**STOKE ALDERMOOR MEDICAL CENTRE**

**DR P AGGARWAL**

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| **Local Patient Participation Report 2015/16** |
| The practice has three GPs and three part time Practice Nurses specialising in various Long Term Conditions (for example Diabetes, Asthma, Hypertension). We have a patient list size of approximately 4900 patients. Approximately half of the practice population reside around or in the neighbouring areas surrounding Stoke Aldermoor. The remainder are registered from various other parts of Coventry and Warwickshire. We are keen to involve our patients in the development of the practice and have a say in the way the surgery is run and the services being provided in our local community. With that in mind we formed a Patient Panel group in 2002 which has changed and evolved over the years. We communicate by meetings, emails, text messages and fax.The Patient Reference Group (PRG) consists of 11 members. Our current group is comprised of people of various ages from 26 to 79 years old and are from varied cultural and ethnic backgrounds. We have members that have been diagnosed with long term conditions, some have young families and are carers, and others are currently looking for work and some work part/full time. We feel our PRG is fairly representative of our practice population but we are always keen to welcome new members and we have posters on the surgery notice board requesting anyone interested to contact the Practice Manager. New members may also express their interest through this website by going on to the Home page then About Us then Patient Participation and click on the link “Join patient reference group’.This year the PRG all agreed on using the GPAQ R2 Patient Questionnaire for carrying out our annual patient survey. GPAQ R2 questionnaire incorporates questions regarding methods used by patients to book appointments and asks for the ways patients would prefer to use to book appointments. It also allows patients to comment on service received from the Practice Nurse and the doctors. It also has asks how likely patients would recommend our surgery to friends and family. All patients attending the surgery during the last two weeks in November 2015 were invited to fill out the questionnaire. The results of the survey were emailed to all the PRG members in March 2016. All were invited to give their comments on the results and progress made on our last year’s Action plan. The feedback, ideas and comments were used to formulate an Action Plan for the coming year 2016/17. Summary of our patient survey results, feedback from our PRG and agreed Action Plan for 2016 have been noted in below.**Patient Participation Summary of Patient Survey November 2015****Results from 125 returned survey questionnairs.**

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| **Survey Findings** | **Panel Discussion** | **Action Agreed** | **Action by who & when** | **Expected Completion date** |
| **Getting through to the Practice****74%** of our patients said it was easy or fairly easy to get through to the Practice and **60%** said it was easy or fairly easy to speak with a doctor or nurse on the telephone.**Be able to see GP in an Emergency****66%** of our patients said they can normally see a GP the same day.**Booking Appointments ahead of time****90%** patients said it important that they can book ahead of time**Waiting Times**9% said they waited less than 5 minutes.27% said 5-10 minutes12% said more than 30 minutes**Opening hours****89% patients were happy with opening times.**From the patients who were not satisfied with opening hours;9% would like appointments before 8.30am10% at lunch time9% after 6:30pm12% on Saturday9% on Sunday**GPs and Nurses**Scored very high(all above 80%) for:\* Giving patients  enough time\*Listening\*Explaining\*involving in  Decisions\*Care and Concern | .This is NOT an improvement on last year but still good. This may due to the increase practice list size and more and more people wanting to make appointments by phone. It has been noticed there is greater telephone contact with patients as a result of and hospitals informing patients to phone their GPs for results of their various scans and investigations as they sent electronically..Keeping ‘on the day’ appt slots and emergency slots means patients can see the patients in an emergency the same day. We have also piloting telephone Triage system commencing March 16.Pre-bookable appt slots can be booked up to two weeks ahead. Practice commended.This is an improvement on last year.54% said waiting time was good, very good or excellentPatients satisfied with opening hours greatly outweigh the number indicating opening hours are not convenient. Panel felt GPs are giving a good selection of times with the option of two late night surgeries on Monday and WednesdayGPs and NursesCommended. | .To look into expanding our telephone system, consider having an automated menu options to direct patients.Continue with appt system agreed last yearContinue as beforeTwo doctors and a Practice Nurse present during all morning surgeries and most of the evening surgeries.Continue as before but Practice Manager to discuss results with GPs and will feedback to PRG at next meetingContinue as before | SAPractice Manager to continue auditing and managing appt book,Practice Manager to continue auditing and managing appt bookSAInclude in agenda for next meetingAugust 2016New extended hours GP service commenced in the City Of Coventry Health Centre by GP Alliance Group.SA will be monitoring uptake and patient satisfaction.On going | August 2016On goingOn goingOn goingAugust 2016On going |

