

Drs. Liversedge, McCurdie and Wong

Local Patient Participation Report – March 2012

The practice started a Patient Forum in February 2007 and has held regular meetings ever since. The meetings are held at the Health Centre at 7pm on a Monday evening, usually quarterly but sometimes more frequently when it is felt appropriate.

What is the Profile of the Patient Forum and is it representative of the Practice's Patients?

The group currently consists of 7 members who attend the meetings and one 'e-member' who will start to attend the meetings soon when existing commitments finish.

The group consists of 5 ladies and 3 gentlemen whose ages range from early 30s to late 80s. Some members work and some are retired. Some have young children. Some use the practice services frequently and some rarely. Their home addresses stretch across the practice area. We therefore feel that they are representative of our practice's patient population.

Details of steps taken to determine the priority areas to be included in the recent Patient Survey

The group met on 16th May 2011 to put together an initial list of questions; using as a baseline a variety of surveys taken from several patient representative groups' websites. The members discussed at length the main areas that they felt to be most important to include in the survey. It was felt that the local Primary Care Trust (PCT) should also be invited to suggest any questions that they may want to be included in the survey.

Over the weeks that followed, the PCT produced a sample questionnaire that could be used by any practice in Bolton who wished to use it. The Patient Forum met again on 14th November 2011 where this proposed PCT questionnaire was discussed and it was decided to adopt their questionnaire but also to add several other questions in order to ensure that all areas that the group had originally wanted to be covered were surveyed.

How did the practice seek to obtain the views of its registered patients?

The practice receptionists handed out 250 paper surveys to patients who attended the surgery over a 2 week period in February. Some were given to patients attending the surgery for an appointment and some were handed to patients who were calling in to collect or order prescriptions.

The practice has a database of 500 patient email addresses that have been collected over the last 12 months and these patients were emailed a link to an online version of the survey.

After the results of the Patient Survey had been analysed, how did the Patient Forum discuss the results and then put together a proposed Action Plan?

The Patient Survey results were independently analysed and were discussed at a meeting of the Patient Forum on 19th March 2012. A Patient representative from the Bolton Health Consortium (the new local health organisation that is replacing Bolton PCT) also attended the meeting. The survey was discussed in great detail and it was agreed to take forward 3 points to include in the Action Plan.

What is the Practice's Action Plan following the Patient Survey?

The three main points that were agreed to form the Action Plan were:

1. To try to address the car parking problems at the Health Centre.
2. To make available the facility for patients to book appointments online.
3. To look into a system to remind patients via text of future appointments booked.

Car Parking – There were a large number of comments surrounding the fact that patients cannot access the car park during school drop off and pick up times because parents from the neighbouring school are using the facility.

Representatives of Bolton PCT (who are the Landlords of the Health Centre) and the School Head Teacher have tried for many years to address this problem implementing a variety of different measures however none

have been particularly successful. Recently a new initiative has been introduced in which a member of the Health Centre staff now stands (whenever time allows) at the entrance to the car park at school drop off and pick up times and encourages parents not use the patients' car park. This seems to have had a big impact on the problem with several patients now commenting positively on the fact that they can now get a parking space. The practice has requested that this new initiative continues on a long-term basis and will continue to monitor the situation.

Booking Appointments Online – The practice has now ordered some software so that patients will be able to book a Doctor's appointment online 24 hours a day. This facility should be available within the next few weeks.

Text Reminders for Appointments Booked – The practice has ordered software that will deliver this service however, it will obviously only work for patients who have given the practice their current mobile number.

What evidence is there to support the Proposals made?

The Patient Survey 2011/12 uploaded to this website includes a complete summary of all the responses received from both the paper copy of the survey and the electronic copy, a link to which was emailed to patients. In total 750 surveys were distributed and 384 responses were received which is over 50%. This is an extremely high response rate to a survey and the practice is very grateful indeed to all the patients who took the time to complete it. The responses received, including the many comments attached, have guided the Patient Forum and the practice to choose the 3 areas outlined above as the main issues to address.

What are the details of the action to be taken by the Practice in addressing the 3 priority areas?

Car Parking - The practice has brought the survey results to the attention of the Health Centre Management and has asked that the stewarding of the car park continues on a long-term basis as it is proving very effective.

Booking Appointments On-line – As above the practice has placed an order for the relevant software to enable this service to be provided.

Text Reminders for Appointments Booked – As above, the practice has placed an order for software that will automatically text patients to remind them of an imminent appointment provided that the current mobile number is held on file.

What are the Practice's Opening Hours?

Monday, Tuesday Thursday, Friday – 8.00am until 6.30pm
Wednesday - 8.00am until 7.30pm
Saturday - 9.30am until 11.00am – For routine, pre-booked appointments only.

The Health Centre doors are open between the above times for patients to walk in and the telephone line is manned between 8.30am and 6.30pm on Mondays, Tuesdays, Thursdays and Fridays and between 8.30am and 7.30pm on Wednesdays. It is also manned between 9.30am and 11.00am on Saturdays.

Patients can also fax. prescription requests or other correspondence through to the surgery on 462269 24 hours a day. Prescriptions can also be ordered via the practice website 24 hours a day.

What are the Practice's Extended Opening Hours?

The practice offers the patients extended opening hours on Wednesday evenings between 6.30pm and 7.30pm and on Saturday mornings between 9.30am and 11.00am these are in order to offer appointments specifically for patients who find it difficult to attend during the standard opening hours due to work or other commitments.