

Moretonhampstead Health Centre

Patient Participation DES - Local Participation Report

Document Control

A. Confidentiality Notice

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B. Document Details

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A description of the practice profile:

List size March 2014 3038 Ethnicity: 93.4 % of the practice population is White British

Age/sex breakdown:

Age	male	female	approx % of practice population
0-4	47	41	3
5-14	118	146	9
15-44	418	408	27
45-64	499	504	33
65-74	240	250	16
75-84	124	139	9
85 & over	37	67	3
	1483	1555	100

A description of the profile of the members of the PPG:

4 female, ages 45, 53, 55, 66. 2 male, age 73 & 80.

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

All current members are of white British ethnicity, which represents 93.4 % of the practice population. We have not actively recruited members of other ethnic groups as they represent such a small proportion of our population, and as yet none have come forward to volunteer to participate. During the year new volunteers have come forward, in particular owing to concerns over plans for the local community hospital, and have been very involved with the plans for new services there. Although we do not have anyone under the age of 45, one of the members has a young family, and has been very helpful and active in seeking the views of other parents. 2 of the members are also active in representing the group on the Mid Devon Patient Forum. The members of the group have a variety of interests and skills, and also a variety of medical needs and conditions which means they can represent differing groups of our population.

We regularly put notices in local publications asking for anyone else who is interested to join the group, and all patients are invited to give feedback and suggestions about our services at any time, with notices in the waiting area asking them to do so and a suggestion box. We also consult the "Friends of the Health Centre" and "Morecare" groups as well as the patient participation group. This year we also have held some joint meetings with representatives from Chagford surgery to discuss the issues which affect both practices.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

We consulted the PPG on what questions to include in a survey, giving some suggestions, and following feedback on the most important areas, we decided to use the CFEP IPQ survey for an overall view of patient satisfaction, as the PPG felt that the range of questions included in this covered all the important areas (it includes satisfaction with GPs and other staff, waiting times, premises, opening hours etc). No particular areas of concern or suggestions for improvement were raised at this stage as needing to be included in the survey, other than the above. As we have used the CFEP survey before it also gives a benchmark of our standards when measured against previous years. This survey was completed by 117 patients who visited the practice during December 2013 and January 2014.

The results were circulated to the PPG members, and also presented to the “Friends of the Health Centre” meeting, to discuss findings and work out an “action plan” based on results.

A description of how the Practice sought to obtain the views of its registered patients

The CFEP survey is an accredited patient survey which we have used in previous years, so this allows us to compare year on year results. We advertised that we were carrying out the survey with notices at the practice, on the website, and in the local village magazine. The survey was completed and returned to the practice by 117 people.

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice’s action plan together

Following the survey, we circulated the results to the patient group members at a meeting, and for those who were unable to be present, by email. We also presented a report on the findings at the annual meeting of the Friends of the Health Centre, asking for comments or feedback and suggestions for action. Following these discussions we prepared a plan of actions to follow up, as given below. The report on the survey was published on the website, and copies are available at the health centre by request. A summary was also circulated to local village magazines and put up in the surgery in poster form.

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out of the local Practice survey:

The overall results of the survey showed again very high levels of satisfaction, with 90% of all ratings being good, very good, or excellent. When compared with practices of the same size (i.e 2000 – 4000 patients), in which overall levels of satisfaction tend to be higher than in larger practices, the practice was still marked as above average in every area. We also received a lot of positive comments, with 39 of the 60 written comments giving compliments and saying that services could not be improved (for other comments & suggestions, see below).

Key findings

Overall high level of satisfaction – 90 % good, very good or excellent, giving an overall average score of 80% across all 28 areas surveyed.

Which responses were most positive?

The highest overall scores were:

- reception staff scored 88%
- respect shown by practitioner 87
- satisfaction with visit 86
- warmth of greeting 86
- confidence in ability 86
- respect for privacy/confidentiality 84

Which were least positive?

- Seeing practitioner of choice 71
- waiting time 71
- able to make complaints/compliments 72
- opening hours satisfaction 72

Where deviated most from national benchmarks:

All scores were above national benchmark (for this section we have used the comparative benchmarks for small practices rather than the overall national ones, as small practices in general score more highly).

