

SOUTHdene MEDICAL CENTRE PATIENT PARTICIPATION REPORT 2012/13

Patient Representative Group (PRG)

In April 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 2011 10 patients agreed to join our PRG. Following continued advertising, in December 2012 another 2 members joined the group and in March 2013 another was happy to attend. 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. Some patients have expressed some interest but only 3 patients have asked to join the original group taking our number now to 13.

Our current register is as follows:-

PRG Register

Representative	Age	Agenda	Nationality	Date Joined
Rep1	67yrs	Male	British	April 2012
Rep2	24yrs	Female	British	April 2012
Rep3	66yrs	Female	British	April 2012
Rep4	67yrs	Male	British	April 2012
Rep5	45yrs	Female	British	April 2012
Rep6	68yrs	Male	British	April 2012
Rep7	50yrs	Female	British	April 2012
Rep8	68yrs	Male	British	April 2012
Rep9	21yrs	Male	British	April 2012
Rep10	18yrs	Male	British	April 2012
Rep11	40yrs	Female	British	December 2012
Rep12	56yrs	Male	British	December 2012
Rep13	16ys	Female	British	March 2013

Age	0-18	19 -30	31-40	41-50	51-60	61-70	71+
	15%	15%	8%	15%	8%	39%	0

Male	Female
54%	46%

Development of the Patient Survey 2012/13

The group met on 12th December 2012 to agree and review the proposed survey for 2012/13.

Patient Participation Group Meeting minutes

Wednesday December 12th 2012.

Southdene Medical Centre, Shotton Colliery

Present: (Patient representatives) Rep1, Rep8, Rep7, Rep11 & Rep12.

Practice staff : Dr Samir Mansour, Miss Lisa Mosley & Mrs Julie Hudson.

The meeting was opened by L.Mosley who asked if the group had read the new 'Improving the Practice' questionnaire and what other services would the patients requires from the practice? Rep1 expressed concerns that no Podiatry service is available in Shotton since the closure of the Sure Start facility. Rep11 also expressed concerns and stated that there is a long waiting list for Podiatry services at present-often around 6 to 8 weeks. A discussion followed regarding this service further possible negotiations would be looked into. Dr Mansour agreed it would be acceptable for him (Rep1) to take up further discussions with Podiatry with this information. (More detailed information regarding this subject contained in Southdene Meeting Minutes).

Rep1 raised the issue that he uses the free prescription delivery system operated by a pharmacy and in the past there had been no problem with this valued service, however, he has recently had the problem whereby he is ticking the items he requires on his own repeat prescription and when it has been delivered to his home he finds items supplied that he has not requested and this has led to a excess supply of certain items that he neither needed or used regularly. The practice agreed with the PRG and a meeting would be arranged with the Pharmacist. (More detailed information regarding this subject contained in Southdene Meeting Minutes)

Rep1 commented on the fact that the nursing staff wear smart cards on cords around their necks but have to take them off to log into the computer he feels that this can sometimes mean a patient does not know who the member of Staff is that they are dealing with and suggested Identity badges worn on all staffs uniform would be practical and look professional. Doctor Mansour and the other members of the group agreed and this will be looked into. Rep1 gave out leaflets to the group offering the services of a local manufacturer.

Rep1 commented on how Dr Mansour had done well to expand the size of the surgery building and now that the NHS has more demand for services within the community it would be beneficial if sites such as this could be used. Certain areas of maintenance were mentioned and it was agreed to be looked into.

Rep1 commented on behalf of his wife that the Locum Doctor (Dr Hall) who provided cover in October/ November was well received and very pleasant.

Rep1 commented that in his capacity as a local representative he likes to be available to patients if they have concerns and has recently attended Buckingham Palace in recognition of his community work.

Rep1 thanked Dr Mansour for attending as there were issues relevant to him that he was sure the Dr would have wanted to know about.

Finally Lisa concluded the meeting by asking the representatives if they were happy for the questionnaire to go out as it is and all were in agreement, except with the added question which was put forward by Rep11 regarding any other services you would like to see carried out at our practice.

