

Chadsfield Medical Practice

Patient Participation Group Report 2011 – 12

Chadsfield have had Patient evenings for 10 years but over the last 12 months we have succeeded in forming a group of 18 patients. This was the result of:

- an open afternoon to show the patients the new extension.
- Notice board display on patient group activities.
- Newsletter
- Patient survey
- Website invitation

The group continues to meet regularly and discussions revolved around development of the practice, premises and health promotion.

The patient group consists of 18 patients with an age range of 41 to 79 With a higher ration of over 65's which is representative of the practice elderly population.

Practice population

Age Groups	0 – 14	15 – 34	35 – 54	55 – 74	75 - 110
Male	513	739	929	885	350
Female	452	644	925	940	477

We do acknowledge that younger patients have not shown interest in the group and it has been agreed to target patients 25 – 40 to possibly develop a virtual group within this age group.

- newsletter to email addresses and hard copies in the waiting room with sign up forms attached.
- Promotions on the notice board
- Baby clinic and anti natal days – information to be given out by midwife and nurses.
- GPs to ask patients if they are interested.

Regular meetings are held at the Health Centre when there is always a high percentage of the group in attendance.

We have done two patient surveys over the last 6 months

1. This Survey was directed at the patients who attend the Health Centre on a regular basis, appointments, prescription collection etc., and from this it was felt that 98% of these patients were happy with the service we provide. It also helped to promote our Website and on line facilities for requesting prescriptions and booking appointments.

350 were handed out and 215 were returned completed. An example of comments from patients are below.

The receptionist were offering appointments with choice and the 2% who criticised the appointment system made us think of possibly making alterations of appointment availability to book in advance and this would also allow for more acute problems being dealt with quicker without making the day unworkable for home visits and paperwork.

[Read the results from Survey 1 here](#)

2. The 2nd survey was a postal survey to patients aged 25 – 35 who have not attended the surgery for any consultation or medication within the last 18 months. It was also posted on the Website.

From 139 letters posted we had 16 returned from the posted letters and 4 from the Website.

We were delighted to see that from this return these patients were happy with the service they had received in the past and we gained three more patient group members. Most of these returns made us aware that if patients do not attend the surgery on a regular basis they are not aware of the website or on-line facilities.

It was agreed that we would find ways of advertising this more in the area

This second survey was useful in finding 3 patients no longer living in the area and these have been deducted

[Read the results from Survey 2 here](#)

The new appointment system was discussed in detail with the Patient Group on the 21st March and everyone present commented in different

ways. It was agreed that this could help improve access for more acute problems but also help the some running of the practice.

Survey reports in detail will be available on the Patient Group Notice board in the Health Centre

Patient Comments

These comments are from our question 'Have you any suggestions you would like the patient representative group to discuss with the Practice.

*Possibility of booking appointments on line - **This is now available***

More info on particular interests of the Doctors – skin conditions etc so that appointments could be made to that particular Doctor if needed.

Does the practice discuss appointments with other practices - if an urgent appointment is required any other way other than having to telephone at 8.30 causing more stress when telephone engaged.

Why were patients not informed of GPs leaving or retiring

The availability of contact is pretty good(appointments by telephone for example) keeping this on a local practice based system is important and appreciated.

No but I like the new bike rack

*Would like early appointments before 8.30 as need to be at work at 9. **In addition to our core surgeries Monday to Wednesday and Friday 8.30 to 6.30 and Thursday to 5 pm, we have one surgery per week that starts at 7.30 on Thursday morning. We also have one late surgery per week till 7.30 pm this is on a rota basis (that is not a specific day of the week) and also one Saturday morning per month. Medical emergencies are always actioned by telephoning the surgery no 0161 426 9388***

No I never seem to have a problem when I feel I need to see a Doctor I am always fitted in

No

Not really I have praise for the Practice they are efficient and helpful

Would it be possible to have an on line booking appointments –Yes

I understand that the reception staff act as a gatekeeper for the GPs who are very busy. The system needs to be clearer about what appointments are available for the GP of choice. If they are totally booked up the Patients may need to see another GP. Information seems to lessen frustration and anxiety. However the reception staff do a great job of helping patients see who they want.

None, I am really happy with my Practice and my GP Dr Mather People are helpful and try to be as flexible as possible with appointments

*On line prescription ordering – **the Practice has been doing this for two years***

*More entertainment for children – **Childrens area being planned***

No – in comparison with other regions this Practice far exceeds others, it is very friendly efficient and welcoming

We are very pleased with the attention we receive at the clinic and everyone is helpful and kind

Negative comments

*When you phone up and you cannot get through, when you do get through all the appointments have gone **Not sure about this if they mean on the day appointments as these are never refused and just added to list – maybe a particular Gp required** Some receptionists very helpful some not*

*We not put a sign on the door to encourage people to use the new sign in system so they don't take up receptionists time : make most of the new system or include in text messaging. **There is a sign asking patients to use booking in screen but unfortunately there is not a door they go through to put a sign on other than the initial entry to the Health Centre and this could confuse patients from the other Practice.***

*Annual health checks for people with learning disabilities. **These patients are invited in***

I have had to wait two weeks for this appointment and I feel this is too long

Air conditioning in waiting room – quicker service I had had to wait 30 mins waiting room hot and stuffy

Too long sometimes to get app with GP of your choice

*Booking appointment within a few days is sometimes difficult – **New appointment structure will hopefully help this***

*My Doctor is Dr Spreckley but have not managed to see her for years as there is always a 3 week waiting time. **Unfortunately Dr Spreckley's mother is terminally ill at this moment so we are not booking too far in advance as we do not like to have to cancel appointments***

Why can you never get in with your own GP its always someone different