



SPA MEDICAL CENTRE, MELKSHAM PATIENT PARTICIPATION REPORT Report to Patients, March 2013

Introduction

On behalf of Spa Medical Centre's Patient Reference Group (PRG) we are pleased to present the Group's second report. This report illustrates how we have continued to grow the PRG 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 46 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 306 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:

- Continue to promote the PRG and gain 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 10,900.

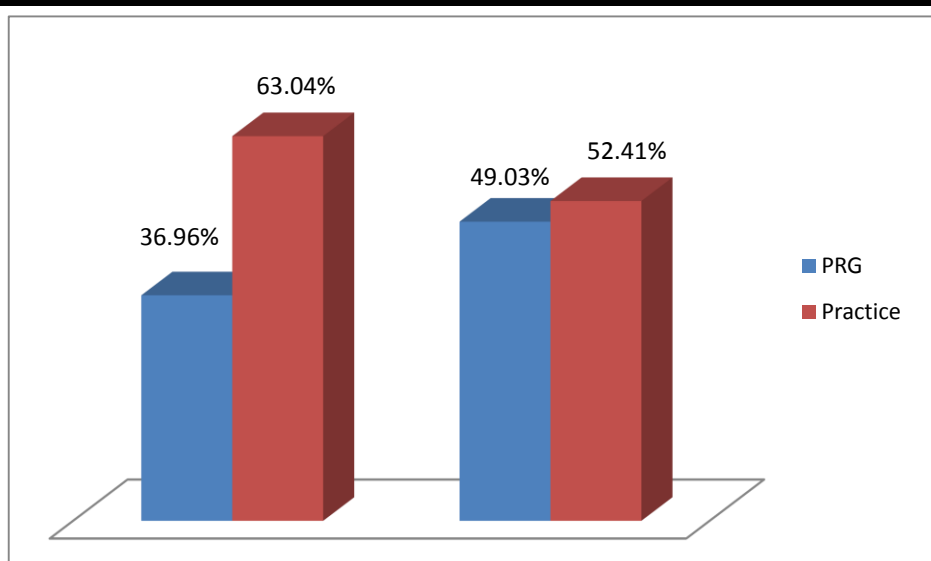
Promoting the PRG

The PRG was set up of our patients who wish to be involved by email and/or attending meetings quarterly at the Practice. We still have posters dotted all around the surgery and continue to promote the group on our website. We also used this year's patient survey to ensure patients are aware of the group and whether they would be interested in joining. Unfortunately there are still variances between ethnicity, age and sex as you will see in the charts below.

PRG Member Profile

We still continue to try and 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.

Age	PRG Population %	Practice Population %
Under 16	0.00	21.58
17-24	0.00	8.44
25-34	4.35	10.66
35-44	8.70	14.35
45-54	21.74	15.85
55-64	13.04	12.01
65-74	36.96	10.01
75-84	15.22	5.32
Over 84	0.00	1.79



39% of the PRG Group are males and 49% are females. 84% of the PRG are parents, 15% are carers, 23% 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.

Action Plan 2012

Easier Access for Wheelchair and Pushchair Users – The outer doors were automated in February 2013. Operating systems were added to the existing doors and can still be opened manually. A new doorbell sign has been added to the doors.

Easier to get through on the telephone at peak times – We have placed an order with our existing company – enhancing the system we already have with more telephone lines and message facilities. We are yet to decide on a date for installation.

Confidentiality and Configuration of Reception area to ease congestion – The automated check in screen has been relocated and the seating area has been rearranged to accommodate this. The barrier has been re-introduced and new signs have been added to both sides. It provides more fluidity for the flow of patients using the check in screen, reception and pharmacy.

Easier to speak to a Doctor on the telephone – Telephone consultation appointments are available for all doctors on a daily basis. Should patients require a telephone consultation they are given a specific time when the doctor is able to call. Appointment information is on our website for all to have a look at.

Make patients more aware of Online Services/Services in General – Logistics of setting up a couple of demo screens in Reception is still under review, this will be made priority in the 2013 Action Plan. We are also still looking into producing a newsletter on topics of interest.

Appointments – Unfortunately we are unable to offer advance bookable nurse appointments in line with GP's online. All the nurses have varied duties and we need to ensure the patient is booked in with the correct nurse.

Patient Survey/Agreeing Priorities

The priorities for the patient survey questions were determined in the PRG meeting on the 9th January 2013. This meeting was attended by 4 members of the group and 3 staff members. We decided to hold this meeting during the day to see if we could capture any views from the groups which are not as well represented, unfortunately, the meeting was not as well attended as evening meetings.

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.

