

Patient Participation Report

Moatfield Surgery East Grinstead

March 2014

PPG & Practice Introduction

(Step 1 of Specification)

The Practice has enjoyed a good, long-standing relationship with its Patient Participation Group to provide a gateway for patients to get involved in the decision making process about the range and quality of services offered. The Group has been invaluable in its efforts to support the practice in the development of its resources. The Practice offers a list open to all patients ordinarily resident within the boundaries as contractually agreed with NHS England and eligible visitors for immediate and necessary treatment. Core hours are supplemented by additional access offering early morning, late evening and regular Saturday mornings, the times for which are easily accessible by patients on the practice website and the practice booklet. Patients have a choice of modes of contact ranging from face-to-face, telephone, email and an extensive website at moatfield.co.uk. The practice premises is fully accessible to patients with impaired mobility.

A duty doctor and telephone assessment system ensures the ability to see patients urgently when clinically necessary in addition to the ability to book routine appointments. Patients are registered with the Practice showing a usual doctor on the clinical system, providing patients with a choice of who they wish to see.

There is a wide skills range available to patients with many of the clinicians and nurses specialising in a variety of areas to offer services locally to avoid patient inconvenience due to long hospital journeys and facilitate admission avoidance.

Implementation

PPG Meeting

(Step 2 of Specification)

Regular, quarterly meetings take place to review any issues arising and develop innovative improvements to patient experience.

A meeting with the Patient Participation Group took place on 5 November 2013. A proposed copy of the survey 2013/14 was available to everyone to peruse and suggest any amendments deemed necessary to ensure a meaningful outcome. The areas of priority remain largely unchanged:

- Access to and contact with the Practice

- Privacy

- Patient awareness of services offered by the Practice and

- Areas the Practice should focus on

together with an open-ended request for patients to leave feedback on what they think the Practice should provide. The survey was unanimously passed for publication. Minutes of the meeting were published on the Practice's website.

Implementation of Survey

(Step 3 of Specification)

The survey was published both on paper and electronically. Colleagues from the Department of Health visiting the practice at the time were kind enough to assist patients with the completion of the questionnaires. We would like to thank them again for their support. Copies were also readily available in the patient waiting areas with notices inviting patients to participate. Publication time was approximately eight weeks.

Analysis of Survey

Patient views were collated and analysis was undertaken by the Practice Manager.

PPG Evaluation of Findings

(Step 4 of Specification)

A meeting was arranged for 13 March to provide the Patient Participation Group with the opportunity to comment on and discuss the findings, which were presented by Dr. Foulger. The following findings were outlined:

- The majority of respondents (84%) attend the Practice up to 6 times per year with the remainder attending more than 10 times per year.
- 69% of respondents find the Reception team very helpful with 23% saying fairly helpful
- 69% of respondents expressed no concerns regarding privacy when dealing with the Receptionist with 31% preferring more privacy
- 93% find access to the premises easy, with the remaining 7% expressing parking to be the biggest problem – unchanged from last year
- 82% of patients book their appointments by telephone, less than 8% use the online facility, some respondent expressed a preference to book in person
- 23% of respondents would prefer to book appointments online but 36% prefer to book by phone
- 44% of respondents confirmed they were seen on the same day when they needed to see their own GP or no later than within 4 working days; ratings ranged from good and very good to excellent
- when respondents were willing to see any doctor 66% were seen the same day or within two working days, ratings ranged from good and very good to excellent
- Future practice focus in order of popularity:
 - 1) Appointment availability
 - 2) Opening hours
 - 3) Waiting times in surgery
 - 4) Quality of care (stipulating that provisions are excellent and are to remain at this level)
 - 5) on both Reception staff and more varied service provision
- Awareness evaluation revealed that many patients are now a little more aware of all the services the Practice offers eg, facility to take blood pressure in waiting area, patient registration is with practice and not a particular GP (assumption: only the registered GP has access to records), the facility of a minor illness clinic and existence of an extensive practice website.

- Respondents suggested the following main points in additional service provisions:
 - Improved opening hours at weekends or evenings
 - Being seen on time and more time to talk and reassurance
 - A larger car park
 - Practice closure for training purposes
 - Priority given to certain patient groups, differing dependent on need

Action Plan

(Step 5 of Specification)

At the meeting the following three key action points were agreed:

- 1) Appointment availability
- 2) Opening hours
- 3) Patient awareness

Implementation of Key Action Plan

- 1) Appointment availability

During the summer of 2013 the practice introduced a telephone assessment system whereby patients are initially assessed via telephone conversation by a member of the clinical team and advice is offered as appropriate or an appointment given on the same day or within 48 hours. Demand has increased significantly and the practice is no longer in a position to offer appointments without assessing medical need or offer appropriate signposting first.

This has improved appointment availability for patients who need to see a doctor quickly but may mean a longer wait for routine appointments.

The practice undertakes to monitor this system and extend to doctor/nurse triage to improve on minor illness management thus freeing up doctor time for more serious conditions.

- 2) Opening hours

The Practice will explore the possibility of increasing its extended hours with a nurse run clinic. This would improve access for commuters and the working population in general and offer greater flexibility to patients to have an assessment.

- 3) Patient awareness

Last year it was decided that a regular newsletter would be published containing all the latest information on patient access eg online prescription requests and appointment booking facility, reducing the need for telephone calls and improving telephone access at the same time, clinical services offered and clinical staff changes. This newsletter is available in paper form in the patient waiting areas, accessible from the practice website and by email with the facility for patients to de-register receipt of such information should they wish to do so.

The practice undertakes to also use this newsletter as a vehicle to advise patients on best care pathways eg. when to seek advice from an optician or pharmacist who will guide patients on the best way forward with the view to use NHS healthcare resources more wisely.

The Survey included a section for patients to join the Patient Participation Group and interested parties are to be contacted in due course with additional information.

Publicise actions taken – and subsequent achievement (Step 6 of Specification)

The Practice undertakes to publish this report on its website under its Patient Participation heading. Once implementation of the above key actions is complete, the Practice will monitor progress and update Practice information booklet and website to inform patients.