This question was added to the survey before distribution (Question 22)

It was agreed the next meeting would be in 3 months time.

Meeting closed.

For discussion /action at next practice meeting:

1. Pharmacy repeat prescribing protocol.
2. Maintenance of building
3. Identification badges for all staff

Survey 2012/13 results

	No experience	Poor 1	Fair 2	Good 3	Very Good 4	Excellent 5
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially	3%	0	3%	32%	24%	38%
2. Speed at which the telephone was answered if call transferred	29%	0	0	18%	29%	24%
3. Length of time you had to wait for an appointment	3%	3%	21%	18%	24%	32%
4. Convenience of day and time of your appointment	3%	0	12%	15%	29%	41%
5. Seeing the Doctor of your choice	15%	3%	0	12%	26%	44%
6. Length of time waiting to check in with Reception	0	0	3%	21%	41%	35%
7. Length of time waiting to see the Doctor or Nurse	3%	0	21%	15%	35%	26%
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	15%	0	12%	15%	32%	26%
9. Opportunity of obtaining a home visit when necessary	29%	6%	3%	21%	15%	26%
10. Level of satisfaction with the after hours service	29%	0	9%	21%	29%	12%

11. Prescription ready on time	9%	3%	0	12%	29%	47%
12. Prescription correctly issued	12%	0	3%	12%	29%	44%
13. Handling of any queries	18%	0	0	18%	21%	44%
14. Were you told when to contact us for your results?	3%	3%	3%	26%	24%	41%
15. Results available when you contacted us	3%	0	0	29%	32%	35%
16. Level of satisfaction with the amount of information provided	3%	0	3%	21%	32%	41%
17. Level of satisfaction with the manner in which the result was given	3%	0	3%	18%	35%	41%
18. The information provided by the Reception staff	0	0	9%	21%	29%	41%
19. The helpfulness of the Reception staff	0	0	9%	18%	29%	44%
20. The information provided by other staff	9%	0	3%	18%	26%	44%
21. The helpfulness of other staff	6%	0	0	24%	26%	44%
Services						
22. Is there any other service you would like to see carried out at this practice						
Podiatry – foot care. More support for older children 8 – 16, also it would help to have a Chiropodist clinic at practice ready for Diabetes, also a well clinic for children without going through nurse. Podiatry Warfarin Podiatry						
And finally						
23. My overall satisfaction with this Practice	3%	0	0	21%	35%	41%

Any further comments:

Good opening hours – open till 6

More later opening / evening

Everyone excellent, cant speak highly of Practice

Staff are credit to Practice

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?	Average age was 49 Age range was 18 to 77
Are you male or female?	22 female 11 male (1 no answer)
How many years have you been attending this Practice?	Range from 6 months to 74 years

Reviewing the Patient Survey Results Meeting

The group met on 21st March 2013 and reviewed the survey results for 2012/13, and discussed actions carried from last meeting.

Patient Participation Group Meeting minutes

21st March 2013

At Southdene Medical Centre

Attendees:-

Practice Representative - Lisa Mosley,
Patient Group – Lead Representative, Rep1
Rep3, Rep4, Rep7, Rep8, Rep5, Rep13, Rep2.

Lisa Mosley opened the meeting.

First on the agenda were the results and actions from the Practice Survey.

The main discussion was regarding where the practice had scored poor on the survey:-

Question 3 - 3% of patients answered poor for “length of time they had to wait for there appointment”. The majority 32% said we were excellent. It was agreed this will be a problem from time to time, and there isn't a great deal that can be done to improve this problem. Due to occasional emergencies it is impossible to keep to appointment times and also patients who attend the Doctor with more than one ailment, therefore they are with the doctor more that the set 10 minutes and so this sets the next appointments behind. Patients are always informed and receive an apology if there is a delay and are asked, if they are unable to wait, if they would like to make another appointment. –

No Action

Question 5 -3% said poor for “Seeing a doctor of their choice”. Majority 44% again said excellent. Patients are offered the next available appointment with the doctor of their choice, but if it is a request for an urgent appointment they can only be offered the doctor there at that time, so again it isn't always possible to accommodate their request. – **No Action**

