

## **Local Patient Reference Group Report March 2013**

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### **Practice Profile**

The profile of the practice remains essentially unchanged from last year. We now have 8550 patients.

Our core opening hours are shown on this website. We close on one Thursday lunchtime each month for staff training.

Our extended opening hours have increased this year to include pre-bookable evening appointments with a GP on Mondays- Thursdays until 7.45pm.

### **Profile of Patient Reference Group**

The profile of the group is unchanged although it has been more difficult for some members to attend the meetings as frequently. At our last meeting we agreed that we would seek new members. We are keen to maintain a group that is as representative as possible of our practice profile.

We intend to refer back to our original list of volunteers for the group. We are particularly keen for student representation in the forum. One of our members will approach the local student population to seek a volunteer for the group. Our manager will contact the student union again.

### **Patient Survey**

The group discussed the issues they wanted to investigate in a patient survey. We agreed that we would repeat last years survey but to keep the questioning more succinct the length of survey shorter to avoid survey fatigue. The group were keen to produce comparative results to monitor progress with the issues identified last year.

### **Results of patient survey**

150 patient questionnaires were handed out over a 2 week period. 111 surveys were returned.

### **Overall satisfaction**

96% of patients were satisfied with the care provided at the surgery

[76% were extremely satisfied]

92% would recommend the surgery

These results were slightly better than last year

### **Confidentiality at reception**

96% patients said that they could be overheard at reception

[only 18% said that they were unhappy about this]

The proportion of patients that were unhappy about this has marginally increased

The doctors and nurses again achieved high scores for the quality of their care. The nurses slightly outscored the doctors for time given and communication scores. However the number of patients describing care from a doctor as very poor slightly increased from 0% to 1%.

The results of the questionnaire were fed back to the patient reference group for their examination and comments.

## **Priorities Identified**

### **Appointments**

A lack of appointments remain a major issue at Westover. The group supported the various measures that the surgery have undertaken to make more appointments available looking forward.

### **Telephone system**

Patients' frustration at the difficulty contacting the surgery in the morning is an ongoing issue.

### **Premises**

The lack of available rooms currently prevents the surgery accommodating additional staff/doctors to offer additional appointments.

### **Privacy**

Privacy at reception remains a major problem.

### **Access**

Disabled access remains a major problem.

## **Proposals**

### **Appointments**

The group have supported the surgery's proposals to take on a nurse practitioner to significantly increase the number of appointments available. The group would like more appointments to be made available in the future

### **Telephone system**

The group have explored various possible solutions to the problems of very high demand in the morning. It was agreed that by creating more appointments the pressure on the phone system would be reduced as fewer patients would have to ring on multiple occasions to make one appointment.

### **Communication**

The group has recommended that we improve patient communication with signage/newsletters/leaflets to explain appointment system and reasons for telephone system to be so busy in mornings

### **Premises**

The group have fully supported our plans to redevelop the surgery. The group see this move as essential to improve privacy, access and increased appointment availability.

## **Progress**

### **Appointments**

The practice now has a Business manager. This has allowed one of our partners to be available for more appointments each week.

The practice has taken on a Nurse Practitioner to significantly increase appointment availability each week.

The practice is hoping to increase the number of GP sessions currently offered by 2 surgeries/week from September 2013

Most of the clinics at the surgery now start at 0840 and finish 10minutes later to avoid the previous problems of patients arriving early for their appointment and having to wait outside until the doors were opened at 0830.

**Telephone system**

This is being used to its capacity and all lines are being manned and answered as quickly and efficiently as possible every morning. We continue to work on increasing the number of appointments to ease the pressure on the telephones

We have purchased a self booking in machine. We think that this will gradually ease some of the workload at reception and allow receptionists to assist with answering the phones if not engaged with checking patients in.

**Premises**

Significant progress has been made with our plans for a major redevelopment of our existing premises.

We are very grateful for the support from the group with this.

Our MP has visited Westover site and has offered her support of our proposals. We have submitted detailed plans to the primary care trust but our application will not be considered until later this year by the new overseeing organisation.

There are still various hurdles to cross but we are confident that our plans would allow us to dramatically improve our services for our patients. In particular it would allow us the capacity to offer more clinics, increase appointments, improve access, parking and privacy at reception.