

CAPE HILL MEDICAL CENTRE

PATIENT PARTICIPATION REPORT MAY 2019

Cape Hill Medical Centre has a successful Patient Participation Group (PPG), run by Chairman Ian Millership, assisted by the Practice Manager, Andrea Fray.

The current members are all from a range of age brackets and ethnic backgrounds which is reflective of the patient population to ensure a fair representation.

We actively encourage new members via word of mouth when the Practice team interacting with patients directly, posters in Practice, and meetings are advertised on the television information channel in surgery. The PPG members also attend the Practice to undertake the Patient Survey and interact with patients and also encourage them to join the group or sign up to our virtual group to ensure we capture as many patient views as possible. The clinical team encourage patients to join the PPG when appropriate in their consultations

The members attend meetings bi monthly and we have a virtual group who receive paperwork including any additional information. If they cannot attend meetings they are encouraged to raise issues they would like discussed via email, we actively encourage patients who are unable to attend to join the group in this manner. In these meetings the group discuss issues which affect the Practice and patients. The PPG are always keen to involve outside members of other groups from the local area, to promote the services they can offer and what the surgery have to offer, which show patients and local residents how they can benefit. This includes members of third sector charity organisations

An issue was raised in 2017-18 concerning access and we looked at areas for improvement as follows:

- We employed more GP's
- We are still working on educating patients to cancel their appointments so that other patients can have them, thus reducing our Did Not Attend (DNA) rates.
- We changed the way our GP's and Nurses appointments are on the system and these are not available up to 8 weeks in advance

All of the above was completed by July 2018

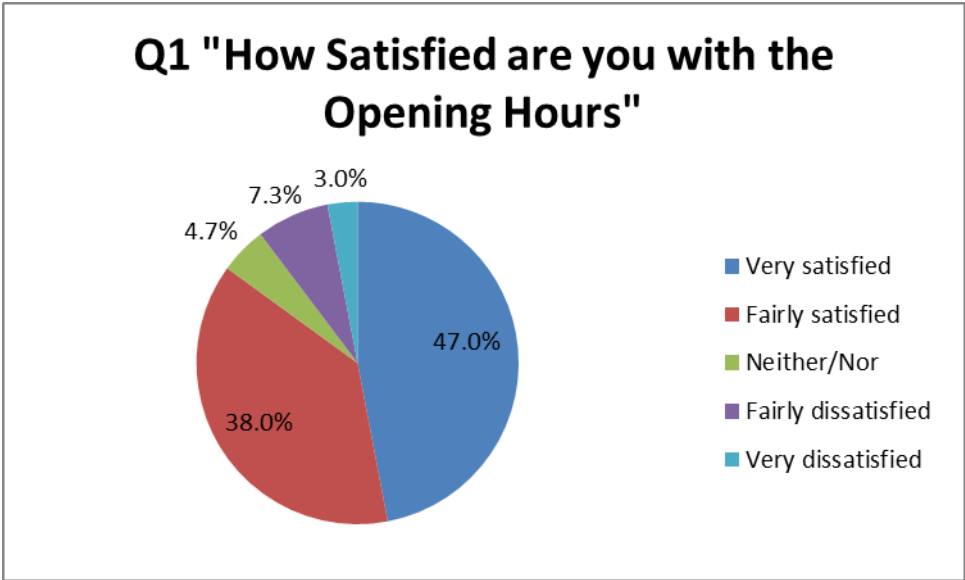
The PPG will be revamping their newsletter to detail PPG work and anything which is happening with the Practice i.e. CQC compliance, flu campaign, new services etc

In December 2018 the PPG agreed the 29 questions to be included in the patient survey, and the survey was undertaken over several weeks in January and February 2019 by the PPG members. The PPG members assisted with the survey, distributing them and encouraging patients to complete them. This also included involving interpreters, friends or relatives to enable us to capture the views of non-English speaking patients. Prior to patients being asked to complete the survey they were asked if they were willing to participate and the reasoning behind the survey explained in detail. Patients were informed that the results would be available in the practice, on the practice website and a copy could be obtained through the PPG. Patients can also request a hardcopy of this document should they wish to do so.