Greatest deviations –all in a positive way:

See practitioner within 48 hours: 10% above average (our policy is one of always trying to keep waiting time for an appointment short, and this works well, although patients cannot always see their own usual GP within this time).

Waiting time in surgery: 10% above average (so although this came out as one of our lowest scores, it is still one of the highest above average! We do try very hard to reduce waiting times by building in "catch up time" to surgeries in case of delays and emergencies. We also aim to let people know if their appointment is likely to be delayed. Sometimes however people do unfortunately still experience delays).

telephone access 9% above average (this has been an area we have worked on following previous surveys, so are pleased that our efforts seem to be working as we have achieved a good level of satisfaction on this).

appointment satisfaction 9% above average

As we are above national benchmark on all scores, it is the ones that deviate least which are the ones to look at, as they are effectively our lowest scores.

Opening hours +1%

illness prevention & reminder systems +1%

offering second opinion/complementary medicine +2%

able to make complaints/compliments + 2%

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented:

Regarding the lower scoring points above, we discussed possible actions to improve these:

- 1) Seeing practitioner of choice: We know patients sometimes cannot see their usual GP straight away as all our GPs work part time. However there is always access to one of the other GPs when someone needs to see a GP urgently.
- 2) Opening hours: As a number of requests were made for access to the practice at lunchtime, from April 2014 we will have staff answering the telephones during the lunch hour. Up to now we have had staff available in the practice, but phone calls (apart from emergencies) have been diverted. For those patients who are working during the day, lunch time may be the only time they can call the practice, so in future we will be answering the phones throughout the day, 8.30 am – 6pm.
- 3) Illness prevention & reminder systems: We continue to work on our reminder systems, trying to coordinate recalls for those who are on more than one disease register. We are also using text and email for those who have requested this. We have also since July last year been offering NHS health checks to those who are eligible.
- 4) Complaints/compliments: we are not sure why there is low satisfaction with this as our complaints procedure is publicised in the surgery waiting room, in the practice leaflet and on the website, and we have a suggestions box in the surgery, no specific suggestions have been made as to how this could be improved.
- 5) Also mentioned on the survey was availability of text reminders & online booking, and this is now available as a result of our recent change in computer system.

A Description of the action which the Practice intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.

Agreed Action Plan for this year:

- 1) Lunchtime opening (see above), & continue to publicise availability of evening opening, as some patients still seem to be unaware of this.
- 2) Publicising availability of on line booking and registering those wishing to use it.
- 3) Continuing to encourage those wishing to use text and email to register for these.
- 4) Continue offering health checks and publicising health promotion services.
- 5) Continue to try to reduce waiting times, and make patients aware if there is a delay.

Action taken since last year:

- 1) Self care and illness prevention were mentioned last year, and we have been putting up information displays at the Health Centre about self care, as well as offering health checks, where lifestyle advice is offered as well as further investigations when these are needed.
- 2) Confidentiality in the waiting room, where people sometimes feel than can be overheard at the reception desk: This issue is raised regularly at staff meetings to maintain awareness, and to remind staff to offer patients privacy when needed. We also have appointment slips for the GPs to use at consultations, so that when a patient needs to return to reception to book further treatment, they are given a printed slip to hand in, rather than having to explain to the receptionist what is needed.
- 3) Using text messaging: we have been seeking to get mobile numbers and permission for texting from those who would like us to use this method of communication to increase availability.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The Practice is open and reception staff are available on the premises 8.30 am – 6pm, for appointment bookings, prescription requests etc. The telephones are diverted from 12.45 – 2pm, taking emergency calls only. From 1st April 2014 the phones will be answered during this period as well i.e. throughout the day.

Repeat prescription requests are not taken by telephone but can be requested either via the secure form on the website or by email, as well as by handing in the repeat slip to the surgery or pharmacy, or by fax. Full details of all services and GP surgery times are available on our website, or in the practice leaflets, which may be requested from reception.

A description of any extended opening hours that the Practice has entered into and which health care professionals are accessible to registered patients.

In addition to the hours given above, the practice opens at 8am on a Monday, when a GP and a healthcare assistant are available (for prebooked appointments only) for consultations and blood tests, and on a Tuesday evening we are open until 8 pm, when a GP and a practice nurse are available for consultations – again by prebooking.