

## Southsea Medical Centre Local Patient Participation Report (LPPR) 2013/14

Dear Patients

2013 has been another busy year seeing us upgrade our clinical system (EMIS PCS to the newer EMIS Web), make a number of changes to the appointment system and deal with the considerable changes brought about by the disbanding of the PCT and the creation of the CCG (Clinical Commissioning Group), LAT's (Local Area Teams) and the NHS Commissioning Board. Additionally all the points from last years Patient Participation action plan have now been implemented, all of which have been received well by the patients that kindly completed this years questionnaire.

The Patient Reference Group over the past year has increased from 143 in 2012 to 162 in 2013/14. This year we have done work that has resulted in some action points which will see some significant but exciting changes for the Medical Centre.

Below are the particulars of the Patient Participation Direct Enhanced Service for 2013/14

### The Patient Participation Group – Profile

<b>Practice Population</b>		<b>PRG</b>	
<b>% Under 16</b>	<b>23.2</b>	<b>Under 16</b>	
<b>% 17 – 24</b>	<b>11</b>	<b>% 17 – 24</b>	<b>6.8</b>
<b>% 25 – 34</b>	<b>15.7</b>	<b>% 25 – 34</b>	<b>22.8</b>
<b>% 35 – 44</b>	<b>14.1</b>	<b>% 35 – 44</b>	<b>14.8</b>
<b>% 45 – 54</b>	<b>12.5</b>	<b>% 45 – 54</b>	<b>24.7</b>
<b>% 55 – 64</b>	<b>8.4</b>	<b>% 55 – 64</b>	<b>17.9</b>
<b>% 65 – 74</b>	<b>7.7</b>	<b>% 65 – 74</b>	<b>8.6</b>
<b>% 75 – 84</b>	<b>4.9</b>	<b>% 75 – 84</b>	<b>4.3</b>
<b>% Over 85</b>	<b>2.1</b>	<b>% Over 85</b>	<b>0</b>
<b>White</b>		<b>White</b>	
% White & British Group	<b>32</b>	% British Group	<b>57</b>
<b>Mixed</b>		<b>Mixed</b>	
% White & Black Caribbean	<b>2</b>	% White & Black Caribbean	<b>0</b>
% White & Black African	<b>2</b>	% White & Black African	<b>3</b>
% White & Asian	<b>9</b>	% White & Asian	<b>1</b>

<b>Asian or Asian British</b>		<b>Asian or Asian British</b>	
% Indian	<b>1</b>	% Indian	<b>1</b>
% Pakistani	<b>1</b>	% Pakistani	<b>1</b>
% Nepalese	<b>0</b>	% Nepalese	<b>0</b>
% Bangladeshi	<b>4</b>	% Bangladeshi	<b>0</b>
<b>Black or Black British</b>		<b>Black or Black British</b>	
% Caribbean	<b>2</b>	% Caribbean	<b>0</b>
% African	<b>5</b>	% African	<b>1</b>
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>	
% Chinese	<b>3</b>	% Chinese	<b>0</b>
% other / ethnic group not recorded	<b>39</b>	% other / ethnic group not recorded	<b>36</b>
%Male	<b>51.4</b>	%Male	<b>42.4</b>
%Female	<b>48.5</b>	%Female	<b>56.4</b>

The receptionists were asked to invite patients to join the Patient Reference Group especially those new to Southsea Medical Centre, young mothers and patients from the ethnic minority groups who were not represented. Invite letters were also sent to a number of patients, mostly the housebound.

The process of inviting patients to the Patient Reference Group and the Patient Participation Group is ongoing throughout the year and notices around the medical centre, Jayex screen, practice information leaflet and website invite patients to contact the reception if they are interested in participating.

Each member of the Patient Reference Group was sent an e-mail as a means of an introduction to the newer members and to give an overview of the processes we would be engaged in over the coming months. It was also at this point the practice invited the Patient Reference Group members to comment on some of the areas that had been initially identified by:-

Patients suggestions and complaints

A snap Patient survey (Paper based at the reception)

CQC compliance

Staff concerns / observations

Initial suggestions from the Patient Reference Group centred primarily on the availability of appointments with a GP which was very much in tune with the issues highlighted in the snap patient survey and various suggestions and verbal complaints received by the practice throughout the year.

Feedback from the Patient Reference Group was that the priorities for this year's survey

should be based on the following:-

Patient access to a GP

The appointment system – The level of same day access v the level of pre-bookable routine appointment

Ability to get through to reception on the telephone.

The Patient Reference Group members were again contacted via e-mail asking for their assistance with the design / type of questions which could be included on the wider patient survey.

**d.** The medical centre renewed its account with survey monkey in Jan 14 and a patient questionnaire was created using the questions and suggestions volunteered by the Patient reference Group, a copy of which was then sent to the Patient Reference Group for their final consideration and comment.

