

# Woodlea House Surgery

## 2015/2016 Patient Participation Group Report

### 1. Introduction

The practice has continued to engage with the virtual Patient Participation Group (PRG) via e-mail and telephone during 2015/16 and has recruited one new member.

The group looks at the services the practice offers and how these might be improved coupled with any new ideas to improve the running of the practice for both the staff and patients.

### 2. Practice Profile

The practice profile remains the same with regards to gender and age mix (see 2014/15 PPG report). The ethnic background of the practice has been changing rapidly over the last 12 months where we are seeing a larger demographic from Europe within our practice catchment.

### 3. Development of the Patient Reference group

The members of the PPG were asked if they would like to participate in this year's group of which all but one member agreed. The surgery did recruit one new member therefore the PPG profile remains the same. The practice continues to try and expand the group especially to represent our younger population therefore we continue to advertise for new members on Facebook, in the waiting room and next to the reception hatch. The practice nurses have also been active in asking young people and patients from ethnic minorities if they would be interested in joining the group.

### 4. Actions and update from 2014/2015 Survey

Please find our detailed report on the practice website (hard copy available from reception) regarding our action plan for 2014/15. For 2015/16 we will continue to address the three points as follows:

- Missed appointments: The availability of appointments at the surgery will remain high on a patients agenda for the foreseeable future. We have tried to explain why this remains a problem at the surgery with the inclusion of a detailed article in our winter 2016 newsletter.
- General surgery information for patients: Access for the disabled seems to be a concern for some patients therefore as stated in last years report although the surgery complies with all disabled regulations for the age of the building the surgery would obtain quotes for a new front door.

The surgery has received quotes for an automatic door which has proved to be highly expensive therefore has put the idea on the 'back burner' for the time being. The reception staff always assist if any patient is having difficulty entering the building.

- Electronic prescription requests (EPS): Phase 2 of the EPS where the GP will send your prescription electronically to a pharmacy of your choice was introduced in May 2015 and has been widely appreciated by our patients. The surgery continues to liaise with our two main pharmacies should there be any problems.

### 5. Agreed Priority Areas for 2015/2016 Survey

After consultation with the group 2015/2016 objectives were to:

1. Carry out a survey to focus on patients Care and Treatment when visiting the surgery.
2. Improve the practice website as one member considered it rather impersonal by including staff photographs both on the website and in the waiting room.
3. Promote Self Care in the practice.

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### 1a. Survey Development and Questions

The surgery continues to collate results from our Friends and Family test which patients are able to do via the iPad in reception. Results and comments of which are posted in the surgery on a monthly basis and on the NHS choices website. Any comments the surgery feels need actioning are dealt with immediately.

In addition the practice and PPG decided to carry out a Care and Treatment survey. The PPG and clinicians approved the questions and the survey was completed in- house during November 2015. The reception staff tried to give the questionnaires to as wide a demographic as possible.

### 1b. Survey Results

The results of the survey were collated and are shown below.

Question	Yes	No	Not indicated
1. Do you ever feel confused when one member of staff has told you one thing and another member of staff has told you something quite different?	16	84	0
2. Do you feel involved when decisions are made about your care and treatment?	94	5	1
3. Do you always feel confident in decisions made about your care?	90	8	2
4. Do you feel you are always given enough information on your condition and treatment?	91	6	3
5. Do you feel able to talk about any worries and fears?	91	5	4
6. Do you feel you are treated with respect and dignity by the surgery staff?	96	3	1
7. Do you feel your health needs are provided for at Woodlea house surgery?	97	3	0
8. Do you know how to make a complaint?	18	82	0

100 patients completed the survey and we have tried to answer to the best of our ability comments from the survey where patients are indicating they are less than satisfied with their care and treatment. The surgery is always looking for ways to improve all aspects of care therefore we promote leaving any suggestions in the box at reception with contact details if patients would like us to personally get back to them. The results of the survey are also available to view on our website [www.woodleahouse-surgery.co.uk](http://www.woodleahouse-surgery.co.uk)

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Please find patient comments:

### Question 1

*Do you ever feel confused when one member of staff has told you one thing and another member of staff has told you something quite different?*

