

Patient Participation Report 2013/14

Our aim during 2013/14 was to:

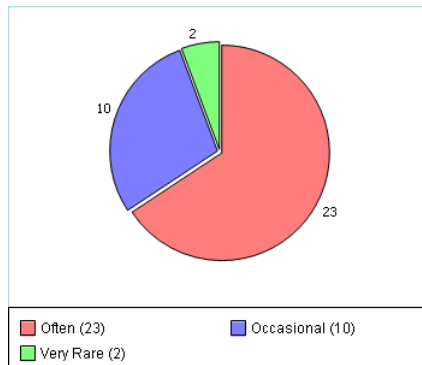
- Ensure that our PRG (Patient Reference Group) was representative of our practice population.
- Agree with our PRG which issues are a priority and include these in our local patient survey for 2013/14
- Collate patient views through our local patient survey and inform the PRG of the findings.
- Provide our PRG with opportunity to comment and discuss findings of our local practice survey
- Agree with our PRG an action plan setting out the priorities and proposals arising out of the local patient survey.

This report details our progress against these aims:

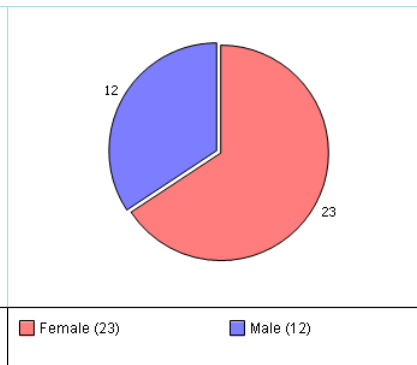
1. Maintaining the Patient Reference Group (PRG)

Patient Reference Group Profile

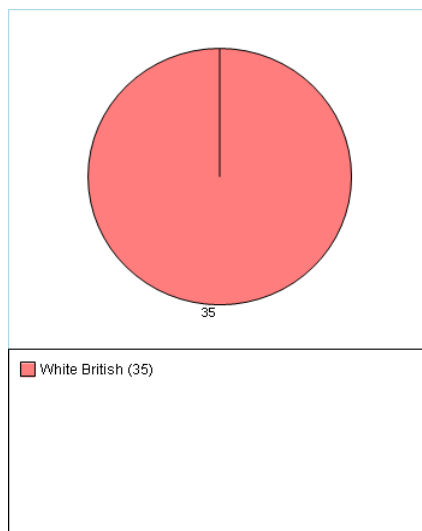
Attendance



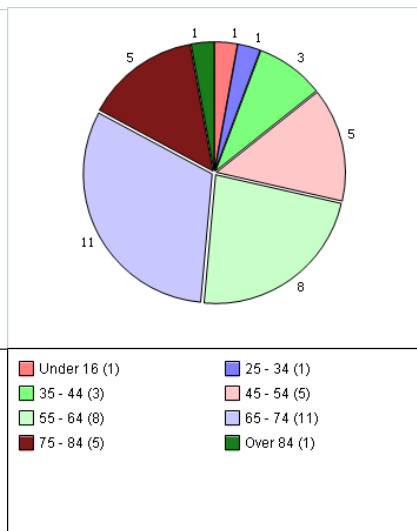
Gender



Ethnicity



Age



The practice tries to ensure that the group is representative of its patients, 99% of the practice's patients who have an ethnicity recorded in their medical records are White British. The practice proactively encourages patients to join the group and there is a joining form on the practice's website. The practice does articles in the patient newsletter every year to encourage patients to join the group especially those groups of patients that are not fully represented by the PRG.

The below table demonstrates the demographics of the practice and the PRG group:

Age Ranges	Practice Demographics	PRG Demographics
17 – 24	8%	0%
25 – 34	9%	3%
35 – 44	13%	9%
45 – 54	19%	14%
55 – 64	17%	23%
65 – 74	19%	31%
75 – 84	10%	14%
84 +	4.5%	3%

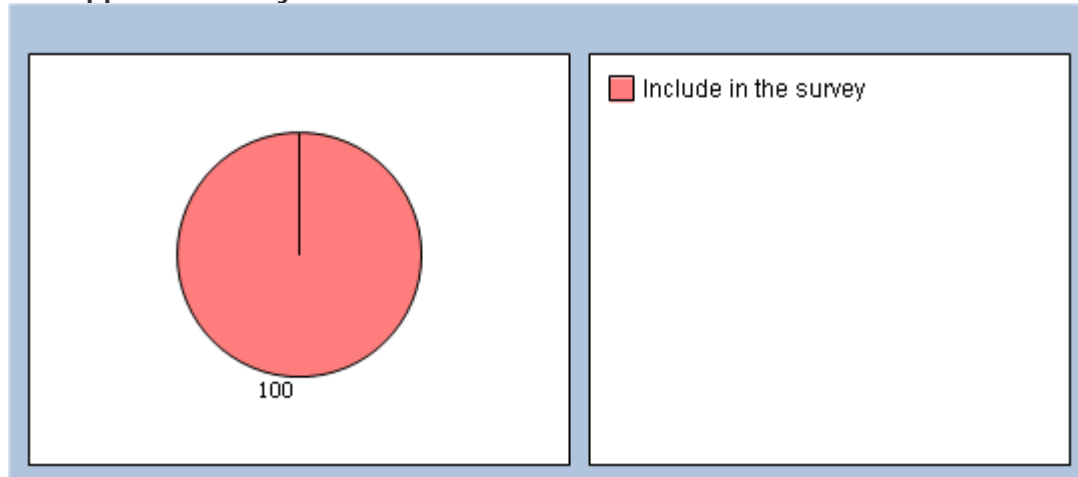
We wanted to have patients with a broad range of experiences on the PRG, and our members cover the following groups: Employed (full-time/part-time/self-employed), unable to work due to long term sickness/disability, looking after the home/family & retired from paid work. When establishing the PRG we actively looked for patients that could provide a diverse range of experiences and our aim is to continue to ensure that our PRG has this range of diversity.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

