

FREMINGTON MEDICAL CENTRE

Local Patient Participation Report

Date Published: 28th March 2014.

PRACTICE PROFILE IN RELATION TO PATIENT PARTICIPATION GROUP MEMBERSHIP

CATEGORY	PRACTICE	PPG
Male	48%	34%
Female	52%	66%
Age < 65	69%	40%
Age 66-75	16%	33%
Age 76+	15%	27%
Carers (recorded)	3% of list size.	20% of group membership
Ethnicity	Incomplete data refer to notes below.	

Ethnicity data – the Practice currently has a record of ethnic origin for 21% of registered patients. It is therefore not statistically meaningful to compare this with the group membership. The practice records ethnic origin for all new patient registrations and opportunistically for existing patients and will continue to do so to increase data validity. The rate of recording of ethnicity status has improved by 3% over the last twelve months.

THE PATIENT PARTICIPATION GROUP

The profile of the group is illustrated by the above table and has had six new members this year with seven members resigning from the group; the Practice would like to extend sincere gratitude to all those patients who have contributed to the work of the group. The group has members who are carers, representatives of those with Learning Disabilities, regular users of the Medical Centre for health monitoring purposes and young families.

The group continues to promote itself to ensure sustainability and maintain a representative membership. Strategies have included:

- Posters on the surgery waiting areas notice boards
- Informal and opportunistic invitations via day to day contact with patients by staff and group members.
- The surgery website has a section for the PPG where membership is invited to ensure all patients have the opportunity to be involved or give feedback
- Holding two 'road show' style open meetings.

The patient group has had representatives in the Practice this year talking to patients in waiting areas about the group to raise awareness, promote membership and increase patient questionnaire completion rates.

The PPG has agreed the following ground rules and constitution:

GROUND RULES

- The group is not a forum for individual complaints and issues
- We advocate open and honest communication
- Silence indicates agreement – please speak up
- All views are valid and will be listened to
- No phone or other disruptions please turn phones to silent

- We will start and finish on time and stick to our agenda
- Racism and discrimination will not be tolerated
- The purpose is to help improve healthcare services for the practice community
- We agree to attend as many meeting as possible
- Individual patient confidentiality will be adhered to at all times.

CONSTITUTION.

- To provide resources and services for the good of the Practice population which would not otherwise be provided by Statutory Services
- To encourage a spirit of self help and support amongst patients to improve their health and well being
- To improve communication between the service providers, the group, and the wider population.
- To promote a patient perspective and enable patients to access and make the best use of available health care.

THE PATIENT SURVEY AND ACTION PLAN

FMC commenced a patient survey in November 2013 following discussions in the group about what areas to focus on using last year's survey results and Care Quality Commission's (CQC) requirements to inform decisions. The questionnaire was published on the Practice website and hard copies made available via reception – it was publicised on Practice notice boards and by Practice staff. Representatives from the patient group came into the Practice to promote the survey in waiting areas.

The questionnaires were completed by 107 patients between November 2013 and March 2014 and the results published in March 2014. Of those who disclosed their age bracket, 67% were aged over 60 as compared to 40% of the Practice population with just 2% being under 25 years as compared to 21% of the Practice population. The results of the survey therefore do not necessarily reflect the views of the younger population. This issue has been included in the action plan for 2014/15 which was reviewed and agreed following a meeting on the 24th March 2014.

The result relating to ease of access by telephone informed the group that 43% felt it was in the range of 'good' to 'excellent' (with a no response of 4%) as compared to 73% in 2012/13 and 59 % in 2011/12 and 50% in 2009/10. It is disappointing that this year's results illustrate a down-turn on a previously upward trend and high volumes of incoming calls for prescription requests may be contributing to this issue. As a result we are discouraging prescription requests over the telephone (as has always been Practice policy) and promoting alternative methods such as on-line requests or use of repeat prescription forms. This should reduce call wait times and reduce the risk of prescription errors. The Practice has also taken part in a 'Primary Care Foundation' study which analysed our appointment capacity and will be meeting with the researchers to look at recommendations to improve access by telephone. This will feature in our action plan.

