

# Brannam Medical Centre

## Patient Participation DES - Local Participation Report

### Document Control

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#### B. Document Details

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# Brannam Medical Centre Local Patient Participation Report

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## **A description of the profile of the members of the Patient Reference Group:**

There are currently eleven members of our Patient Representative Group (PRG), comprising patients with young families; with chronic disease; carer responsibilities; retired and full-time working patients. We agreed to increase the size of the group from eight to twelve in July 2013 following a discussion about the increasing remit of the PRGs, which has included requests to engage with a number of organisations including the Clinical Commissioning Group, Care Quality Commission and Healthwatch. The opportunity to join the PRG was advertised via the Virtual Patient Forum, Practice newsletter and other channels. Patients were asked to say why they were interested, what qualities they felt they could bring to the PRG and if they had any areas of particular interest. Five new members put themselves forward to join the PRG. The PRG now also has a patient as chairperson. (very sadly one of our members died last month and we have not yet recruited a replacement).

We analysed our patient population by age, sex and ethnicity and concluded that this group, with the skills to be able to take part in a workshop environment, were as representative as possible.

## **Steps the Practice has taken to ensure that the Patient Reference Group (PRG) is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

The Practice also has a Virtual Patient Forum (VPF) as we recognised the need to attract two levels of patient involvement. Recruiting a group electronically, would allow us to engage more frequently with a larger proportion of our patients, via questionnaires and polls. We actively encourage patients to join by placing advertisements on our Patient Information Screen, website and newsletter, to help promote the opportunity to participate. All new patients are offered the opportunity to join by completing a simple permission slip within their registration paperwork. We currently have 236 members (a 30% increase on last year) and we continue to encourage all patients to join.

Our IT system will allow us to sort this group via age, gender, ethnicity and frequency of attendance; 65% of the VPF are under 55 years with 23% in the age range 25 to 34 years.

Therefore, we can target a specific age range for feedback, to obtain a representative view of the younger patient community when necessary. We have noted that this year's survey was completed by all age ranges but the majority of responses were from those over 55 years

## **Agree Areas of Priority with the PRG**

A sample survey used in 2012 was circulated to the PRG. This was examined and discussed at a meeting in September. The practice had not made any major changes to services or premises in year and it was felt that a generic survey was appropriate. All agreed that the survey should follow the same format so that comparisons could be made with previous years. Qualitative comments give added value to surveys so there should be space for patients to add comments.

Questions focused on the following areas:

Opening hours	Advanced booking
Telephone contact	Waiting times
Seeing a doctor within 48 hours	Seeing doctor of choice
Interpersonal skills of clinicians	Reception staff
Practice environment	Other services provided by the practice

The PRG requested that a question be included on the Prescription service

- How well does the repeat prescribing service work for you?
- What works well?
- What could work better?
- Any other comments

A draft survey was then circulated to the PRG for feedback, to ensure all were in agreement with the content. Several suggestions were received, particularly around clarity of the questions; appropriate amendments were made and a final version produced.

### **Collate patient views through the use of a survey**

The survey was carried out for two weeks in November and distributed via a number of channels. Notices were placed around the surgery encouraging patients to complete the survey, including the deadline for receipt of completed forms, whether submitted electronically or paper copy. Messages were also shown on the Patient Information Screens, inviting patients to take part.

Paper copies were printed and made available in the surgery, as well as a box for posting completed forms. A number of our PRG members volunteered to be present during this period, to encourage and/or assist patients with completing the forms and we were able to have a PRG representative present for a few hours on most days. They were able to help visually impaired patients and those with reading difficulties participate by reading the questions to them. They reported that certain categories of patients were less willing to complete the questionnaire eg. young males.

A 'Latest News' article was posted on the Practice website [www.brannammedicalcentre.com](http://www.brannammedicalcentre.com) inviting patients to complete the survey online with a link; there was a mention in the patient newsletter. The survey was sent electronically to all patients on the Virtual Patient Forum. The survey was posted to a random sample of 20 patients. Our District Nurses took the survey to housebound and care homes that they visited during the two week period. This meant we were able to include those people who may not necessarily have visited the surgery during the two week period.

### **Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

Once all the survey results had been summarised, a detailed report (together with additional free text comments) was compiled and issued to all PRG members, prior to a meeting in December. Eight PRG members were present along with two GP partners, the Practice Manager and Practice Secretary. All were requested to review the results in advance of the meeting, and to identify what they considered to be two to three main themes emerging, for later discussion.

There was common consensus from the PRG that overall the results were positive and gave a good foundation to start from. Each section of the survey results were then looked at in more detail and actions identified.

The survey results and suggested actions were discussed further with the GP Partners and senior staff and within nursing and reception/administration teams in January.