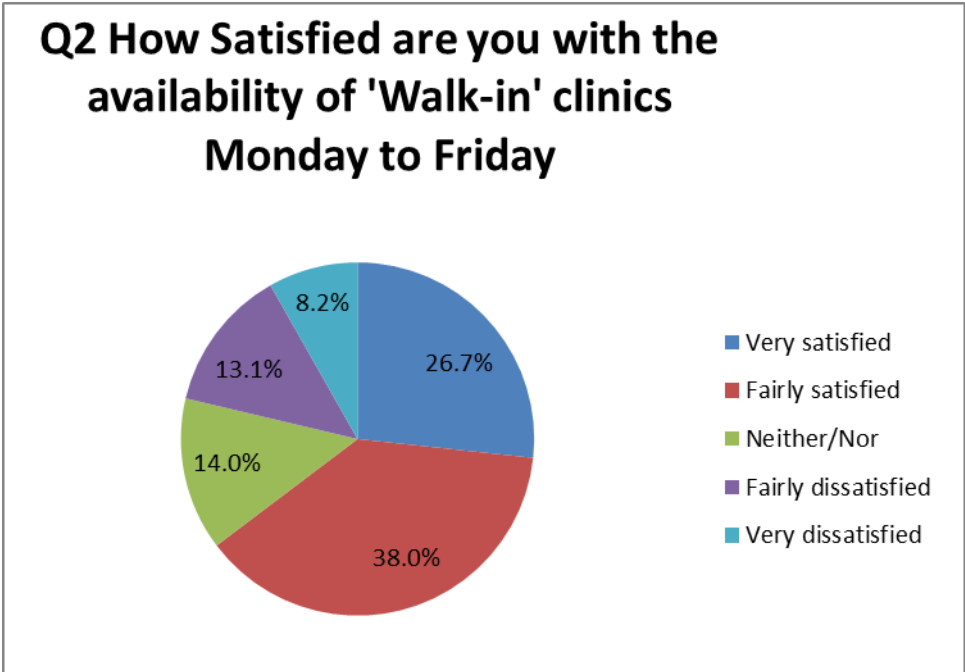
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A total of 613 patient satisfaction survey questionnaires were completed. The selections of patients were entirely random, as they were visiting the practice for a variety of reasons; the results were collated using an Excel Spreadsheet by a member of the PPG to enable this report to be produced.

The graphs below show the results of the questions:

