

LAMBERT MEDICAL CENTRE

Local Patient Participation Group (PPG) report and Action Plan 2014

The Lambert Medical Centre PPG was formed after advertising for volunteers both in the surgery and through the practice website.

The PPG is made up of 32 members: 12 male and 20 female.

The age groups represented are:

<u>Age Group</u>		<u>Male</u>	<u>Female</u>
18 – 35		2	3
36 – 55		3	5
56 - 65		3	5
66+		4	7

The PPG group consists of patients who are happy to be contacted by way of email and a smaller group of patients who are willing to attend face to face meetings.

We have posters in the surgery informing our patients of the PPG, what it does and how to join. We have also advertised on our website about the group and encouraged patients to get involved. Our GP's have also encouraged patients to be involved following consultations. At the bottom of the patient surveys we included an invite to join the PPG and gave patients the opportunity to leave their email address.

We held a PPG meeting in July 2013 and a further meeting on 28th January 2014. During the meeting in January the PPG looked at the survey results from last year, the action plan that was agreed and the outcomes from that, together with the proposed questions for this current year's survey.

A draft survey form was then produced and emailed out to the whole PPG group and comments and ideas from this process were then incorporated into this year's survey.

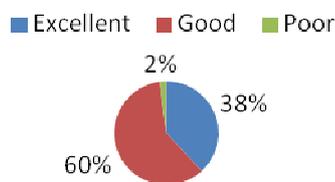
We distributed over 200 survey forms. These were given out at the surgery, made available via our surgery website and posted out to patients that were being invited for health checks and other appointments.

The results were collated and analysed. A proposed Action Plan was drawn up and shared with the PPG and comments invited. Responses have been incorporated into the final document.

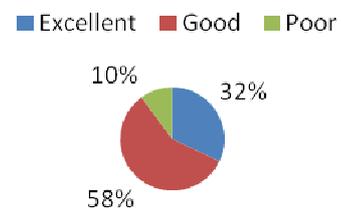
This report is available on paper in the surgery and also online.

SURVEY RESULTS 2014

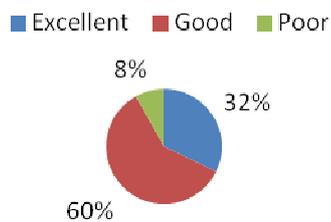
The opening hours at the practice?



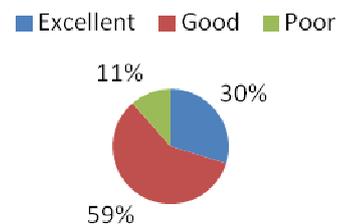
Ease of contacting the practice by phone?



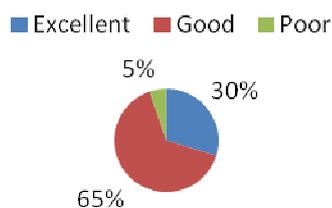
Satisfaction with the day and time of your appointment?



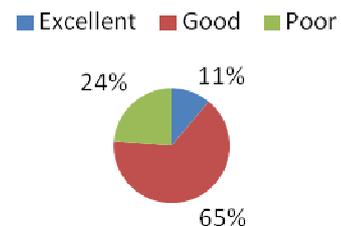
Chances of seeing a Doctor or a Nurse within 48 hours?



Comfort level of the waiting room?

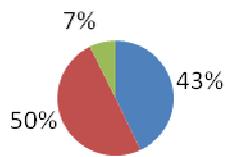


Length of time waiting at the surgery for a booked appt?



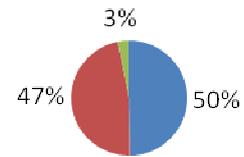
The manner in which you are treated by receptionists?

■ Excellent ■ Good ■ Poor



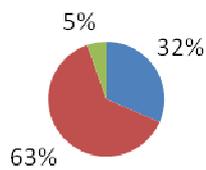
Respect shown for your privacy and confidentiality?

■ Excellent ■ Good ■ Poor



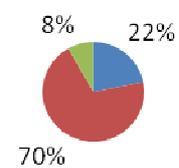
Information provided about the practices services?

■ Excellent ■ Good ■ Poor



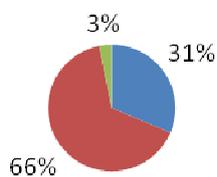
The opportunity for making complaints / compliments regarding the practice?

■ Excellent ■ Good ■ Poor



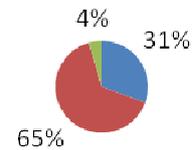
Information on how to manage your health problems?

■ Excellent ■ Good ■ Poor



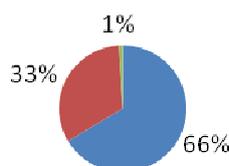
Information provided about how to stay healthy e.g. diet or smoking cessation?