- This doesn't happen
- Not really been told different things but would be confused if I was
- Never happened
- Haven't had this happen
- I ask and get the information so I know
- Only once when I joined but never anymore
- Observe good co-operation and teamwork between medical professionals, and realise that some conditions require a second opinion for conformation
- Not always
- Historically different doctors have given conflicting information. Locum doctors have been less reliable in my opinion
  - *We try and avoid the use of locum doctors wherever possible as we appreciate patients enjoy continuity of care. Patients are free to pass on constructive criticism after seeing any Locum GP. Regarding conflicting advice, it is up to the patient to mention during consultation another GP has given different advice for the same problem. The GP will then know a more detailed explanation is required.*
- Never happens, advice has been consistent
- Never happened to me in here
- I always ask if that happens

### Question 2

*Do you feel involved when decisions are made about your care and treatment?*

- Treatment is always explained
- Always caring and involved with any decisions
- Very
- I have everything explained to me
- Yes – excellent consultation and options presented for discussion
- Sometimes
- I know all about my illness and meds
- Always

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### Question 3

*Do you always feel confident in decisions made about your care?*

- I don't usually question it, I leave it up to the doctor
- Always
- This follows from the question about involvement – Yes
- Sometimes
- Most of the time bar problems with my joints. I am having the same treatment as 10 years ago
- Always

### Question 4

*Do you feel you are always given enough information on your condition and treatment?*

- Sometimes
- Depends which doctor I see – usually yes
- Always been totally happy with enough info
- Yes and I always am made to feel comfortable when asking questions
- Nice to have something to read
- Had to make another appointment to see different doctor over a problem
  - *Please always mention to your clinician that you don't understand or feel you need more information regarding your treatment and care. Some patients require a much more detailed consultation than others.*
- Always
- Always

### Question 5

*Do you feel able to talk about any worries and fears?*

- Definitely
- Yes, the doctors listen
- Yes, but I am also conscious of how much time the doctor has – so don't want to go on too much
- Yes, and have always found the doctors to be human and understanding
- I feel it's nice to be able to feel you can talk to the doctors
- One doctor makes me feel quite rushed
  - *Please tell the GP you feel rushed, they will then understand you perhaps need more time to digest the information.*
- Always

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### Question 6

*Do you feel you are treated with respect and dignity by the surgery staff?*

- Sometimes
- Definitely
- Most of the time
- Completely! By all staff!
- Reception could be more user friendly and more open to solving problems in emergencies rather than A&E
  - *The reception staff are neither permitted nor qualified to make any decisions regarding clinical care. If the patient states they feel the problem is an emergency the patient will always be contacted that day by a doctor.*
- Occasionally reception staff are somewhat brusque (especially on the phone), but generally OK
  - *We will commission a training exercise on customer care focusing on telephone technique*
- The staff and doctors have always provided a very good service, well done to you all
- Always
- Always
- If you give respect you get it back

### Question 7

*Do you feel your health needs are provided for at Woodlea House Surgery?*

- The appointments are very hard to get it has to be booked weeks in advance
  - *See below*
- Yes, I feel very happy here Dr. Turner and the other staff are a great help
- Yes, have had excellent support
- Long wait for appointments unless you are a child. In situations that are urgent don't want to be "fobbed off"
  - *See below*
- Not always, the right medication is right
  - *Please discuss with your GP **any** concerns you have with your prescribed medication*
- Waiting times for appointments can be very annoying
  - *See below*
- They are all brilliant
- I am 100% happy with everything at this surgery, couldn't ask for better

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- Definitely
  - *General comment regarding the availability of appointments taken directly from our Winter 2016 newsletter which is available to read on our website [www.woodleahouse-surgery.co.uk](http://www.woodleahouse-surgery.co.uk) and as a hard copy in reception:*

### *Routine appointments and DNA's*

*When asking for a routine appointment with a particular doctor please be aware that certain doctors are only available on certain days and that doctors also have holidays and study leave, we will always try and book you in with the doctor of your choice.*

*Our waiting times for appointments have increased over the past couple of years, at one time you could get an appointment within 48 hours but sadly the average wait is now approximately one week. This has happened for several reasons: -*

- *Increase in demand; people are consulting with a GP far more often than in previous years*
- *Increase of work from outside sources; the introduction of the 111 service has seen a dramatic rise in the number of urgent on the day cases and more time in the GP's working day has to be used to deal with this increase in demand.*
- *DNA's; DNA stands for 'Did not attend', unfortunately we have a big problem with this at our surgery, in October 111 appointments were wasted, this equates to 7 surgeries, if everybody had cancelled their appointment and it was offered to somebody else then the waiting time for a routine appointment would drop dramatically. We understand that anybody can forget the odd appointment but if you can't make it please let us know. We know that the telephone line can be busy but would appreciate your perseverance. Alternatively, you can register for our online access, this enables you to book and cancel appointments on line, you can install the app on your phone or tablet as well and it is very easy to use and saves you time trying to get through to us. All you need to do to register is to ask at reception and you will be given your own unique pin number and password.*

