

# THE FOXHAYES PRACTICE

## PATIENT PARTICIPATION DIRECTED ENHANCED SERVICE REPORT - YEAR 2

The purpose of this report is to provide an up-date on how the Partners of the Foxhayes Practice, Mrs. Gillian Champion and Dr Carl Bracey have worked with the community of patients to involve them with changes within the Practice, thereby aspiring and committed to improve the overall patient experience.

### **SUMMARY OF PREVIOUS POSTION**

#### **BACKGROUND**

The Foxhayes Practice, founded in 2004, has always been committed to patient involvement. Within 6 months of it existence the partners of the practice developed a patient reference group. The group met on a 3 monthly basis, with a structure agenda of service development, together with organisational and performance management.

From its conception all complaints were shared with group members, together with significant event audits. The members of the group were also invited to participate in the recruitment process of staff, as well as sharing in the interview process.

2007 saw the foundation of the Friends of Foxhayes. This was set-up at the time with a small grant from Exeter PCT. The main functions of this group are to write, and publish the biannual newsletter, fundraise, and run the allotment club.

Both of these groups continued until 2011, when the partners of the practice reviewed the role and function of each group to assess whether either group conformed to the requirements stated in the contractual terms of Directed Enhanced Service: it was agreed by the partners that neither group conformed. Initially the patient reference group was ended to be replaced with a virtual, internet based group.

## The Development of the Group

Gillian Champion supported by a practice administrator Zoe Newey was given the responsibility to develop a virtual group to replicate the diversity, age, sex, ethnicity of the practice population.

At this time, one practice in the area reported that they had received a very good response to their invitation to patients to join their participation group. The practice manager was happy to share, his experience and expertise with Gillian and her team. It was decided, that as this model has been tried and tested, it would be beneficial to adopt this model of engagement at the Foxhayes Practice.

In February 2012, 57 patients joined the group and the group has grown over the year, and to-date there are 100 members. 15 members did not give information regarding their age and gender for this group and as a practice we have respected their decision. The staff team has shown commitment over the year, with 2 campaigns to increase the membership; one campaign was in October and November during the influenza vaccination programme at the Practice, and the other during January and February. All newly registered patients are given information about the Group at the time of their registration. There is also information available on the Practice web-site - [www.thefoxhayespractice.co.uk](http://www.thefoxhayespractice.co.uk)

| AGES        | MALE | FEMALE | TOTAL |
|-------------|------|--------|-------|
| 0-18        | 1    | 0      | 1     |
| 19-25       | 1    | 4      | 5     |
| 26-35       | 5    | 17     | 22    |
| 36-45       | 7    | 17     | 24    |
| 46-55       | 4    | 5      | 9     |
| 56-65       | 10   | 7      | 17    |
| 66-75       | 4    | 1      | 5     |
| 76 AND OVER | 2    | 0      | 2     |
| Number      | 36   | 57     | 85    |

TABLE 1: Shows the age and gender distribution of the Foxhayes Practice Patient Participation Group.

Overall the distribution of the PPG is similar to that of the practice population in that, there are more members that are white/ British, 1 member Indian, 1 member Chinese, 1 member white South African, and 1 member white/ European.

### *The work-plan*

The 2102 work plan was written and agreed with members of the PPG. The plan focused on two areas of improvement as identified in the Patient Survey 2012:

#### REPEAT PRESCRIBING

#### TEST RESULTS

##### Repeat Prescribing

The Partners of the Practice and the staff team were surprised and disappointed that the Patient Survey 2012 showed that 17% of patients waited more than 2 days for their repeat prescription to be processed.

It was agreed with the PPG to investigate this. During July 2012, a member of the staff team audited the repeat prescribing process. The results of which showed that 99 % of prescriptions were process within 24 hours. However, what we identified was a lack of knowledge by patients. There was an assumption that all medicines were available on a repeat basis, and the concept of the differences between current and repeat medication was not recognized by patients.

