**MENDLESHAM HEALTH CENTRE**

**PATIENT PARTICIPATION GROUP REPORT 2012-13**

The Mendlesham Health Centre has had a Friends Group for many years; in September 2011 a Patient Reference Group (PRG) was developed to seek the views of our patients and develop an action plan from the results of the 2011/12 patient survey. The PRG comprises of 52 members.

**Practice Profile** (Data – Public Health Observatories)



|  |  |  |
| --- | --- | --- |
| Indicator | Practice  Value | England  Average |
| Deprivation Score | 10.8% | 21.5% |
| Nursing Home Patients | 0.4% | 0.5% |
| Life expectancy  (Years) | 85.2 | 82.3 |
| Registered Patients | 7079 | 6845 |

The PRG are representative of our practice profile with the exception of our younger population.

**Patient Survey 2011/12**

The issues that were identified as a priority from the survey carried out in 2011/12 were:

* Patient access to appointments
* Access to specific clinician
* Waiting times in surgery
* Overall satisfaction with their visit

The action plan identified that we need to:

* Use the media available to us (notices, waiting room TV/LED display, website, newsletter and leaflet) to inform patients of changes
* Staff to keep patients informed of the GPs consultation waiting time status
* Protected administration time for GPs ensuring this does not interfere with consultation times
* Monitor again in 2012/13

**Patient Survey 2012/13**

**Method**

The questions asked in the 2012/13 survey were generalised questions about satisfaction with our services and specific questions discussed with our PRG. A questionnaire was sent to our PRG members asking them to make their own suggestions and indicate their preference from the following:

* Clinical Care
* Home visits
* Attached staff
* Reception Issues
* Ease of access to the premises
* Comfort of waiting room
* Patient information sources
* Confidentiality
* Dispensary services
* Repeat prescribing
* Telephoning the surgery
* Parking

When the questionnaires from the PRG were collated and the questions selected the partner’s commissioned cfep UK Surveys to carry out the survey. 270 questionnaires and envelopes were handed out by the receptionists to attending patients. The sealed questionnaires were collected in a ballot box kept in the reception area and via post. The survey was advertised to the patients via posters, leaflets, waiting room TV/LED display website and word of mouth.

The PRG was invited on 27th February 2013 to review and discuss the results, compare them to last year and decide on areas or interest for an action plan for the coming year. The notes of this meeting are in Appendix One.

**Results**

The response to our questionnaire was excellent we received 219 responses (we required 177 to make the survey viable). The charts below show the comparison between the 2011/12 survey and the 2012/13 survey. A complete copy of the patient feedback is available on request (tclare@nhs.net).

Respondents (2012/13):



Appointment Access



Access to Specific Clinician



Waiting Times At The Surgery



Overall Satisfaction with Visit



PRG Areas of interest

During the PRG meeting of 27th February 2013 the following areas were identified as areas of interest to the patients and will form the basis of our 2013/14 Action Plan



**Patient comments 2012/13**

A space was provided at the bottom of each survey for comments in two areas *‘How the practice could improve’* and *‘How the GP/Nurse/Staff could improve’* below is a selection of these comments the complete list can be found in Appendix Two.

*‘How the practice could improve’:-*

* Wish we could go back to seeing our own doctors out of hours
* Well done keep up the practice
* I am very satisfied with the quality of service I receive at this practice
* It’s excellent
* Both Bacton and Mendlesham are excellent practices
* Provide seat raisers for the elderly. Replace a few of the older seats
* Provide easier opening doors for wheelchair access
* Waiting room too quiet/boring

