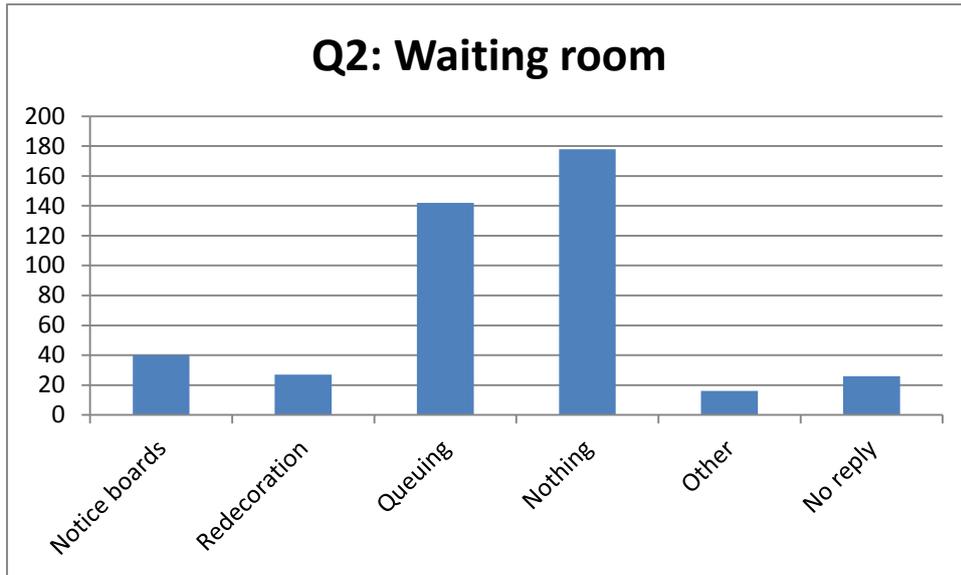
With regard to the practice waiting room, which action do you think would most improve your experience?

- Better notice boards, perhaps mounted to the wall and updated with larger font information
- Redecoration and refurbishment
- Change the queuing system for the pharmacy as this can block the waiting room at peak times
- CHANGE NOTHING
- Another suggestion* for the waiting room

Replies:

Notice boards:	40	(9%)
Redecoration:	27	(6%)
Queuing system:	142	(33%)
Nothing:	178	(41%)
Other suggestion*:	16	(4%)
No response:	26	(7%)

*Another suggestion included 'more perching stools', 'more magazines', 'fish tank', 'background music' and 'more seating'



Outcome: Most patients completing the survey who wanted a change suggested the practice improve the pharmacy queuing system

Question 3

Which of the following do you think would make the most improvement to the flow of useful information from the practice?

- Regular paper newsletters distributed in the practice waiting room
- Monthly update of the news area on the practice website
- Use of social media such as 'Twitter' to remind patients about upcoming events (such as a flu clinic) and useful news items.
- CHANGE NOTHING
- Another suggestion

Replies:

Newsletter:	193	(45%)
Website update:	23	(5%)
Social media:	28	(7%)
Nothing:	154	(36%)
Another suggestion*:	11	(2%)
No response	20	(5%)

*Other responses included 'email newsletters', 'text message reminders', 'hard of hearing telephone'



Outcome: Most patients completing the survey wanted the practice to offer a regular paper newsletter.

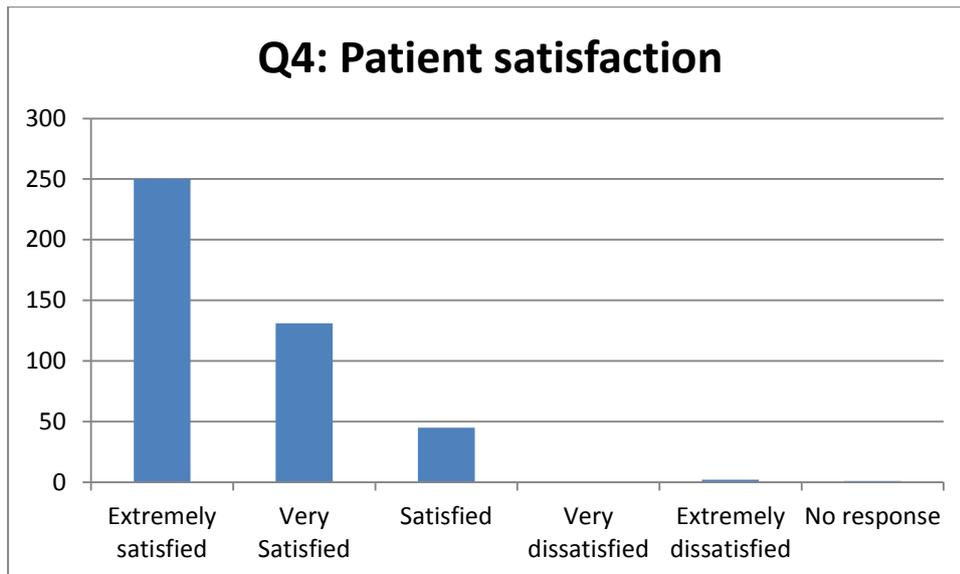
Question 4:

Overall, how satisfied are you with the care provided by your GP?

