

SOUTHdene MEDICAL CENTRE PATIENT PARTICIPATION REPORT 2014/15

Patient Representative Group (PRG)

In 2011 the Practice advertised to establish a PRG. In order to canvas the widest group of patients to join our PRG we had an internal meeting to brainstorm the best areas to cover and how. Posters inviting all to join were placed in all 3 sites, Haswell Surgery, Peterlee Health Centre and Southdene Medical Centre. Haswell Pharmacy, Wheatley Hill Chemist and Boots agreed to place one of our posters in their shop and also all care homes housing our patients agreed. Posters were also emailed to our local libraries and faxed to the SureStart Centres. Copies of our leaflet were also left in as many of the above places for patients to show their interest and added to prescriptions. Nurses and Doctors promoted the PRG during clinics. After all the above advertising we did not receive the desired interest and so leaflets were posted to a cross section of patients with stamped addressed envelopes to return their acceptance or decline.

In April 2012, 10 patients agreed to join our PRG. Following continued advertising, more patients have joined and now our total of patient representatives is up to 21.

Posters remain advertising our group and all staff still ask patients if they would like to attend. Dates of the meetings are advertised in reception and clinical rooms. An advertisement to join our PRG is in our Practice Booklet which is handed out to all patients who request a copy and all new patients on registration.

Our current register is as follows:-

PRG Register

Representative	Age	Gender	Nationality	Date Joined
Rep1	69	Male	British	April 2012
Rep2	26	Female	British	April 2012
Rep3	68	Female	British	April 2012
Rep4	69	Male	British	April 2012
Rep5	47	Female	British	April 2012
Rep6	70	Male	British	April 2012
Rep7	52	Female	British	April 2012
Rep8	70	Male	British	April 2012
Rep9	23	Male	British	April 2012
Rep10	20	Male	British	April 2012
Rep11	42	Female	British	December 2012
Rep12	56	Male	British	December 2012
Rep13	18	Female	British	March 2013
Rep 14	17	Female	British	March 2013
Rep 15	80	Female	British	July 2014
Rep 16	74	Male	British	July 2014
Rep 17	67	Female	British	July 2014
Rep 18	48	Male	British	November 2014
Rep 19	66	Male	British	March 2015
Rep 20	33	Female	British	March 2015
Rep 21	24	Male	British	March 2015

Age	0-18	19 -30	31-40	41-50	51-60	61-70	71+
	10%	19%	5%	14%	10%	33%	10%

Male	Female
52%	48%

It was decided the best way to come up with areas to improve was to give all patients the opportunity to have their say by completion of the practice survey.

Development of the Patient Survey 2014/15

The group met in July 2014 to agree and review the proposed survey for 2014/15.

July 2014 Patient Participation Group Meeting minutes

Wednesday 2nd July 2014 - Southdene Medical Centre, Shotton Colliery

Present : (Patient representatives) Rep1, Rep2, Rep3, Rep4, Rep7, Rep8, Rep14, Rep15, Rep16 and Rep17

Practice staff :- Dr Samir Mansour, Lisa Mosley (Practice Nurse) & Julie Hudson (administration staff)

Meeting

Opened by Lisa Mosley who thanked everyone for attending and welcomed new member Rep16 to the group.

Podiatry was discussed and Dr Mansour stated that NHS staff had attended the surgery and looked at the premises for suitability but as yet he has received no further information. Rep1 also commented that he had been to a meeting with NHS staff in Sedgefield regarding the same and as yet is still awaiting feedback.

Rep1 stated that Dr Mansour would not be expected to provide Podiatry services on the premises free of charge especially when it would be treating patients from other local practices. Rep1 will contact Chair of local NHS to take the matter further.

The current patient survey forms were handed to the group and their content explained by Lisa who asked the group to have a look at them and offer their opinions.

All agreed that the survey was adequate.

Chemist problems - Rep1 expressed concerns that he continues to not get his repeat prescription slip returned to him when the Pharmacy at Shotton deliver his medication and he needs this to enable him to place his next request .Dr Mansour agreed that the patient needs the slip to confirm and check future requests for medication. Rep15 stated that hers is always returned to her by the Pharmacy at Shotton.

Lisa agreed to chase this up with the Pharmacy.

Rep1 mentioned that the disabled car parking sign in the surgery car park has faded over the years and needs to be replaced .Lisa added that the matter is being dealt.

Rep8 and Rep7 mentioned that one of the vinyl seats in the waiting room has a small hole in it which in time will undoubtedly become bigger if it is left. Lisa will look into getting it repaired.

Dr Mansour and Lisa asked the group if they had any concerns regarding waiting times to get a GP appointment. No-one expressed any concern.

Rep3 raised a query regarding her daughter not being able to access information regarding her husband's test results when she contacted reception. It was explained by Dr Mansour that this involves patient confidentiality and staff are not allowed to disclose any patients information to family members without their permission.

Lisa forwarded the National GP survey results to the group in brief and explained that overall the results were good. Rep15 commented that she had never received a national survey in the post.