*‘How the GP/Nurse/Staff could improve’*

* Often pharmacy staff do not acknowledge you when waiting to pick up a prescription, I appreciate they are busy but an acknowledgement would be welcome.
* The nurses are all great
* Couldn’t ask for a better service, kind, caring and considerate. Thank you
* I have been treated with very little respect, this can vary from terrible to fair
* All the doctors in this practice are fantastic
* She is an outstanding nurse
* On this occasion it would have been good to have been told of a delay. At onscreen check in I was told the doctor was running 2 minutes late. In fact I waited more than 40 minutes after my appointment time.
* My wife and I are very happy with the clinic and the excellent doctors and nurses

**Results summary**

From our results we can see the areas we have improved in:

* Appointment access in 20011/12 **5%** of respondents stated they could not access a convenient appointment whilst **95%** found it easy or fairly easy. In 20012/13 this was reduced to no patients were unable to access an appointment, with **1%** thinking access was fair but the majority **98%** thinking the access was good, very good or excellent
* Access to a specific clinician (GP or nurse) in 2011/12 **2%** of patients felt they were unable to access the clinician of their choice whilst in 2012/13 **98%** were able to or did require a specific GP
* Waiting times at the surgery in 2011/12 **7%** of patients felt they had a long wait with **93%** had either an average or no wait time. In 2012/13 **2%** felt their wait time was poor, **10%** felt the wait time was fair whilst **83%** thought it was good, very good or excellent.
* Overall Satisfaction with their visit in 2011/12 **15%** were fairly satisfied with their visit and 85% were very satisfied compared with 2012/13 when **1%** were not satisfied and **96%** were satisfied.

PRG areas of interest (lower scoring areas):

* Comfort of the waiting room - our average score was **53%** compared to **47%** satisfaction nationally
* Waiting time in the surgery - our average score was **52%** compared to **47%** satisfaction nationally
* Patients ability to prevent illness following a visit to their GP - our average score was **51%** compared to **49%** satisfaction nationally
* Appointment/disease review reminders sent - our average score was **52%** compared to **48%** satisfaction nationally

**Conclusion**

Whilst our survey results are mostly excellent some of the comments and benchmarking scores ("Benchmarking is the use of structured comparisons to help define and implement best practice..." The NHS Benchmarking Network definition) indicate some areas for improvement. There has been an increase in satisfaction with general appointment access, clinician of choice access and overall satisfaction with the practice. Waiting times in surgery to see a GP have remained static.

**PRG Meeting**

On the 27th February a small working group from our PRG met with Terri Clare the Practice Manager to discuss the results of the 2012/13 survey and compare the results to the 2011/12 survey (full notes Appendix One). The main areas of interest for the PRG will form the 2013/14 Action Plan for the Mendlesham Health Centre.

**Details of Practice opening times and access to services during core hours**:

**Mendlesham Health Centre**

|  |  |
| --- | --- |
| **Monday** | 8.30am - 6.00pm |
| **Tuesday** | 8.30am - 6.00pm |
| **Wednesday** | 8.30am - 6.00pm |
| **Thursday** | 8.30am - 6.00pm |
| **Friday** | 8.30am - 6.00pm |
| **Weekend** | *closed* |

**Manor Farm Surgery, Bacton**

|  |  |  |
| --- | --- | --- |
| **Monday** | 8.30am - 12.30pm | 3.30pm - 6.00pm |
| **Tuesday** | 8.30am - 12.30pm | *closed* |
| **Wednesday** | 8.30am - 12.30pm | 3.30pm - 6.00pm |
| **Thursday** | 8.30am - 12.30pm | 3.30pm - 6.00pm |
| **Friday** | 8.30am - 12.30pm | *closed* |
| **Weekend** | *closed* | *closed* |

The Practice does not currently operate an Extended Hours’ service.

