Local Patient Participation Report 2013/ 2014

St John’s Medical Centre, Grantham

Firstly, we would like to start by thanking all of our patients who contributed towards the Patient Participation Group over the last year and welcome our new members. We would like to invite any patients who are not members to join up and have your say about the service we offer over the years to come.

We discuss issues via email. To join please visit our website or enquire at reception.

Our main source of membership comes from posters and leaflets within the practice, made available in waiting rooms, at reception and in clinical rooms. Staff our encouraged to invite patients to join the group. Our practice website has a link to the Patient Participation Group. The address is: [www.stjohnsmedicalcentre.co.uk](http://www.stjohnsmedicalcentre.co.uk). We also had information with regards joining the group on the patient survey forms. The drugs and alcohol rehabilitation team affiliated with the practice are aware and encouraged to invite their clients to join the group.

Our current group consists of patients with a range of ages, ethnicity and medical needs.

We currently have 87 members of our email based Patient Representative Group.



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On 24th September 2013 the below email was sent to our members to determine and reach agreement on priority areas to be included in the local practice survey:

***Good Afternoon***

***We are looking for new priority areas to improve the service we offer.  What issues do you feel we could improve on?  As this group is a representative of our population, we would like to know what your priorities are in order that we can carry out a survey of our patients.***

***Some suggestions might be:-***

***a)  convenient access***

***b)  range of skills available to patients at the Practice***

***c)  modes of contact ie telephone, face to face, electronic/email***

***or any other suggestions.***

***If you have friends or family registered with our Practice who would like to join this group, they can join via our website or at reception.***

We received a variety of responses and suggestions.

In Summary the main issues raised were:

1. Ease of access
2. Wait times to see specific doctors
3. Change the virtual PPG to a face to face group
4. Online access
5. 5. Changes to the waiting room

On 28th October 2013 the below email was sent to our patients:

***Thank you to all those that have replied to our previous email, in which we welcomed suggestions on ways to improve the service.  We are grateful to you for your input and we will discuss your suggestions at our next Practice meeting.***

Following discussion at the practice meeting the below email was sent to our members on 7th November 2013:

***At this week's practice meeting the suggestions made by the patient participation group were discussed.  It was apparent that there are still concerns re access/waiting times for appointments.  The way in which people book appointments/order repeat prescriptions etc was also a concern for some members.  We are keen to see how we could introduce alternative methods ie online booking.***

***Other comments were made with regards making the patient participation group a face to face group as oppose to on email.***

***We will be surveying our practice population with regards to methods of contacting the practice/booking appointments. Do you think it would be worthwhile to guage opinion on how the participation group is run? Can you suggest any other priority areas we could also include in the survey?***

***Thank you once again for all your useful comments, your input is very much appreciated.***

***If you have any family or friends, who are registered here, who would like to join our Group then please ask them to enquire at reception.***

There were a variety of opinions on the issues re how the Patient Representative Group is run and online access.

It was agreed to survey the practice population with regards the method of meeting with the Patient Representative Group and ways in which people would like to book appointments/access the practice. On 1st April 2013 our practice population was 13703. We issued 300 surveys and received 291 responses representing 2.12% of the practice population. The National Association of Patient Participation website was consulted for questions to use in the survey. Some adaptation had to occur to make them relevant to our survey. Patients were invited to participate in the survey via posters in reception and direct approach by members of staff. We had a designated receptionist in the waiting room to hand out surveys and answer any queries.

Summary of Evidence:

