

## ***Patient Participation Group Report***

APEX Medical Practice has had Patient Participation Group (PPG) in place now for over one year. Since it has been developed it has provided a forum for discussion between patients and the practice, allowing the practice to have its patients view before making changes, and allowing the patients to raise concerns that they may have about the practice.

In its short life time the PPG has had a positive impact, and has resulted in a number of changes being made in the surgery.

One of the things that the PPG quickly agreed was to undertake a survey of its patients to establish how the practice was performing and areas of possible improvement. A questionnaire template was devised and agreed and then handed out to all patients who attended in a two week period.

The results of this were reviewed by the PPG and discussed, and it was agreed that the practice overall was performing very well, excelling in a number of areas. However, the survey also revealed several areas that could be improved. It was agreed that a number of these issues were unavoidable as they were not in the control by the practice, for example difficulty in parking at certain times of the day. Other areas were controlled by the practice and it was agreed that three of these areas should be concentrated upon, to develop, and to ultimately improve the patient experience at the practice.

The PPG agreed that the areas for improvement should be:

1. "A better visual experience when attending the surgery", and specifically improving the decoration of the practice.
2. Improving telephone access
3. Improving the communication of information to patients

APEX Medical Practice has been working towards addressing these three areas, and is happy to state that each has been developed and improved.

### ***A better visual experience when attending the surgery***

The Practice partners met following the survey and PPG meeting to discuss its outcomes and agreed that the decoration was outdated and very tired. It was agreed that money would be well spent on improving the appearance of the Practice as well as ensuring better infection control.

The waiting area, corridors, toilets, reception area, office, and clinical rooms were decorated. Each of these areas were painted with antibacterial paint, a new non-slip vinyl floor was laid and furniture were placed in the GP rooms.

This immediately improved the waiting area, and brought the surgery interior up-to-date.

*Improving telephone access.*

The Practice thought long and hard about this area, as it was clear from the questionnaire that patients were having difficulties in accessing the surgery via the telephone. The telephone systems hardware was not going to be replaced, as this was only recently implemented a few number of years ago.

Two issues were noted after further investigations. The first was that patients were having difficulties in booking appointment on the busiest time of the week, a Monday morning. Consequently this necessitated more than one phone for the patient, as if they are unable to make an appointment at that time, they may have needed to call be a second time to book an alternative appointment. The second issue was that the practice only had a single member of staff dealing with accepting phone calls for appointments at this busiest time.

Each of these were addressed in turn, with the intention of improving telephone access to patients, and also improving access to a doctor.

As Monday mornings were the busiest time of the week, the appointments for this time were restructured. The number of GPs were increased so that on a Monday morning four GPs would be in clinic seeing patients. All of the appointments were made “on-the-day”, meaning that no appointments can be booked in advance with a GP on a Monday morning. This was implemented due to patients frequently failing to attend at the busiest time of the week and impacting directly on other patients unable to go to a GP.

Finally, the phone system was tweaked to enable other staff members to answer the appointment line during the day, and were actively encouraged to do so, when the principal receptionist is busy dealing with another call or patient.

In all this has worked very well. Patients have speedier access to the receptionist, and the likelihood of appointments being available at the busiest time was greatly increased.

To compensate for the loss of bookable appointments, the surgery increased the number available at other times of the week, to offer patients alternatives.

*Improving communication to patients*

At the time of the decorating of the surgery, the opportunity was made to remove the excessive notices that the practice had on its walls, and in the waiting room.

The number of notice-boards were reduced to just two in the waiting area, and a few in the corridor and reception areas. The number of notices on each was limited to just a small number to allow them to be seen clearly.

Further, the relevance of some of the previous notices was raised on discussion with staff members of the practice and members of the PPG, and it

was felt that a lot of the notices were unnecessary, outdated and therefore unsuitable for our walls.

The notices are now closely monitored and will be changed every month or two to ensure that they are relevant. For example, in the spring time hay fever would be relevant, and in the autumn influenza vaccination.

GPs and nurses were trained in using a facility called DXS, in the clinical system that we use, to enable them to have up-to-date leaflets and information that can be used to enhance their consultation with the patient and to provide the patient with further information about their condition, symptoms, medication and so on. This has proved equally popular with patients and the clinicians themselves.

At a meeting of the PPG in 2013 it was felt that as the previous questionnaire had been a success in 2012 that it should be repeated to determine if the improvements made by the Practice had been felt by the patients, and also to explore new areas for improvements.

A different questionnaire was prepared with the Patient Participation Group, as on reflection, the previous survey had some shortcomings.

The new questionnaire was prepared and handed out to patients, once again indiscriminately, to any patient that approached the reception in the two week period that the survey was conducted.

The results of this survey were discussed with the members of the PPG, and the following noted:

1. Majority felt that the receptionist are either very helpful or helpful
2. 60% found it very easy or fairly easy to contact the surgery by telephone (this is compared to only 30% last year and a 100% improvement!)
3. Patients had mixed views on speaking with the GP or nurse by phone, but the majority of the responses were that patient have not tried to speak to the GP or nurse by phone. On discussion with the PPG it was felt that patients may not know that this option existed for them and that consideration could be made to advertise this to patients.
4. Most patients found that if they needed to see a GP urgently they are seen on the same day.
5. Patients felt that it is important to be able to book appointments in advance.
6. The majority felt it was either very easy or fairly easy to book an appointment in advance.
7. Most patients book their appointments by phone and then in person.
8. Most patients prefer to book their appointments by phone.
9. When patients want to see a particular GP most responded that they are able to see the GP of their choice the same or next day. The next

large group of patients are able to see the GP of their choice within 2-4 days.

10. To be able to see the GP of their choice was rated as excellent, very good and good by the majority of questioned patients. Most patients stated that they are seen the same or next day and felt this is satisfactory.
11. The waiting time for the consultation for most was between 5-10 minutes and followed by 11-20 minutes. The waiting time was seen to be excellent, very good, good and fair.
12. The practice opening times was accepted by most.
13. Patients felt that an evening and Saturday surgery would be beneficial.
14. The majority saw the GP of their choice always, a lot of the time and some of the time.
15. The time given by the GP in consultation was rated as very good or good.
16. Patients felt that the GP's listened, explained tests and treatments as very good and good.
17. Patients felt they were involved in decisions making, care and concern as very good and good.
18. The majority felt confident in the GP they saw and were given enough time during the consultation.
19. Having seen a nurse, most patients felt confident and had trust in the nurse.
20. Helping patient understand their health and keeping healthy most responded as very well.
21. Patient experience overall was excellent, very good and good.
22. Most patients would recommend the practice to other people.