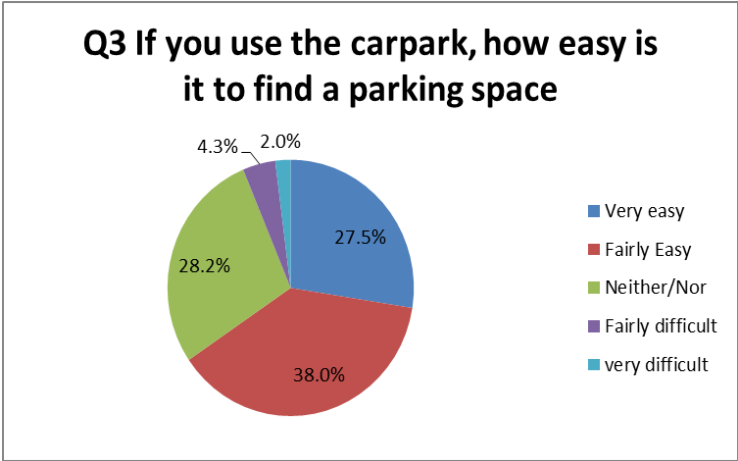


85% of our patients are satisfied with the opening hours

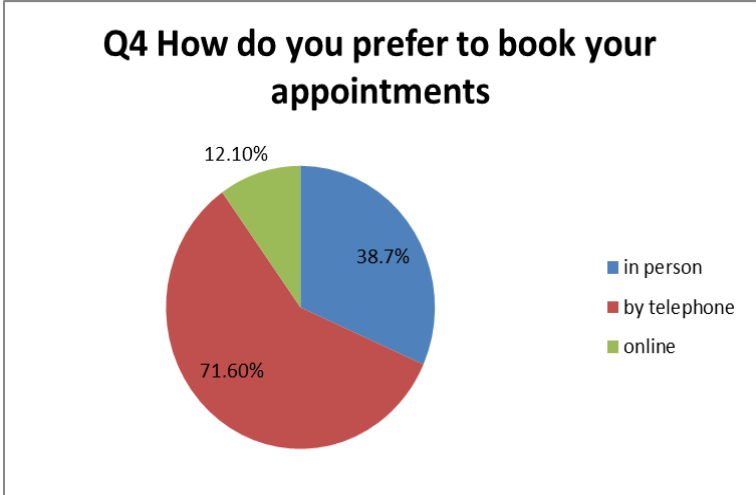


65% of our patients are satisfied with walk in clinics

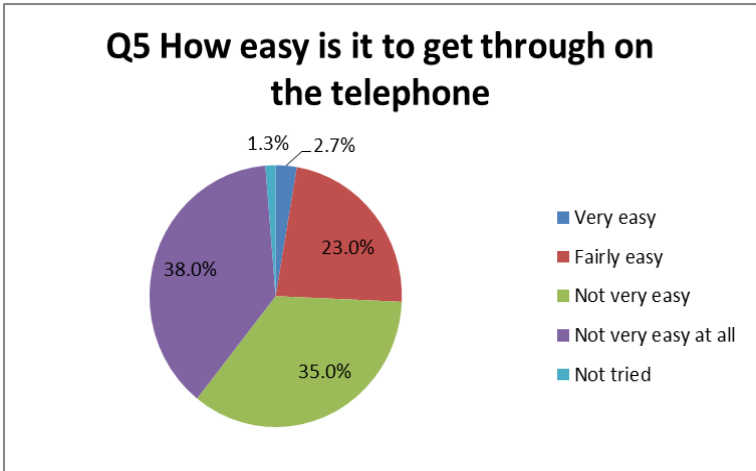
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66% of our patient find it easy to park using our carpark

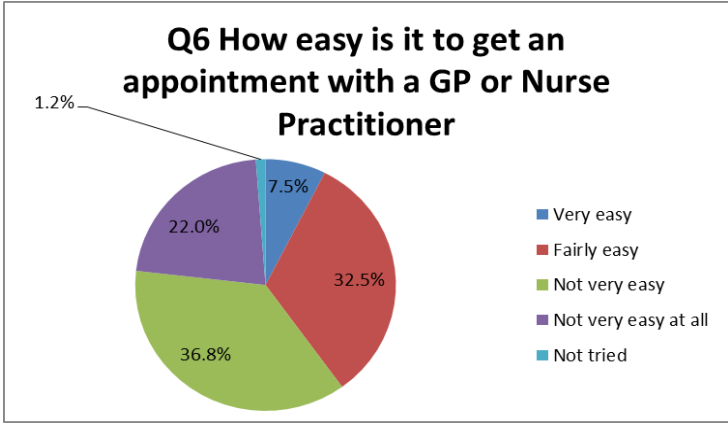


72% of our patients prefer to book appointments via the telephone

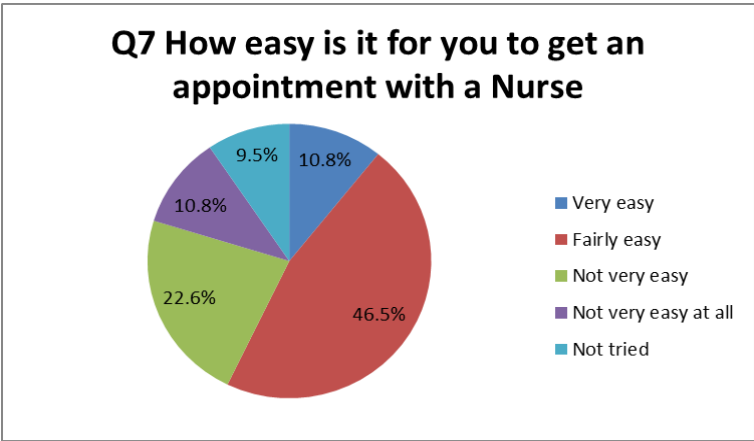


58% of our patients say it is easy to get through on the telephone

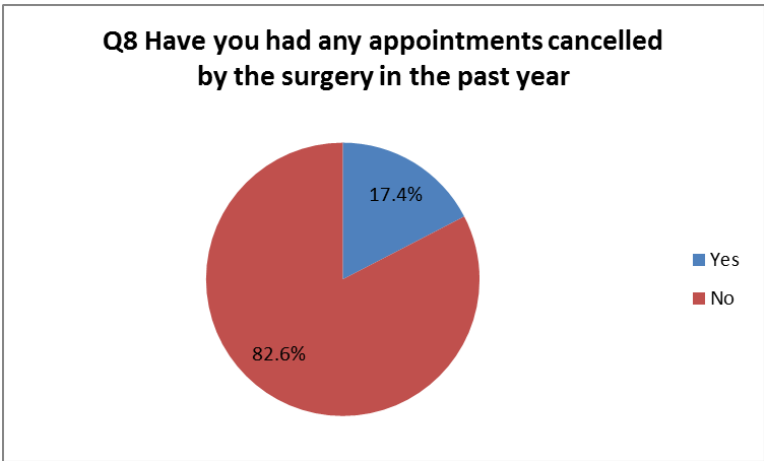
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69% of our patients say it is easy to get an appointment with a GP or ANP

