

Hoveton & Wroxham Medical Centre



Patient Participation Report - March 2014

The PPG (Patient Participation group) meets on a quarterly basis and the Chair and Vice Chair positions are filled by 'patient representatives' following a nomination and voting process by the members.

The practice covers 16 villages and strives to obtain representation on the group from across the geographical patch. We currently have representatives from all the larger villages and have started a further advertising campaign to attract people from the smaller villages. We hold regular advertising campaigns through our Patient Newsletter and also run adverts on our Patient Information Displays and have posters for our waiting room as and when needed.

The membership continues to be closely aligned to our demographic age breakdown of patients at the practice and we have an equal split between males and females on the group. Membership of the group is normally for 3 years however members can resign from the group at any stage.

We are also in contact with local schools and have an open invitation to go along to the schools to talk to pupils to gain their views. We have also provided an opportunity for pupils at the local high school to attend a 'Health Roadshow' to talk to clinicians and ask questions about a range of conditions.

Over the last 12 months we have also set up a number of health events aimed at patient with specific conditions and also general workshops on Men's health and women's health in order to attract people to the practice to discuss their issues.

We are currently reviewing our 'Carer' group and it is envisaged that this group will feed in views to the PPG.

With regard to our questionnaire we send out copies to patients with specific conditions who would not normally attend the surgery and who may need additional help and support.

Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

At the patient participation group meeting in November 2013 the content of the 2012 survey was reviewed along with the action plan and outcomes for that year.

It was agreed that in our priorities for this year we needed to include a 'friends and family' question and that we should add questions to check to see if some of the changes introduced during 2012 had been noticed and that patients were happy with them. The management team had also reviewed the complaints received in 2013 and used the themes from these to inform the priorities for the questionnaire.

As a result we agreed to retain the current format of the questionnaire and to include the following priority areas:

Appointments
Access and Waiting Times

Helpfulness of staff
Skill and Care provided by clinicians
Dispensary and prescriptions
Overall Satisfaction

The resulting questionnaire contained 32 questions about the practice and 6 questions about the patient. Copies of the questionnaire were sent to the PPG members prior to publication to obtain views and to check if any further changes were needed. We agreed to continue using an independent company to collate responses and produce outline figures from the survey for presentation to the PPG.

A number of the questions will also provide support and evidence to demonstrate that the practice is meeting national standards as outlined by the CQC (Care Quality Commission).

Step 3. Details and Results of the Local Practice Survey

3.1 The survey was carried during January and February of 2014

3.2 The survey was a paper based survey and the following methods were used to publicise the survey:

- Copies were put on every chair in the waiting areas every day
- A link was put on the front page of our website encouraging patients to click on the link to complete the survey
- Posted out copies of surveys to patients registered as housebound, Carers and patients with learning disabilities

We had positive experience of using these methods in the past and our PPG also had input in to methods used.

3.3 The survey was completed by 575 patients - this is almost 100% increase on last year and represents around 7% of patient population.

3.4 SUMMARY

- Overall the survey has shown that patients are very satisfied with the service provided by the centre.
- There is a 98.4% overall satisfaction rate with care being provided at the centre. Our very satisfied rating has improved on last year from 68% to 70.8%
- There is considerable praise for staff, doctors and nurses
- The main areas of concern covered access to doctors of choice within a reasonable period of time
- Continuity of care – being able to see your own doctor was a key theme
- 83% of patients would recommend the practice to friends and family

DEMOGRAPHICS

Of those who responded:

- 57% were over 65yrs
- 44% were male and 56% were female
- 30% of patient were in either f/t or p/t work
- 56% of patients were fully retired
- 44% of patients were from Hoveton and Wroxham
- 21% of patients were from Salhouse and Rackheath
- 13% of patients were from Horning

VERBATIM COMMENTS

- 52% of comments were praising the staff, doctors, nurses and the practice in general
- 48% covered various issues with the key themes being:

- Continuity of service – getting to see the doctor of your choice
- Time waiting to be able to see the doctor of your choice
- Concerns over workload and increasing numbers of patients and possibly impact on access

- Repeat prescriptions – completing orders

APPOINTMENTS

- Most patient use telephone to book appointments – 91% with 83.6% finding it fairly or very easy
- 1 in 5 of patient who responded would like to use on line booking(Same as 2013)
- A drop in number able to book a GP appointment on same day or within 2 days – down to 76% from 83.5% with a higher number stating ‘there weren’t any appointments’ as reason
- A drop in the number able to book a GP appointment ahead – down to 70% as opposed to 73.6% last year
- 96% of patients feel they spend between 5-15minutes with the GP

DISPENSING

- More patients aware that we are open lunch times than last year
- 95% of patients find dispensary staff either fairly or very helpful
- The percentage finding dispensary very helpful has improved on last year from 56.8% to 64% year
- 82% of patient feel they do not have to wait too long for their prescription
- 87% of patients using on line ordering have a good or very good experience
- 83% of patients using dispensary had a good or very good experience regarding time taken for prescription to be ready

RECEPTION

- The vast majority of patients (98%) find the reception staff helpful
- The number of patients finding reception unhelpful reduced on last year (down to 2.3% from 3.8%)

DOCTORS

- 2/3rds of patient would like to see a particular doctor – this is the same as last year
- 88% of patients see their doctor of preference some , a lot or all of the time
- There is a 97% confidence /trust rate with the Doctors
- 93% of patients felt the doctor gave them enough time
- 92% of patients felt the doctor listened to them
- 90% of patients felt the doctor treated them with care and concern
- 86% of patient felt the doctor involved them in decisions about their care

NURSE PRACTITIONERS

- 90% of patients felt the NP gave them enough time
- 85% of patients felt the NP listened to them
- 85% of patients felt the NP treated them with care and concern.
- 76% of patients felt the NP involved them in decisions about their care
- 87% of patients are aware that NP’s can prescribe
- Over 70% of patients are aware that NP’s provide LTC reviews and minor injury services
- 68% of patients stated they would be happy to NP if considered more suitable

ACCESS

- The majority of patients are fairly or very satisfied with opening times - 79.5% - however this is a slight drop on last year (83%)
- The number either very or quite dissatisfied has remained the same at 5%
- 36% of patients stated they would like the surgery to open at weekends (of which 50% were under 65yrs – but small numbers)
- Numbers interested in evening opening were smaller

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

4.1 We discussed the survey results with the PPG at their meeting on 13 February 2014 and sent out copies to PPG members who could not make the meeting asking for comments and views on action we as a practice should take to help address the key issues.

All comments received have been included in the Action plan developed

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

5.1 As a result of our discussion with staff and with PPG the following Action Plan has been developed directly as a result of our findings.

5.2 Views were sought at the meeting on and all members asked to email views and idea to Business Manager. The resulting Action plan has been sent to the PPG members for any further comments before publication.

Step 6. Publishing the Local Patient Participation Report

6.1 All actions from both the 2011/12 Action Plan and the 2012/13 Action Plan have been undertaken

6.3 The practice doors are open between 8.30am and 6pm Monday to Friday weekdays and we offer a range of primary care services to over 8200 patients.

Between 8am and 8.30am and 6pm and 6.30pm we offer a duty service which patients can access via out telephone number.