The make up of those who responded were:

23. 25 male and 34 female patients
24. The age group: 25 patients in 16-44years age group, 24 patients in 45 – 64 years age group, 6 patients in the 65 to 74 year age group and 1 patient aged over 75years.
25. 32 patients have a Long standing condition; 24 patients did not have a long standing condition; 3 patients did not know if they had a long standing condition or not.
26. Ethnicity – 50 patients were white; 3 patients Black and 6 patients were asian
27. 38 patients were employed, 4 were unemployed, 1 was at school or in full time education, 3 patients were unable to work due to illness, 6 patients were looking after family, 3 were retired & 3 patients stated other

A number of these areas were very positive for the Practice, and was very pleasing to hear that most of the patients questioned would recommend APEX Medical Practice to other people that they know; Very high praise indeed.

The PPG discussed the findings and overall felt it was a very positive reflection of the service. It was also happy to note that the changes made

from the action plan following last years survey had successfully improved the opinion of the patients and positively impact upon their experience.

Again the survey also highlighted areas of improvement for the Practice and discussion was had around these areas.

The PPG agreed three further areas for improvement, namely:

1. Consideration of online booking for patients.
2. Better advertising of the appointment system, specifically stating how to book appointments in advance with the GP and the late appointments that available on certain days
3. Making patients aware of telephone consultations for advice.

These three areas will be targeted in the forthcoming months by the Practice and it will then report back to the PPG.

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### **Surgery Opening Hours**

Monday to Friday 8.30am to 6.30pm

Appointments are offered during weekdays, between 9.00am and 11.30am and in the afternoon between 2.00pm and 5.30pm. A number of appointments can be pre-booked up to 1 week in advance and the remaining appointments are book on the day.

Patients can see any doctor of their choice and the practice will endeavour to accommodate this. However patients who wish to be seen urgently might not be able to see a doctor of their choice, though we do try to accommodate patients' wishes where possible.

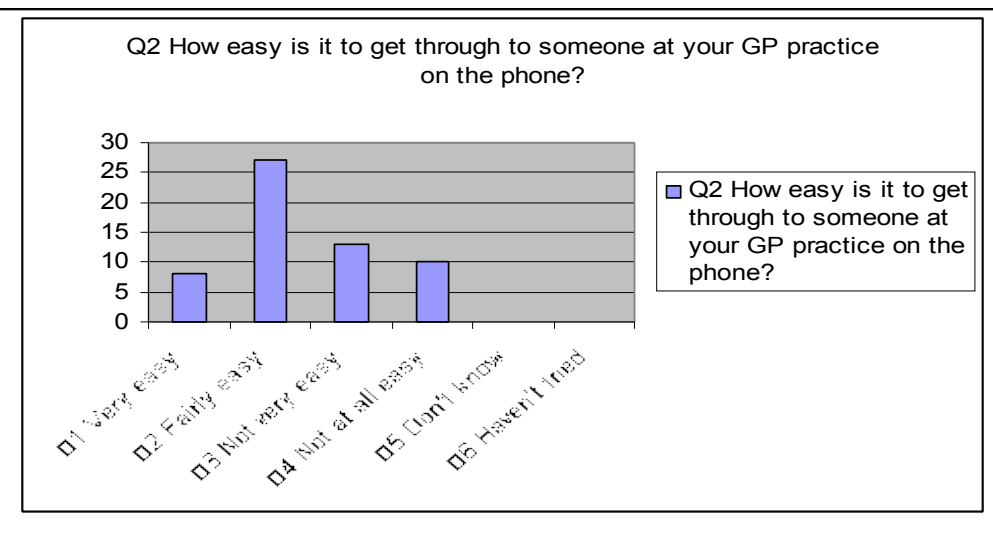
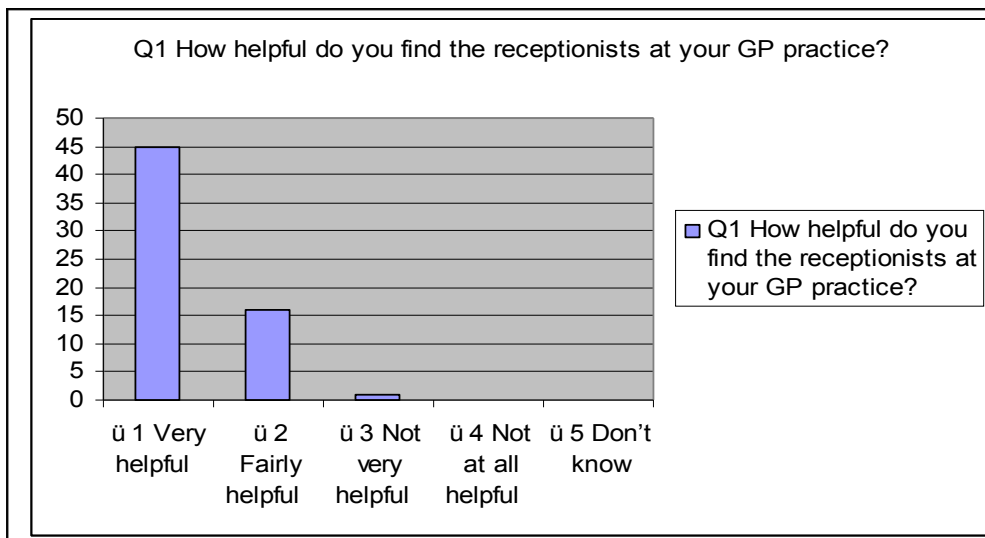
When there are no appointments available the practice operates a triage system. Please ask at reception for more information.

### **Extended Hours**

The surgery offers late appointments after 6.30pm. Please ask at reception for more details.

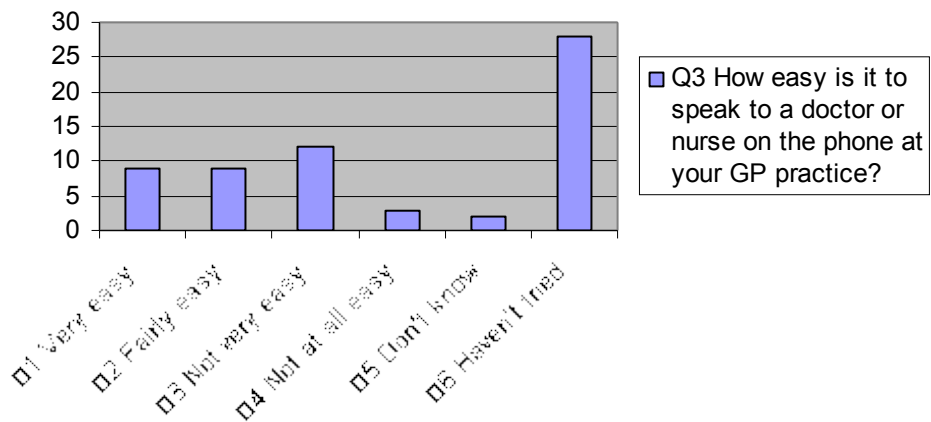
# Patient Participation Group – Survey Results

