



SPA MEDICAL CENTRE, MELKSHAM PATIENT PARTICIPATION REPORT Report to Patients, March 2014

Introduction

On behalf of Spa Medical Centre's Patient Reference Group (PRG) we are pleased to present the Group's third 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 massive thank you to the 48 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 480 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.

We have quarterly meetings that are chaired by one of the PRG members. At a recent meeting it was decided to have a committee comprising of the core members of the PRG. These are the members that have been attending regularly and contributing to the PRG and the Surgery. We have also put up a notice board in our Main Waiting Area which has the committee members' pictures and names with our terms of reference.

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 11128. They have also been instrumental in making our Open Evening on Men's Health a success. Our next Information Evening on Dementia is being held on Monday 31st March 2014 – with their help we are hoping this will also be a great success.

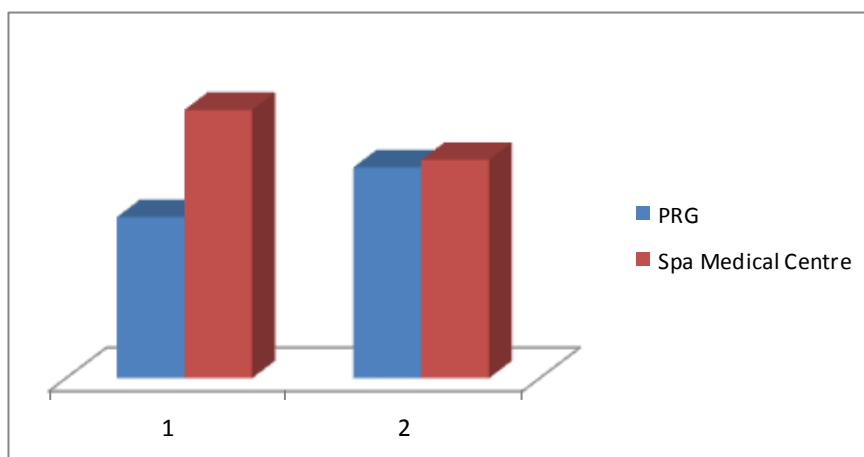
Promoting the PRG

The PRG was set up of patients wishing 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. The PRG members continuously promote the group to patients at open evenings and when volunteering for help with completing surveys and flu clinics, etc. 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. At a recent meeting it was decided to have a committee comprising of the core members of the PRG. These are the members that have been attending regularly and contributing to the PRG and the Surgery.

Age	PRG Population %	Practice Population %
Under 16	0.00%	21.58%
17-24	0.00%	8.34%
25-34	4.17%	10.73%
35-44	8.33%	13.74%
45-54	20.83%	15.82%
55-64	16.67%	12.32%
65-74	35.42%	10.22%
74-84	14.58%	5.07%
Over 84	0.00%	2.19%



1 = 37.5% of the PRG Group are male whilst 49.16% of our patient population are male and 2 = 62.5% of the PRG Group are females whilst 50.84% of our patients 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 2013

Educate/Train on the Automated Check in Screen – We produced simple laminated instructions on the use of the check in screen. We also used our Open Evening to show patients how to use it.

Congestion in Main Waiting Area – We introduced a barrier for pharmacy queuing but unfortunately this was unsuccessful and caused more problems with congestion than before. We are will considering putting a white line on the floor advising of where to queue but we fear that this will not be suitable either.

Seating in Waiting Area – The costs for raised stools and arms with chairs are still under review.

Missed Appointments – We have made patients more aware of the DNA policy for missed appointments by having specific posters in all the waiting areas and writing warning letters.

Make patients more aware of the Online Services – We used our Open Evening to promote and show patients how to use the online services. This is an ongoing process and we continue to promote the online services at all information evenings.

