

THE COLERIDGE MEDICAL CENTRE

Local Patient Participation Report

First draft: 7th March 2013

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The local patient participation report, produced at the end of the year, assesses the practice activity in year to engage with a patient group and to seek views from practice patients through the use of a local practice survey.

How do we ensure patients on our group are representative of our population?

Our current patient group was formed in 2011 and is representative of a variety of people; young people, parents, over 60's, retired, elderly, disabled, and carers. There are currently seven members of our patient group. We recently lost representative members from the Kings School Teen Health forum who represented young people in our area. The practice is actively working with Kings School to encourage student membership to our group and we are hopeful that two new members will join us for our May 2013 meeting.

During 2013/14 we hope to concentrate on forming a virtual group of patients who we can contact electronically from time to time. Our objective would be to target questions about our practice and the services we offer to particular groups of patients. For example patients selected because they have a particular medical condition or fall into a particular demographic category.

What have been the priorities to include in this year's survey?

We agreed with the patient group to run exactly the same survey as last year so that we could make a direct comparison and identify improvements and any new areas to work on.

How was the survey run?

We used an Exeter company called CFEP (Client Focused Evaluation Programme), established in 1995. They are experienced in running and analysing data from patient questionnaires. Their survey is designed to make patients think about every aspect of their journey through the practice from: opening hours, telephone contact, advanced booking satisfaction, seeing a doctor within 48 hours, seeing doctor of choice, environment of the practice, waiting times, interpersonal skills of clinicians, reception staff and other services provided by the practice eg reminder systems.

Once the survey report was published, how did we give the patient group an opportunity to discuss the findings and agree any changes?

We circulated the survey report and met with the patient group on the 15th January 2013. We reviewed last year's action plan, we discussed the findings of this year's survey and agreed to some key points to take forward. We also discussed the survey and the patient group comments with practice staff.

What is the action plan?

We must thank Tony Wilkinson, Joint Chair of our Patient Group for writing a communication to patients and assisting with the action plan.

Another year, another lot of survey results.

Finding out how patients feel about Coleridge Medical Centre is a very important task for the professionals who run the practice. The results of the

Annual Survey which takes place in September, provides a real opportunity for the GPs, the nurses and administrators to consider where improvements can be made, based on the views of patients. There is always a need to improve services and both the negative and positive comments have to be dealt with.

A big “thank you” is due to volunteers of the Help Scheme for administering the survey. The task of the Patient Participation Group is to examine the results of the annual survey and speak up for patient’s views. The members of the group are all patients of Coleridge and have, therefore, a vested interest in improving the services of the medical centre.

The action plan for improvement is prepared by Nigel de Sousa with involvement of the senior GP of the practice, Chris Dilley. This preparation takes place after a PPG meeting in early January (this took place on the 15th of January this year) in which PPG members have the opportunity to discuss the survey results and to recommend the actions for the practice to take.

The action plan will be prepared and the GPs and staff will be asked to sign-up to it and this will enable both the practice to move ahead and PPG members to monitor the plan throughout 2013.

The Autumn Newsletter in 2012 gave information on progress in a number of the actions taken following PPG meetings last year. We hope to provide you with more information in 2013 on the actions in the improvement plan this year.

Tony Wilkinson
Chair, Coleridge PPG.

Update on 2011/12 Action plan

Carried forward from the 2011/12 survey

1. Waiting times: We have improved but quarterly monitoring will continue to ensure quality is maintained.
2. Nurse practitioners: The patient group thought testimonials from those who had used the nurse practitioner would be useful. The practice will continually advertise that patients requesting same day appointments will be telephoned by a nurse practitioner or the doctor on call.
3. Parking: only 4 patients mentioned the car parking in the new survey. It was thought that the introduction of Sainsbury’s car park had an affect. This item now dropped from the action plan.
4. Patient display screen: the practice are still searching for a solution that will include display of health related media.
5. Speakers in waiting room: Action to continue. The patient group suggested that when a nurse calls a patient name, the nurse comes to the waiting room rather than speaking from the doorway.
6. Hand gel: Action to continue. The dispensers have been purchased and will be installed shortly.
7. Opening hours: the practice has no plans to open at weekends and patients are supported by Devon Doctors (the out of hours GP service provider). Most of the

doctors in our practice work weekend shifts for Devon Doctors and care for in-patients at the community hospitals. The practice does offer early morning and late evening appointments as part of the 'extended hours' scheme.

2012/13 Action Plan

The Coleridge Medical Centre has an improved performance on 22 of the 28 questions asked. The proposals for action from this year's survey are:

1. Seeing a practitioner within 48 hours.
2. Appointment satisfaction
3. Self care
4. Turn off the music in the waiting room
5. Consider providing water in the waiting room

Action 1, 2, and 3 - The practice have agreed to consult with practices who score highly in these areas to see how they achieved those scores and learn from their ways of working.

Action 3 and 4. In conjunction with problems with speakers and improvements to the patient call screen, the practice will be seeking to address this with an IT solution. This will also encompass action 3. It is envisaged that self care will be promoted via the patient display screen.

Action 5. Water in the waiting room. Patients can request a glass of water from reception. The practice will ensure this is publicised more widely.

You mentioned opening hours, please remind us what these are:

- We are open from Monday to Friday.
- Our reception desk is manned from 0800 until 1900
- Our telephone lines are open from 0830 to 1330 and 1400 to 1800. When our lines are closed, all calls are automatically transferred to Devon Doctors, the out of hours provider of GP services.
- We offer pre bookable GP appointments before 0800 and after 1830
- We offer online appointment booking, text appointment reminder service and online repeat prescription ordering.

What happens now?

This report will be published on the practice web site. We will continue to meet quarterly with our patient group who will monitor our progress with the action plan. Throughout the year we will publish updates on this to the wider patient audience, through our web site, Twitter and newsletters.