

STOKE ALDERMOOR MEDICAL CENTRE
DR P AGGARWAL M86627

Local Patient Participation Report 2013/14

Surgery Opening Hours:

Monday 8:00am – 6:30pm

Tuesday 8:00am – 7:00pm (extended hours surgery)

Wednesday 8:00am – 8:00pm (extended hours surgery)

Thursday 8:00am – 6:30pm

Friday 8:00am – 6:30pm

Saturday & Sunday CLOSED

The practice has two GPs and a three part time Practice Nurses specialising in various Long Term Conditions (for example Diabetes, Asthma, Hypertension) We have a patient list size of approximately 4300 patients. Approximately half of the practice population reside around or in the neighbouring areas surrounding Stoke Aldermoor. The rest are registered from various other parts of Coventry and Warwickshire. Our patient list is open and we welcome all new patients.

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. With that in mind a Patient Panel group was formed in 2002. We met informally and ad hoc in the early years but the group has grown and evolved over the years. We now have an active Patient Reference Group (PRG) consisting of 14 members (equal number of men and women!) who meet two to three times a year with doctors and practice staff. Our current group is comprised of people of various ages from 26 to 72 years old and are from varied cultural and ethnic backgrounds. We have members who 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 and we keep in touch by text, emails and face to face meetings. We are keen to welcome new members and to help engage with the younger generation we are considering using social media (Facebook and Twitter) in the near future). We have posters on the surgery notice board requesting anyone interested to contact the Practice Manager. Staff regularly invite patients personally to join our group and our Practice Nurses also participate by talking about the group to new patients at the point of registration with the Practice. New members may also express their interest through this website. Please go to [Home page](#) then [About Us](#) then [Patient Participation](#) and click on the link “[Join patient reference group](#)”.

The **PRG was consulted during August 2013** to discuss priorities for our Annual Patient Survey and it was jointly agreed that GPAQ Version 3 Questionnaire should be used. It will:

1. Give feedback on how easily patients get through to the surgery on the telephone
2. Methods used by patients to book appointments and asks for the ways patients would prefer to book appointments.
3. Give feedback on opening times

4. Give feedback on our appointment booking system
5. Give feedback on waiting times
6. It also allows patients to comment on service received from the Practice Nurses and the GPs

All patients attending the surgery during a two week period in November 2013 were invited to fill out the GPAQ Version 3 questionnaire. Results from 141 questionnaires (we were aiming for more than 25 per 1000 patients) were collated and analysed by CMI Publishing LTD who produced a Detail Report and Summary Report of the results. The GPAQ Version 3 Questionnaire, Detail Report and Summary Report may be viewed on this website.

PRG met on 20th February 2014 to discuss the annual survey findings, discuss progress made on last year's Action Plan and formulate and agree on an Action Plan for the coming year.

Patient Participation Action Plan 20th February 2014

Survey Findings	Agreed Action	Action by who	Action by when	Expected Completion date
96% of patients found it easy or fairly easy to get through to the Practice. 76% found it easy or fairly easy to speak to a doctor or nurse on the	Practice commended , To continue with present system of telephone lines being open 8am to 6.30pm and during extended hours surgery to 7pm & 8pm.	Practice Manager - continue to ensure staff available to answer the phone.	N/A	N/A
<u>Booking Appointments</u> 86% prefer to book appointments via the telephone 19% who would prefer to book on line.	Make a certain number of pre-bookable appointments available with GPs for booking on line.	Practice Manager to enable Patient On line access on EMIS Web	March 2014	On going.
<u>Opening Times</u> 86% of patients happy with opening times. 18% said before 8.30am 21% at lunch times 18% said after 6.30pm 29% on Saturdays 11% on Sundays	one GP start surgery at 8.30am one morning a week and have other GP start later and continue into lunch time. Already provide appointments on two days a week after 6.30pm so no action required.	Dr H Hassan Dr Aggarwal	July 2014 July 2014	

<p><u>Appointment booking system</u> 79% said when they need to see GP urgently, they can normally see a GP on the same day.</p> <p>89% said important to them to book ahead</p> <p>83% said they can normally see a GP the same or next day</p>	<p>Practice Commended on their 'on the day' booking slots.</p> <p>Practice Commended and to continue with 'emergency extra' slots'</p> <p>Practice Commended and to continue with 'pre-bookable appointment slots'</p> <p>Practice Commended by the patient panel who felt being seen on the same day was a much valued service.</p>	<p>Practice Manager</p> <p>Continue to set up GP sessions allowing patients to book in advance, book on the day and come to surgery in as an emergency extra if needed.</p>	<p>Ongoing</p>	<p>N/A</p>
<p><u>Waiting times</u> 6% waited less than 5 minutes</p> <p>23% waited 5-10 minutes</p> <p>13% waited more than 30 minutes.</p> <p>74% said waiting time was good, very good and excellent.</p>	<p>Practice Commended, to continue with the good work. Also improved waiting times is a reflection on all staff now trained on the new computer system.</p> <p>It was noted that people waiting more 30 minutes may be those who arrived without an appointment as an 'emergency extra'.</p> <p>In next year's survey questionnaires to be marked if patient being asked had a booked appointment or arrived as an 'emergency extra'</p>	<p>Practice Manager and reception staff to give different colour questionnaires to those with pre-booked appointments And those who arrived as 'emergency extas' so as to differentiate waiting times between patients with and without appointments.</p>	<p>Nov 2014</p>	<p>Nov 2014</p>

PGR Discussion and Action Plan for 2014/2015

Enable 'online' appointment booking and ordering repeat medication.

Practice Manager will set up a system allowing patients to make, cancel and reschedule appointments with GPs online. There will be facility for patients to order their repeat medication online. The system will be advertised to patients and relevant documents and information leaflets will be given out for patients to register themselves onto the system.

Patient contact telephone numbers

The Practice is finding it increasingly difficult to contact patients by phone. Often telephone numbers have changed and the Practice has not been informed. PRG proposed making a small slip and handing it to each patient on arriving for an appointment. This will ensure at least each patient being seen by the clinician will have an updated telephone contact number. This was put into practice the very next day and is working well.

GPAQ survey questionnaire for 2014/2015

Give different coloured questionnaires to be given to patients depending on whether they had pre-booked appointments or whether they had arrived as an 'emergency' extra.

A link will be entered on our website so patients can fill the questionnaire on line to capture data from a wider group than those that attend surgery during survey weeks.

New website to be launched 1st April 2014

PGR group was informed of a new surgery website being developed and will go live on 1st April 2014. Layout will remain similar to existing website. Update to be given at next meeting.

Update on Previous Action Plan

It was discussed at our last meeting that GPs were going to have a Practice Nurse triage patients who arrived as 'emergency extras'. This was trialled for 3 months in December 2012 to March 2013. It was felt by the GPs that it was not of much benefit as often the patients still needed to wait to see the GP. It has been abandoned for now.

Report written by

Shilpa Aggarwal 17th March 2014