

Patient Reference Group

Main Members:

The Burnham Surgery reference group has 44 members an additional 6 members joined this year

Practice Representatives: Maria Stripe Practice and Nurse Clinical Manager (MS) Dawn Hawkes (DH) (Administrator)

Core Group members of the Patient Reference Group: Alan Brown, (AB) Maureen Cousins, (MC) Dan Hollis, (DH) John Phillips, (JP) David Price, (DP) Christine Stevens (CS)

Introduction:

Burnham Surgery has been fortunate in that we have had a Patient Participation Group in Burnham for many years. When the current initiative was introduced by Mid Essex, we used our core group to gather their thoughts on how best to proceed. We re-visited our ground rules and terms of reference in March 2013 and it was agreed that we would continue with the core group who would meet regularly at a minimum of 2 monthly intervals and that the virtual patient reference group would be contacted electronically or in writing if requested.

Meeting to discuss results with practice staff:

Meeting: The Burnham Surgery

Date: 18th March 2013

Meeting to date discussing the Patient Survey and action plan with Patient Group

The practice survey was agreed by the Practice and Patient Reference Group.

Meeting: The Burnham Surgery

Date: 28th March 2013

Action taken to increase members in all age and ethnic range to Patient Reference Group.

The practice has advertised the Patient Participation (reference) group in the surgery, the practice website and the local press. We have encouraged patients to liaise with friends and encourage membership. We now have 44 members, six of whom meet regularly. In March 2013 a patient participation group survey was handed out to every person that visited the surgery on that day (Friday 1st March 2013) as well as all the virtual patient reference group members. Within the content of the survey we promoted the Patient Participation (reference) group inviting new members to join. We were able to get responses and engage with a broader age range including the under 15's.

It was decided following our meeting on the 28th March that all new patients would be handed a joining form and information on what the PPG was about. We would also advertise monthly in the

Burnham news. The practice manager would give a surgery update one month and the PPG members the next month, so run a continual monthly update under the heading 'The Burnham Surgery'. The group felt this was the best method of attracting new comers, as the magazine is distributed to every household in the community free of charge. One of the PPG members offered to contact the Ormiston local school to gain more recruits from the under 18 population. This should attract new members to join and will cover a broader selection of the population. We are also in the process of purchasing a new TV with a DVD player. Dr Hancock has the expertise to put together a DVD of useful information to be shown during consultation time, this would include the slideshow for the PPG and how to get involved.

Whilst the brownies and Girl guides were not forthcoming with email addresses (Liz Mackenzie) did pursue this, we have managed to capture the under 15's in another way. The nurses and receptionists have handed out information to the under 15's that attend the surgery and how to join the (Patient Reference virtual group) and why we need their views.

Action taken to update Website:

The new website was also in our plan for 2011/12 and we are pleased to say that this was acted upon and a new site was developed by Bob Spence in 2012. However in January 2013 Bob decided to leave and Maria Stripe the Practice/Clinical Manager took over the position. Having looked at the website there were certain areas that could not be amended. For this reason another more interactive and user friendly site was sourced. 'Mysurgerywebsite' is used by many of the surgery's across Mid Essex as it seems to have more opportunity to amend the content with an improved visual appeal and many other useful features, including great support from the website. MS has now transferred all the content from the former website and updated all the information. MS has also updated the choose and book website. This was worked on with the help of the Nurses, GP's and other administrative teams in the surgery, including dispensary to ensure the information contained on the website is accurate and reflects our practice.

MS emailed the entire virtual and core group to inform them of the changes and agreed a date to meet with the core group on March 28th 2013. The group also agreed the content for the patient survey and this was circulated in February. The survey was handed out to all patients that attended the surgery on Friday 1st March 2013. Maria added a section for patients to make comments, particularly if they responded 'no' to any relevant questions.

Survey Results:

The core group analysed all the comments and responses to the survey at the meeting on the 28th March and compared this one against the Mori Poll 2012. The group felt that both surveys were very good, with the main concerns being around the appointment system and for the Mori Poll around waiting times in the practice. We were pleased to note that we received 100% satisfaction on patients being treated with respect and dignity. You can view our survey on our website: www.burnhamsurgery.co.uk under the heading Survey.

PPG Survey results and all comments received are below.

The results below were compared against the Mori Poll for Burnham Surgery 2012 and based on any similar questions asked in our Patient survey. NB: Still awaiting 2013 Mori Poll results

Mori Poll Result 2012:

Practice Result 2013:

1. Ease of getting through on the phone

Easy/fairly easy 74% overall

2. Ability to get an appointment with chosen GP:

74% answered always or almost always

1. Phone answered quickly

85% said yes

2. Doctor of choice

73%

3. Is your GP surgery currently open at times convenient to you?

76% answered Yes

3. Are the opening hours suitable

to your needs?

