

Marsden Road Health Centre
Local Patient Participation Report
March 2013

A description of the profile of the members of the PRG:

The current PRG membership is neither reflective nor representative of its practice population. The practice has found that the current membership still reflects the types of patients who have a certain level of confidence and free time and have the flexibility about working and earning money. The Practice is not aware of the ethnicity of any member of the PRG being other than the U.K.

There are 26 PRG members within the group. There are both male and female representatives and on average we have an attendance of 12 members at a meeting.

Age profile:

2 x member: 30 -59 years

23 x members: 60+ years

Representatives of staff and residents from Care Homes of varying ages.

The practice holds evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately patients such as children/young people, carers, and parents with small children in particular have not come forward or are able to offer their time.

Publicity of meetings is done via the practice website and current PRG members approaching others and all members are written to immediately prior to the meeting being held encouraging any new patients to be invited along.

A description of what steps the Practice has taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Marsden Road Health Centre had a pre-existing successful PRG .It publicises the meetings through its website.

The Practice has tried to target specific registered patients, particularly under represented groups through various means. For example, writing out to all Care Homes asking staff and residents to join the group.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The practice was very keen in engaging patients to help deliver and design services around the needs of its patients. The Practice was keen to ensure that before it sought the views of its patients on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the Practice does.

In October the Practice wrote to the PRG about its priorities. This was discussed at the November meeting. The following areas :NHS Health checks, Telephones, and Premises led the Practice and PRG deciding to carry out the CFEP survey. The PRG were keen to look at issues regarding their patient experience with regards to Customer care, Punctuality and environment. A view of what the patients at Marsden Road Health Centre was sort in relation to GPs and staff.

See Appendix 1 and 2

A description of how the Practice sought to obtain the views of its registered patients

The practice used a well established questionnaire (CFEP) which is widely used in the UK and is validated for use in Primary Care as it is seen as a reliable and sensitive tool that accurately measures patient satisfaction.

Prior to the survey the practice decide which Clinician on which day will be surveyed to avoid staff and patients being inundated.

Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey. The Practice looked at targeting patients at different times of the day (Chronic disease clinics, and general routine appointments with GP's).

The survey was conducted during the Winter of 2012.

Questionnaires were completed by patients and returned to the Practice via the Reception Team. A total of 40 questionnaires per GP were completed for analysis and a report of the findings was compiled. This process was explained to the PRG who agreed the feedback provided by this survey would give a rounded view of the Practice operations.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

Analysis of the local patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed was shared with the PRG.

The results were discussed at a meeting in March, which enabled the PRG to compile an action plan based on the findings/results. The Practice was able to agree an action plan with the support of the PRG which was approved by the group at its meeting held in March 2013.

A review of the previous years plan highlighted that all actions had been achieved. It was noted that some actions were not as easy to fulfil in our temporary premises due to the nature of restrictions in IT and building regulations. The intention is to ensure they are revisited when the relocation into Marsden Road is completed.

See Appendix 1

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

Marsden Road Health Centre is open Wednesday and Friday 8.00 – 18.00, Monday, Tuesday and Thursday 8.00 – 19.00 and Saturday 9.00 -11.00.

This enables patients (particularly those in education/working/carers) to access appointments at later time/weekends.

Patients can make appointments by telephoning or calling in to the practice.

The Practice also offers online facilities, to enable patients to request repeat prescription requests via its secure website.

The Practice is in temporary accommodation and operates from dual sites. One being Cleadon Park Primary Care Centre and the other Horsley Hill Housing office. All extended opening hours are held at Cleadon Park.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

The practice provides extended opening hours on Monday, Tuesday and Thursday 8.00 – 19.00 and Saturday 9.00 -11.00.

These are pre-bookable and walk in appointments. The healthcare professional available on these sessions is a GP.

All held at Cleadon Park site.

PATIENT PARTICIPATION GROUP ACTION PLAN

AREA	COMMENTS	ACTIONS	DUE DATE
Reception Staff	<p>Attitude and tone of staff</p> <p>Telephones</p> <p>Split site - additional pressures</p> <p>Lack of visibility of Receptionist at front desk</p>	<p>Customer Service training</p> <p>Buddy/mentoring system</p> <p>Sharing survey with reception</p> <p>Staff satisfaction survey</p>	<p>End April 2013</p> <p>End April 2013</p> <p>End March 2013</p> <p>Summer 2013</p>
Waiting time	<p>Doctors running late</p> <p>Informing patients clinicians are running late</p>	<p>Audit of appointment waiting times</p> <p>LED display when back at Marsden Road to inform of delays</p> <p>GP to be more proactive to let reception know they are running behind</p> <p>Poster in Reception referring to 20 min wait</p>	<p>End Summer 2013</p> <p>May 2013</p> <p>April 2013</p> <p>May 2013</p>

<p>Comfort of waiting room</p>	<p>Seating arrangement</p> <p>Designated wheelchair bays</p> <p>Patient call system</p> <p>Activity area for children</p>	<p>Different seating design</p> <p>Identified on plan</p> <p>Will be our own system</p> <p>Speak to Facilities</p>	<p>May 2013</p> <p>May 2013</p> <p>May 2013</p> <p>April 2013</p>
<p>Complaints and Compliments</p>	<p>Issues as identified in Reception section</p> <p>Awareness of complaints system</p>	<p>Training</p> <p>Poster</p>	<p>April 2013</p> <p>May 2013</p>
<p>Privacy/Confidentiality</p>	<p>No confidential area</p>	<p>Remind reception that patients may need to speak in private</p> <p>Remind clinicians to lock computer screen if leaving room</p>	<p>April 2013</p> <p>April 2013</p>

Year 1 Plan was reviewed by the Patient participation group and documented as part of the final report for this year.

