

Dovercourt Surgery Patient Reference Group

End of Year Report

February 2014

Introduction

Patients of Dovercourt Surgery have been involved in a Patient Reference Group (PRG) for the past 17 years.

The patients on the PRG meet regularly with Practice staff on a three monthly basis and are actively engaged in working alongside the Practice staff to further develop the Practice and decide what priorities should be addressed.

We aim to make quality improvement an ongoing process and will be continuing to work together throughout the coming year to bring about changes, as identified in the action plan and feedback on the impact of any changes made.

This report is intended to provide an overview of the steps taken so far to engage patients, how we intend to recruit more patients to the group and what progress we have made so far.

1. Establishing the patient Reference Group (PRG)

Dovercourt Surgery has approximately 4,600 registered patients and this is made up of:

Age Range	Percentage of practice population
Under 5's	6%
Aged 5 – 15 years	13%
Aged 16 – 24 years	12%
Aged 25 – 39 years	23%
Aged 40 – 64 years	31%
Aged 65 – 74 years	8%
Aged 75 and above	7%

Ideally, we want the PRG to reflect the patient demographics and have representation from all the age groups over 16.

Currently the PRG consists of:

12 patient representatives; 6 male and 6 female patients with ages ranging from 21 years to 72 years, the Practice had two representatives who were aged 21

and 23, these representatives have now moved on to employment and university so the Practice is actively trying to recruit more younger patients. However, the Practice is keen to set up a Face Book site for the younger Practice population to ascertain their views and any services required around smoking cessation, substance misuse, alcohol, exercise, healthy eating, and teenage pregnancies.

We are also keen to include parents of young children and teenagers, so that any changes and services that are introduced address the needs of all our patients, including families

To this end, the Practice has started working more collaboratively with the Wybourn Children's Centre where a mutually beneficial partnership has been formed where both sites have started to help each other to sign post patients and users services delivered by both organisations.

We especially want to have carer involvement on our PRG, as we understand that carers and cared for patients can often be overlooked, one of the patient representatives is a carer of a registered patient.

The PRG is advertised in the following ways:

- Posters in Reception areas
- News section of the practice website and also a dedicated area on website.
- Application forms at reception desk
- Positive selection for age groups 25 – 39 and 40– 64 years. Patients contacted by email invitation to those who had previously contacted the practice via the 'contact us' section of our website or direct email and letter to the Practice
- Patients given a direct invitation to join the group, with details of the inaugural meeting
- Contact forms distributed by Community Nursing staff and Medication delivery staff
- Practice staff encourage patients to become representatives

2. Agreeing Areas of Priority with the PRG

Prior to any PRG meetings, the Practice sends out information to the members on certain health related topics that impact on the Practice and patients alike, for example, issues around the new Health and Social Bill, NHS finances and Practice issues around changes to staff and services.

The PRG are also asked for any issues they have and these issues have been raised:

1. Developing the range of services offered at Dovercourt Surgery
2. Access to GP and nurse appointments
3. Communication with patients
4. Opening times
5. Ordering repeat prescriptions
6. Reception issues
7. The Building
8. CQC Registration
9. Online Services
10. Any other - please specify

3. Survey Results

The 'Dovercourt Surgery Patient Questionnaire' allowed us to gain further insight into what matters to patients and how they feel about current systems and services that are in place at the Practice.

We surveyed 367 patients over a 2-week period, which is 8% of our Practice population.

The results were as follows:

Getting through to the reception on the phone	80% very satisfied	19% fairly satisfied	1% not satisfied
Were they able to see a Doctor within 2 days of booking an appointment?	74% said yes	26% said no	
Would they like the walk in and wait service to continue?	96% said yes	3% said no	1% did not know
Hours the Surgery is open	69% very satisfied	29% fairly satisfied	2% not satisfied
Doctor's ability at involving patients in decisions about their care	83% very good	17% fairly good	
Nurse's ability at involving patients in decisions about their care	84% very good	14% fairly good	2% not good
Receptionists at the Surgery	85% very helpful	15% fairly helpful	
Getting into the building at the Surgery	96% very easy	4% fairly easy	
Ability to get an appointment with their preferred Doctor	31% very often	40% fairly often	29% not often
Care received at the Surgery	84% very satisfied	16% fairly satisfied	

The survey also asked the Patients for any other comments they wished to make.