**Agree action plan with the PRG and seek PRG agreement to implementing changes**

<b>Patient Survey Questions</b>	Condense number of questions; allow more room for comments	
<b>Environment</b>		
Improve disabled access	Plans already in place to lower front reception desk for wheelchair users	
	Lower thresholds at front and rear door for ease of wheelchair access	
	Purchase more higher chairs for waiting room	
Cleanliness of surgery –felt category should be “clean” or “not clean”.	Two Patient Reference Group members to carry out Infection Control audit at the practice and look at cleanliness from a patient’s point of view	
<b>Information</b>		
Information on patient screen still changing too quickly; font not clear	Slow screen changes, review use of blue on white colours as this combination is difficult for patients with impaired vision	
Newsletter difficult to read for patients with impaired vision	Print in bold on yellow paper; use larger font size	
<b>Appointments</b> – overall satisfaction similar to February 2013		
Increase use of On line appointments	Promote availability of booking appointments on line	
	Look into availability of on line appointments which offer several choices of GP	
	Look into booking Rapid Access Clinic and other clinic appointments on line	
<b>Telephone</b>		
Improve telephone service to patients and other customers	Train staff to use telephone information software, provide reports and share with reception in order to staff accordingly	
<b>Waiting times</b> – generally thought to be satisfactory		
<b>Opening Times</b>		
Comments re opening on a Saturday morning	Wait for local or national guidelines before making any changes	
<b>Receptionists</b> – positive feedback received	Feedback positive comments to individuals	
<b>Patient Care</b> – overall very good		
<b>Practice Nurses</b> – excellent feedback	Feedback to individuals	
<b>Rapid Access Clinic</b>		

Patients unaware of this service	Promote and explain RAC by means of posters and information on display screen	
<b>Repeat Prescription Service</b>		
Length of time patients have to wait for a prescription to be raised for collection		
	Ensure prescription requests made over a weekend are dealt with on a Monday	
	Raise awareness of 1)the number of prescriptions done each day of the week by means of the Patient Information Screen 2)urgent prescriptions requested for the same day are only available after 4.00pm 3) the time involved from requesting a prescription to it getting to a pharmacy	
	Make patients aware of letting us know which pharmacy they want their prescription to go to eg Boots/Lloyds	
<b>Carer's HealthChecks</b>		
Lack of awareness of this service	Promote Carers Health Check service	

## **A summary of evidence relating to the findings or basis of proposals arising out of the Patient Survey**

The pivotal responses which form the basis of the action plan are as follows:

- 79% found access to the surgery easy with 18% fairly easy or not very easy. It was noted that there was a problem with wheelchair access via the front door. Car parking was again raised but we have looked at this previously.
- 65% found the waiting area comfortable or very comfortable. There were 25 comments on the comfort of the chairs including a number of positive comments on the changes to the seating already made. There was a request to make the magazines more accessible
- 88% felt that the surgery provides them with all the information they require. There were 7 comments that the Patient Information screen moved too quickly for them to read the information
- 14% find it either 'not very easy' or 'not at all easy' to get through to the surgery on the phone. This is a 5% improvement on last year.
- 65% were very satisfied with the opening times and a further 25% fairly satisfied. There were a number of comments around Saturday opening. Patients were not always aware of late opening times.
- 48% had not used the Rapid Access Clinic.
- 84% feel satisfied overall with the experience of making appointments at Brannam Medical Centre.

- 73% felt that the repeat prescription service worked well for them. There were a variety of comments on how the service could be improved.
- 39% of those who answered the question on carer's services did not know that the practice offered carer's checks.

**Action which the Practice intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.**

The results of our initial meeting with the PRG were reported in an e-mail to the Virtual Patient Forum, to allow opportunity for comments. The work streams will also be incorporated into our 2014-2015 business plan and developed using specific project-by-project methodology supported by members of staff with training in project management. Patient members of the PRG will be invited to take contribute to the projects either by direct participating or commenting on the practice plans.

A regular summary of progress will be available to patients via the Brannam newsletter which is produced quarterly and is available to patients both in paper form and electronically.

