

Local Patient Participation Report

Practice Name: Budbrooke Medical Centre

Local Patient Participation Report 2019

Introduction

Budbrooke Medical Centre is a purpose built practice premises located in Hampton Magna, Warwick.

It provides care to its patients in the rural area between Henley in Arden, Kenilworth, Warwick, Stratford and Wellsbourne. The doctors and practice staff are committed to providing the best care possible and strongly welcome any comments or suggestions for improvements from their patients. As a result of this commitment, the practice has a patient reference group which provides feedback from our patient population.

The practice population is approximately 5150 patients. The age sex population is within national normal limits, the prevalence of chronic long term illness is broadly average in relation to national prevalence

The practice area encompasses representative areas of affluence and socio-economic deprivation. In the area local to the practice there is minorities that include French, Eastern Europe, Asian & Black African

The practise has 1 partner GP, male. There are also 3 part time salaried GP's who are female.

The surgery has a pharmacy and we dispense for 4429 patients.

Consultations are also provided by treatment room nurses, chronic disease management nurses, phlebotomy, audiology and screening services.

The survey was sent out from the patient reference group via email, emails and SMS messages via the patient communication system. Information about the survey was documented on the surgery website.

Survey Subject:

The survey was devised by and in the PPG group meetings and agreed with the surgery practice management team. The aim of the survey was to ascertain contentment with current services and to seek out areas of improvement

A description of the profile of the Budbrooke members of PRG

The virtual PPG group is made up of 205 members who have volunteered their time and ideas to help the practice with feedback. They have been recruited from both sexes and cover all ages and every ethnicity within the practice. Members with long term conditions and disabilities are

represented. As a result we are fortunate to have a PPG which is representative of our practice registered population.

The PPG is made up from a virtual group via our website and emails and are represented by the following;

Every 1.5-2 months a group of up to 11 PPG members meet to discuss surgery issues. There is a chair and vice chair persons and a secretary from the Budbrooke administrative team. The chairman attends 3PPG meetings at South Warwickshire CCG and other members often attend other meetings, for example have your say days.

Recruitment of PPG

The practice actively seeks to recruit representative groups of patients through face to face invitation at the practice, when new patients register and we also have a board by the reception desk with PPG information on.

On the website we have a dedicated area for the PPG, including forms to register interest.

Steps taken by the practice to ensure that the PPG is representative of its registered patients are:

- PPG section in patient survey
- Talking to patients when they come to the practice about the patient participation group.
- Local key stakeholder organisations were engaged to seek support and membership, eg. Health watch
- Dedicated PPG email address
- PPG meetings are held bi-monthly
- Section in the monthly surgery newsletter about the PPG meetings
- PPG meetings are now held at the Open Door, community based centre
- PPG members attend flu clinics to talk to other patients about the PPG group and membership

Where a category of patients is not represented,

- Local key stakeholder organisations were engaged to seek support and membership, eg. Children's Centre User group, Carers group
- Local community centre was approached to publicise the PPG and support engagement. For example the local shop.

Future actions to be completed:

- Production of PPG newsletter that can be sent out to patients
- Supported NHS incentives published by the PPG members to increase patient awareness

Agreeing areas of priority with the PPG

Priorities for the group:

- Communication within the practice – PPG will look at ways of assisting with communication to patients, input into website, attending the surgery to promote health campaigns and the PPG and information boards. Signing off communications to patients where possible.
- Group to address main concerns of patients
- Group will be representative and represent patients, continuously looking to increase attendance from different patient sectors, for example working patients, stay at home mothers/fathers providing childcare, ethnic minorities, young patients 16-25 range, patients with disabilities, carers, unemployed patients.
- Changing priorities and how the group responds to these.
- Outside influences that can put demands on Budbrooke services
- Attendance to other meetings that feed into Budbrooke PPG
- Young patients engagement plan completed

Actions to be completed in the future;

- Additional presence by PPG in the surgery to promote health campaigns and the PPG
- Developing access for different group for online services including proxy, young adults and carers.

Collating patient views through the use of survey

Survey was set up and displayed within the surgery and sent out via email and SMS message.

