

The Maltings Surgery March 2014

Patient Participation Report

- We have 242 active members in our on-line group an increase of 32% on last year
- We have 15 members in our focus group

The surgery is committed to Patient Participation and has an established Patient Participation Group within the general organisational structure of the Practice.

During the survey of 2013/2014 the practice obtained the views of patients regarding its services through the following surveys:

- An annual online patient survey accessed via the PPG link on the front page of the Surgery website. This survey is designed to ask focused questions regarding surgery services.
- Continuously (from NOV 2013) through the “Tell Us” service on the PPG collaboration site

Practice Profile

The Practice is a partnership of 8 partners and is an established training practice. The doctors listed below are partners or registrars (doctors under training) as indicated against their names.

Dr Julian Godlee	BSc(Hons) MBBChir DRCOG MRCGP
Dr Mark Allen	MACantab MBBS MRCP MRCGP GP Trainer
Dr Sarah Dowling	BSc(Hons) MBChB MRCP MRCGP GP Trainer
Dr Alison Davies	MBBS MRCGP DRCOG Associate Trainer
Dr Grant Elias	MBBS
Dr Daniel Carlton-Conway	MBBS MRCGP DCH DFSRH DRCOG
Dr Ayan Panja	MBBS MRCGP DRCOG DFFP
Dr Ceri Laird	MA(Cantab) MBChB MRCGP DRCOG DCH DGM DFSRH Loc IUT
Dr Sheila Roney	BSc MBBS MRCGP DFSRH Associate Trainer
Dr Rachel Pay	BSc MBBS MRCGP DFFP
Dr Debbie Bell	BSc MBBS DCP MRCGP
Dr Nagham Hanna-Kaskos	MB ChB MRCGP

Doctors Appointments

Doctor's appointments are held at the following times:

Monday	7.15am - 7.30pm
Tuesday	8.15am - 6.30pm
Wednesday	8.15am - 6.30pm
Thursday	8.15am - 6.30pm
Friday	8.15am - 6.30pm
Alternate Saturday	8.30am - 12.00pm
Sunday	Closed

The main telephone line for calls to the surgery is **01727 855500**

Doctors in surgery

All routine appointments with the doctor are scheduled for 10 minutes. Where patients feel that they require longer due to their condition or other factors, they are requested to inform the receptionist at the time of booking the appointment.

Appointments may be pre-booked up to 6 weeks in advance and there are always circa 30% appointments available for booking on the day.

Telephone Appointments

The surgery offers telephone appointments which are of 5 minute duration. These are booked via the receptionist. Patients are requested to ensure that they provide a telephone number in order that the doctor can return the call at an appointed time.

Nurses Appointments

There are approx 5 nurse appointments available to book on line each day, it is difficult to increase this as nurse appointments vary in length depending on the nature of the appointment. The surgery will continue to look at this.

Please contact the surgery on 01727 855500 for an appointment.

Early Morning, Late Evening and Saturday Surgeries (Extended Hours)

The surgery offers early morning appointments on a Monday from 7.00am-8.00am and late evening appointments also on Mondays 6.30pm-8.00pm and alternate Saturday appointments. Details of this service are shown on the Practice Website and in the Practice Leaflet.

Telephone Advice

If you feel it necessary to speak to a doctor then please [telephone the surgery](#). If the doctor is not immediately available you may leave a number (including work or mobile numbers but preferably a landline number) so that the doctor can telephone you back.

We also operate a triage system for **urgent** medical matters which will involve your requests for same-day appointments or medical advice. This will be dealt with by the duty doctor initially by telephone and operates Monday - Friday from 12noon - 6.30pm. The duty doctor will advise you on the best course of action ranging from simple advice through to hospital admission.

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on 0845 4647.

Home Visits

To request a visit please ring 01727 855500 and press Option 6.

Please try to make requests for home visits before 10.30am if possible. You will be rung back by our duty doctor whose job it is to assess whether a visit is necessary. Doctors are not obliged to visit anyone, rather to assess what is necessary for a patient's care.

Home visits are reserved for patients who are unable to leave the house, due to disability, ill health or general frailty.

We do not normally visit children at home as they can usually be brought to the surgery.

Lack of transport is not a reason for a home visit.

We would ask all other patients to attend the surgery if possible, as home visits are time consuming for doctors and a surgery consultation generally offers higher quality of care due to full surgery facility and availability of additional resources.

Following these guidelines will enable us to offer the home visiting service to those most in need

Emergency Treatment Out of Hours

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital

- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP. If a health professional has given you a number to call for a particular condition, you should continue to use that number.

Walk In Centres

There are 'Walk-in' Centres at the locations below. The address and telephone number are:

The Luton Walk-In Centre

14-16 Chapel Street

Luton

Beds

Tel: 01582 556400

8.00am - 8.00pm - 365 days a year!

