

**Beacon View Medical Centre
Patient Participation report
March 2015**

The Patient Participation Group (PPG) was formed in July 2011.

The aim of the group is to work together with the practice to help improve the services offered by listening to patients views and to give patients insight on how the practice works.

We currently have 25 members. The main age of the group is 55-64, with 69 % of the members being Female. All members of the group are White British.

Age	17-24	25-34	35-44	45-54	55-64	65-74	75+
Male	0	1	1	0	4	2	0
Female	1	1	2	5	3	3	2
Total	1	2	3	5	7	5	2

To attract new members we have a poster in the waiting area and forms for patients to complete and hand to reception for any registered patient interested in joining the group. We also regularly run publicity campaigns to highlight the group by attaching notes to prescriptions and distributing leaflets in the waiting room. We also advertise the group on our website.

The group is not fully representative of the patient population and we have continued to look at ways to attract people from different ethnic groups and both younger and older members through publicity campaigns. The Receptionists, Doctors and Nurses have promoted the group to patients whenever possible, however it has proven difficult.

Patient Survey

A patient survey is carried out annually by practice. The results are discussed with the PPG and an action plan is devised. Last year's action plan was, in summary:-

2014 Plan of Action for Areas of Improvement
<p>Website</p> <p>To continue to promote Online Prescription requests and in particular the Booking of appointments which is a new service, available since November 2013. We will try to do this by displaying posters, notes on prescriptions and by word Of mouth.</p> <p>Appointment booking service which was part of 2013's plan. Our number of patients Registering had risen to over 100, but we would like to have more patients register and use the online service, as we believe these services benefit both the patients and the staff.</p>
<p>Appointments</p> <p>During discussion with the group we talked about how at times the GP's struggle With the demand for appointments.</p> <p>A big contribution to this problem is DNA's (missed appointments/late cancellations).</p> <p>If we could bring the level of missed appointments down this would provide more Appointments for our patients.</p>

Update on our 2014 Action Plan

Looking at the above we have continued to promote the online service via posters in the waiting room and on our website.

We are quite strict with DNAs if a patient misses 3 appointments a letter is sent to the patient explaining what a waste of resources DNAs are and will not be tolerated.

We also display a poster in the waiting room informing all the patients of how many missed appointments there have been over the previous 4 weeks.

This Year's Survey

In September last year the PPG met and after some discussion agreed on this year's Survey.

The Survey was carried out throughout December 2014; we randomly selected 80 patients from a search but ensured we include carers in the search following PPG discussion on how we could reach this group. We then posted questionnaires to them; we also placed 80 questionnaires at reception for patients to complete while they were in the surgery. A total of 57 questionnaires were completed.

The PPG met in March 2015 and we discussed the practice survey results, which were felt to be positive for both the surgery and the staff. We also discussed the results of a survey carried out by CBC's on behalf of the practice; overall it was felt to be a good report also.

We also talked about our recent CQC visit and the positive feedback we received from the Inspectors. We are still waiting for the formal report but this should be available for patients to view online soon.

From some of the comments given in both surveys and points discussed in the group we devised an action plan for 2015, which is in summary:-

2015 Action Plan

Telephone System	We have an old system that does not queue calls at busy times and patients sometimes get cut off. We also received some comments that the phone lines were often engaged.
Plan	To look into updating our telephone system, so we can offer call queuing and also recording. We will also request an additional telephone line.
Telephone Consults	A large number of patients are still unaware of this service. Although our numbers for patient telephone consultations have increased significantly.
Plan	To re-advertise telephone consultations through leaflets, word of mouth and the website.
Increase PPG Members	To try and encourage new members to join the PPG and improve the representation e.g. younger members, vulnerable patients, carers.

Plan	To promote through posters, website, word of mouth and also offer email membership, these members will be consulted regularly by email if they do not want face to face meetings.
Sign for the Car Park	We discussed erecting a Sign in the front Car Park stating that Patients park their cars at their own risk and that we hold no responsibility for damage etc. Specifically for the winter months when the car park can be hard to clear of snow and Ice due to minimal staff on premises so we would not have time to clear it.
Plan	To arrange for a sign to be and erected.

Update on our 2015 Action Plan

Following discussing the above with the PPG group we have already sourced a new telephone system that can call queue and record. We will also have an extra external telephone line for staff to use, which will keep all current lines free for patients to call in. This should be installed by the end of April 2015.

We are displaying posters in the waiting room advertising Telephone consultations and also on our website.

We are advertising the PPG on the B-Side of prescriptions to try and encourage younger members and vulnerable people, with an option of joining by email. Staff are also actively promoting the group and the option of email membership to patients.