Total Number of Responses: 267

Budbrooke Medical Centre
Patient Participation Group Survey 2019

ABOUT THE PRACTICE:

Q1. What is your level of satisfaction with the practice's opening hours:

Excellent: **77.15%**

Good: **22.47%**

Fair: **0.37%**

Poor: **0.00%**

Q2. Are you satisfied with appointment times on offer at Budbrooke Medical Centre?:

Yes: **97.38%**

No: **1.12%**

Don't Know: **1.50%**

Q3. Are you aware of the Out of Hours (Extended Access) provision now available within South Warwickshire which gives access to see a GP, Nurse, Nurse Practitioner or pharmacist on weekday evenings and Saturday/Sunday mornings at various hubs around South Warwickshire (e.g Leamington, Stratford Upon Avon);

Yes : **66.04%**

No: **34.96%**

Q4. Have you used the services outlined in Q3:

Yes: **7.52%**

No: **92.48%**

Q5. Are you aware that Budbrooke Medical Centre has Monday Evening (late) appointments available to see a GP or Nurse from Budbrooke Medical Centre;

Yes: **73.03%**

No: **26.97%**

Q6. Have you used the service outlined in Q5:

Yes: **12.41%**

No: **87.59%**

Q7. How does Budbrooke Medical Centre compare with family and friends who are registered at other practices:

Much better: **86.84%**

Same: **12.78%**

Much worse: **0.38%**

Q8. Are you aware you can book a telephone consultation with a doctor or a nurse here at Budbrooke Medical Centre?:

Yes: **80.52%**

No: **19.48%**

Q9. Overall, how often do you wait more than 15 minutes (after your appointment time) to see your doctor?

Always: **2.25%**

Most of the time: **13.11%**

About half of the time: **14.23%**

Once in a while: **58.43%**

Never: **11.99%**

Q10. Do you see a wait of more than 15 minutes (after your appointment time) to see your doctor as a major issue?

Yes: **16.60%**

No: **83.40%**

Q11. How well are you informed if a doctor or nurse is running late with their appointments?

Well Informed: **29.21%**

Sometimes informed: **34.46%**

Not informed: **25.09%**

Not experienced such delayed: **11.24%**

Q12. Are you aware of the patient participation group (PPG) that meets with the surgery staff to help improve services for Budbrooke Medical Centre patients?

Yes: **59.93%**

No: **40.07%**

Q13. Budbrooke Medical Centre would like to invite further patients to participate in the PPG meeting group (committee usually held every 2 months for an hour) and the wider virtual group (run via email). We would like to attract a varied age range so as to better understand a wider range of views of our patients. Please state below if you would be interested in:

PPG Meeting Group: **12.17%**

Wider virtual group(run via email): **25.48%**

Neither: **62.36%**

Q14. How satisfied are you with the practice as a whole?

Extremely satisfied: **87.64%**

Fairly satisfied: **11.24%**

Somewhat satisfied: **1.12%**

Not satisfied: **0.00%**

Q15. Are there any other suggestions you may have to improve our services?

1. **Car Parking** - Mainly around the repainting of the lines so it is easier to park. A couple of comments generally around car parking, but I feel if the lines are done then this item might disappear.

2. **GP+** - Not specifically mentioning GP+, but there are a few comments around further later opening at Budbrooke MC, but I think these comments will be addressed when more people are fully aware of GP+ (and it's advantages to some people). Although, there will always be people who won't want to use GP+.

3. **Privacy** - A few comments around privacy. Especially being able to hear conversations in the consulting rooms / reception desk from the waiting area.

4. **Seats** - A few comments about there not being enough chairs and people having to stand. Again, I have experienced this a few times recently (at busy times) and whilst I am more than happy to stand, it's not so easy for other. So perhaps we need a few more chairs.

5. **TV** - People like the TV, but comment that it is often off. I'm sure you have a 'first in' list (switching on the IT etc) so perhaps the radio and TV could be added to the list.

Overall summary:

267 people completed the survey (higher than the previous years survey).

