

The Heathville Medical Practice

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www.heathvillesurgery.co.uk

PATIENT PARTICIPATION **END OF YEAR REPORT 2012**

The practice had to establish a patient participation group as we had not previously had one. We advertised on our website and displayed posters in both main site and branch surgeries. The GPs and staff also tried to engage patients from all age groups by word of mouth during clinics.



The poster used in the waiting rooms is shown here;

HEATHVILLE MEDICAL PRACTICE
 & WARWICK AVENUE

PATIENT REFERENCE GROUP

Would you like to have a say about the services provided at Heathville Medical Practice/Warwick Avenue?

The Patient Reference Group would like to hear your views.

By providing your email details we can add them to a contact list that will mean we can contact you by email every now and again to ask you a question or two.

Ask Reception for a PRG contact leaflet, complete it and hand it back to reception or post it into the secure prescription box and we will add your email address to a contact list.

When a patient presented, we also asked them to complete a contact form;

***The Heathville Medical Practice &
 Warwick Avenue
 PRG Contact Form***

www.heathvillesurgery.co.uk

If you are happy to join our virtual Patient Reference Group and are happy for us to contact you periodically by email please leave your details below and hand this form back to reception, a patient group representative or post in the 'secure prescription box'.

Name:
 Email address:
 Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male Female

Age: Group	Under 16		17 – 24	
	25 – 34		35 – 44	
	45 – 54		55 – 64	
	65 – 74		75 – 84	
	Over 84			

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White				
British Group		Irish		
Mixed				
White & Black Caribbean		White & Black African		White & Asian
Asian or Asian British				

Indian		Pakistani		Bangladesh	
Black or Black British					
Caribbean		African			
Chinese or other ethnic Group					
Chinese		Any Other			

How would you describe how often you come to the practice?

Regularly	
Occasionally	
Very rarely	

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

We undertook our annual CFEP survey. The patient demographics of patients that completed the survey were;

Patient Demographics	Number of Responses	Our Mean Score (%)
Age		
Under 25	17	68%
25-59	113	75%
60+	139	79%
Blank	8	80%
Patient Demographics	Number of Responses	Our Mean Score (%)
Gender		
Female	174	76%
Male	91	77%
Blank	23	73%

The poster of completion of the survey was advertised in the waiting rooms of both Heathville Medical Practice and Warwick Avenue;

Completed on 03 October 2011

Surveys Completed: 277

Practice List Size: 10022

Heathville Medical Practice

5 Heathville Road

GLOUCESTER

GL1 3DP

Certificate of Completion

Improving Practice Questionnaire

Michael Greco

Director

This is to certify that
has completed the

Thank you to all patients who participated in this survey.

By letting the practice know your views, positive changes can be made for the benefit of all patients.

91%

of all patient ratings
about this practice were

**good, very good or
excellent**

similar size Our Score

Question

Scores expressed as %

Overall practice scores

The results of the whole survey were distributed to all members of the PRG for discussion prior to our meeting. The results of the survey are shown on the website, www.heathvillesurgery.co.uk with links to the PDF documents named certification of completion and final report.

Our practice population/PRG profile is shown in this template.

Practice population profile	PRG profile	
Age		
% 18 – 24 10.4	18 – 24 1	
% 25 – 34 11.45	25 – 34 1	
% 35 – 44 12.6	35 – 44 0	
% 45 – 54 14.7	45 – 54 1	
% 55 – 64 11.9	55 – 64 1	
%65 – 74 11.2	65 – 74 1	
%75 – 84 6.8	75 – 84 2	
% Over 85 2.5	Over 85 0	
Ethnicity – see below charts		

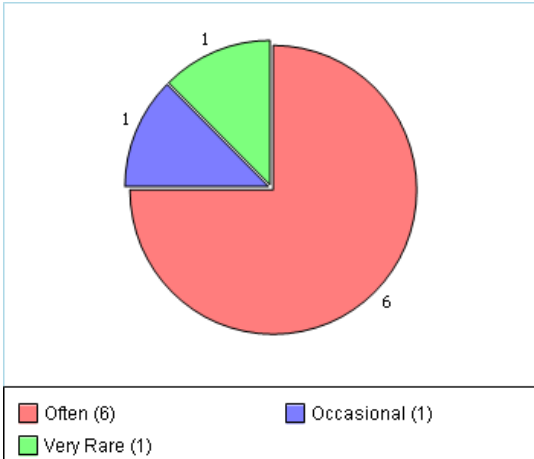
PPG

Patient Reference Group

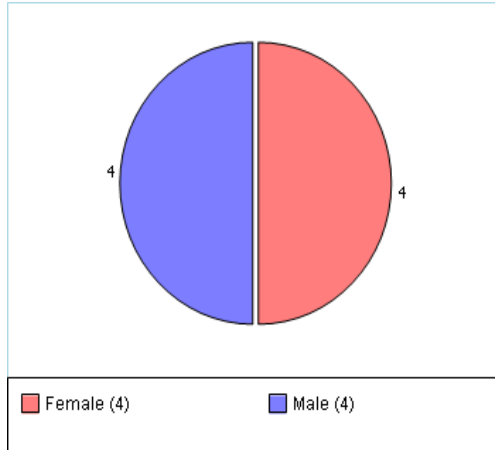
The patient group comprises of 8 members.