Rep1 shared his recent good news with the group that he has been nominated for a Queens Award for his work as Parish Councillor and is awaiting further news. The group congratulated him on this.

Finally, Dr Mansour requested that the group complete their practice surveys before the next meeting is held.

Lisa closed the meeting and will contact members regarding the date of next meeting which is expected to be within 2-3 months.

Meeting closed by Lisa

Survey 2014/15 results

	No experience	Poor	Fair	Good	Very Good	Excellent	No Answer
Access to a Doctor or Nurse							
1. Speed at which the telephone was answered initially		2%	9%	21%	26%	43%	
2. Speed at which the telephone was answered if call transferred	13%		9%	23%	13%	26%	17%
3. Length of time you had to wait for an appointment	2%	2%	11%	23%	30%	32%	
4. Convenience of day and time of your appointment			6%	21%	15%	57%	
5. Seeing the Doctor of your choice	9%		4%	21%	11%	53%	2%
6. Length of time waiting to check in with Reception			4%	9%	40%	45%	2%
7. Length of time waiting to see the Doctor or Nurse		4%	2%	26%	34%	34%	

8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	6%	4%	6%	9%	19%	43%	13%
9. Opportunity of obtaining a home visit when necessary	21%	9%	6%	9%	13%	26%	17%
10. Level of satisfaction with the after hours service	23%	6%	6%	4%	19%	23%	17%
11. Prescription ready on time	2%		2%	13%	15%	64%	4%
12. Prescription correctly issued	2%		4%	6%	21%	60%	6%
13. Handling of any queries	4%		2%	13%	21%	51%	9%
14. Were you told when to contact us for your results?	6%		2%	13%	21%	53%	4%
15. Results available when you contacted us	6%		2%	15%	26%	47%	4%
16. Level of satisfaction with the amount of information provided	2%		4%	17%	21%	49%	6%
17. Level of satisfaction with the manner in which the result was given	2%		6%	11%	23%	53%	4%
18. The information provided by the Reception staff			9%	17%	21%	49%	4%
19. The helpfulness of the Reception staff		2%	6%	17%	21%	49%	4%
20. The information provided by other staff	4%		4%	15%	26%	47%	4%
21. The helpfulness of other staff	4%		4%	13%	26%	47%	6%

22. Are you treated with dignity & respect?		2%	4%	11%	15%	68%	
23. Is there any other service you would like to see carried out at this practice							
Very satisfied with services provided, no other needed							
Chiropodist.							
People who do your feet.							
Anxiety management							
24. Do you have any suggestions or complaints							
Waiting times for doctor							
25. My overall satisfaction with this Practice		Poor	Fair	Good	Very Good	Excellent	No Answer
			6%	6%	19%	57%	11%
26. Would you recommend Southdene Medical Centre to Friends and Family				YES		NO	
				87%		2%	
						11%	

Any further comments:

Excellent care provided from all the doctors and staff
I am very satisfied with the care provided at Southdene. Cannot praise enough.
All staff are lovely and helpful
Excellent doctors and staff
Weeds in garden
The doctors and nurses in the practice for me are first class, reception staff are fairly good as well.

How old are you?	Age range was 23 to 80 years
Are you male or female?	49% female 51% male
How many years have you been attending this Practice?	Range from 1 month to 80 years

Reviewing the Patient Survey Results Meeting

The group met on 11th November 2014 and reviewed the survey results for 2014/15, and discussed actions carried from last meeting.

November 2014 Patient Participation Group Meeting minutes

Tuesday 11th November 2014 - Southdene Medical Centre, Shotton Colliery

Attendees:- Lisa Mosley Practice Nurse, Linda Appleby Admin, Rep3, Rep4 Rep5, Rep2, Rep13, Rep21, Rep18, Rep7, Rep8, Rep16 and Rep1.

Chaired by Lisa Mosley who thanked everyone for attending and welcomed new member Rep18 to the group.

Minutes Previous Meeting

- Podiatry at Shotton. Lisa stated that we are no further forward, not enough funding available to warrant taking this on. Rep1 suggested he will look into this for us.
- New Disabled sign has been put up on the wall for the disabled bay.

- Hole in the seating area in reception has been looked at by a couple of firms but too small a job for them. Still looking into getting this sorted. Rep12 said would ask to a friend he knows that does this kind of repair to have a look.
- We are still looking into getting Oxygen and Nebulisers for the Practice.
- Surgery grounds have been tidied up.

Survey Results.

- Comments from the room. Basically overall Excellent.
- Only 47 Surveys handed in. Lisa asked for suggestions to improve this for 2015 survey. ?Post surveys out?. Rep5 suggested perhaps some of the group could take time out to come into the Surgeries waiting rooms and hand them out to pts and to speak to them about why its important to fill them in. (to go Peterlee and Haswell clinics as well). Volunteers requested.

Any Other business.

