

PATIENT PARTICIPATION REPORT 2012/13

OAKENHALL MEDICAL PRACTICE

Establishment of Patient Representative Group

Oakenhall Medical Practice has profiled the practice population and Patient Reference Group by age, sex and ethnicity as follows:

Practice Population Profile		Patient Representative Group Profile	
Practice Population:	7047		
Sex:		Sex:	
Male:	3504	Male:	22
Female:	3543	Female:	22
Age:		Age:	
Under 16's:	1260	Under 16's:	0
17 – 25:	764	17 – 25:	7
26 – 35:	815	26 – 35:	2
36 – 45:	1002	36 – 45:	6
46 – 55:	1086	46 – 55:	6
56 – 65:	836	56 – 65:	12
66 +:	1284	66+:	11
Ethnicity:			
British/Mixed British:	4402	British/Mixed British:	41
English:	61	English:	0
Scottish:	2	Scottish:	0
Welsh:	0	Welsh:	0
Indian, British Indian:	12	Indian, British Indian:	0
Caribbean:	14	Caribbean:	0
African:	33	African:	0
Mixed Black:	40	Mixed Black:	0
Chinese:	3	Chinese:	0
Japanese:	0	Japanese:	0
White Irish:	4	White Irish:	0
Other Asian:	23	Other Asian:	0
White + Asian:	2	White + Asian:	0
Pakistani/British:	3	Pakistani/British:	0
Ethnicity Not Stated:	474	Ethnicity Not Stated:	0
Other Ethnic Category:	5	Other Ethnic Category:	3

This practice does not have specific minority groups. The practice has systematically collected data on ethnicity during normal patient consultation and at new patient registration. We do not have a complete practice profile, but data already attained is representative.

To ensure the patient group is representative of the practices population base, the Practice has recruited patients by displaying posters in the waiting room and on the Patient Participation Notice Board; information is included within the new patient health questionnaire, practice website, and practice leaflet. A recruitment campaign was also promoted during the annual flu clinics. The Patient Participation Group meetings are advertised on waiting room patient call screen. All practice staff actively promote and provide information on the Patient Participation Reference Group.

In order to reach the younger practice population, and those patients unable to commit to attending a group meeting, but who would like to give an opinion, the practice is continuing to promote the Patient Participation Virtual Reference Group.

The practice list shows a population of 50% males and 50% females. The Patient Participation Reference Group (including the virtual members) shows a current representation of 22 male and 22 female members; therefore this is representative of the practices population base.

Ethnic grouping is reflected and representative by both the practice's profile and the current members numbers of the Patient Participation Reference Group.

The membership of the Patient Participation Meeting Group is reflected in the older age group, but does not currently represent the younger practice population. The Patient Participation Virtual Group now reflects a growing representation by the younger practice population. The practice continues to promote the Patient Participation Reference Group to all patients within the practice population, but wishes to continue to recruit younger members to the Patient Participation Virtual Reference Group. The practice continues to promote the Patient Participation Virtual Reference Group within New Patient Health Questionnaire, annual flu clinics, practice leaflet, and on the practice website.

The Patient Representative Group Profile is currently represented by patients in the age range of 17 years and above, this is an increase in numbers from last year, as the practice did not have any representation in the age range of 17 years and 35 years at that point in time. The practice would like to continue to encourage participation from all age ranges, and have found that a significant number of patients aged from 17 years to 66 years are participating through the Patient Participation Virtual Group, therefore the practice recognizes that there is a stronger preference for the virtual Group within this age range and will continue to promote this element.

Agreeing areas of priority with PRG

The practice's Patient Reference Group is in its second year. The practice hosts. A patient chairs the meeting and the Deputy Practice Manager takes the minutes. An agenda is prepared in consultation with the chair, Patient Reference Group members and the practice.

The practice met with the Patient Reference Group on 10th of July 2012. The Practice Survey 2011/12 obtained a baseline of patient's views and the group agreed to develop upon this and to continue to plan around the needs of the patients. The Group discussed both comments that patients had attached to the NHS Choices Website, and the comments the practice staff receive from patients on a day to day basis. The Group felt it was important to obtain views on patient access to the practice and the clinical staff. Therefore the priorities identified and selected by the Patient Participation Reference Group are to continue to improve service standards in the practice on the behalf of the patients registered at the practice. The Patient Participation Reference Group considered that the selected priorities matched the initial priorities, in that, this focused upon current patient views and needs.

