

**WOOTTON MEDICAL CENTRE
PATIENT PARTICIPATION REPORT
2013-2014**

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Patient Participation Report 2013-2014

Introduction;

We have had a Patient participation Group at Wootton Medical Centre (WMC) for some years. This group was formalised during 2011, with the appointment of a Chairman who is a registered patient as are all the lay members of the group. Formal terms of reference were drawn up at that time and a code of conduct established. After group discussion and democratic agreement the group changed its name to '**Wootton Patient Supporters' (WPS)**.

At present we continue to have only an actual patient reference group. This may extend in the future to include a 'virtual' group as well.

Since 2011 **WPS** as a group have been involved in recruiting new members. The group has supported WMC in developing and performing an annual patient survey since 2011 and in reviewing the survey results, discussing potential changes and the actions required to address those changes. The **WPS** have also been very supportive during the Flu clinic season in the autumns of 2011-2013. They have also organised a very successful Christmas raffle on three consecutive years raising funds for equipment that will benefit all patients.

This year we have invited speakers from outside groups for example Age UK to come and speak to the group and all patients were invited to join this meeting too.

In 2011 we joined NAPP (National association for patient Participation).

Since 2012 our Chairman has attended the East & South Locality Engagement Group.

The practice engages with the group by holding meeting every 2-3 months with the lead GP Dr S Davies, the Practice manager and the Practice Nurse. The meetings are led by the **WPS** Chairman. They run to an agenda and minutes are recorded.. Practice updates changes and plans are brought to the group and discussed fully.

The Patient Practice Survey is discussed at these meetings and it is after discussion at these meetings that the final decision of when and which survey to use is made.

The Doctors and all staff at WMC are very grateful for the time and effort members of **WPS** have put into supporting the practice in so many ways during 2013-2014 and since 2011.

Profile of Wootton Patient Supporters

During 2011-2012 we had fifteen members of WPS with all lay members being registered patients. During 2012-2013 over twenty registered patients attended meetings and contributed to WPS. During 2013-2014 we have had sixteen members attending meetings and contributing to **WPS**. The group is entirely voluntary and constantly changes in line with patients' needs, life circumstances and as a result not all patients can attend all meetings and there is a constant flow of members in and out of the group. We also have a lead GP Dr S Davies and our Practice Manager and Senior Practice Nurse provide input and support from the clinical and administrative members of the practice. The Practice manager acts as the group's secretary.

Of the registered patients attending our meetings in the last year six have been men one of whom is our chairman. The large majority of our members are over fifty and unfortunately we have lost our young student member. Our members represent a wide range of our patient population and. We have members who are and have been carers, who have experience of chronic disease management and consequently the review systems with in the practice, prescription systems, recall and appointment systems. We have members who are retired and those who work in both the public and private sector, members who work in the voluntary sector and members who work with children all bringing expertise and helpful ideas and advice to the group.

As a group we need to encourage more young members both men and women and patients with young families. We are aware that people's lives are very busy and that they have many commitments and as a consequence may not feel able to give yet more time to join us. We shall continue to encourage all patients to feel welcome

Further information about patient Reference Group

The number of patients registered with the practice has changed throughout the year below is breakdown of practice and group profile

Number of registered patients at time of survey; 5703

% of patients in practice who are female = 51%

% of patients in practice who are male = 49%

Of members attending meetings during 2013-2014

% of patients attending forum group = 0.3%

% of males in patient forum group = 40%

% of females in patient forum group = 60%

% of members over 40 = 100%

% of white patients in group= 93% % other ethnic origin= 6.25%

Recruiting members to Wootton Supporters Group

Since 2011 as a practice we have, with members of **Wootton Patients Supporters(WPS)** help tried to encourage new members and for a wider representation of our demographic profile to join our group. Initially we displayed posters in local shops and public notice boards. We continue to display notices within the surgery. All new patients are invited to join the group when they join the practice. We encourage opportunistic and direct recruitment by **WPS** members and by clinicians and staff members of patients.

Posters are displayed advertising meetings and anyone who has expressed an interest is contacted directly before meetings. We have an open invitation posted on our website also. We have in the past also added invitations to repeat prescriptions but this was not successful and has not been repeated this year. We have a new matrix calling system which we can also use to advertise the **WPS** to patients waiting in the waiting room..

Actions taken to address Wootton Medical centre Practice Survey 2012-2013

Following the 2012-2013 survey the results were discussed with **WPS** in March 2013 and action plan was drawn up. Over the period 2013-2014 with **WPS** the following have been addressed.

