

**Drs Patel, Thiryayi &  
Taylor-Bernard  
Shay Lane Medical Centre**



Virtual Patient Participation Group Report 2013/14

This report summarises the outcome of the practice's virtual patient participation group in 2013/14.

It contains:

- The ongoing process used to recruit to our VPPG
- The up to date profile of VPPG
- The practice's objectives for the survey
- The results of the patient survey
- Comments from the practice team & follow up actions
- General information including confirmation of our opening times

The ongoing process used to recruit to our VPPG

To maintain the numbers of patients involved in the group we:

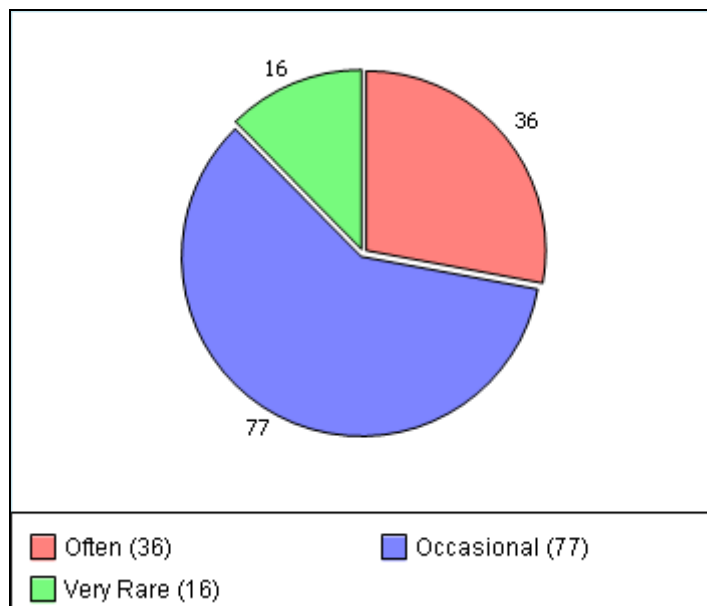
- Display posters in the practice advertising and encouraging patients to join the group.
- We have information and a registration link ([www.shaylanemedical.co.uk](http://www.shaylanemedical.co.uk)) on the practice website.
- In order to encourage a representative cross section of patients we try to personally ask newly registered patients to join the group. This has proved to be the most effective way to try and engage with all sections of the practice population. Patients are usually personally asked to join the group by clinicians at the end of consultations.
- We also encourage patients without internet access to join the group with the use of poster and leaflet display in the surgery with paper copies of registration forms displayed on the main reception desk.

## Patient Reference Group

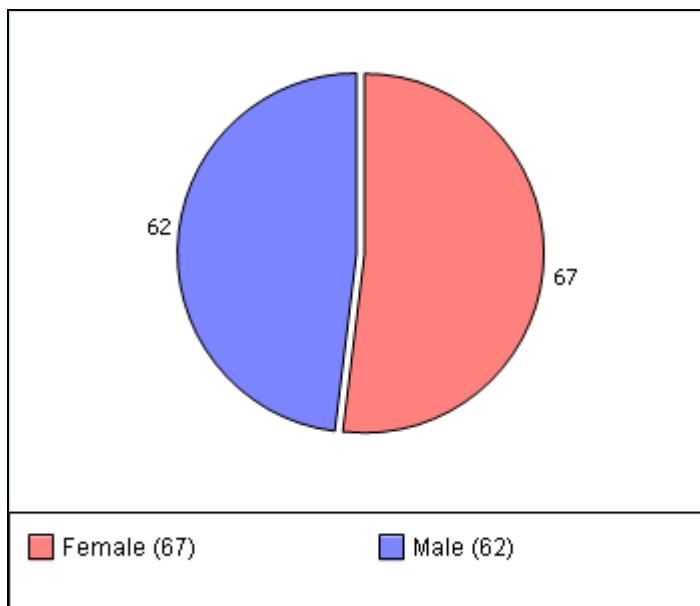
The patient group comprises 129 members

### Distribution Details

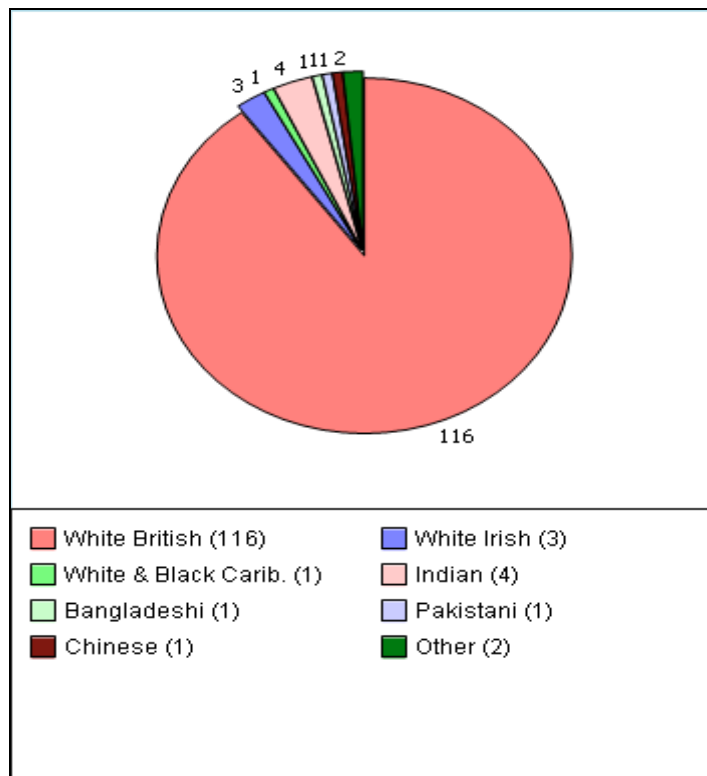
Attendance



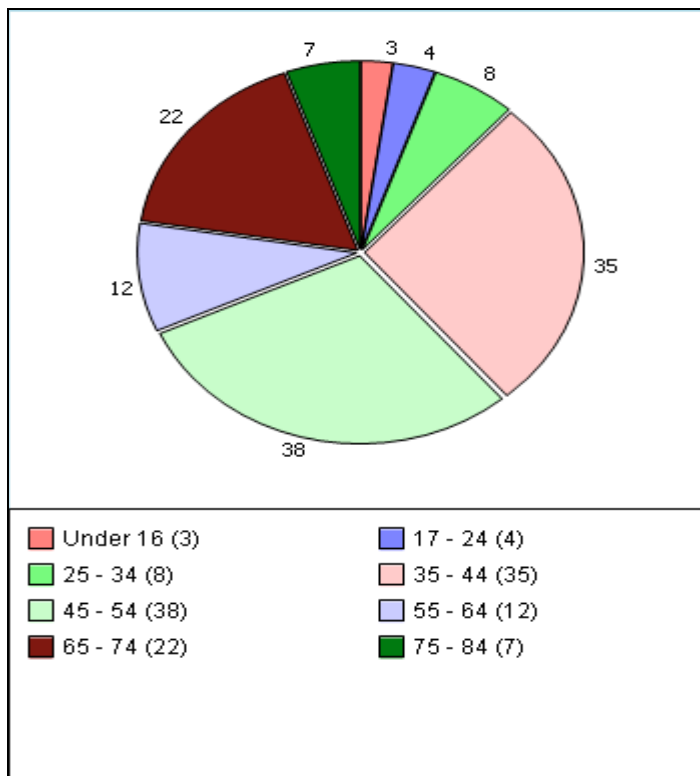
Gender



Ethnicity



Age



## **Objectives for the survey**

We believe that access to GP services is one of the most fundamental performance indicators for primary care. Quality, patient experience and other performance metrics are only relevant if patients are able to access the services provided by their GP.

The main objective of this survey was to review our patients' experience of access. In other words what they think and feel about their ability to access clinicians and services within the practice with a focus on how to make things even better.