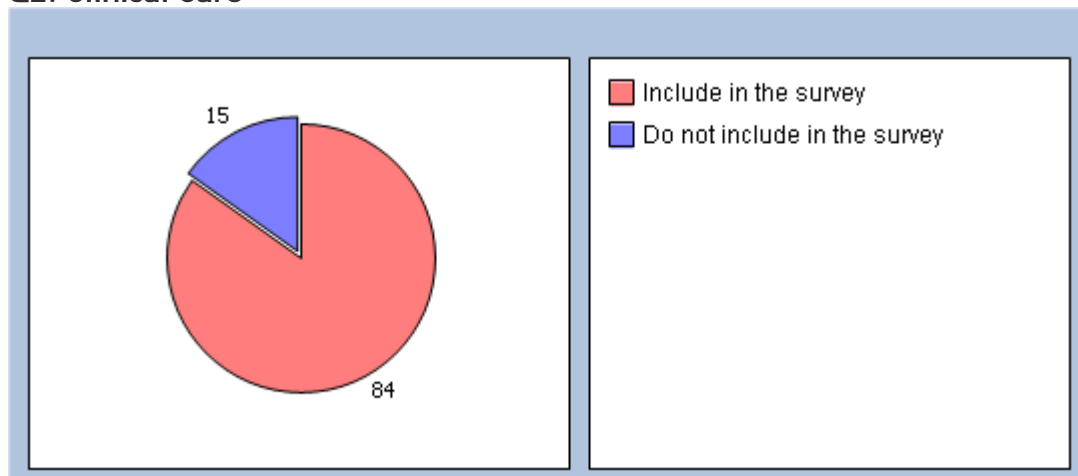
The practice contacted all members of the Patient Reference Group via e-mail in September 2013 to ascertain which issues had priority and should be included in the patient survey. There was a CQC visit to the practice in August 2013 and the practice was compliant in all areas audited the report was a good report and no areas of concern were raised. The practice does not have any planned changes for the coming year and received only one complaint in the year. So the practice was unable to provide any areas of concern from other sources and wanted the PRG to determine which areas had priority.

The PRG responded saying which areas they wished the patient survey to cover, below is the outcome of this process, the PRG were also given the opportunity to provide further comments on the content of the survey. All the areas identified were included in the survey.

