

Tame Valley Medical Centre

Annual Report

Patient Participation Directed Enhanced Service

2013 – 2014

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Step 1

Maintain a Patient Reference Group (PRG).

Tame Valley Medical Centre has had an active Patient Participation Group since 2007.

In an aim to try and get as wide an audience as possible, various recruitment methods have been used. For example notices in the Reception area, information in the Practice newsletter, on the B side of prescriptions, on the Practices' web site (www.tamevalleymedcentre.co.uk), in the Practice leaflet, on the facebook site, Twitter and by on-going recruitment by all clinicians.

In addition to this, in the event of a complaint, once the complaint has been resolved the patient is invited along to the meeting to share their views and make suggestions going forward.

Step 2

Collate patient views through the use of a survey.

Evidence

In order to gather as much patient feedback as possible, the Practice ran a survey For a two week period in early February 2014. The response as always was excellent.

The survey was analysed and the results will be taken along to the Patient Participation Group.

Step 3 and Step 4

Agree areas of priority with the PRG.

Evidence

Following the analysis of the completed surveys it is clear that there are two clear areas of focus, Telephone access and Appointment availability.

Outlined below are the results of the survey. For ease of reading the findings have been grouped into categories. At the end of the categories, listed under the Additional Comments section are the additional positive and negative comments that patients chose to make.

Receptionists

How helpful are the receptionists?

97% said very helpful which (a 26% improvement on last year). Following the trend of

improvement, 0% of our patients surveyed found the reception team to be not very helpful (a 1% improvement on last year).

Telephones

How easy is it to get through to someone at the Practice on the telephone?

85% of our patients said it was very or fairly easy. This is an improvement on last years' figure of 9%. However there is still room for improvement as 15% of the patients surveyed stated that it wasn't very easy or not easy at all.

We now have a fully staffed in the Reception Team. This has enabled the staff rota to be changed as well as our internal process for scanning. These two changes allow more Receptionists to be available to answer calls. This is an area under constant review.

How easy is it to speak to a Doctor or Nurse at the Practice?

The Practice has an improved score with 85% of patients surveyed saying that it is easy or fairly easy. However, 15% of the cohort said that it isn't easy which raises the question of whether they are aware that the Practice offers telephone consultations every morning and afternoon. Publicising this information needs to be improved.

Book Ahead Appointments

85% (a decrease of 5%) of patients state that it is important to be able to book appointments ahead of time.

As a Practice we try and aim to always have a minimum of a calendar month of appointments available for patients to book. However, at times when we feel the appointment system may need changing this timeframe may be reduced until the change has been agreed with the Partners. We appreciate this is a difficult area for patients and are constantly reviewing the situation to find a workable solution.

Preferred Method of Booking Appointments

7% of our patients said they prefer the on-line booking facility for appointments. This facility needs to be publicised much more actively. The system is easy to use and means that patients can book appointments at a time suitable to them.

Opening Times

95% (an increase of 13% from last year) of our patients are generally happy with our opening. When asked what additional hours they would like to see offered, they stated, Saturday and Sundays.

Would you recommend the surgery?

95% of patients surveyed would recommend the surgery to their friends, relatives or people moving into the area. (an increase of 10% on last year).

Additional Comments Made On the Survey Forms:

Positives:

Totally satisfied with the service from all grades of staff.
All in all satisfactory.

Negatives:

Cannot call the practice. Anybody that says they can is wrong.
More appointments to be available for booking online.
Appointments should run on time. Sometimes it takes up to 60 minutes to see the doctor.
Patient access online is sometimes unusable. ?needs upgrading.
I know people have to see a doctor but for the size of the practice it seems you have taken on too many patients, thats why its hard to see a doctor earlier.

Step 5

Publicise actions taken – and subsequent achievement.

The findings of the survey are published on the Patient Participation Group notice board in the Reception area. In addition to this, a copy of this report will be published on the Practices' web site (www.tamevalleymedcentre.co.uk) and social media and a copy sent to the CSU.

Going Forward

The Practice will continue to monitor and adjust all operational matters to ensure the smooth running of the Practice, And as always welcome any positive patient input on how to improve the services we offer.