Following a meetings of the Friends of Foxhayes and the staff team, Mrs. Gillian Champion, decided to improve the information available to patients. The first initiative was to write an article for the Summer Newsletter. This was done jointly with Dr Bracey. - see Appendix 1. The second action was to design a patient leaflet. The process was to send an email to patients asking them to agree the format and working of the leaflet. (Appendix 2). A copy of this leaflet is included in the practice leaflet pack, available on the web-site, and is personally given to patients at the point of prescribing by members of the clinical team.

## Test Results

During 2012, the Practice changed its information technological system, to System 1. This provided the staff team to adopt modern technology to improve communication with patients. The new system can be set-up to send SMS messages to patients.

The Patient Survey 2012, showed that approximately 47% of patients had blood tests in the preceding 6 months, of 63 % were happy with the way in which results were given, but 30% a third of patients were fairly satisfied.

During the autumn of 2012, a letter was emailed to all members of the PPG to seek opinion with regards to the implementation of a SMS service to patients. The practice received a good reply from this letter, and 8 patients volunteered to attend a focus group to discuss in detail.

The topics discussed at the meeting were:-

Would you be happy for us to use SMS messages to give test results?

Are there any specific test results you would like via SMS messaging such as urine, swabs, and blood results?

Do you see any advantages in adopting this method of communication for test results?

Do you see any pitfalls in using SMS messaging for communication of test results?

Members of the Focus Group were overwhelmingly supportive of the practice to implement the use of SMS to communicate satisfactory results to patients, provided that patients gave their consent to do so, and those other methods of communication i.e. telephone and letters are not stopped.

Members of the Focus Group sought reassurance that there would be an audit trail, so that patients who failed to respond to a message would be picked up. Members of the group also recommended that a leaflet was designed to explain the process to patients as well as defining the

responsibilities of the patient and the practice. Mrs. Gillian Champion will be taking this forward.

Other feedback provided by patients, implemented by the practice, include the setting-up of automatic email response to patients using email as the method of communication to order repeat prescribing.

During the year, one member of the staff team left the team, to work on the medical secretary bank at a local hospital. One of the patients did participate in the interview panel.

### *The Patient Survey 2013*

The Patient Survey 2013 was similar to the 2012 Survey. The number of patients completing the survey was 202 compared to 106 in 2012. Once again this reflects the dedication of the staff team. - see Appendix 3

#### Headlines

88% of patients were satisfied or very with the Foxhayes Practice opening hours

97% of patients found the receptionist fairly helpful or very helpful

88% of patients were seen within 15 minutes of their appointment time

*In the range of questions regarding patients experience:-*

*When seeing a doctor or nurse 90% of patients responded that the experience was good or very good*

*96% of patients were very satisfied or fairly satisfied with the level of care provided at Foxhayes 1% (1 patient) in this survey was very dissatisfied*

*Of those patients who contacted the practice to obtain medical results 93% were either very satisfied or fairly satisfied*

*Interestingly 71% of patient survey population were happy to get results, review appointment, and immunization via text message.*

*Plans for next year - 2013/14*

The Partners would like to work with patients to continually improve the service we provide to our patient population. Following the analysis of the Survey 2013 the staff team would focus on:-

Following a comment made by one of the patients

Please provide an anchor point at the front of the practice to lock a push bike to as this is very difficult and I assume I am not the only patient who arrives by Bike.

The Partners will explore whether an anchor point could be made.

Communication.

The Partners of the practice are committed to explore the introduction of SMS messaging as one of the methods of communication to patients. The learning from the focus group will be utilized, and reviewed during the year.

The Foxhayes Practice opening hours are

Monday 08.00-18.00

Tuesday 08.30 -18.00 late night opened until 20.00

Wednesday 08.30- 18.00

Thursday 08.30-18.00

Friday 08.00- 18.00

APPENDIX ONE - COPY OF ARTICLE PUBLISHED IN THE SUMMER NEWSLETTER 2012

*Dr Carl Bracey writes.....*

## **THE DIFFERENCES BETWEEN REPEAT AND CURRENT DRUGS/DRESSINGS**

The issuing of repeat prescription is complex, and over the summer we hope to work with you to improve things.

