

Norwood Medical Centre

Patient Participation Report 2011-12

We established a Patient Participation Group in 2008. The core group aims to meet twice a year but we have also established a 'virtual' Patient Group through our website who we can contact via email. We have tried very hard to make this group representative of all our patients and we acknowledge that we are lacking young people, parents of young children and members of non -British ethnic groups. We have tried to encourage representatives of these groups to join using various methods such as notices on the website, notices in the practice and direct contact with individuals. We will continue to try to improve our overall representation. (see appendix 1 for breakdown of group)

This year we agreed with the group at a meeting in June 2011 that we would undertake a patient survey over the summer. It was agreed that we would use the existing GPAQ questionnaire that we have used in the past. The issues that the group wanted to highlight in the survey were specifically related to access to appointments quickly and with specific doctors.

The survey is available all year on line through the website and was also given out to over 350 patients visiting the surgery in July and August 2011.

The results of this survey can be found later in this report. (see appendix 2)

These results were published on the website and within the practice and were then discussed with the Patient Group at a meeting in November 2011.

The group felt that the main issues highlighted in the results were access to appointments with the GP Partners and the attitude of reception staff. These issues were translated into an action plan (see appendix 3)

We are making good progress towards the action points. Number of routine appointments with the GP Partners has already increased by 54 per week and we plan to increase this again from April.

Reception staff have received 2 half days of front-of-house training from an external training consultant and have had 2 meetings with the GPs to discuss systems and ways of improving patient care and experience. These will continue.

The Patient Group will meet again around May/June 2012 to discuss the next steps.

