



SPA MEDICAL CENTRE, MELKSHAM PATIENT PARTICIPATION REPORT Report to Patients, March 2012

Introduction

On behalf of Spa Medical Centre's Patient Reference Group (PRG) we are pleased to present the Group's first report below. This report illustrates how we started to set up our PRG in August 2011 and put the wheels in motion in producing a patient survey to improve the services we deliver. The report details how we went about deciding on the questions, conducting the survey, findings from the survey and subsequent actions agreed by the PRG and the Practice.

A huge thank you to 30 patients who have kindly volunteered to date to be part of our PRG and to those who gave up their time to promote the survey; this was instrumental in making the survey a success. We received a total of 301 completed surveys.

New PRG members are always welcome, please either complete an online application or ask at Reception for a form when you are next visiting.

Summary

The purpose of the PRG is to ensure that patients are involved in decisions about the range and quality of services provided. It aims to encourage Practices to routinely ask for and act on the views of their patients. This is what NHS Wiltshire asked us to do:

- Set up a PRG to get the views of patients and enable the practice to obtain feedback from the practice population
- Agree areas of priority with the PRG
- Collate patient views through a survey
- Discuss the survey findings with the PRG
- Agree action points between the PRG and the practice
- Publish the report on our website, www.spamedicalcentre.co.uk to publicise the actions taken and subsequent achievement

The following report takes you through the above steps:

Purpose of the PRG and the Patient Survey

The PRG was formed to ensure that patients are involved in decisions about the range and quality of services provided by Spa Medical Centre. This includes patients being involved in the decisions that lead to changes to the services Spa Medical Centre provides or commissions, either directly or in its capacity as gatekeeper to other services.

With the help of the PRG a patient survey was set up and completed to get as much feedback as possible from our population of just over 10,500.

Forming the PRG

The PRG has been set up of our patients who wish to be involved by email and/or attending meetings quarterly at the Practice. We initially produced leaflets which were distributed in all Doctors and Nurses' consultation rooms; they were available on the Reception desk and Pharmacy desks and in our foyer area. We produced posters which we added to all our notice boards (including the foyer area) and promoted the group on our website.

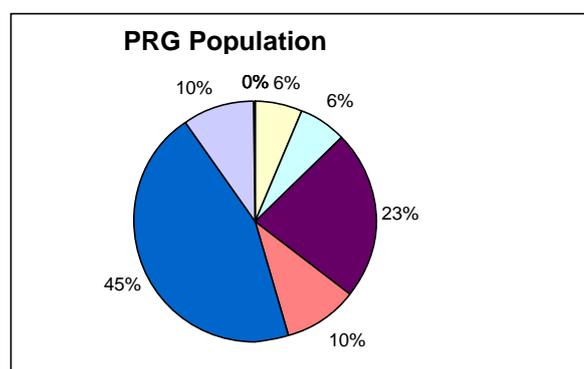
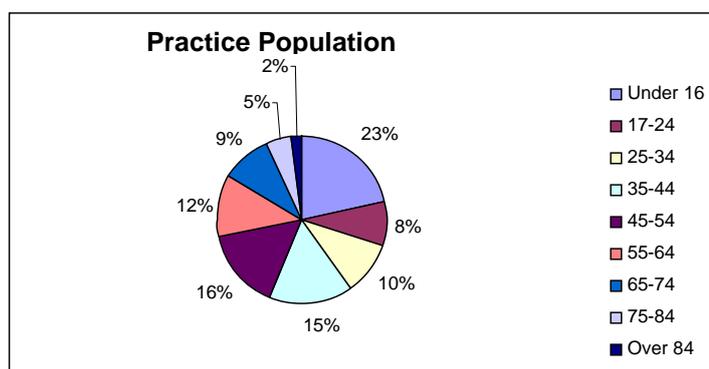
We identified the categories/groups that would represent the patients; these are as below:

