

Stone Cross, Pevensey Bay and Westham Surgery

Patient Representative Report 14 March 2014

Practice population profile		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Total practice population: 11,711	Sex: Male: 5752 Female: 5959	Ethnicity 95.73% of patients with ethnicity recorded are British Asian is the next largest group @ 41 patients 0.48%
Other (eg working patterns of patients, no. of carers etc)	270 patients at our practice are carers	
PPG profile		
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile		
Age <ul style="list-style-type: none"> • 45-55: 1 • 55-65: 2 • 65-75: 7 • 75-85: 4 	Sex Male: 4 Female: 10	Ethnicity: Entire group are white British
Other: We have a mix of people representing the patients, full time, part time, careers, disabled and retired		

<p>Describe variations between the group and what efforts the practice has made to reach any groups not represented:</p>
<p>We were pleased to have attracted a mix of male and female representatives and a range of ages. As we have three sites we were also pleased that we have patients representing the surgery from locations all around our surgery area.</p> <p>We were disappointed that we did not have a gentleman in the group under the age of 50 or a patient from a minority group.</p>
<p>How did the practice ensure that every effort was made to get a representative number of patients on the group?</p> <p>We continue to advertise in our newsletter that we still need a gentleman under the age of 50 and a patient from a minority group.</p> <p>Our Jayex board (patient calling display in the waiting room) also has a message asking patients to see reception if they are interested.</p> <p>In our patient participation group minute folder located in reception, we have added on the front page that we are still looking for a gentleman under the age of 50 to join and a patient from a minority group.</p>

Stage two – validate the survey and action plan through the local patient participation report

<p>Survey</p>
<p>How were the views of registered patients sought?</p> <p>Survey, newsletter, suggestion box and our website.</p>
<p>How were the questions drawn up?</p> <p>Our Patient Participation group decided upon the questions, detailed minutes are available on the website.</p>
<p>How was the survey conducted?</p> <p>We printed out 281 questionnaires and split them equally between doctors, excluding Dr Woodall and Dr Reva, had 55 questionnaires handed out each. Questionnaires were handed out at all three sites (Stone Cross, Pevensey Bay and Westham Surgery). The receptionists then asked patients who were seeing clinicians from December 2013 to</p>

February 2014 to complete the questionnaires.

What were the survey results?

Survey results are available on the website

Action plan - please include a copy of the agreed action plan

Previous Action Plan (2013): points which have now been actioned.

2013 Surgery Survey Results

We discussed suggestions, improvements and GP comments.

PPG agreed that the following actions they would like the practices objectives to be which are as follows:

1. Patient checking in machine – *Kelly is already in the process of arranging a demonstration of the patient self checking in machine and hope that if the machine works with our surgery set up, by the summer, the practice will have one installed in Stone Cross. This will make it easier for patients to check themselves in leaving the desk available for queries and booking future appointments.*
2. More pre-bookable appointments. *We have analysed our patient demand and our capacity. Based on the findings we have changed one of our Doctors half days off and increased our 'on the day' appointment capacity by 14 face to face apps and 6 telephone appointments on a Tuesday, which is our 2nd busiest day. We have also employed a Nurse Practitioner who is offering us an additional 45 appointments per week, worked around patient demand. We have also changed when we run some of our clinics to ensure they do not clash with the top 3 demand days.*
3. Smell at Pevensy Bay in the waiting room. *Michelle and Kelly are going to investigate this problem.*

Some of the patient comments we feel we have already tried to action or have now been resolved are as follows:

1. "No children waiting room". *We have set up in the second waiting room a "quiet waiting room" which we had hoped could be a peaceful place with no music and a no speaker television for those who would like to sit quietly.*
2. Ability to make appointments over the phone in advance. *We are able to book approximately six weeks ahead so we are surprised that this patient was unable to book in advance. We also offer "on-line appointment bookings" as well and hope that in the future with software developments that patients will also be able to book telephone consultations with their GP and book appointments with the nurse.*
3. More phone lines. *The surgery has recently identified a fault with our phone system affecting two incoming lines. Our telephone company has resolved the issue and both Kelly and Michelle since the lines have been fixed have*

not been informed of any difficulties with patients being unable to get through and hope that this has now resolved the problem.

4. Open at weekends. *The surgery currently runs an out of hours service on a Thursday morning between 7am-8am and on a Saturday morning. However these appointments are for pre-booked appointments only and are not available on the day*

- Group agreed that a time scale of 31st march 2013 to get all the outcomes of the patient questionnaire completed was a realistic time frame.

Action Plan 2014

How did you agree the action plan with the PRG?

After we had collated the results from the questionnaire, we discussed patient's comments and results, from these we drew up an action plan and agreed a time frame for completion. Please see minutes 24.02.2014.

What are the main findings/ proposals that can be implemented?

