

## **The Maltings Surgery March 2013**

### **Patient Participation Report**

- We have 165 active members in our On-line Group
- We have 15 active members in our Focus Meeting Group

During 2012/2013 the Maltings Surgery continued to promote our patient participation group in the following ways:

- Advertised the group on the practice website
- Attached slips about the group and how to join with all prescriptions
- Attached slips about the group and how to join with all letters
- Gave each doctor and nurse forms to hand to their patients in their consulting rooms
- Receptionists also handed out forms to patients
- Using so many different methods we hope to reach all ages, genders and ethnic groups and have a PPG that realistically reflects our patient population
- Added an option onto our new registration form to request new patients to join the group
- Included information into our Welcome letter to ask newly joined patients to join the group either as online members Focus group members or both.
- As each member signed up they completed an initial very brief survey to give the PPG an idea of what patients' priority areas were
- The profile of the group largely matches that of our practice as a whole, we would have liked to have had more representation from certain groups; however every possible effort had been made through all the actions mentioned above to encourage different groups to join.

### **Actions from 2011-12**

Based on the meetings and action plan from 2012, the practice has:

- Increased the variety of appointments on the day, we implemented 2 additional telephone slots during April 2012 and have continued this practice.
- The practice has re-dressed the balance of urgent to routine appointments by releasing more appointments 72 hours in advance.
- The possibility for the provision for on-site phlebotomy is still under review and continues to be raised with the local HVCCG.
- The Practice continued to explore improved disabled access and implemented a dedicated access gap in the car park for improved wheelchair access. Also application to the landlords for repainting of car parking lines to allow more room is still under discussion. The work on modifying the building with a ramp at the main door and stair-lift are ongoing and embroiled in issues pertaining to the lease renewal and the local council regulations.  
The survey in 2013 was looking at access which was carrying on an important theme from last year.

- Receptionists have been retrained to advise patients on booking-in if a Doctor is running late. Doctors have also made more efforts to liaise with reception team if they are running late. Receptionist will go to the waiting rooms to communicate delays to patients.
- Patient request for selective extended hours based on ability to attend the practice and when was a difficult challenge; these appointments have to be available to all. However, we have addressed this issue by highlighting these appointments on our website, in our practice leaflet and training our receptionists to discuss with patients the most suitable slots to use.

## **Patient Survey 2012-13**

### **Report on Patient Survey**

The practice sent the Patient Survey to the 165 on-line members on 18/02/2013 and received responses over a period of approximately two weeks.

The main theme of the survey was to:

- a) assess whether the practice website was used by the patients and what improvements could be made to improve access and patient information on services available within the practice and the locality.
- b) assess the effectiveness of the main reception desk and the use of the automated check-in system; what improvements could be made to waiting times to speak to the receptionist and streamline the efficiency of the service.

A summary of the results are as follows:

- 83% used our website
- 61% used the site for booking appointments
- 51% used the site for requesting prescriptions
- 62 % felt the website was a good place to access information about the Surgery and other affiliated services
- 56% felt they always receive a call back phone call from a nurse or GP
- 94% where not aware of the website 'wheredoigo.org.uk'?
- 34% wanted to collect prescriptions in a designated area
- 30% wanted to make an appointment at a designated desk
- 51% were aware of the new 111 service?
- 47% infrequently or never use our automated check in
- 30% felt they should be allowed to update their own details such as Weight/Height/Blood Pressure and BMI
- 42% patients believe the Surgery best to accommodate urgent issues using Duty Doctor and urgent in the day appointments
- 72% patients believed that their enquiry was always dealt with fully by our reception team
- 51% would like to be able to self-refer to other clinics such as Physiotherapy.

## Action Plan

The survey results were reviewed by the Practice team and the results were discussed to establish what could be learnt and what areas required changes. The Practice team identified the following points which it was agreed would be suggested as the action points for 2013-14:

- 1. Increase the number of bookable on-line appointments.**  
This will help to reduce calls to the surgery and increase patient access to the reception team
- 2. Provide more information on the website about services available to patients - e.g. wheredoigo.org.uk? NHS Health Checks, etc, by looking at the possibility of creating:**
  - a) Video newsletters about the practice and updates about new services
  - b) Links to any new relevant local services and the HVCCG website
- 3. Explore the possibility of allowing patients to enter their own data in online**  
Height, Weight, Blood Pressure, and BMI
- 4. Increase patient use of the Automated Appointment Check-in system**  
In order to reduce waiting times in reception.
  - a) Reception staff to assist patients with initial use of the system
  - b) Provide leaflets and step by step guides to using the equipment

The above action points were then put forward to the online patient reference group to feedback their comments on the survey results and the suggested action plan which the Practice would like to focus on for the coming year 2013/2014:

Work is now taking place within the practice to implement these actions and make improvements in those areas; progress will be reviewed with the Core PPG group at their next meeting.