Patient Survey/Agreeing Priorities

The priorities for the patient survey questions were determined in the PRG meeting on the 13th February 2014. This meeting was attended by 9

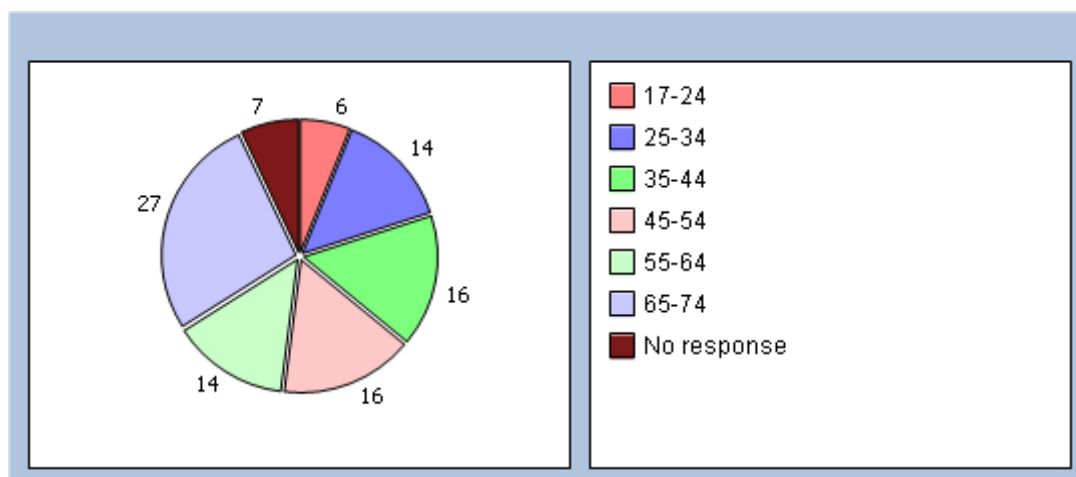
members of the group and 2 staff members. We discussed the questions for the survey prior to this at a meeting on 12th December 2013 and members were asked to email Spa Medical Centre with their suggestions. From their suggestions we produced a proposed patient questionnaire for discussion at the meeting in February 2014. This was to ensure they were happy with the questions and that it covered all the priorities that were highlighted in their suggestions.

Once finalised we ran the survey from Tuesday 18th February 2014 for 2-3 weeks. We decided to aim for between 400-500 completed surveys. The survey was added to our website and in waiting areas for patients to complete. We were delighted when members of the PRG were willing to give up their spare time to help promote the survey. This was instrumental in achieving our goal of completed surveys.

Once the survey responses were collated in March 2013 – and we received 480 completed forms – the PRG met on Wednesday 19th March 2014 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

65% of patients that completed the surveys were females, 30% male and 5% no response. 91% have an ethnic background of White British, 2% other and 7% no response. There was a good representation of ages as shown below; we had 0% from under 16, 75-84 and 84 and over:



Survey Findings

Respondents replied as follows:

Nurse Led Services – Are Patients Aware of:

- 51% Yes/46% No: Chronic Heart Disease
- 72% Yes/25% No: Asthma
- 71% Yes/26% No: Diabetes

- 43% Yes/51% No: Chronic Obstructive Pulmonary Disease
- 58% Yes/37% No: Travel
- 71% Yes/25% No: Sexual Health (coil fits/contraception)
- 77% Yes/19% No: Stop Smoking
- 84% Yes/14% No: Blood Pressure
- 48% Yes/47% No: Anticoagulation
- 58% Yes/24% No: NHS Health Check

New Services – Are Patients Aware of:

- 30% Yes/68% No: Dementia Service & Alzheimer's Support
- 24% Yes/73% No: Carers' Clinic
- 37% Yes/59% No: Contraceptive Implants

Other Services – Are Patients Aware of:

- 42% Yes/56% No: Private Podiatry
- 28% Yes/67% No: Primary Care Psychology
- 36% Yes/60% No: Community Nursing Services/Care Co-ordinator

Digital

- 53% of patients are aware of our practice website and found it user friendly when visiting/using
- 57% of patients are familiar with our online services
- 67% of patients are aware of our dedicated cancellation line and text cancellation service
- 80% of patients are aware of the text reminder service
- 57% of patients are aware of the GP telephone consultation service
- 7% of patients would prefer to book or cancel an appointment in person, 41% by telephone, 27% online, 18% had no preference and 7% did not respond
- 35% of patients find the repeat prescription service at the surgery excellent and 23% very good
- 49% of patients are aware of the online repeat prescribing service offered by Gompels

