

**Framlingham Medical Practice
Seeking the view of patients – Local Patient Participation 2012/13**

Background

Framlingham Medical Practice is keen to seek the views of our patients – the people who use the practice. In 2011/12, responsibility for surveying the views of patients was handed to the practice via the 'Patient Participation DES' (Designated Enhance Service). The practice established a Patient Representative Group (PRG) which has been able to consider and act on the results of surveys that the practice has undertaken, as well as considering specific issues that the PRG wishes to raise

Profile of the Patient Reference Group

The group was representative of our practice population as far as possible. The practice profile for the age of patients is attached as Appendix One. The individuals who contributed to the development of the survey were in the following age bands:

Aged 75-79
65-69
55-59
40-44
35-39
15-19

The personal profiles of members of the group included

- males and females
- people from different ethnic backgrounds
- patients who live in the town (non-dispensing patients) and in more rural areas (dispensing patients)
- retired patients
- working patients
- students

We felt that this gave a good range of patients, representative of the practice population as a whole.

Report on actions from 2011/12 Report

1	<p>Review reception staff and training. How can we respond to the needs of younger people and address their concerns about confidentiality?</p>	<p>The reception team had received two half day training courses on effective communication and specifically communicating with younger people. The staff would also be completing a Department of Health module on effective communication with young people</p>
2	<p>Improve the waiting area: Lighting, design layout to help confidentiality issues and seats</p>	<p>The lighting had been improved Taller 'perch' chairs had been put in the waiting room The layout of the waiting room was still under discussion</p>
3	<p>Notice board informing patients of delays</p>	<p>A notice had been put in reception telling patients to check if their GP is running to time</p>
4	<p>Review patient information – patient leaflet and website</p>	<p>The website has been completely 'revamped'. A representative of the PRG was involved in the design and layout.</p>
5	<p>Put up a notice telling patients who they can contact if they are concerned about any aspect of the practice</p>	<p>This was completed</p>
6	<p>Obtain more information from patients regarding the information that they would like to prevent illness</p>	<p>Our website contains links to a number of national self help sites: NHS Direct; Patient UK; NHS Choices</p>
6	<p>Provide more publicity about NHS Health Checks</p>	<p>Still to be reviewed</p>
7	<p>Engage younger people in the services that the surgery offers</p>	<p>Dr Turner and our Practice Nurse Kate Hunt attended assembly of the local Sixth Form on 19/10/2012. This was to inform the young people of the services that the surgery offers and to provide a 'face'. We have produced a leaflet for young people which is on our website</p>
8	<p>Contact Live Well Suffolk</p>	<p>Still to be reviewed as part of information to patients</p>
9	<p>Ensure that online services are widely publicised when new clinical system is implemented</p>	<p>This is ongoing – reminding patients that they can use our on line services if they wish.</p>

2012/13 - Obtaining the view of patients

The PRG recommended to the partners that the practice used the same method as last year for surveying the views of patients. We used the same Patient Survey which would allow us to compare our results to those of previous years. This particular company also provides comparisons with other practices for us to use as a benchmark.

2012/13 - Survey Week

The practice survey was produced by *cfep uk* and was given out to patients during December 2012. The survey was distributed by Nurses and GPs to each patient who attended for an appointment during that week. Patients were asked to complete the survey before they left the surgery. The results are published on our website

Results of the survey

The results of the survey are on our website. The PRG considered the results at its meeting in February 2013:

The recently published report of the Patient Survey had been circulated. The members of the group considered the report in detail.

Overall

- *overall the survey results were impressive and the practice had done well – an overall mean score of 76% satisfaction (with the national mean score of 72%)*
- *the scores from last year were slightly down on the scores from the year before*
- *it was noted that the practice had been without one full time GP for the entire year, and it was felt that the decrease in the scores could have been considerably greater*

The report was split into four sections

1 About the practice

This section was the 'worst' performing compared to last year's results. Areas such as telephone access, appointment satisfaction and seeing a practitioner of choice were showing reductions in satisfaction. The area where the practice scored the least points (and this is consistent with last year) was 'Comfort of the waiting room'

2 About the practitioner

This section was the one where the practice scored the highest levels of satisfaction. Our patients were generally very satisfied with the consultation that they had with the GP or nurse. All of the questions in this section scored higher than the national mean and virtually all of the scores were in the highest 25% of all mean scores. The scores had decreased from the previous years, but only very small amounts.

3 About the staff

Although slightly decreased scores, this was consistent with results from last year.

4 'Other'

Patients were slightly less satisfied about areas such as making complaints to the practice, the reminder system and providing information about staying healthy. However, these scores in these areas were consistent with the national average mean scores.

Action Plan for 2013/14

The PRG felt that there were some areas that were commented upon in the survey for which the practice could provide an explanation:

- “a lack of toys for children to play with”: these had been removed following an infection control audit highlighting the toys as a potential source of infection*
- “poor stock control in the dispensary”: there has been a sharp rise over the year in the numbers of drugs which are in very short supply nationally – this is not a problem restricted to our dispensary.*
- receptionists asking what the appointment is for”: the reception team are trying to direct patients to the most appropriate practitioner. We have a Nurse Practitioner at the practice who can see and treat a range of minor illnesses and injuries*

It was agreed that the practice would write an article for local newsletters explaining these points. It was also agreed that the reception staff would be asked to say to patients “Is this something that our Nurse Practitioner could help with” and explain why they are asking. A poster about the Nurse Practitioner could be put up in the waiting room.

The article would also make it clear that we are happy for patients to ask for a telephone call from their GP rather than making an appointment to see him/her.

There were also a number of comments about access to the surgery outside of working hours. We discussed the extended hours clinics (early mornings and late evenings). It was felt it was unlikely that we would open the surgery on any other evenings. However, we would take back to the other partners the suggestion that we reschedule one of the early morning clinics (which have had a number of DNAs) to late evening.

Where improvements could be made

As by far the worst scoring area was 'comfort of the waiting room' the group spent a lot of time discussing the waiting room and how it could be improved. It should be noted that some members of the group felt that the waiting area was a little relevance, however some felt that it was an important aspect of the surgery: first impressions count and could set the tone of the visit to the practice. The following points were made:

- *The practice is operating in a time of increasing expectations and diminishing resources*
- *Decisions have to be made by the partners as to where to allocate resources: do we buy more equipment or do we improve the aesthetics?*
- *The practice is completely constrained by the size of the waiting area*

Recommendations to the partners:

- *Reduce the number of chairs in the waiting room*
- *Freshen up the waiting room by re-painting*
- *Remove the art work which is for sale in the waiting room*
- *Take the opportunity to put more information in the waiting room: provide more but less cluttered and tidier notice boards which should be categorised: suggestions so far: 'Emergencies', 'Health Promotion Advice eg cancer screening', 'Support Groups' 'Major disease topics eg heart disease'*
- *Provide a photoboard of all staff*

Opening hours and access to services during core hours

Monday	7am to 8pm
Tuesday	8.30am – 6pm
Wednesday	8.30am – 6pm
Thursday	8.30am – 6pm
Friday	8.30am – 6pm

Core hours are from 8am to 6.30pm on Weekdays. The telephones at the surgery are answered by Harmoni at anytime that the surgery is not open during core hours, and Harmoni will contact our Duty.

Extended hours

Patient have access to healthcare professionals between the hours of 7am to 8.00am on a Monday morning, and 6.30pm to 8pm on a Monday evening. These appointments are prebookable.

Appendix One

PRACTICE PROFILE