1, Waiting room

- Chairs; it was agreed that the firm hardwearing plastic chairs could not be changed as they are safe , hygienic , easy to clean and accessible to all

patients who are mobile and leave room for wheelchair bound patients to move

- The vertical blinds in the waiting room have been replaced with new safety blinds
- The carpets have been replaced with hardwearing laminate flooring , which will be more hygienic and easier to clean
- Although there is still great pressure on appointments and sometimes the waiting room gets very busy the clinicians continue to work to keep to appointment time to help reduce waiting room pressure.
- A new matrix calling system to call patients into their appointments has been installed and is now working, this should improve the waiting room experience
- A new electronic registering system is in place allowing patients to book in without speaking to reception, this will lead to reduced waits at reception, ease of entry to the system and release receptionists to have more time to deal with individual patient problems and queries.

2, Appointment systems;

- In response to a request to improve reminder systems our new computer system has a SMS text messaging service to confirm and remind patients of their appointments it is also being in some cases to alert patients to contact the surgery .
- A new calling system as above has been introduced.

3, Out of Hours Contact

- The number for OOH is now 111 and is clearly advertised.

Wootton Medical Centre Patient Survey 2013-2014

Development of Patient Survey 2013-2014

In 2011 and 2012-2013 we had used the Improving practice Questionnaire (IPQ) with formal analysis performed by 'Cfep uksurveys' performing the analysis. In 2012 and 2013 the results of the survey were discussed within the practice by clinical and administrative staff and also fully discussed with **WPS** at a **WPS** meeting. Plans of how the practice could improve and act on survey results was also discussed and decided with **WPS**.

The IPQ is a standardised questionnaire covering a wide range of services including access, reception provision and clinical provision. It is easy to understand and complete. The group has had experience of using it before. Direct comparison of performance year on year would also be possible.

IPQ= Improving Practice Questionnaire

Cfep= client focused evaluation programme surveys ltd.

Patient Survey at Wootton Medical Centre 2013-2014

At a meeting of the **WPS** October 2013 the need to perform a further survey on the service provided by WMC was discussed with the group. It was decided after discussion that we would again perform the IPQ study. It was decided to perform this in January /February 2014.

Methodology

After discussion at a **WPS** meeting in October it was agreed to perform the 2013-2014 in late January / February 2014. The required number of questionnaires required for the survey was calculated by Cfep. Doctors Moore, Penfold and Davies were included in the survey. The nurses were not included. A total of 158 questionnaires were completed.

A specific week was chosen by the Practice Manager to carry out the survey. The Doctors were not made aware of the dates of the survey so that the survey would be a true reflection of their normal service. The survey was carried out without bias or prejudice and all patients attending for a doctor appointment during the survey period were offered the opportunity to take part. The responses on the questionnaire were anonymous. Completion of the questionnaires was voluntary and if a patient declined the opportunity to complete one this was respected by the survey administrators.

During the survey period an administrator (either a **WPS** member or reception staff member) was placed in the surgery foyer, meeting and greeting all patients and inviting all those attending a Doctor appointment to complete an IPQ questionnaire after their appointment. The surveys were held on clip boards and pens provided.

The questionnaires were colour coded for each Doctor. Completed forms were placed in an envelope and placed in a box. When all the questionnaires were completed they forwarded to 'cfep surveys' by recorded delivery for analysis. The results were posted in the waiting room and discussed at a practice meeting of staff and also at a WPS meeting where the results and priorities for change were reviewed.

Results of Patient Satisfaction Survey 2013-2014

The results of the Practice survey were returned in two formats; a poster giving a graphical and visual display and secondly a detailed report of the results to each question asked with comparisons to previous and national results. This report included a full list of participants comments.

Informing patients of results

The poster report depicting the survey results for the practice as a whole (attached) is displayed in the waiting room .An open invitation to attend a meeting of **WPS** was also displayed in the waiting room. A full copy of the report is kept in reception for all patients to read should they want to.

Meeting with WPS to Discuss survey Results

A meeting of Wootton Patient Supporters **WPS** was held on 13 03 2014 to discuss the 2013-14 survey results. The results were reviewed and discussed. They had been discussed previously at a meeting of all members of WMC prior to this.

