



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C84019

Practice Name:

FOUNTAIN MEDICAL CENTRE

An introduction to our practice and our Patient Reference Group (PRG)

The Fountain Medical Centre Patient Participation Group (Fountain Connections) is committed and influential and helps the Practice in many areas. We hold monthly evening meetings with the Committee and a GP and the Practice Manager is always present. They assist us on an annual basis with the 'Flu Clinics offering patients coffee and support; they have helped us in the past carrying out a survey in respect of Carers and support us in the information we have available for carers. They continue to promote various health resources on notice boards within the surgery and produce their own newsletter. We discuss the annual survey with them and they help design this and come into surgery to help patients complete the forms. All results are discussed with them. Any new aspects are discussed with the group e.g. EPS, On-line Access to Medical Records, Premises and they come in and raise funds via raffles etc and have, in the past, helped purchase ICE printers for nursing team and automatic 'push button' front doors – although fund raising is not a priority.

They are members of the Newark Self Help Group (joint PRG with other Newark Practices) aimed at raising awareness of men's and women's health in the community. In addition they are a stakeholder for the Clinical Commissioning Group.

Last year the PRG entered into the National Association of Patient Participation's annual Corkill Award. This was for the commitment and the work the PRG had undertaken working alongside the Practice for the benefit of patients. The PRG came second nationally and was awarded a certificate and a sum of money to promote the PRG further.

The PRG is a proactive Committee who are not only dedicated but innovative in their approach to supporting both the surgery and the area in respect of local health care from a patient perspective.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	19.28%	Committee: 0% Virtual Group: 0%	19.28%
% 18 – 34	20.29%	Committee: 0% Virtual Group: 0.09%	20.20%
% 35 – 54	27.24%	Committee: 0.01% Virtual Group: 0.02%	27.21%
% 55 – 74	23.66%	Committee: 0.06% Virtual Group: 0.26%	23.34%
% 75 and over	9.53%	Committee: 0.01% Virtual Group: 0.13%	9.39%
Gender			
% Male	49.2%	Committee: 0.02% Virtual Group: 0.27%	48.91%
% Female	50.8%	Committee: 0.06% Virtual Group: 0.36%	50.38%
Ethnicity			
% White British (inc British or Mixed British)	59.26%	Committee: 0.06% Virtual Group: 0.44%	58.76%
% Mixed white/black Caribbean/African/Asian	0.3%	Committee: 0% Virtual Group: 0%	0.3%
% Black African/Caribbean	0.23%	Committee: 0% Virtual Group: 0%	0.23%
% Asian – Indian/Pakistani/Bangladeshi	0.30%	Committee: 0% Virtual Group: 0.01%	0.29%
% Chinese /Japanese	0.22%	Committee: 0% Virtual Group: 0%	0.22%
% Other (inc not stated)	39.49%	Committee: 0.02% Virtual Group: 0.18%	39.29%

These are the reasons for any differences between the above PRG and Practice profiles:

Although we publicise the PRG and they have notice boards and leaflets in the surgery and information on the website it is harder to reach ethnic groups and many work and/or have young children.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

We have worked very closely with the PRG in respect of carers and currently have 270 identified on our clinical system. These are identified with a specific icon that is easily recognisable. We have lots of information in the surgery to help them and work closely with Beaumont House Resource Centre in Newark for further information. We have held educational sessions with the staff in respect of identifying and promoting help for carers and also the travelling community. Our PRG has been targeting our younger patients by sending leaflets to schools, colleges and youth groups. We plan to look at various translations to attract a wider ethnic group – especially in respect of our virtual group.

This is what we have tried to do to reach groups that are under-represented:

Our PRG have sent leaflets out to schools, colleges and youth groups to attract our younger population. We are currently working on in-house displays and leaflets in different languages to try and attract other ethnic groups. We have a Polish apprentice who helps us with patients and is helping in respect of the leaflets. We put PRG introductory leaflets in all New Patient packs. The PRG are targeting mother and baby check clinics in order to recruit younger patients. Despite continued efforts to recruit a younger PRG demographic we rely on the virtual group for communication with our younger patients. PRG members serve coffee at the flu clinics and hold occasional fund raising events to promote the group to a wide range of patients in a more friendly and social setting.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

The outline of the survey was discussed with the GPs and also with the PRG Committee. Based on last year's survey it was agreed to ask less questions and to make the whole survey much SMARTER. Last year it was found some patients gave up completing the forms part way through.

The priorities from the PRG perspective were:

- Lack of car parking
- Actual premises and facilities offered
- Telephone system
- Appointments

From a Practice perspective we also felt the need to see how many patients used on-line appointments booking –v- via telephone –v- in person. Also whether patients were aware of the extended hours appointments offered and the minor injury services.

Although we have the Family and Friends question on the website we felt it was important to also collate this data within the survey.

The PRG agreed with the Practice on this.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The Chairperson of the PRG was elected to meet with the Practice Manager to look at possible questions to meet the PRG priorities identified. These were then taken back to the group for feedback before the survey was finalised and added to the website.

How our patient survey was undertaken:

The survey was added to the Practice website for on line completion and it was available within the surgery. PRG members came in during the Saturday flu clinics, whilst baby clinics were being held (to hopefully reach families and younger patients) and also during the week. They helped patients who could not complete the survey on their own.

Summary of our patient survey results:

Overall we felt the survey gave us some good results and highlighted areas we were aware of and some we were not. 82% of patients would recommend us to friends and family with only 1% saying no. 69% of patients are still making their appointments via the telephone and 24% in person – this has highlighted that we need to promote our online system more and we felt that an article in the next PRG Newsletter may encourage some patients. 67% of patients were very satisfied and 20% satisfied with their consultations with the doctor and 51% and 15% with their consultations with the nurse.

