

Bethesda Medical Centre

Patient Participation Report 2013/14

Patient Reference Group Profile

We currently have a Patient Reference Group made of 19 registered patients. The Group has been in place for the last 6 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 as well as members with interests in Diabetes, Macular Degeneration and Stoma. 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 November 2013 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*
- *Additional 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*
- *Patient awareness of the services at the Surgery*
- *Confidentiality*
- *Promotion of the Patient Working Group*

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 232 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 January 2014 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 – this showed area showed a big improvement on previous years*
- *Confidentiality*
- *Happy to see own GP again.*

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

- *Telephone consultations*
- *Ability to get through to the Surgery on the telephone*
- *Availability of their usual GP – The patient response on the questionnaire was good but comments were made from the PWG that some patients felt the only way they could get an appointment was to come to the Surgery to make an appointment. It was discussed that not all patients are aware of the other ways of making appointments.*

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

- *Plasma Screen - patients had commented that the text on the Plasma screen is sometimes too small and it goes too quickly. Rachael said that following a request from the PWG at a previous meeting there is a binder outside Reception containing copies of the slides for patients to look at but she would have a look at what is on the screen to see if there are any out of date ones or ones that could have larger text. **Action:** Sue to update the folder on a monthly basis*
- *Long Term Conditions Clinic – a comment had been made that a patient was not happy with “Long Term Condition Clinic” being used to call patients on the Jayex boards.*
- *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) – Feedback was that although this system meets some patient's needs, patients would still like choice.

Actions:

- Practice Manager to speak to the GP's that 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 – Feedback was that patients are unhappy with the telephone system – despite the number of staff answering the calls between 8.30-9.00am being increased to 7 each morning.

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**
- Practice Manager to speak to other Surgeries to find out how their telephone system works.

Availability of Usual GP - *The patient response on the questionnaire was good but comments were made from the PWG that some patients felt the only way they could*

get an appointment was to come to the Surgery to make an appointment. It was discussed that not all patients are aware of the other ways of making appointments.

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**

Delays at Reception Desk

Actions:

- Sue and Rachael to investigate the possibility of a member of the admin team being on-call in the afternoons to register new patients in a separate area rather than at the Reception desk – reducing queues at Reception and aiding those patients whose first language is not British – **Practice Manager and Office Reception Manager to explore**

Plasma Screen

Actions:

- Office Reception Manager to ensure that the folder in the Reception area containing the slides from the Plasma Screen are kept up to date – **Office Reception Manager**

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.

Mission Statement
"Good Communication "