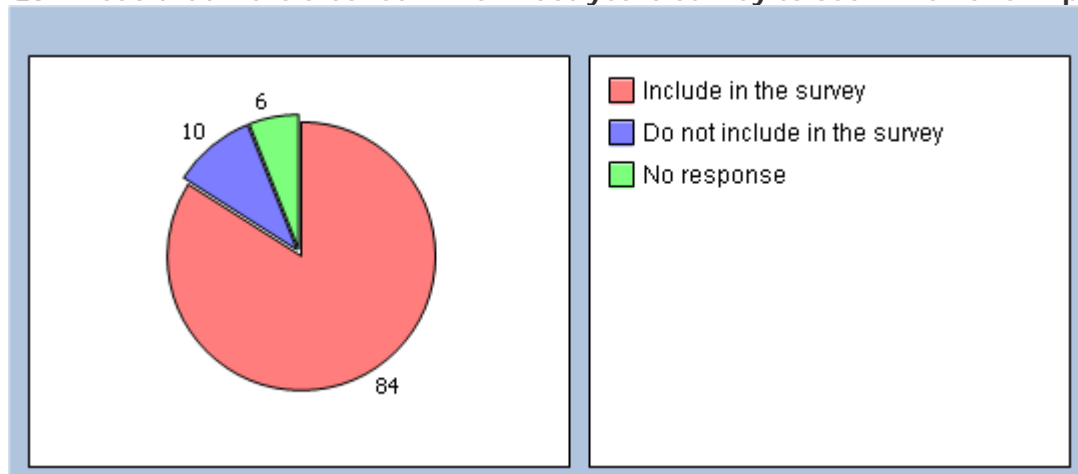
Q1: Appointment System



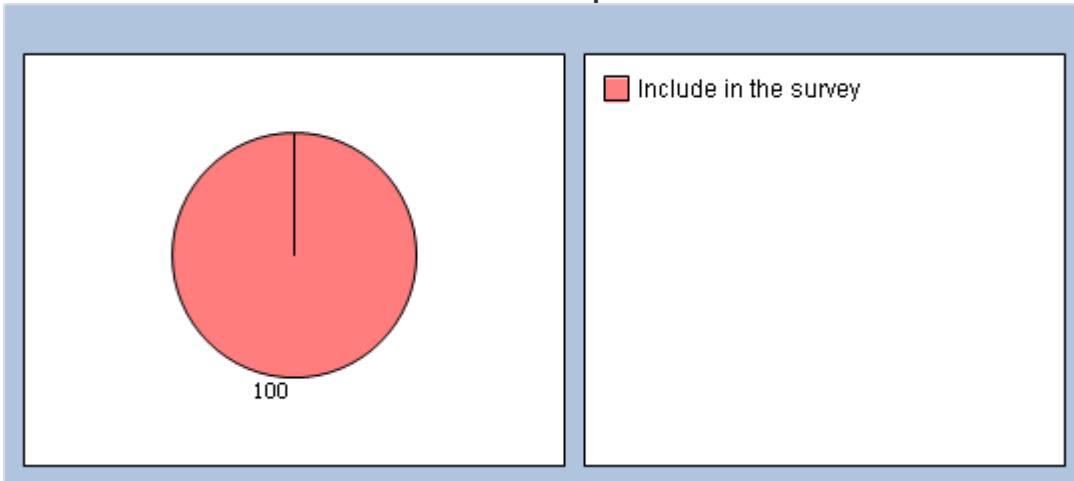
Q2: Clinical Care



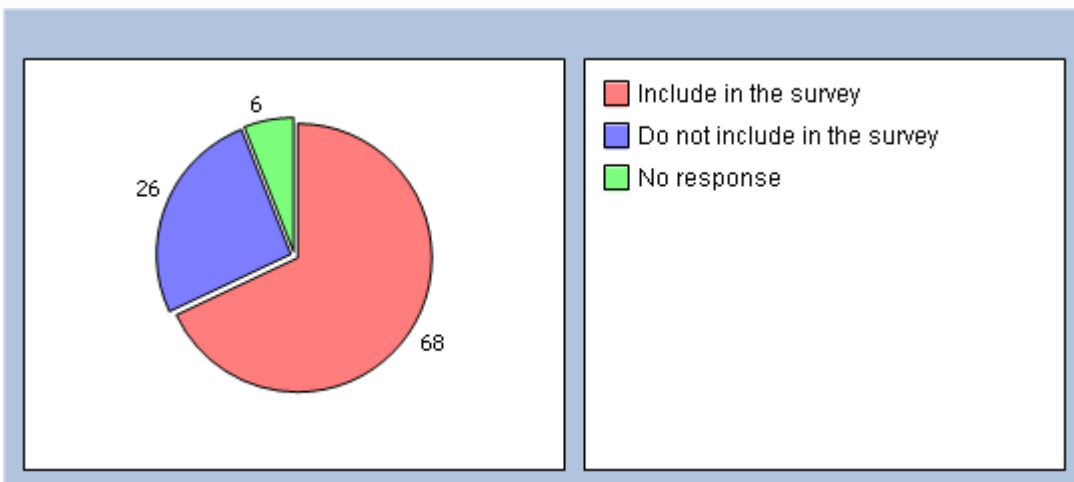
Q3: Areas that were a concern from last years survey to see if we have improved



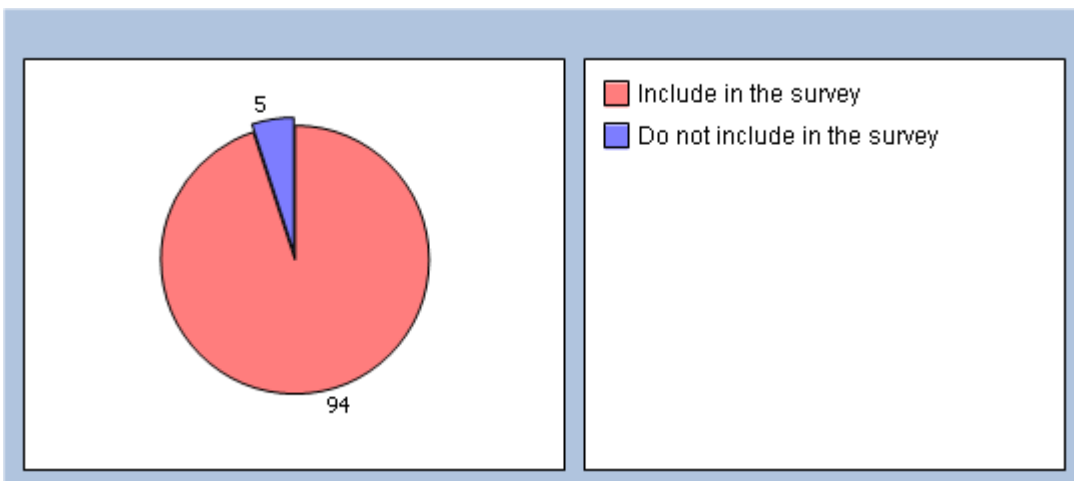
Q4: What we do well and what we can improve on



Q5: Staff (How helpful patients find our staff)



Q6: Overall satisfaction with the service that we provide



3. Details and Results of the Local Practice Survey

The practice devised a 'patient survey' ensuring that it covered all the priority areas as highlighted by the PRG.

The patient survey commenced in November 2013 and was available from the home page of our practice website and was open to all our registered patients. We ensured that the survey was in a prominent place on our website and patients were prompted to complete the survey when ordering repeat medication online.

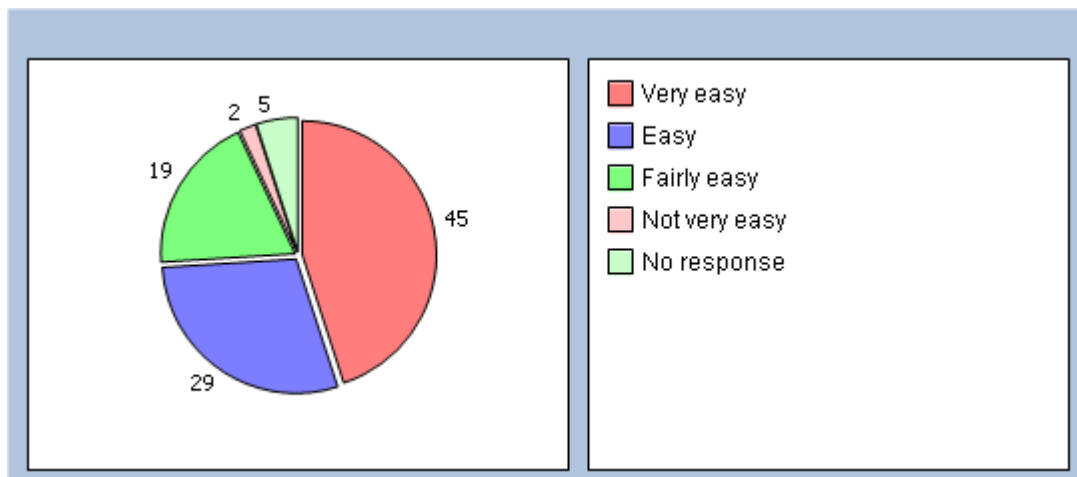
We also allowed patients to complete hard copies of the survey. Both the clinicians, dispensers and receptionists handed out leaflets to the patients asking them to complete the survey.

We wanted to ensure that we offered a broad range of patients the opportunity to complete the survey as we felt this would give the most indicative results and that is why we choose multiple methods for completion of the survey.