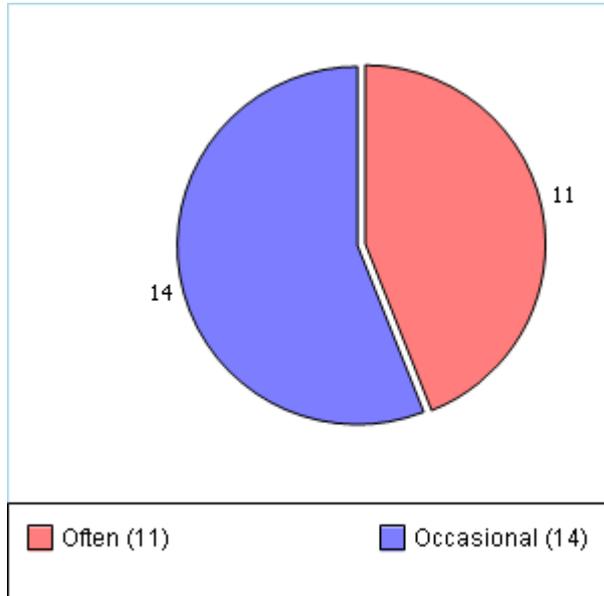
Appendix 1

Patient Reference Group

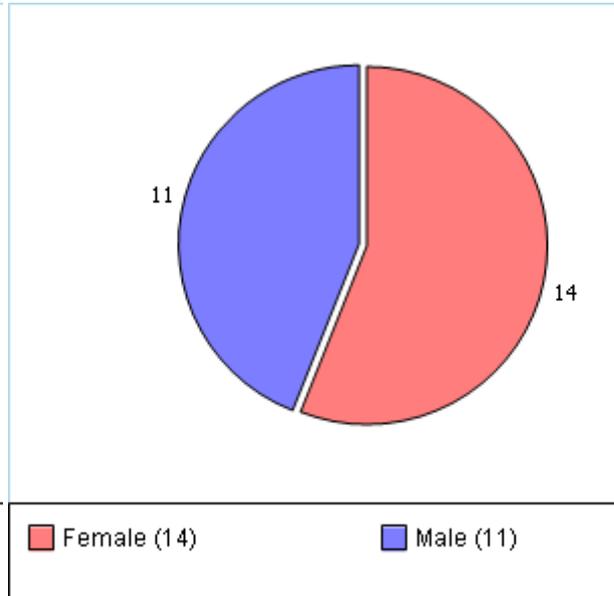
The patient group comprises 25 members

Distribution Details

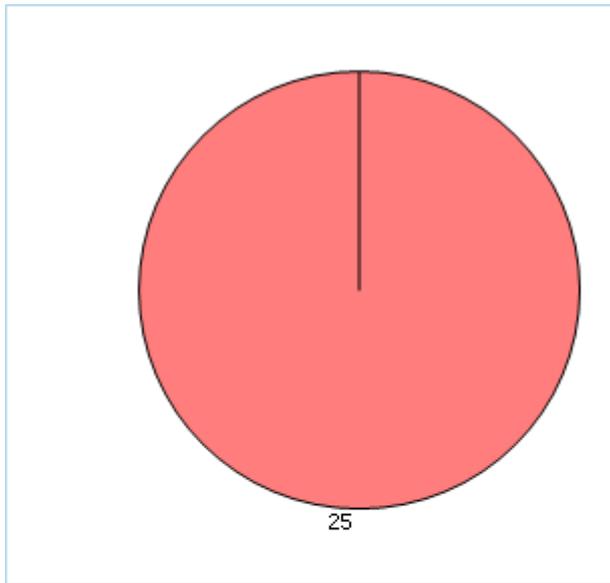
Attendance



Gender

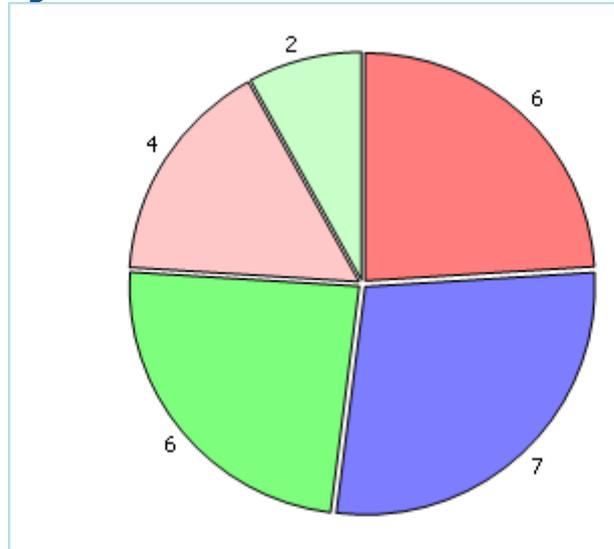


Ethnicity

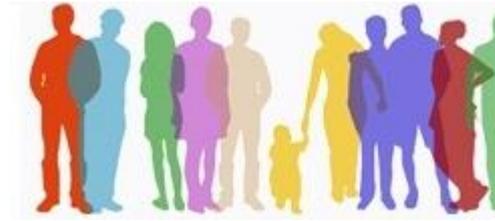


White British (25)

Age



35 - 44 (6)
45 - 54 (7)
55 - 64 (6)
65 - 74 (4)
75 - 84 (2)



Patient survey 2011



We would like to thank all the patients who kindly completed one of our questionnaires in 2011

Your comments

- Most of you are very satisfied with:
 - the waiting time for your consultation to begin
 - our doctors
 - the amount of time you spend with the doctor
 - your ability to understand your illness and cope with it
 - your ability to keep yourselves healthy
- Most of you are satisfied with the opening hours of our practice and the ability to get through to the practice by phone.
- Most of you are satisfied with the way you are treated by our receptionists, the time you need to wait for an appointment to see any doctor and the ability to speak to a doctor on the phone. However, compared to national standards, we could improve



- You were not satisfied with the time you need to wait for an appointment to see your chosen doctor, or the frequency with which you are able to see your usual doctor.

Patient survey 2011

You keep us busy: 42% of our patients tell us that they visit the doctor more than 5 times a year and 23% tell us they visit the doctor more than 7 times a year.