## Receptionists and Appointments

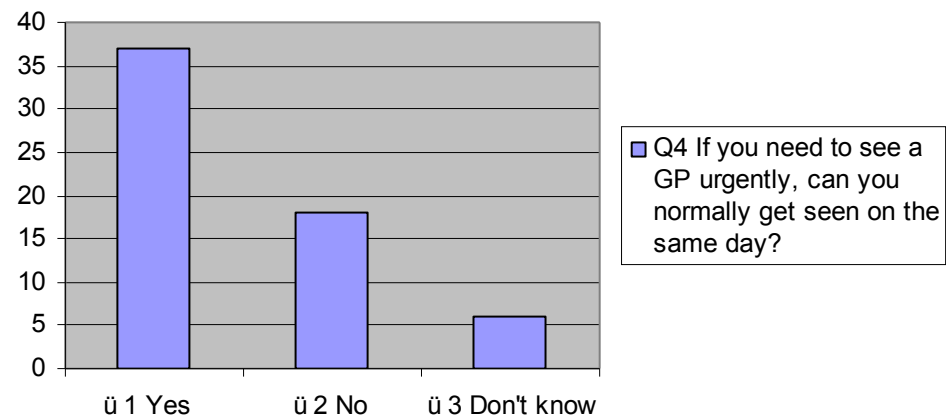


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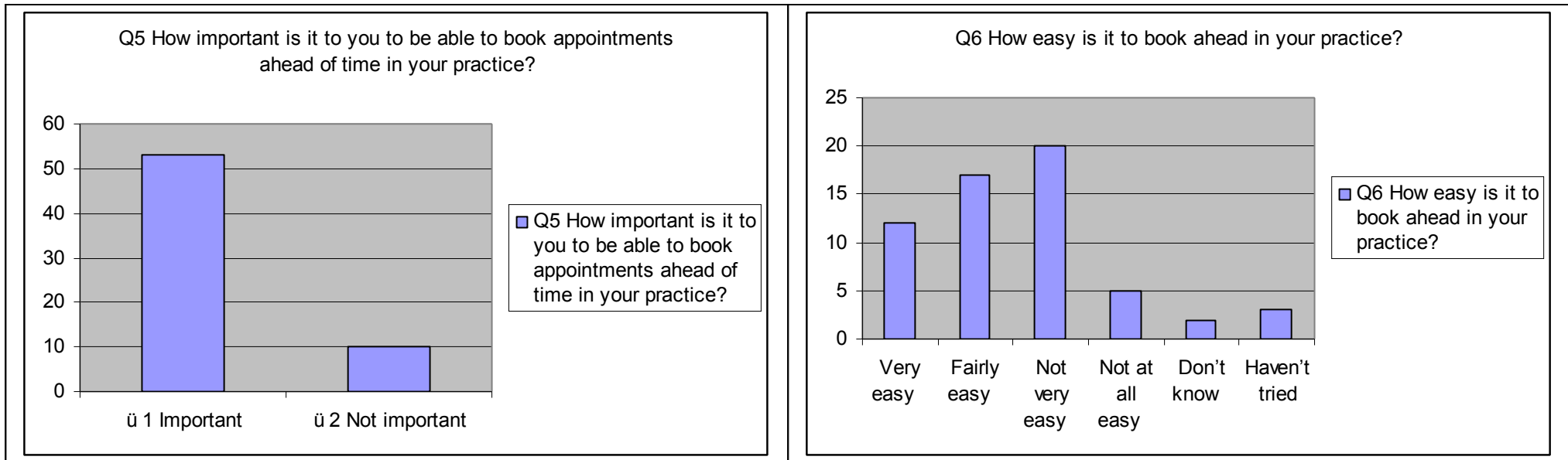
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?



Q4 If you need to see a GP urgently, can you normally get seen on the same day?