The results of this year's survey showed a reduction in satisfaction with the way in which the doctors and /or nurses help patients to take care of themselves with a score of 72% within the range of 'good to excellent' as compared to last year's 81%. This question has a significant level of non- responders (6% in 2012 and 10% in 2013 and 9% in 2014) despite the fact that the PPG changed the wording of the question this year to make it clearer. This will be considered by the survey sub-committee when devising next year's survey questions.

Similarly this year's survey illustrates a reduction in satisfaction for the 'respect shown for your privacy by reception staff' has reduced by 20% (2012 91% 'good to excellent' and 2013 83% 'good to excellent'). Measures taken to ensure privacy have been widely publicised via our 'roadshows' in May 2013 and leaflets throughout the practice. Facilities for private discussions are available on request to those who would prefer not to be in an open plan reception area. Telephone calls are taken in the privacy of the back office away from the waiting area. This

issue will feature for another year in our action plan.

The telephone triage access system featured in the free text comments area of the survey providing evidence that this continues to be an area of concern for some patients notably those who are in full time employment. The access system therefore features in the action plan for the coming twelve months.

2013/14 Action Plan.

The Patient group organised two ‘roadshow’ open meetings in the parish hall in May 2013 with approximately sixty people attending the afternoon meeting and fifty attending the evening meeting. A presentation about the appointment system operated at the practice was delivered by representatives from the practice staff group to include receptionists, doctors, nurses and management staff and patient group representatives. Issues were then debated and questions taken from the floor. These meetings have positively contributed to patient understanding of our system and the group committed to repeating events on a regular basis. In November 2013 the group organised two more open meetings again in the afternoon and evening to enable those with differing work and caring commitments to attend. A guest speaker from Healthwatch Devon delivered an informative presentation about patient involvement and feedback and the patient group launched this year’s survey.

The information and display boards in the practice have been reorganised and ‘themed’ by a patient group member and feedback has been positive. Many thanks go to our volunteer who will continue to maintain our displays throughout 2014/15.

ACTION PLAN 2014/15

Improvement.	Changes/actions to be made	By when
Telephone triage ring back for patients who are working.	On line requests for a doctors telephone consultation to be available and promoted. Requests for a telephone consultation during extended hour’s surgery to be available and promoted.	<i>Piloted from January 2014 To be reviewed May 2014</i>
Respect shown for confidentiality and privacy.	Telephone calls are not taken at the front desk in an open plan setting. Increased publicity regarding this via the ‘road shows’, posters, the website and leaflets.	July 2014
Increase the ease of telephone access for patients.	Consult primary care foundation team for improvement possibilities following the findings of the study in January 2014. Promote on line doctors consultation request facility. Discourage ‘over the phone’ prescription requests to vacate incoming lines for consultation requests and promote the use of the on line prescription request service. Promote the incoming line for professionals to increase capacity/reduce wait times on the patient line.	April 2014. July 2014. September 2014. July 2014
Encourage responses to survey from wider age group including those under 25	Survey to be reviewed by a PPG sub-committee to see if changes to survey questions would improve relevance to younger patients who are attending FMC for different reasons and less frequently than older patients. Also consider other means of publicising and circulating questionnaire.	Before issue of next survey

OPENING HOURS

The Medical Centre is open Monday – Friday 8.00 a.m. to 6.00 p.m.

The surgery operates extended hours opening on a Monday evening between 6.30 – 7.30 p.m.

There is a Doctor, a Nurse and a Health Care Assistant available for pre-booked appointments.

This enables patients to access services outside of normal working hours.

The surgery operates a telephone triage appointment system where a Doctor will ring you back following your request for an appointment. The reception staff will ask you for some general information about your health issue or concern in order to assist the Doctors in prioritising the calls. It helps the Doctors if you can give the receptionists as much information as you feel comfortable with and ensure they have a correct contact number for you. When the Doctor rings you back it might be that the problem can be dealt with over the phone or that a Doctors or Nurses appointment may be most appropriate. Your appointment can then be made by the Doctor for a mutually convenient time.

Appointments with the Practice Nurses and the Phlebotomists can be made directly via reception and with the Nurse Practitioner via reception for a same day appointment.

The telephone lines: **01271 376655** are open from 8 a. m to 6 p.m. Monday to Friday.

This report has been agreed by the Patient Participation Group on the 24 March 2014 and is published on the Fremington Medical Centre website. Copies can be found displayed on practice notice boards in waiting areas.