

Yorkshire Street Medical Centre Patient Group Action Plan 2014

Total Practice Population

Survey Year	Age								
	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
2012	898	570	702	747	856	737	709	364	180
2013	1002	586	735	746	872	733	706	354	139

Gender	2012	2013	2014
Male	2884	2948	2885
Female	2879	2925	2893

Specific care groups

Specific Care Group	2012	2013	2014
Learning Dis	22	21	19
Carers (registered pts)	35	29	42

Patient Reference Group

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the Patient Reference Group membership below:-

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
0	2	7	15	23	27	23	7	0

Gender	No.
Male	47
Female	57

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
99	1	0	0	1	0	3	0	0	0	0	0

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Nursing Homes	0
Learning Dis	1
Carers	3

Development of the Patient Reference Group

2012

- Posters were displayed in the surgery to assist recruitment
- The practice website, Facebook & Twitter were also used to help recruit patients from 'younger categories'.
- The practice newsletter was used to enlist patients.
- The practice held a 'Practice Open Afternoon 2012' with the help of the local press to recruit new members.

The practice produced a spreadsheet to keep an on-going tally of the membership to the reference group. From this we could, at any one time, identify discrepancies in the representation to assist the Practice in recruitment from the under represented groups.

2013

As above, ongoing efforts to promote the PPG.

- PPG have a specific noticeboard in the surgery
- Minutes of meetings displayed on website (www.ourdoctors.co.uk) & noticeboard in surgery
- New patients joining practice are given information about the PPG and how they can join.
- Quarterly meetings held with the PPG-agendas distributed to the virtual group for invitation to meeting

2014

All new patient packs contain information about the PPG and various options are available to patients to register as a member of the group, including at reception and online via the website.

The PPG group were asked to consider the areas for this year's survey at the quarterly PPG meeting held on 30th October 2013.

The CCG asked practices to undertake a scoping exercise with members of our PPG by sending out an email asking for feedback to a set of questions.

Priority areas to consider were:

- Access to Doctor or Nurse
- Waiting time at surgery
- Requesting a home visit
- Satisfaction with treatment
- Obtaining a repeat prescription
- Obtaining results of tests
- Satisfaction with reception staff
- Knowledge of online/other media sources

A survey was designed based on the priorities agreed by the PPG. This was sent to the members of the PPG initially for approval. All the virtual PPG members were emailed a copy asking them to complete (104) and a further 396 copies were handed out opportunistically to patients attending the surgery.

79% completed questionnaires returned.

Action Plan 2014	
<p>recommendations from the survey were as follows:</p> <ol style="list-style-type: none"> 1. Handrails on front door – this has now been installed-grab rail on front door 2. More appointments after 6pm would be helpful or early mornings eg. 6am before work – Extended hours 6.30-8.00pm once per week. The practice has also signed up to the LES for improving access to trial Saturday morning surgeries. We are currently conducting a patient survey on this trial. 3. People with breathing problem should be seen downstairs-our nurses are situated on the ground-floor and we have a spare ground floor consulting room for patients who are unable to climb the stairs. 4. Would prefer to order prescriptions over phone-in order to provide good telephone access we are unable to allow prescription ordering over the phone, however we do allow for email and fax requests & most pharmacies have an ordering service. 5. More promotion of the online EMIS access, facebook page and surgery website – website amended so that patients are directed to the Patient Access (EMIS Access) to register and have the enhanced options of ordering repeat prescriptions, making and cancelling appointments 6. Promote the disabled access availability for the rear of the building and ground floor consulting rooms – signage to front of building for ‘disabled access at rear’ and posters in waiting room, informing patients to ask for a ground floor consulting room if they are unable to climb the stairs. 7. Car parking – car park full during morning surgeries – unable to offer more parking spaces, however more vigilance of people using the car park when not using the surgery. 8. Aim to promote more members to the PPG group – to hold a surgery open day in the summer to promote patient involvement. 9. Continue to hold quarterly meetings, minutes and agenda items. 10. PPG involvement at East Lancashire wide patient involvement group. 	<p><i>Publish results of survey when pilot finishes at end March 2014</i></p> <p><i>T Sibson - immediate</i></p> <p><i>K Law – immediate</i></p> <p><i>All staff/patients</i></p> <p><i>PPG members</i></p> <p><i>PPG members</i></p> <p><i>PPG members</i></p>