As a practice we are proud of the level of access to both routine and urgent appointments that we provide our patients with. There is a routine occurrence of free appointments over the course of a day.

We believe we have a robust appointment system that enables us to continually provide good access to our patients which improves the quality of care we provide by:  
Improving the patient experience  
Reducing inappropriate (and often more expensive) time spent in secondary care.

We felt it was important to ask our patients if they had felt the impact of the changes to the local health services which have been taken out of the responsibility of GP Practices.

We are constantly reviewing the safety and efficiency of our prescribing system. We felt it was important to get the views of patients on how they think we are doing and how the current system could be improved.

During the last 12 months we have extended the online services that are available to patients. We wanted to find out from patients what their opinions are of our website and the new online services and to gain suggestions and ideas on how we can make improvements.

In order to try and improve our travel clinic we felt it was important to find out if patients were satisfied with the service.

## **The method used to agree the objectives with our VPPG**

Emails were sent to VPPG members detailing our objectives and asking for comments and suggestions for topics that patients felt should be covered in the survey. Generally patients felt that the key issues were covered by the survey. Also included in the feedback were requests for additional information about current and proposed NHS changes and local services. We have noted the requests and will use the website to provide as much information as we can to patients.

## Survey Results

### Patient Participation Group Survey 2013/14

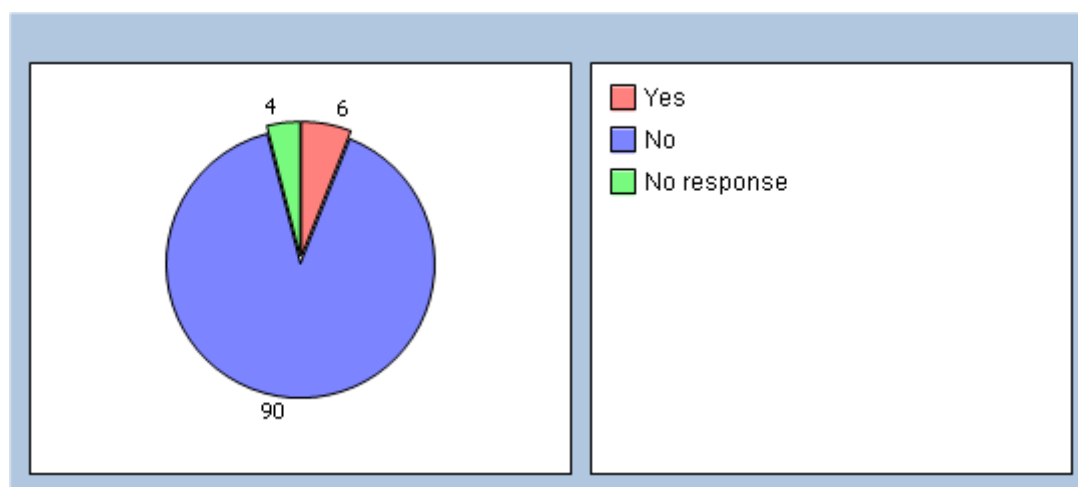
Number of Responses: 30

#### NHS CHANGES

Within the last 12 months there have been significant changes in the way the NHS is run. At a practice level we have endeavoured to minimise the impact of those changes on our patients.

Have you noticed the impact of the changes to local health care services (such as wound care and the Ear Care Service) which have been taken out of the responsibility of GP Practices and put under the control of the local Care Coordination Service?

- Yes 6%
- No 90%
- No response 4%

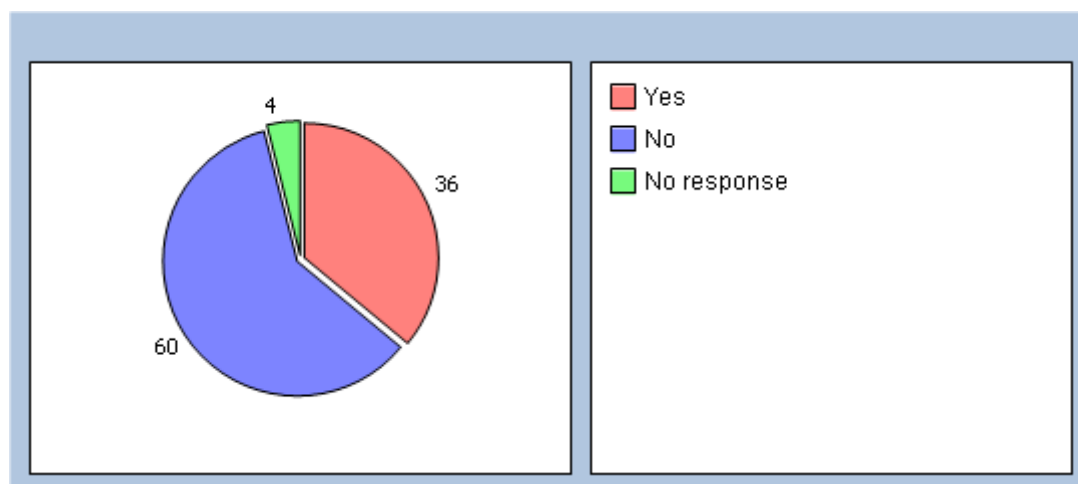


Are there any other Health Services you would like to see provided locally?

#### ACCESSING EMERGENCY SERVICES

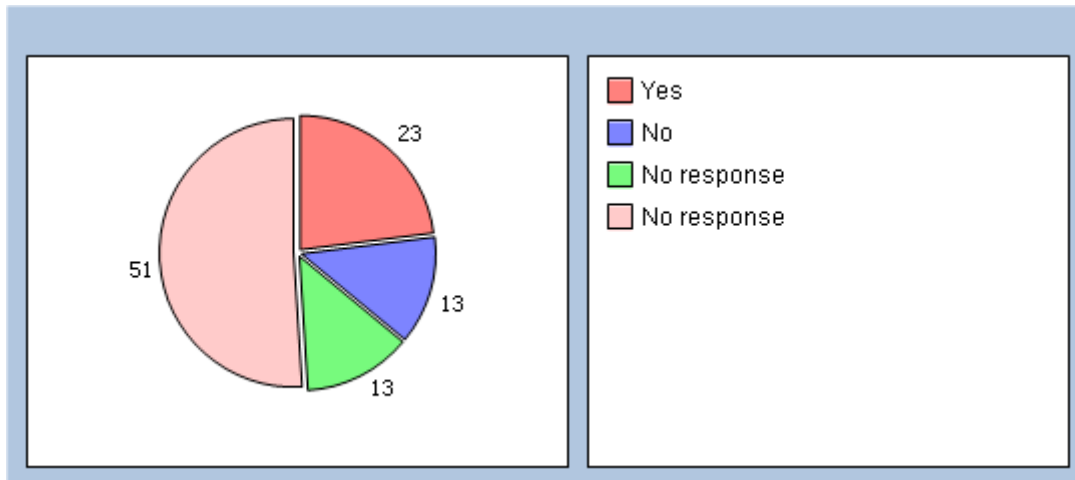
In the past 12 months have you attended a walk in centre or hospital emergency department?