 Friends and Family TestHow likely are you to recommend our GP Practice to your family and friends?PRG commented people participating in F & F test dropped dramatically despite F & F feedback cards given at reception, available in waiting area and nurse/GP rooms but these questions were incorporated in the questionnaire used this year.**Surgery Opening Hours**:Monday 8:00am – 7.30pm (Extended Hours surgery)Tuesday 8:00am – 6.30pm Wednesday 8:00am – 7:30pm (Extended Hours surgery)Thursday 8:00am – 6:30pmFriday 8:00am – 6:30pm Saturday & Sunday CLOSEDPRG noted that keeping surgery line open during extended hours allowed patients to order repeat prescriptions and make GP/Nurse appointments and this was a great benefit, in particular, for people working full time. |

**PGR Discussion on progress made on Action Plan for 2015**

**Website and FaceBook and Emis Access**.

This past year we have added information onto our website and FaceBook pages throughout the year to keep our patients informed.

We have noted a large increase in the number of people applying to register at the practice online.

Despite many patients having been given their log in details for Emis Access, only a relatively small number order their repeat prescriptions in this way. This is an easy and a very accurate method of ordering repeat medications and we want to encourage patients to use this system and move away from patients routinely making telephone requests.

**Infection Control**

Following feedback and discussion with PRG the Practice had allocated budget for replacing fabric chairs in the waiting area and replacing carpet tiles in the consulting rooms. We are happy to report new chairs have been ordered for the waiting room and delivery is expected any day, washable safety flooring has been put into all consulting rooms and Receptionist and Clinicians have all been provided with new chairs too!

**Electronic Prescription Service EPS**

Repeat prescriptions (and acute GP prescriptions) are now sent electronically to the nominated pharmacies. This service has been well received by patients and pharmacists. ***We now just need patients to go straight to the pharmacy without calling us first to check whether prescription has gone electronically!!***

**Action Plan for 2016**

**Reduce Medicine Wastage and Improve Repeat Prescription Ordering.**

PRG are aware of the NHS money being wasted by over-ordering medication that never gets used. Often pharmacies over order on patient’s behalf. It was agreed that all staff involved with repeat prescriptions will get involved in checking with patients what is actually required and ensuring medication is ordered monthly. It was agreed that another part time receptionist will be recruited to give existing staff more time.

Plan to advertise again Emis Access as a way of ordering repeat medication. Agreed to attach a note with all repeat prescriptions in the coming months.

It was agreed consideration will also be given to joining the new established POD (prescription Ordering Direct). Patients will be required to order their repeat prescriptions by telephoning the POD rather than the surgery.

**Text Messages and Communication**

Patient phone numbers are now routinely checked when patients arrive for their appointments, it was agreed to trial sending text message reminders for flu vaccination in September 2016. It was agreed this was a quick and cost effective way. It was agreed Flu clinics will be advertised on our website, FaceBook and posters within the surgery and all eligible patients sent text messages.

**Self-Help / Awareness Leaflets**

It was agreed to have a dedicated member of staff to keep posters and leaflets up to date within the surgery. All staff to be involved in increasing awareness of appropriate services available to patients.

**Improving Diabetic Care**

It is agreed patients with chronic conditions need support in self-managing their conditions. PRG were informed of our plan to commence nurse led diabetic clinics on Tuesdays 9.30-6.30pm. It is hoped that patients with diabetes will have a review of all their conditions along with their diabetes to help them understand and manage their conditions better. Goals will be set to manage their future health. Progress to be discussed in August 2016.

Report written by

**Shilpa Aggarwal 24th  March 2016**