■ Excellent ■ Good ■ Poor



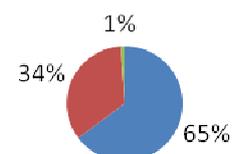
My overall satisfaction with my last visit to the doctor/ nurse

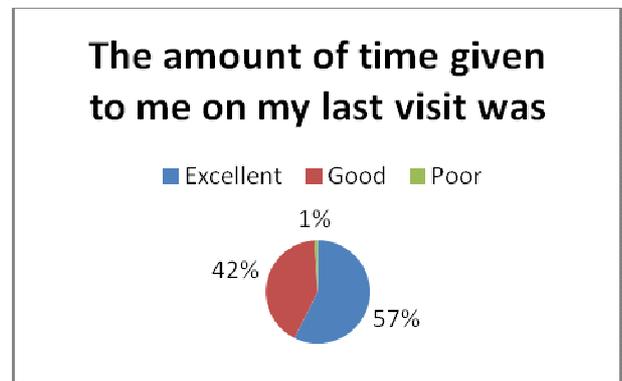
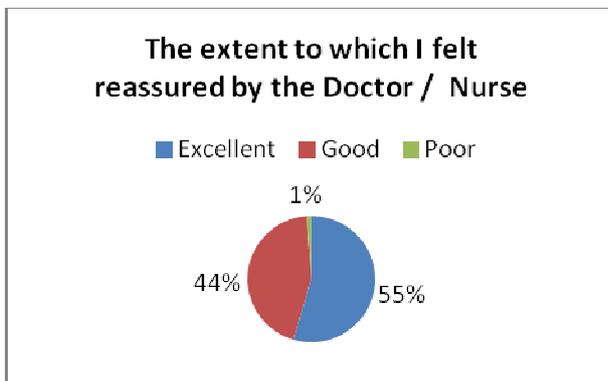
■ Excellent ■ Good ■ Poor



The Doctor's or Nurse's explanation of things to me

■ Excellent ■ Good ■ Poor





Analysis of survey results

Currently only a minority of patients are aware of and use the website. In order to improve the quality of service provision to our patients we need to raise awareness and encourage patients to make use of our online facilities – see Action Plan.

The survey also questioned the patient’s experience when being referred to secondary care. It was pleasing to note that all patients were happy with the information given by the practice regarding their referral though other issues were raised which are set out in the Action Plan.

One final question asked was whether the patient would recommend the surgery to family and friends: 75% of respondents said definitely and 25% said they probably would.

ACTION PLAN

The outcome of the survey has led us to produce an action plan to address those issues identified where we could do better:

YOU SAID:

The website needs improvement and should provide a lot more information about what services are available and new initiatives at the practice.

WE DID:

The website has been completely updated and new on-line services added. Through the website you can now make an appointment to see a doctor, order a repeat prescription and see what services are provided by the practice as well as read up to date health information. We also propose to publish quarterly newsletters which will detail up to date patient information and initiatives going on in the practice.

YOU SAID:

I can't always get through to the practice by telephone to talk to a doctor.

WE DID:

We have trialled a new phone-in system, whereby patients can phone during the morning to book a call back from a doctor. This system has been running for a couple of months and has been positively received. It is intended that this now becomes a permanent service which will be advertised both in the practice and on the website.

YOU SAID:

When I turn up for my appointment I sometimes have to wait a long time to see the doctor.

WE DID:

This matter has been discussed with the doctors. It was identified that delays can occur when there has been an emergency in surgery. In addition, patients often expect to be able to discuss several problems with a doctor during their 10 minute consultation. It was agreed that we would display posters around the surgery and on the website asking patients to respect other patients and to remember to book a double appointment if they have more than one problem that they wish to discuss.

YOU SAID:

We do not always know what services the practice can offer.

WE DID:

In addition to the improvements to the website, we are now displaying more information around the surgery so that patients are fully aware of services offered. It has been suggested that we print leaflets advising on different surgeries and ways to access help and advice from clinicians. We hope to roll this out over the coming months.

YOU SAID:

We are not aware that you have a website.

WE DID:

We have undertaken an advertising campaign to inform patients of our website. We have posters around the surgery and we have a message on our prescriptions highlighting to patients that they can book their GP appointment online and can order their repeat prescription. Dispensary staff also regularly tells patients that they could have ordered their

repeat prescriptions online whilst the receptionists reinforce the message of the benefits of using the website to book appointments etc.

YOU SAID:

I am sometimes concerned at the lack of privacy in the surgery.

WE DID:

We have now moved the telephones away from the front reception desk. We are also going to ask patients to respect others privacy and stand back from the reception window until the patient in front has finished.

YOU SAID:

I sometimes have to wait a couple of days for an appointment to see a doctor.

WE DID:

This comment identified a gap in patients understanding of the services offered. We provide a 'sit and wait' surgery every day which offers the opportunity for a patient to see a doctor within 24 hours.

YOU SAID:

It can be a little cramped in the surgery and treatment rooms.

WE DID:

We have recognised that sometimes we are short of physical space to accommodate clinics and have recently converted a storage room. This will provide an additional room for consultations and treatments.

YOU SAID:

I would like to receive a text or email to remind me to attend a clinic.

WE DID:

We have started a campaign to collect mobile phone numbers and email addresses so that in the future we will be able to roll out electronic messages to patients that wish to be contacted in this way.

YOU SAID:

Patients expressed dissatisfaction with the length of time it took to arrange a hospital appointment and for the appointment to take place.

WE DID:

In order to address this we are looking to introduce electronic referrals to hospital which will be speedier than the current system and we are also looking at the possibility of patients being able to book their hospital appointment whilst still in the surgery.

APPOINTMENTS

The current opening times of the surgery are:

Monday to Friday 8am to 6.30pm with late night opening until 8.30 pm on one night each week. This is usually on Monday or Tuesday and can be confirmed with the surgery or via the website.

There are bookable appointments with both male and female GP's every day.

We offer a sit and wait surgery which operates from 10.15am to 11.00am every week day. If a patient arrives at the surgery between these times they will be able to see a doctor.

There are a limited number of telephone appointments available every day and these can be booked by ringing the surgery during the morning of the day you require the call.

March 2014