- Yes 36%
- No 60%
- No response 4%



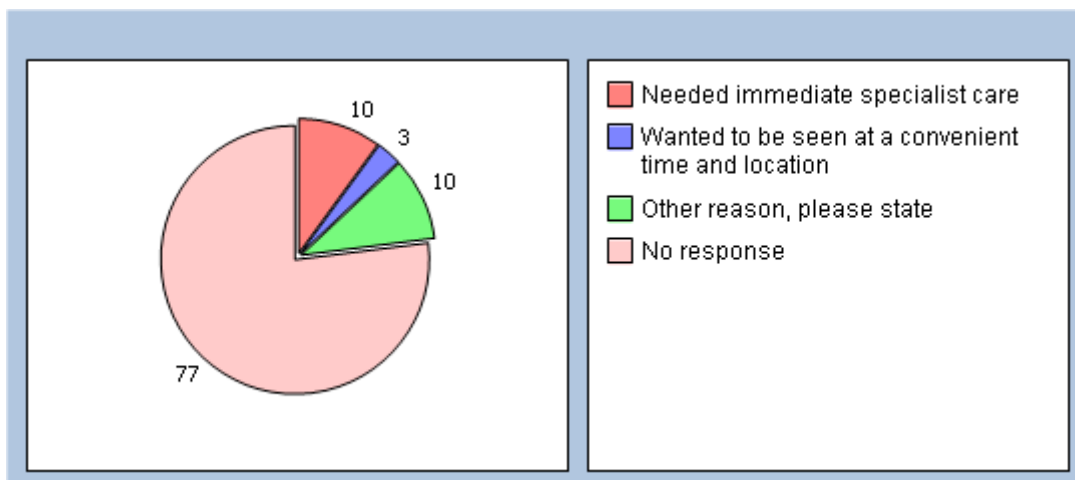
### If yes, was this when the surgery was closed?

- Yes 23%
- No 13%
- No response 13%
- No response 51%



### If no, why didn't you contact the surgery?

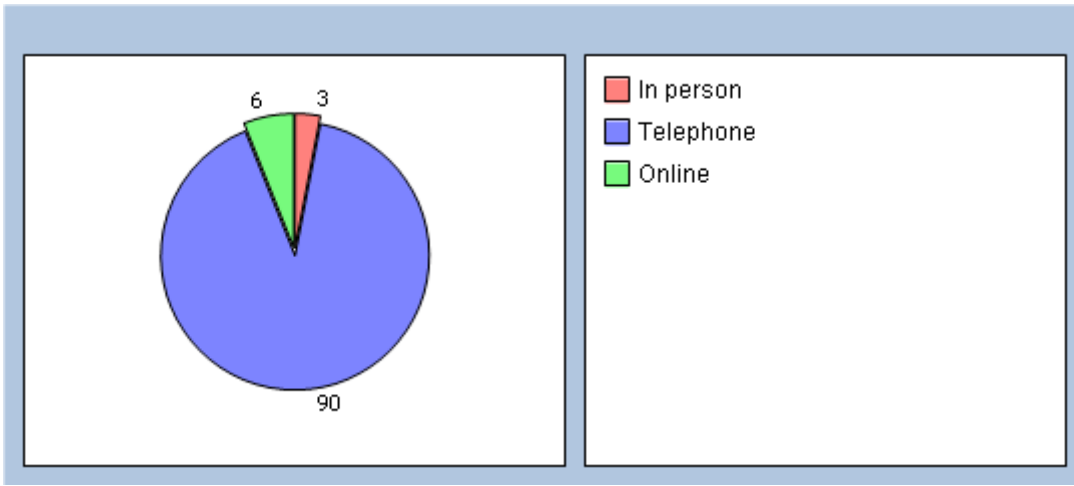
- Condition too serious 0%
- Needed immediate specialist care 10%
- Wanted to be seen at a convenient time and location 3%
- Other reason, please state 10%
- No response 77%



## APPOINTMENTS

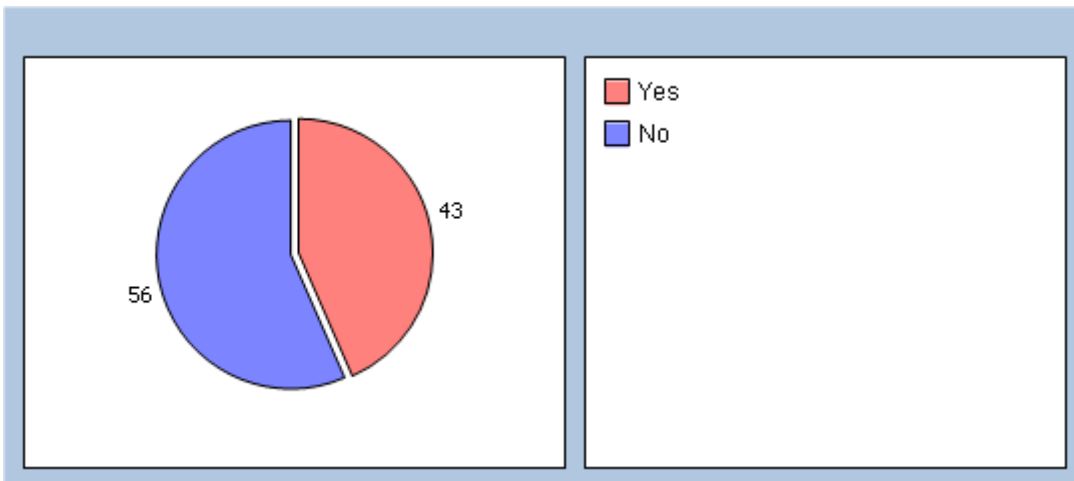
### Which method do you prefer to use to book your appointments?

- In person 3%
- Telephone 90%
- Online 6%
- Other, please state 0%



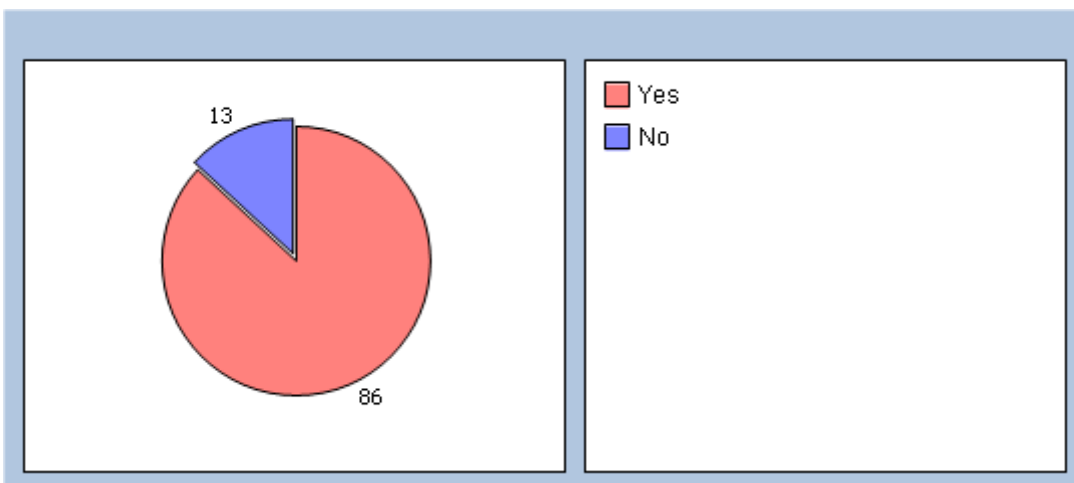
**Were you aware that you could now make appointments online?**

- Yes 43%
- No 56%



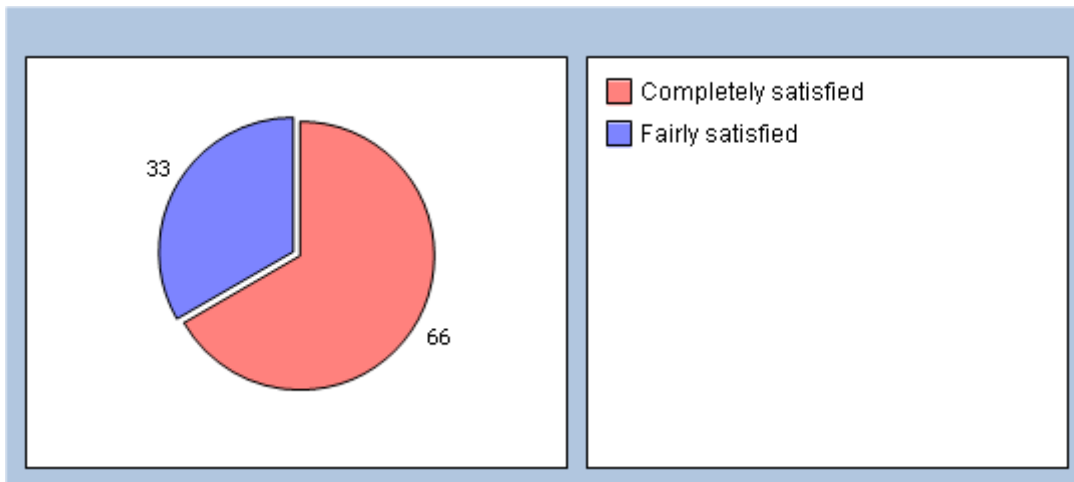
**Have you tried to book an appointment at the surgery within the last 12 months?**