The priority areas include:

- Review of Revised Practice Phlebotomy Service
- Service provided by GP's Nurses and Administration Staff
- Opinion of current surgery systems
- Time of telephone access for evening appointments.

Conducting the Patient Survey

The Patient Participation Reference Group discussed and agreed that the priority this year was to develop a plan around the needs of the patient's, which would continue to improve service standards and patient access at the practice, therefore the questions within the survey reflected this.

The questions within the survey covered the following areas:

- About the Practitioner and Staff – Asked for the patient’s assessment and overall satisfaction, with their experience during the practitioner/patient consultation, whether patient’s privacy/confidentiality was respected and how informative the practice staff were.
- About the Practice – asked for the patient’s assessment on access to the practice, including, telephone access, current surgery systems, access to the practitioner, and comfort of the waiting room.
- Review of Revised Practice Phlebotomy Service.

A copy of the questionnaire has been attached (Appendix 1).

The practice conducted the survey through October 2012. Reception Staff opportunistically invited patients to complete questionnaires, including surgery sessions and flu clinics. Members of the Practice Participation Reference Group attended morning surgery to assist and inform patients why the practice was conducting the survey and how the results would assist in development of services in the practice.

The questionnaire was made available to all patients attending the surgery. Pens were made readily available. Offers were made to patients to complete the questionnaire at the surgery or at home. The completed anonymised form was then placed by the patient, into a receiving box located in the waiting room to maintain anonymity and confidentiality.

The Deputy Practice Manager collated all anonymised forms and placed an identifying number on each form in the event of post auditing and checking of results. The survey responses were entered onto an Excel spread sheet. When all responses had been entered, calculations were performed using the functions within Excel software. The Deputy Practice Manager produced a tabulated document through the use of Microsoft Word. A provisional poster was also produced through the use of Excel, to demonstrate results via a pie chart (Appendix 2). The Deputy Practice Manager made all the results available for discussion within the next Patient Participation Group meeting.

The results of the patient feedback for each question were measured by a practice mean percentage score of patient ratings that were good, very good or excellent are as follows:

Practice Survey 2012/2013 Practice Mean Score

About the Practice

Q1 Ease of contacting the practice on the telephone	84%
Q2 Opportunity of speaking to a doctor/Nurse on the telephone when necessary	81%
Q3 Your level of satisfaction in arranging an ‘on the day’ appointment by telephone/in surgery at 11am	56%
Q4 Your level of satisfaction with the practice’s opening hour’s	89%
Q5 Length of time waiting in the practice	57%

Survey Questions

Q6 Would you prefer to arrange your ‘on the day’ appointment at 8am?	Yes: 64% No: 36%
Q7 Would you prefer a full appointment system i.e. Morning and evening surgery service?	Yes: 18% No: 82%
Q8 Would you prefer the present appointment system i.e. open ‘wait your turn’ morning surgery and evening appointment surgery?	Yes: 82% No 18%

Your Appointment Today

Q9 My overall satisfaction with the doctor/nurse is	95%
Q10 The doctor/nurse’s explanation of things to me were	95%
Q11 The extent to which I felt reassured by the doctor/nurse is	93%

Q12 My confidence in the doctor/nurse's ability is	96%
Q13 The respect shown to me by the doctor/nurse was	96%
Q14 The amount of time given during consultation is	94%

About the Staff

Q15 The manner in which you were treated by the reception staff is	88%
Q16 Respect shown for your privacy and confidentiality is	92%

Practice Phlebotomy (Blood Testing) Clinic

Q17 My overall satisfaction with the practice phlebotomy service is	95%
Q18 The length of time waiting for my blood test has improved	95%
Q19 Your level of satisfaction in arranging a blood test appointment at the practice or by telephone	94%

The patient survey results showed that 87% of patient's ratings about the practice were good, very good or excellent.

Patient feedback demographics responses indicated that 45% were female, 23% male and 32% of the completed questionnaires were blank. It was noted that there had been fair representation from ethnicity and age groups.

Survey results and agreement on key findings

The Patient Participation Reference Group met and reviewed the results of the survey on the 5th of February 2013. The Patient Participation Reference Group was supplied with a report in two forms - patient numbers (Appendix 3) and practice mean scores.

Copies of the patient feedback report together with anonymised comments were made available to all Patient Representative Group members. All members were invited to discuss the feedback report and to make comments.

Lisa Ellison identified that there had been 206 survey responses and all surveys had been included, although not every question was answered, or if there had been ambiguity in the answer this had been omitted. The Group agreed that bearing this in mind the above they felt there had been a fair representation from gender, ethnicity and age groups.