Once created and agreed upon the survey was disseminated by the following means:-

Paper copies distributed by staff at the reception and in clinic

Business cards with the medical centres website address and inviting patients to participate in the survey was handed out at reception.

Paper copies sent to some housebound patients

Link attached to medical centre web site

The patient survey was completed in Mar 14 and an action plan was produced.

The results of the survey and a copy of the practice action plan was sent to the Patient Reference Group for their considered opinion and comment

Through exchange of e-mails and telephone conversations between the medical centre and Patient Reference group members the following action plan was agreed.

**f.** Agreed action plan

### **Action point 1**

Availability of Doctors appointments:

The Practice will begin the process of recruiting an additional salaried or GP Partner (5-8 sessions per week) to help better manage patient demand.

Note: Process to begin immediately

## **Action point 2**

Routine pre-bookable v same day appointments:

The Medical Centre will introduce a GP Telephone Triage system to manage the demand for same day appointments.

Note: Enhanced appointment system to be fully in place by Monday 07<sup>th</sup> April 2014.

## **Action point 3**

Getting through to the reception by telephone:

The Practice will be monitoring the situation during the next 6 months however it is hoped that the introduction of the GP telephone triage system will eventually ease the pressure on the telephone systems

Ongoing review and report completed by mid October 2014

**g.** The results of the patient survey can be reviewed by following the link. [HYPERLINK "http://www.southseamedicalcentre.co.uk/docs/new/Survey-results.pdf"](http://www.southseamedicalcentre.co.uk/docs/new/Survey-results.pdf) [Patient Survey Results](#)

[HYPERLINK "http://www.southseamedicalcentre.co.uk/docs/new/Survey-results.pdf"](http://www.southseamedicalcentre.co.uk/docs/new/Survey-results.pdf)

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**i)** The patient survey and resulting action plan were discussed during an internal business meeting with the GP's. From this meeting all action points have now formally been

entered into the Practice Development / action plan. The Patient Reference Group will be kept informed of our progress meeting the points agreed throughout the coming 6 months.

ii) It has been an extremely challenging year however the medical centre has remained mindful of the commitments it made in the 2012/13 Patient Participation DES action plan. Below are the main points from the 2012/13 action plan and the action taken to meet these commitments:-

**Action point 1 (12/13) Advertising the appointments system**

The medical centre updated all practice information to reflect the new appointment system which was being rolled out in early 2013. This piece of work was completed by the 30<sup>th</sup> May 2013 however due to the failure of the appointment system the Patient information leaflets, Jayex and website have since update again.

The ability to book appointments and request repeat medication on line has been rolled out with the practice advertising and encouraging patients to sign up to the online service. To date 613 patients have signed up for online access to the appointment and repeat medication system.

**Action point 2 (12/13) Telephone system / Getting through to the medical centre**

The medical centre first made some changes to where the incoming calls were being received. This involved setting up a telephone room on the 1st floor, away from the reception area. Here two staff members of the admin staff and one of the doctor's personal assistants could answer all incoming calls without having to deal with patients arriving at the reception desk. Initially it was thought that the extra staff resource to answer incoming calls would only be required between 8am – 9pm each morning however it was later decided to increase the time from 8am – 11pm.

The Practice no longer switches off the telephones for routine enquiries between 12 – 2 pm as it was found to be unpopular with the patients and was causing a surge in calls coming into the medical centre at 2pm, which the practice found difficult to cope with.

Bisnet / Bistech were contacted about the reports that some calls were dropping off, this was very quickly investigated and the problem rectified

**Action point 3 (12/13) Waiting area**

The practice has now had a water dispenser installed in the waiting room.

Music is now available in the waiting area.

More reading material has been made available for patients however the magazines made available do have a tendency to be destroyed very quickly.

All the above action points were completed by July 2013

**Opening times:**

The reception is open Monday to Friday from 8am – 6.30pm for appointments and enquiries

The telephone lines are open Monday to Friday from 8am – 6.30pm for appointments and enquiries

When making an appointment you will normally be given an appointment with your usual GP, where this is not possible you will be offered an appointment with another GP.

**Appointment system:**

Main Medical Centre Number: 02392 85 1199

**Same day appointments: Telephone Triage Monday - Friday:** – All patients requesting an appointment for that day will be called back by the triage doctor, the triage doctor will assess when and whom the patient will need to see by based on the patient's medical condition. Patients will be called back within 2 hours.

**Routine pre bookable GP appointments (10 minute):** – Can be booked 6 weeks in advance by calling the reception desk (after 10am)

**Routine Nurse Appointments:** Patients that require an appointment with a Practice Nurse can make an appointment by calling the reception (After 10am)

**Phlebotomy appointments:** Patients that require an appointment for blood tests with the Health Care Support worker can make an appointment by calling the reception (After 10am)