

PATIENT PARTICIPATION REPORT MARCH 2014

Bramingham Park Medical Centre has a successful patient participation group (PPG), run by Chairman Mr Edward Bermingham, assisted by Kelly Houghton from the Practice

There are 9 members who regularly attend meetings and 32 who are signed up as virtual members, whom receive paperwork including Practice Newsletters. If they cannot attend meetings they are encouraged to raise issues they would like discussed via email, we actively encourage patients who are unable to attend to join the group in this manner. The local community, patients with disabilities, chronic disease sufferers, young moms, and each ethnic group are all represented.

We actively encourage new members via newsletters from the PPG and posters in Practice.

We will continue to encourage patients to join the group using these various methods including contacting them via email to invite them to attend meetings

The members are currently made up

Age Bracket	Male	Female
17-25		
26-55	1	2
56-65	2	
65+	3	1

The current members are all from a range of ethnic backgrounds which is reflective of the patient population and the age brackets are also equally represented.

Meetings are held at the practice monthly

In this meeting the group discuss issues that which affect the Practice and patients.

The Practice has just been taken over by Phoenix Primary Care who are reviewing and recruiting more GP's. An issue was raised at the PPG as they were concerned patients would not know who the new GP's are. They have requested a photo board in the waiting room of which is to be done

The PPG have also started producing a newsletter of which details PPG work and anything which is happening with the Practice i.e. flu campaign

The PPG are always keen to involve outside members of other groups from the local area, to promote the services they can offer and what the surgery have to offer, which show patients and local residents how they can benefit.

In February 2014 the PPG agreed the questions to be included in the patient survey, and the survey ran in March 2014.

The PPG members assisted with the survey, distributing them and encouraging patients to complete them. Prior to patients being asked to complete the survey they were asked in they were willing to participate and the reasoning behind the survey explained in detail. Patients were informed that the results would be available in the practice, on the practice website and a copy could be obtained

through the PPG. The selection of 90 patients was entirely random, and they were visiting the practice for a variety of reasons, the results were collated using an Excel Spreadsheet

Our Patient survey results are detailed below:

Phoenix Primary Care – Bramingham Park Medical Centre

### Patient Questionnaire Results

Methodology : A questionnaire was handed out to a random selection of 90 patients who attended surgery between 11.03.2014 and 18.03.2013				
Patient Breakdown:		Male : 29	Female : 56	No answer : 5
Age:	Under 18 – 1	18-24 – 5	25-34 - 11	35-44 – 13
	45-54 - 21	55-64 - 18	65-74 – 13	75 & over - 8
Ethnicity:	White British – 69	Asian/British Indian - 9		
	Mixed - 1	Other - 3		
	Black British – 8			

1. How do you rate the hours that the practice is open for appointments? 97%
2. How easy is it to get an appointment with the Doctor? 38%
3. How easy is it to get an appointment with the Nurse? 40%
4. How do you rate the welcome you receive from the reception staff  
When you arrive for your appointment? 71%
5. How do you rate the helpfulness of the reception staff  
when you are ordering prescriptions? 52%
6. How do you rate the time it takes to answer the telephone? 23%
7. In the past 12 months how many times have you visited the practice? 29%
8. How important is it to be seen by a GP on the same day with any GP  
or the GP of your choice? 34%  
59%
9. Who did you see the last time you visited?  
Dr Pirisola, Dr Saad, Dr Piskata, Dr Thiya, Locum GP, Nurse/ HCA  
Various answers
10. How good were they at asking about your symptoms and how you were feeling? 73%
11. How good were they at listening to you? 77%
12. How good were they at putting you at your ease? 79%
13. How good were they at explaining your problem and treatments? 79%