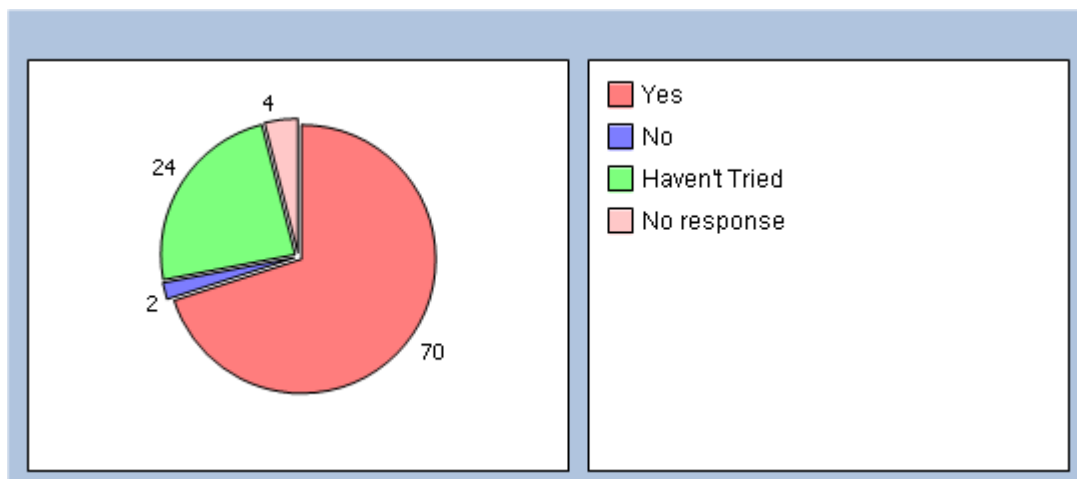
We wanted to ensure that the response rate was credible so that the PRG could have confidence in the results of the survey, in choosing a response rate we looked at the recommended survey response rates of specialist companies that provide survey services to medical practices.

Below is our patient survey for 2013/14 and the analysis of the response:

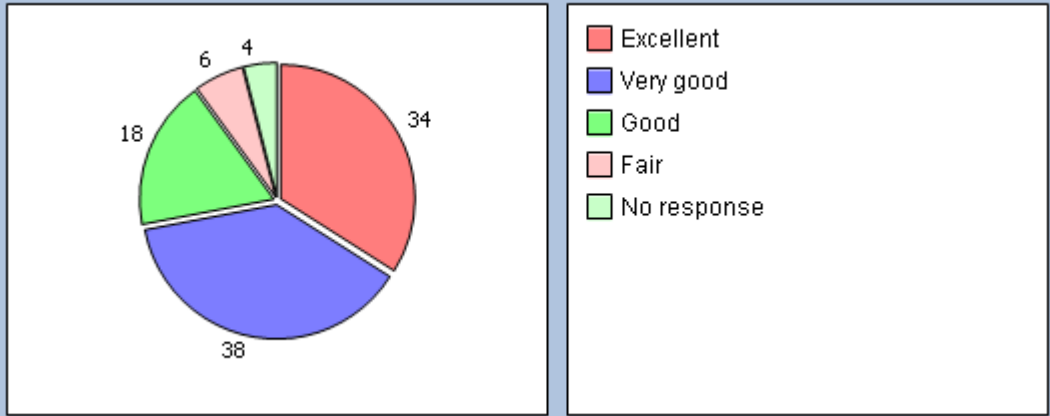
Q1. When booking a 'routine' doctors appointment, how easy is it to get an appointment?



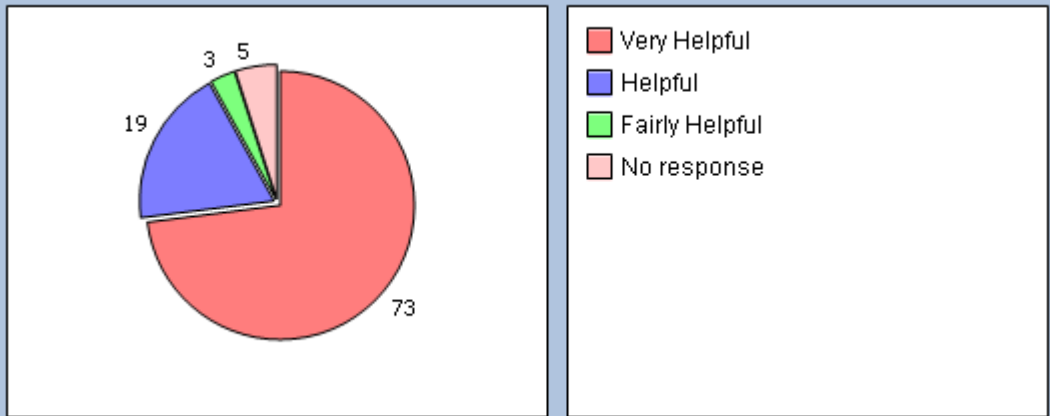
Q2. When you need to see the doctor urgently. Are you able to get an appointment within a timeframe that is acceptable to you?



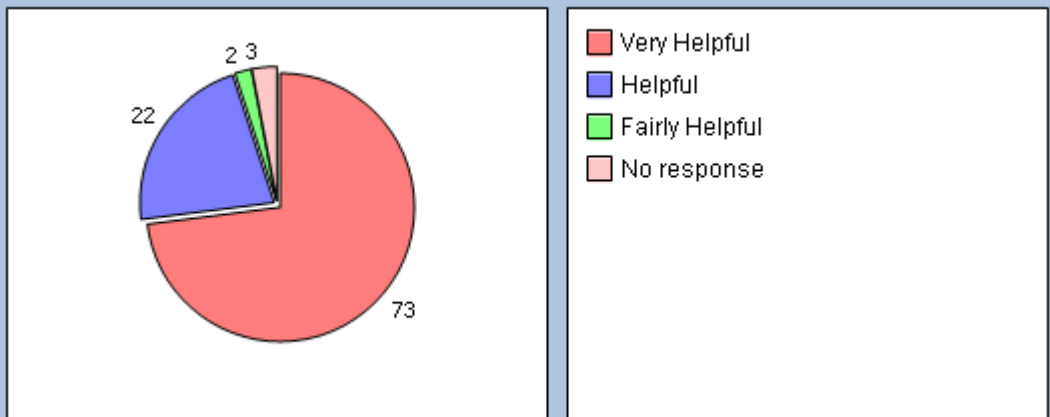
Q3. How would you rate our appointment system?



