

SOUTHdene MEDICAL CENTRE PATIENT PARTICIPATION REPORT 2013/14

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, in March 2013 another was happy to attend and in July 2013 2 more patients joined our group.

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 5 patients have asked to join the original group taking our number now to 15.

Our current register is as follows:-

PRG Register

Representative	Age	Agenda	Nationality	Date Joined
Rep1	68yrs	Male	British	April 2012
Rep2	25yrs	Female	British	April 2012
Rep3	67yrs	Female	British	April 2012
Rep4	68yrs	Male	British	April 2012
Rep5	46yrs	Female	British	April 2012
Rep6	69yrs	Male	British	April 2012
Rep7	51yrs	Female	British	April 2012
Rep8	69yrs	Male	British	April 2012
Rep9	22yrs	Male	British	April 2012
Rep10	19yrs	Male	British	April 2012
Rep11	41yrs	Female	British	December 2012
Rep12	57yrs	Male	British	December 2012
Rep13	17ys	Female	British	March 2013
Rep 14	79	Female	British	July 2013
Rep 15	66	Female	British	July 2013

Age	0-18	19 -30	31-40	41-50	51-60	61-70	71+
	7%	20%	0%	13%	13%	40%	7%

Male	Female
47%	53%

Development of the Patient Survey 2013/14

The group met on 3rd July 2013 to agree and review the proposed survey for 2013/14.

Patient Participation Group Meeting minutes

Thursday 03rd July 2013

Southdene Medical Centre Shotton Colliery

Present : (Patient representatives) Rep1,
Rep11, Rep12, Rep5, Rep13, Rep2, Rep4, Rep15 and Rep14,

Practice staff :-Ms Lisa Mosley (Practice Nurse) & Mrs Jacqueline Miller (administration staff)

The meeting was opened by Lisa Mosley who asked if the group had read the new 'Improving the Practice' questionnaire and what other services would the patients require from the practice?

As previously discussed Rep1 expressed concerns that no Podiatry service is available in Shotton since the closure of the Sure Start facility. Patients have to travel out of the area for appointments and are advised a review appointment is 15 weeks. The group felt this is simply not acceptable particularly in diabetic patients Rep1 went on to say that he had discussions with Podiatry in the past but nothing has transpired from this. Rep1 has been advised he can approach the health authority to contact the surgery as we are willing to let a room here at the surgery. Rep1 will give the contact number for discussions to Lisa at the practice.

Rep15 is a Peterlee representative joining the group today and has concerns that there were no other patients from Peterlee attending the meeting. She was assured that the PRG meeting is advertised at branch sites but we have very little interest.

Rep15 attends DDES meetings and she will let the surgery PRG know the date of the next meeting should they wish to go.

Car Parking was highlighted as being a problem at the surgery however we cannot see a way of improving or resolving the issues at busy times of surgery.

Any recommendations from the group will be welcomed! Rep11 has stated parking in Shotton Colliery in general is an issue.

Lisa stated this will also have to be considered with regards to the podiatry service as the problem may be increased.

The podiatry service if going ahead may have to be implemented at quiet times for the surgery.

Members of the group were issued the Practice questionnaire and asked to give their opinion on it and put forward any recommendations. None were offered, all were happy with the proposed questionnaire and it was agreed the questionnaire should be given to all patients for feedback.

Rep1 again mentioned the patient toilet in the waiting area needs a new toilet handle. Rep11 has concerns regarding her feeling there is not enough support for children after the age of 5 yrs. Lisa advised the school nurse would be more appropriate for support but would welcome any recommendations to improve practice.

The group was informed of a pending meeting on Tuesday 9th July 2013 regarding the DDES requesting feedback from the public on proposals to centralize emergency medical and critical care services to North Tees Hospital.

Copies of the e-mail were issued to the group for feedback.

Rep1 discussed the proposals for the new hospital at Wynyard.

For discussion /action at next practice meeting :

Results of questionnaire.

Any other issues

Date proposed Mid August.