**Action Plan (see below)**

**Action Plan – 2013/14**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Area of Interest** | **Method** | **Owner** | **Completion**  **date** | **Review**  **date** | **Completed** |
| 1. Comfort of the waiting room mainly the Mendlesham Surgery | Questionnaire in the surgery newsletter, website, waiting room and parish magazines asking for ideas and comments | TC/PRG | Autumn 2013 | Spring 2014 |  |
| 1. Waiting time in the surgery | Keep the patients informed when GPs are called out, running late. | TC/Reception  GPs | Autumn 2013 | Spring 2014 |  |
| 1. Patients ability to prevent illness and feel well following consultations | To hold regular, informal education sessions for patients with invited speakers at venues and times convenient to the patients | PRG/Nurses | ongoing | Spring 2014 |  |
| 1. Need to increase reminders sent to patients for appointments and chronic disease reviews | New computer system will allow increased use of technology to send text messages to patients who sign up for them. Enhanced search facilities in new systems will ensure patients are always recalled on time | TC/HE/Secretaries | Autumn 2013 | Spring 2014 |  |
| 5. General Communication between patients and the surgery | Enhance the use of the website ad other media available to us. | TC/HE | Autumn 2013 | Spring 2014 |  |

**Appendix One**

PRG SURVEY DISCUSSION WORKING GROUP MEETING

27TH FEBRUARY 2013 11am, MENDLESHAM

Present: Terri Clare (practice representative), Patrick Palmer, Margaret Palmer, Eric Bauly, Margaret Cutting and Frances Yates.

The meeting was predominantly to discuss the results of the 2012/13 patient questionnaire and formulate an action plan for the coming year.

Each member was given a copy of the ‘Your patient feedback’ document which outlines: the distribution and frequency of our ratings for all questions; our percentage scores and benchmarking scores from all participating practice; our mean percentage scores compared to other practice with similar list sizes; our patient demographics; current and mean scores compared to previous years for our practice and all patient comments.

A discussion followed regarding all areas and of particular interest to the PRG members were the following results:

* The comfort of the waiting room (particularly Mendlesham)
* The time a patient waits in the surgery to see a GP
* The ability of the patient to prevent illness following a visit to the GP
* The reminder system for appointments and appointment invitations

Comfort of the waiting room:

This has been an item of discussion at The Friends of Mendlesham Health Centre (incorporating Bacton Surgery) meetings recently. The waiting room at Mendlesham is looking tired and although chairs have been re-covered, there is music, information TV, leaflets, magazines, books and a new notice board we could do much more with the area. We discussed the best way of involving the patients and decided to put an article in the upcoming surgery newsletter, local parish magazines, and our website and in the waiting rooms asking for ideas. TC will compose an article for approval by MP.

*A working group from The Friends of Mendlesham Health Centre met recently to discuss our annual survey – the results of which were excellent. However one area which was discussed was our waiting room at Mendlesham.*

*With this in mind The Friends would like your comments/suggestions on how we can make the waiting area more comfortable and welcoming. Please make suggestions via our website or via our suggestion boxes in either Mendlesham or Bacton surgeries.*

*We appreciate you taking the time to assist us with this project.*

The time a patient has to wait in the surgery:

Whilst this was not felt to be an issue affecting many patients it has obviously not improved from last year. The working group felt that as long as the patient was kept informed and apologies tendered then we may see an improvement in the next survey.

The ability of the patient to prevent illness following a visit to the GP:

This is an area The Friends of Mendlesham Health Centre (incorporating Bacton Surgery) have discussed recently and health education evenings with invited speakers and associations are being organised. The media in the waiting rooms can be improved to provide guidance on disease areas, the website is currently in development and educational material can be added and updated as required.

The reminder system for appointments and appointment invitations:

The surgery is in the process of updating its computer system and it will be possible to send text reminders for appointments and searching should be enhanced it is hoped this will improve this area.

The above areas will be incorporated into the plan and the 2013/14 survey will have specific questions designed to measure the levels of improvement in these areas.

**Appendix Two**

Patient feedback.