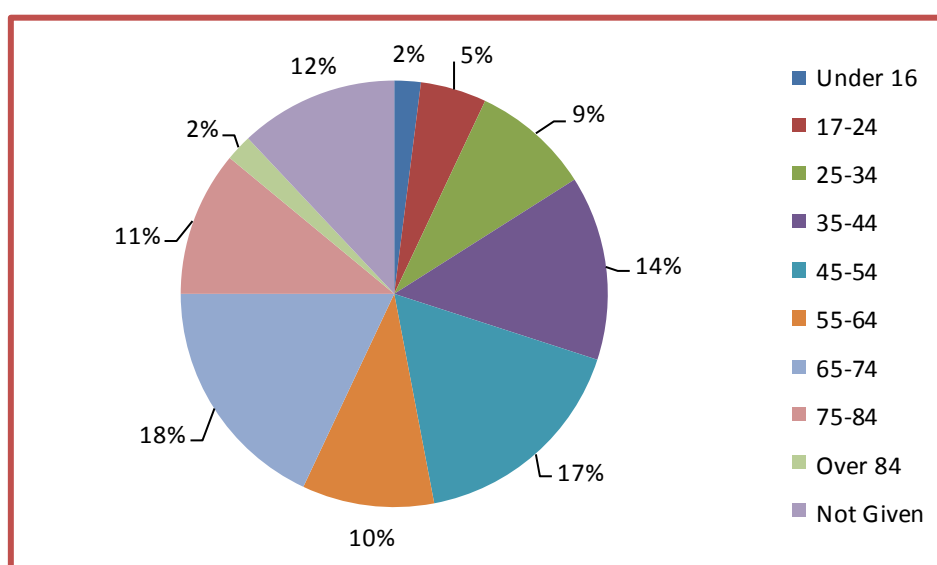
Once finalised the survey was added to our website and in waiting areas for patients to complete. A number of surveys and leaflets (with our website address on) were given to all Doctors and Nurses' consultation rooms, Reception and the foyer.

We emailed the PRG on 25th January 2013 to see if any of them would assist in handing out surveys for completion. We were delighted that they were willing to give up their spare time to help promote the survey.

Once the survey responses were collated in March 2013 – and we received 306 completed forms – the PRG met on Wednesday 6th 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 7 PRG members and 2 staff members.

Patient Survey Responses

61% of patients that completed the surveys were females. 90% have an ethnic background of White British. 45% regularly visit, 34% occasionally and 9% rarely visit the Practice. There was a good representation of ages as shown below:



Survey Findings

Respondents replied as follows:

- 83% find the reception area less congested now that the automated check in screen has been relocated
- 73% find that the reception is more confidential now that the barrier has been re-introduced
- 95% find the seating area in the waiting areas adequate

- 92% think the display boards have enough information for patients need
- With the introduction of a new telephone system 71% would prefer a queuing system, 11% would prefer automated messages and 12% would prefer being on hold with music
- 82% are aware that we have a DNA policy for missed appointments
- 59% are aware that we have a complaints procedure
- 46% would be interested in attending open evenings on specific subjects
- 12%, if interested in joining the Patient Reference Group, would prefer meetings and 36% via email
- 22%, if interested in attending Patient Reference Group meetings, would prefer them to be held in the evenings and 12% during the afternoon

Are there any other services you would like to see at Spa Medical Centre?

“Always found all aspects of the service excellent”

“Alzimurs tests”

“Generally a good informative GP surgery”

“More information on men’s health issues”

“More telephone lines”

Any other comments or suggestions you have for improving the service offered by the Practice?

“More available appointments”

“Additional car parking”

“More ladies on reception at busy times”

“I think the surgery runs very well”

“Please make the seats higher in the waiting areas”

“Very satisfied with the service offered”

The PRG felt that the results were extremely good and several of the improvements highlighted have now taken place within the practice with a great deal of success. On the back of the 2013 patient survey we have prioritised the actions for 2013.

2013 Action Plan

Asked For	Agreed to	Comment/Outcome
Educate/Train on the Automated Check in Screen	Produce laminated simple instructions on the use	In hand
	Use our Open Evening to show patients how to use	In hand
Congestion in Main Waiting Area	Consider introducing a barrier for pharmacy queuing	In hand
	Consider putting a white line on the floor advising of where to queue	In hand
Seating in Waiting Areas	Are we able to have raised stools and arms with chairs	Costs under review
Missed Appointments	Make patients more aware of the DNA policy for missed appointments	In hand
Make patients more aware of the Online Services	Use our Open Evening to promote and show patients how to use the online services	In hand

We will report back on the actions agreed above at regular intervals. The PRG is planning another meeting on 15th May 2013 and will be chaired by one of the Patient Reference Group members. 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 8.00hrs until 18:30hrs Monday to Friday.

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

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

Gompels (Spa Pharmacy)

Pharmacy is open from 9:00hrs to 18:30hrs, Monday to Friday, closing between 13:00hrs and 14:00hrs 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 14:00hrs on 01225 703236 when the phones are quieter.

When we are closed

If you require urgent medical assistance which cannot wait until the surgery opens please call 111. 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. NHS is a fast and easy way to get the right help, whatever the time. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation. This service is available between 18:30hrs and 8:00hrs, Mondays to Fridays and all day Saturday, Sunday and Bank Holidays.