**Progress since the 2012-2013 Patient Participation Report**

In 2012, the PRG helped to identify two key areas for development:-

**Patient Information**

	<b>Suggestion</b>	<b>Activity</b>
1.1	Set up e-mail alerts to inform patients of changes at surgery, latest health news etc	Arrange process for patients to sign-up for e-mail bulletins, alerting them to news on our website/health updates [COMPLETE]
1.2	Patient Information Sheet does not state when last updated (currently downloadable from website or paper copy underneath TV screen at surgery)	Add "Last Updated" to bottom of sheet so patients can see if there have been any changes [COMPLETE]
1.3	Main entrance notice board is untidy and difficult to read	Tidy up entrance notice board[COMPLETE]
1.4	Notices/leaflets are randomly set up around the surgery.	Arrange themed display of information, combining relevant posters, and publications with Patient Reference Group input. Work will be on going to improve displays[COMPLETE]
	1.4.1	Arrange regular communication of information available to clinicians to enable them to direct patients to access resources [COMPLETE]
	1.4.2	Relocate charity book stall - liaise with reception/charity team- stall is moved depending on current display[COMPLETE]
1.5	Those without access to the website are unable to view staff profiles	<i>GPs, Nurses and HCAs to confirm if they are happy for photo and profile of qualifications, experience etc – no progress; carry forward</i>
1.6	Support group information currently lost on notice boards	GPs to review content before putting up. Key information to be summarised and included in Patient TV Screen Slides [COMPLETE]
1.7	Waiting room signs are not clear enough to patients	Investigate and implement professional signage - subject to front desk restructure [AWAITING RESTRUCTURE]

1.8	Difficulty in providing information about sensitive conditions especially for teenagers	Investigate possibility of QR codes (which can be scanned via smartphone apps, and automatically link to information sources) not being taken forward– Practice staff have had initial training on 3C campaign [COMPLETE]
1.9	People don't know where to address complaints, or the process to follow	Leaflets available at front desk, practice leaflet updated, suggestion box in place[COMPLETE]
1.10	Need to encourage use of online services	18% of the practice has signed up for on line services with 88% of these ordering their prescriptions this way. 255 patients have signed up in the last 9 months. Encourage use of on line appointments has been carried forward for 2014-15. [COMPLETE]
	1.10.1	<i>To ask PRG to communicate directly with Virtual Patient Forum to ask how we could help patients with using online services -</i>

## Practice Environment

	Suggestion	Activity
2.1	Need to raise awareness that a wheelchair is available for patients	Put up notices at both entrances informing patients that a wheelchair is available for temporary use in the surgery [COMPLETE]
	2.1.1	Remind reception team to offer use of wheelchair at surgery at time appointment is made if appropriate - and to ensure it is accessible on the day - consider patient pop-up message to alert reception if likely to need wheelchair [COMPLETE]
2.2	Car parking is limited	Investigate possibility/cost of using a number of Council Pay & Display spaces.
	2.2.1	Investigate planning specifications to confirm number of parking spaces we have to provide at the surgery
	2.2.2	Consult with partners and Virtual patient forum re: option to make surgery car park available only to blue badge holders (and patients with particular health needs?) Partners were concerned that any change might cause further disgruntlement. <i>This will be discussed further with the PRG.</i>
2.3	Are we able to provide more toys/activities in the waiting areas?	Due to hygiene/cost implications, our advice to parents is to bring in child's own quiet toys/activities if they need entertainment in the waiting room.
	2.3.1	Provision of activity sheets and pencil crayons for children, for entertainment [COMPLETE]
	2.3.2	<i>Investigate availability of small grant funding as highlighted by PRG member.</i>
2.4	Agreed unfeasible to extend consultations however how do we communicate option/criteria for booking double slots to patients?	GPs already inform receptionists when a particular patient needs double slots. Advice on booking appointments provided in practice leaflet. [COMPLETE]
2.5	Are we able to adjust ring volumes/ringtones of our reception phones?	Ringtone of direct dial emergency phone number provided for ambulance, consultants and care homes changed to ensure reception give line priority. [COMPLETE]

2.6	Can we display artwork by local pupils and students?	Speak to local schools and Petroc re: displaying artwork [COMPLETE]
2.7	Can we display information about recreational short courses on offer locally, e.g. Arts on prescription; exercise	Research suitable courses and obtain promotional leaflets. Review literature with GPs to ensure awareness of referred courses. No further progress with ARTS on Prescription. [COMPLETE]

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Brannam Medical Centre – Core Opening Hours:

Monday	<b>08:30 – 18:00</b>	(excl Public Holidays)
Tuesday	<b>08:30 – 18:00</b>	
Wednesday	<b>08:30 – 18:00</b>	
Thursday	<b>08:30 – 18:00</b>	
Friday	<b>08:30 – 18:00</b>	

Patients have access to a range of online services that are available 24/7. This includes the facility to request repeat prescriptions and book appointments with their own GP, a nurse or healthcare assistant.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The practice provides extended opening hours on the following days:

A Phlebotomy service is available from 08:00 Monday to Friday, with one of our Healthcare Assistants.

Early appointments with a GP are available from Tuesday to Friday, from 07:20 to 08:00

Evening appointments with a GP and/or Practice Nurse are available on Monday evenings from 18:30 to 19:30. On Bank Holiday Mondays, or if the practice has an evening meeting on a Monday, the following Tuesday's evening surgery is extended 18:30 to 19:30.

All of the above sessions are pre-bookable.