

Local Patient Participation Report

Norwood Surgery decided to undertake the Patient Participation Report commencing April 2013. It was decided that the Senior Partner Dr D J Unwin would lead on this project. The Partners hoped the group would be formed from a cross section of the practice population. As it happened the practice already had a patient group working on diabetes and pre- diabetes all of whom were sent a flyer asking for interested people to come forward, the flyer was also left in the waiting room and reception to provide a better spread of patient representatives. The group has an age range from 30 to 75 of both sexes and manages to represent the needs of parents, working and retired people. The group met several times to devise and then send out our Practice Survey/Questionnaire. The Questionnaire comprised of 19 questions and was sent out to 100 patients – all of which we received back. The results were reviewed by the patient participation group who used them to formulate an action plan. This was taken to a Practice Meeting for discussion and agreement with the partners of changes to be implemented as follows,

- It was suggested it could benefit the patients if the doctors went out to the waiting room to call the patients in personally, then if there was some confusion about who was next this would be avoided, especially if the doctor notices patients were getting 'out of turn'. Also if there was a patient that was noticeably distressed the doctor in question could try to help by suggesting the patient be seen sooner.
- If practical a brief apology by the doctor when things run more than 20 mins behind would be so much appreciated by most patients.
- A suggestion was made that we re-paint the white lines on the steps for visually impaired patients.
- The group were keen the partnership look into on-line booking. The Practice has now had this up and running for three months with over four hundred patients signed up so far. Our next aim is to set up SMS messaging to remind patients of pre-bookable Practice Nurse appointments.
- Action - areas of improvement suggested were to introduce an extra member of staff at 8am so that all four lines could be answered for the first 30 minutes, especially on a Monday morning. Introduce call waiting on the telephone system- so that patients will be aware of where they are in the queue. All members of the PPG felt that this would be beneficial, as would increasing patient participation with on-line booking

The group noted only 2% of patients felt a consultation should be restricted to one problem; explaining this was because as a patient one can be unsure when listing symptoms how many "actual problems" that list of symptoms represents. A patient is often unsure which may be the significant symptoms as only the doctor can advise on that. The group quite accepted that the doctors only have a ten minute appointment. They felt it was fine to bring a patient back for a second appointment to sort through symptoms not dealt with in the first appointment. That was discussed by the partner and broadly accepted.

The group were pleased to notice that 96.7% of respondents to the questionnaire were either very satisfied or very satisfied with the service provided by Norwood Avenue.

The questionnaire produced many good ideas for the further development of the Practice Website. These were further refined by the PPG. At the practice meeting the partners were impressed and grateful for all these ideas which have been passed on to the Practice Website Development Team

The final action plan was shared with the group for agreement prior to publication on the Practice Website.