

Stone Cross, Pevensey Bay and Westham Surgery

Patient Representative Report 14 March 2013

Practice population profile		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Patient Age's: <ul style="list-style-type: none"> ➤ > 5 : 558 ➤ 5-15: 1391 ➤ 15-25: 1131 ➤ 25-35: 1064 ➤ 35-45: 1520 ➤ 45-55: 1571 ➤ 55-65: 1547 ➤ 65-75: 1503 ➤ 75-85: 909 ➤ >85: 316 	Sex: Male: 5637 Female: 5873	Ethnicity 95.8% of patients with ethnicity recorded are British Asian is the next largest group @ 46 patients 0.55%
Total practice population 11,580		
Other (eg working patterns of patients, no. of carers etc)	245 patients at our practice are carers (search date 13.03.2013)	
PRG 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"> • 25-35: 1 • 45-55: 1 • 55-65: 4 • 65-75: 6 • 75-85: 3 	Sex Male: 3 Female: 12	Ethnicity: Entire group are white British
Other: We have a mix of people representing the patients, full time, part time, careers, disabled and retired		

Describe variations between the group and what efforts the practice has made to reach any groups not represented:

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.

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.

How did the practice ensure that every effort was made to get a representative number of patients on the group?

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.

In 2012 we advertised at the school for a parent of a young child and we are pleased that we now do have a young mother who has joined.

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

Survey

Describe how the priorities were set:

We looked at an example from another practice, which all agreed could be incorporated into our survey this year. All agreed questions regarding current changes to the NHS, and costs involved, would help to educate and inform patients of the changes and how it will affect them and their Practice.

We discussed keeping the back page of last year's questionnaire which rated patients' experience with the clinician they saw; which we all felt that this was very important.

All agreed instead of these just being handed out to patients seeing a GP that they should be handed out to patients seeing Nurse/HCA/Phlebotomist as well.

How were the views of registered patients sought?

Survey, newsletter, suggestion box and our website.

How were the questions drawn up?

Our Patient Participation group decided upon the questions, detailed minutes are available on the website.

How was the survey conducted?

We printed out 400 questionnaires and split them equally between clinical staff and between sites (Stone Cross, Pevensy Bay and Westham Surgery). The receptionists then asked patients who were seeing clinicians from December 2012 to February 2013 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 (2012): points which have now been actioned.**

- Two extra phones lines have been added.
- Radio disconnected from second waiting room to make it our “quiet waiting room” and a television on mute with subtitles has been added so patients whilst waiting can watch the news.
- “Quiet waiting room” door sign now has a professional sign on it with “meeting in progress” (previously we used an A4 piece of paper which we agreed did not look as nice as a professional sign).
- Jayex board and main waiting room television informs patients now that there can be a wait in the urgent clinic.
- Poster at all three sites informing patients of services available at the surgery.

Action Plan 2013**How did you 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 17.01.2013 and 25.02.2013 for detailed information.

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

See copy of extract from minutes below (Minutes taken from 25.02.2013)

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 Pevensey 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.

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

See above

What are the findings/ recommendations that will not be implemented? Please include reasons?

There were not any findings or recommendations which we will not be implementing

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.

