

Garswood Surgery

Local Patient Participation Report 2013/14

The surgery has an active patient group which meets twice a year in June and December. We consult with our patient group about the way we deliver our services and over the years the group has contributed significantly to the introduction of a number of positive changes for the practice.

Practice Profile

Dr John Holden and Dr Jon White joined together in May 2004 to form Garswood Surgery - a brand new practice with no patients. This year we will celebrate our 10th anniversary and now boast a patient list of c. 4,300 patients. We started life in a portakabin on the rear carpark of The Stag in Station Road and moved into our brand new purpose built centre in Billinge Road in 2008 and have since recruited a 3rd part time GP partner, Dr Helen Parr, and have a part time salaried GP, Dr David Lawson.

In 2005 we achieved training practice status and in addition to the regular GPs we usually have several qualified hospital doctors undertaking further training to become General Practitioners

The practice serves Garswood and most parts of Billinge and Ashton-in-Makerfield and some parts of Haydock.

Age / Sex 10 Year Band

| | | |
|--|--------------|----------------|
| Parent Population: All Currently Registered Patients (2) | | |
| Last Run: 25-Mar-2014 16:43 Relative Date: 25-Mar-2014 16:43 | | |
| Patient Count | Males | Females |
| 4273 | 2124 | 2149 |

| | Age▶ | 0-9 | 10-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | 70-79 | 80-89 | 90-99 | 100+ |
|---------|------|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Gender▼ | | | | | | | | | | | | |
| Female | | 251 | 216 | 257 | 294 | 307 | 270 | 268 | 204 | 67 | 15 | 0 |
| Male | | 294 | 248 | 259 | 269 | 310 | 255 | 262 | 178 | 44 | 5 | 0 |

We open weekdays 8am – 6:30pm on Mondays except for Mondays when we close at 1pm, re-open at 4pm and operate a late evening surgery until 7:30 pm.

Surgeries operate 9am – noon and 3pm – 6pm weekdays (4pm – 7:30pm on Mondays).

We routinely offer 15 minute appointments. We offer a range of appointments including telephone consultations, book ahead, on the day emergencies, 24 hour slots and more recently we have introduced patient access appointments. We normally offer c. 1.6 times the recommended number of appointments per 1000 patients.

Patient Representation

Our practice population and therefore our PPG representation is predominantly white British. We do have a small ethnic mixture and the PPG Chairman himself is from an ethnic minority group.

Our patient group is well established, having started life as the Garswood 'Save our Surgery' group in 2002.

For many years we have actively advertised through our website, patient information leaflets, waiting room posters, etc, for patients to join the group and we have a strong representation. The members of the PPG are mainly in the age range of 50-75 years with a 70/30 female to male ratio. Young people and young parents continue to be under represented and so far our efforts to address this have been unsuccessful.

We are also members of the National Association for Patient Participation (N.A.P.P). N.A.P.P. regularly publish e-bulletins and newsletters which can be accessed via their website www.napp.org.uk.

In addition to our regular patient group members, we always maintain that everyone is welcome at our meetings and that patients don't have to be established members to attend. We meet twice yearly, usually in June and December. The dates of our meetings are posted on our website www.garswoodsurgery.co.uk and in the waiting area.

We have always stressed that our Patient Group meetings are not a doctors' fan club or a forum for individuals to raise personal issues. The comments, concerns and complaints procedure should be used in such instances. To this end we do not invite any positive feedback on our patient surveys. We only ask patients to feedback where they disagree with a statement in the survey. This ensures that we are able to understand the issues facing our patients.

The minutes of our patient group meetings can be accessed on our website.

Some of the more recent changes our patient group has been involved in are:

We have recently implemented an easy to operate self check-in system which allows patients to book in for their appointment without needing to speak to a receptionist. This helped to alleviate queues at the reception desk and is proving popular with patients.

We have simplified our patient questionnaire which can be completed on-line which has been approved by the group. Paper copies of the questionnaire are also available in the waiting room. The Patient Questionnaire is run throughout the year and the results are presented and discussed at the patient group meetings. Patient comments, suggestions and ideas are also discussed and may be used to drive service changes.

Through the clinical system we now text patients who have given us their mobile numbers a confirmation of their appointment date and time when they book an appointment. We also text patients when we have a message for them requesting that they contact us or to advise them of special campaigns such as flu vaccinations, patient on-line access, etc.

We provide a practice email address at garswood.surgery@hsthpcnhs.uk for patients to email us

We have introduced Patient Access which offer the facility for patients to register to access the clinical system online and book appointments with the GPs or the HCA for blood tests.

We are phasing out our current on-line repeat prescription ordering service and replacing it with Patient Access. Patient Access allows patients to view their actual repeat medicines via online access to our clinical system. and eliminates any requirement for the patient to type in drug names or dosages which is a safer and quicker option than the current system.

In the patient waiting area we have installed a computer screen, keyboard and mouse which offer patients internet access to our patient survey, on-line booking of appointments, NHS Choices, the practice website, and on-line ordering of repeat prescriptions. This is a free of charge facility available to all patients. We are hoping in particular that patients who do not have computer access at home will use this facility to access the internet for health advice and information, book online appointments and order repeat medicines without the need to queue for a receptionist.

We have installed a rope and post queue system in the waiting area. Patients now wait a few feet away instead of directly behind the person being dealt with at the reception window. This has helped with some of the waiting room confidentiality issues that patients have reported.

Garswood Patient Surveys

We offer the opportunity for patients to access our patient survey all year round and we collate, analyse and graph the results twice per year in June and December.

The results are presented to our patient group for their consideration and feedback.

The survey is available on our website for completion online. Paper copies and a dedicated posting box are also available at reception. Completed paper survey results and comments are manually added to the online survey by the Garswood staff before the survey results are downloaded and collated.

The survey feedback is important to us and helps us to identify areas where patients may be experiencing problems. It also allows us to measure the magnitude of issues raised so that the patient group can consider issues in an informed manner and request us to consider changes to our internal systems to address these where this is possible.

A recent example of this is where a number of patients consistently complained that they were experiencing difficulties getting through to the practice on the phone, in particular on Monday mornings. The group discussed this at length and following their suggestion that we provided an additional member of staff at peak times to give us more telephone answering capacity we are pleased to report that the last survey we conducted has far fewer negative comments in this regard.

Another area of concern which the group has actively been involved in resolving is our waiting room confidentiality issues. We have done much to address this and our survey results are demonstrating that this seems to be less of an issue.

Copies of our patient survey results and the comments received can be accessed through our website.

The action plan for 2014/15

The group's action plan for the next 12 months will address the following issues:

There is concerned about inappropriate attendances at A&E and the group wish to understand the reasons why patients attend A&E instead of seeing their GP and consider how this can be addressed

The group are keen to ensure that there is a significant reduction in the number of wasted doctor's appointments because patients have simply failed to cancel

The Chairman and another group member are very interested in the activities of the Clinical Commissioning Group and are actively engaging with the CCG's own patient representation. They will involve our patient group by keeping them updated on the activities of the CCG and ensure that Garswood's wider patient voice is heard when the CCG are shaping their services

Continue to 'tweak' the appointments system to try to ensure that it provides optimal access to the varying demand for different appointment mixes and times.

Continue to embrace new technological solutions to alleviate pressures and optimise our service delivery