The group discussed each question; identifying patient numbers indicating poor, fair, good, very good, and excellent and practice mean score. Lisa Ellison advised that 87% of patient's ratings about the practice were good, very good or excellent.

The group reviewed the Practice Phlebotomy Services which had been revised following last year's practice survey and agreed the improved services had reflected the results in the survey this year, with the majority of patients indicating 'good, very good or excellent' for questions 17 – 19.

The group discussed questions 6 to 9. Patient results indicated that they would prefer to arrange 'on the day' GP appointments at 8am instead of 11am (64%/117 patients said yes to 36%/65 patients said no). The group commented that the majority of patients prefer the present appointment system of open 'wait your turn' morning surgery and evening appointment surgery (82% yes against 18% wanting a full appointment surgery).

All members were invited to discuss suggested proposed changes made by the GP practice team. Following discussion, an agreement was made with the Patient Representative Group of changes in provision of how service is delivered which would reflect the areas where service, access, communication and comfort could be improved in line with current patient needs.

The following areas were agreed within the Patient Participation Meeting:

- Improvement of telephone GP appointment access
- Continued replacement of waiting room chairs
- Improved access to reception staff
- Introduction of patient newsletter for improved practice/patient communication

There were no significant changes or contractual considerations, not agreed by the Patient Representative Group that needed agreement with the Primary Care Trust.

The Patient Representative Group agreed that the poster could be displayed on the Patient Participation Notice Board to communicate the survey results.

Action plan

A full consultation and discussion of the results of the practice survey was held during the Patient Representative Group meeting of 5th of February 2013 and an action plan was discussed and agreed for each area of improvement to meet with patient current needs. A further meeting was held on the 19th of March 2013 to review the Action Plan and to confirm and discuss the appropriate timescales for the implementation of the Action Plan.

At the meetings held on the 5th of February 2013 and 19th of March 2013, it was agreed that:

1. The practice will improve the patient experience and access to GP appointments by changing the time of patient access to 'on the day' appointments by telephone from 11am to 8am.
2. The practice will improve the comfort of the waiting room, with the continued instigation of the rolling programme of replacing the waiting room chairs with particular emphasis of chairs with arms.
3. The practice will improve patient/practice communication with the commencement of a quarterly newsletter.
4. The practice will improve the patient experience by positioning a receptionist at the main reception desk after morning surgery and prior to evening surgery, instead of all patients attending the prescription desk.

A copy of the Action Plan has been attached (Appendix 4)

The Patient Representative Group discussed the results asking patient for their preference for the present surgery system of open 'wait your turn' morning surgery and evening appointment surgery or full appointment surgery (appointments morning and evening). The results indicated that 82% of patients wished to continue the present surgery system with only 18% of patient requesting a full surgery system. The members agreed that the results indicated a majority preference for the present surgery access system. There were no other elements raised in the survey that could not be addressed or implemented by the practice.

Publicising actions taken and achievements

The mutually agreed priorities for action and intervention in 2011/2012 included:

Phlebotomy Clinic

On review of the phlebotomy clinic in 2011/2012, and subsequent patient survey, the Patient Representative Group was consulted in changing the open access phlebotomy clinic to improve the service provided to patients, by reducing waiting times. A full discussion was held and a joint decision was made to change the clinic to a booked system of 30 minute booked slots between 8am and 10am, Monday, Tuesday, Thursday and Friday.

The practice held a meeting with the Community Phlebotomy Services, who agreed to the suggested booked system changes and an implementation date of 2nd of April 2012.

The practice developed posters, leaflets; receptionists verbally informed patients and posted information of the patient call screen, practice leaflet and website, in order to disseminate information to the practice patients.

In consultation with the Patient Representative Group, the practice surveyed patient opinion in 2012/13 practice survey, where patient majority opinion ranged – good, very good and excellent. The Patient Representative Group has provided feedback that the service has improved with reduced patient waiting times.

Patient Information

Following review of patient survey in Autumn 2011 and discussion by the Patient Representative Group of patient's comments, it was agreed to improve patient information for morning surgeries, by giving clearer information to patients when there will be fewer doctors available in morning surgeries. Therefore, that practice placed notices at the reception entrance on weekly basis, of the GP's in attendance that day for morning surgery and which doctors would be available for the next two weeks. The receptionists were asked to opportunistically promote the availability of doctors on a daily basis.