- Yes 86%
- No 13%
- No response 0%



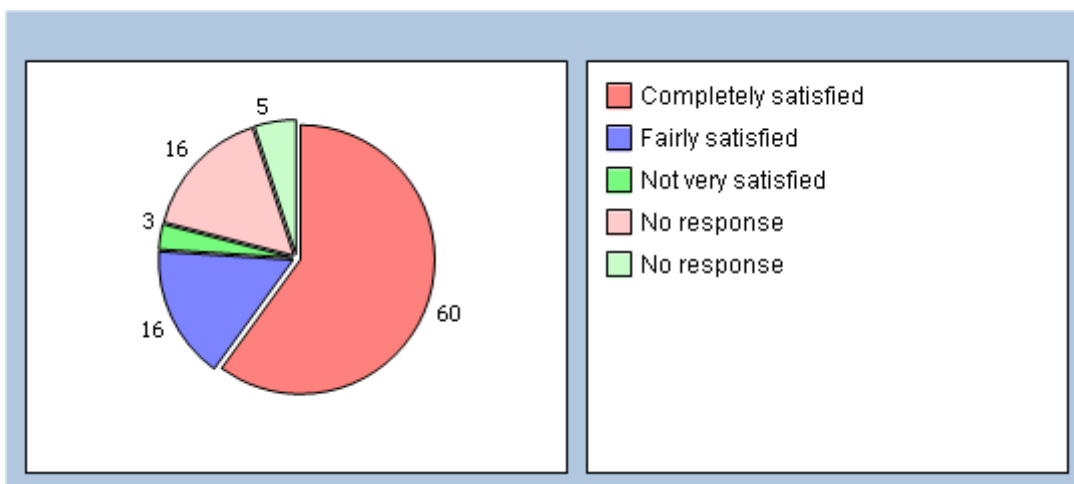
**When wanting to book ahead for an appointment with a GP how satisfied were you with the availability of appointments?**

- Completely satisfied 66%
- Fairly satisfied 33%
- Not very satisfied 0%
- Very dissatisfied 0%
- No response 0%



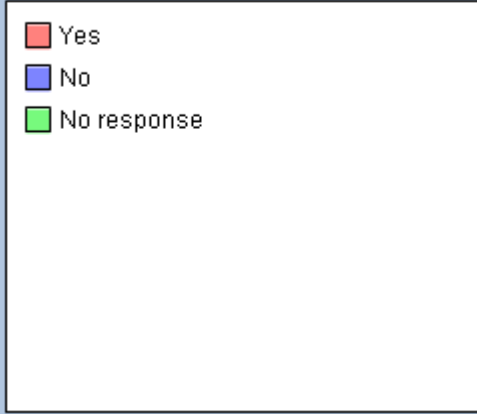
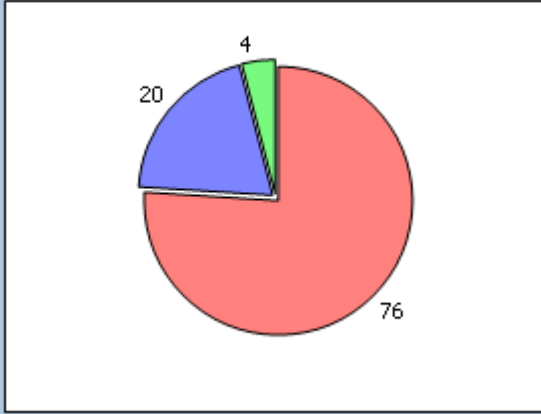
**When wanting to book ahead for an appointment with a Practice Nurse how satisfied were you with the availability of appointments?**

- Completely satisfied 60%
- Fairly satisfied 16%
- Not very satisfied 3%
- Very dissatisfied 0%
- No response 16%
- No response 5%



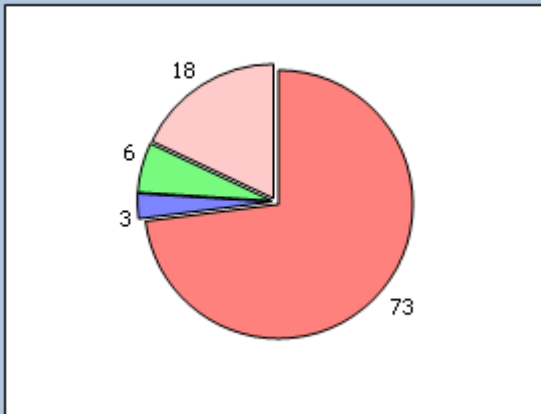
**The Doctors are available for telephone consultations every day in the morning and the afternoon. Have you had a telephone consultation with a doctor in the last 12 months?**

- Yes 76%
- No 20%
- No response 4%



**If yes, how satisfied were you with your experience?**

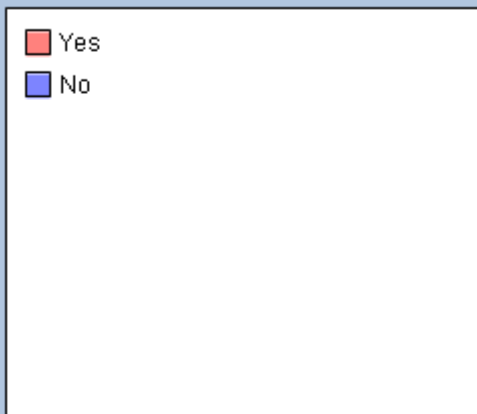
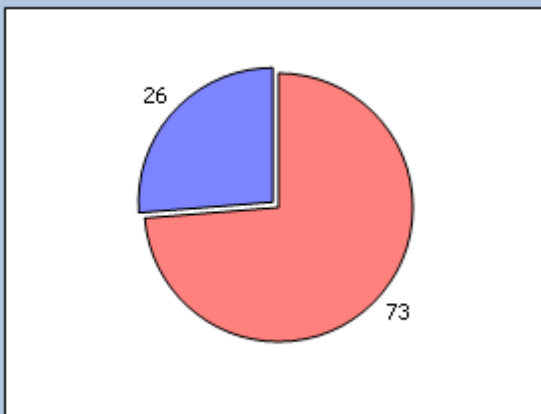
- Completely satisfied 73%
- Fairly satisfied 3%
- Not very satisfied 0%
- Very dissatisfied 0%
- No response 6%
- No response 18%