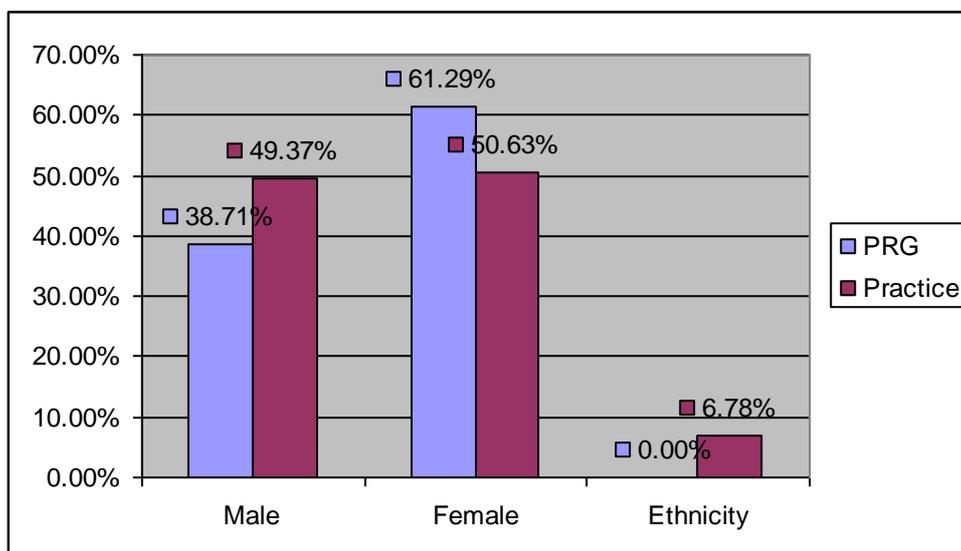
- Young persons (14-18) representatives
- Other ages (25-34) representatives
- Other ages (35-44) representatives
- Other ages (45-54) representatives
- Other ages (55-64) representatives
- Older Person (65+) representatives
- Diabetics representatives
- Chronic Disease representatives
- Carers
- Physical Disabilities representatives
- Cancer representatives
- Representatives of different nationalities in the area

We then asked our Doctors, Nurses and Reception team if they knew of any patients that would be willing to join the PRG and then contacted potential members via telephone and letter. We also added it to the counterfoil of prescriptions and put notices on all communal doors within the surgery promoting the PRG. We attended a meeting at the Town Council and added our PRG as an agenda item. We sent posters and leaflets to Melksham Library, ABC and Queensway Chapel Nursery and gave leaflets to our Immunisations Clinic to be given out. Unfortunately there are variances between ethnicity, age and sex as you will see in the charts below.

PRG Member Profile

We wanted to make the PRG a good representation of the population of patients we have. When completing the invitation to join we asked patients their gender, age, if they are a parent, if they are a carer, whether they considered him/herself to be disabled, employment status and their ethnic background.





15% of the PRG are parents, 19% are carers, 22% consider themselves to be disabled and 64% are retired leaving 36% either employed, students or unemployed.

We continue to promote the PRG and ask for expressions of interest from those groups under represented or not at all represented, such as teenagers and ethnic groups, so that we can listen to their views and experiences as patients here at Spa.

Patient Survey/Agreeing Priorities

The priorities for the patient survey questions were determined in the PRG meeting on the 26th January 2012. This meeting was attended by 11 members of the group.

Spa Medical Centre then used previous surveys and sample questionnaires from The Surgery Network site to draw up the questions for the survey. We then emailed the survey to the PRG to ensure they were happy with the questions and that it covered all the priorities they highlighted in the meeting.

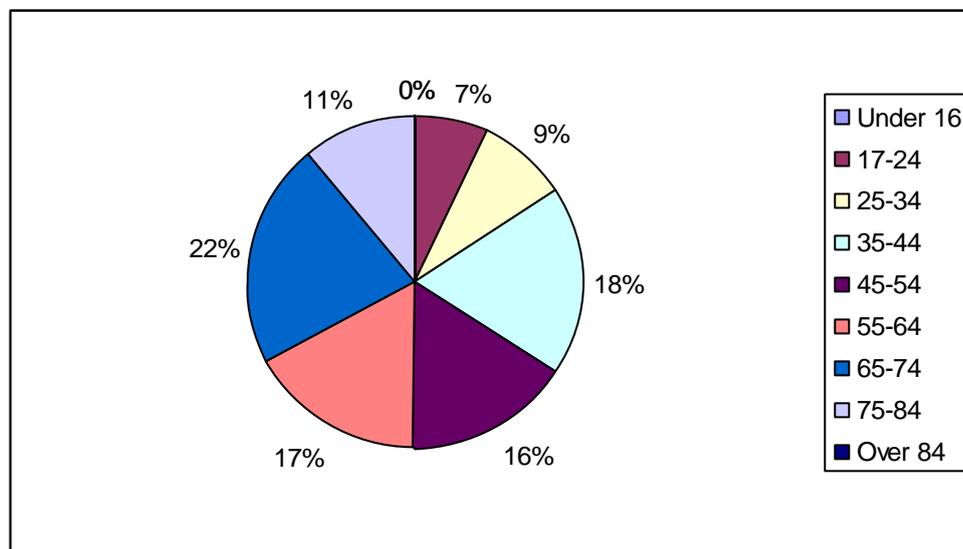
Once finalised the survey was added to our website and in all waiting areas for patients to complete. A number of surveys and leaflets (with our website address on) were given to all Doctors and Nurses' consultation rooms, Reception and Pharmacy desks and the foyer.

We emailed the PRG to see if any of them would assist in handing out surveys for completion. We were delighted that so many were willing to give up their spare time to help promote the survey.

Once the survey responses were collated in March 2012 – and we received 301 completed forms – the PRG met in March 2012 (with virtual contributions invited prior to the meeting) to discuss the findings of the survey and make recommendations for priorities. We also had a comments box on the survey which we all looked through and discussed. The meeting was attended by 11 PRG members and 6 staff members.