Extremely Dissatisfied
 Very Dissatisfied
 Satisfied
 Very Satisfied
 Extremely Satisfied

Replies:

Extremely Dissatisfied:	2	(<1%)
Very Dissatisfied:	0	(0%)
Satisfied:	45	(10%)
Very Satisfied:	131	(31%)
Extremely Satisfied:	250	(58%)
No response:	1	(<1%)



Outcome: Most patients completing the survey were extremely satisfied with the care provided by their GP. This had improved by 7% compared to last year's survey.

Action: Strive to continue to deliver a good service to our patients

Discussion of results with PRG:

The practice survey was discussed with the PRG and the following action plan was agreed:

Practice action plan:

As a direct result of the patient survey, and in agreement with the PRG, the practice has undertaken to address the following priorities:

Priority 1: Online services: continue to publicise the availability of online services in practice newsletters, the practice leaflet and practice notice board.

Priority 2: Appointments: the practice will look at the appointment system aiming to increase the number of online bookable morning appointments available every week

Priority 3: Pharmacy queuing: the practice will look at the waiting room layout and devise a better queuing system for the pharmacy, we will ask Rowlands pharmacy to help with this.

Priority 4: Practice news: the practice will look at producing a quarterly practice newsletter which will also be made available online

Summary of current practice services:

Harcourt Medical Centre is open Monday to Friday

The practice opening hours are 0800-1830

Access to practice services are available by contacting the reception team on 01722 333214 or visiting the surgery and approaching the reception desk.

Online appointments are available through our website www.harcourtmedical.co.uk

Extended access:

The practice has entered into an extended hour's access scheme with Wiltshire NHS. We provide 5.82 hours per week of additional appointments outside the core hours of 0800-1830.

A summary of the arrangements can be found in the table below:

				Hours per week average
Monday	AM	7:20 – 8:00	* 1 RGN	0.67
Monday	PM	18:30-19:15	GP appointments	0.75
Tuesday	AM	7:20 – 8:00	* 1 RGN	0.67
		7:20 – 8:00	* 1 GP appointments	0.67
Wednesday		Nil		
Thursday	AM	7:20 – 8:00	*1 RGN	0.67
		7:20 – 8:00	* 1 GP appointments	0.67
Friday	AM	7:20 – 8:00	*1 RGN	0.67
		7:20 – 8:00	* 1 GP appointments weekly	0.67
		7:15 – 8:00	* 1 GP appointments alternate weeks	0.38
Total				5.82

Harcourt Medical Centre 'Your Say' Questionnaire 2013

Thank you for taking part in this short questionnaire, we aim to offer patients the best possible medical service and will use your feedback to guide development of our services. Results of this questionnaire will be published on our website in the New Year.

Age: _____

Sex: **male / female**

Ethnic Origin: _____ (please see over page)

Question 1:

Were you aware the practice is offering online services (including online repeat prescription requesting, appointment booking and secure messaging)? (please circle)

YES or NO

If NO please ask at reception for instructions on how to set up your account

1a. When booking an online appointment what time-slot would you find most useful?
(please chose one option)

- 0800-1000 (early morning)
- 1000-1130 (before lunch)
- 1500-1700 (afternoon)
- 1700-1800 (evening)
- Another suggestion for the service – please write in the box below:

Question 2:

With regard to the practice waiting room, which action do you think would most improve your experience? (please chose one option)

- Better notice boards, perhaps mounted to the wall and updated with larger font information
- Redecoration and refurbishment
- Change the queuing system for the pharmacy as this can block the waiting room at peak times
- CHANGE NOTHING
- Another suggestion for the waiting room – please write in the box below:

TURN OVER

Question 3

Which of the following do you think would make the most improvement to the flow of useful information from the practice? (please choose one option)

- Regular paper newsletters distributed in the practice waiting room
- Monthly update of the news area on the practice website
- Use of social media such as 'Twitter' to remind patients about upcoming events (such as a flu clinic) and useful news items.
- CHANGE NOTHING
- Another suggestion – please write in the box below:

Question 4

Overall, how satisfied are you with the care provided by your GP? (please circle)

Extremely Dissatisfied

Very Dissatisfied

Satisfied

Very Satisfied

Extremely Satisfied

Please choose one from these ethnic groups:

- 9i0 British or mixed British
- 9i1 Irish
- 9i2 Other White background
- 9i3 White and Black Caribbean
- 9i4 White and Black African
- 9i6 Other Mixed background
- 9i7 Indian or British Indian
- 9i8 Pakistani or British Pakistani
- 9i9 Bangladeshi or British Bangladeshi
- 9iA Other Asian background
- 9iB Caribbean
- 9iC African
- 9iE Chinese
- 9i29 Turkish
- 9i2F Polish
- 9iFA North African
- 9i2G Baltic Estonia/Latvian/Lithuanian
- 9iF Other (please specify)