

DR RABIE & PARTNERS

KIDSGROVE MEDICAL CENTRE

SURVEY AND VIRTUAL PPG REPORT FOR 2012 to 2013

Between the 14th January 2013 and the 25th January 2013, we conducted a patient survey, both in house and via the virtual PPG members. There was a box in the waiting room for the questionnaires to be posted in when completed. All questionnaires were anonymous.

The survey questions ranged from:

- Booking appointments
- Telephone system
- Patient awareness of Internet Booking for doctors' appointments and repeat prescriptions
- Opening times
- Early and late surgeries
- Clinical care
- Reception staff
- Virtual PPG recruitment –
- Patients overall experience of the GP surgery.

We were very encouraged to receive 675 completed survey forms.

Patients' comments were entered as written and any additional words added by the administrator for clarification were also attached. There were 135 of the questionnaires which had additional comments added this represents 20% of the completed survey.

A full copy of the survey can be found on our practice web site

www.kidsgrovemedicalcentre.co.uk

ANALYSIS OF RESULTS

The survey showed the following percentages relating to some of the questions as follows:

How do you normally book your appointments?

Telephone	77.58%
In Person	15.05%
Via the internet	7.08%

Patient's awareness of Internet Booking for doctor's appointment and repeat prescription

YES	61.77%
NO	38.23%

If you need to see a GP urgently, can you normally get seen on the day?

YES	69.30%
NO	13.86%
Never needed to	9.59%
Don't know	7.23%

Is the GP practice currently open at times that are convenient to you?

Agreed	89.23%
No	8.85%
Don't know	1.92%

Clinical care – how good was your last consultation.

Very good	52.9%
Good	36.4%
Fair	9.66%
Poor	0.3%
Does not apply	0.74%

How did you find the receptionist at your GP surgery?

Very good	66.82%
Fairly	29.97%
Not at all	0.46%
Does not apply	0.15%

Virtual PPG recruitment – Aware there was a group and do you wish to join.

Aware	19.43%
Not aware	80.57%
Wishing not to join	91.15%. This % is found to be general with other practices.

Patients overall experience of the GP surgery.

Excellent	27.34%
Very Good	42.05%
Good	23.48%
Fair	6.54%
Poor	0.59%

PATIENTS' COMMENTS

A full list of all the comments made by patients is published in the survey report posted on our web site.

Generally the comments were favourable and positive with 135 surveys having additional comments added. 103 of these comments will be assessed by the practice and we will endeavour to address issues raised, wherever possible.

Listed below are those which were mentioned several times which has been investigated in more detail.

- Waiting time on Phone system
- 0844 phone number
- 0844 and mobile phones
- Reception staff
- Extended Hours
- Outer Door to premises

TELEPHONE SYSTEM AND 0844 PHONE NUMBER ESPECIALLY FOR MOBILE USERS

On the 28th February 2013 we changed our computer system with the introduction of a new server and equipment, which will enhance the speed of our computers. This meant that the practice was without computers for two days. During this time the practice provided an emergency cover. We wish to take this opportunity to thank our patients for their patience during this time and the subsequent problems that have occurred, which has meant a delay in the processing of patients' internet prescription requests and in booking internet appointments.

With the introduction of the new server and software, including joining the North Staffordshire Community of Interested Networks (COIN), we are now able to address a large concern which several patients have commented on personally and which the current survey has also highlighted relating to the problems regarding our present phone system which uses a 0844 phone number. This has proved to be an ever increasing problem, especially for patients who use mobile phones and have a package with their phone provider as many, it appears, that an 0844 number is the only call that they have to pay for. We had initially advised patients to contact their provider and inform them that this was their GP phone number and having done this most have then provided their customers with a low cost rate for this call.

Therefore, we are pleased to announce the practice will be moving to a new phone system which will use a 0300 phone number, mid – June to the end of June 2013.

We see that a **0300 number** as being 'fair for all', meeting the ever-growing public demand for a recognisable phone number which is cheap to call from both a landline and mobile. Calls to **0300 numbers** cost the same as a normal landline number (even from a mobile).

Secondly, the new server has enabled us to re-introduce a Patient Self Check- In screen which is now located adjacent the reception desk. This will greatly help to eliminate queues of patients waiting to check in for their appointment.

RECEPTIONISTS

The survey relating to reception staff showed 19 comments which mentioned that they were unhappy with a few of the reception team. This represents 2.81%, whilst the remaining 91.19% were very positive about them. Whilst we want to support our staff, we acknowledge people's feelings.

The receptionist has a very difficult job to undertake. They need to address patients' need against what the practice can provide, which is not always possible. The reception team are trained to be polite, professional and helpful. Unfortunately sometimes they can receive verbal abuse when a few patients do not get what they want when they want it. Patients' demands are ever increasing and whilst receptionists may have to be assertive, this can be perceived as rude by some patients.

The finding relating to reception staff will be discussed at the monthly team meetings.

GIVING PROBLEM DETAILS TO RECEPTIONISTS

The survey had two comments from patients who were not happy to discuss their problem with receptionists.

When a receptionist asks for details relating to an appointment they are following the practice protocol set up by the partners.

In some cases patients can be seen more quickly and appropriately by someone other than a GP for example our Nurse Practitioners or Practice Nurse if the problem is a minor ailment such as an infections, rashes or minor illnesses. The Nurse Practitioner is able to prescribe for a wide range of problems and works in conjunction with the GPs. A GP is also available on the day for Emergency Appointments which are available for patients with more complex problems that require GP consultations rather than a Nurse Practitioner. Therefore, requesting a brief outline of the problem for the receptionist to add to the appointment slot informs the clinical staff and enables patients to quickly access the right level of care.