Although 30% were aware of the minor injuries service we offer 55% were not aware so this has highlighted the need for a more robust promotional campaign for us to undertaken during 2014-2015, especially in respect of other nationalities.

The survey also highlighted that 66% of patients were unaware they could become members of our 'virtual' group and receive newsletters, minutes and updated information and 55% were unaware we met on a monthly basis to discuss various services and issues.

However, the comments attached to the survey did highlight the car park problems, privacy problems, premises looking tired, the need for improved wheelchair access and a more modern spacious surgery. This emphasised the need for new surgery premises as highlighted in the previous year's survey – and the OBC (Outline Business Case) as presented to the Local Area Team.

Full results from the survey are in the second document.

Analysis of the patient survey and discussion of survey results with the PRG

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

All of the completed surveys were inputted into the standardised document on the website by the apprentices of the Practice and added with the forms completed on line. This produced various pie charts and percentages for discussion to create an action plan for 2014-2015.

Results of the survey were circulated to GPs and staff for input and also discussed with the members of the PRG Committee. This was also circulated to members of the 'virtual' group for their input prior to the document and this report being published.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

- Update minor surgery and extended hours displays in the waiting room. Plan to look at translation into other languages especially Polish. Medical terminology put in 'plainer' English and plan for possible use of pictures also.
- On-line appointment booking had dropped so agreed to promote this further.
- To look at the number of appointments offered and availability.
- Current documentation for new patients at registration too lengthy – due to all the various consent forms now. Practice Manager to review and streamline this process for patients but to still be able to collate necessary information.
- Problems identified with the current telephone system – the Practice is continually in liaison with the telephone company and this will be a priority area in the action plan.
- Privacy at reception, condition of floors, chairs, car parking etc all reiterated the areas highlighted in last year's action plan hence the OBC (Outline Business Case) for new surgery build presented to the Local Area Team.
- Customer Services training – update for staff

We agreed/disagreed about:

There were no parts of the survey results that the Practice and PRG disagreed about. All supportive in respect of the areas for the action plan and also the PRG supportive of the need for a new build.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

Discussed results of the survey and compared with last year's survey and agreed some areas had carried over (out of the control of the surgery). Action Plan taken from these discussions as outlined above.

We identified that there were the following contractual considerations to the agreed actions:

OBC (Outline Business Case) remains with the Local Area Team and therefore some areas for improvement were beyond the Practice to carry out until there is a conclusion from the OBC.

Copy of agreed action plan is as follows:				
Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Car Parking, Waiting Room, Privacy etc.	Awaiting feedback from the Local Area Team from OBC regarding new premises submitted February 2013.	Dr J Ashton	Dependent on the Local Area Team.	
Minor Injuries and Extended Hours display	Draft posters already typed up and forwarded to Marie McGahey, Specialist Services Division, Notts Healthcare for additional assistance in respect of pictures etc.	Dr M Folman/ Practice Manager	30.06.2014	
On-line Appointment booking	Promote further in-house and on the website	Practice Manager	30.06.2014	
Availability of appointments	Continually review number of appointments offered. Potential increase with new partner in July.	GPs	Ongoing	
New patient documentation	Review and update. At present these are very cumbersome with numerous consent forms – the Practice plan to reduce all the various consent forms into one form.	Practice Manager/ Office Manager	30.06.2014	
Customer Services Training	Discussions with training companies for update training.	Practice Manager/ Office Manager	Arranged for 14.05.14	
Telephones	Ongoing discussions with telephone company – also tied into replacing with a new system when new premises built	Dr M Folman/ Practice Manager	Ongoing	
PRG Promotion	Look at different ways to promote the PRG more e.g. newsletters, website, leaflets. Target younger groups and ethnic minorities.	PRG/ Practice Manager	Over next 6 months	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

- You said there were problems with our telephone system. We discussed with our telephone company who added the queuing system (one of the points raised). The outcome of these telephone discussions are still continuing and trying to be resolved.
- You commented on the premises, facilities and car park. We upgraded the car park and brought patient parking nearer to the entrance and also provided a disabled parking spot. The front entrance door was upgraded to allow for 'push-button' automatic entry. You also commented on privacy etc and we completed an OBC (Outline Business Case) for new premises. This is still ongoing.
- You said you were unsure of some of the services offered by the surgery e.g. extended hours and minor surgeries. We did update the display in the waiting room but this will also be included in this year's action plan to ensure these displays are much clearer.
- You requested (54%) to have an appointment within 5 days. We are continually reviewing our appointments system and this will continue.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

None

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

- This report and the survey results will be added to the Practice website, circulated to all virtual PRG and Committee members of the PRG.
- Copies will be available in surgery for patients to read.
- Practice opening hours are advertised on our website, within the surgery and in our practice leaflets (also handed out to all new patients).

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday	06.30hrs – 08.00hrs (Extended Hours)
	08.00hrs – 08.30hrs (Emergency calls)
	08.15hrs – 18.00hrs (Surgery open)
	18.00hrs – 18.30hrs (Covered by OOH service)
Tuesday, Wednesday, and Thursday	08.00hrs – 08.30hrs (Emergency calls)
	08.15hrs – 18.00hrs (Surgery open)
	18.00hrs – 18.30hrs (Covered by OOH service)
Friday	08.00hrs – 08.30hrs (Emergency calls)
	08.15hrs – 12.45hrs (Surgery open)
	12.45hrs – 14.00hrs (Telephone calls answered)
	14.00hrs – 18.00hrs (Surgery open)
	18.00hrs – 18.30hrs (Covered by OOH service)