The Patient Representative Group met on the 19th of March 2013, who reviewed and provided feedback on this action. The feedback from the Patient Representative Group identified that this particular communication tool was helpful to patients, particularly if they wished to consult with a named doctor of choice. The Group discussed that relocation of the notice to the practice foyer and printing the notice in a larger font size may be helpful to patients. All Group members agreed with this revised action.

Patient Confidentiality in the Waiting Room

Following review of the patient survey in Autumn 2011 and discussion by the Patient Representative Group of patient's comments, it was agreed to enhance patient confidentiality in the waiting room by implementing background music.

The practice provided feedback to the Patient Representative Group over the past year; regarding sourcing of a music licence and obtaining appropriate music (radio) equipment. The practice has obtained a music licence in March 2013.

The Patient Representative Group met on the 19th of March 2013, who discussed and agreed that the radio should be played as background music, from a radio station, which would suit all age ranges. The Group members felt that this particular action should be reviewed in the autumn 2013 patient survey, to canvass patient's opinion, whether there had been an improvement in confidentiality and the patient experience. The group members wondered if patients with hearing problems would have detrimental hearing effects in the waiting room, due to the background noise levels.

Waiting Room Chairs

Following review of the patient survey in Autumn 2011 and discussion by the Patient Representative Group, there were a number of comments voiced in the survey and by the Patient Representative Group regarding the present seating arrangements and comfort of the seating. It was agreed to instigate a rolling programme of replacing waiting room chairs.

The practice purchased a number of chairs in the Summer of 2012 and in the meeting of the 13th of November 2013; a review of the purchased chairs was performed. The Group discussed that the chairs conformed to cleaning standards. It was discussed that when more chairs are purchased, that chairs with arm rests could be considered.

There has been no disagreement with the Patient Representative Group on any of the actions in the action plan.

Publicising Actions

In order to publicise the Patient Participation Report as extensively as possible, this report has been circulated to the Patient Participation Group during the PPG meeting of 19th of March 2013, and to the Patient Reference Virtual Group via email. The report was posted on the practice website. A poster has been displayed in the waiting room with a final report and copies have been made available to patients to collect from the Reception Desk. A condensed report and action plan will be included within the quarterly newsletter. The report will also be made available to members of the Nottingham North and East Clinical Commissioning Group.

Date Posted on Website: 25 March 2013

Additional Information

Practice Opening Hours:

Monday 8am- 6.30pm
Tuesday 8am – 6.30pm
Wednesday 8am – 6.30pm
Thursday 8am – 6.30pm
Friday 8am – 6.30pm

GP consultations are available from 8.30am – 6.30pm Monday to Friday.

Nurse consultations are available from 8am – 6pm Monday to Friday.

Reception Staff are available from 8am – 6pm to assist patients with appointments, prescriptions, home visits and other queries. Reception staffs are accessed by telephone or by personal attendance at the practice.

Extended hours are not currently available at this practice.

Practice Survey – Autumn 2012

Oakenhall Medical Practice are committed to improving patient services and care standards and has received huge assistance and feedback from the practice's Patient Participation Group over the past year and as a result of last year's patient survey the practice phlebotomy (Blood Testing) clinic was revised to improve the service to patients. The Patient Participation Group and the practice would once again welcome your honest feedback.

Once completed please return this survey to reception and place in the survey box.

Please mark the box like this ✓ with a ball point pen. If you change your mind just cross out your old response and make a new choice.

About the practice	Poor	Fair	Good	Very Good	Excellent
1 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Opportunity of speaking to a doctor/Nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Your level of satisfaction in arranging an 'on the day' appointment by telephone/in surgery at 11am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Your level of satisfaction with the practice's opening hour's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Yes		No	
6 Would you prefer to arrange your 'on the day' appointment at 8am?		<input type="checkbox"/>		<input type="checkbox"/>	
7 Would you prefer a full appointment system i.e. Morning and evening surgery service?		<input type="checkbox"/>		<input type="checkbox"/>	
8 Would you prefer the present appointment system i.e. open 'wait your turn' morning surgery and evening appointment surgery?		<input type="checkbox"/>		<input type="checkbox"/>	

Your appointment today

Which doctor/nurse did you see today

	Poor	Fair	Good	Good	Very Excellent
9 My overall satisfaction with the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The doctor/nurse's explanation of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 The extent to which I felt reassured by the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 My confidence in the doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The respect shown to me by the doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 The amount of time given during consultation is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff	Poor	Fair	Good	Very Good	Excellent
15 The manner in which you were treated by the reception Staff is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 Respect shown for your privacy and confidentiality is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please Complete Page 2

Practice Phlebotomy (Blood Testing) Clinic

We would appreciate the opinion of patients who have attended this revised clinic since April 2012.