**PRESCRIPTIONS**

**Do you have regular repeat prescriptions?**

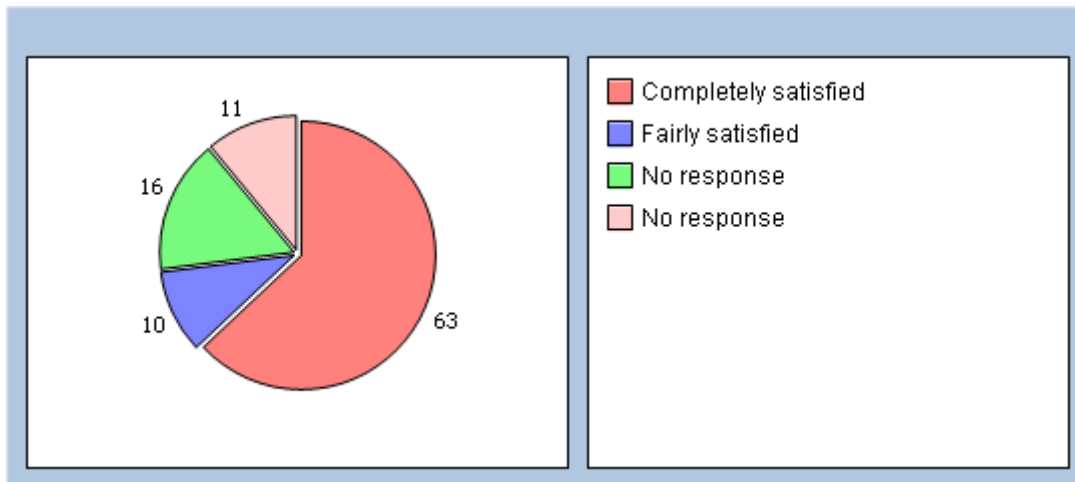
- Yes 73%
- No 26%





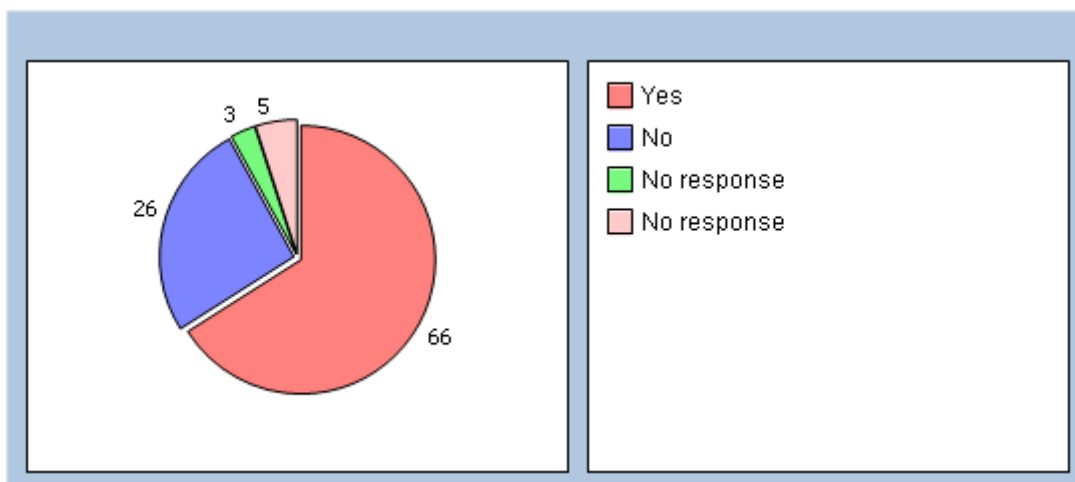
**How satisfied are you with your experience of obtaining a repeat prescription from the surgery?**

- Completely satisfied 63%
- Fairly satisfied 10%
- Not very satisfied 0%
- Very dissatisfied 0%
- No response 16%
- No response 11%



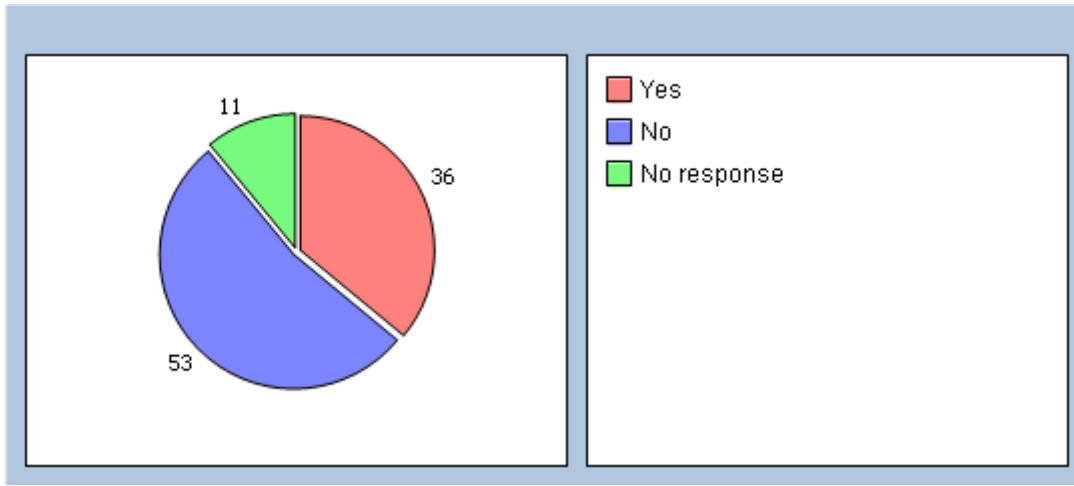
**Were you aware that could order repeat prescriptions online?**

- Yes 66%
- No 26%
- No response 3%
- No response 5%



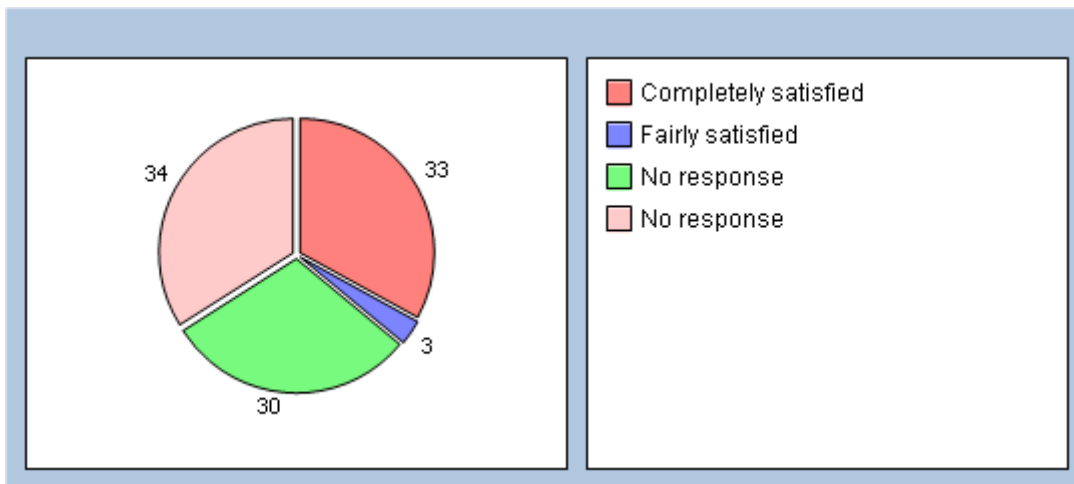
**Have you used the service?**

- Yes 36%
- No 53%
- No response 11%



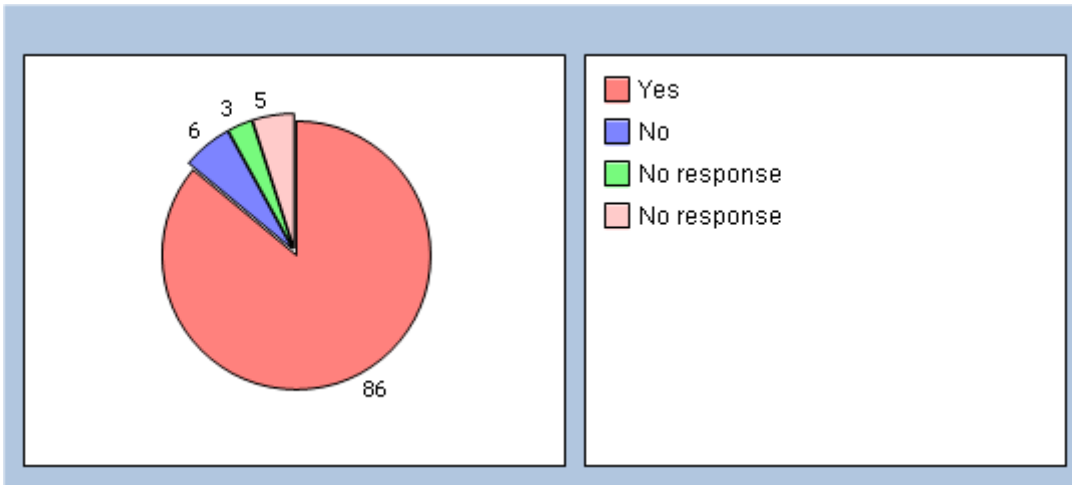
**If you have ordered a repeat prescription online, how satisfied are you with the service?**