See copy of extract from minutes below (Minutes taken from 24.02.2014)

QUESTIONNAIRES

Discussed the most recently completed patient questionnaire results. Comments about improvements to the surgery from the patient's were discussed

- **More Disabled Parking:** this is something which we have previously tried to increase at Stone Cross. *Extract from minutes from 09.01.2012: Disabled parking bay: KH informed group of the outcome of moving the disabled parking bay at Stone Cross Surgery. Unfortunately the parking bay would be in the road which would be dangerous and the cost came to just under £800.*
- **Recorded message too long.** This is something which we are always looking at within the surgery. *Agreed to add this as one of our "Agreed Practice Actions" below.*
- **Reception being understaffed and that there are sometimes long queues.** On discussion with group we all presumed this comment is to do with Stone Cross. We are hoping that with the new check in machine this will eliminate the long queue as patients can check themselves in. it is difficult to stop a queue forming as some patient queries can be complicated matters that take the receptionist a longer time to deal with.
- **Appointment times too short.** Appointments are for ten minutes. It is up to the GP to inform the patient if they need a longer appointment slot, for instance for a joint injection or a minor procedure. They will make sure that the patient has an appointment slip with the information ticked so that the receptionist can find

a suitable day and time. Some patients complained that one particular GP cut them off half way through the consultation as the ten minutes had passed and were told to book another appointment. KH will discuss with the GP's.

ACTION KH

- **Difficult to pre-book appointments.** The surgery works on a system where by patients can pre-book however because there is only limited availability, this system tends to only work where by a patient is happy to wait up to two weeks ahead. If the patient is after an appointment "tomorrow" or in "a couple of days time" then this is where the patient needs to telephone on the day they would like to be seen at 8.30am.
- **Difficult to see your own GP or the same GP you saw previously.** We are in the unfortunate situation where by we have three sites this means that local residents who are unable to get to Stone Cross have the opportunity to see a GP at their local GP surgery. We also have a couple of part time GPs which makes it difficult to see them, if you are acutely unwell on a day when they do not work. Our computer system lists in date chronological order your visits, so that if you do need to see another GP your symptoms and medical history and medication are all clearly listed so that the GP can note your history and treat you accordingly. If the doctor has asked you to come back to for review in one/two or a month's time, then at your appointment they should hand you a slip with this information to hand to the receptionists so that she can pre-book an appointment for you.
- **Check in machine does not tell you if you have marked in and you should be at one of the branch surgeries (Pevensey Bay and Westham).** We have already taken action on this point and we have put a notice above the machine to inform patients that if after twenty minutes they have not seen the clinicians name appear on the Jayex board (patient calling display board) to see reception. Also, receptionists and GPs are aware of the issue and if a patient is delayed due to this fault the doctor is always happy to wait for them at the branch site.
- **Difficult to get an appointment at Pevensey Bay Surgery.** We are aware of this problem and we are going to write in the newsletter, that if possible can patients who can get to Stone Cross book appointments here to leave the Westham and Pevensey Bay surgery for those patients who are unable to get to Stone Cross. *Agreed to add this as one of our "Agreed Practice Actions" below.*
- **More clinic's at Pevensey Bay Surgery.** Unfortunately we are limited due to space and accessible consulting rooms.

After discussion we all agreed on the following actions for the practice to take from the questionnaires and work on:

Agreed Practice Actions 2014:

- **Online Appointments and Prescription:** To promote patients being able to book appointments and prescriptions online. KH is going to add information on the next patient newsletter. **ACTION KH**
- **Minor Injury Service:** Kelly and Michelle to ensure as many patients as possibly know that we can deal with minor injuries here and what a minor injury consists of. To advertise this Kelly is going to find out if we can advertise on the parish website and perhaps on the village's notice boards. We are also going to make sure that our website highlights this also to patients. We have only

recently advertised this service in the practice newsletter and are considering e-mailing this out to all patients whom we have an e-mail address for. We all did agree however, that the question in the patient questionnaire could have been worded in a more understandable way as “minor injury clinic”, we do not actually have a specific “clinic” we run a “minor injury service”. We also at the Practice need to ensure that patients understand what we mean by a minor injury. **ACTION MK/KH**

- **Recorded Surgery Telephone Message:** Kelly and Michelle to relook at this as may need re-tweaking to remind patients that the reason they are listening to the long recorded message is because they are on hold waiting for their call to be answered. However we will relook at the answer phone to see if we need to change or re word the recorded phone announcement. **ACTION MK/KH**
- **Appointments at Pevensey Bay & Westham Surgery.** Kelly to write in the next Patient Newsletter, that if possible can patients who can get to Stone Cross, to please book appointments here and to leave the Westham and Pevensey Bay surgeries for those patients who are unable to get to Stone Cross. **ACTION KH**

****Actions agreed to be completed by 01.06.2014****

What are the actions that the practice intends to take / has taken in respect of the findings?

See above

Are there any contractual considerations to the agreed actions?

There are not any contractual considerations needed for the agreed actions

Local patient participation report

Please describe how the report was advertised and circulated

Report displayed on Practice website.

Opening times

Confirm opening times of the practice premises and method of obtaining access during core hours (Mon to Fri 8am to 6.30pm). This should include arrangements under extended hours where applicable.

Stone Cross Surgery Opening Hours

Monday: 08.30-18.00
Tuesday: 08.30-18:00
Wednesday: *08:30-18:00
Thursday: *08:30-18:00

Friday: 08:30-18:00
Saturday: **See extended hours below.*

***Extended Hours**

We offer extended opening hours for PRE-BOOKED appointments only. These clinics are held on Saturday mornings 8:00am - 12:30pm and every Thursday mornings from 7:00am - 8:00am

These clinics are specially set up for our patients that find it difficult to attend during usual working hours.