Patient Survey Responses

59% of patients that completed the surveys were females. 84% have an ethnic background of White British with 1% Other. 43% regularly visit, 34% occasionally and 8% rarely visit the Practice. There was a good representation of ages as shown below:



Survey Findings

Respondents replied as follows:

- 77% found it easy to get into the building. However, a significant number of written comments noted on the patient questionnaires contradicted this result as many highlighted the need to improve physical access into the surgery for the disabled, elderly and infirm as the main surgery doors are heavy and difficult to open.
- 62% of patients answered yes were overheard, but didn't mind and 23% yes were overheard, and were not happy with it
- 62% found the receptionists helpful with 83% finding the staff overall to be extremely or very knowledgeable
- 86% of patients use the self check in screen
- 53% do not find it easy to get through on the telephone, while 32% also do not find it easy to speak to a doctor or nurse
- 41% find it easy to obtain test results by telephone
- 60% find it very or fairly easy to make urgent appointments with a doctor or nurse
- 23% do not find it easy to book routine or follow up appointments with a doctor or nurse several weeks ahead
- 68% of patients prefer to book their appointments via telephone, 36% in person and 32% online
- 85% agree that the current opening times are convenient, with 65% find it extremely, very or moderately important that we offer extended hours appointments
- 68% of patients expressed that the services we offer at the Practice are very important
- 73% of patients have ordered a repeat prescription within the last 6 months, with 28% telephoning the Practice

- 69% found it extremely or very easy to request a repeat prescription with 33% having it ready within 1-2 days and 40% having it ready within 3-4 days
- 76% find the car parking facilities very or fairly easy
- 59% are very satisfied and 27% are fairly satisfied with the overall care received at the Practice

The PRG felt that the results were extremely good; they highlighted a lot of good points with the Practice and also highlighted points which we could prioritise and put in an agreed action plan.

Action Plan

Asked For	Agreed to	Comment/Outcome
Easier access for Wheelchair and Pushchair Users	Consider automatic or power assisted doors Better sign for the door bell.	Logistics and costs under review In hand
Easier to get through on the telephone at peak times	Consider a new telephone system with extra telephone lines	Logistics and costs under review
Confidentiality and configuration of Reception Area to ease congestion	Consider moving the automated check in screen Consider moving the seating area Re-introducing the barrier Making the signs more prominent	In hand In hand The barrier is now back in Reception The signs have been added to both sides of the barrier
Easier to speak to a Doctor on the telephone	Make patients more aware of the telephone consultation service we have to offer on a daily basis	In hand
Make patients more aware of the Online Services/Services in general	Consider setting up a couple of demo screens in Reception to guide patients on how to use the website Introduce a newsletter for patients Produce leaflets to give to patients	Logistics and costs under review In hand In hand

Appointments	Consider setting up routine blood, B12 and INR appointments online Offering advance bookable nurse appointments inline with GP's	Practice Nurse Manager to assess feasibility for specific clinics In hand
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We will report back on the actions agreed above at regular intervals. The PRG is planning another meeting in June 2012 and will be carrying out another patient survey later this year. If you have any comments or suggestions prior to this please contact us, they would be greatly received.

How to Access our Services

Opening Times

The Medical Centre is open from 8.00am until 18:30pm Monday to Friday.

The appointment telephone line (01225 709311) and our general enquiries line (01225 703236) are open from 08.30am to 18:30pm, however, they are turned over to a telephone message giving details of how to contact the emergency doctor between 08.00am and 08.30am and 13:00pm and 14:00.

Spa Medical Centre also provides extended GP opening times. We are open from 7:30am on Wednesday mornings and until 20.00pm on Tuesday and Thursday evenings. Please note these days/times are subject to change.

Gompels (Spa Pharmacy)

Pharmacy is open from 9:00 to 18:30, Monday to Friday, closing between 13:00 and 14:00 for lunch.

Appointments

Healthcare at Spa Medical Centre is provided by a team of professionals who work closely together in order to offer an efficient and personal service. We organised our appointments in 2 types – same day for urgent problems and routine for new problems, follow-up appointments and less pressing issues. We allocate 10 minutes for all appointments. Appointments may be made by phone, by calling in at the Spa Medical Centre or by our online booking system.

To make an appointment phone 01225 709311

For general enquiries phone 01225 703236

To cancel an appointment phone 01225 898006

To order a repeat prescription phone Gompels freephone number 0500 703183.

For results and routine enquiries please call after 14:00pm on 01225 703236 when the phones are quieter.

When we are closed

The Our of Hours Emergency Doctor service is the responsibility of Wiltshire Primary Care Trust. This is currently run by Wiltshire Medical Services. If you require urgent attention outside normal surgery hours please telephone **0300 111 5717**. This service is available between 18:30 and 8:00, Mondays to Fridays and all day Saturday, Sunday and Bank Holidays.