Comments about how the practice could improve

* None whatsoever. Every time I have attended this practice I have been treated extremely well and was very impressed by all staff.
* Wish we could go back to seeing our own doctors out of hours.
* Well done! Keep up the practice.
* It would be helpful if this practice was open for 2 hours on Saturday, every other week, (this is just personal as I am away during the week).
* Hate the music in the waiting room - though it is better than the previous electronic stuff!
* Longer appointments - I often have more than one query so feel rushed.
* My wife and I are very happy with the clinic and the excellent doctors and nurses.
* Every section excellent.
* I am very satisfied with quality of service I receive at this practice.
* Book appointments through recorded system on phone to take pressure off reception and so you can book an appointment outside of reception open times.
* This is only my 3rd visit in 18+ months so may not be a true representation.
* It excellent.
* One member of staff at Bacton can be bossy - the rest are excellent. One nurse is a bit cold, the others are wonderful.
* Only a weekend service.
* Both Bacton and Mendlesham are excellent practices.
* No - I have been treated for an illness and over months the doctor has been excellent and the practice also has been excellent.
* Often find pharmacy staff do not acknowledge you when waiting to pick up prescription, I appreciate they are busy but an acknowledgment would be welcome.
* Reinstate 'out of hours' service by the practices' own GPs. Introduce Saturday opening.
* The practice does everything possible to help patients and I consider we are very fortunate to have a local surgery. Only one thing, I wish you could get hearing aid batteries there. Any chance please?
* Provide seat raisers for the elderly. Replace a few of the older seats.
* This is a really good practice, quite different in its accessibility from others that I read and hear about. Please keep up the good work. I have always been happy with how a doctor has dealt with me as a patient. Please ditch the loud 60's pop music in the waiting room. It is not appropriate. Thank you.
* Saturday opening please.
* This is an atypical emergency visit for a prescription. This practice's care of my mother has been excellent! Thank you.
* Provide more out of hours appointments, e.g. Saturday mornings.
* Provide easier opening doors for wheelchair access.
* Open Saturday morning!
* Agreed consultation appointment times can vary from appalling to only fair.
* Waiting room, too quiet/boring.

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Comments about how the practice could improve cont……….

* Very good and well organised.
* Weekend and night contact with practice would be preferable to "out of hours" facility.
* On this occasion it would have been good to have been told of a delay. At onscreen check in I was told the doctor was running 2 minutes late. In fact I waited more than 40 minutes after my ppointment time.
* Open earlier.
* Please stop changing medication that works well for cheaper option that either don't work or you need to take double the amount of.
* I think it runs very well.
* The practice in my view was good.
* Both my partner and I think this surgery is brilliant!
* The nurses are all great.
* More early morning appointments before 9am.
* Really good service.
* Longer opening hours.
* I have always had an excellent experience when coming to this practice.
* Open the windows!
* Stay as you are.
* Bacton surgery open more hours.
* The only complaint is I wish they were open Tuesday and Friday afternoons (Bacton). I know Mendlesham is open but if you haven't got a car it is harder to get there.
* The waiting room is too warm.

Comments about how the doctor/nurse could improve

* Could not, best doctor I ever had.
* He is great already!
* He's a gent.
* He is very good and I put all my faith in him!
* I feel my doctor has it right. When I needed her she was there and has remained there for me through very difficult times. That mattered a great deal.
* Couldn't ask for a better service, kind caring and considerate. Thank you.
* This doctor is clear and direct in his manner and explanations. He always answers questions honestly. In my experience over many years he inspires confidence. Exactly what I want in my GP.
* I have been treated with very little respect, this can vary from terrible to fair.
* Overall very happy with the doctor.
* All doctors in this practice are fantastic.
* 40 minutes delay! This doctor does seem to run late often!
* None, she does a splendid job as she is.
* Very good.
* The nurse practitioner was excellent.
* She is an outstanding nurse.
* Satisfied.
* Very satisfied.
* Likewise the doctors have always been very sympathetic and professional.
* If possible, this doctor available more hours.
* No, she is an excellent doctor, you couldn't wish for anyone better.