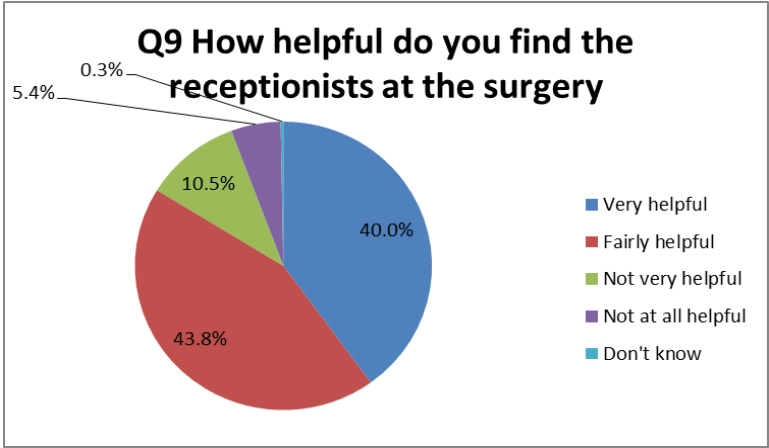


69% of our patients say it is easy to get an appointment with a Nurse

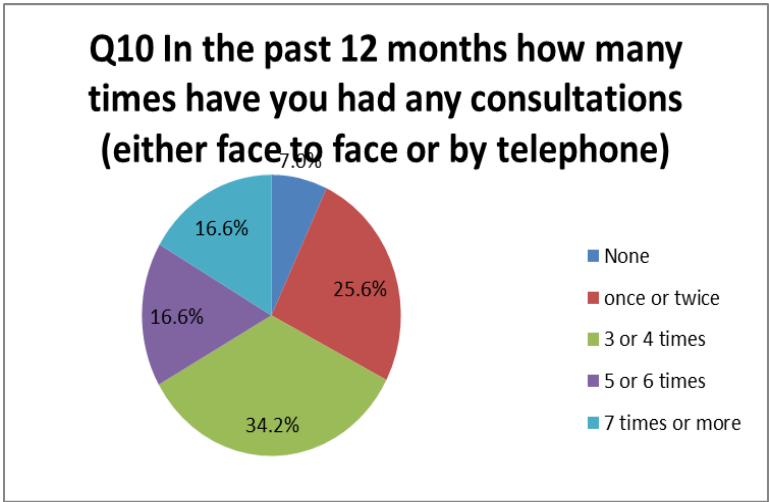


82% of our patients have not had an appointment cancelled

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84% of our patients find our receptionists helpful



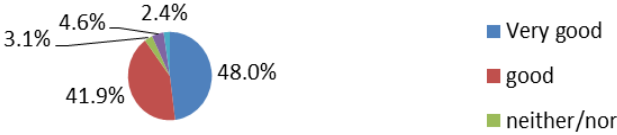
On average patients consult 3 or 4 times a year



68% of our patients are happy with the walk in clinic experience

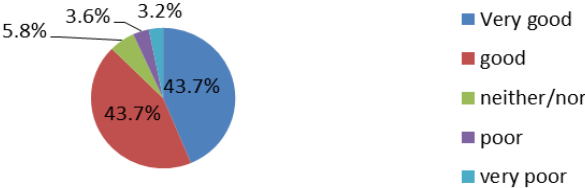
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Q12 Last time you saw a GP or Nurse Practitioner, how good were they at listening



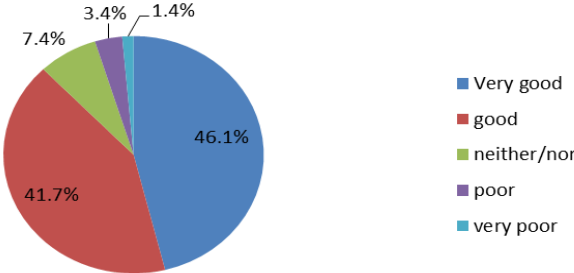
90% of our patients say our GP's and ANP's are good at listening

Q13 Last time you saw a GP or Nurse Practitioner, how good were they at treating you with care and concern