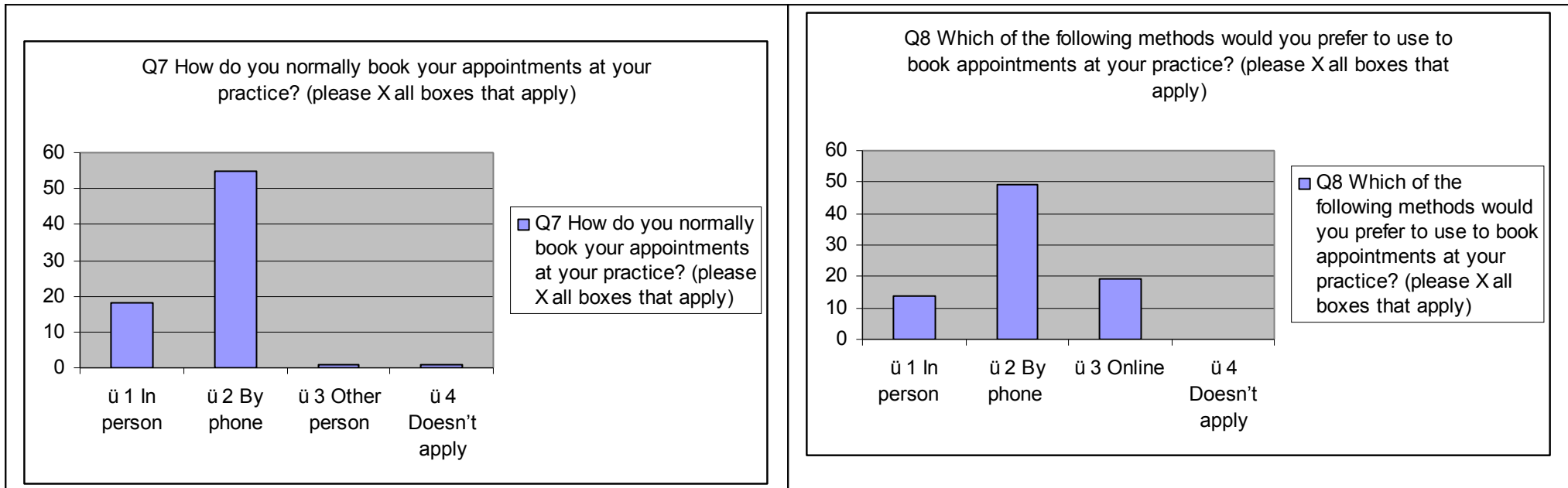


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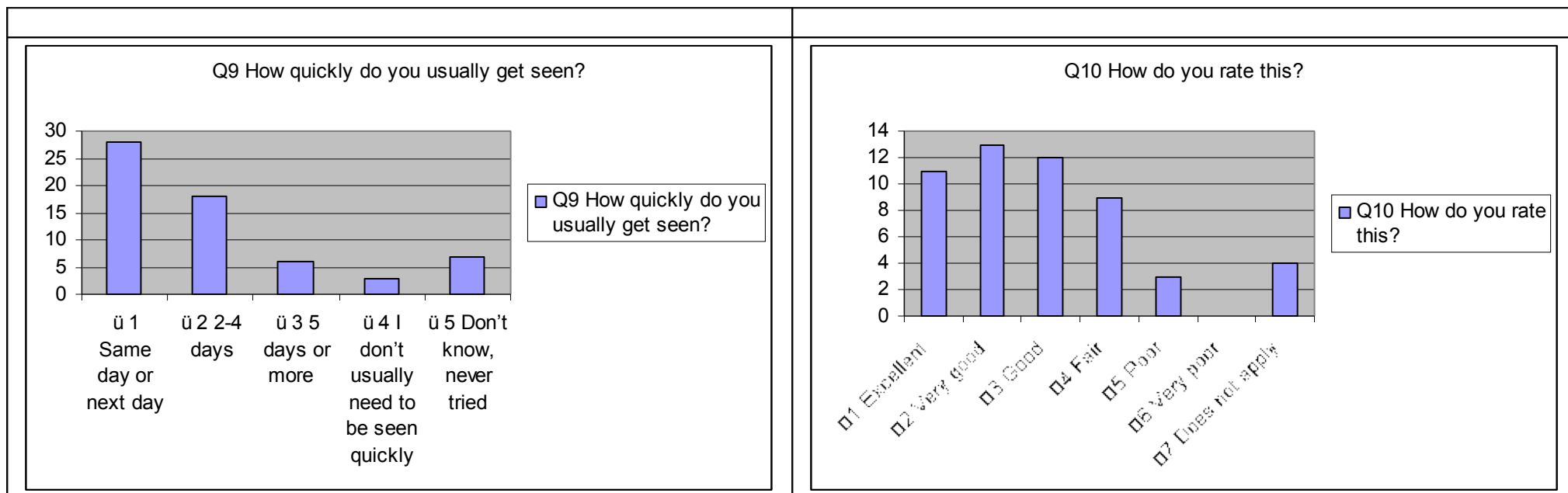




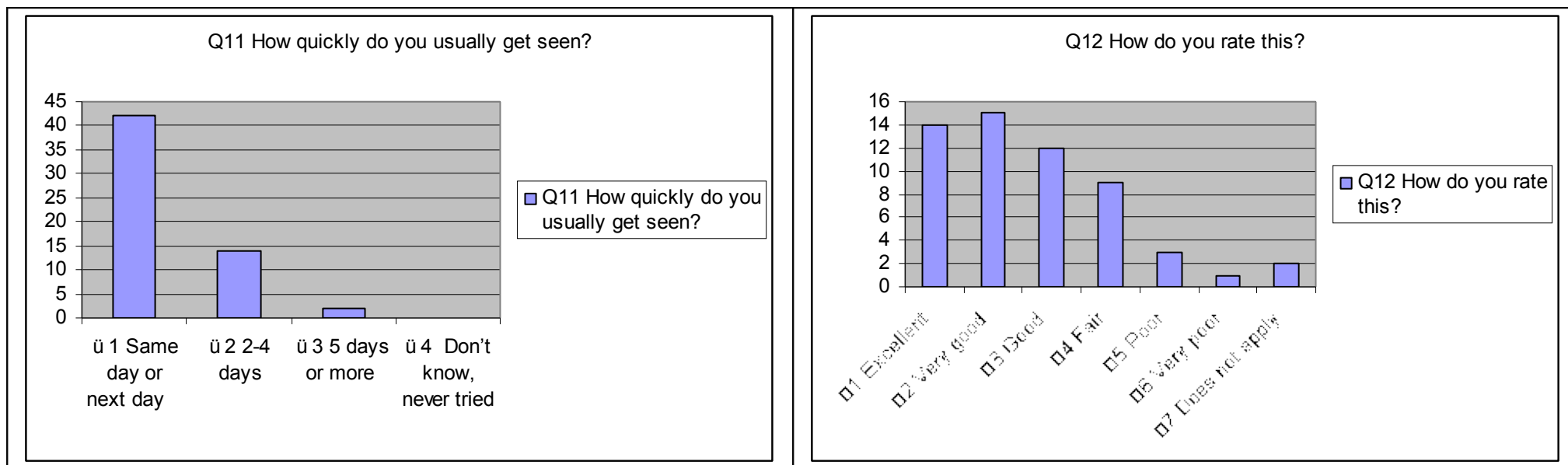
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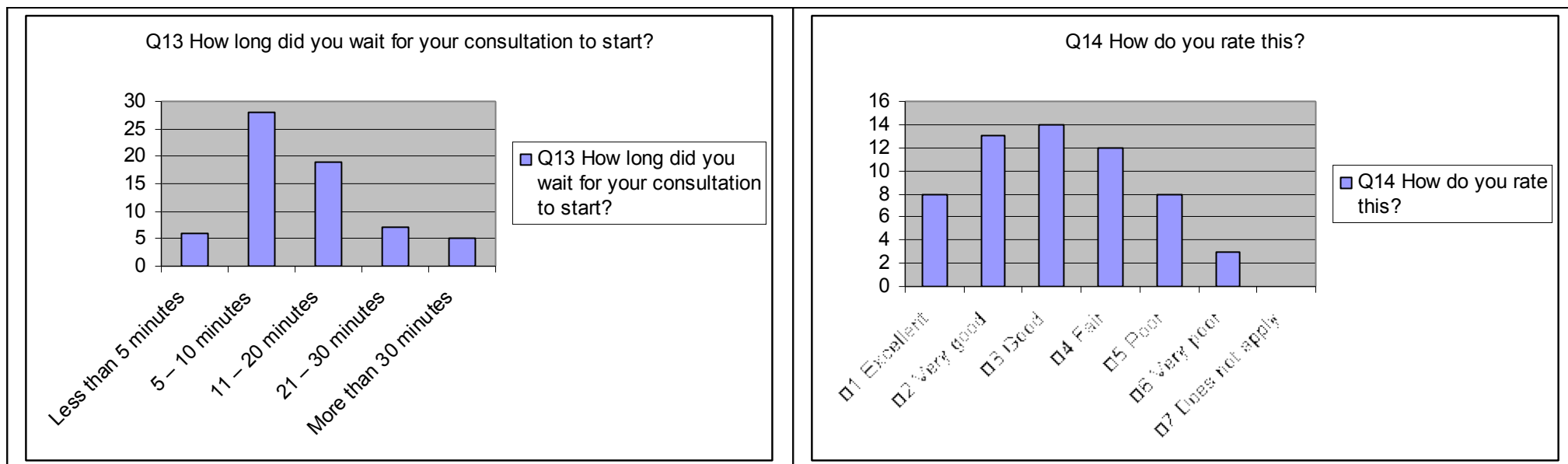
## GP Consultation