Appendix 2

Notes of Patient Participation Group held 6 November 2012

Present: Dr J Eggleston, Lee Cramman, Nadine Farrow,
Margaret Moseley and 6 patient representatives

In Attendance: Carol Robertson, Bliss=Ability

Lee Cramman apologised for the confusion over the dates of the meeting.

This extra meeting had been called to discuss priorities for the Action Plan for next year.

1 Staff Changes

Sue Bates, Practice Nurse Manager has left and Sue Young has taken her place.

Stacie from the IT team has started maternity leave and we have taken on Kim to cover.

2 Bliss=Ability

Carol gave an overview of the services Bliss=Ability provide and groups/forums they are involved with in the South Tyneside area. These include:

- Information Service, ie information on local support groups; equipment available where and how to access; who to contact regarding benefits; matters relating to disabilities
- Advocacy Service
- South Tyneside LINK
- South Tyneside Homes Independent Disability Housing Forum
- HealthNET
- Self Care Skills Training Courses – free courses to improve health and lifestyle
- Transcription service

3 Speaker for next meeting

Lee to arrange for speaker from CCG to come along to future meeting.

4 Flu Campaign

Last week the Practice received a recall notice regarding flu vaccines we had purchased. Some batches of the vaccines were cloudy, there is no risk to patients who have been given the vaccines and they do not need to be revaccinated. Remaining stock has now been replaced.

5 Action Plan

The main reason for having this extra meeting was to develop an action plan which is led by the Patient Participation Group. We wrote out to all members of the Group asking you to select your areas of priority. In total we had 8 responses giving results as follows:

- 1 NHS Health Checks
- 2 Telephone System
- 3 New Premises
- 4 Care of Nursing Home patients

NHS Health Checks

The local CCG would like to see them as a high priority.

This is a 5 year project targeting people between 40-74 years old and includes taking blood pressure, blood tests to check cholesterol levels, smoking and alcohol information. Point of the health check is to identify people who may have a 1 in 5 chance of having a heart attack in the future.

The response rate to letters sent out to individual patients has been very low so we are looking for suggestions from the Group.

Suggestions from group were:

- Telephone patients rather than writing letter. Appointments can be made whilst on telephone to patient.

Patients can make an appointment for a health check without being invited to come along.

- Newsletter – This was considered better than putting on website as not everyone uses website or has access to computer.

Practice will be writing out to patients when we move back to Marsden Road so we could put a newsletter in with that letter. Timescale by PCT for move back to Marsden Road in end of March 2013.

- Article in Gazette.

Telephone System

- Problems getting through to the surgery
- Ordering of repeat prescriptions

The PCT have to provide a system when we move back to Marsden Road and we have to agree which system it is. There is no organised queuing with the current system or telephone menu system.

Currently when people ring and the call is ringing out they can be cut off, this can be after a short period of time.

The Practice has gone down from being very good for answering telephone since moving to Cleadon Park and there have been lots of complaints about the telephone system.

New Premises

Estates are starting to get in touch about meeting regarding premises, no site visit has been arranged as yet. When a meeting is arranged Mr Lyons, member of Group, will be invited to attend.

When a site visit is arranged members of the Patient Participation Group will be invited to come along.

Concerns about the check in at Cleadon Park were raised.

- The check in system is very quick, it was wondered if it could be slowed down. Unfortunately this is something that cannot be changed.
- Problems with checking in for district nurses were also highlighted. Patient was waiting downstairs when they should have been upstairs. A poster has been put up beside check in system directing patients to right area.

There have been considerable problems with the check in and call system breaking down quite often at Cleadon Park. Lee will ensure where possible we have a better systems at Marsden Road when we move back.

Patient wondered if the District Nurses would be running a clinic at Marsden Road when we move back. This is not known at present, the District Nursing Service may want to keep the clinic at Cleadon Park.

Care of Nursing Homes

Marsden Road have been allocated Cheviot Court. The Practice have been allocated the home to spend a regular amount of time to deal with patients in the home. Patients also have to have regular reviews.

5 Patient Survey

We need to do a patient survey to gain the views of the wider population and GPs are required to do a survey for revalidation, we are going to try to combine these to enable us to fit these in. It was suggested that CFEP being a validated Primary Care Survey would achieve both goals and be cost and time effective. Agreed action.

6 Date of Next Meeting

We will write out with date for next meeting.