One of the issues that I deal with on a daily basis is the difference between repeat and current medication. I thought it maybe worthwhile looking at this together.

**Repeat medications:** These are drugs that your Doctor or Nurse Prescriber wants you to take on a long-term basis for chronic conditions. For example Asthma, Diabetes or Hypertension (high blood pressure). A clinical decision is taken that it is safe for you to take these drugs on a continual basis for up to 12 months maximum. These drugs are always typed on the right-hand side of your prescriptions, together with details on how you arrange a new supply of medication. You can order a new supply via the web-site, email, written request, fax or by attending the practice in person. Telephone requests for repeat medication can not be taken over the telephone; this is considered unsafe, and not recommended.

**Current medications:** There are groups of drugs and situations when your Doctor or Nurse will prescribe for you on a current basis. These groups of drugs are commonly short-courses of medication for example a course of antibiotics, or a course of steroids for an acute attack of asthma. Other drugs prescribed on this basis are strong pain-killers often of the opioid type, anti-depressants and dressings. When making decision whether to prescribe on a current or repeat basis, the Prescriber will consider both safety and quality care. For example it is not good to prescribe pain killers on a long-term basis, because some of these drugs are addictive, or they may be treating the symptoms without tackling the underlying problem.

The other situations when medication is prescribed on a current basis, is when the Doctor or Nurse is changing your drug regime; either changing the dose or changing the regime of medication you are taking. Therefore often the Clinician will want to see you for a review *before* changing the medication to a repeat drug.

Regularly we receive requests for medication which is not prescribed on a repeat basis. In the majority of cases if is safe to prescribe a new supply, we do. However, sometimes your Doctor or Nurse Prescriber needs additional information, or will need to see you. In these situations a member of the Administration Team will contact you.


Overall therefore, if your medicine is listed on the right-hand side of your prescription, your medicines are prescribed on a *continual* basis up to 12 months without a review. Conversely, if the drug your require is not listed, this is considered to be a *current*

medication. You can still request a repeat, but the qualified prescriber will access whether it is safe to prescribe or not. If not, a member of the Staff Team will contact you for more information.

We hope this provides you with an adequate explanation, if you need more information do contact Julia Kingdon or Gill Champion at the Practice.

## APPENDIX 2

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The Foxhayes Surgery

**YOUR MINI GUIDE TO  
REPEAT PRESCRIPTIONS**

'Repeat' prescriptions are medications that your Doctor or Nurse has prescribed for you to take regularly on a long term basis.

You may have been prescribed medication that does not appear on the counterfoil (tear off sheet) attached to your prescription, this is called 'current' medication. This means these medications are *not* prescribed on a 'repeat' basis because they may have been prescribed for a specific period of time such as antibiotics, or you may have been prescribed other types of medication that the Doctor. For this type of medicine the Doctor may need to see you again before prescribing more. If you request 'current' medication, this will be reviewed by a prescriber and you will be contacted if there is a problem.

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Here are some notes to help you...

Requests must be made in writing either handed in or posted, via email, via our website [www.foxhayespractice.co.uk](http://www.foxhayespractice.co.uk), or by fax.