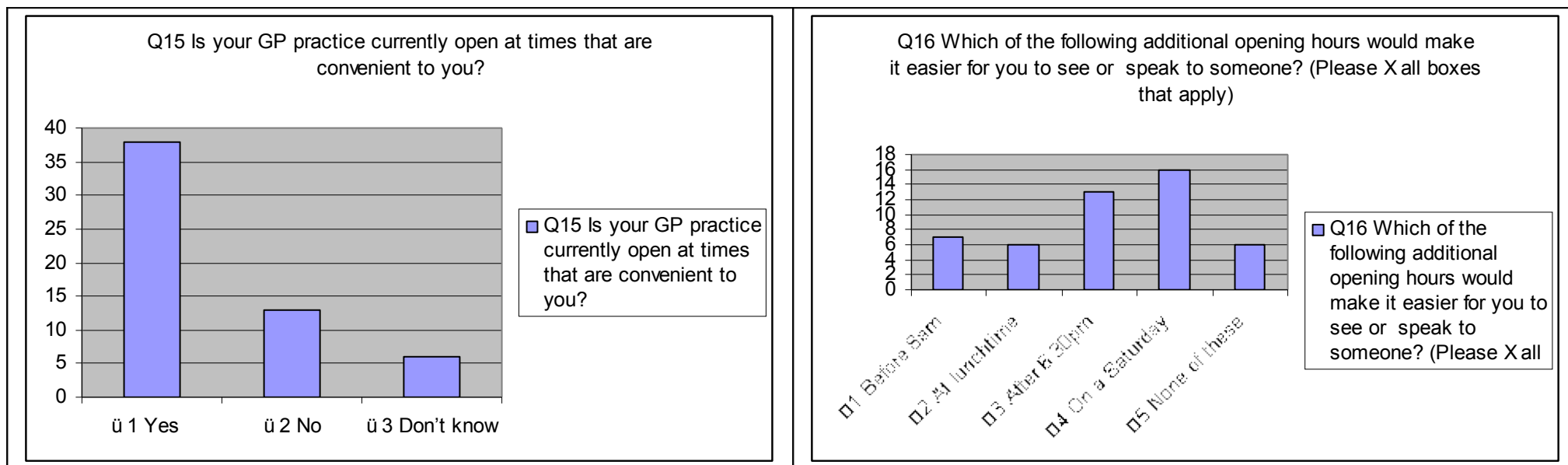
## Times when willing to see any GP



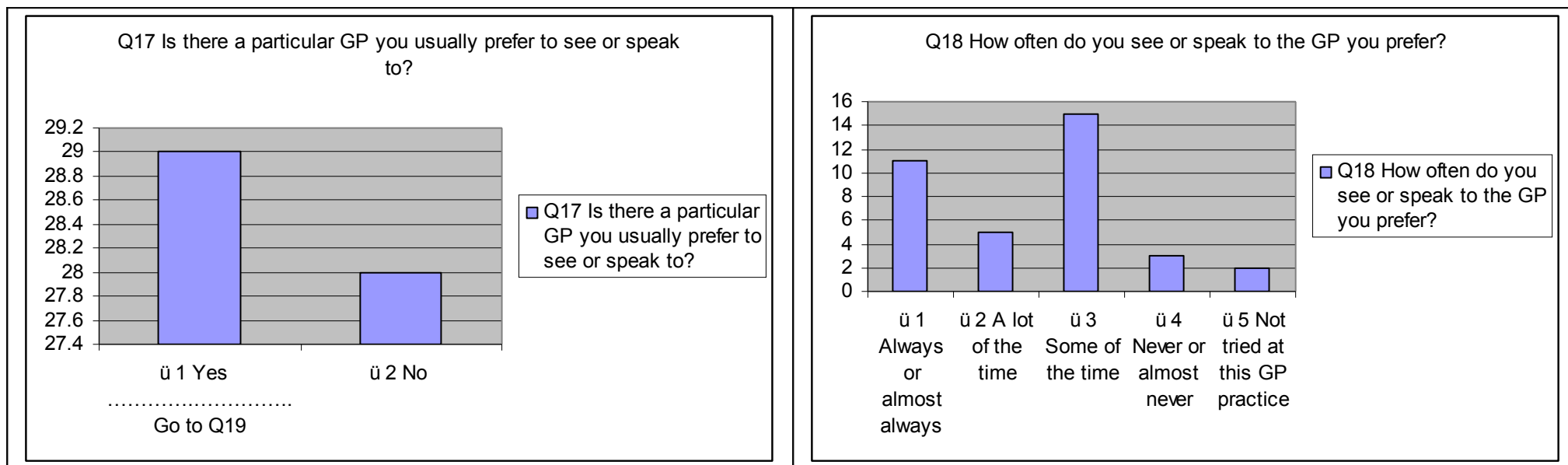
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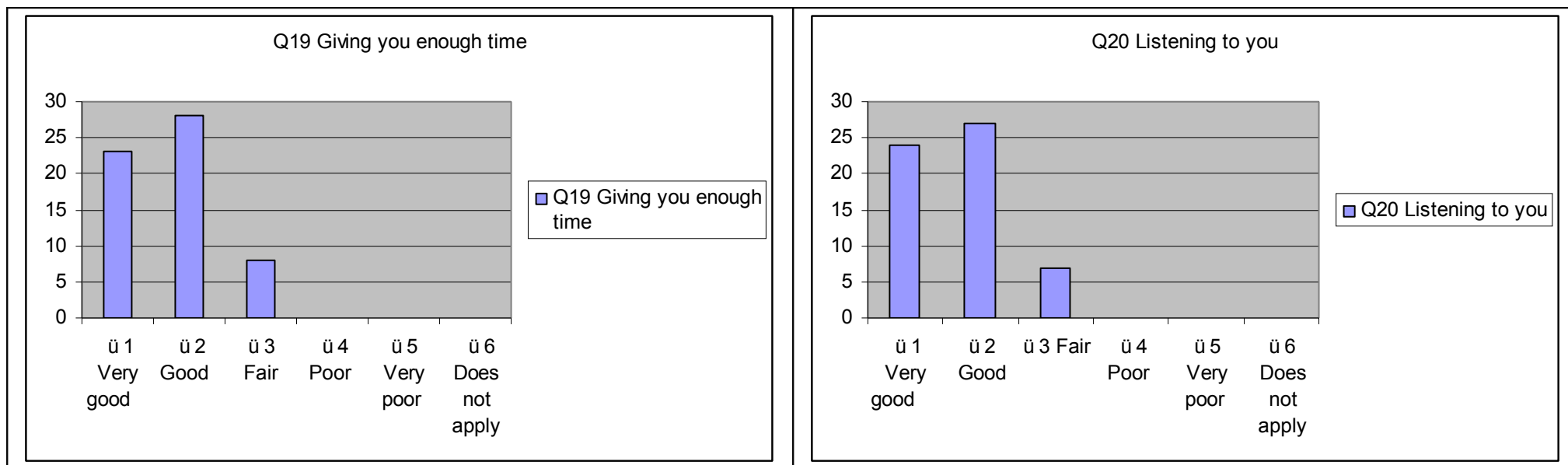
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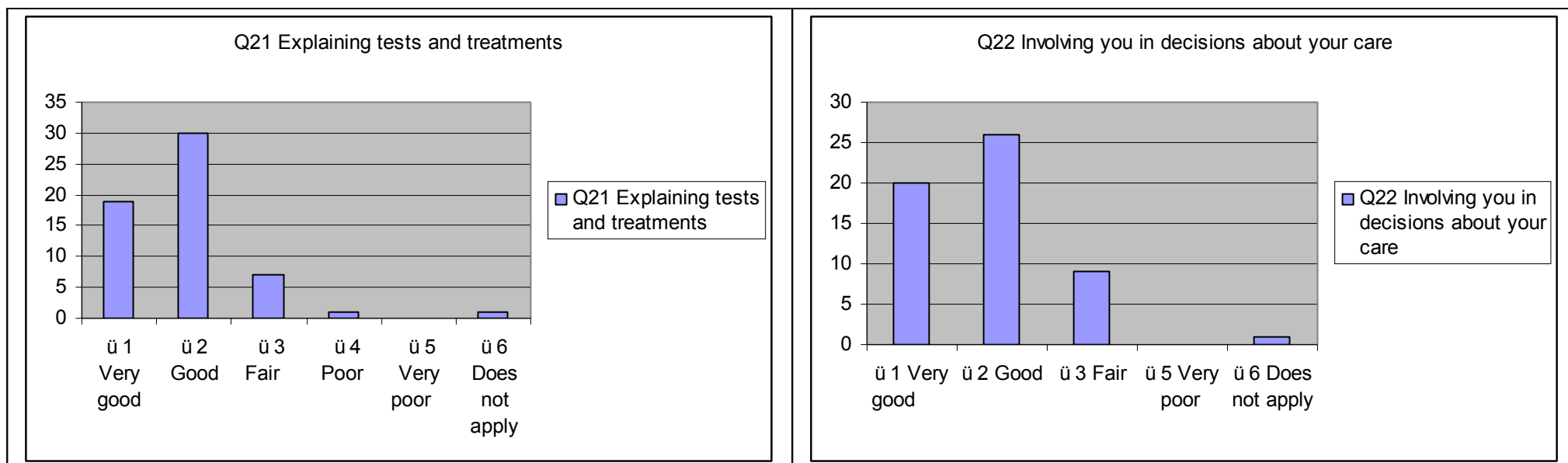
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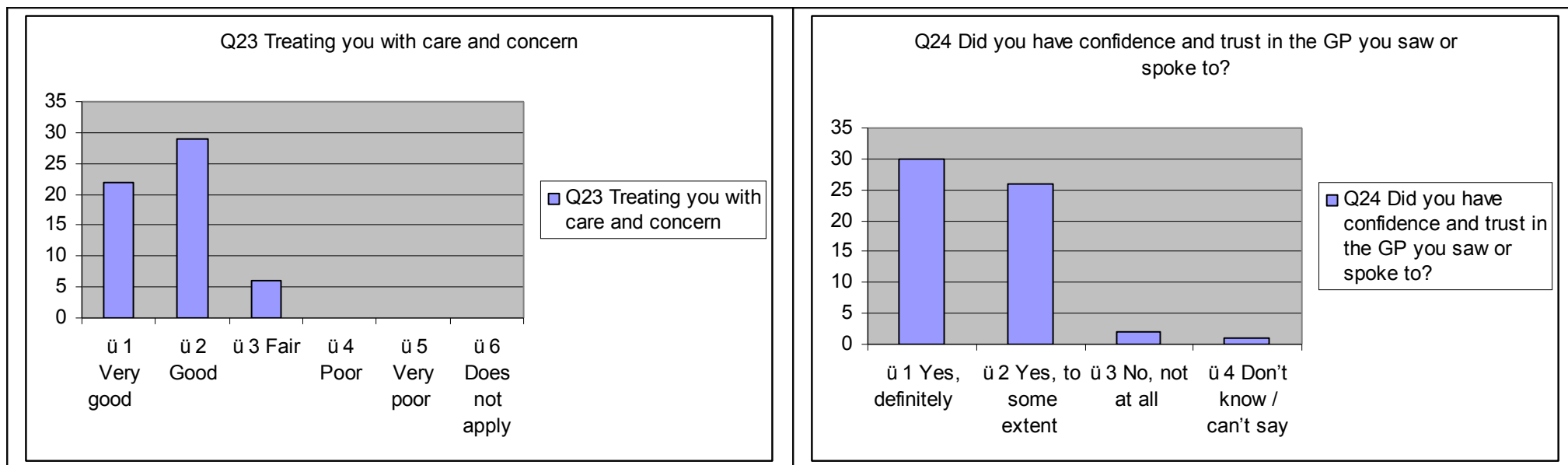