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| --- | --- | --- | --- | --- | --- |
| **Did you know the practice had a website?** |  |  |  |  |  |
| Yes | 172 |  |  | 281 |  |  |  |  |  |
| No  | 109 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **How do you normally book your appointments?** |  |  |  |  |  |
| Telephone | 211 |  |  | 281 |  |  |  |  |  |
| Reception | 70 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Would you find booking appointments online useful?** |  |  |  |  |
| Yes | 158 |  |  | 281 |  |  |  |  |  |
| No | 123 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **If you have repeat prescriptions how do you normally request them?** |  |  |  |
| Telephone | 148 |  |  | 281 |  |  |  |  |  |
| Reception | 65 |  |  |  |  |  |  |  |  |
| Chemist | 33 |  |  |  |  |  |  |  |  |
| E-mail | 35 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **If applicable, would you find requesting repeat prescriptions online useful?** |  |  |
| Yes | 156 |  |  | 281 |  |  |  |  |  |
| No | 125 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Did you know the practice has an e-mail based Patient Participation Group?** |  |  |
| Yes | 75 |  |  | 281 |  |  |  |  |  |
| No | 206 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Is this something you would like to join?** |  |  |  |  |  |
| Yes | 53 |  |  | 281 |  |  |  |  |  |
| No | 228 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **If you became a member of the Patient Participation Group would you prefer to either:** |  |
| Meetings | 11 |  |  |  |  |  |  |  |  |
| E-mail | 67 |  |  |  |  |  |  |  |  |
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| **Total Number of Participants:** | 281 |  |  |  |  |  |  |
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The survey results were fed back via email to our group members on 29th January 2014.

***Following on from previous discussions we have now completed our patient survey.  We distributed 300 surveys and received 281 responses.  Below are the results of the survey*** *(see above results)****.***

***As you can see many patients would find the use of appointment booking and prescription requests online as a useful service.  We are looking into putting more online systems in place during 2014 to meet this request.  This does not mean that the telephone/in person booking system will change.***

***We also have had some further interest in membership to Patient Participation Group.  As you can see the majority of patients (86%) would prefer to keep the group as an email based group. We would be very grateful if you could peruse the survey results and let us have your comments.***

***Action Plan***

1. ***Make more people aware of the Practice Website***

61% of patients surveyed were unaware we have a practice website. We need to advertise this service more especially if we move towards a more online booking system.

1. ***Online Repeat Prescription Requests***

56% of patients surveyed would find ordering repeat prescriptions online a useful service. We currently offer the ability to order prescriptions via email but are looking into a more streamlined service integrated with the practice computer system.

1. ***Online Appointment Booking System***

We are planning a software update and then intend to introduce an online booking system after appropriate staff training. 56% of patients surveyed said that they would find this useful. This will hopefully decrease some pressure on the telephone lines at reception.

1. ***More awareness of the Patient Participation Group and remain email based***

We plan to advertise the group further and continue to guage patient opinion as an email based group.

***Implementation of Plan***

We have over the last year had a new computer system at the practice (Emis Web). We have been liasing with the team at Emis Web and plan to arrange staff training in online prescription requests, appointment booking and patient access to notes. We plan for this to occur within the next few months. Once the training has occurred we will look into implementing the online services. Patients are now currently able to order repeat prescriptions via our website.

We have designated a member of staff to promote the website and email based patient participation group.

The action plan and implementation was emailed and relayed to the Patient Representative Group.

Last year’s action plan:

* Monday and Friday rearrangement of rota to provide easier access to appointments
* The PCT were contacted mid February with regards closure of our list. They have been provided with the survey outcome.
* Return of Dr Hutchinson
* Employment of locum doctor

Our correspondence with the then PCT re list closure was unsuccessful. We have this year had a meeting with the local MP re problems re appointment access. We are holding a partners strategy meeting in March 2014 to discuss our further options. We have had sickness of staff again this year and we are looking to a strategy so this does not have such an impact on appointment access. Dr Hutchinson has successfully returned to work. The rearrangement of rota has allowed us to offer more on the day bookable appointments.

**Opening hours of the practice**

Extended hours are in bold

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| --- | --- | --- |
|  | Morning | Afternoon/Evening |
| Monday | 08.55-10.40 | 15.30-17.40 |
| Tuesday | 080.55-10.40 | 15.30-17.40**18.30-20.00** |
| Wednesday | 08.55-10.40 | 15.30-17.40 |
| Thursday | 08.55-10.40 | 15.30-17.40 |
| Friday | 08.55-10.40 | 15.30-17.40 |
| Saturday | **09.00-11.30** |  |

Access to services in core hours can be booked by telephone or in person at the surgery. Repeat prescriptions can be requested by email.