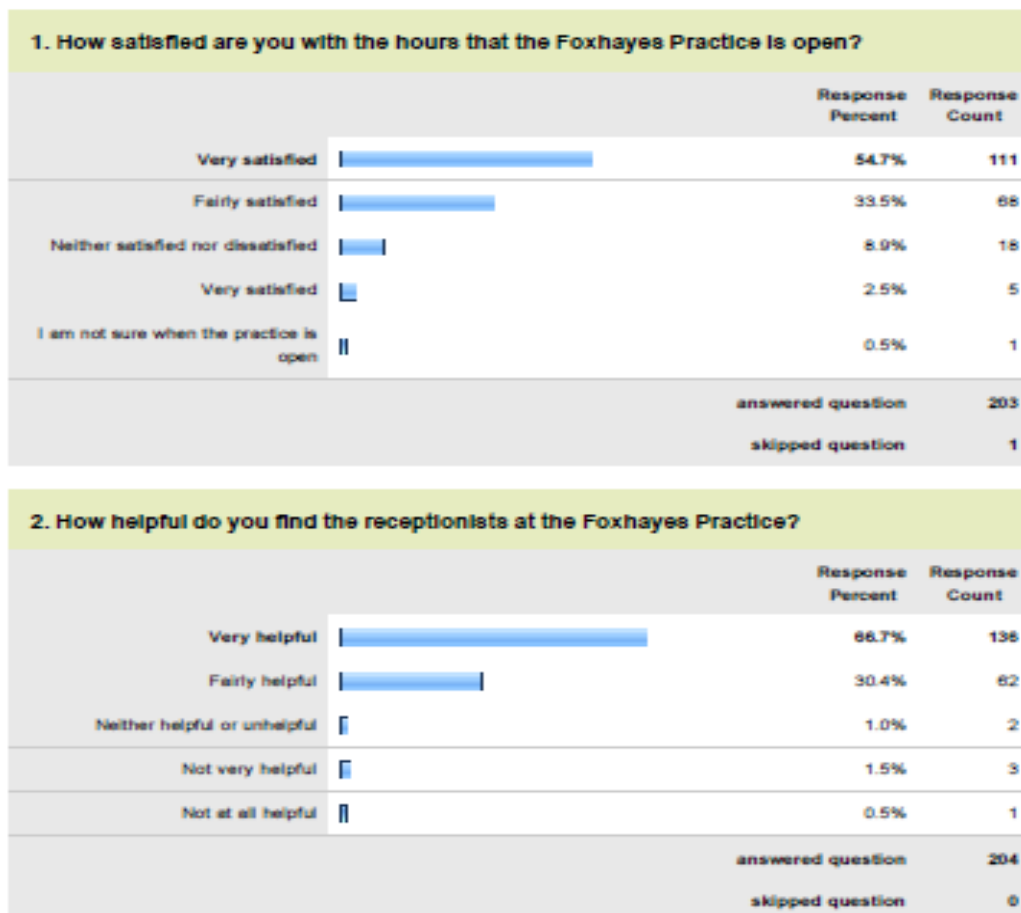
Please allow 48 hours to process your request.  
Please allow 72 hours to process if requested on a Friday, or if you are ordering through a chemist.  
We do not take requests over the phone.

To save you having to come to the surgery to collect your prescription, we can arrange for a pharmacy to collect your prescription on your behalf. You can then collect your medication directly from the chemist. You can choose from Exwick Pharmacy, Luxtons Pharmacy, Sainsbury's (Alphington and Guildhall branches), Superdrug and Boots (High Street and Exe Bridge branches). Do allow 72 hours for prescription to be processed. Thank you.



## APPENDIX 3

### Foxhayes Patient Survey 2013



### 3. How long after your appointment time do you normally wait to be seen?

|   |  | Response Percent  | Response Count |
|---|--|-------------------|----------------|
| I am normally seen at my appointment time |  | 10.3%             | 21             |
| Less than 5 minutes                       |  | 19.6%             | 40             |
| 5 to 15 minutes                           |  | 58.3%             | 119            |
| 16 to 30 minutes                          |  | 12.3%             | 25             |
| More than 30 minutes                      |  | 0.5%              | 1              |
| Can't remember                            |  | 1.0%              | 2              |
|   |  | answered question | 204            |
|   |  | skipped question  | 0              |