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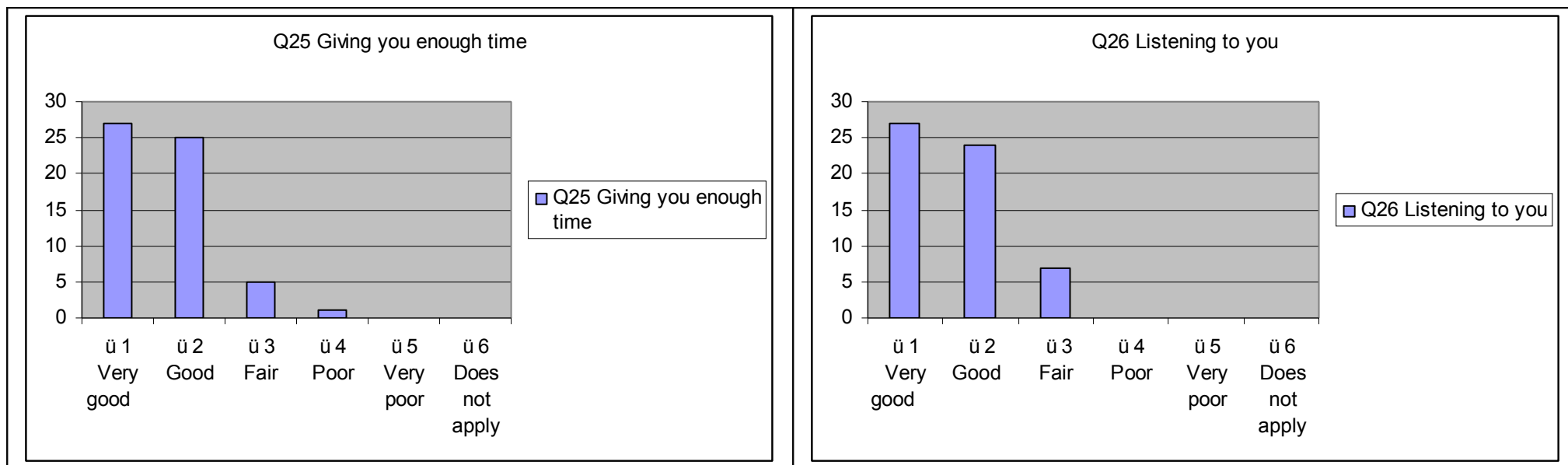




