

Drs. Liversedge, McCurdie and Wong

Local Patient Participation Report – March 2013

The practice has had a Patient Forum since February 2007 and has held regular meetings ever since. The meetings are held at the Health Centre at 7pm on a Monday evening, usually quarterly but sometimes more frequently when it is felt appropriate.

What is the Profile of the Patient Forum and is it representative of the Practice's Patients?

The group currently consists of 8 members. There are 5 ladies and 3 gentlemen whose ages range from early 40s to late 80s. Some members work and some are retired. Some have young children. Some use the practice services frequently and some rarely. Their home addresses stretch across the practice area. We therefore feel that they are representative of our practice's patient population. We are currently looking to recruit a teenager if possible to join the Forum.

Details of steps taken to determine the priority areas to be included in the recent Patient Survey

The group met on 19th November 2012 to discuss what to include in the Patient Survey for 2012/13. After discussion, it was felt that, because of the almost 50% return rate of the questionnaires last year, it would be wise to use the same survey this year even though they felt that it was a long questionnaire.

How did the practice seek to obtain the views of its registered patients?

The practice receptionists handed out 150 paper surveys to patients who attended the surgery over a 1 week period in March. Some were given to patients attending the surgery for an appointment and some were handed to patients who were calling in to collect or order prescriptions.

The practice has a database of almost 1000 patient email addresses that have been collected over the last 2 years and these patients were emailed the questionnaire.

After the results of the Patient Survey had been analysed, how did the Patient Forum discuss the results and then put together a proposed Action Plan?

The Patient Survey results were analysed and brought to a Patient Forum meeting held on 11th March 2013. The 11 page Survey Analysis was discussed in detail and it was agreed to take forward 3 points to include in the Action Plan for the year 2013/14.

What is the Practice's Action Plan following the Patient Survey?

The three main points that were agreed to form the Action Plan were:

1. To try to improve access to the GPs.
2. To inform patients, on their arrival at the surgery for an appointment, what their anticipated waiting time will be.
3. To enable the facility for patients to receive text reminders for appointments that they have booked.

Improving Access to the GPs – this will be addressed by the Practice looking to join the Primary Care Access Group which is a organisation which specialises in access at GP surgeries. They will come to the surgery, assess what the issues are and devise, in conjunction with the practice, an Action Plan to tackle any issues.

Informing Patients of their anticipated waiting time on their arrival for an appointment with a GP or Nurse – some patients had commented that it would be helpful if they could be informed of the approximate waiting time when they give their name in at the reception desk on their arrival for an appointment.

Text Appointments Reminder system – this was highlighted as a priority last year however, despite purchasing the software to enable this to happen, the software supplier has encountered problems and this facility is still not available at present. The practice will continue to work with the supplier, 'In Practice Systems' to allow this facility to be made available to patients as soon as possible.

What evidence is there to support the Proposals made?

The Patient Survey Analysis 2012/13 uploaded to this website includes a summary of responses received from the surveys handed out in the waiting room and those emailed to patients. In total 1,160 surveys were distributed and 187 responses were received. The practice is very grateful indeed to all the patients who took the time to complete the questionnaire. The responses received have guided the Patient Forum and the practice to choose the 3 areas outlined above as the main issues to address during 2013/14.

What are the details of the action to be taken by the Practice in addressing the 3 priority areas?

Improving Access to the GPs – The Practice Manager will contact the ‘Primary Care Access Group’ which is a organisation which specialises in access at GP surgeries. She will ask them to come to the surgery and to carry out a detailed analysis of the existing appointments system and access to appointments. The group will then present a proposal to the practice of how improvements could be made.

Informing Patients of their anticipated waiting time on their arrival for an appointment with a GP or Nurse – The Practice Manager will ask all Receptionists to ensure that they inform patients on their arrival at the surgery of their approximate waiting time before they see the GP or Nurse.

Text Reminders for Appointments Booked – As above, the practice has already purchased the software to enable text reminders to be sent to patients who have appointments, however, the software supplier has encountered problems and this facility is still not available at present. The Practice Manager will to continue to push for this with ‘In Practice Systems’ who are the software suppliers.

What are the Practice’s Opening Hours?

Monday, Tuesday Thursday, Friday – 8.00am until 6.30pm
Wednesday – 8.00am until 7.30pm
Saturday – 9.30am until 11.00am – For routine, pre-booked appointments only.

The Health Centre doors are open between the above times for patients to walk in and the telephone line is manned between 8.00am and 6.30pm on Mondays, Tuesdays, Thursdays and Fridays and between 8.00am and 7.30pm on Wednesdays. It is also manned between 9.30am and 11.00am on Saturdays.

Patients can also fax. prescription requests or other correspondence through to the surgery on 462269 24 hours a day. Prescriptions can also be ordered via the practice website 24 hours a day.

Patients can now make appointments with a GP on-line 24 hours a day after Registering for the On-line Appointments Booking Service.

What are the Practice's Extended Opening Hours?

The practice offers the patients extended opening hours on Wednesday evenings between 6.30pm and 7.30pm and on Saturday mornings between 9.30am and 11.00am these are in order to offer appointments specifically for patients who find it difficult to attend during the standard opening hours due to work or other commitments.