

WIDCOMBE SURGERY

Patient Participation Report 2012 - 13



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 6,200 patients. Of these:-
20.2% are aged 60 and over
0.8% are recorded as having carers

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

87.12% white British residents
12.43% ethnic minorities
21% households with someone with a long-term illness
20% households with dependent children
5.6% 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, supply our new patient registration pack with a flyer
- ◆ our website advertises this initiative
- ◆ together with our Friends group we distributed leaflets, and recruited new members
- ◆ we distributed leaflets via the Health Visiting team

Patient Group:

Our patient group comprises of 59 members who are all registered patients. Of these:-

Gender:

30% are male and 70% are female

Age:

0 are aged under 16 or 17-29 10% are aged 30-49
25% are aged 50-69 23% are aged 70-79
42% are aged over 80

Ethnicity:

53 are British or mixed British 1 is Irish 1 is Welsh
1 is Indian and 3 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 aged 5-11 and children aged 15-18
1 has children aged 15-18 1 is a single parent

Employed:

66% are retired 8% are unemployed 20% are in employed
6% did not state employment status

Under Represented Groups:

We feel that we are under-represented in the age category 49 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 underrepresented 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 action plan.

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 November and January to ascertain their views on the quality and range of services. This was publicised on our website, via reception and also sent to our virtual members via email with a link to the Survey Monkey Website.

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.

Themes emerging from the questionnaire:

- ◆ Telephone Consultations
- ◆ Information in Waiting Rooms
- ◆ Self-Check-in Touch Screen

Results of the Survey:

Q2. Have you tried using the Widcombe self-check in system?

85% responded saying Yes - Of those:

73% think it is very useful

9% think it is useful, and

18% think it is not very useful

Q4. Did you know we have a website?
100% responded saying Yes - Of those:

25% find the website very clear to use
50% find the website clear, and
25% don't find it very clear

Q6. Have your tried booking appointments online?
Only 39% responded Yes

Q8. How would you rate the way you are treated by reception staff?
The response was:
65% Excellent, and
35% 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.

Priorities	Desired Outcome	Notes / Timescale	Status
The following are items that continued from 2011/12 Action Plan			
Customer Service	Implement additional staff training to further enhance our current in-house training programme	Training staff members to develop to their full potential in their skills and knowledge helping them to be more effective	Training is subject to external providers offering the desired training sessions. Status is ongoing
Surgery Facilities	<p style="text-align: center;">Confidentiality</p> <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 them has been dealt with by the receptionist</p>	<p>Upon assessing the floor space it was determined that by placing a barrier closely situated to the front entrance would likely give rise to creating a trip hazard. For safety purposes it was agreed to keep the area free from obstruction</p>	Completed, no action required

The following items are the Action Plan for 2012/13

Touch Screen	Simply by installing a multilingual option to our waiting room self check in screen has benefitted some of our patients who require linguistic assistance. This has proved to be effective and has delivered immediate benefit for those patients	Already in service	Completed
Slope on 1st Floor Waiting Room	Although this action has not emerged from the survey this is something we identified in-house. A change in level resulting in a slope. To improve the visibility of the slope we will add a different colour floor thread	1-2 months	
Telephone Consultations	Telephone consultations have become more important due to a number of factors including access and consumer demand. This benefit to the patient is often perceived as quicker and more convenient whilst receiving safe and high quality care	Current	Ongoing
Nurse Practitioner	Employ a Nurse Practitioner to work alongside the GP's to help diagnose common illnesses experienced by most people from time to time.	In post	Completed
Display Signage	In keeping with giving our patients a good service we plan to install this system to the waiting room. This will allow us to broadcast messages and can be used for education opportunities	3-6 months	

Our list is open to new patients. We accept patients from all over the City including, Lansdown, Combe Down, Weston, Batheaston, Bathwick, Larkhall, Oldfield Park, Southdown and the following areas outside of Bath:

Peasedown St John, Winsley, Dunkerton, Hinton Charterhouse, Limpley Stoke, Midford, Wellow, Shoscombe, Freshford, Englishcombe, Priston and Saltford.

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 emergency surgery which is held weekdays 8:30 - 10:30 for patients to attend who need to be seen the same day with a complaint that cannot wait until the next available appointment. You may be offered an appointment to see our Nurse Practitioner.

For Out of Hours emergencies call 111