	Poor	Fair	Good	Very Good	Excellent
17 My overall satisfaction with the practice phlebotomy service is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 The length of time waiting for my blood test has improved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Your level of satisfaction in arranging a blood test appointment at the practice or by telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

This additional information will help to make sure we try to obtain a representative sample of views of patients that are registered at this practice.

Are you? Male Female

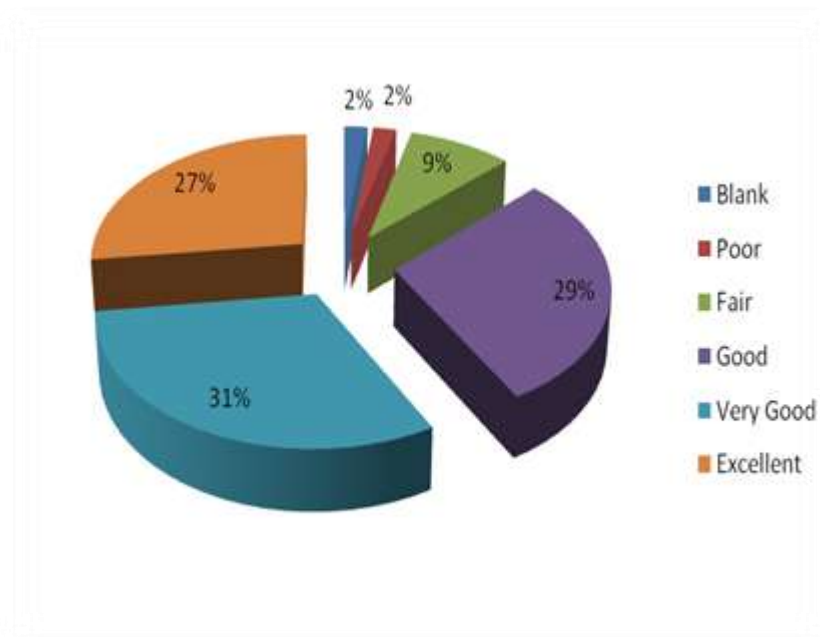
Age Group	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 – 34	<input type="checkbox"/>	35 – 44	<input type="checkbox"/>
	45 – 54	<input type="checkbox"/>	55 – 64	<input type="checkbox"/>
	65 – 74	<input type="checkbox"/>	75 – 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		

White				
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>	
Mixed				
White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian
Asian or Asian British				
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi
Black or Black British				
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	
Chinese or other ethnic Group				
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>	

Thank you for your time and assistance

Patient Experience Survey Results 2012/2013

Oakenhall Medical Practice



87% of all patient ratings about this practice were good, Very good or excellent.

The results of this survey will help us to provide the best possible service to you.

Results of Practice Survey 2012/13

Appendix 3

206 Patients were completed the practice Survey

About the Practice

Survey Questions	Poor	Fair	Good	Very Good	Excellent
Q1 Ease of contacting the practice on the telephone	12	20	69	60	40
Q2 Opportunity of speaking to a doctor/Nurse on the telephone when necessary	5	27	87	47	10
Q3 Your level of satisfaction in arranging an 'on the day' appointment by telephone/in surgery at 11am	26	43	40	40	19
Q4 Your level of satisfaction with the practice's opening hours	5	15	55	68	56
Q5 Length of time waiting in the practice	20	66	68	31	14

Survey Questions	Yes	No
Q6 Would you prefer to arrange your 'on the day' appointment at 8am?	117	65
Q7 Would you prefer a full appointment system i.e. Morning and evening surgery service?	29	125
Q8 Would you prefer the present appointment system i.e. open 'wait your turn' morning surgery and evening appointment surgery?	130	28

Your Appointment Today:

Survey Questions	Poor	Fair	Good	Very Good	Excellent
Q9 My overall satisfaction with the doctor/nurse is	1	7	49	67	71
Q10 The doctor/nurse's explanation of things to me were	1	8	50	68	65
Q11 The extent to which I felt reassured by the doctor/nurse is	1	11	53	60	66
Q12 My confidence in the doctor/nurse's ability is	1	7	44	60	83
Q13 The respect shown to me by the doctor/nurse was	1	5	45	58	85
Q14 The amount of time given during consultation is	1	10	54	65	63

About the staff

Survey Questions	Poor	Fair	Good	Very Good	Excellent
Q15 The manner in which you were treated by the reception staff is	3	20	60	59	62
Q16 Respect shown for your privacy and confidentiality is	1	14	51	55	74

Practice Phlebotomy (Blood Testing) Clinic

The opinion of patients who have attended this revised clinic since April 2012.