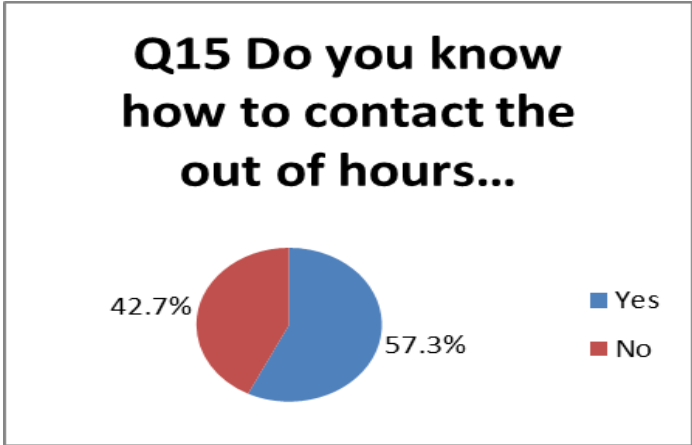
87% of our patients say our GP's and ANP's are good at treating them with care and concern

Q14 Last time you saw a Nurse, how good were they at listening to you

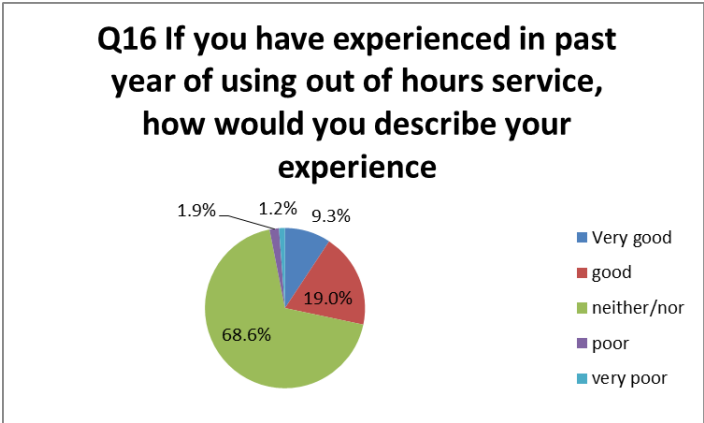


88% of our patients say our Nurses are good at listening to them

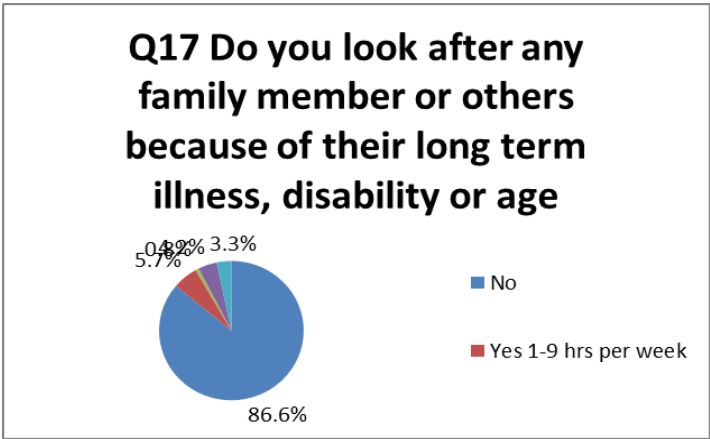
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57% of our patients know how to contact our of hours