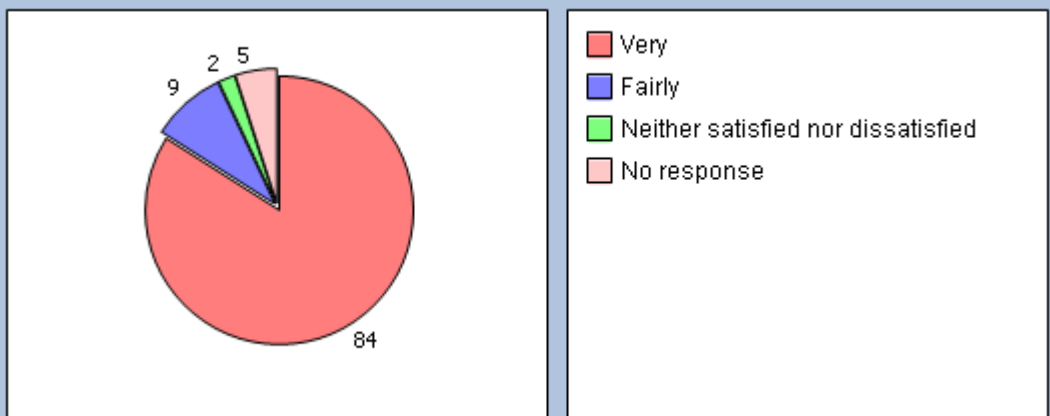
Q4. How helpful do you find our Receptionists?



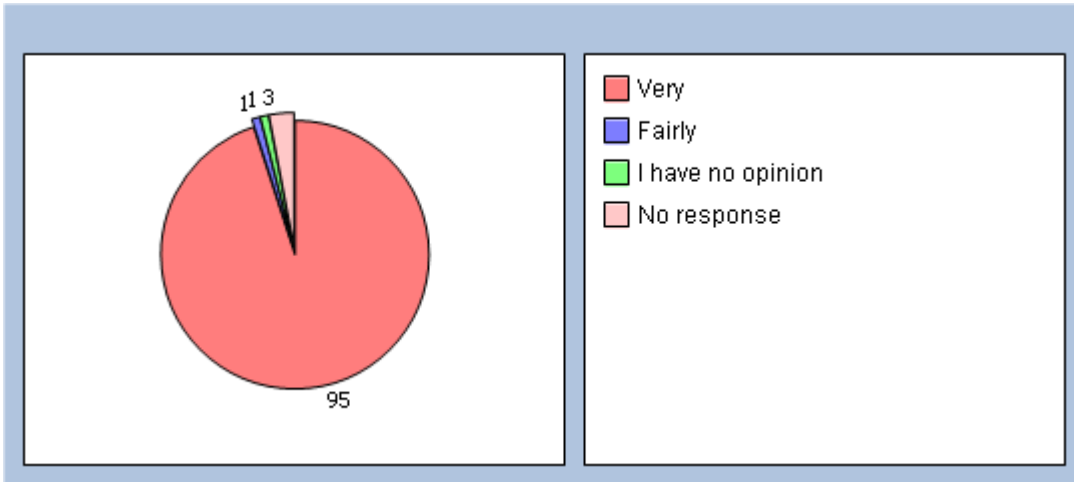
Q5. How helpful do you find our Dispensers?



Q6. How satisfied are you with the care that you receive from Dr Morris, Dr Manto or Dr Mackay

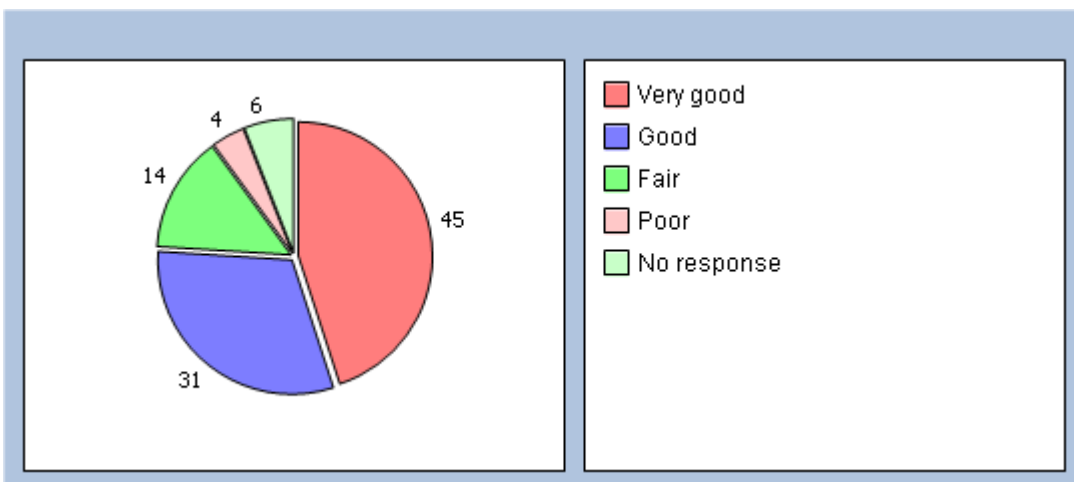


Q7. How satisfied are you with the care that you receive from the nurses at the medical centres?

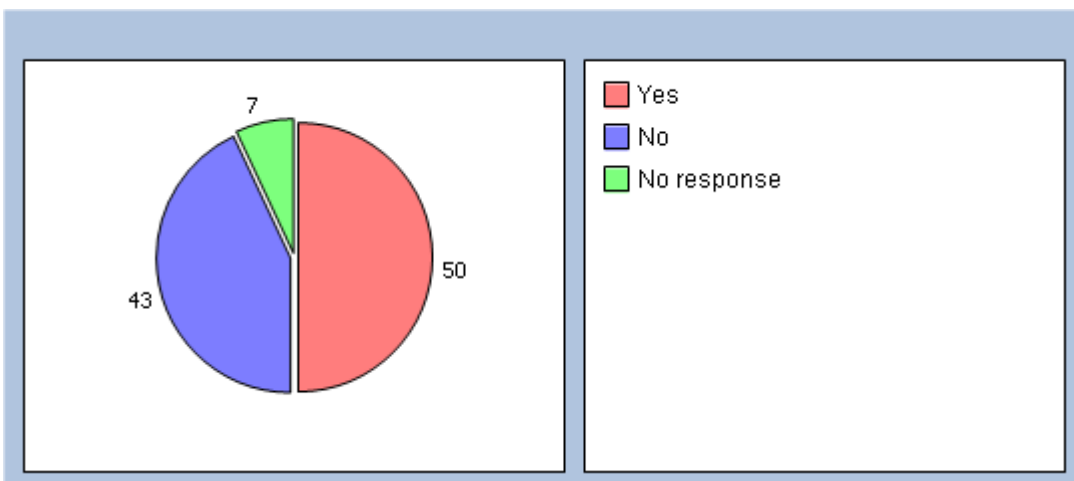


Q8. These next three questions (8a to 8c) are about the areas of concern raised in our survey last year.