14.	How good were they at involving you in decisions about your care?	73%
15.	Did you understand everything that was discussed?	86%
16.	Did you feel happy with your consultation?	78%
17.	Were you happy with the treatment you were given?	76%
18.	Are you male or female?	Various Answers
19.	To which age group do you belong?	Various Answers
20.	Which ethnic group do you belong to?	
	%	
	a. White	77%
	b. Black or Black British	9%
	c. Asian or Asian British	10%
	d. Mixed	1%
	e. Chinese	0%
	f. Other Ethnic Group	2%
	No answer	1%
21.	Which of the following best describes you:	
	a. Employed (full or part time, including self employed)	56%
	b. Unemployed and looking for work	4%
	c. At school or in full time education	3%
	d. Unable to work due to long term sickness	2%
	e. Looking after your home, family or a carer	4%
	f. Retired from paid work	26%
	g. Other – please describe	2%
	h. No answer	2%
20.	We are interested in any other comments you may have	
	• Is there anything particularly good about your health care?	
	○ It's ok	
	○ Very good with my son	
	○ The locum was very good, but not available for next visit	
	○ Now doing blood tests	
	○ Easy access to GP	
	○ Blood tests by nurse	
	○ Ok. Happy enough	
	○ Happy enough	
	○ Not very good. No confidence in system, nor NHS. Bad experience, re - treatment	
	○ Ok	
	○ Ok in general, satisfied	
	○ Looked after well	
	○ Looked after very well	
	○ Dr very interested in my condition and well being	
	○ Follow up is excellent	
	○ The primary contact. The receptionists are friendly and for the most part competent. They have had a difficult time of late. As have the patients, with all the changes	

- All ok
- Happy to come to this practice, feel confident that health care is good
- I have attended the surgery since 1993 and have always found it to be at least satisfactory as regards primary health care with some excellent GP's
- Generally satisfactory though often difficult to make a suitable appointment
- There are now more appointments available
- Things have improved, now reasonably satisfied
- Reasonable
- Ok, satisfied. Easy to park
- Handled ok, satisfied
- Happy at this moment. Hopefully this will continue with same doctor
- Very pleased with the doctor seen (Good improvement from last visit)
- The care was not good in this gentleman's view
- Not really. Lack of same doctors
- Reasonably good
- Reasonably happy
- Care ok
- Pleased with speedy care for children
- It's ok
- It's ok
- It's ok
- It's ok
- Mixed feelings
- Fine
- Most of the reception staff are exceptional (except 2)
- Happy with care
- Happy
- Language difficulties during consultations a problem
- Helpful with external contacts
- Not really
- It's ok
- Ok, well looked after
- Happy ok
- Hoping that things will improve as tired of seeing different doctors. Just as he is getting to know a doctor and building a rapport with a doctor they leave

b. In your opinion is there anything which could be improved?

- Glad to hear blood tests now available
- No
- Communications poor
- No follow through to doctor's recommendations. Next appointment, no mention, Too much general conversation - not enough medical advice with doctor
- Permanent doctors
- The same doctor is very important
- Happy with situation
- Competent and caring would be the most desired by this patient
- Easier appointment would be good
- Permanent doctors. Easier to obtain appointments
- I found that its quite difficult with the constant changing of doctors. Hopefully, in the future we will be able to know that the doctor we establish a relationship will stay longer than a few months
- Continuity of doctors
- More continuity of doctors

- Regular doctors for continuity
- Need longer opening hours, more availability of appointments, permanent doctors
- Regular doctors , reception needs improving
- Permanent doctors very important
- Not changing doctors, telephone answering
- Better attention at reception
- Same doctor, better care
- Permanent doctors
- See the same doctor. Emergency appointments, phone answering
- Answering telephone, same doctors
- Get the appointments m/c up and running again
- Prefer to see same doctor each visit (continuity). Option for repeat prescription to be ordered on the internet. Also option to book appointment on internet
- Choice of doctors. Only one male doctor available - not my choice
- To try and make it easy to see GP on the day you phone up and not say phone back that afternoon and hope you can see/get an appointment then to be told more often than not you will have to ring back tomorrow or you can see someone in 2 days time
- Need for all doctors to have compassion and interest in their clients
- Arrival check-in system. More voluntary advice if medication level is wrong (eg Thyroxine should be reduced)
- One doctor should be allocated as primary contact for each patient. This would enable the patient to say who is their doctor when asked. Referral letters should be sent within a reasonable time frame, say 48 hours of dictation
- Telephone answering to be improved. To be seen on time within reason
- Satisfied, ok at present
- The system for ordering prescriptions could always be improved
- Husbands prescription gets mixed up fairly often, so we have to try and order a week to 2 weeks early ahead of running out, then get flagged up as overuse
- Its getting there
- Phone calls in to doctors take a long time to be picked up
- Current situation ok
- More caring approach from reception. Improvement on answering the telephone
- Staff including doctors to be more competent and putting patients at ease with caring approach
- Ok, satisfied
- Telephone problems addressed
- More private reception
- Telephone answering must be improved
- Continuity of doctors very important
- Same doctors very important
- Better training with reception. Communication very important. Online appointments
- Phone answering. Having the same doctor most times. Would like a more settled situation regarding the doctors
- Telephone answering
- Communication between medical and secretarial staff i.e - referral did not occur
- No
- No
- Appointments - often have to wait beyond appointment time
- No because hours are improved
- Telephone service
- Check-in machine missing on this day - preferred it
- Keeping to appointment times
- Communication between reception and doctors and vice-versa
- Reception staff flexibility
- More privacy at reception