- At the meeting lead clinician Dr Davies thanked the group very much for their support during the survey and for attending the meeting.
- Copies of the graphic and full reports and participant comments were discussed in detail.
- The results of the survey were again very good and 92% of all patients rated the practice as good, very good or excellent. 51% rating the practice as excellent. All parameters reviewed in the survey were above the national average and all except one (comfort of waiting room) were in the highest 25% of all mean scores nationally
- All results were comparable with the previous year
- Priority areas highlighted by practice were discussed with the group
- It was expressed by the group that although there were areas which require addressing the paramount result was that 92% of participants were satisfied and that was an excellent outcome
- The waiting room is still an area of concern to patients despite improvements made since the 2012-2013 survey

Priorities and proposed areas for change made with WPS

1, Waiting room;

- Continue with new flooring , new matrix
- Suggestion to stagger appointment times for patients in wheelchairs or disability to reduce waiting room congestion
- **WPS** are aware of limitation of further change to waiting room
- **WPS** dismissed suggestion of possible special naming of patients worried about their full name showing on matrix board
- Volume of matrix board to be addressed if possible

2, Availability

- Request for possibility of female GP during extended hours surgery:. This is going to be addressed with a new partner starting in April 2014 who will be doing some extended hours sessions in late evening

- GP availability will be addressed and improved with new partner starting in April 2014
- Practice capacity; Patient capacity will also increase with new partner joining in April 2014
- Access and availability; Discussed move to online registration for making appointments and repeat prescribing. This will improve access and patient autonomy. **WPS** chairman has been piloting process and helping to get this system to run smoothly before it is extended to the whole patient population
- Aim to increase Practice Nurse provision for patients.

3, Continuity of Service

- The practice confirm with **WPS** that we will all continue to work to provide an excellent service to our patients
- Continue to have regular meetings to move forwards and improve patient care and services at WMC.

ESD march 2014

Attachments;

1,Copy of Action Plan displayed for 2013-2014 following **WPS**/WMC meeting

2,Copy of extended hours

3,Copy of Survey results;(graphical report attached as separate pdf.

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Actions following Patient Satisfaction Survey

Thank you to all of you who took part in our Patient Satisfaction Survey in January and February 2014. A poster displaying the results is on display in the waiting room and a full copy of the results is available in reception for anyone who would like to see it. The results and comments were all discussed at a meeting of **Wootton Patient Supporters (WPS)** on March 13th

As a practice we were very pleased with the response that 92% of replies in the survey rated the practice as good, very good or excellent with an overall mean score of 83% which is well above the national average of 73%. The results compare well with last year's results of 92% and 81% and the 2011 results of 93% and 84%. The parameters reviewing the clinicians were all high and well above the national average too. Also of note is the high reception staff scores of 84% compared to the national average of 76%. **WPS** were also pleased with the results. Thank you also for the positive and constructive comments. We are always keen to improve our service further and address your concerns.

Since the 2012-2013 survey we have worked to improve the waiting room and have done the following;

- Replaced the blinds with new safety blinds
- Replaced the carpet with new flooring
- Replaced the calling system with a Matrix system
- Introduced electronic appointment registration system
- Replaced our computer system.
- We have introduced a text appointment confirmation and reminder system

Following the practice review of this year's survey results and our meeting with **WPS** we have prioritised the following actions;

- The furniture in the waiting room is functional fixed and easily cleaned it will stay in position.
- After discussion with the **WPS** the matrix system will remain as it is with the same name system but directing to room numbers (1-5) than colours, the volume problem has been addressed.
- Request to have a female GP availability at late evening surgery; This may be addressed when our new partner starts in April 2014
- Improve access by working to provide on line access for appointments and repeat prescriptions
- Improve overall clinical staff availability and service by a new partner joining WMC in April 2014
- Clinicians working to keep time.
- To aim for more Practice nurse availability

If anyone would like to see the detailed survey results there is a copy in reception. Dr Davies or Mrs S Connolly will always be happy to answer any queries.

As a practice we are very grateful for the hard work and support **WPS** have given us during the whole survey process and throughout the year. They have supported us during the preparation for the survey, while it was performed and by giving invaluable feedback on results.

If you would like to join **WPS everyone is always welcome.**

ESD March 2014

Core and extended opening hours at Wootton Medical centre

Day of week	Patient access is via telephone (01604709922/933) or in person at any time during advertised opening hours. the surgery does not close at all during advertised opening hours. Access for prescriptions only can also be via letter or email; www.woottonmedicalcentre.co.uk	
Monday	0745-1830 hours	Extended hours early morning surgery 0745-0800. Bookable appointments only, Dr C Moore
Tuesday	0800-1830 hours	
Wednesday	0800-2100hours	Extended evening hours 1830-2100hours. Bookable appointments only with Dr C Moore
Thursday	0800-1830 hours	
Friday	0800-1830 hours	