

STOKE ALDERMOOR MEDICAL CENTRE DR P AGGARWAL

Local Patient Participation Report 2014/15

The practice has two GPs and two part time Practice Nurses specialising in various long term conditions (for example diabetes, asthma, and hypertension). We have a patient list size of approximately 4600 patients and around half the practice population reside in Stoke Aldermoor and/or the neighbouring areas surrounding. The remaining are registered from various parts of Coventry and Warwickshire.

We are keen to involve our patients in the development of the practice and to have a voice in the way the surgery is run and the services provided in our local community. With that in mind we formed a Patient Panel group in 2002 which has evolved over the years, we communicate by meetings, emails, text messages and fax.

The Patient Reference Group (PRG) consists of 12 members; the current group comprises of people of different 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 that have young families and are carers; others are currently looking for work and some work part/full time. We feel our PRG is representative of our practice population but we are always keen to welcome new members and 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".

In August 2014 the PRG all agreed on using the GPAQ Version 3 Patient Questionnaire for carrying out our annual patient survey. GPAQ V3 questionnaire incorporates questions regarding methods used by patients to book appointments and asks what ways patients would prefer to use to book appointments. It also allows patients to comment on the service received from the Practice Nurse and the doctors. All patients attending the surgery during the last two weeks of November 2014 were invited to fill out the questionnaire. The results of the survey were emailed, posted and given by hand to the PRG members in January 2015. All were invited to give their comments on the results and any progress made on our last agreed action plan. The feedback, ideas and comments were used to formulate an action plan for the coming year of 2015. Summary of our patient survey results, Friends and Family Test, feedback from our PRG and agreed Action Plan for 2015 have been noted in below.

Patient Participation Summary of Patient Survey November 2014

Survey Findings	Panel Discussion	Action Agreed	Action by who & when	Expected Completion date
<p><u>Getting through to the Practice</u></p> <p>91% of our patients said it was easy or fairly easy to get through to the Practice and 77% said it was easy or fairly easy to speak with a doctor or nurse on the telephone.</p>	<p>Improvement on last year, having two telephones in reception and three people on duty each morning has helped</p>	<p>To continue with present system</p>	<p>N/A</p>	<p>On going</p>

<p><u>Be able to see GP in an Emergency</u></p>				
<p>69% of our patients said they can normally see a GP the same day.</p>	<p>Keeping 'book on the day' appt slots and emergency slots means patients can see the doctors in an emergency the same day</p>	<p>Continue with appt system agreed last year</p>	<p>Practice Manager to continue auditing and managing appt book,</p>	<p>On going</p>
<p><u>Booking Appointments ahead of time</u> 92% patients said it important that they can book ahead of time</p>	<p>Pre-bookable appt slots can be booked up to two weeks ahead. Practice commended.</p>	<p>Continue as before</p>	<p>Practice Manager to continue auditing and managing appt book</p>	<p>On going</p>
<p><u>Waiting Times</u> 9% said they waited less than 5 minutes. 15% said 5-10 minutes 17% said more than 30 minutes</p>	<p>This is an improvement on last year. 72% said waiting time was good, very good or excellent</p>	<p>Introduce Nurse led triage of all walk in or extra patients.</p>	<p>Recruitment process for Nurse Prescriber is in hand</p>	<p>April 2014</p>
<p><u>Opening hours</u> 82% patients were happy with opening times.</p> <p>From the patients who were not satisfied with opening hours</p> <p>5% would like appointments before 8.30am 7% at lunch time 20% after 6:30pm 37% on Saturday 24% on Sunday</p>	<p>Patients 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 Wednesday</p>	<p>Continue as before but Practice Manager to discuss results with GPs and will feedback to PRG at next meeting</p>	<p>Include in agenda for next meeting August 2015</p>	<p>August 2015</p>
<p><u>GPs and Nurses</u> Scored very high(all above 80%) this year for: * Giving patients enough time *Listening *Explaining *involving in Decisions *Care and Concern</p>	<p>GPs and Nurses Commended.</p>	<p>Continue as before</p>	<p>On going</p>	<p>On going</p>

FRIENDS AND FAMILY TEST

How likely are you to recommend our GP Practice to your family and friends?