Question 9 - 6% said poor to “Opportunity of obtaining a home visit when necessary”. Majority of 26% stated excellent. No one is ever refused a home visit. The doctor will speak to everyone who

requests a home visit and it will be decided if the home visit is warranted or if the patient can be seen in surgery. – **No Action**

Question 11 - 3% said poor to “Prescription ready on time”. The majority of 47% said excellent. Our policy is to always have repeat medication prescriptions ready within 48hours. The only exception to being ready in 48hours is requests for prescriptions which are not on repeat. Patients are always informed these requests could take a little longer, depending on the medication and the investigation required or an appointment could be found necessary. – **No Action**.

Question 14 – 3% of patients said poor to “Were you told when to contact us for your results?” The majority of 41% said excellent. Lisa Mosley has advised the patient group the general policy is that clinicians will advise the patients to contact the surgery by telephone within a designated length of time depending on the nature of the test. It was mentioned there sometimes is a problem with tests taken at the hospital. They are told too short a time to contact their GP and so results are not ready when the patient enquires – **No Action**.

Question 22 – “Is there any other service you would like to see carried out at this practice” – Items discussed:-

Podiatry / Foot Care – this has been discussed at the previous Patient Reference Group meeting and the group was advised that negotiations between the Partners and the PCT had failed.

Group representative, Rep1 advised the group that he would liaise with the PCT to try to re-open negotiations between both parties to arrange the possible Podiatry service to be offered from Southdene Medical Centre. **Action** – Rep1 will again approach the appropriate persons to pursue.

More Support for children 8 – 16 years of age – Lisa Mosley addressed the group and firstly pointed out that there is really not enough specific information as to what this request for more support would be. It was highlighted that in future development of the survey questionnaires that statements made from patients should be more specific of requirements.

The group was advised that all ages of children are seen in the surgery by Doctors and Nurses for a wide range of health care needs including sexual health, etc. This was opened for discussion within the group to determine whether any further recommendations could be put forward. – **Action** – More specific detailed questioning for future surveys.

Warfarin – The group were advised that the surgery has looked into providing Anti-coagulation service from the practice in the past, however due to the small practice list size and the amount of patients currently on Warfarin, this was not feasible at present. The group was informed that our anti-coagulation requirements in practice are currently covered by IntraHealth from a neighbouring practice and the patients do not have to travel far. – **No Action**

Question 23 – “My overall satisfaction with this practice” The survey found the majority of patients answering the questions were either Good 21%, Very Good 35% and Excellent 41% (3% did not answer this question)

Other positive comments made on the survey included “good opening hours – open till 6”, “Everyone excellent, can’t speak highly enough of practice” and “Staff are a credit to Practice”

Opening hours of the practice were discussed and the group were advised that late nights are a Monday evening and there does not seem to be a further requirement from a majority of our own registered patients who are satisfied with our current opening hours. One patient commented “more later opening / evening” – **No Action** required at this point unless further demand becomes evident.

Other items which were discussed and **actioned** from the previous reference group meeting:-

Name Badges for all members of the surgery have been put in place as requested by the reference group.

Appearance of the surgery – grounds of the surgery was discussed and the group advised a gardener would be put in place when the weather improves.

Rugs in reception required maintenance and this was actioned.

Previous issues were raised regarding the **repeat prescribing service** provided by the pharmacy. Patients of the reference group highlighted that they were receiving items which were not required or requested by themselves. The group was advised that the practice representative attended a meeting with the pharmacist to discuss the issues with the service.

The pharmacy takes over the requesting of the patient repeat prescriptions and it is the responsibility of the patient to inform either the pharmacy or the surgery if items are not required. The group was advised that other improvements that could be made within practice would be discussed at the next MDT meeting.

Smoke alarms covers were replaced to hide the exposed connection which was discussed at the previous meeting.

The general consensus was that there is no immediate concerns and the next patient reference group meeting will be arranged for 3 months time.

Thank you to all the members of our Patient Representative Group who took the time to help us put together the survey and actions and also the patients who completed the final survey.

Date of next PRG Meeting to be arranged, enquire in Surgery for details.