Distribution Details

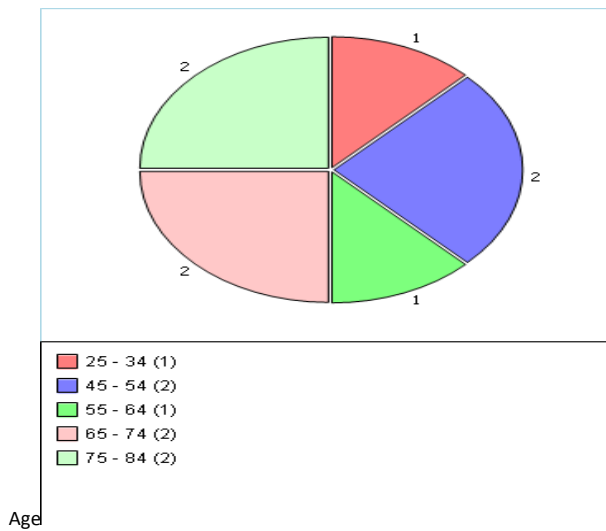
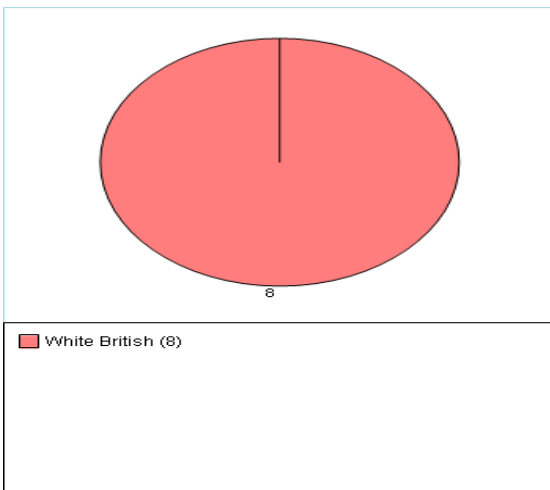
Attendance



Gender



Ethnicity



<p>Differences between the practice population and members of the</p>	<p>We currently do not have representation from any other ethnic minorities despite attempts to do so.</p>
<p>Was the group virtual or face-to-face?</p>	<p>The group has met face to face at our meeting dated Wednesday 18th January 2012</p>

The agenda was for the meeting on 18th January 2012 was agreed with regard to the results of the survey undertaken, as a guide for discussion.

**Heathville Road
Patient Reference Group Meeting
Wednesday 18th January 2012**

Apologies; None received

Approval of previous minutes: N/A

New Items for discussion

1. *Overall Results of Survey – PRG thoughts*
2. *Areas of concern (from survey results)*
 - a. *Comfort of waiting Room*
 - b. *Waiting Room Toys/Books/Magazines*
 - c. *Appointment Booking System – Pre-booking and Eve Appts.*
 - d. *Intercom System – can this be improved?*
 - e. *Parking problems –*
 - f. *Prescription Turnaround –*

Positive Feedback comments

Action Plan to be decided and agreed.

The meeting was held and the PRG Action plan shows attendance, items discussed, actions agreed and timelines for said actions. The PRG agreed that we hold meetings twice a year.

DISCUSSION OF LOCAL SURVEY FINDINGS AND ACTION PLAN FOR

HEATHVILLE MEDICAL PRACTICE, 5 HEATHVILLE ROAD, GLOUCESTER

DATE: WEDNESDAY 18TH JANUARY 2012

1. Patient reference group (PRG) members present:

Mrs S H

Mr D B

Feedback from Mr A F Aged 15

Not attended: Mrs J J

More members have joined since first meeting. All of whom have had copies of the full survey/agenda & action plan.

2. Practice Staff (and designation) present:

Dr A Seymour - Partner

Mrs C Barnfield – Office Manager

Mrs V Bassett – Practice Administrator

3. Key Findings from this local survey: Feedback rates majority between Good/Very Good and Excellent.

Overall practice scores –Benchmark

We are above target on:

See Practitioner of choice

Waiting Time

Telephone Access

Complaint/compliments

Speak to Dr on phone

See Dr with 48 hours

Appointment Satisfaction

Consideration

Concern for patient

Time for visit

Reassurance

Explanations

Satisfaction with visit

Ability to listen

Confidence in ability.

We are below target on:

Comfort of waiting room.

Opening Hours of Satisfaction

4. Which responses were most positive?

See above results – Seeing practitioner of choice/ waiting time/telephone access/speaking to GP on the phone.

Feedback: You can't improve on excellence/ Always friendly/excellent service and deserves to have better premises.