Meeting closed by Lisa

THANK YOU TO ALL MEMBERS OF THE GROUP FOR YOUR TIME TO ATTEND MEETINGS AND INPUT FOR FUTURE CARE DELIVERY AT THE PRACTICE.

Survey 2013/14 results

The average answer to every question was **very good**.

	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially	19%	4%	4%	22%	30%	22%
2. Speed at which the telephone was answered if call transferred	33%	4%	4%	15%	22%	22%
3. Length of time you had to wait for an appointment	0	0	7%	30%	26%	37%
4. Convenience of day and time of your appointment	0	0	7%	11%	22%	59%
5. Seeing the Doctor of your choice	7%	4%	7%	11%	15%	56%
6. Length of time waiting to check in with Reception	0	0	7%	15%	26%	52%
7. Length of time waiting to see the Doctor or Nurse	0	0	19%	11%	33%	37%
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	30%	0	11%	7%	11%	41%
9. Opportunity of obtaining a home visit when necessary	44%	4%	7%	11%	7%	26%

10. Level of satisfaction with the after hours service	41%	0	15%	11%	7%	26%
11. Prescription ready on time	7%	0	7%	15%	30%	41%
12. Prescription correctly issued	11%	0	11%	11%	15%	52%
13. Handling of any queries	11%	0	4%	15%	26%	44%
14. Were you told when to contact us for your results?	7%	0	7%	11%	19%	56%
15. Results available when you contacted us	7%	0	4%	15%	26%	48%
16. Level of satisfaction with the amount of information provided	7%	0	4%	19%	30%	41%
17. Level of satisfaction with the manner in which the result was given	11%	0	4%	15%	22%	48%
18. The information provided by the Reception staff	0	0	4%	22%	22%	52%
19. The helpfulness of the Reception staff	0	0	4%	19%	19%	59%
20. The information provided by other staff	4%	0	4%	19%	15%	59%
21. The helpfulness of other staff	4%	0	4%	19%	15%	59%
Services						
22. Is there any other service you would like to see carried out at this practice						
WARFARIN PODIATRY						
And finally						
23. My overall satisfaction with this Practice	7% no answer			11%	19%	63%

Any further comments:

The questions didn't cover it but the main reason I like this practice so much is that all the staff are not only good at their jobs but also nice people to deal with. Polite, friendly and kind. I feel like you all actually care about my families wellbeing. Very much not the case with previous practice, where for 15 years we were unfailingly treated as an inconvenience or irrelevance.

Don't like going on hold without discussion, could be a major emergency.

It would be nice to have blood test etc. on Sat morning for people who find it hard to come in the week

Satisfied.

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 52 Age range was 24 to 79
Are you male or female?	81% female 19% male (1 no answer)
How many years have you been attending this Practice?	Range from 6 months to 79 years

Reviewing the Patient Survey Results Meeting

The group met on 14th November 2013 and reviewed the survey results for 2013/14, and discussed actions carried from last meeting.

Patient Participation Group Meeting minutes November 14th 2013 **Southdene Medical Centre**

Present :Chair of meeting –Dr Samir Mansour.

Patient representatives- Rep1, Rep4, Rep3, Rep14, Rep5, Rep11, Rep 12& Rep2.

Apologies : Rep 6 & Rep7.

Surgery representatives-Dr Samir Mansour, Lisa Mosley & Julie Hudson.

The meeting was opened by Lisa and everyone was welcomed and thanked for their attendance.

Lisa discussed the returned patient survey results and that the majority of feedback was very positive with the majority of comments being 'Excellent, Very Good and Good' with few comments being made of 'poor'. The survey shows improvements have been made following last years results.

This year we need to improve calls being answered and transferred quicker ([Question 1 & 2](#)).

Our aim is to answer all calls within 3 rings but due to emergencies and other unforeseen circumstances cannot always be achieved. Seeing the doctor of your choice ([Question 5](#)) will always be a problem, but appointments are always available with other doctors.