**4. Last time you saw a doctor at the Practice, how good was the doctor at each of the following?**

|  | Very good   | Good       | Neither good or poor | Poor     | Very poor | doesn't apply | Rating Count |
|--|-------------|------------|----------------------|----------|-----------|---------------|--------------|
| Giving you enough time                     | 68.0% (134) | 27.1% (55) | 3.0% (6)             | 1.0% (2) | 1.0% (2)  | 1.0% (2)      | 203          |
| Asking about your symptoms                 | 59.3% (121) | 33.3% (68) | 4.4% (9)             | 1.0% (2) | 1.0% (2)  | 1.0% (2)      | 204          |
| Listening to you                           | 60.8% (124) | 31.0% (63) | 3.4% (7)             | 2.0% (4) | 1.0% (2)  | 1.0% (2)      | 204          |
| Explaining tests and treatments            | 55.2% (112) | 31.0% (63) | 6.4% (13)            | 1.5% (3) | 0.5% (1)  | 5.9% (12)     | 203          |
| Involving you in decisions about your care | 55.7% (113) | 31.5% (64) | 6.4% (13)            | 1.5% (3) | 0.5% (1)  | 4.4% (9)      | 203          |
| Treating you with care and concern         | 59.8% (122) | 32.4% (66) | 4.4% (9)             | 0.5% (1) | 2.0% (4)  | 1.0% (2)      | 204          |
| Taking your problems seriously             | 59.8% (118) | 30.3% (60) | 6.1% (12)            | 1.0% (2) | 2.0% (4)  | 1.0% (2)      | 198          |
| <b>answered question</b>                   |             |            |                      |          |           |               | <b>204</b>   |
| <b>skipped question</b>                    |             |            |                      |          |           |               | <b>0</b>     |

**5. Did you have confidence and trust in the doctor you saw?**

|                          | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes, definitely          | 69.3%            | 140            |
| Yes, to some extent      | 25.2%            | 51             |
| No, not at all           | 3.5%             | 7              |
| Don't know/can't say     | 2.5%             | 5              |
| <b>answered question</b> |                  | <b>202</b>     |
| <b>skipped question</b>  |                  | <b>2</b>       |



**6. Last time you saw a practice nurse at Foxhayes, how good was the nurse at each of the following?**

|  | Very good   | Good       | Neither good or poor | Poor     | Very poor | doesn't apply     | Rating Count |
|--|-------------|------------|----------------------|----------|-----------|-------------------|--------------|
| Giving you enough time                     | 70.4% (143) | 23.2% (47) | 3.0% (8)             | 1.5% (3) | 0.5% (1)  | 1.5% (3)          | 203          |
| Asking about your symptoms                 | 62.6% (127) | 27.6% (58) | 3.0% (8)             | 1.5% (3) | 0.5% (1)  | 3.0% (8)          | 203          |
| Listening to you                           | 69.0% (140) | 24.6% (50) | 2.5% (5)             | 0.5% (1) | 1.5% (3)  | 2.0% (4)          | 203          |
| Explaining tests and treatments            | 62.7% (128) | 25.4% (51) | 5.5% (11)            | 0.5% (1) | 1.5% (3)  | 4.5% (9)          | 201          |
| Involving you in decisions about your care | 59.1% (120) | 25.6% (52) | 7.9% (16)            | 0.5% (1) | 1.5% (3)  | 5.4% (11)         | 203          |
| Treating you with care and concern         | 69.3% (140) | 23.3% (47) | 3.5% (7)             | 2.0% (4) | 0.5% (1)  | 1.5% (3)          | 202          |
| Taking your problems seriously             | 64.5% (129) | 23.0% (48) | 5.5% (11)            | 1.5% (3) | 0.5% (1)  | 5.0% (10)         | 200          |
|  |             |            |                      |          |           | answered question | 203          |
|  |             |            |                      |          |           | skipped question  | 1            |

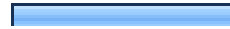




**7. In general, how satisfied are you with the care you get at the Foxhayes Practice?**

|                                    | Response Percent  | Response Count |
|------------------------------------|-------------------|----------------|
| Very satisfied                     | 60.1%             | 122            |
| Fairly satisfied                   | 32.0%             | 65             |
| Neither satisfied nor dissatisfied | 5.4%              | 11             |
| Fairly dissatisfied                | 2.0%              | 4              |
| Very dissatisfied                  | 0.5%              | 1              |
|                                    | answered question | 203            |
|                                    | skipped question  | 1              |