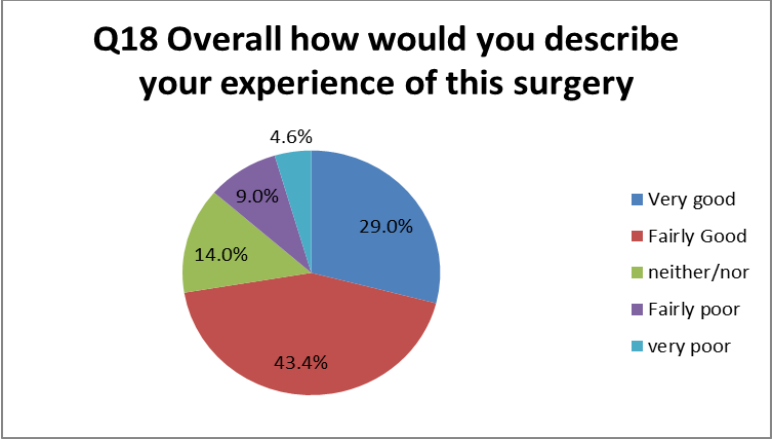


88% of our patients have a good experience of using our hours of hours service

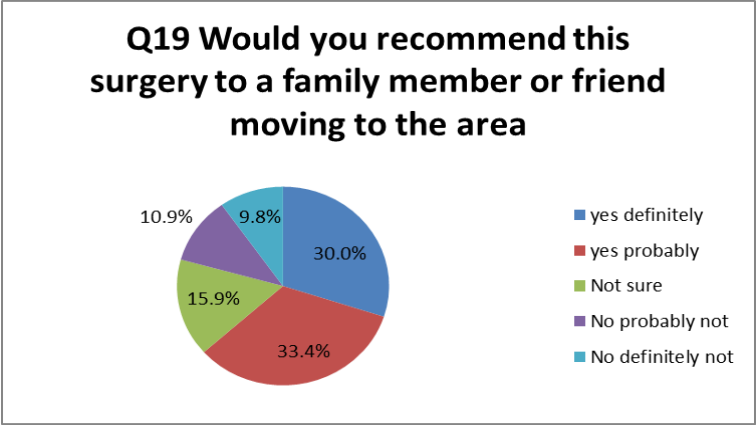


13% of our patients we surveyed were carers

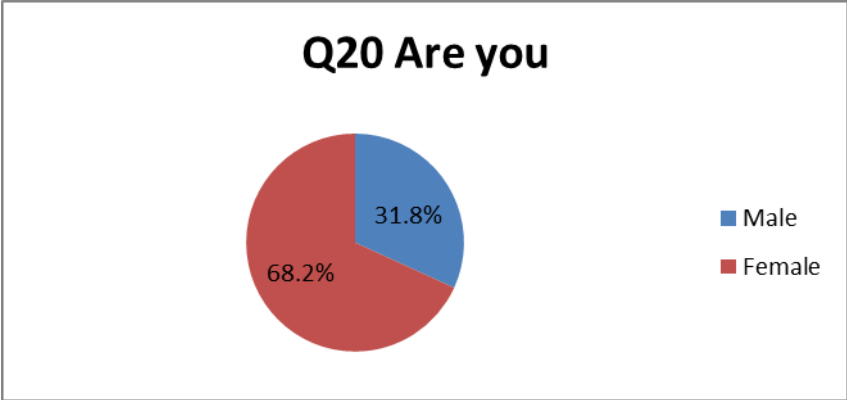
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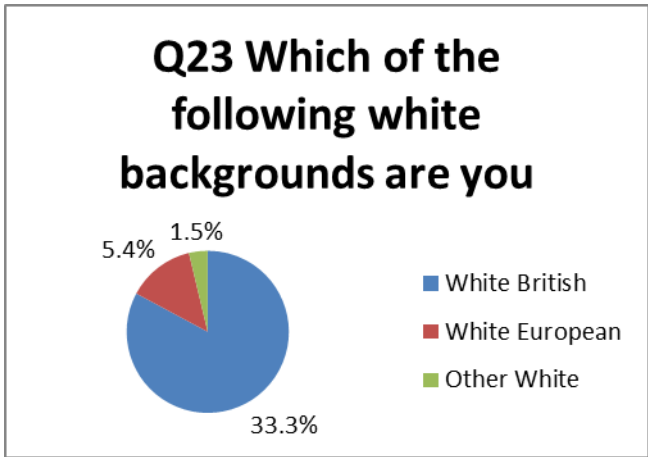
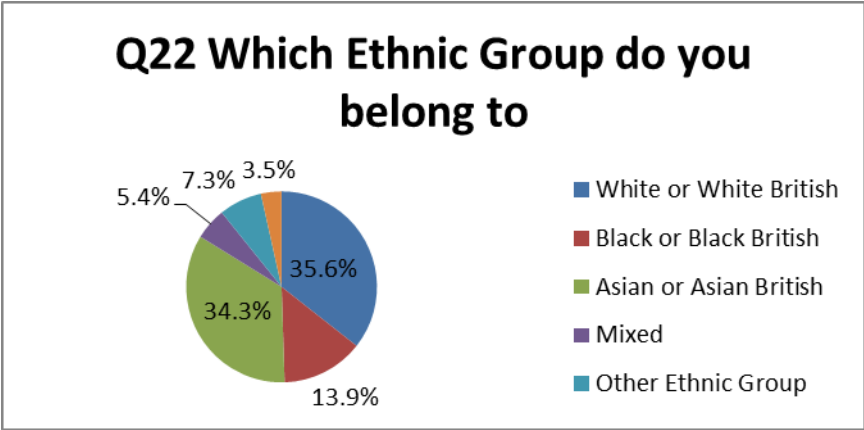
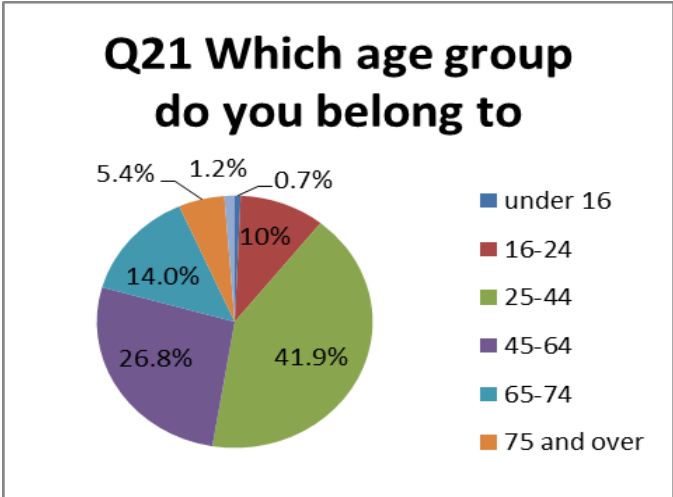
72% of our patients had a good experience of our service



