

Trinity Medical Centre

Patient Participation Group Report

March 2014

The Practice continues to have a well established group with a steady number of members. Since last year and after discussion with the group we have agreed that from April we will meet every two months in order to maintain momentum on certain projects that we wish to embark on in the coming year. Our AGM is set for 27th March where we hope to have a good number of patients supporting us. We have publicised this meeting in our waiting room and on our website together with a list of dates for the forthcoming year.

We currently have 16 members who attend the meetings and we have discussed ways in which we can reach a wider audience. As a result of this we are about to set up a “virtual “ group for any patient who is unable to attend our meetings in person. The idea would be to gather e mail addresses for these patients and communicate by that method. Minutes and agendas can be circulated prior to meetings and comments and feedback can be discussed at the meetings themselves. We hope that this will increase the membership and also increase the number of patients joining the group who are under retirement age. Following feedback from the group we have reorganised our waiting room so that our specific PPG noticeboard now includes copies of minutes from our meetings plus details of how to contact any of the members. We also continue to use the website to publish this information and ensure that all patients visiting the website have an opportunity to see what our PPG is doing on their behalf.

Following recent discussions we have also implemented a quarterly Newsletter for patients to keep them up to date with changes and new services. This is available on the website and copies are stocked in the waiting room. We also attach copies to repeat prescriptions in order to reach a wider audience.

Inclusion is a very important issue for the group members and they are keen to support the practice in reaching patients of all age groups. At our last meeting we discussed the feasibility of working with our local High School to deliver some Health Awareness sessions. We await a response from the Head teacher as to whether we can progress with this project. In the coming year we also hope to look at the PPG Members assisting us during the Flu campaign and helping us to collect data for this year’s patient survey. We have also talked about more regular surveys targeted at particular health groups to ensure we are meeting their health needs, for example diabetics, patients with learning disabilities, patients and carers with dementia.

In the previous year's survey we concentrated on alternative services to A&E when the surgery is closed. We have introduced a signposting leaflet for patients who attend A&E unnecessarily and we send this with a covering letter and a short survey to find out if there is any reason why the patient went to A&E, after the discharge letter is received. We continue to advertise local pharmacies, Walk in Centres and Leek Moorlands Hospital Minor Injuries unit as an alternative.

A second survey was undertaken in the Summer of 2013 following the refurbishment of the waiting area. Feedback on this survey is attached at appendix 1.

We have discussed the findings of this survey with our Patient Group on 27th February and have drawn up an action plan as a result of their views and comments. This is attached at appendix 2.

Appendix 1

Patient Experience Feedback

During June and July the Practice carried out a patient survey looking at the administrative side of the practice and how easy it is for patients to access the things they need. This was as a result of a number of complaints regarding these specific areas and we wanted to see if the changes we had implemented earlier in the year had improved what patients thought.

We specifically looked at the telephone system, customer service and the waiting area but also focussed on whether patients felt that they had been involved in the decision making process with the clinician they saw.

The questions and assessment were as follows:

Accessing your appointment

Arriving and checking in

Information – from reception staff, information leaflets, posters, TV screen.

Waiting – length of wait before being seen, environment and reason for wait

Consultation & next steps – information provided by the clinician and a plan of what happens next.

We asked patients to answer using the following :

Respected, pleased, valued, cared for, involved, not listened to, hurried, frustrated, anxious.

We asked 180 patients to complete the questionnaire but not all patients completed all questions.

Accessing your appointment:

48 patients stated that they felt respected

60 felt pleased with the outcome of their appointment

13 felt valued

41 felt cared for

0 patients felt involved with the future planning of their care

1 felt they had not been listened to

1 felt they had been hurried

0 patients felt frustrated

0 patients felt anxious

162 out of 164 patients had a positive response to this question -98%

Arriving & Checking in:

41 patients felt this system gave them respect

80 patients were pleased with this process

11 felt valued

28 felt cared for

7 felt involved

No patients felt not listened to or hurried

2 patients felt frustrated by the system
1 patient felt anxious with the system

167 out of 170 responders had a positive response -98%

Information Available to patients:

21 felt respected
76 felt pleased
19 felt valued
25 felt cared for
17 felt involved
No patient felt they had not been listened to
1 patient felt hurried
No patients were frustrated or anxious

158 patients out of 159 had a positive response – 99%

Length of Wait to see the Clinician and information on waiting times:

22 felt respected
89 were pleased with this
14 felt valued
13 felt cared for
11 felt involved
No patients felt they had not been listened to
1 patient felt hurried
3 were frustrated
1 patient was anxious

149 patients out of 154 responders had a positive response – 96%

Consultation & next steps

51 patients felt respected
51 were pleased with this
18 felt valued
39 felt cared for
10 felt involved
2 felt they were not listened to
4 felt they were hurried
2 felt frustrated
1 felt anxious

169 patients out of 178 responders had a positive response – 95%

In summary it appears that the majority of patients are happy with the way the service is being provided and since changes have been made to the waiting room environment and the way in which appointments can be made.

82 patients added comments to their responses and all but 1 were positive in the feedback to the Practice with comments directed specifically at the helpfulness of reception staff and the thorough way the Clinical staff deal with their health issues. A comment was made that there is no clock in the waiting room and we have now addressed this.

Appendix 2

ACTION PLAN FOLLOWING PATIENT SURVEY

ACCESS

- Monitor access and increase number of appointments available
- Increase nursing capacity
- Possible increase in GP capacity short/medium term
- We will monitor the number of DNA's (Did Not attend) to establish why patients are not attending nor ringing to cancel their appointments

ARRIVING & CHECKING IN

- More robust systems in place for staff to check that self check in works properly
- Ongoing training for reception staff and more organised processes behind the front desk

INFORMATION FOR PATIENTS

- Review of waiting room and leaflets
- Regularly check details and update information on the notice boards and TV screens with health information.
- Newsletter – updated quarterly

LENGTH OF WAIT TO SEE CLINICIAN

- Will improve with additional clinical staff
- Amending appointment system to allow for lengthy consultations

CONSULTATIONS

- Let patients know they can ask for more information
- If they are not happy with consultation or decision process to say so before they leave so that we can put it right.

General plan to have quarterly surveys on different topics depending where the need is with a minimum of 50 patients surveyed.

Virtual PPG to be implemented but this will take time to get off the ground