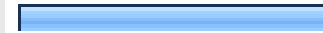
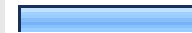



**8. Are you currently taking any long-term medication prescribed by your doctor or nurse? If NO, please go to question 11**

|                   |   | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes               |  | 80.1%            | 122            |
| No                |  | 19.9%            | 31             |
| answered question |   |                  | 203            |
| skipped question  |   |                  | 1              |



**9. How do you order a new supply of your medication?**

|                            |   | Response Percent | Response Count |
|----------------------------|---|------------------|----------------|
| Visiting the practice      |    | 46.6%            | 61             |
| Written request via post   |    | 6.1%             | 8              |
| email                      |    | 28.2%            | 37             |
| Ordered through a pharmacy |    | 18.8%            | 22             |
| Other                      |  | 13.7%            | 18             |
| answered question          |   |                  | 131            |
| skipped question           |   |                  | 73             |


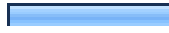



**10. Are you satisfied with the service provided to you?**

|                                    |   | Response Percent  | Response Count |
|------------------------------------|---|-------------------|----------------|
| Very satisfied                     |  | 59.2%             | 84             |
| Fairly satisfied                   |  | 33.8%             | 48             |
| Neither satisfied nor dissatisfied |  | 3.5%              | 5              |
| Fairly dissatisfied                |  | 2.8%              | 4              |
| Very dissatisfied                  |  | 0.7%              | 1              |
|                                    |   | answered question | 142            |
|                                    |   | skipped question  | 62             |

**11. Within the last 6 months, have you contacted the Practice to OBTAIN RESULTS of a blood test or other pathological tests? If NO, please go to question 13.**

|     |   | Response Percent  | Response Count |
|-----|---|-------------------|----------------|
| Yes |  | 38.3%             | 77             |
| No  |  | 61.7%             | 124            |
|     |   | answered question | 201            |
|     |   | skipped question  | 3              |

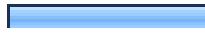

**12. Were you satisfied with how the information was given to you?**

|                                    |   | Response Percent | Response Count |
|------------------------------------|---|------------------|----------------|
| Very satisfied                     |  | 58.5%            | 48             |
| Fairly satisfied                   |  | 32.9%            | 27             |
| Neither satisfied nor dissatisfied |  | 6.1%             | 5              |
| Fairly dissatisfied                |  | 2.4%             | 2              |
| Very dissatisfied                  |  | 1.2%             | 1              |

We welcome any comments you may have on how we communicate your results to you. Please use the box below.

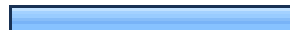

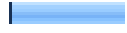
|                   |     |
|-------------------|-----|
| answered question | 62  |
| skipped question  | 122 |

**13. Within the last 6 months, have the staff team contacted you to ARRANGE AN APPOINTMENT , for example; a blood test, medication review, vaccinations, blood pressure check or to review any long term conditions such as diabetes or asthma? If NO, please go to question 16.**

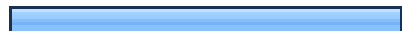

|     |   | Response Percent | Response Count |
|-----|---|------------------|----------------|
| Yes |  | 40.3%            | 81             |
| No  |  | 59.7%            | 120            |

|                   |     |
|-------------------|-----|
| answered question | 201 |
| skipped question  | 3   |

#### 14. How did you receive this information?

|                   |   | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Telephone call    |  | 66.7%            | 69             |
| Letter            |  | 11.1%            | 10             |
| Other             |  | 22.2%            | 24             |
| answered question |   |                  | 99             |
| skipped question  |   |                  | 114            |

#### 15. Did you act on the information given to you? For example, did you make an appointment?

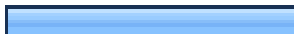
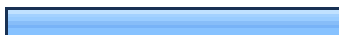


|     |  | Response Percent | Response Count |
|-----|--|------------------|----------------|
| Yes |  | 93.3%            | 83             |
| No  |  | 6.7%             | 6              |

We welcome any comments you may have on how we could improve communication with you. Please use the box below.