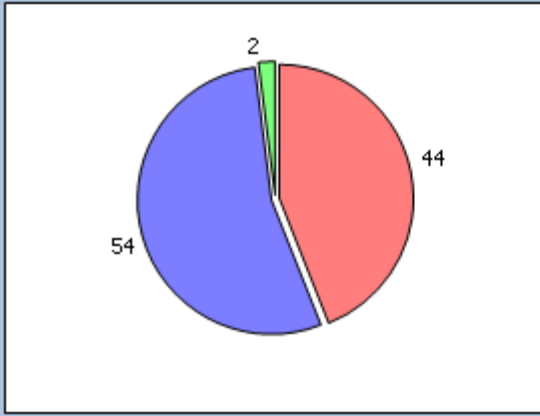
8a. We try to provide details of wait times on the 'patient calling in boards' if the doctor is running behind. How good are we at informing you if the doctor is delayed?



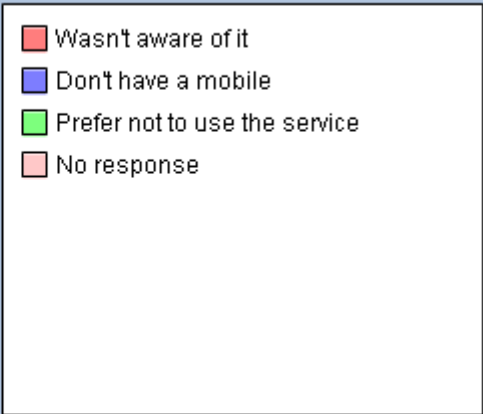
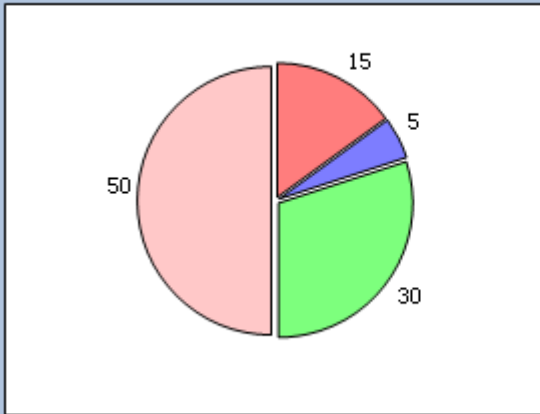
8b. Patient comments from the survey last year asked us to remove the television from Fressingfield and radio from Stradbroke as they found them an annoyance, do you feel this has improved the waiting areas ?



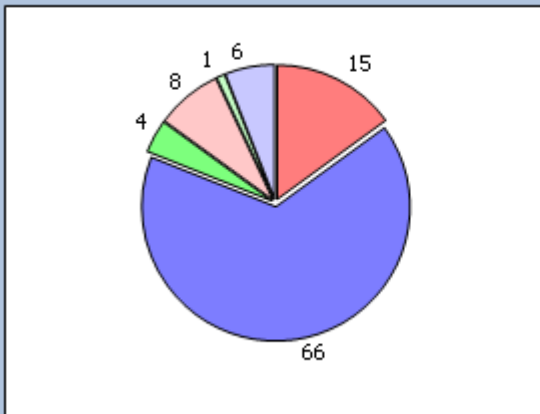
8c. The outcome of the survey last year showed that patients felt that we should be doing more to publicise our text message appointment reminder system to try to prevent the number of patients missing appointments. Patients not turning up for their appointments means we lose approx 156 hours of appts every year. Do you use our text message appointment reminder system?



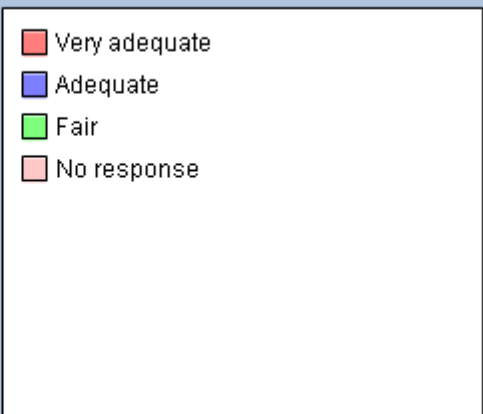
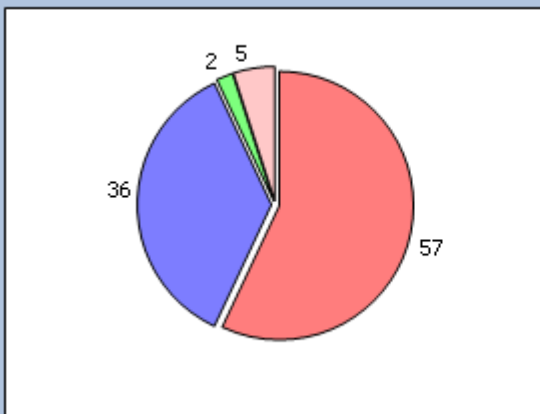
If you have answered 'NO' please let us know why you do not use the text appointment reminder service?