91% said Yes

Responses: 61 and 23 Comments

All comments received as written by patient: = 21 comments received out of 61 Surveys completed

Very good service

Only negative is regarding appt bookings. Sometimes I can book in advance and sometimes not. A very confusing system. Not always to phone at 8amish to get an appt on the day. Some places should be allocated later in morning.

More information should be made available for the elderly about transport for hospital appointments

Trying to make appointment is difficult when you get told to phone at 8am every morning and unable to get appointment then told to phone at 8am next morning and get same message

The receptionists and doctors always try and help within the time constraints etc.

I have been in for appointment and waited 50 mins, always wait at least 30 mins maybe use system like in A&E if urgent etc calling early in morning doesn't work. Book advance for next day or following.

Possibly an occasional item in the local paper, Burnham review or Focus giving information concerning clinics, changes to doctors/staff or other items of interest to patients.

The apparently rigid requirement of one subject per consultation is presented in a very hard line manner. I understand that it is desirable for GP's to be able to control their workload but surely there are shades of grey in this.

All the ladies are lovely at the front desk

PPG to look at evening cover as NHS direct has shown to be inadequate

I think the appointment process is not transparent, and doesn't always appear to be consistently applied. I am never clear if you can book in advance or not. Is it that some doctors take appointments in advance and some don't?

I feel that Patient Participation group have a limited impact, because although there may be a cross section of ages, how will information be filtered to everyone else? I don't know how many hits your website gets, I haven't looked at it for ages. I am relatively healthy and only attend when I am invited for a check up so really do not use the services very much at present and don't see any displays in the surgery as I have a six monthly prescription request which I request by email or post.

The appointment system was obviously designed by people who don't have to use it. You ask for an appointment next week or the week after whenever (sorry can't be done) call at 8 on the day you wish to see your Doc. So you call at 8 and the

BURNHAM SURGERY LOCAL PATIENT PARTICIPATION REPORT AND SURVEY RESULTS FOR 2013

phone is engaged for up to 20 mins (which is obvious because everyone is calling). When you do get through....wait for it... Yes you are right all the appointments are gone....Back to square one, the system is crazy QED

Very good service

I'm not sure a survey up to the trick. What you need, are more full time doctors have too many patients to deal with thoroughly. ie why an appointment made by staff for say 10.00 results in a 1hr wait often

Re Q13 and 14 don't know because never get any feedback from the group

The only ways to ensure you are able to arrange an appointment within a short time is to be at the surgery queue before doors open at 8am. Standing in the cold when you are really unwell is not appropriate and trying to get through on the phone does not always guarantee an appointment on that day. I have known people who have not been able to make an appointment for 10 days unless you phone/turn up on the morning.

My family and I have had a wonderful service with the surgery. They have all gone beyond the call of duty in times of need for myself when I have been very ill.

The wait is too long and I would like to be able to book quicker because of children

Always a first class service. I have no trouble booking appointments and have been registered at the surgery for 20 years

Young people's awareness of times/access/services

Longer open hours more doctors

PPG? Dr knows best! Patients often have spectacular expectations

The majority of the comments relate to the appointment system, especially on the day appointments. Our system does allow patients to book up to 12 weeks in advance, although many patients prefer to be seen on the day and these appointments seem to go quickly. We do see patients on the day if their request is urgent. We have tried a variety of methods to improve our booking system and will welcome views and ideas on how this can be improved upon.

The waiting times was raised as a concern for 3 patients. As advertised in the surgery and on the website the doctors only have a maximum of 10 minutes per patient which is why they only discuss one problem. If a patient requires more time then we respectfully ask patients to inform the receptionist at the time of booking to avoid patients waiting beyond their appointment booking time wherever possible. At times the doctors have to deal with urgent situations or more complex issues that take them beyond the appointment times.

The Actions below are 'suggested actions' set for 2013 and it was agreed by the patient group to continue to improve on these areas and act upon any suggestions that arise during the year.

1. Christine Stevens to liaise with Ormiston local school with the aim of recruiting the under 18's to our Patient Reference Group. Maria Stripe (MS) to ensure all newly registered patients receive information on the patient reference group and how to join when they attend their health check with our Healthcare assistant.
2. MS to contact Burnham Review with the aim of putting a monthly update throughout the year under the heading 'The Burnham Surgery'. The Patient core group will also input to the updates, seeking patient comments, including thoughts on how we can improve our appointment system, as the majority of the comments related to this.
3. To hold and advertise an annual general meeting in one of the local halls, to enable the registered population to meet with the GP's and have their say.
4. Suggestion to advertise in the surgery and on the website the monthly figure of 'non attenders' who have booked appointments but do not inform the surgery of a cancellation.

This will enable increased appointment availability. Also suggested to write to patients that do not attend more than 3 times and text if appropriate to remind them of the importance of cancelling appointments.

Posted on the website 28th March 2013 www.burnhamsurgery.co.uk