

WIDCOMBE SURGERY

Patient Participation Report 2013 - 14



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 6,100 patients. Of these:-
24% are aged 60 and over
1% are recorded as having carers

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

91% white British residents
6% ethnic minorities
18% people aged 65 and over
74% people aged 16-64 in employment
5% people aged 16-64 who are unemployed

Engagement:

In order to obtain a representative sample of patients, we

- ◆ explained the benefit of the group to new patients registering with the practice, supplying out new patient registration pack with a flyer.
- ◆ our website advertises this initiative
- ◆ together with our Friends group we distributed leaflets, and recruited new members
- ◆ displayed flyers in the surgery's waiting rooms and this is ongoing
- ◆ we distributed leaflets via the Health Visiting team

Patient Group:

Our patient group comprises of 55 members who are all registered patients. Of these:-

Gender:

29% are male and 71% are female

Age:

0 are aged under 16 or 17-29 10% are aged 30-49
30% are aged 50-69 15% are aged 70-79
45% are aged over 80

Ethnicity:

42 are British or mixed British 1 is Irish 1 is Welsh
1 is Indian and 10 did not wish to state their ethnicity

Carers:

2 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:

63% are retired 5% are unemployed 24% 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 February to ascertain their views on the quality and range of services. This was publicised on our website, 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.

Themes emerging from the questionnaire:

- ◆ Handrail
- ◆ Painted lines
- ◆ Staff training

Results of the Survey:

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

90% responded saying Yes - Of those:

82% think it is very useful

15% think it is useful, and

3% think it is not very useful

Q4. Did you know we have a website?

100% responded saying Yes - Of those:

45% find the website very clear to use

45% find the website clear, and

10% don't find it very clear

Q6. Have your tried booking appointments online?

Only 41% 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 are continued from 2012/13 Action Plan			
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.		Complete
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.		Ongoing
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.		Complete
The following items are the Action Plan for 2013/14			
The use of a warning line system for fall protection	Edge of steps leading down to the surgery from the patient car park to be painted with a white line making it easier to highlight a warning device for fall protection.	6 months	

Handrail	Easy grip handrail to be fitted from the top to the bottom of the steps leading down to the surgery from the patient car park.	This has been discussed, however felt not to be an immediate priority as there is a railing attached to the wall all the way down on one side which can be gripped.	Review in 12 months
Staff Training	Continue in-house training to further enhance our staff. We have a member of staff who is qualified in training, delivery and planning and is working with our Assistant Practice Manager to define objectives that meet our needs.	Ongoing	

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