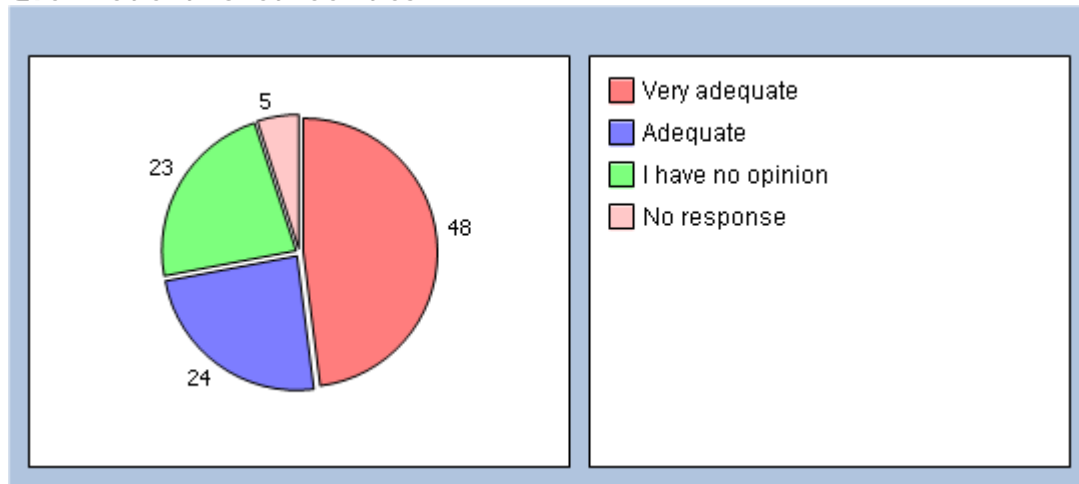
Q9a - Car Parking



Q9b - Waiting Areas



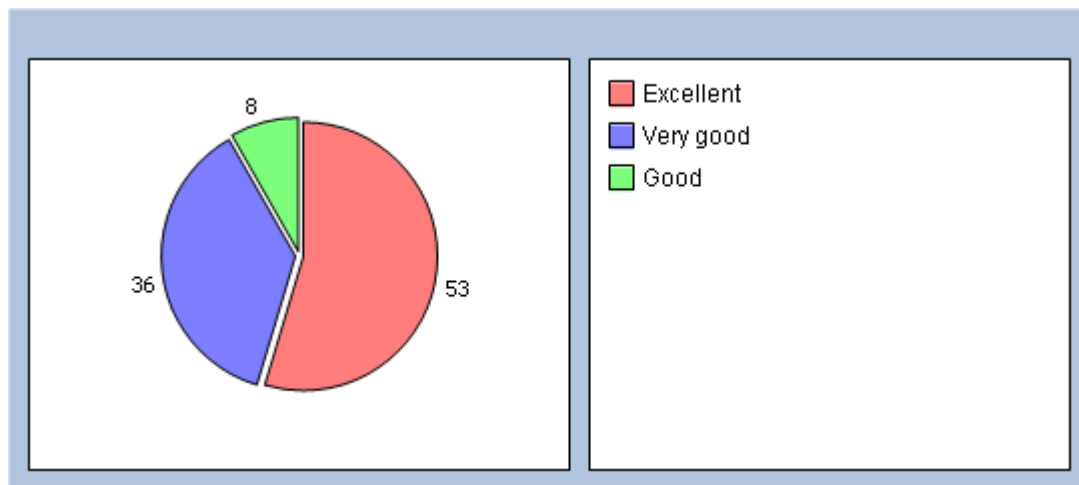
Q9c - Patient Toilet Facilities



Q10. What does the practice do well?

Q11. What could the practice improve on?

Q12. Overall, how would you rate the service we provide to our patients?



Please add any other comments you would like to make about us:

Below are some of the many patient comments we received

Doctors, Nurses, Receptionists and dispensers all 'meet' and greet' very well - and listen well. I am most appreciative of this.

have always been happy with the practice and feel we are very lucky to have it here in Fressingfield

I think the practice does very well on all levels, it is friendly, helpful and all staff are brilliant!

Every member of the practice has always treated me kindness and patience and gone the extra mile Just about everything. I have no complaints. It is the best practice that I have ever been a patient in

Patients are treated as individuals, with respect and get the impression that the staff care about your particular problem. I have found all the staff to be extremely kind and friendly whilst still maintaining professionalism. We are very fortunate to be served by these dedicated people. The automatic doors are brilliant!

The doctors LISTEN to me (the patient) and do not treat me like an elderly idiot. All the nurses are very obviously committed and enthusiastic

The medical staff in all departments, are friendly, helpful and endeavour to offer patients the care and assistance that they need. They remain professional at all times, even under extreme pressure. We are very fortunate to have a practice of this standard in our community. Thank you.

The service your patients receive is very good and we have always found everyone to be most helpful and feel fortunate to be attending the practice. The car park at Fressingfield is slightly better than was the case so thanks for that. My main concern is that the waiting area at Stradbroke is very unwelcoming with poor seating. There is only room for two slightly more comfortable chairs, unfortunately for anyone with any kind of back complaint having to wait for any length of time sitting on bench seats is not an option. This is also the case at Fressingfield as some of the seats are quite worn. The toilets at both surgeries could do with updating although both are clean and tidy they are looking very dated.

Informing patients of delays - if there is a long delay, I think patients could be told on booking in - giving them the option of doing something else in the say half hour wait anticipated.

Somehow managing to avoid long delays while waiting to be seen (without reducing the number of appointments!!

4. Discussing Survey Results with the Patient Reference Group (PRG)

We published the full results of our patient survey on our website, so that they were available for all patients to see. We contacted our PRG and informed them of how to find the results.

We analysed the results and felt that certain areas were highlighted as areas of concern but we wanted to ensure that the PRG agreed, so we contacted all members of the PRG and asked them to review the results of the survey and let us know what they felt the areas of concern were.

Below is the correspondence with our PRG:

Dear Patient Reference Group Member

We are pleased to announce that the results of our 'Patient Survey' have been collated and published on our website www.fressingfieldmedicalcentre.co.uk. If you go to the home page you will see a link called 'Survey Results' on the far right hand side (3rd item down under Further Information), clicking on this link will show the results of our last two patient surveys, please choose the '2013 Patient Survey'.