- Completely satisfied 33%
- Fairly satisfied 3%
- Not very satisfied 0%
- Very dissatisfied 0%
- No response 30%
- No response 34%



**If there was a pharmacy located within the medical centre would you use it to collect your medication?**

- Yes 86%
- No 6%
- No response 3%
- No response 5%

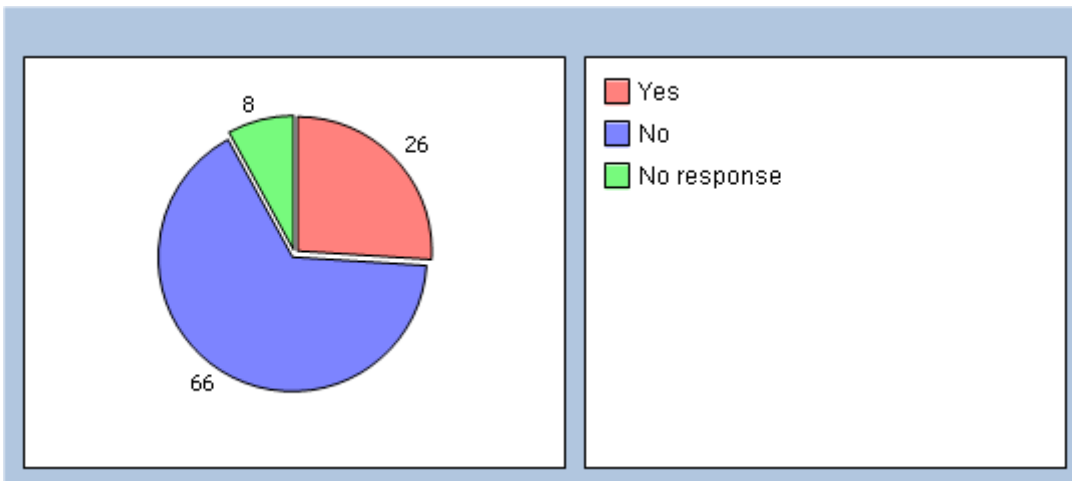


**OUR WEBSITE - [www.shaylanemedical.co.uk](http://www.shaylanemedical.co.uk)**

Our website offers a variety of information about the practice, our staff and the services that we offer. There are links to other reputable healthcare websites. You can also request repeat prescriptions and make appointments from the website (although you must register to use these services).

**Have you visited our website for anything recently?**

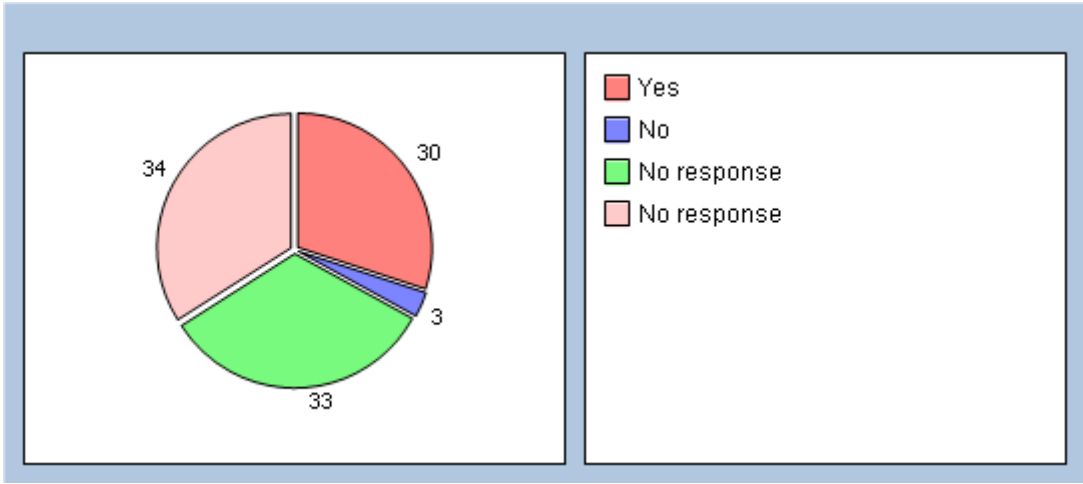
- Yes 26%
- No 66%
- No response 8%



**If yes, what did you want to find out?**

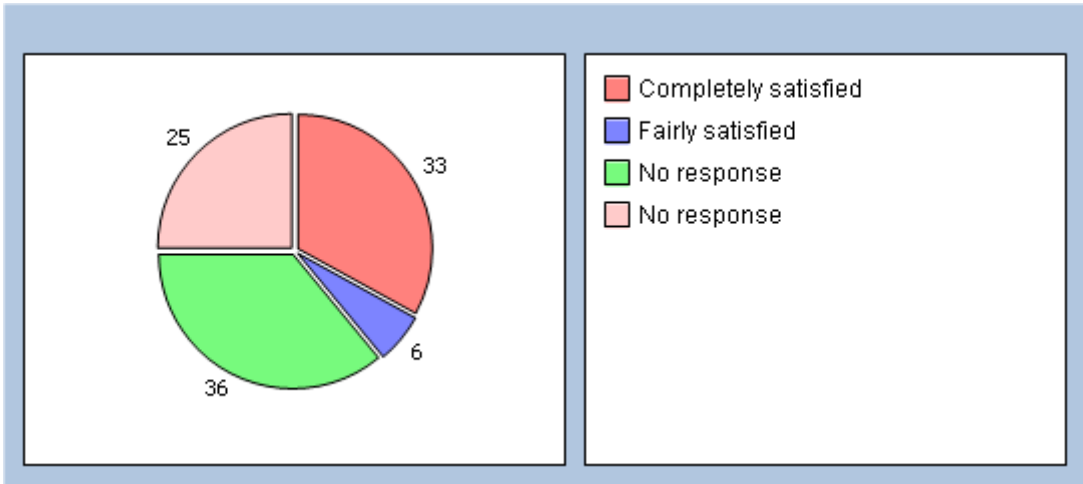
**Were you successful?**

- Yes 30%
- No 3%
- No response 33%
- No response 34%



**If you have visited the website, how satisfied are you with it overall?**

- Completely satisfied 33%
- Fairly satisfied 6%
- Not very satisfied 0%
- Very dissatisfied 0%
- No response 36%
- No response 25%

