



Patient Participation Report 2013/14

Produced for the Patient Participation DES
2011/2013

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This report shows how the Practice has engaged with the Patient Participant DES and the outcomes of the patient survey.

1. Update on progress since last survey
2. Developing the Patient Group
3. Method and Process for agreeing Priorities for a local Practice Survey
4. Details and Results of the local Practice Survey
5. Discussing the results with the Friends of Stanford Medical Centre and Patient Reference Group
6. Agreeing an action with the Friends of Stanford Medical Centre and Patient Reference Group
7. Publishing the local patient participation report

Background of the Practice

Stanford Medical Practice has nearly 16,000 patients registered across 3 branch surgery and two schools. It is open Monday to Friday 8.00am to 6.00pm and has appointments only during extended hours on Monday evening 6.00 – 9.00pm and Saturday morning 8.00 – 11.00am. During core hours patients can call or drop in.

All sites are accessible but at Islingword Branch disabled patients who are unable to use to the stairs to the first floor are seen by the Doctor in the nurses' treatment room on the ground floor.

The Cockcroft Branch is only open mornings in term time; outside of these hours patients can be seen at the other surgeries.

For out of hours cover this is provided by South East Health and the new 111 service from 6.30pm – 8.00am.

The Friends of Stanford Medical Centre meets approximately every 3 months.

Feedback on actions identified in last year's survey:

1. Look at ways to increase number of patients who receive text reminders
2. Look at the possibility of sending test results by text
3. Further develop Patient Liaison Group to engage more patients

1. Developing the Patient Group

The group now has a Chair and renamed itself Friends of Stanford Medical Centre as this was felt to represent what the group wanted to achieve and to be more open to attract new members

2. Method and Process for agreeing Priorities for a local Practice Survey

At the Patient Liaison Meeting on 10th March the priorities for the survey were discussed based on previous survey questionnaires and feedback from the group. These priorities were then sent to the virtual participation group for comment/agreement. The main areas were:

- a) Clinical service

- b) Getting an appointment
- c) Communication with patients
- d) More feedback from Islingword Road patients

The priority areas were:

- 1) Gather feedback about nurse and doctor consultations separately
- 2) Value of using new social media to provide information to patients

A selection of questions were used from last year so a direct comparison could be done and additional questions were added. There were 2 questions where patients can free text their comments.

The questions were then finalised and agreed with the groups before sending out to patients.

3. Details and Results of the local Practice Survey

The survey was put together and data collected using Survey Monkey. The survey was then sent to virtual patient group, available on the website and in all the surgeries to be completed. The survey was promoted via text message, on prescriptions, on the website and via posters in the surgery.

We had an improved response with 811 surveys being completed a 70% increase in responses and represents 5% of our patient population.

The full report is available on our website. Key headlines and comparisons with responses from last year's survey:

Key areas:

Positive areas:

- Good access for same day and within next 2 working days
- Text reminders are well received by patients
- Majority of patients feel that the 10 min appointment slot is sufficient
- Good access to the doctor via the receptionists
- Good clinical care from both nurses and doctors

Areas to review

- Look at promoting on line booking
- Patients aware of what services the practice can offer rather than having to go to Secondary care
- Better promotion of annual survey

Comparisons with last year's survey

In the past 12 months How easy have you found:	Last Year	This Year
Getting through on the phone	%	%
Very Easy	38.03	44.25
Fairly easy	45.8	39.25
Not very easy	7.98	9
Not at all easy	4.2	n/a
Speaking to a doctor on the phone		
Very Easy	8.04	9.46
Fairly easy	11.3	11.7
Not very easy	5.22	6.83
Not at all easy	3.04	n/a
Obtaining test results by phone		
Very Easy	21.81	23.57
Fairly easy	14.04	14.06
Not very easy	3.03	4.95
Not at all easy	3.02	n/a
When you last visited the doctor ;how much time did you spend with the doctor?		
Less than 5 mins	19.2	19.63
Between 5 – 9 mins	55.41	54.1
10 -19 mins	20.13	19.21a
In your opinion was this the right amount of time?		
Yes	82.35	84.6
Too little	16.99	15.25
The last time you saw the doctor		

how good were they at:		
Giving you enough time		
Very good	40.8	43.86
Good	39.91	38.6
Neither good nor poor	12.42	12.13
Poor	3.33	3.95
Listening		48.75
Very good	44.54	
Good	40.76	38.47
Neither good nor poor	7.57	8.61
Poor	3.79	2.06
Taking your problems seriously		48.76
Very good	48.44	
Good	33.3	35.58
Neither poor nor good	10.44	9.96

4. Discussing the results with the Friends of Stanford Medical Centre

The patient liaison group met on the 10th March to discuss the findings of the survey and a summary of the report and the full survey was then sent to the virtual patient reference group for comment. A proposed action plan was also discussed and circulated to members for consultation.

5. Agreeing an action with the Patient Reference Group and Patient Liaison Group

The action plan was discussed at the Patient Liaison Meeting on 10th March and circulated for comment to the virtual group.

Agreed Action plan

- 1) Add ENT, steroid injection GP specialism to website and news letter
- 2) TV screen for Islingword Road for practice information and health promotion
- 3) To look at how patients can be informed when the next rota is available so those waiting to book appointments are reminded and can ; possibility of texts, on prescriptions, website etc
- 4) Check if a patient has 2 different types of appointments on the same day they will get a text reminder for both
- 5) Promotion of evening and Saturday surgeries better
- 6) Promotion of clinics and services particularly dementia screening
- 7) Make the most of your GP appointment – how to get patients to manage their time with the doctor to manage their health; an article for the next newsletter
- 8) Privacy at reception desk – not just in talking to patients but between receptionist to be reviewed and monitored
- 9) Make sure copies of the questionnaire are readily available and at hand for patients at the branch surgeries next year
- 10) Feedback from patients re: receptionist to be discussed at internal training within the Practice

6. Publishing the local patient participation report

The full survey report and the Local Participation Report was published on the Practice's website on the 17th March 2014 and sent to the CCG on the same day.