- Appointment machine requires to be in use
- Having the same doctor with the view of building a rapport with the doctor
- To receive appointments quick and within a reasonable time
- Knowledge of who the doctors are within the practice male/female and when they in consultation, the docs and hours etc
- Problems on repeat prescriptions - necessary to see doctor
- The telephone service
- Telephone service
- More rapid repeat to phone calls
- Ok with present situation. Happy as things are
- Ok at present

c. Any other comments?

- None, but pleased about extended hours
- Happier with present staff
- Surgery has improved greatly
- Require self check-in to be operational
- Self check-in should be available and working
- Difficult to obtain referral - Try to convince doctor very difficult
- No
- Mess for the last 18 months, bad communication
- Things are getting better
- Would like to be seen say in an emergency (any doctor)
- I will be interested to see how things develop under Phoenix
- I hope with the new group taking over the practice will settle down. We have in the past 4-5 years lost some really good GP's due to the upheaval and instability of the management
- With 6123 on patient list (according to your website), it seems virtually impossible to make an appointment for within 24 or even 48 hours
- Much improved in all areas
- No
- No
- All ok
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Conclusion :-

There have been a number of changes over the past year as the Practice was with a 'caretaking contract' with the final contract being awarded to Phoenix Primary Care Ltd in December 2013. Services are being looked at and changes are being introduced by the acting Practice Manager and Directors, and the feedback is positive as the results above show. There are still some areas which are to be addressed and the results clearly show the areas in need of improvement. The following action plan was compiled and agreed in March 2014 as a positive step towards making improvements at the practice.

## Bramingham Park Medical Centre -Action Plan resulting from Patient Survey March 2014

Action required	Plan to be put in place
Improve telephone access	Utilise the skills of admin team, and look at ways in which we can reduce the number of telephone calls coming into the practice, i.e. internet bookings and orders for prescriptions.
More same day appointments	The Practice now has longer extended opening hours including Saturdays and Bank Holidays. The appointment system has undergone an overhaul to ensure a full range of appointments are available to meet all needs.
Lack of GP's	Phoenix Primary Care have recruited 3 new GP's and are still reviewing this requirement including choice of male & female GP's
Unhelpful reception staff	Look at areas for training which are identified through the appraisal process.

The practice is keen to engage patients to help deliver and design services around the needs of it's patients and with the help of the PPG we will look at the priority needs of our patient population.

The analysis of the survey results was undertaken by myself and a copy forwarded to the Chairperson of the patient group, discussed at meeting and comments fed back to me. The results can be found on our practice website, along with a copy of this report.

The two main areas that needed immediate improvements were the number of same day appointments available along with the ease of telephone access and the actions relating to these areas have taken immediate effect, we will revisit the same survey over the next 9-12 months and hope to see improvements in these areas. We have also recruited Nurses and a HCA which will assist with the appointment demand but also ensure we are providing essential services in the Practice.

Our practice is currently open 8am – 8pm Mondays, Wednesdays and Thursdays, 7:30am – 8pm Tuesday and Friday and 8:30am – 12:30pm Saturdays and Bank Holidays. All services can be accessed by either visiting the practice or via telephone on 01582 597737

This report will be published on our Practice Website and a copy will be posted in our waiting area, and if any patient should wish to receive a hard copy, they can do this via reception.

Andrea Fray – Acting Practice Manager  
Bramingham Park Medical Practice