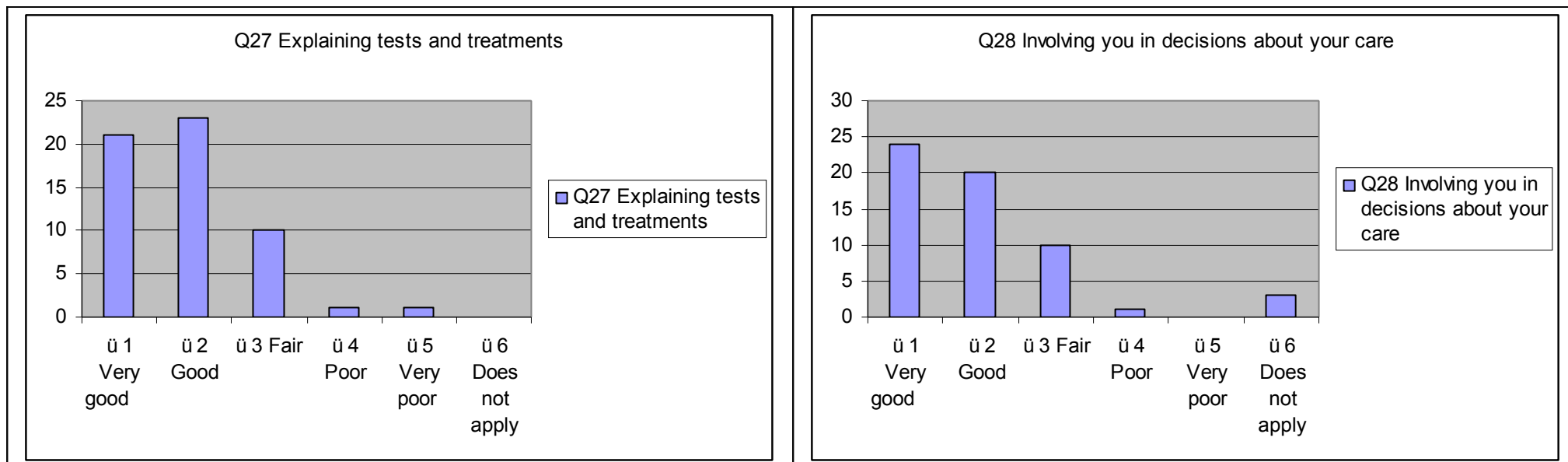
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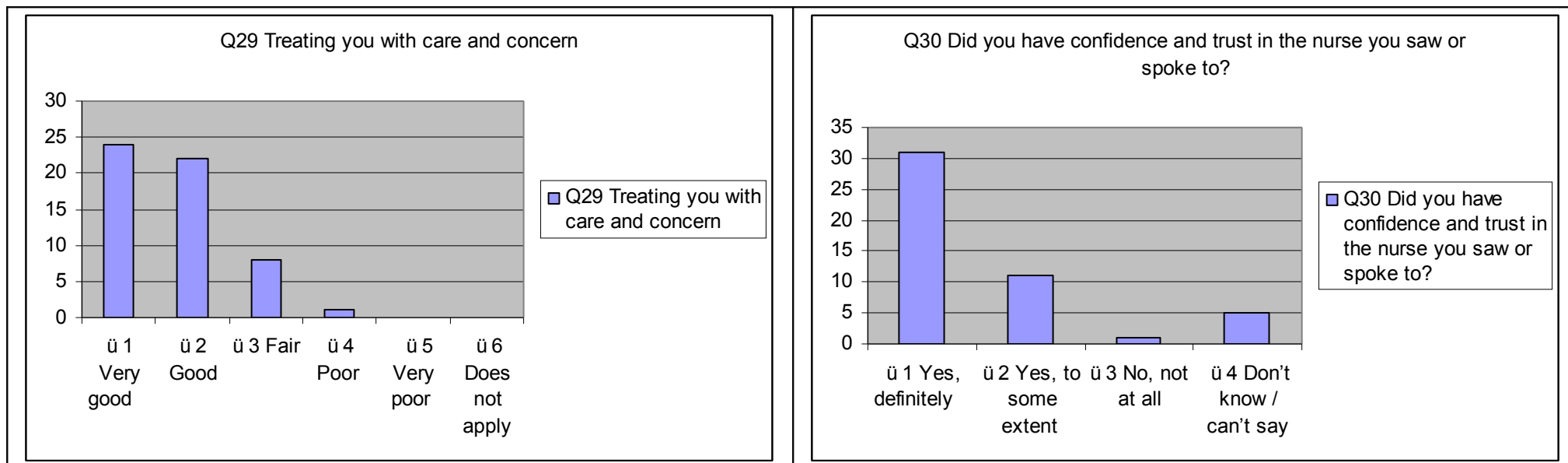
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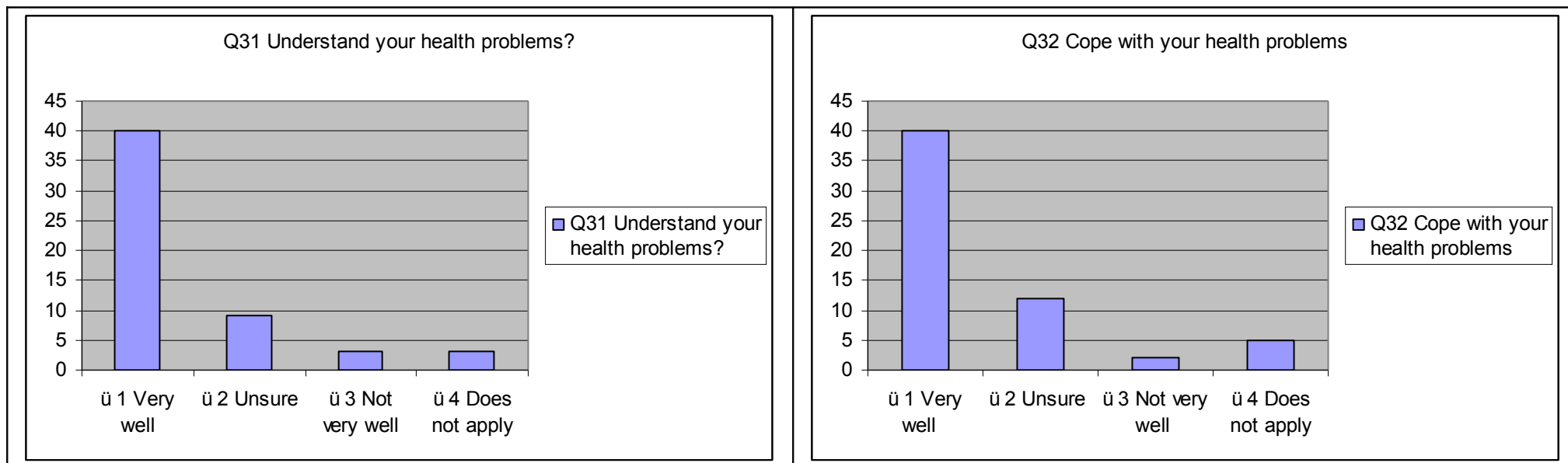
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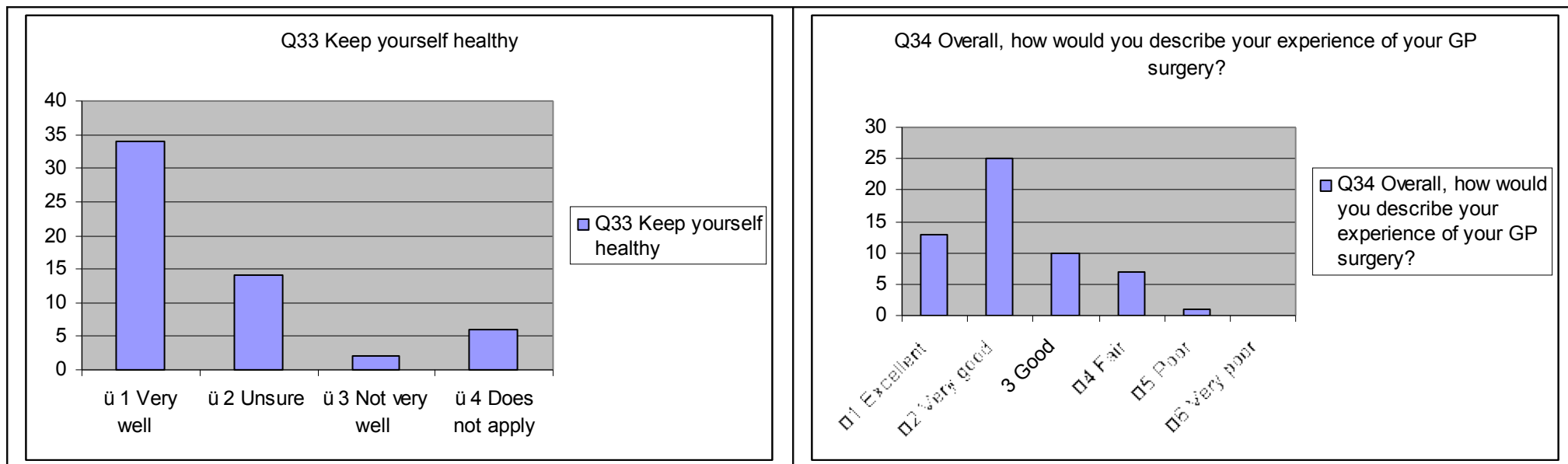
## Nurse Consultation