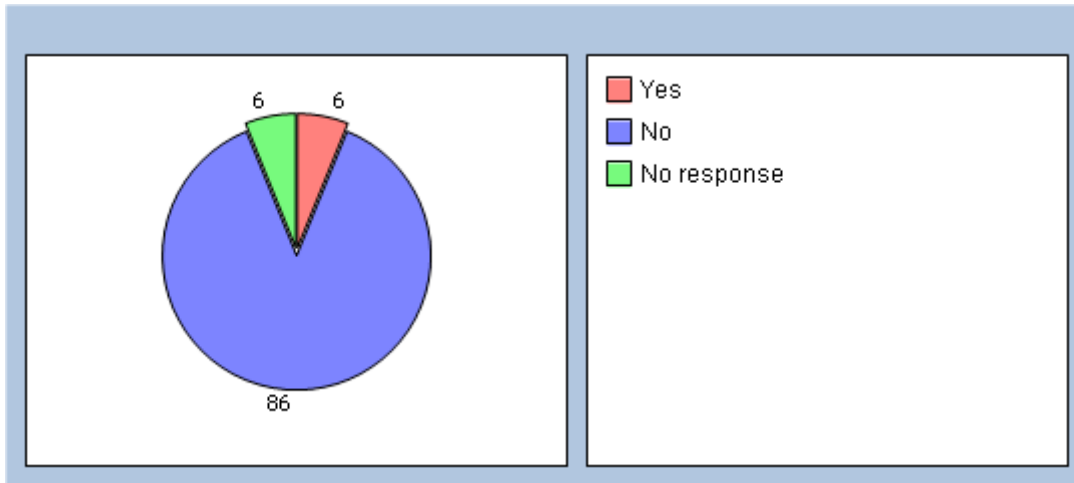


**If you have any suggestions on how our website could be improved please let us know**

**TRAVEL CLINIC - This is a private service and not covered by the NHS.**

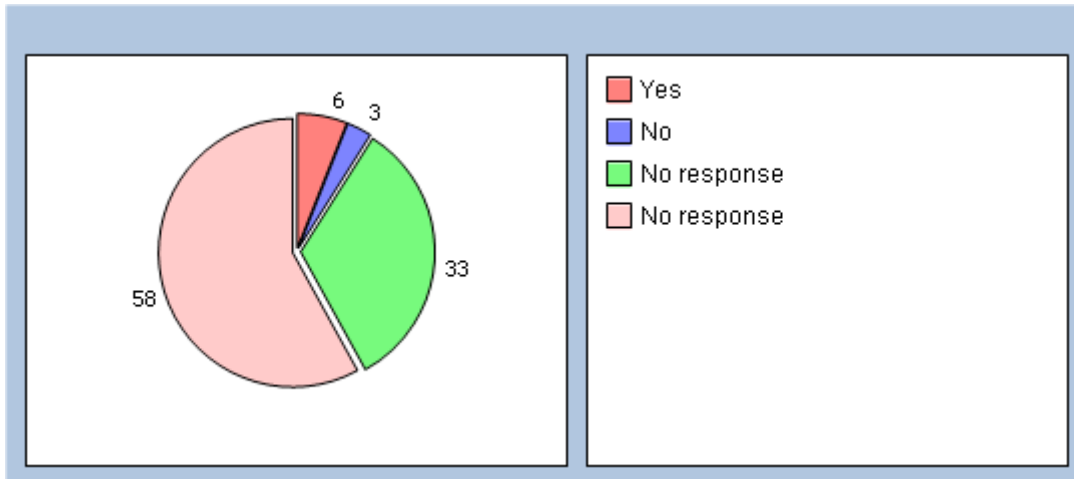
**Have you ever used our travel service?**

- Yes 6%
- No 86%
- No response 6%



**If yes, were you satisfied with the level of service that you received?**

- Yes 6%
- No 3%
- No response 33%
- No response 58%



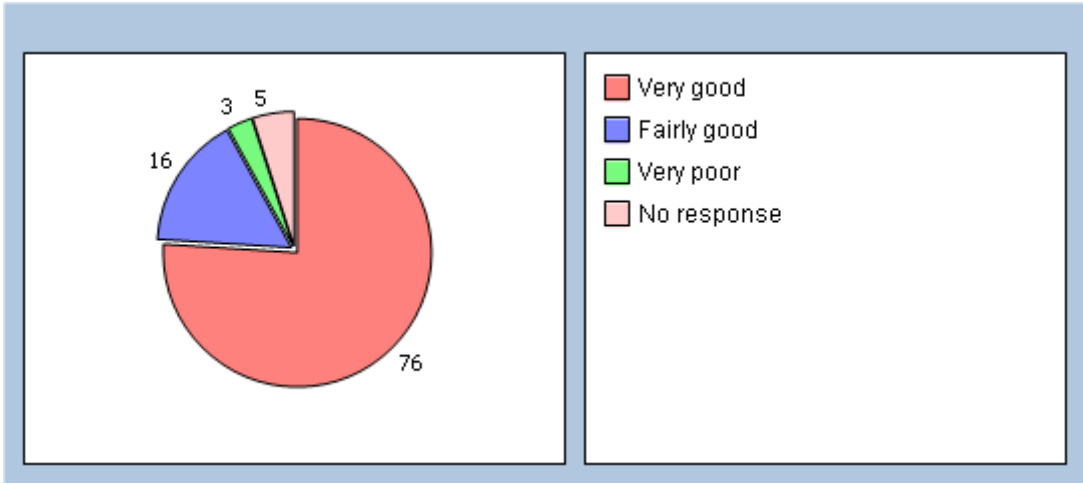
**If no, what aspects of the service were you not satisfied with and how could the service be improved?**

**Why did you decide to use our travel service and not one of the larger walk in travel clinics?**

**PATIENT EXPERIENCE**

**Overall, how would you describe your experience of this GP practice?**

- Very good 76%
- Fairly good 16%
- Neither good nor poor 0%
- Fairly poor 0%
- Very poor 3%
- No response 5%

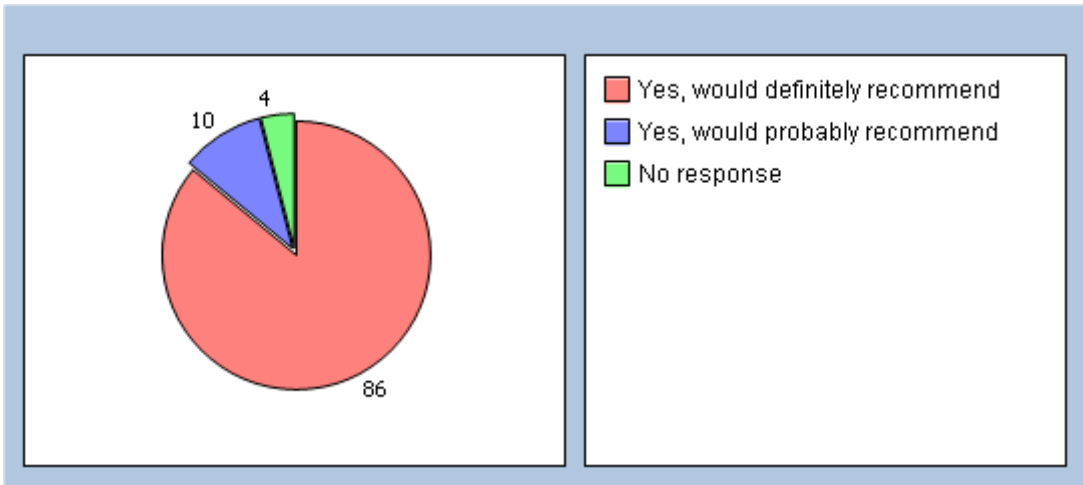


**What is the best thing about this GP practice?**

**Please list any improvements that you would like to see at the practice**

**Would you recommend this GP practice to someone who has just moved to the area?**

- Yes, would definitely recommend 86%
- Yes, would probably recommend 10%
- No, would probably not recommend 0%
- No would definitely not recommend 0%
- No response 4%



## **Comments from the Practice Team & follow up actions**

Results were discussed at the practice meeting 24<sup>th</sup> March 2014.

### **Number of responses: 30**

The number of responses is lower than last year. In order to try and determine why I contacted some of the VPPG members and generally the feedback from those patients that hadn't completed the survey was that they felt the public were being bombarded with questionnaires and surveys about Doctors (some had been asked to complete surveys for individual GPs for revalidation purposes) and that they preferred to contact the practice directly if they had any issues to raise.

### **NHS Changes**

#### **Practice Team Comments:**

At a practice level we have endeavoured to reduce the impact on our patients of the changes within the NHS. Local services such as the Ear Care Service and wound care have been taken out of the responsibility of the individual GP practices and centralised under the control of the Care Coordination Service. Whilst the practice had no control over this decision we were conscious that this would affect some of our patients that were used to seeing the practice nurses for those services.