Survey Questions	Poor	Fair	Good	Very Good	Excellent
Q17 My overall satisfaction with the practice phlebotomy service is	0	4	31	42	4
Q18 The length of time waiting for my blood test has improved	2	3	36	49	29
Q19 Your level of satisfaction in arranging a blood test appointment at the practice or by telephone	0	6	36	43	33

Dr Myers	40	Dr Gilmore	33	Dr Roughton	58	Dr Sturrock	44
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Male	46	Female	94
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Age Group	Under 16	9	17 - 24	8
	25 – 34	22	35 – 44	27
	45 – 54	46	55 – 64	39
	65 – 74	41	75 – 84	13
	Over 84	1		

White					
British Group	195	Irish	<input type="checkbox"/>		
Mixed					
White & Black Caribbean	1	White & Black African	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Asian or Asian British					
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black or Black British					
Caribbean	1	African	1		
Chinese or other ethnic Group					
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>		

Discussion of Local Survey Findings and Action Plan

For 2012/13

A: Discussion of Local Survey Findings

1. Patient Reference Group Members Present:

Mr F Bramley
Mr G Gospel
Mrs C Lear
Mr R Partridge
Mr C Peat-Bailey
Mrs A Scudder
Mr D Ward

2. Practice Staff (and designation) Present:

Mrs L Ellison (Deputy Practice Manager)

3. Please State Key Findings from Local Survey:

Patient Participation Group Meeting held on 5th February 2013.

The Group discussed the results of the Practice Survey conducted by the practice in October 2012. Lisa Ellison supplied the results in two forms – Patient numbers and practice mean score.

Lisa Ellison identified that there had been 206 survey responses and all surveys had been included, although not every question was answered, or if there had been ambiguity in the answer this had been omitted.

The Group agreed that bearing this in mind the above they felt there had been a fair representation from gender, ethnicity and age groups.

The group discussed each question; identifying patient numbers indicating poor, fair, good, very good, and excellent and practice mean score. Lisa Ellison advised that 87% of patient's ratings about the practice were good, very good or excellent.

The group reviewed the Practice Phlebotomy Services which had been revised following last year's practice survey and agreed the improved services had reflected the results in the survey this year, with the majority of patients indicating 'good or very good' for questions 17 – 19.

The group discussed questions 6 to 9. Patient results indicated that they would prefer to arrange 'on the day' GP appointments at 8am instead of 11am (64%/117 patients said yes to 36%/65 patients said no). The group commented that the majority of patients prefer the present appointment system of open 'wait your turn' morning surgery and evening appointment surgery (82% yes against 18% wanting a full appointment surgery).

The group discussed and recommended the following actions to enhance patient experience and communication in the practice:

Action 1: To change the time from 11am to 8am for patient accessing their 'on the day' Appointments by the telephone.

Action 2: To continue programme of replacing waiting room chairs, particularly those with arms

Action 3: Provision of a patient newsletter

Action 4: To position a receptionist at the main reception desk after morning surgery and prior to evening surgery instead of patients attending the prescription desk.

B: Action Plan 2012/2013

Which areas did you mutually agree as priorities for action and intervention?

Priority for Action	Proposed Changes	Who Needs to be Involved?	What is an Achievable Time Frame?
Access to 'on the day' GP appointments	Change time of telephone access from 11am to 8am	Practice Manager	4 Months
Waiting Room Chairs	Continued rolling programme of replacing waiting room chairs with emphasis for chair arms	Practice Manager	12 Months
Improved Access to Reception Staff	Positioning of a receptionist at main reception desk after morning and prior to evening surgery, instead of patient attendance at Prescription Desk.	Practice Manager	3 Months
Improve Patient Communication	Commencement of quarterly newsletter.	Practice Manager	3 Months

Practice Details:

Name: Lisa Ellison
Job Title: Deputy Practice Manager

Practice Name: Oakenhall Medical Practice
Practice Address: Bolsover Street
Hucknall
Nottingham
NG15 7UA

PCT: Nottinghamshire County PCT