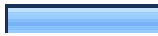
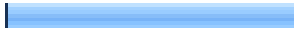
|                   |  |  |     |
|-------------------|--|--|-----|
| answered question |  |  | 89  |
| skipped question  |  |  | 115 |




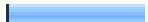






**16. Are you happy to receive text messages from the surgery for any of the following?**

|   |   | Response Percent  | Response Count |
|---|---|-------------------|----------------|
| Test results                                |  | 65.8%             | 131            |
| To arrange an appointment for review        |  | 76.4%             | 152            |
| To arrange an appointment for immunisations |  | 69.3%             | 138            |
| None  |  | 15.1%             | 30             |
|   | Other (please specify)  |                   | 0              |
|   |   | answered question | 199            |
|   |   | skipped question  | 5              |









**17. Are you male or female?**

|        |   | Response Percent  | Response Count |
|--------|---|-------------------|----------------|
| Male   |  | 34.5%             | 69             |
| Female |  | 65.5%             | 131            |
|        |   | answered question | 200            |
|        |   | skipped question  | 4              |

### 18. How old are you?

|            |   | Response Percent  | Response Count |
|------------|---|-------------------|----------------|
| Under 18   |   | 0.0%              | 0              |
| 18 to 24   |  | 8.9%              | 14             |
| 25 to 34   |  | 28.6%             | 58             |
| 35 to 44   |  | 20.2%             | 41             |
| 45 to 54   |  | 20.2%             | 41             |
| 55 to 64   |  | 10.8%             | 22             |
| 65 to 74   |  | 7.0%              | 18             |
| 75 to 84   |  | 5.4%              | 11             |
| 85 or over |  | 0.5%              | 1              |
|            |   | answered question | 203            |
|            |   | skipped question  | 1              |

### 19. What is your current marital or civil partnership status?

|   |   | Response Percent  | Response Count |
|---|---|-------------------|----------------|
| Single, that is, never married or in a civil partnership        |  | 21.7%             | 43             |
| Married   |  | 54.0%             | 107            |
| In civil partnership  |  | 4.5%              | 9              |
| Widowed   |  | 3.5%              | 7              |
| Surviving partner of a civil partnership                        |  | 0.5%              | 1              |
| Separated, but still legally married                            |  | 3.5%              | 7              |
| Separated, but still legally in civil partnership               |   | 0.0%              | 0              |
| Divorced  |  | 11.1%             | 22             |
| Formerly in a civil partnership which is now legally dissolved. |  | 1.0%              | 2              |
|   |   | answered question | 195            |
|   |   | skipped question  | 6              |

20. To which of these ethnic groups do you consider you belong?

|                    |  | Response Percent  | Response Count |
|--------------------|--|-------------------|----------------|
| White              |  | 96.6%             | 198            |
| Chinese            |  | 0.0%              | 0              |
| Irish traveler     |  | 0.0%              | 0              |
| Indian             |  | 0.0%              | 0              |
| Pakistani          |  | 0.0%              | 0              |
| Bangladeshi        |  | 0.0%              | 0              |
| Black Caribbean    |  | 0.0%              | 0              |
| Black African      |  | 0.0%              | 0              |
| Black Other        |  | 0.0%              | 0              |
| Mixed ethnic group |  | 1.0%              | 2              |
| Other ethnic group |  | 2.5%              | 5              |
|                    |  | answered question | 203            |
|                    |  | skipped question  | 1              |

21. In general, would you say your health is .....

|           |  | Response Percent  | Response Count |
|-----------|--|-------------------|----------------|
| Excellent |  | 11.8%             | 24             |
| Very good |  | 35.0%             | 71             |
| Good      |  | 31.0%             | 63             |
| Fair      |  | 17.7%             | 36             |
| Poor      |  | 4.4%              | 9              |
|           |  | answered question | 203            |
|           |  | skipped question  | 1              |