

Bethesda Medical Centre

Patient Participation Report 2011/12

Patient Reference Group Profile

We currently have a Patient Reference Group made of 18 registered patients. The Group has been in place for the last 4 years and meets quarterly, discussing issues/problems/developments within the Surgery.

The Group have been instrumental in the development of the Practice Website and the Queuing System that is now in place in the Reception Area.

Members of the Patient Reference Group come from all walks of life and we have representatives from local Assisted Living Housing Retirement Flats and other members who have their back ground in Housing, Social Services and Care. During the last year we have tried to ensure that the group is representative of its registered patients by forming a Virtual Patient Group and encouraging more patients to become members of the Patient Reference Group.

Content of Patient Survey

In January 2012 the Patient Reference Group met with myself and Sue Clarke the Office/Reception Manager to discuss which issues should be included within the Patient Survey. The Group reflected back on discussions held at previous meetings and experiences they had had themselves, and the following areas were agreed to be included within the Questionnaire:

- *Feedback on the service provided by the Reception Team*
- *Opening Hours*
- *Availability of usual GP*
- *Availability of any GP*
- *Availability of a GP in an emergency*
- *Telephone Consultations*
- *Waiting Times*
- *Contacting the Surgery via the Telephone*
- *Prescriptions*

Circulation of the Patient Survey

In discussion with the Patient Reference Group it was agreed that the Questionnaires would be circulated to patients over a two week period and that a member of staff/member of the Patient Reference Group would be in the Surgery Waiting Area during this time to hand the questionnaires out to patients and to be on hand to assist patients in completing these if necessary.

During the two week period 214 Patient Questionnaires were completed.

Reflection on Results

After collation of the results of the Survey a further meeting was held with the Patient Reference Group in March to discuss the results of the Questionnaire and identify areas for improvement. During this meeting the results of each of the questions were discussed and it was agreed that feedback indicated that patients were happy with:

- *The service provided by the Reception Team*
- *The Hours the Surgery is open, although it appears not all patients were aware that the Surgery is open late on Wednesdays and on Saturday mornings.*
- *Availability of their usual GP*
- *Availability of any GP*
- *Availability of a GP in an emergency*
- *Waiting Times in the Surgery*
- *Prescriptions – the ease of ordering prescriptions and the availability within 48 hours.*

Areas that patients indicated they were not happy with the services were:

- *Telephone consultations*
- *Ability to get through to the Surgery on the telephone*

In addition the Patient Questionnaire asked for comments/suggestions to improve the Service we provide and the following suggestions were made:

- *Requests were made that the outer door to the Surgery be opened 15 minutes before the Surgery opens in the morning to allow patients to shelter in bad weather*
- *A request was made that partially sighted patients are called for their appointments as they cannot see the call boards*

- *Patients said that they are not always able to see the slides on the Plasma Screen*
- *Patients requested help with the automated/on line appointment systems*
- *Patients had said that it is difficult for patients from other countries to communicate at Reception and this causes delays.*

Action Plan

The Group discussed the areas that patients had highlighted during the Survey as unsatisfactory and also the comments/suggestions for improvements and the following Action Plan was agreed.

Telephone Consultations (GP's that triage all calls by telephone)

Actions:

- Practice Manager to speak to the GP's the work in this way to voice the concerns expressed in the Patient Survey that patients would like choice of whether their appointment is a telephone consultation or face to face consultation – **Practice Manager**

Improved access via the telephone

Actions:

- Leaflets to be left in the waiting area promoting the different ways appointments can be made (copy attached) – **Practice Manager to arrange**
- Message to be put on plasma screen, in the waiting area, giving patients the above information – **Practice Manager to arrange**
- Patients to be offered support using the automated booking systems – this will be offered by the Reception Team and messages on the plasma screen in the waiting areas – **Practice Manager to arrange**

Patients requested the outer door be opened before the Surgery opens in the morning to give shelter to patients waiting.

Action:

- The Office/Reception Manager said that she would remind the early morning staff that the outer door should be opened at 8.15am each morning

Partially sighted patients asked if they could be called when they are due to see the GP as they are unable to see the call boards.

Actions:

- The Office/Reception Manager said that she would put an alert on the notes of patients that need this service so that Receptionists and GP's are aware that these patients will be to be called for their consultation.

Some patients said they had difficulty reading the slides on the Plasma Screens in the waiting area.

Action:

- It was agreed that the folder containing copies of the slides would be moved from behind reception to a more accessible position for patients – **Reception/Office Manager to arrange**

Some patients expressed they would like support using the On-line/automated telephone system.

Action:

- Tuition to be offered to patients to help them to use the above systems by the Reception Team and the Plasma Screen – **Practice Manager to arrange.**

Patients had expressed that communication is difficult for patients from other Countries to communicate at Reception this sometimes causes delays.

Actions:

- Prompt Cards to be made in different languages to aid patients from other countries to communicate – **Practice Manager to arrange**

It is anticipated that the identified person for each of the Action Points will have completed their tasks within the next two months.

Opening Hours and Methods of Obtaining Access

The Surgery Opening Hours are:

Monday	8.30am – 12.30pm and 1.30pm - 6.30pm
Tuesday	8.30am – 12.30pm and 1.30pm – 6.30pm
Wednesday	8.00am – 12.30pm and 1.30pm – 6.30pm
Thursday	8.00am - 12.30pm and 1.30pm – 6.30pm
Friday	7.30am – 12.30pm and 1.30pm – 6.30pm

The Surgery also provides extended hours and these are available at the following times:

Wednesday evenings 6.30pm – 8.00pm

Friday mornings 7.00am – 8.00am

Saturday mornings 8am – 10am

Methods of making an appointment:

- By phoning the Surgery on 209300 and speaking to one of our Receptionists.
- By using our Automated Telephone System which is available 24 hours a day – phone 209300 and select option 1, you will be asked to enter your telephone number and date of birth. This system will allow you to make an appointment with your doctor or one of the nursing team.
- By using our On-Line Appointments System – log into our website at www.bethesdamc.co.uk and use the Online Services: Prescriptions and Appointments button.
- Speak to one of the Receptionists in the Surgery.

Both the Automated Telephone System and On-Line Appointment System are available to book appointments 24 hours a day.

Recommendations for Next Year

It was agreed that when the Patient Questionnaire is repeated in 2012/13 that copies of the questionnaire are also printed in other languages to ensure that feedback is representative of our registered patients.