

# WIDCOMBE SURGERY

## Patient Participation Report 2011 - 12



### Introduction:

This activity was undertaken to ask for the views of practice patients and take those views into consideration in shaping services and improving quality.

The surgery has around 6,000 patients. Of these:-  
16.6% are aged 65 and over  
0.6% are recorded as having carers

### The Office of National Statistics website tells us that: our ward contains:

88.57% white British residents  
11.43% ethnic minorities  
23% households with someone with a long-term illness  
20% households with dependent children  
4.8% unemployed people aged 16-64

### Engagement:

In order to obtain a representative sample of patients, we

- ◆ displayed 200 flyers in the surgery's waiting rooms and this is ongoing
- ◆ explained the benefit of the group to new patients registering with the practice
- ◆ our website advertises this initiative
- ◆ together with our Friends group we distributed leaflets
- ◆ we distributed leaflets via the Health Visiting team

### Patient Group:

Our patient group comprises of 61 members who are all registered patients. Of these:-

#### Gender:

29.5% are male and 70.5% are female

#### Age:

0 are aged under 16 or 17-24	3.8% are aged 25-34
4.9% are aged 35-44	6.5% are aged 45-54
18% are aged 55-64	11.4% are aged 65-74
37.7% are 75-84	18% are aged over 84

#### Ethnicity:

57 are British or mixed British	1 is Irish	1 is Welsh
1 is Indian	and 1 did not wish to state their ethnicity	

#### Carers:

4 people care for a friend or relative unpaid

#### Parents:

1 has children under 5	1 has children 5-11 and children 15-18
1 has children 15-18	1 is a single parent

#### Employed:

67% are retired	6.5% are unemployed	19.5% are in employed
7% did not state employment status		

**Under Represented Groups:**

We feel that we are under-represented in the age category 44 and under and by the ethnic minorities. We reached out to all areas of the community via the methods described in the section 'Engagement'. Despite various attempts to target the under represented groups, the response was low.

**Method of Communication:**

This is mainly, but not exclusively, by email as this is the most effective method for the surgery to manage the process.

One of the first communications with the group members was that we discussed areas that could be included in the first questionnaire.

**Questionnaire:**

Following our initial discussion with the group members we designed the questionnaire to suit the themes and issues that arose from the consultation. The questionnaire was approved by the group before we proceeded to the launch.

The questionnaire was available to all patients between December and January to ascertain their views on the quality and range of services. This was publicised on our website and via reception.

**Creditability of the Questionnaire:**

The design of our survey was based on the General Practice Assessment Questionnaire. In undertaking this we complied with the relevant Copyright permissions.

We used Survey Monkey in undertaking this survey to ensure that the questionnaire was valid and data collection and analysis is valid.

69 people responded to the questionnaire.

Themes emerging from the questionnaire:

- ◆ Customer Service
- ◆ Online Services
- ◆ Telephone System
- ◆ Limited Parking Space

**Results of the Survey:**

*Q1. Have you tried using the Widcombe self check in system?*

87% responded saying Yes - Of those:

60% think it is very useful

30% think it is useful, and

10% think it is not very useful

*Q3. Did you know we have a website?*  
66.7% responded saying Yes - Of those:

57.9% find the website very clear to use  
36.8% find the website clear, and  
5.3% don't find it very clear

*Q5. Have your tried booking appointments online?*  
Only 8.9% responded Yes

*Q7. How would you rate the way you are treated by reception staff?*  
The response was:  
76.8% Excellent, and  
23.2% Good

**Action Plan:**

Once the responses from the survey were analysed, an action plan was drawn up and circulated to the PPG for comment. Upon receipt of the comments, the plan was reviewed and actioned.

We were unable to achieve the adequate parking space issue due to the fact this is out of our remit, but we are bearing it in mind.

<b>Priorities</b>	<b>Desired Outcome</b>	<b>Notes / Timescale</b>	<b>Status</b>
<b>Customer Service</b>	Implement additional staff training to further enhance our current in-house training programme	01.06.2012	Training is subject to external providers offering the desired training sessions. Status is ongoing.
<b>Online Services</b>	<p>Work has recently been completed to install our new website hosting features to enable our patients to book appointments online, order prescriptions and for new patients to pre-register. We also have a feature that enables the user to view the website in over 40 different languages via Google Translate.</p> <p>Our current website enables users to display more patient information in a more efficient way.</p> <p>We plan to review patient's suggestions and adopt as many as possible</p>	01.04.2012	Due to be completed by the timescale set.

<b>Telephone System</b>	Plans to enhance our telephone system by using additional features which will integrate with computer desktop applications to enhance our patient service; for example all staff to use speed dials, set up a 'hunt group' so calls can be answered by other staff members when reception is particularly busy. We have also made changes to our pre-recorded telephone welcoming message which has proved to be successful so far.	01.05.2012	With regards to the welcoming message this has been completed. We expect the remaining changes to be completed to the timescale set.
-------------------------	---	------------	--

**The above are the three main priority areas for improvement. However, we plan to review the following areas in the next 6-12 months.**

<b>Surgery Facilities</b>	<p style="text-align: center;"><u>Confidentiality</u></p> The reception area is a large open space where patients, staff and visitors are in constant movement. To improve patient confidentiality and reduce the risk of overhearing conversations we are considering the purchase of a rope barrier. Patients will respectfully be asked to wait behind the barrier until the person in front of you has been dealt with by the receptionist.	9-12 months	
<b>Booking Appointments</b>	Review the feasibility of patients being able to book appointments more than 6 weeks ahead.	9-12 months	
<b>Opening Times</b>	<p>To look at the implications to patients if we introduced a closed period to cover the lunch time.</p> <p>We currently do not close for lunch and find patients value being able to access the services during this time.</p>	Completed	Completed

<b>Emailing Facility</b>	Plans to set up an emailing facility via our website which will enable patients to email non-urgent queries to a generic email address.	9-12 months	
--------------------------	---	-------------	--

Our list is open to new patients from across the Bath and surrounding areas.

**Our Opening Times are:**

Monday - Friday 8:15 - 6:00

Saturday - 8:00 - 11:00 or 9:00 - 12:00 depending on the Doctor on duty.

Patients may book appointments with Doctors or nurses by ringing the surgery, at the reception desk or online via our website. We also offer an open surgery which is held weekdays 8:30 - 10:30 for patients to attend who need to see a Doctor the same day with a complaint that cannot wait until the next available appointment.