Patient Survey 2014

	Not able to comment	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially	0%	0%	4%	17%	34%	45%
2. Opening times of the surgery		0%	5%	20%	37%	38%
3. Length of time you had to wait for an appointment		3%	11%	21%	35%	30%
4. Convenience of day and time of your appointment		0%	4%	19%	34%	43%
5. Seeing the Doctor of your choice		3%	10%	22%	33%	32%
6. Length of time waiting to see the Doctor or Nurse		3%	17%	27%	35%	18%
7. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary		4%	9%	22%	31%	34%
8. Opportunity of obtaining a home visit when necessary		5%	23%	22%	28%	22%
9. Level of satisfaction of the treatment provided by the doctor		0%	3%	18%	37%	42%
10. Level of satisfaction of the treatment provided by the nurse		0%	2%	15%	36%	47%
Obtaining a repeat prescription						
11. Prescription ready on time		0%	1%	12%	27%	60%
12. Prescription correctly issue		1%	2%	12%	25%	60%
13. Handling of any queries		1%	2%	15%	28%	54%
Obtaining test results						
14. Were you told when to contact us or your results? Yes = 5 No = 1					NO 30%	YES 70%
15. Results available when you contacted us	1%	1%	3%	18%	36%	41%
16. Level of satisfaction with the amount of information provided		0%	3%	16%	42%	39%
17. Level of satisfaction with the manner in which the result was given		1%	2%	13%	41%	43%
About the staff						
18. The information provided by the Reception staff		0%	1%	10%	33%	57%
19. The helpfulness of the Reception staff		0%	1%	9%	27%	63%
20. The level of Patient Confidentiality in the reception area and waiting room		1%	6%	17%	29%	47%
21. Car parking facilities		10%	16%	28%	25%	21%
22. Access to the building (consideration to disabled access)		1%	3%	17%	38%	41%
23. The cleanliness of the building		0%	0%	15%	34%	51%
24. The services provided by the Practice		0%	0%	10%	35%	55%
And finally						
25. My overall satisfaction with this Practice		0.3%	1%	10%	34.7%	54%

Opening Times

- Monday – Friday 8.00 am – 6.30 pm – surgery open. Extended hours Monday evenings (pilot Saturday morning up till end March 2014)
- Patients are able to telephone the surgery during the above hours – we do not put our service on answer machine during surgery open times.
- We do not use an automated answering service. Our phones are answered by the receptionists and have a 'pick-up' facility so that if the receptionists on front desk are busy, any of the admin staff can pick up (therefore up to 5 staff answering the phones).
- We also have a least 2 receptionists dealing with patients at front reception. This is to ensure that patients are dealt with efficiently and that they do not have to wait.
- Patients can register for EMIS Access to order repeat prescriptions, make and cancel appointments. This is accessed over internet or digital TV. We only accept telephone prescription requests from the housebound, to release phones for incoming calls.
- We use a text facility to remind patients with mobile numbers of their appointments.
- Patients can request a telephone consultation with a doctor or nurse – these are offered each morning following surgery.
- Homevisit requests are taken throughout the day, however we do ask patients to telephone before 10am if possible.
- We offer appointments for a 4 week period. We do not ask patients to telephone back the following day, each phone call is dealt with at that time. We do not 'block' appointments which are only offered on the day. We do offer urgent appointments to those who request them but ask that they attend during the current surgery session (if it's urgent, then its urgent now!).
- We offer access to any doctor, the patient has the choice who they want to see.
- We utilise our nurses & HCA staff to offer chronic disease management which helps with the access to the GPs.

- Extended hours are offered on Monday evenings or on a Thursday evening following a bank holiday – we try to keep these slots available for those patients who work and would otherwise struggle to attend during normal opening hours. We submit weekly reports to the PCT on the utilisation of these appointments.
- Monday 6.30 pm – 8.00 pm – GP & Practice Nurse available

Thursday 6.30 pm – 8.00 pm GP x 2 (this session is following a Bank Holiday Monday)