

The Heathville Medical Practice
www.heathvillesurgery.co.uk

PATIENT PARTICIPATION
END OF YEAR REPORT 2013

This report will be available to view on our website and will be available to view in the practice.

The practice has continued to establish their patient participation group. We have grown from 8 members to over 30 in the last year. We altered our new patient registration documents to give patients the opportunity to join the group, along with continuing to advertise in the waiting room/website etc.

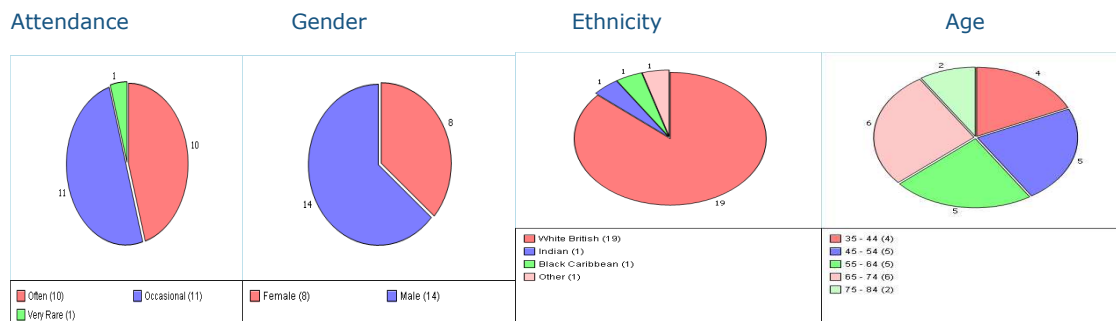
Excerpt from Patient registration form

<p>Patient Participation Group</p> <p>The Practice is committed to improving the services we provide to our patients. To do this, it is vital that we hear from people about their experiences, views, and ideas for making services better. By expressing your interest, you will be helping us to plan ways of involving patients that suit you. It will also mean we can keep you informed of opportunities to give your views and up to date with developments within the Practice. If you are interested in getting involved, please tick the box below and we will arrange for the Practice Patient Participation Group Application Form to be given to you at your initial consultation.</p>			
<p>Yes, I am interested in becoming involved in the Practice Patient Participation Group (Please tick the "Yes" Box)</p>			<p>Yes</p>
<p>Patient Signature:</p>		<p>Signature on behalf of Patient:</p>	

We now feel we have a face to face group that is representative of the practice population and have stopped actively gaining more to join (although patients can still join the group virtually). All members will receive results of the surveys undertaken by the practice along with any agendas/minutes. Their feedback has been collated via emails/letters and telephone feedback. This is valuable to the practice and we have found the process very positive.

The demographic split of our group is shown:

Patient Reference Group Distribution Report 06/03/2013



The group has continued to meet twice yearly and held a further meeting on 6th July 2012. The minutes are documented below:

Patient Participation Meeting
July 6th 2012 15.00pm

Present:

PPG Members

Mrs Sheila Hanman
Mr Denis Bottomley
Mrs Christine Hart
Miss Helen Nasralla
Mrs Ruth Wilcox
Ms Deborah Wolton

Practice Representatives

Dr Nicholas Gilbert – GP partner
Mrs Clare Barnfield – Office Manager
Mrs Vanessa Bassett – Practice Administrator

Apologies from:

Mr & Mrs D Allen
Mr Michael Sheridan
Mr Michael Hunt

Vanessa introduced everyone to each other and Clare thanked everybody for attending.

1. Action Plan Update

From our first meeting we discussed what actions we had been able to complete.

We have updated the magazine racks and will continually review them.

We have re-iterated to all staff about the level of noise in reception and will also remind people as & when necessary.

We have purchased a water dispenser which seems to have been well received and the practice aims to re-cycle the plastic cups in the future.

We have not bought any new higher chairs yet but will keep this in mind.

We have tried to bring in new books for the children to look at but toys are not suitable because of the risk of infection.

We have not moved the main room sign yet, but on discussion at the end of the meeting we will ask our handyman to move this to a better position.

We have recently done a mail shot as agreed, regarding our appointment system, attached to repeat prescriptions and also updated our website.

The intercom system was felt to be too much of an expense to replace with the prospect of our new building coming closer to fruition and unfortunately we really are unable to do anything about the parking problems.