5. Which responses were least positive?
Comfort of waiting room/ Appointment Bookings/Opening Hours/Building could be bigger/Parking problems.

6. In which areas did you deviate most from the national benchmark? Can you explain why this might be?
Comfort of Waiting Room – This may be due to the age/suitability of the premises. No major alterations can be done although we can discuss minor improvements with PRG/Partners.
Opening Hours of Satisfaction – This may be due to patient's perception and we feel they need to be re-educated on the services we provide.
Advanced bookings of appointments were already available, just needed to be advertised in a better format.

7. What are the main priorities identified by the PRG?

The agenda was set and the PRG agreed the areas of concern.

- They were comfort of waiting room.
- Noise from reception
- Improvement of toys/magazines and children's books.
- Pre-booking appointment system and evening appointments.
- The intercom system/parking problems.
- The prescription turnaround.
- Blood test results
- The signage of the waiting room to the consulting rooms.

8. What are the main priorities identified by the practice staff?

On looking at the survey results, we set the agenda as documented in the action plan.

The patient demographics were completed by majority 25-60+ age group, with only 17 under 25 answering.

There were more replies from females to males.

Out of 277 replies, 204 had been with the practice for >10 years.

Going on previous results, they show:

Our overall score has gone up again to 76 %, in relation to 70% in 2008 and 71% in 2007.

HEATHVILLE MEDICAL PRACTICE ACTION PLAN FOR 2011/2012

The chosen areas, both the practice and the patient participation group have agreed as priorities and intervention.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
Waiting Room improvements	Up to date magazines Check signage proximity. Reception Staff to be made aware of Noise issues. Look into one or two higher chairs with arms for use by elderly patients. Look at providing a water dispenser. Children's Books to be updated. The signage needs to be re-located to make it clearer to patients.	Practice Staff Office Manager Office Manager/Reception Practice Administrator Office Manager General Maintenance	Magazines/Books to be looked at immediately and to be reviewed monthly. All other areas to be completed within 2 months.
Appointment System/Bookings Evening Appointments	Patient re-education, involving a flyer drop on all prescription requests. Website News-Flash. Receptionist Refresher Training. Posters in waiting areas.	Office Manager & Reception Staff	Starting week commencing 22 nd January and to continue for 1 month.
Intercom System	On balance it was felt not feasible to purchase a new system in light of our impending new building but we agreed to look at ways we could help patients if they do not hear. It was agreed to add posters in the waiting room highlighting that patients can ask reception to look out	Reception Staff	Immediately

	for them.		
Parking Problem	It was agreed by all parties that there is nothing we can do to improve the situation currently.	Practice Staff	This should be addressed when we move in to new purpose built premises.
<p>Areas of concern that cannot be changed:</p> <p>Prescription Turnaround – We currently turnaround prescriptions within 48 hours. Due to the volume of scripts daily, the safety and the procedure involved, it was agreed this was a suitable timescale and did not need improvement.</p> <p>Blood Test Results Time – After discussing with the PRG the procedure and the need for full concentration in the results being given out, it was agreed a set timeslot was a necessity but the practice agreed to review case by case if required.</p>			

Submitted by: Mrs C R Barnfield Signed:
Name: Mrs C R Barnfield
Job Title: Office Manager
Heathville Medical Practice, 5 Heathville Road, Gloucester, GL1 3DP

The survey results and action plan have been advertised on our website www.heathvillesurgery.co.uk

The opening hours for the practice.

DAY	MORNING	AFTERNOON
MONDAY	8.30 – 13.30	13.30 – 18.00 During these hours there are pre bookable appointments, same day appointments and provision for emergencies. The practice stays open throughout the lunchtime period but the phones are diverted to the emergency line between 12.30 – 13.00. Telephone appointments are available throughout the day.
TUESDAY	8.30 – 13.30	13.30 – 18.00 During these hours there are pre bookable appointments, same day appointments and provision for emergencies. The practice stays open throughout the lunchtime period but the phones are diverted to the emergency line between 12.30 – 13.00. Telephone appointments are available throughout the day.
WEDNESDAY	8.30 – 13.30	13.30 - 18.00 During these hours there are pre bookable appointments, same day appointments and provision for emergencies. The practice stays open throughout the lunchtime period but the phones are diverted to the emergency line between 12.30 – 13.00. Telephone appointments are available throughout the day.
THURSDAY	8.30 – 12.30	12.30 - 18.00 During these hours there are pre bookable appointments, same day appointments and provision for emergencies. The practice stays open throughout the lunchtime period but the phones are diverted to the emergency line between 12.30 – 13.00. Telephone appointments are available throughout the day.
FRIDAY	8.30 12.30	12.30 – 18.00 During these hours there are pre bookable appointments, same day appointments and provision for emergencies. The practice stays open throughout the lunchtime period but the phones are diverted to the emergency line between 12.30 – 13.00. Telephone appointments are available throughout the day.
The on-call doctor is available from 8.00am until 18.30 each day.		