83% of our patients said that our receptionists treat them well (30%), very well (34%) or to an excellent standard (18%). Only 1% said the treatment is poor and 16% said the treatment is fair.

79% of our patients rated our opening hours as good (38%), very good (27%) or excellent (14%) while only 4% rated them as poor (3%) and very poor (1%). 17% think our opening hours are fair.

When asked about which additional hours they would like us to be open, 36% of our patients said on the weekend, 24% said in the evening, 4% said at lunch time and 3% would prefer the early morning.

When willing to see any doctor, most of our patients (84%) are seen within 3 working days with 23% seen on the same day. 63% of our patients find this satisfactory, and 22% think it's fair but 11% are not satisfied.

When our patients want to see a particular doctor, 50% estimate that they are usually seen within 4 working days or less, while 39% have needed to wait 5 working days or more. 32% are unhappy with this.

When our patients need to see a doctor urgently, 45% report that they are seen on the same day while 29% report that they are not accommodated until later.

80% of our patients estimate that they wait less than 10 minutes for their consultation to begin and almost nobody waits more than 20 minutes. 61% of our patients find this satisfactory and 36% think it's fair.

68% of our patients report that they are happy with the ability to get through to us on the phone and 25% think it is fair. Only 49% are happy with their ability to speak to a doctor on the phone when they have a question or need medical advice. 14% think it is fair but 15% are unhappy with this.

Only 44% of our patients report that they normally get to see their usual doctor, while 32% see their usual doctor some of the time. 24% of patients report that they almost never or never see their usual doctor. Only 53% find this satisfactory and 22% think it is fair. 25% are unhappy with this.

During their consultations:

- 90% of patients feel that our doctors are thorough when asking about their symptoms and feelings
- 92% report that their doctor listens to what they have to say
- 85% report that their doctor puts them at ease during physical examinations
- 90% report that their doctor involves them in decisions about their care
- 90% report that their doctor adequately explains their problems and treatments
- 90% report that they are happy with the amount of time spent with their doctor
- 92% report that their doctor is patient with their questions or worries, and
- 92% report feeling that their doctor is caring and concerned about them.

After a recent consultation, patients were able to understand their problems or illness:

- much more than before (44%)
- a little more than before (27%)
- the same or less than before (15%).

Patients felt able to cope with their problems or illness:

- much more than before (41%)
- a little more than before (29%)
- the same or less than before (12%)

Patients felt able to keep themselves healthy:

- much more than before (44%)
- a little more than before (18%)
- the same or less than before (15%)

All in all 89% of our patients are satisfied with our practice.

Appendix 3

Norwood Medical Centre

Patient Participation Group

Agreed Action Plan 2011/12

- **To increase the number of appointments available with GP Partners initially by 6 hours a week from November, increasing to 12 hours a week by April 2012 by using our Urgent Care Practitioner to cover on call days 3 days a week, freeing up the on- call doctor for regular appointments.**
- **To undertake another Patient Satisfaction Survey in summer 2012 to measure increase in satisfaction with access to doctor of choice and continuity of care as a result of action taken on appointments.**
- **To ensure on-going training for reception staff on customer service and ‘front of house’ skills.**
- **To hold at least 2 meetings of the Patient Participation Group per annum to discuss relevant issues and problems.**
- **To publish the results of surveys, action plans and minutes of meetings both on the website and in the waiting room.**
- **To continue the patient advocacy service provided by Lorraine Skillicorn (formerly Richardson) our Patient Liaison Adviser.**

Appendix 4

Core and Extended Access Availability

Core hours -8am-6.30pm

Extended Access Appointments:

Tuesday Dr Boardman 7.30am-8am 6.30-7pm

Dr Rogerson 7.30-8am

Wednesday Dr Rogerson 7.30-8am

Dr Turner 6.30pm-7.30pm

Dr Mohan 6.30-7.30pm

Thursday Dr Young 6.30pm-7.30pm

Friday Dr McQuillan 6.30pm-7.30pm