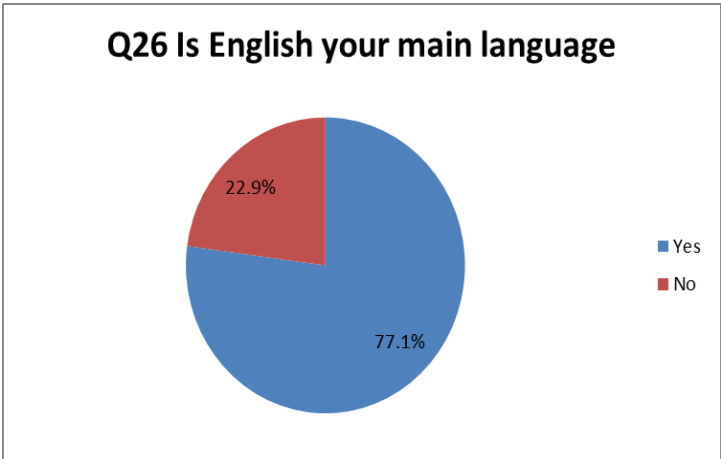
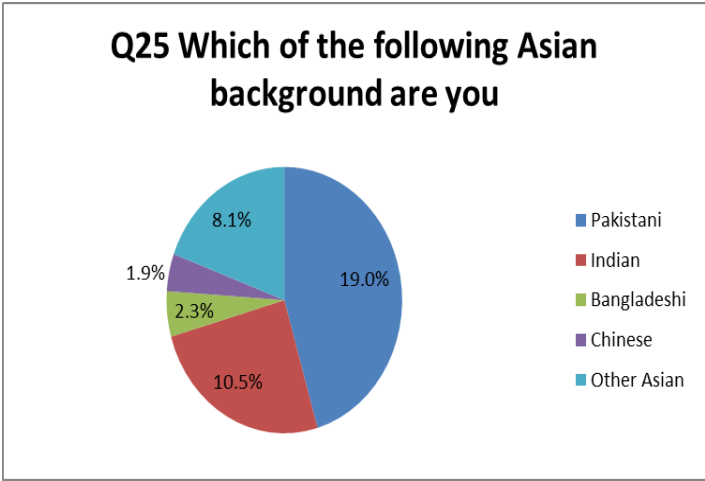
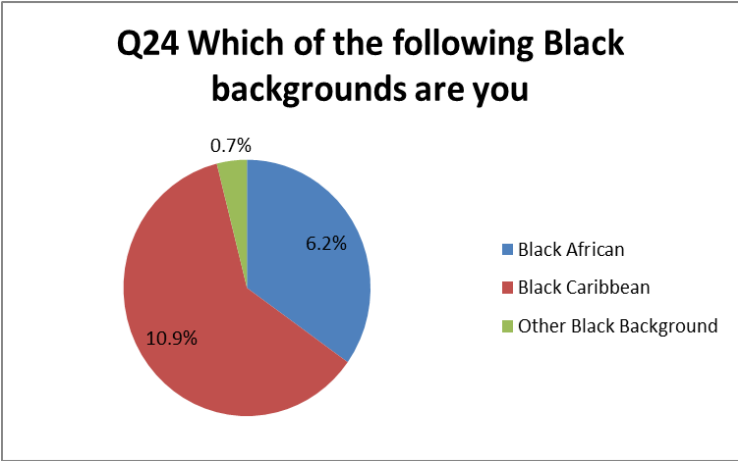
63% of our patients would recommend us to the family or friend