- Rep1 for Public Interest. Informed us re a Homecare Scheme setup for people on benefits who are struggling keep their homes warm. The Government are offering £144 as a one off payment to go directly onto the electricity Bill and this does not effect Winter fuel payments which are different. Contact Social Services ask about Winter Warm.
- Everyone thanked us for the lovely buffet setup for the meeting.
- Requests for topics and areas of improvement to be looked at for the next Agenda.

Next Meeting to be arranged for February 2015. Patients to be contacted.

March 2015 Patient Participation Group Meeting minutes

16th March 2015 – Southdene Medical Centre, Shotton Colliery

Attendees :- Dr Samir Mansour, Dr Dolores Mansour, Miss Lisa Mosley, Rep1, Rep3, Rep4, Rep5, Rep2, Rep11, Rep12, Rep13, Rep7 and Rep8
New member welcomed Rep20.

Meeting chaired by Lisa Mosley

The group discussed minutes of the previous meeting 11/11/2014

Rep12 advised the group that podiatry is now being provided in Shotton Colliery 1 session per week. Rep12 also informed the group he could not help with the upholstery damage in the waiting room, problem still to be resolved.

Items Discussed

Dr S Mansour has signed a contract with BOC to provide oxygen for emergencies within the practice.

New nebulisers have also been purchased for exacerbations life support in surgery.

Progress improvements over the preceding 12 months were discussed with the group.

Dr S Mansour has organised improvement in the car park, extra lighting for darks nights to improve patient safety - work on going.

New signs have been put up in the practice building and car park for disabled parking and fire assembly and exit escapes.

A new telephone system has been fitted throughout the whole of the building due to inadequacies of the old system following extension of building.

Electronic Prescribing Service (EPS) - Dr D Mansour discussed with the group the practice now has EPS aimed to improve patient experience. Patients can now have their prescriptions sent directly to pharmacy of choice. Dr S Mansour has asked the group to provide any feedback regarding new EPS to be discussed at the next meeting.

L Mosley discussed with the group soft intelligence, friends and family survey and elephant kiosk in the waiting room. The PPG are encouraged to report any bad feedback either from

themselves or any other means. This is not just in general practice but in hospital, dentists, opticians or any other service provider within the NHS. Patients are encouraged to put forward suggestions to improve practice and the service we provide. Please put forward any complaints/concerns you may have.

Appointments system/Phone system

Dr S Mansour approached the group to enquire if there are any problems with the appointment system? Are the patients getting appointments as required i.e. offered branch of choice, same day appointments for emergencies, choice of GP availability. He has asked the group to please report any failings in the system. Are you happy with your appointment?

Dr S Mansour also asked the group if they could also comment on the telephone system and highlight any shortfalls. Please bring feed back to the next PPG meeting.

Suggested proposed improvements

Rep1 suggested signs for smoking cessation and community alcohol service.

Dr S Mansour advised that all patients are screened during consultations and new registrations. Patients are referred to the services accordingly.

LM proposed adding the services to the Jayex board in the waiting room.

Rep20 recommended a cyclist parking bay to be added in car park so cyclists are able to lock their bikes up.

He also suggested we change the jayex board DNA announcement to a more positive message advising patients to please cancel appointments.

To be followed up and discussed at next practice meeting.

Ad hoc scripts

Dr D Mansour advised the group that the practice is looking into changing the system to avoid hand written medication requests patients are being advised to make appointment for any medication required which is not on repeat. This is to be evaluated reviewed at the next Practice Meeting with all clinical staff.

Next Meeting TBA

LM informed the group next meeting will be in June. A date will be chosen which is convenient for the most Patient representatives.

OUTCOME AND CHANGES AS A RESULT OF THE PRG, PRACTICE SURVEY, FRIENDS AND FAMILY, PATIENT COMMENTS & REQUESTS

Building Improvements – Following patient comments regarding the dark car park on Winter nights, new lighting is in the progress of being fitted inside and outside of the building. A new telephone system has been fitted to include the whole building, where previously the new rooms were missing off the circuit. The faded disabled parking sign was replaced with a new one. A gardening and maintenance contract has been taken out to care for the garden and remove weeds and rubbish.

Patient experience – Complaints from patients regarding prescription suppliers and chemists has been improved due to going live with Electronic Prescribing Service. This new service means prescriptions can be sent electronically to any chemist of the patients choosing. This includes suppliers who generally deal with posting prescriptions, which has meant in the past prescriptions and requests have not been received. New patients care has been improved by the practice going live with GP2GP. This is a system which means when a new patient registers with our practice, previously we would have to wait for the Health Authority to send their paper records, but now they can be brought direct into our system the day they register.

Clinical Improvements – Emergency oxygen and nebuliser. The practice has entered into a new contract with BOC for oxygen. This includes and service on the equipment. New nebulisers have also been purchased.

The PRG were happy with all areas of improvement, actions and outcomes and have signed off the Patient Participation Return.

Thank you from Southdene Medical Centre

All the members of our Patient Representative Group who took the time to help us put together the survey and actions & also the patients who completed the final survey and gave us their opinions.