

Oughtibridge Surgery

Patient Participation Group

Annual Report under the DES February 2014

Background

This is the third year of the scheme. The first annual report was published on our web site in March 2012 and our second report in February 2013

The group meets every quarter. Dr Tim Moorhead, Senior Partner and Dawn Davis, Practice Manager are the practice representatives. The attendance is good. This year two patients agreed to joint chair the group. Despite the efforts of all members, we have not been able to get regular attendance from the under 40 year olds. The membership split of men and women is slightly in favour of women. All members are registered patients at the practice. Dates of the meetings are published on the website and in the surgery.

Oughtibridge Surgery has a list size of approx. 5500 which is predominantly white British. The practice offers over 350 appointments per week with the doctors as well as telephone consultations. There are in excess of 100 appointments with the nurses as well as appointments with the health care assistants for blood tests. All these appointments vary in time. The Out of Hours Service is provided via 111.

The purpose of the group is to seek views on how we can improve and develop the services we provide. The patient experience is regularly discussed and views sought via the patient survey

Patient Survey

It was agreed to do the same survey this year as last to see where improvements/changes had been made and what we could look to improve on. 128 patients were either sent a survey in the post or handed one by a receptionist during the month of February 2014. Only 50 were returned. These responses have been collated and posted on the website. These results have been discussed with the joint chairs and circulated to members. It was agreed that this was a very poor response despite stamped addressed envelopes being sent to patients. It was also thought that the patients who took surveys away to complete never returned them.

10 questions were asked and the results, on the whole, between last year and this are consistent between the two years.

A sample of the answers are below

How easy is it to get a routine appointment

2013 28%

2014 48%

We have restructured the appointment system and the changes have made it easier to get a routine appointment on the day and in advance. Advance bookings are not made more than a month ahead.

What do you think of our opening hours

2013 Just right 78% Not enough 20%

2014 Just right 79% Not enough 21%

Our opening hours are

Monday 8am-6.30pm

Tuesday 8am-6.30pm 8pm on alternate weeks

Wednesday 8am-6.30pm

Thursday 8am-12.30pm

Friday 8am-6.30pm

Saturday 9am-12.00pm monthly

Positive Comments 2014

- Having moved into the area last September, I have been very impressed by the surgery. I have easily booked appointments and very fast responses to results or appointments made at hospital. I think it is a good surgery – you don't need to do anything better
- You do an excellent job. Many thanks for your caring attitude gives me peace of mind
- Great service from the GP's and support staff
- I believe we are very fortunate in Oughtibridge

Negative Comments 2014

More preventative medicine/patient MOTs

Action

The practice will be inviting patients to come and see the Health Care Assistant for a health check.

Offer more on line services

Action

Appointments for Tuesday evening and Saturday mornings are to be made available for on line booking

Staff seem not to value patients time

Action

Staff training to be undertake in customer care in May 2014

Action Plan from meetings

- Circulate the newsletter
- Continue to target DNA's
- Promote the online booking of appointments

Newsletter – The group had been pressing for this for some time. It was agreed that it would include information about the surgery and any changes and also information about self-help for minor ailments. The newsletter would be available for patients to read in the surgery and on line. Copies would be made available in the local chemist too. The first publication will be in the Spring of 2014.

DNAs – The use of text messaging was helping in reducing the number of DNAs. The surgery was to collect more mobile telephone numbers in an attempt to engage with a larger number of patients. The practice will continue to promote the use of the text messaging service.

Online booking – The surgery was working towards making the Tuesday evening and Saturday morning clinics available to be booked on line. It was agreed to start with these as the dates were fixed in advance. This is to start from April 2014 but is dependent on the IT department making the necessary change to the computer system.

Review of 2012/2013 Action Plan

The 0845 number had been replaced with an 0114 number.

The greeting message had been made shorter at the request of the group. They wanted to get to talk to a member of the team as soon as possible.

DNAs were continued to be monitored and the numbers were falling month on month.

Opening hours had been put up in the surgery and on the entrance to the building and on the gate.

Summary

The group would continue to meet over the next year and try to attract new members.