We feel the results show the following:

Appointment System - *The results are slightly down on last year, but still show that the majority of patients that completed the survey rated our appointment system as good, very good or excellent.*

Clinical Care - *The results show that patients are generally very satisfied with the care that they receive.*

Areas that were a concern from last years survey - *The results show that patients feel we do keep them informed of delays, but patients comment that we need to get better at this. It was a 50/50 split on whether there should be a TV or music in the waiting areas & 44% of those patients who responded used our text reminder service with many explaining that mobile signals are poor in the area.*

Practice Facilities - *The majority of patients felt our facilities were adequate. Patients did comment about lack of parking at Fressingfield which we appreciate is an issue and we do hope that in the future funding will become available for improvements and also that the seating in the waiting areas is uncomfortable.*

Staff - *The majority of respondents felt that our staff were helpful.*

Overall Satisfaction - *All respondents rated our overall service as good, very good or excellent and it is pleasing to see that there has been an increase in patients rating our service as excellent compared to last year.*

We received some lovely and very supportive comments and in response to the question what could the practice improve on - the following were the main themes:

- *Doctors overrunning & getting better at informing patients about delays*
- *The seating in the waiting areas, especially at Stradbroke*
- *Parking at Fressingfield - if there is an opportunity for funding for this in the future we will look at this again*
- *The availability of podiatry and physiotherapy at Hartismere Hospital.*

We really want to give you an opportunity to comment on the results of the survey. So we would be very much obliged if after reviewing the results you could complete the short survey below.

*When asking these questions we are asking you what main concerns you feel the **patient survey** shows, these concerns may be different to your own concerns.*

Once we had the feedback from our PRG we devised a plan of how to address those areas that the PRG felt were highlighted as areas of concern.

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

The PRG agreed that on analysis of the results the following were areas of concern and should encompass the action plan:

ACTION PLAN - AREAS OF CONCERN & HOW WE INTEND TO ADDRESS IT:

1. 'Appointments overrunning and informing you of delays'

We know that this is the major area of concern for our patients. Our plan of action is to ensure that we get better about informing patients of delays. We do use the 'Patient Display Boards' to inform patients but we need to ensure that this information is more accurate and we will see if the 'self check in' boards can alert patients to any delays when they check in.

2. 'Seating in the waiting areas'

Your comments told us that you felt the seating needed to be improved in the waiting areas. We will see if we can provide more chairs with arms at Fressingfield and also liaise with the Stradbroke Charitable Trust, who are the landlords for the Stradbroke Medical Centre about improving the seating.

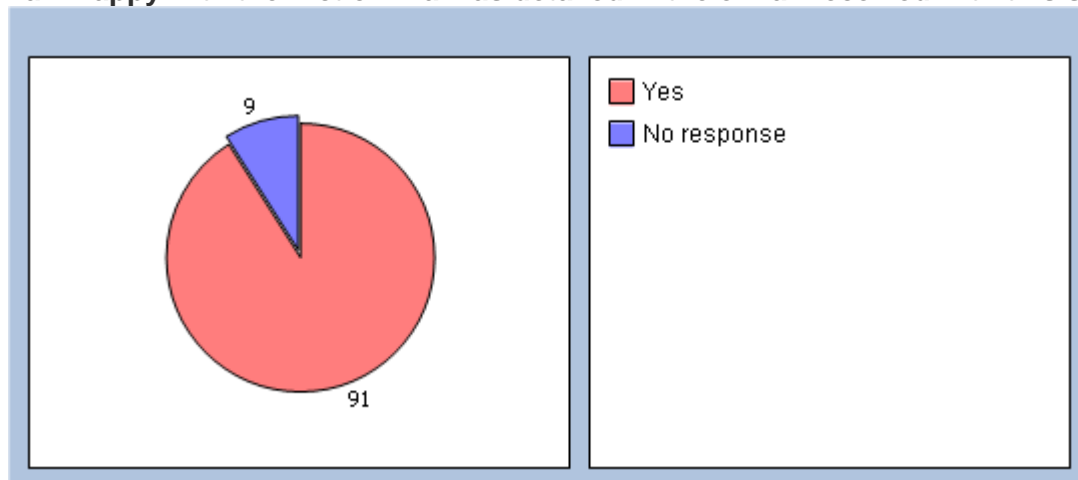
3. 'Availability of podiatry and physiotherapy services'

Although this is outside our control, we will pass the comments from our patient survey to the relevant organisations to raise awareness of the issues that our patients are experiencing with these services.

There were no areas of concern raised within the survey that we were not able to address.

We sent the plan to all PRG members and asked them to complete a very quick survey to say whether they agreed or disagreed with the plan. Once we had consulted with our PRG and had their agreement we produced the action plan. The following was the response of the PRG:

I am happy with the 'Action Plan' as detailed in the e-mail received with this survey?



If you have answered 'No' above please provide further comments below:

6. Publishing the Local Patient Participation Report on the practice website by the 31.03.14

This Local Patient Participation Report will be published on our website www.fressingfieldmedicalcentre.co.uk by the 31st March 2014.

What progress did we make with our 2012/13 Action Plan?


Our 2012/13 Action Plan was:

- To display information on the 'Patient Display Boards' when the doctors were running behind.
- To remove music from the waiting areas
- To publicise our text appointment reminder system

The 2013/14 survey asked questions about these areas so we could see what progress we had made. The PRG agreed that we needed to do more about informing patients about delays so this would be part of our action plan for 2013/14. The majority of patients surveyed during 2013/14 felt that the waiting rooms had been improved through the removal of music. The survey told us that some patients are still not aware of our text appointment reminder system and many commented that mobile phone signals are not good in this area, we will continue to publicise this service.

Opening Times

The opening times for the two surgeries are as follows, the times marked with * are for pre-booked extended hours appointments only.

	Fressingfield	Stradbroke
Monday	08:00 - 18:30 18:30 - 19:25*	08:30 - 12:30 15:45 - 18:15
Tuesday	08:00 - 18.30	08:30 - 12:30
Wednesday	08:00 - 18.30	08:30 - 12:30
Thursday	08:00 - 18.30	08:30 - 12:30
Friday	08:00 - 18:30	08:30 - 12:30 15:45 - 18:15

*Extended Hours

The Practice is pleased to offer extended evening opening hours on Monday evening until 7:25pm. Please note that these extended appointments are for routine issues and must be booked in advance. The Out of Hours service is responsible for emergency issues from 6:30pm.

Patients are able to book doctors appointments online at

www.fressingfieldmedicalcentre.co.uk

Patients are able to request repeat medications at www.fressingfieldmedicalcentre.co.uk

These online services are available 24 hours a day, 7 days a week.