

PATIENT PARTICIPATION REPORT MARCH 2015

Bramingham Park Medical Centre has a successful patient participation group (PPG), run by Chairman Mr Edward Bermingham, assisted by Spart Hamdard Practice Manager.

There are 10 members who regularly attend meetings. If they cannot attend meetings they are encouraged to raise issues they would like to be discussed via email, we actively encourage patients who are unable to attend to join the group in this manner. The local community, patients with disabilities, chronic disease sufferers, young mums, and each ethnic group are all represented.

We actively encourage new members. Our patients are encouraged to join the group using these various methods including contacting them via email to invite them, via reception desk and practice newsletters and posters in Practice as well as our website and other means of communication.

The members are currently made up

Age Bracket	Male	Female
17-25		
26-55	1	2
56-65	3	
65+	3	1

The current members are all from a range of ethnic backgrounds which is reflective of the patient population and the age brackets are also equally represented.

Meetings are held at the practice every two months.

In this meeting the group discuss issues which affect the Practice and patients.

The Practice has been taken over by Phoenix Primary Care who are reviewing and recruiting more GP's. An issue was raised at the PPG as they were concerned patients would not know who the new GP's are. Subsequent to this the practice a Call screen which display Staff names and their qualifications.

The PPG has been working on producing a newsletter detailing PPG work and anything which is happening with the Practice i.e. flu campaign

The PPG are always keen to involve outside members of other groups from the local area, to promote the services they can offer and what the surgery have to offer, which show patients and local residents how they can benefit.

In February 2015 the PPG agreed the questions to be included in the patient survey, and the survey ran in March 2015. This is the second year that PPG conducts this survey.

The PPG members assisted with the survey, distributing them and encouraging patients to complete them. Prior to patients being asked to complete the survey they were asked if they were willing to participate and the reasoning behind the survey explained in detail. Patients were informed that the results would be available in the practice, on the practice website and a copy could be obtained through the PPG. The selection of 57 patients (almost 1% of our population) in a period of two weeks

was entirely random, and they were visiting the practice for a variety of reasons, the results were collated using a standard questionnaire and analysed by a excel spreadsheet.

Our Patient survey results are detailed below:

Phoenix Primary Care – Bramingham Park Medical Centre

Patient Questionnaire Results

Methodology : A questionnaire was handed out to a random selection of 57 patients who attended surgery between 19.02.2015 and 27.02.2015				
Patient Breakdown:		Male : 19	Female : 36	No answer : 2
Age:	Under 18 – 1	18-24 – 3	25-34 - 5	35-44 – 9
	45-54 - 10	55-64 - 5	65-74 – 14	75 & over - 10
Ethnicity:	White British – 49	Asian/British Indian - 2		
	Mixed - 1	Other - 1		
	Black British – 4			

1. How do you rate the hours that the practice is open for appointments? 70%
2. How easy is it to get an appointment with the Doctor? 58%
3. How easy is it to get an appointment with the Nurse? 53%
4. How do you rate the welcome you receive from the reception staff
When you arrive for your appointment? 63%
5. How do you rate the helpfulness of the reception staff
when you are ordering prescriptions? 61%
6. How do you rate the time it takes to answer the telephone? 51%
7. In the past 12 months how many times have you visited the practice?
36% visited over 3-4
8. How important is it to be seen by a GP on the same day with any GP
or the GP of your choice? 74%
59%
9. Who did you see the last time you visited?
Dr Thiyagarajah, Dr Jey, Dr Locum, Nurse/ HCA
Various answers
10. How good were they at asking about your symptoms and how you were feeling? 95%
11. How good were they at listening to you? 98%
12. How good were they at putting you at your ease? 95%
13. How good were they at explaining your problem and treatments? 84%

14.	How good were they at involving you in decisions about your care?	93%
15.	Did you understand everything that was discussed?	82%
16.	Did you feel happy with your consultation?	75%
17.	Were you happy with the treatment you were given?	79%
18.	Are you male or female?	Various Answers
19.	To which age group do you belong?	Various Answers
20.	Which ethnic group do you belong to?	
	%	
	a. White	86%
	b. Black or Black British	7%
	c. Asian or Asian British	4%
	d. Mixed	2%
	e. Chinese	0%
	f. Other Ethnic Group	0%
	No answer	12
21.	Which of the following best describes you:	
	a. Employed (full or part time, including self-employed)	53%
	b. Unemployed and looking for work	4%
	c. At school or in full time education	2%
	d. Unable to work due to long term sickness	2%
	e. Looking after your home, family or a carer	4%
	f. Retired from paid work	35%
	g. Other – please describe	0%
	h. No answer	2%
20.	We are interested in any other comments you may have	
	a. Is there anything particularly good about your health care?	
	All ok!	
	would like to see a regular doctor	
	the doctor is lovely and really listened to me	
	b. In your opinion is there anything which could be improved?	
	o More privacy at reception	
	o shorter times to get to see the doctor	
	o to be able to see a doctor of your choice	
	o Diabetic monitoring of blood sugar	
	o Get permanent doctors- have not been able to see regular doctor other than a locum for the last 15 months	
	o I never get to see the same doctor. I have not had a consistent doctor since Dr Peter left	
	o I was very happy that I received an appt within an hour of my call- could not be beaten	
	o seeing the same doctor	
	o Yes. Telephone appointments could be answered quicker	
	o telephone	