Month	Extremely likely	likely	Neither likely or unlikely	Unlikely	Extremely unlikely
Jan 15	17	12	3	2	1
Feb 15	2	4	0	0	0

PRG commented people participating in F & F test dropped dramatically in the second month despite F & F feedback cards given at reception, available in waiting area and nurse/GP rooms.

Surgery Opening Hours:

Monday 8:00am – 7.30pm (Extended Hours surgery GP and Nurse available)
Tuesday 8:00am – 6.30pm
Wednesday 8:00am – 7:30pm (Extended Hours surgery, GP and Nurse available)
Thursday 8:00am – 6:30pm
Friday 8:00am – 6:30pm
Saturday & Sunday CLOSED

PRG noted that being able to order repeat prescriptions during the extended was a great benefit, in particular for people working full time.

PGR DISCUSSION ON PROGRESS MADE ON ACTION PLAN FOR 2014

Enable 'online' appointment booking and ordering repeat medication.

Patients can register to allow them to make, cancel and reschedule appointments with GPs online and order repeat medication.

Patient contact telephone numbers

The Practice was finding it increasingly difficult to contact patients by phone. Often telephone numbers had changed and the Practice had not been informed. PRG had proposed last year to making a small slip and handing it to each patient on arriving for an appointment to note down their current telephone contact number. This was put into practice immediately and is now done routinely and it has vastly improved the situation!

GPAQ survey questionnaire.

It was decided last year to give 'walk in patients' a different coloured questionnaire form (in an effort to find out whether patients saying they waited more than 30 minutes to be seen were people who had actually arrived without an appointment) The system did not work and was abandoned as consistency could not be guaranteed.

ACTION PLAN FOR 2015

New website

The PRG group agreed the website was easy to use and a good way of keeping patients informed e.g. Influenza and Pneumococcal vaccines this winter was posted onto the website. New staff who joined and new opening hours for the extended evening surgeries were also added. Patients can update their details and new patients can fill out a pre-registration form. The plan this year will be to develop the website and update it three monthly with surgery news, information (in particular post information regarding appropriate use of A&E department in an effort to reduce inappropriate attendances) and any changes.

Infection Control

Following feedback and discussion with PRG the practice will allocate a budget for replacing fabric furniture with washable furniture in the waiting area. Replacing carpet tiles with a washable floor will be put into action plan for 2016.

Reduce waiting times and Increase the number of patients seen

PRG feedback was that many patients book to see the GP 'on the day' with minor ailments or common easily treated infections (e.g. conjunctivitis, water infections). Some of these patients can be seen by Nurse Practitioners. These patients can be triaged by the Nurse Practitioner, treated as needed or referred to the GP by adding their name to the 'emergency extras slots'. PRG feel this will reduce the time patients need to wait (when only reassurance was needed), also this will free up GP appointment slots and the practice will be able to better manage demand. A Nurse Practitioner (a nurse who can prescribe from a restricted formulary) has been recruited for two full days commencing 7th April 2015. The situation will be monitored/audited (in particular the Practice will look at the impact on the number of A&E attendances during working hours). Feedback/discussion at next PRG meeting in the summer of 2015.

Electronic Prescription Service EPS

Patients will be able to nominate a pharmacy. Repeat prescriptions (and acute GP prescriptions) will then be sent electronically to the nominated pharmacy. Nominated pharmacies will also be able to order repeat prescription electronically. This will mean less time at the reception window dealing with pharmacy representatives picking up prescriptions for their patients. It will reduce paper immensely and speed up GP authorisation. GPs will be able to authorise prescriptions electronically and thus cut down on all the signing! PRG and the Practice will talk about the success of this project at the next meeting. EPS goes live 21st April 2015. The new service details will be posted onto our website, posters in the waiting room and note to that effect is being considered to be printed on the repeat prescription section of the FP10.

Report written by

Shilpa Aggarwal 17th March 2015