The survey results are again amazing and Budbrooke MC should be very proud of what they are achieving, this was confirmed by the national survey results where Budbrooke were ranked 12th position in the country – Phill Dix – PPG Chairman

Question breakdown/summary

1. What is your level of satisfaction with Budbrooke Medical Centre opening hours:
 - Excellent and Good rating has improved from 97% last year to over 99.5% this year
 - 0 person marked as poor.
2. Are you satisfied with the appointment times on offer at Budbrooke Medical Centre:
 - Yes improved from 96% to 97%
3. Are you aware of Extended Access
 - This is a new question added this year as it is in response to this service being launched with the SWGP Federation
4. Have you used the services outlined in Q3
 - Only 7.52% of patients have used this service
5. Awareness of Monday evenings provided by Budbrooke – Extended Hours
 - 73% of patients were aware of this provision
6. Amount of usage of this service
 - 12.41% - however this service is always booked up every Monday night with the sessions filled and is used more.
7. How does Budbrooke Medical Centre compare with family and friends who are registered at other practices:
 - The replies increased from last year
8. Are you aware you can book a telephone consultation with a doctor or a nurse at Budbrooke Medical Centre:
 - A slight decrease on last year, but marginal
9. Overall, how often do you wait more than 15 minutes (after your appointment time) to see your doctor:
 - Increase from 12% to 13% which highlights this is still an area to work on
10. Do you see a wait of more than 15 minutes (after your appointment time) to see your doctor as a major issue:
 - 83% do not see this as a major issue, which is good to see.
11. How well are you informed if a doctor or nurse is running late with their appointments:
 - 29% felt they were well informed, 34.5% Sometimes informed, with 25% feeling they were not informed. Communication by reception can be reviewed
12. Are you aware of the patient participation group (PPG) which meets with the surgery staff to help improve services for Budbrooke Medical Centre patients:
 - Decrease in awareness of PPG from 77% to 40%, which is disappointing considering increasing the groups information, for example in the newsletter and emails etc

13. Budbrooke Medical Centre would like to invite further patients to participate in the PPG meeting group (committee usually held every 2 months for an hour) and the wider virtual group (run via email). We would like to attract a varied age range so as to better understand a wider range of views of our Patients. Please state if you would be interested in:

- Decrease on last year, especially around the virtual group. Is this because it is via email and people are getting too many emails? Review reach/social media

14. How satisfied are you with Budbrooke Medical Centre as a whole:

- Extremely satisfied increased from 84% to 87.64. 0 person not satisfied.

Providing the PPG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services

The results of the survey:

Publish on the Budbrooke Website

Publish in the practice on PPG board

Emailed out to virtual PPG

The practice staff team also met to review and discuss the results of the survey.

Twitter publication of report

What was discussed and agreed

Action Plan for Budbrooke MC;

It was agreed through feedback and discussion that the practice with the support of the PPG would work on a number of fronts to engage the practice population and practice in ways to improve services offered by the surgery, it was agreed these will include the following themes,

- New car parking lines in the surgery car park – This has been agreed and booked with a company who has not completed the lines as yet
- Radio to be on in waiting room to assist with noise and confidentiality
- TV Screen is to be put on ever day
- Further training in GP+ for reception staff to offer the service and book it in correctly for patients
- Order some further chairs for the waiting room and provide seats for the medical students so they do not take the waiting room chairs
- Encourage patient usage of GP+, newsletters and information on the service to be made more widely available
- Further information in the waiting room about the PPG and advertising for different population groups to be recruited/represented
- Increase awareness of when GP's are running late and reception staff to inform patients
- Work with the network to develop opportunities to have 15 minute appointments for GPs to see patients in rather than 10 minutes. Allowing for more adequate consultation time and therefore avoiding waiting times
- PPG to help deliver health promotions to patients with the surgery staff

Agreed action plan with the PRG and seek PRG agreement to implementing changes

Patient Participation Action Plan – for Budbrooke

Details of the proposed action plan were published:

- on the practice website
- in the newsletter
- In the practice
- Through the Virtual Patient Group

Update on Patient Participation Plan 2018.

- Extended hours into the surgery now available
- Opening appointments from 8am
- Introduce new lean ways of working to assist in GP workloads and time management to ensure correct level of consultation time and appointments are maintained
- Introduction of the young person's hand book
- Introduction of twitter and social media
- Further development on our website which targets 14-25yr old patients has been introduced

Opening Hours

Mondays 08.00 – 20.00

Wednesdays and Fridays 08.00 – 18.00

Tuesdays & Thursdays – 08.00 – 18.00

Please see our website <http://www.budbrookemedicalcentre.co.uk>