Home visit requests ([Question 9](#)) All genuine requests for a home visit are never refused. The doctor speaks to every caller requesting a home visit to see if it is warranted or if the patient can actually be seen in the surgery.

The group in attendance agreed they were very happy with the service provided at the surgery.

One of the comments on the survey was that a Warfarin monitoring clinic could be provided at Southdene, but Dr Mansour explained that the service is currently provided at Station Road Surgery in Shotton by Intrahealth and that this was adequate for the needs of the local people. He also commented that with research into modern anti-coagulants in the future less frequent monitoring may be required.

One patient who had completed the survey had commented that they were not happy at being put on hold when phoning the surgery. Lisa informed the group that this matter had been discussed at the practice meeting yesterday and staff had addressed the matter. If it is required for a caller to be placed on hold, which will still happen due to emergencies or another call, they will be asked if they are alright to hold, giving the caller the opportunity to inform staff they are calling on an urgent matter.

Rep12 agrees with positive feedback regarding staff.

Lisa said that comments had been made regarding the opening of the surgery on a Saturday mainly for blood tests.

Rep1 commented that he attends NHS meetings as a representative of Southdene Medical Centre and the GP practices are being recommended more for 7 day opening across the country

Lisa gave the group copies of the leaflet HSCIC –‘How information about you helps us to provide better care’ and she and Dr Mansour explained the reasons for opting in –that it will help the NHS to collect confidential data to assist research into many diseases for example and health needs of the population.

Anyone not wanting to share their information can choose to opt out by completing a form at their surgery.

Rep1 mentioned the ongoing situation with Podiatry and the advantages of having the excellent facilities at Southdene used for the purpose of Podiatry clinics. He stated that if the surgery extension had been built with NHS funding the practice would be eligible for a service allowance. Further decisions now lie with Podiatry Department. He agreed to look into the matter further.

Rep1 enquired if any oxygen cylinders were kept on the premises for emergency situations such as a person short of breath. Dr Mansour replied that oxygen has never been present at the surgery and that if such a situation arises an ambulance would be called.

Rep1 informed the group that if anyone phones a 999 ambulance now they have to clearly state if they need oxygen on it as not all ambulances carry oxygen (due to a recent experience he has had where his wife needed an emergency ambulance and it arrived without oxygen and she had to use her own portable cylinder on the vehicle).

Rep1 suggested that Dr Mansour set precedence by becoming a surgery that has oxygen.

Rep14 added that a person in that condition would be unlikely to come to the surgery.

Rep11 & 12 are members of St John Ambulance Service and commented that it wasn't a straightforward matter to have oxygen in the surgery as it would require different mask sizes etc.

Rep1 approached the subject of Peterlee Community Hospital (PCH)—a facility he feels is not being used to its full capacity and many patients still have to go to the local hospitals of UHNT, UHND & SRH.

Rep5 and Rep3 commented that they had found facilities useful at PCH when they recently needed to use them and Rep11 commented that the Maternity Services there are excellent as was the clinic she recently attended for a foot injury.

Rep12 suggested that its not the NHS that perhaps should take the blame for lack of use of the hospital but the Government.

Rep1 stated that on a recent visit to PCH with NHS representative Annie Dolphin he was shown into a lot of consulting rooms that were just standing empty and not used to full capacity. He was told then that more Doctors will be brought in to do clinics from the surrounding hospitals.

Rep11 commented that St John Ambulance staff were being used by the NHS to provide ambulance cover alongside North East Ambulance Service in order to achieve target response times.

No further issues were addressed and Lisa thanked the representatives for their attendance and closed the meeting.

Date of next meeting will be forwarded to the group and advertised in the practice.

OUTCOME AND CHANGES AS A RESULT OF THE PRG & SURVEY

As a result of requests by our PRG and from the survey, we are currently in talks with the Podiatry Department from University of Hartlepool and North Tees to see if we can arrange a Podiatry clinic to be held at Southdene Medical Centre weekly for the local population. Talks are taking place in March & April 2014.

Thank you

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.