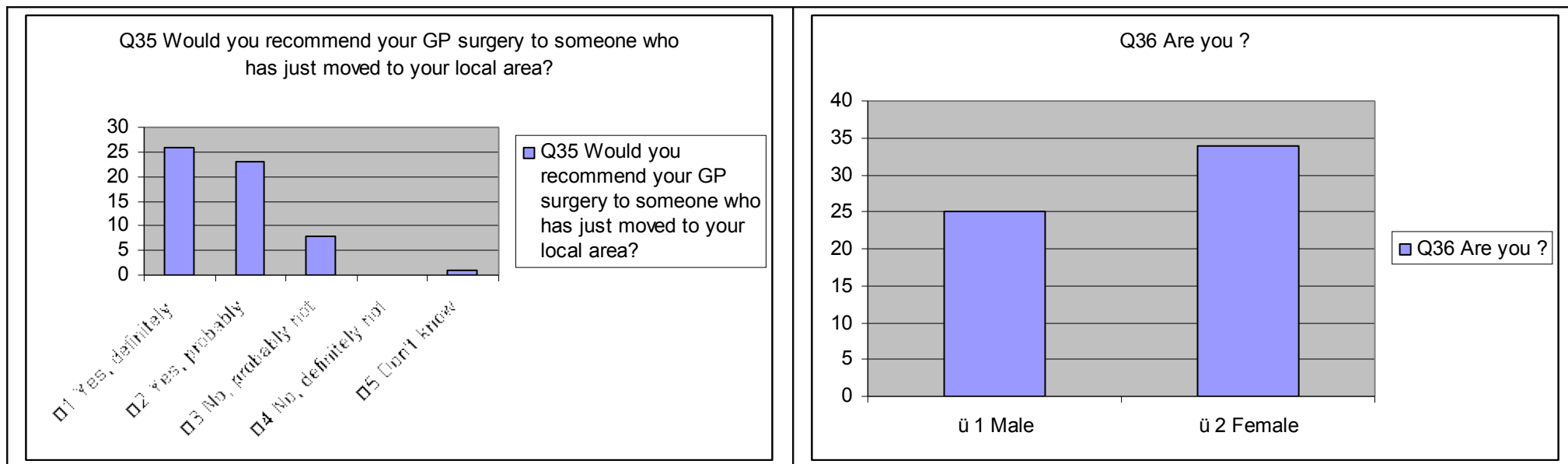
## Overall care from doctors and nurses



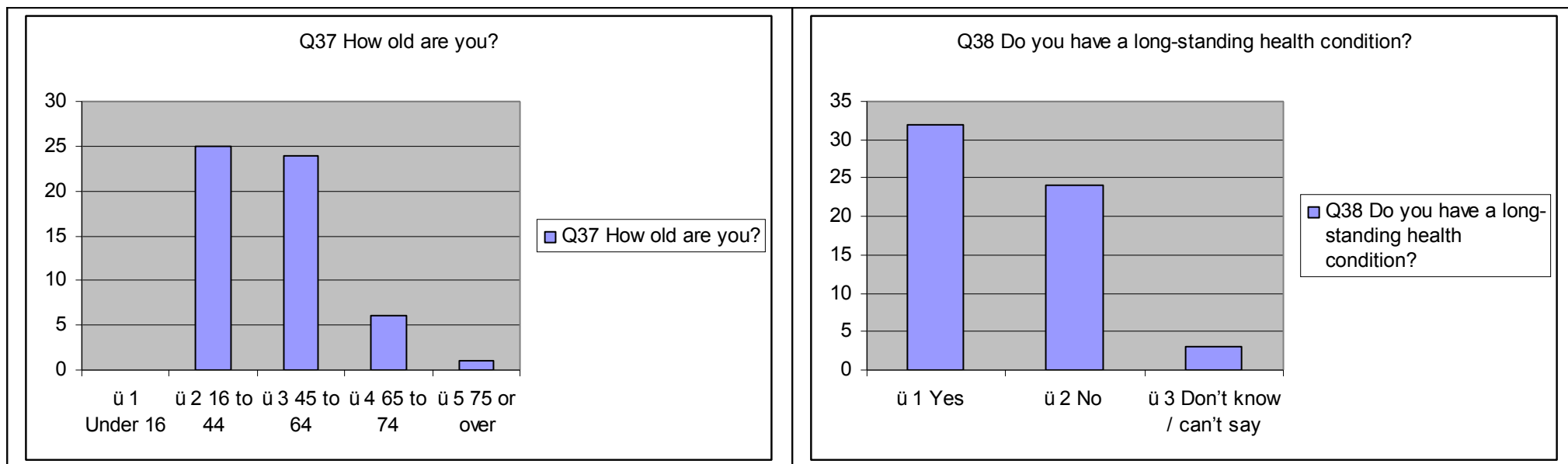
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