

## **PATIENT REFERENCE GROUP REPORT**

This report summarises development and outcomes of WILMSLOW HEALTH CENTRE patient reference group (PRG) in 2011/12.

### **1 Profile of practice population and PRG**

#### **Practice population summary**

**Wilmslow Health Centre has a patient population of 10,374 patients.**

**5,190 patients are male**

**5,184 patients are female**

**6,981 patients have details of ethnicity recorded**

**Where we have recorded Ethnicity on the patient record**

**56% of our patient population are recorded as British**

**0.4% African**

**1.6% Asian**

**2.1% Indian**

#### **Patient Reference Group profile**

**Wilmslow Health Centre has a Patient Reference Group.**

**We have 7 patient members, details of whom are available upon written application to The Practice Manager.**

**Although patients from a cross section of our patient population were invited to become members of the group we were disappointed that only patients in the age range 50-75 expressed an interest in joining the group.**

### **2 Process used to recruit to our PRG**

**Patients were recruited to join the Patient Reference Group by**

**By invitation from Health Care Professionals**

**By placing posters in reception advertising the Patient Reference Group**

**By letter to a cross section of our Patient Population**

### **3 Priorities for the survey and how they were agreed**

To determine the priorities for the survey we collated information taken from Previous National Surveys and from the Improving Practice Questionnaire Report 2012.

In both previous and most recent survey results:

Patients had expressed a wish for a confidential area where they could speak with a receptionist.

Patients had also expressed a desire to see doctors during the weekend and during the evening.

Patients had expressed a desire for easier telephone access especially to Practice Nurses for advice.

Patients had expressed a desire for the ability to make appointments on-line.

The practice gathered further information by:

- Opportunistically consulting patients attending practice.
- Emailed patients asking for feedback.
- Meeting with the PRG Group.

### **4 Method and results of patient survey**

We noted that National Surveys and CFEP Improving Practice Questionnaire asked all the correct questions that would further prompt feedback in the areas highlighted as priorities.

A further CFEP Improving Practice Questionnaire was commissioned. The National Patient Survey has also continued its independent Ipsos Mori polling.

#### **Feedback received on CFEP Improving Practice Questionnaire.**

“On line appointment booking would be helpful”

“Easier access by phone to Practice Nurses”

“Early morning clinics”

“Lack of privacy at reception when discussing personal details and booking appointments in waiting area”

“Telephone number is often engaged”

“A Saturday Morning Clinic would be nice”

“More reception staff”

“Toys/DVD/books for children would make it much easier waiting”

“I have had appointments with the trainee doctors but have always had to return for a second opinion.”

## **5 Resulting action plan and how it was agreed**

To develop the action plan, the practice discussed findings on 13.2.12.

To get comments from the PRG on the draft action plan we:

- Met with them on 27.2.12

We agreed the action plan with the group on 27.2.12

The action plan is attached. The main actions were:

1. Promote awareness of Extended Hours Service.
2. Promote awareness of NHS Services available at Wilmslow Health Centre.
3. Advise patients of our new Confidentiality Counter available to any patients wishing to speak privately to a receptionist.
4. Advise patients on the status of Registrar Doctors working within the practice.
5. Improve telephone access to the Health Centre
6. Advertise on line booking availability on website, on self check in, on Practice TV .

Areas where we could not achieve what the PRG wanted were:

Wilmslow Health Centre regret that we are unable to re-create a Childrens’ Play area due to the risk of passing on infections.

There were significant changes to our services in these areas:

## **6 Progress made with the action plan**

A summary of the progress as of 31 March 2012 is:

| You said...  | We did...   | The result is...  |
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| <p>Early morning clinics would be nice.</p> <p>A Saturday morning surgery would be helpful.</p>                | <p>Practice has early morning appointments available on Friday mornings.</p> <p>Practice has a surgery for routine appointments every Saturday.</p> <p>Practice delivers late night booking every Tuesday evening</p> | <p>Practice will promote awareness of the Extended hours Service to all patients.</p> <p>Notice will be put on website by 7.3.12</p> <p>Details of Extended Hours service has been recorded on right hand side of repeat prescriptions. Done 1.3.12</p> <p>Practice sent text messages to all patients for whom we have a mobile telephone number on 29.2.11.</p> <p>Message will be displayed on Practice reception Information area.</p> <p>Practice will advertise Extended Hours on Patient Self Check in Screen.</p> |
| <p>Lack of privacy at reception when discussing personal details and booking appointments in waiting area.</p> | <p>Confidentiality Desk completed earlier this year.</p> <p>Patients are unaware they can ask to use this area. Practice to advise patients of Confidentiality Desk.</p>  | <p>Practice will advise patients by advertising Confidentiality Desk on Practice reception notice area.</p> <p>Practice will advise patients of Confidentiality Desk by Text message. Done 1.3.12.</p> <p>Details of Confidentiality Desk</p>   |

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|   |   | <p>will be recorded on the right hand side of the repeat prescription. Done 1.3.12.</p> <p>Details of Confidentiality Desk will be recorded on the Practice Website.</p>   |
| <p>I have had appointments with the trainee doctors but have always had to return for a second opinion.</p>                         | <p>Provide information to patients regarding the status of Registrar doctors.</p>   | <p>Information regarding training status of Registrars to be put on to the practice website.</p> <p>More detailed information regarding each registrar will be put on to the Practice reception notice area.</p>   |
| <p>Telephone number is often engaged.</p> <p>Online booking would be helpful.</p> <p>Easier access by phone to practice nurses.</p> | <p>Practice has been aware of the dated telephone system and new telephone system including and automated booking system was installed on Wednesday February 22<sup>nd</sup>. Patients can now book an appointment with the automated attendant 24 hours a day, 7 days a week.</p> <p>Practice Nurses now have individual answer phones and will call patients back when necessary.</p> <p>Patients can now call the secretary and member of the Administration Team directly and do not have to speak to reception first. Secretary and Admin Team also have</p> | <p>Practice to advertise the new telephone system on the Practice Website.</p> <p>Information to be placed on the right hand side of the repeat prescription menu about the new telephone system.</p> <p>All patients with mobile telephone numbers recorded at the practice were notified on Tuesday 29<sup>th</sup> February of the new telephone number and details of 24 hour a day 7 day a week booking system.</p> <p>New telephone system information to be recorded on</p> |

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|  | <p>individual answer phones and will call patients back if unable to take the call or not available at the time of the patients phone call.</p> <p>On line booking has been available since January 2012.</p> | <p>the Practice reception notice area.</p> |
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### 7 Confirmation of our opening times

As a result of the survey we have not changed out opening times. They remain as follows:

Patients can call the surgery 24 hours a day 7 days per week by phone to book appointments.

The surgery is open 6 days a week with appointments available from 7:30am to 8pm on week days and from 8:15am on Saturday mornings.

Opening Hours.

Monday 8am-6.30pm

Tuesday 8am-8.00pm

Wednesday 8am-6:30pm

Thursday 8am-6.30pm

Friday 7.30am-6.30pm

Saturday 8.15-12 noon

We are open at evenings and weekends and you can speak to a Doctor or Nurse at designated times of the day during these hours.

Outside of these times please call the Out of Hours Service on 01625 502999