*The reception staff will always offer you an appointment as soon as possible but they cannot magic one out of thin air, please do not get cross with them about the length of time you have to wait, it is out of their hands, we all feel very frustrated that we cannot offer routine appointments any quicker and have tried very hard to address the DNA issue, help us to improve the service for everyone by cancelling no longer needed appointments.*

*Please also bear in mind that there are many over the counter remedies that can help you manage self-limiting illnesses. Pharmacists are very highly trained and experts in suggesting treatments you may find beneficial.*

*Check out the website for minor ailment remedies and advice via clinical services then, choose the tab on the right for the 'self-help' page.*

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### Question 8

*Do you know how to make a complaint?*

- Hopefully I won't have to make any complaints
- Have never needed to know
- I guess at reception
- I haven't needed to
- Would find out if needed to know – don't expect there will be a need to
- I doubt if I will ever have to
  - *The survey figures indicate patients are not familiar with the process on how they would make a complaint should the need arise. Therefore, the practice leaflet (also available as a download on the practice website) on how to make a complaint will be displayed in a more prominent place in the waiting room and at the reception hatch.*

#### **ACTION:**

1. We will re-audit our patients in 6 months and hope to see an improvement with the number of patients who know how to make a complaint.
2. We will commission a training exercise on customer care focusing on telephone technique

#### **TARGET:**

Although the results of the survey indicate our patients are happy and satisfied with their Care and treatment at Woodlea House. We will continue to engage with our patients by commissioning further surveys.

2. Improve the practice website as one member considered it rather impersonal by including staff photographs both on the website and in the waiting room.

#### **ACTION:**

Staff photographs triggered an interesting conversation at a practice meeting; therefore, please find a brief synopsis below:

The support staff which comprises of the receptions, medical secretary and administration staff felt strongly they didn't want their photos on the website or in the waiting room as the patients 'are not their friends' and they wish to keep as much of a formal relationship as possible. Unfortunately, we have had occasions when staff have been summoned by name in the supermarket to discuss medical matters. The conversation then progressed to their names being on the website and patients trying to contact them via social media which concluded in the support staff taking a vote to remove their names from the website which will be actioned forthwith.

The GPs are contractually obliged to display their name and professional qualifications on the board outside the surgery and on the website.

#### **TARGET:**

Remove Support staff names from the practice website: Done

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### 3. Promote Self Care in the practice

The reception staff asked if the PPG could come up with any ideas to reduce the number of patients who DNA their appointments as the availability of routine appointments is the main angst in reception. Displaying the monthly DNA figures and staff informing patients does work to a certain extent but the surgery felt a 'new' approach could be beneficial.

#### **ACTION:**

Feedback from the group suggested that maybe some patients did not need to see a GP if their problem could be dealt with by another healthcare professional i.e. a pharmacist or NHS sites on the internet.

Therefore, the surgery would like to promote My Health My Way. This very informative free service gives personalised support and direction for people living with a long term health condition and can be accessed by clicking on the 'useful link' tab at the top of our home page where patients can access the site (icon below) or by following <http://www.myhealthdorset.org.uk>

My Health My Way also provides support to carers.



The reception staff understand that they are not qualified to give any advice to patients but could direct a patient to a pharmacy or our Self Help page on the practice website should the patient ask. This information was also included in the Winter 2016 newsletter.

Health promotion was also suggested therefore the Practice Manager will discuss at our next clinical meeting the ongoing health promotion with the clinicians, which continues to be a high priority in primary care, encouraging patients to lead a more healthy/active lifestyle in order to help prevent chronic diseases such as diabetes.

**TARGET:** Ongoing

#### **Final note:**

We are grateful to the patients who have joined our Patient Reference Group and will continue to advertise in the surgery for new members. We usually hear from our members but will telephone them quarterly if we haven't heard from them in order to review our website which is constantly updated for approval; and then pass on any thoughts on how we can improve the practice.

Please find all our practice surveys including full reports, reflections, actions and outcomes on our website: [www.woodleahouse-surgery.co.uk](http://www.woodleahouse-surgery.co.uk)