Hemel Hempstead Urgent Care Centre

Hemel Hempstead Hospital

Ground Floor Jubilee Wing

HP2 4AD

Tel: 01442 287452

24 hours - 365 days a year

Welwyn Garden City Walk In Centre

Spring House Medical Centre

Ascots Lane

Welwyn Garden City

AL7 4HL

Tel: 01707 294354

8.00am - 8.00pm 365 days a year

Profile of the Surgery

Please see appendix 1

Profile of the Patient Participation Group-list them

The PPG is comprised of male and female members and is demographically aligned from middle to retired age members. They reside mainly in St Albans. Patients are able to contact the patient group both through the surgery and online if they wish to discuss any matter relating to the surgery.

Please see appendix 2

The chairman of the PPG is Alan Bellinger.

How the Practice tried to ensure that the group was representative of all groups of the population

Members are recruited to the PPG by the following methods:

- Advertising the group on the practice website
- Attaching slips about the group and how to join with all prescriptions
- Advertising in the waiting room
- Receptionists hand out forms to patients
- Added an option on to our new registration form to encourage new patients to join the group.
- As each member signs up they complete an initial brief survey to give the PPG an idea of what patient's priorities were.
- The PPG has a collaboration site www.maltingssurgeryppg.ning.com which enables Patients to start/ join on line debates and discussion threads, contribute blogs, and leverage social media to improve wellbeing.
- New members are always welcomed to the group and encouraged to participate in the group's activities

Using so many different methods we attempt to reach all ages, genders and ethnic groups to have a PPG that realistically reflects our patient population.

Please see the attached graph (appendix 2) to see the demographics of the surgery.

The profile 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 is being made through all the actions above to encourage a greater level of diversity.

Actions from 2012/2013

An action plan from 2013 was formulated by discussions between the PPG and the practice as a result of the patient survey conducted. The review of this action plan is below in italics.

- Increase the number of bookable on-line appointments - *All appointments are currently available to book on line.*
- 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 HVCCG website

The Practice, working collaboratively with the PPG, produce a regular newsletter with input from one of the doctors. Feedback from patients to the newsletter, and to the way in which the Surgery is now communicating with patients, has been extremely positive. Links to all relevant services are now on the website.

- Explore the possibility of allowing patients to enter their own data online - *The surgery is looking into installing a pod to house a blood pressure monitor, scales and height chart, details will be sent direct to EMIS. All this equipment was available in the reception area but unfortunately the scales and height chart were stolen. The blood pressure machine is still available for patients to use. A printout is taken and handed to the reception team to input on EMIS.*
- Increase patient use of the automated appointment check in system in order to reduce waiting times in reception. *This has been a big success and usage is up by 7% to 60%.*
 - a) Reception staff to assist patients with initial use of the system. *Reception staff guide patients to use it.*
 - b) Provide leaflets and step by step guides to using the equipment. *This was not done to save paper*

The Practice continues to explore improved disabled access and implemented a dedicated access gap in the car park for improved wheelchair access. The area has been painted with yellow lines to make this area clear and to ensure no car parks there. 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 PPG are active in lobbying the local council on these access issues.

The possibility for the provision for on site phlebotomy is still under review and continues to be raised with the local HVCCG.

PATIENT SURVEY 2013-2014

The patient survey was available online from 06/02/14 and we received responses over a period of approximately 2 weeks. Response to the survey was poor.

We decided to use an identical approach to that used last year in order that we could compare and contrast; the two main themes of the survey were 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; and

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:

- 70% used our website. *13% less than last year*
- 70% used the site for booking appointments. *9% more than last year*
- 50 % used the site for requesting prescriptions. *1% less*
- 80% felt the website was a good place to access information about the surgery and other affiliated services. *18% more*
- 60% felt they always receive a call back phone call from a nurse or GP. *4% more*
- 60% were not aware of the website 'wheredoigo.org.uk'. *34% less*
- 10% wanted to collect a prescription from a designated desk. *24% less*
- 70% were aware of the new 111 service. *19% more*
- 60% always or mostly use our automated check in. *As compared to last year 47% infrequently or never*
- 10% felt they should be allowed to update their own details such as weight/height/blood pressure and BMI. *20% less*
- 30% patients believe the surgery does its best to accommodate urgent issues using Duty Doctor and urgent in the day appointments. *12% less*
- 60% patients believed that their enquiry was always dealt with fully by our reception team. *12% less*
- 20% would like to be able to self refer to other clinics such as physiotherapy. *31% less*

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 2014/15.

- Continue to investigate a Phlebotomy service by working with HVCCG

- Ensuring our patients make an informed choice with regard to care.data.
- Improving information on our website
- To continue to improve our reception team service to patients
- To continue to investigate a POD for self inputting of data.
- Significantly expand the level of patient engagement

The above action points were then put forward to the PPG

Work is now taking place within the Practice (and with the co-operation of the PPG) to implement these actions and make improvements in these areas. Progress will be reviewed with the core PPG group at their next meeting, and on an on-going basis.