

Local Patient Participation Report

Main Members:

Practice Representatives: Dr Catherine Cargill and Lesley Beale Practice Manager

Committee: Mr Trevor Fernades, Mr Ken Stubbings, Mrs Trisha Newton, Mr Robert Shanks.

New Members: Mrs Veronica Wiggins, Mrs Maisie Bennet, Mr & Mrs Cameron, Miss Nicole Biddle and Mrs K Leggett

Action taken to increase members:

Ethnic Minorities: The practice has engaged verbally and by letter to members of the ethnic groups in an attempt to engage them in the PPG unfortunately, without success.

On the whole the practice has posters around the premises asking for willing members and also flyers are sent out with every recall letter to patients in an attempt to engage more of the practice population. Our success to day is six new members.

Comment from Trevor Fernades:

“If you need comments about the progress of the group, I think we have a good road map & strategy.

- 1) We've advertised our first meeting and invited those in the GP community to share their views/comments/concerns
- 2) We've advertised & invited more members to the committee
- 3) We have a plan is to engage with the community and invite patient involvement
- 4) We have a longer term objective to share views with other PPGs and look at merits of combining groups

It's been a slow start, but once we get our first meeting, I'm sure things will pick up and we will have more tangible results!”

Comment from Robert Shanks:

I congratulate you on progress so far. As you know, I spent several hours researching other groups on the internet, and I am sure that the first public meeting will be a significant landmark. That will tell most about what the patients' most important concerns are”

Survey Results:

The survey results have been sent out to all members of the PPG and also to the thirty eight patients that expressed an interest in having copies.

The survey results have been published on the website and sent out to patients who expressed an interest in having a copy. It has also been distributed to all the members of the PPG committee via email for comment.

On the whole the patient satisfaction score for consultations are all over the 95% mark. Satisfaction on other aspects of the practice varies.

Our lowest score (43%) was “the ability to speak to the doctor on the telephone” – all the doctors have telephone slots available in the morning. There is a need to look into whether or not receptionists are making it clear that this facility is available. It is clear on the information regarding appointments that there is this option.

The other three low scores included:

i) Getting through to the practice on the telephone (64%). We have nine lines coming into the practice and at our busiest time of the day (8am in the morning) on most days we have three receptionists answering the phones.

In previous surveys patients were disgruntled that the phone was always engaged and so we moved over to a queuing system. This now does not suit some patients.

ii) Seeing the GP of choice (66%). All the full time partners have the same number of slots per session. some get filled more quickly than others but where it is possible we do give the doctor of choice.

iii) Seeing a GP urgently on the same day (69%). We have a number of book on the day slots available and also some five minute slots for emergency on the day problems. We have a triage nurse every day that can deal with minor illnesses. Every afternoon there is a GP on call for same day emergencies so there should not be any problem with being able to see a doctor, however, this may not be the doctor of choice and this obviously is a decision the patient makes.

Comparison on the MORI survey

The 2011-2012 results are unobtainable as looking at the website the following statements say:

“However, as the content of the questionnaire has changed for the 2011-2012 survey, practice level data will not be available until June 2012 when there will be a sufficient number of responses in each practice to present the data at practice level”

Looking at the survey results for 2010 -2011 was quite difficult to assess as not all the same questions were asked. However, where questions were similar the results have been extracted:

1) Ease at getting into the building?

Mori Result: 67 %

Practice Result: 96%

2) Ability to get through on the telephone?

Mori Result: Fairly Easy: 49%

Practice Result: 64%

3) How often do you see the GP you have requested?

Mori Result: 78%

Practice Result: 66%

4) If you need to be seen urgently can you normally be seen on the same day?

Mori Result: 57%

Practice Result: 69%

5) Convenience of current opening times?

Mori Result 45%

Practice Result: 93%

6) Your overall experience with the GP?

Mori Result: 47%

Practice Result: 99%

Conclusions; The wording of the question can make a big difference to the result as can the number of completed questionnaires received by each organization. In all but one question we seemed to have achieved a higher percentage result. However, this does not indicate that the practice should not endeavour to keep trying to improve the service.

Comments:

The majority of comments seem to be in relation to the size of the car park. We are unable to make this any bigger.

Most of the staff are parking elsewhere and although there was a suggestion that the doctors' park elsewhere as well this is not a viable option – simply from the point of doctors needing to go out on visits.

One patient suggested we park in the council office car park and although in the past we were willing to pay for a number of car parking spaces this was turned down by the Council.

The front door also seems an issue – we had this replaced when the building was extended to a swing door. It seems that patients would like an automatic door and the practice could look into the cost of this.

There seems to be a mixed attitude as to the friendliness of the reception staff. However, we all try our best to help the patients to the best of our ability.

Opening Hours:

The open hours of the practice are clearly displayed in the surgery, website and practice leaflet. Also the session times and where the doctors are available. This includes our extended hours which include three early mornings and one Saturday in three – these are all advanced booking appointments.

Appointments:

Appointments are always an issue. We try to divide each surgery session up to include the relevant appointment slots they we under the Government Directive have to offer.

Four – for advanced booking up to six weeks in advance

Four – for patient partner – the automated system for patients to book or cancel their own appointments

Four – for two day in advance

Four – for book on the day.

In any given practice there will always be doctors that get booked up quicker than others. Unfortunately we cannot do anything about this.

There are times when we will be short of doctors for reasons of annual leave, sickness or study leave. Wherever possible we try to get locum cover.

Responses

Although a number of survey results were sent out to patients requesting them we have had little response back. Copies of the results are available for anyone wishing to view them and only need to be requested through the receptionists.

Posted on the website: blackwatermedicalcentre.co.uk on 30th March 2012