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We are interested in any other comments you may have made through this survey. Below is a selection of patient comments about the Practice, its service and its team:

1. Is there anything particularly good about your health care?
 - Out of hours is very good especially when a child is not well
 - I would rate the service as good. I don't have issues getting appointment
 - Whenever I have to come to the surgery the G P's are good.
 - It's Clean
 - Referrals are well organised.
 - I believe I'm getting right treatment but need to help myself.
 - Thank you to all Staff at Cape Medical, all services are perfect.
 - The doctors and chaplain I have had excellent experience with
 - Health care is good, and staff knowledgeable.
 - Always find everyone helpful
 - The waiting time isn't too bad.
 - I'm diabetic and are well looked after

2. In your opinion is there anything which could be improved?
 - More appointments available
 - Healthy News, Exercise, or Healthy Eating, on TV
 - Make appointments more accessible. Get an appointment with preferred G P.
 - More receptionists to be seen faster. Opening hrs extended
 - More doctors so we could get one quickly when we needed one.
 - Its impossible to get appointment with specific GP or nurse in a reasonable time
 - Sometimes it takes ages to get through in a morning to make an appointment
 - Wish we could have more doctors available.
 - Making appointments easier to book. Longer hours.
 - Surgery could do with brighter colours.
 - Ticket machine for walkin clinics.
 - Allocate appointments fairly and equally
 - To improve online appointments service

3. Any other comments?
 - Tea Machine? Daily News on TV
 - Interpreting especially for last minute bookings
 - Waiting time in the surgery is too long. If appointment is 10am you're still waiting at 10 20am.
 - Cars parked too close to the entrance
 - Cars parked too near the entrance makes it difficult to see approaching traffic.
 - There needs to be improvement in the doctors, receptionists and the toilets.
 - Alternative clinics for such things as exercise and diets and acupuncture.
 - Receptionists need to be more patient and mindful. People are rushed and don't understand.
 - Late closing times for people at work, or more weekend surgery opening times.
 - Receptionists come across as rude Especially to those who don't speak english.

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Conclusion:-

We always welcome feedback of which, as a Practice we listen to and reflect on. We get feedback throughout the year through various ways i.e. our friends and family test in the Practice on via text message but also through this patient survey. We understand there are always areas for improvement of which we ensure we take into account our patient views when making adjustments/improvements as required or as appropriate.

The following action plan shows the areas we have reflected on and will make improvements on over the next 12 months. This is a continued program of improvement, working with our in house Patient Participation Group and the patients we provide a service to.

Cape Hill Medical Centre - Action Plan resulting from Patient Survey May 2019

Action required	Plan recently put in place
Improve access	<ul style="list-style-type: none">• We are reviewing our telephone system to make it more interactive i.e. text message service. This system will also allow us to have more staff answering the telephones at peak times.• From 1st July 2019, we will have 25% of our appointments available to book online• From approximately September 2019 we will be open longer during the week and at weekends to enable working people better access to appointments
Lifestyle services	<ul style="list-style-type: none">• We are working with our PPG to look at how we can provide some lifestyle education and programmes i.e. nutrition, walking groups for exercise, social groups for community support of people who live on their own
Staff behaviour	<ul style="list-style-type: none">• We are sourcing face to face customer service training for all of our staff to ensure we are communicating effectively

The practice is keen to engage patients to help deliver and design services around the needs of its patients and with the help of the PPG we will look at the priority needs of our patient population.

The analysis of the survey results was undertaken by members of the PPG and the Practice Manager and a copy forwarded to the Chairperson of the patient group, discussed at meeting and comments fed back to the Practice Manager. The main points of action are detailed above and we will continue to monitor new systems which have recently been put in place to ensure we are meeting our high service delivery for our patients

This report will be published on our Practice Website and also on the NHS Choices website, a copy will be posted in our waiting area, and if any patient should wish to receive a hard copy, they can do this via reception.

Andrea Fray
Practice Manager

July 2019