Their responses were as follows:

No problem with care and service
Can never get an appointment
Efficient, friendly and understanding
Text reminder is good.
Understand the need for triage
Telephone consultation is very good, hard for full time workers to get an appointments
Good surgery.
What about a water fountain!
Unorganised
Thank you all.
Surgery should be open at weekends
Lovely staff
Excellent.
Walk in service great for working mums
Excellent
Keep up your excellent standards
Morning wait is a problem if you are in pain or poorly
Nice friendly staff.
Very good NHS service.

3a. Survey Findings

(i) Walk In and Wait Service

Most patients are keen on the Walk in and Wait Service that has been in place at the surgery for a number of years. Patients can access a doctor or a Nurse Practitioner between 8.30am –10.30am for urgent and minor ailments without needing an appointment. This service is offered Monday – Friday which enables patients with an urgent problem to be seen in a timely manner.

(ii) Telephone access

80% of patients stated that they were satisfied with telephone access into the Practice; patients can now access the surgery online by email and make direct bookings, cancel appointments and order prescriptions.

(iii) Opening Hours

Some patients wanted the surgery to open at weekends. The surgery did open on Saturdays but these were stopped due to lack of patient demand.

The Practice has signed up to the extended access scheme.

(iv) Appointments

Doctor and nurse appointments are offered at the surgery, on average there are 150 doctor appointment and 314 nurse appointments – these appointments are

offered at various times of the day : from 7.15am – 5.30pm – no appointment is necessary for the Walk in and Wait Service.

The surgery has just employed another HCA to ensure the clinicians are seeing patients that are appropriate to their skills, an extra 50 appointments per week have been released because of this change.

Continual work is undertaken to ensure the appropriate number of appointments are available for patients, at times that suit; the Practice continually monitors the amount of appointments available and increases the number of appointments if there is a long wait.

Current Surgery Opening Times

Morning surgeries (**Walk in and Wait**) are held each day between **8:30am – 10:00am**.

Appointments are available at various times throughout the week, but mainly:

7:00am – 8:15am	All week days
11:30am – 12:30pm	All week days
2:30pm – 5:30pm	All week days
2.00pm – 4.40pm	Thursday

The Surgery is open every from 7.00am – 6.00pm and does not close at lunch time

4. PRG Meetings

Meetings have been held May, July, October 2013, and February 2014 where a number of issues were discussed, both strategic around the NHS as a whole and operational issues around the Practice and services delivered.

Representatives are contacted before the meeting for potential agenda items, minutes of the previous meeting are also sent and issues raised are added to the PRG Meeting agenda.

5. Action Plan

PRIORITY	ACTION	TIMESCALE
Ensuring appointments are available the same day	Continue with Walk in and Wait Service and same day appointments which can be booked by doctors and receptionists	Ongoing and discussed at future PRG meetings.
Continued monitoring of telephone calls.	Patient survey to ascertain patient's perception of telephone access.	Discuss results of survey at Practice and PRG meetings and implement any changes.
Monitor representation of the PRG	Receptionists on front-desk duties to positively recruit patients in age brackets 16-24 and 25-40. In an effort to ensure all demographics of the Practice list are represented.	Ongoing
Commissioning Services	Paul and Chelle to liaise with other Central Locality Patient Groups and develop a Locality wide group which can engage with the CCG around commissioning intentions and services	Ongoing
Care Quality Commission	When the date for the CQC inspection has been confirmed, Patient Reps are keen to be involved in the accreditation process	When confirmed
Online services	Practice to ensure that patients can access the surgery online by email and make direct bookings, cancel appointments and order prescriptions. Ongoing monitoring of patient usage	April 2014

6. Publicise actions taken and subsequent achievement

Next Steps

Dovercourt Surgery committed to continuous improvement. We are proud of the service we provide and want to ensure that we continue all we can to meet the needs of patients. By working alongside the PRG the doctors and staff are able to gain insight into the patient experience and use the patient feedback to inform future development.