However, if a patient does not want to give details because they feel that it is of a personal nature then the policy of the Practice is to explain why we ask but at the same time acknowledge that the patient does not have to offer this information.

EXTENDED HOURS

Our current opening hours are.

Monday	08:00 – 18:00
Tuesday	07:00 – 18:00
Wednesday	07:00 – 19:30
Thursday	08;00 – 16:30
Friday	08:00 – 18:00

We have extended hour which entails two early morning surgeries on both Tuesday and Wednesday and also a late night surgery on a Wednesday.

The practice is also open with a pre booked surgery on a Thursday afternoon.

There were a couple of comments relating to extended hours which made us aware that a few patients were not aware that we already offer this service.

OUTER DOOR TO PREMISES

Two survey comments related to the outer door to the premises being heavy and difficult to open especially for someone with a disability.

We are looking, along with the practice that shares the building, for a solution to this very important problem.

VIRTUAL PATIENT PARTICIPATION GROUP

At the end of 2011, after speaking to several patients within the surgery we ventured forward in early 2012 to commencing forming a Virtual Patient Participation Group (PPG) based on email networks. The reason for a virtual type of PPG was down to the practice sharing the accommodation with another practice and the lack of rooms and space available due to an increase in clinical staff.

In the early days this had appeared to not be the easiest form of PPG to establish but as time went on and after speaking to numerous individuals for ideas and with the support of the Patient and Public Engagement Team, this became possible.

As of January 2013 we have 9,980 patients registered at the practice with the following breakdown of Male/Female and age as follows

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	95-90	90+
Male	227	666	449	598	694	720	688	617	278	41	14
Female	227	619	427	549	638	727	696	608	323	78	46

We currently have 39 members with the following breakdown of Male/Female and age as follows.

Age range	17-24	25-34	35-44	45-54	55-64	65-75	75-84
Male	0	3	2	1	4	3	1
Female	1	2	9	6	5	2	0

We soon realised that not all members were taking an active part, which has proved to be the case with other practices and currently we have 12 active members.

Following the first year of the Virtual PPG we established a secure route for communication for the members. This ensures that members e-mail addresses remain confidential and therefore the format has now been established that the manager is the point of communication for the group who then cascades information to each of the members using the "Blind copy" facility on the e-mail system to ensure the members e-mail addresses remain confidential.

Following the findings of year one, a member of the group contacted me over wishing to establish contact with other groups to obtain information and ideas for our group. Other practices were contacted to enable the practice to have a line of communication with other groups.

Both the Practice Manager and a member of our virtual PPG attended a seminar in December 2012 which was arranged by the Patient and Public Engagement Team. This gave us both the opportunity to meet and talk with other practices and their PPG members. This proved to be very successful and it enabled us to establish a line of contact with other managers and groups who were more than willing to assist us, now and in the future. The meeting also confirmed that a virtual group, although not the easiest to establish, was definitely the way forward for practices as a means of being able to get a wider section of opinions for patients, especially those who rarely attended, were unable to do so or did not wish to attend meetings.

Naturally this is a two way share of information and the practice has let it be known that we are more than willing to assist other practices who wish to form a virtual group.

Year one showed us the need to recruit more members to enable the practice to reach a wider section of our patients. Posters were relocated in the waiting room to a central point to ensure a wider view was available from all angles in the waiting room, in order to advertise that we were looking for new members.

A message relating to the PPG is to be placed on the Jay-X calling system.

A group member discussed the possibility of advertising our PPG via local chemists, this idea will be implemented at the earliest opportunity.

The current survey has a section asking patients if they are aware that we have a Virtual PPG and if they wished to join. The survey of 675 patients only showed two patients who wished to join the group and communication with these two new members has been established.

This year has shown that the establishment of a virtual PPG has reached the younger practice population.

During the past year the 0844 phone number that the practice currently has was raised, which we have been able to address as mentioned previously. This will provide lower call charges for patients in particular from mobile phones.

The practice is extremely pleased with our established Virtual PPG and is very grateful for their suggestions and feedback which is invaluable to the practice's future development. Interesting points have been raised which are incorporated within our action plan.

NEWCASTLE NORTH – PATIENT LOCALITY GROUP

In addition a few members of our virtual PPG members attended a meeting on the 6th March 2013 at Audley Medical Centre to format the Newcastle North Locality Group which consists of 7 practices.

Work has now begun to set up a Patient Locality Group in the Newcastle North area, this will cover our practice. Two of our Patient Participation Groups members have joined this locality group.

Meetings will take place every 2-3 months with the group looking at wider health issues that are relevant to the locality, rather than practice-based issues.

Suggestions have already been put forward regarding suitable venues for display of signposting posters to reduce A+E attendance and for redesign of the physiotherapy service.

ACTION PLAN.

- Full use of the practice website to advertise what the practice has to offer and update any relevant information
- Produce a quarterly news letter
- Link our Web Page to Diabetic Help Group and other CDM sites
- Create a section of “questions to the practice” on our Web Site
- Having a patient’s comments box placed in the reception area.
- Making patients in the waiting room more aware of the waiting time for their appointments when doctors are running late. This is following a PPG member’s suggestion.

CONCLUSION

The practice is very pleased with both the number of completed survey forms and very encouraged by the positive feedback. Also doing the survey resulted in two new members of our virtual PPG.

We feel that the virtual PPG will be a great asset to the practice and will be involved in future developments within the practice by providing feedback from patients. Equally more use of the website will be a positive move forward in this technologically advancing age.

In conclusion, it is felt that the survey this year has been a great success. Very constructive points have been raised. These will be looked at by the practice along with the virtual PPG comments.

Overall the practice and all parties seem very positive about the future.