#### **Action**

We will continue support our patients and try to minimise the impact of future changes to local health services wherever possible.

### **Accessing Emergency Services**

#### **Practice Team Comments:**

The practice team were pleased to see that most patients seem to have accessed the emergency services appropriately. Concerns were raised at the 3% of patients that didn't contact surgery and accessed the emergency services because they wanted to be seen at convenient time and location. We felt that as a practice we provide a high level of access for patients to both routine and urgent appointments throughout the day but obviously sometimes patients will choose to access another service for health care to suit their situation at the time.

#### **Action**

We concluded that whilst this wasn't ideal as the 3% represented just one patient we felt that no follow up action was required.

### **Appointments**

#### **Practice Team Comments:**

The practice teams were pleased to see that 6% of patients are already booking their appointments through the new online service. We expect this number to further increase over the next few weeks as the feedbacks from patients has been really positive.

We are pleased to see that patients continue to be satisfied with the availability of appointments with the GPs. We noted that 3% of patients were not satisfied with the availability of appointments with a practice nurse and after discussion the practice team feel confident that the only time that the 3% of patients may have encountered difficulty booking appointments ahead of time was during holiday periods.

As previously stated as the 3% equates to 1 patient I am happy to discuss the experiences that the particular patient had on an individual basis. My contact details for easy reference are Tel: 0161 980 2656 or alternatively [claire.farrell@nhs.net](mailto:claire.farrell@nhs.net).

We are pleased to see that patients continue to be satisfied with the availability of the GPs for telephone consultations.

The Clinicians take large numbers of calls from patients every day. In most cases if a patient calls to speak to a doctor during morning surgery they will be asked to call back at 11 when the doctors have finished surgery. If they call in the afternoon they will be asked to call between 2 and 3 or a number will be taken for a doctor to call back after afternoon surgery has finished.

We try to educate patients to call to speak to the doctors outside of surgery hours. There is a telephone message which details the times that patients can call for test results, this information is also displayed on our website and reception desk.

If patients with routine requests call between the specific times, this frees up the phone lines during peak times for patients trying to contact the surgery urgently.

The Clinicians do not steadfastly stick to the allocated phone times and patients can and do access the GPs easily throughout the day.

Sometimes phone lines can be busy after morning surgery and before afternoon surgery and you may be asked to call back as the doctor is engaged on another call. We do ask for your patience when this happens. We are unable to let you hold on the lines as we need to keep the phone lines free. During extremely busy periods the receptionists may ask for your telephone number and will pass a message to the doctor to give you a call back.

Actions:

As a practice we are proud of the level of access to both routine and urgent appointments that we provide our patients with. There is a routine occurrence of free appointments over the course of a day.

We believe we have a robust appointment system that enables us to continually provide good access to the clinicians for our patients when they need it.

We will closely monitor the new online appointment system and will look to further expand the online access that is available to patients.

The practice team are concerned about the increasing numbers of patients that are failing to attend for their appointments.

We have carried out a search for the last 4 years and the results are shown below.

**Numbers of patients failing to attend appointments without notifying the practice:**

<b>01.04.2010 - 25.03.2011</b>	<b>283</b>
<b>01.04.2011 - 25.03.2012</b>	<b>313</b>
<b>01.04.2012 - 25.03.2013</b>	<b>384</b>
<b>01.04.2013 - 25.03.2014</b>	<b>461</b>

We have been forced to implement a DNA Policy where patients that fail to attend 3 consecutive appointments will receive a letter from the practice informing them of the dates of the missed appointments and advising that they may de-register and have to find another practice if they continue to miss appointments.

The most alarming element of the research into missed appointments was the high number of patients that call to request an urgent appointment, are given an appointment within an hour and then fail to attend but then call later to request another urgent appointment later in the day.

Ensuring that patients can access a clinician in a timely manner when they need to is a high priority for all of the practice team. In order to maintain the high standard of service we provide



we do ask that patients attend appointments or give the practice adequate notice that they wish to cancel.

### **Prescriptions**

Practice Team Comments:

We are pleased to see that patients are satisfied with the system that we have in place for ordering prescriptions.

We work hard to ensure that prescriptions are issued in a timely and efficient manner.

We asked the question about a pharmacy being located within the medical centre to gauge interest from patients as we feel that this would prove to be beneficial to our patients. We are pleased to see that 86% of patients stated that they would use the pharmacy to collect their medication.

#### **Actions:**

We will continue to encourage patients to sign up to the online prescription ordering system.

### **Our Website**

Practice Team Comments:

We received very positive comments about our website from the patients that had visited it.

The website is updated regularly and contains information about the practice staff and our policies.

It also contains information about the wider NHS which is also updated regularly.

#### **Actions:**

We will continue to review our website and the information that it posted on to it. Comments and suggestions are always welcome from patients.

### **Travel Clinic**

#### **Practice Team Comments:**

We felt it was important to include this topic in the survey so we could gain feedback from patients that had used the service and to also give feedback from the practice team about this type of service.

We are pleased to see that the majority of feedback was positive.

We feel it is important to use this opportunity to remind patients that the travel clinic is a private service and is not covered by the NHS.

We feel that we provide an exceptionally good and thorough travel service and the comments that we received from patients reflect this. Patients commented that they find our travel clinic to be convenient, they like that they are seen by clinicians that they are familiar with, that they trust and have knowledge of their medical history.

#### **Actions:**

Again, comments and suggestions for improving the service are always welcome from patients.

## **Patient Experience**

Practice Team Comments:

We are delighted to see that 92% of patients describe their experience of our practice as being good and that 96% of patients would recommend this GP practice to someone who has just moved to the area.

We are disappointed that 3% of patients described their experience as very poor and I would hope that the particular patient would contact me to discuss the issues on an individual basis.

Whilst we endeavour to provide a good service unfortunately on occasion things can go wrong and when this happens we like to find out before the patient leaves the surgery so we can put right what has gone wrong.

Patients can contact us at any time if they are not satisfied with the service that they have received. We have complaints / suggestion forms in the reception area, they can ask to speak to me at the surgery or email [claire.farrell@nhs.net](mailto:claire.farrell@nhs.net).

We have discussed many of your suggestions and whilst some of them are not within our remit to change at this stage we will provide feedback to the VPPG when we have made progress.

We are looking to install a self-check in machine. We feel that this may speed up the check in process for patients during busy periods.

We are looking to into the possibility of introducing a SMS Text Reminder Service to hopefully reduce the number of patients that are failing to attend their appointments.

We will look into the leaflets that we have available in the waiting room areas with a view to trying to index them better.

We are aware of the problems with parking at busy periods. We do try and ensure that the car park spaces are reserved for patients but it is difficult as the car park is unfortunately used by our neighbours.

A lot of very positive comments were received from patients as part of this survey and the practice team would like to take this opportunity to thank you for taking the time to include those comments.

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## **General information**

Confirmation of the surgery opening times

Monday to Friday - 08:30am – 18:00pm

To speak to a Doctor

Monday to Friday between 11am & 12 midday and 2pm & 3pm

To contact the practice for test results

Monday to Friday between 11am & 12 midday and 2pm & 3pm

Contact details for Claire Farrell, Practice Manager

Email – [claire.farrell@nhs.net](mailto:claire.farrell@nhs.net)

Telephone – 0161 980 2656

Website: [www.shaylanemedical.co.uk](http://www.shaylanemedical.co.uk)

General practice email: [enquiries.patelpractice@nhs.net](mailto:enquiries.patelpractice@nhs.net)

New Online Appointment Booking &  
Prescription Ordering Systems

For more information please:

Visit our website [www.shaylanemedical.co.uk](http://www.shaylanemedical.co.uk)

Email us at [enquiries.patelpractice@nhs.net](mailto:enquiries.patelpractice@nhs.net)

Ask at reception