Our survey results are available at the end of this report.

Beacon View Medical Centre

Patient Survey Results 2015

The Survey was carried out in Surgery throughout December 2014. The forms were available at reception and we also picked 80 random patients and posted questionnaires out to them with SAE's.

57 Completed questionnaires were received complete.

Accessing Information

Question 1

How do you find information about your GP Practice?

Practice Notice board	42%
Friend, Family or Neighbour	26%
Practice Website	18%
Staff	44%
Practice Leaflet	4%
Other	2%

Question 2

Does this information meet your needs?

Yes	100%
No	0%

Question 3

Do you have regular access to the internet?

Yes	63%
No	37%

Question 4

Were you aware you can order prescriptions, cancel appointments, give feedback and update your details on our website?

www.beaconviewmedicalcentre.co.uk

Yes	51%
No	49%

Question 5

Were you aware we now offer online booking for appointments? If not you can register on the Patient.co.uk website then attend Surgery to get a Password printed off your EMIS record.

Yes	35%
No	65%

Question 6

Were you aware of additional services available to you? i.e. Urgent Care Team, RICCT and GP telephone consultations?

Yes	46%
No	54%

Question 7

We would like to recruit new members to our Patient Participation Group, we would like to contact you via Email and involve you in Decision making and bringing new ideas to the Group on how the surgery is ran.

Would you like to be involved in the group?

Yes	18%
No	82%

If you are interested in joining the group please leave your Email address at reception and let the receptionist know you are interested in joining.

Question 8

In future you may be able to view your Basic Medical Summary on line via the Patient.co.uk website.

Do you think this is a good idea?

Yes	60%
No	40%

Premises**Question 9**

How easy do you find it to access the surgery building?

Very Easy	79%
Fairly Easy	11%
Not very easy	4%
Difficult	7% (All regarding small carpark)

Question 10

Is it easy to find your way around the practice e.g does the practice have clear signposting?

Yes	100%
No	0%

Question 11

Do you find the surgery clean, comfortable and welcoming?

Yes	100%
No	0%

Patient experience of the service**Question 12**

How satisfied are you, in general, with the service you have received from your GP?

Very Satisfied	89%
Fairly Satisfied	11%
Fairly Dissatisfied	0%
Very Dissatisfied	0%

Question 13

As a training practice we have trainee doctors working in the surgery. These doctors are fully qualified. If you have seen a trainee doctor, how satisfied, in general, are you with the service you received from them?

Very Satisfied	77%
Fairly Satisfied	18%
Fairly Dissatisfied	4%
Very Dissatisfied	0%

Question 14

How satisfied, in general, are you with the service you have received from the Practice Nurses?

Very Satisfied	97%
Fairly Satisfied	3%
Fairly Dissatisfied	0%
Very Dissatisfied	0%

Question 15**How satisfied, in general, are you with the service you received from the reception staff?**

Very Satisfied	88%
Fairly Satisfied	12%
Fairly Dissatisfied	0%
Very Dissatisfied	0%

Question 16**Would you recommend the surgery to friends or family?**

Yes	100%
No	0%

Question 17**How many years have you been attending this practice?**

Less than 2 years	11%
2-5 years	16%
5-10 years	19%
More than 10 years	54%

Male	28%
Female	72%

Age Group

Under 25	4%
25-49	37%
50-65	28%
Over 65	32%

Ethnic Group

White	96%
Mixed	2%
Black/Black British	0%
Asian or Asian British	1%
Eastern European	0%
Chinese	0%
Other	0%

Comments

"I always find Reception Staff helpful/ The Doctors listen to me and my family and I never feel rushed. Overall Beacon view is a very good Practice"

"Staff are very friendly and helpful"

"Dr Bommisetty has been fantastic"

"Highly satisfied"

"More than happy"

"Last few years it is hard to get an appointment, when you ring on the day you are told there are none"

"I couldn't fault the Practice one bit as the Receptionists, Nurses and Doctors are all excellent"

"All the Nurses are very caring and provide an excellent caring service to me"

"All the Reception staff are pleasant and very helpful. They do an excellent job"

"I have regular visits to the Surgery to see the Practice Nurses and I cannot thank them enough and all the rest of the staff at the Practice"

"The Car Park is shocking and dangerous. There is lots of space to extend"

"All Doctors I have seen are very nice. As are all the staff"

"All staff, Doctors and Nurses and Reception are all very nice and helpful"

"The Car Park entrance and exit are at the same place, this is horrendous"

"I and my family are so very lucky to have a service provided by this surgery and all staff that have a very professional manner in the care patients get. I cannot think what would happen if it ever closed"

"Massive improvements all round. Customer focused"