- doctor continuity
- doctor continuity
- doctor continuity
- telephone service
- telephone service - consistency with same doctor
- don't feel as if I'm getting anywhere
- continuity with doctor
- appointments delayed-could be improved, particularly when visits required by surgery
- doctor continuity
- a dedicated doctor, improved telephone service
- it would be good if we could have a regular doctor, every time I go I am seeing a different doctor, doctors don't seem to last long
- Would prefer to have the same doctors at the surgery as it makes things easier for yourself when returning for the same illness. Be a bit quicker and efficient in reception. Not always helpful
- Customer service, so could be recognised when you come in. Even a sign they will talk to you soon. The fact that I don't have a doctor unsettles me. I feel better when I am assigned to a doctor.
- easier to get appointments see the same doctor more appointments for people in full time employment
- I am happy the doctor listens to the problem
- I do not attend a lot however when I have called I have always got an appointment and was happy with the service
- Telephone answering must be improved
- Continuity of doctors very important

c. Any other comments?

- Order prescription online to go direct to pharmacist. Saves journey to doctor- free up carpark and reception time.
- Why is it the doctors don't stay here for long
- All ok

Conclusion:-

There have been a number of changes over the past year. Since takeover by the new Practice Management there has been an introduction of a new Clinical team, new clinical system and processes have been reviewed to ensure a high delivery of services. The feedback from this survey is positive as the results above show this. There are still some areas which are to be addressed and the results clearly show the areas in need of improvement. The following action plan was compiled and agreed in March 2015 as a positive step towards making improvements at the practice.

Bramingham Park Medical Centre -Action Plan resulting from Patient Survey March 2015

Action required	Plan to be put in place
Improved access for working patients	The Practice is open 8am – 8pm Mondays, Wednesdays and Thursdays, 7:30am – 8pm Tuesday and Friday and 8:30am – 12:30pm Saturdays and Bank Holidays
Improve telephone access	Utilised the skills of admin team and all telephone calls are now answered by all staff. Telephone triage system is in place for patients to access a GP if no appointments are available on the day. The Practice now has internet bookings system and orders for prescriptions online
Continuity of GP's	Phoenix Primary Care Ltd. has recruited 5 GP's on a long term bases with a mixture of male and female. We have also recruited an Advanced Nurse Practitioner, a full time Practice Nurse and a HCA
Prescriptions sent to Pharmacies	The Practice are now signed up to Electronic Prescribing Services (EPS)for patients to sign up to the service through the Pharmacy of their choice
Privacy in Waiting area	A radio and TV screen to be installed in the waiting area. Also to install a touchscreen for patients to check in quicker and not hang around waiting for a receptionist to book them in.

The practice is keen to engage patients to help deliver and design services around the needs of it's patients and with the help of the PPG we will look at the priority needs of our patient population.

The analysis of the survey results was undertaken by myself and a copy forwarded to the Chairperson of the patient group, discussed at meeting and comments fed back to me. The results can be found on our practice website, along with a copy of this report.

The two main areas that needed immediate improvements were GP continuity and prescriptions sent electronically to Pharmacies. The actions relating to these areas have taken immediate effect; we will revisit the same survey over the next 9-12 months and hope to see improvements in these areas. We are also in the process of recruiting a HCA which will assist with the appointment demand but also ensure we are providing essential services in the Practice.

Our practice is currently open 8am – 8pm Mondays, Wednesdays and Thursdays, 7:30am – 8pm Tuesday and Friday and 8:30am – 12:30pm Saturdays and Bank Holidays. All services can be accessed by either visiting the practice or via telephone on 01582 597737 or visiting our website.

This report will be published on our Practice Website and a copy will be posted in our waiting area, and if any patient should wish to receive a hard copy, they can do this via reception.

Spart Hamdard – Practice Manager
Bramingham Park Medical Practice