Information

- 76% of patients are not aware we are holding patient information evenings; a few of the suggestions for further evenings included Alzheimer's/dementia, anxiety, carers' support, children's health and welfare and diabetes
- 64% of patients are able to gain information relating to their medical condition easily and 59% advised that the information gained was up to date and relevant
- 37% of patients felt their problem was dealt with by the doctor or nurse at their first visit excellently and 35% very good
- 50% of patients thought our opening hours were satisfactory, 28% very good and 8% good

- 90% of our patients are likely to recommend our surgery to family and friends if they needed similar care or treatment

Any other comments?

“Although the surgery is open early and late, I still find I have to wait 3 weeks for a routine appointment which I find unacceptable”

“Excellent doctors when seen, but getting increasingly hard to get a routine appointment – often have to wait a month for a female doctor”

“Bookings by phone can be difficult – busy lines – but this would be my preferred way of making appointments. Receptionist’s responses vary from warm, friendly, helpful to cool”

“Dr Rigby is absolutely fantastic and really helps”

“Difficult to contact the surgery especially by phone in the mornings”

“Nursing staff are always so helpful”

“I have always found the staff at the Spa very friendly and supportive of my health needs”

“I’m not aware of many services as I have good health”

“It is always exceptionally difficult to get through on the telephone at peak times”

“More advice and information regarding sexual health with more contraceptive options – feels very limited”

“Patient data sharing information – would like to know more about it before deciding on opting in/out”

“The GP telephone consultation services does not appear to work very well”

“Really like this surgery, always feel like they will do what’s best for me”

“Thank you for all your help and support. Apart from sometimes finding it difficult to get through on the phone and having to book appointments rather far ahead, I appreciate the way I have been dealt with by doctors, nurses and reception staff”

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 2014 patient survey we have prioritised the actions for 2014.

2014 Action Plan

Asked For	Agreed to	Comment/Outcome
<p><i>Appointments/ Telephone System</i></p> <p>Greater access and availability of appointments</p> <p>Improvements on getting through to the surgery via telephone</p> <p>Re-advertise GP telephone consultation service</p>	<p>By the end of April we are planning to implement a new telephone system providing 4 lines at peak times – doubling capacity</p> <p>Increased staffing to cover the new telephone lines</p> <p>Improve patient awareness of online appointments</p> <p>Smart phone app for appointments – promote internally on notice boards and add a link to the website</p> <p>Promote telephone appointments – get a better understanding of what GP's are willing to deal with and train reception accordingly</p> <p>Actively recruit a new GP with the right skill sets/ensuring we have the space to house</p>	<p>Upgrade due to take place the end of April 2014</p> <p>New staff member joining 31st March 2014. Advert out on 4th April 2014 for Receptionist vacancy</p> <p>In hand</p> <p>In hand</p> <p>Training planned for May 2014</p> <p>In hand – the GP's held a planning meeting at the end of February 2014 for the longer term outlook to review capacity and consider recruitment of another GP.</p>

	Consider a triage system for on the day appointments	Review of appointment system
<i>Nurse Led Clinics</i>		
Making patients aware of nurse led clinics	Better advertising of the services we already provide. Have a section on the Notice Board in the Main Waiting Area "Did you know section" – changing information on a monthly basis	In hand
Patient Communication	Regular newsletters to improve communication. PRG to produce a newsletter for the patients	In hand
Promotional material regarding services available	Move the carers' board to a more prominent position	In hand
<i>Open Evenings</i>	To continue to deliver these 2/12 meeting patient request. PRG and Spa working together on the objective to enhance patient information and education	In hand
<i>Website</i>	Review of the practice website	By the end of June 2014

We will report back on the actions agreed above at regular intervals. The PRG is planning another meeting on 12th June 2014 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 Tuesday mornings and until 19:30hrs on Wednesday 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

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. Our standard appointment is 10 minutes. 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. In an emergency please call 999.