The group agreed that CFEP was fine for us to use for our patient survey again this year. The survey will include convenience of access, patient's experience of the treatments they receive and the physical environment of the surgery as a minimum.

It was also decided that this year we would do a practice specific survey rather than GP specific and hopefully this would give us more guidance for the group to discuss. The results of this further survey will be discussed at the next meeting in January 2013.

2. Flu clinics (in anticipation of scheduling this years sessions)

Everyone was very positive about the way we have run our previous clinics having had some experience of the way some other clinics are run. It was decided that this year's clinic would be held at the Farmers Club again but we will look at trying to find a more suitable venue for the Tuffley clinic. We will run it the same way as last year but would include a slip on the letter asking for patients consent to e-mail or text them in the future regarding the clinic's and also look into the possibility of web based booking for these appointments.

Clare agreed to look into the confidentiality guidelines as to whether to allow some members of the group to help/fold/ insert letters into envelopes to ease the staff's burden.


3. New Service within the Practice

The new way of dealing with patients on Warfarin was explained to all. Some patients are on Warfarin tablets to thin their blood for various reasons and they need to be closely monitored. The GRH used to do a lot of this but have decided they can not sustain this anymore so it has been handed over to the practice.

We have recently purchased a new machine & computer software so that we can take a finger prick sample from patients and then issue them their dosage instructions and date of their next test almost immediately. There are some new drugs coming onto the market which do not require this testing but not all patients would be suitable for them and with them being very new not all side effects are known, but the GP's would be looking into this for perhaps some patients in the future.

All the PPG were pleased that we were now offering this service.

4. Proposed New Practice Premises



Dr Gilbert briefly showed the plans for the new surgery which is proposed to be built on land opposite The Crescent in Horton Road. It involves London Road surgery & Barnwood Road surgery all coming under the same roof but we would retain our autonomy. It incorporates a fair amount of expansion space and a pharmacy and the care services under whom the district nurses, health visitors, midwives etc all work would have rooms in it. There would also be a shared Minor Operations suite and rooms for physiotherapy and ophthalmology, so it is an exciting time.

5. Appointments

Appointments were discussed both as a practice view and a patient's view. The practice would like to try to get away from everyone thinking they have to ring at 8.30am to get an appointment. All our GP's have appointments which can be pre-booked up to six weeks in advance and the other half of their clinics are for booking on the day. It is difficult when a patient stipulates they will only see one particular GP. It is a constant balancing act and we are auditing this at the moment. (the results will be discussed at the next PPG meeting alongside the general survey results)

The "emergency screen" at the end of morning surgery is unmanageable at the moment. It was suggested that patients may not know they can have a telephone appointment with a GP so the practice agreed to add this update on our annual flu invite letter. We pride ourselves in not asking patients what is wrong with them on answering the phone as we do not feel it is a receptionist's call to say what is urgent or what is not. Appointments are only 10 minutes long and so GPs can only deal with one or two problems at a time, not a long list. The PPG members were not aware of any of the problems and personally praised the surgery regarding how the practice is run on the whole.

AOB

It was asked why some patients are only prescribed one month's medication at a time, it was explained that our general policy is to prescribe two months at a time but there are always exceptions to the rule. This may be dependent on whether all the patients' routine medical checks (BP, Bloods etc) have been completed.

The general guidelines given to us are, that the practice should only prescribe one month at a time to minimise the wastage of medicines should any changes happen.

Pharmacies taking over ordering patient's prescriptions were discussed as it seems that often medication is ordered that is not required by the patient. The practice would continue to monitor these episodes.

We were asked if Tuffley would be kept the same when we get our new premises and we assured people that it would for the time being. It may ultimately close but we would still keep on our Tuffley patients.

Care Quality Commission

The practice will soon be regulated by CQC and we would ensure that all areas required are compliant within this.

Some of the patient group wanted to let us know they think we are "exceptional" and they have nothing but praise for us, which was extremely nice to hear.

Next meeting to be scheduled for about six month's time in January 2013

Date will be confirmed no later than 6 weeks before.

2013 SURVEY

The PRG agreed at the meeting dated 6th July 2012 for the practice to use CFEP again this year for our survey which we completed in January 2013. The practice this year received 249 completed patients' surveys from a patient list size of 10017. The surveys were achieved by enlisting the help of our PRG who very kindly handed them out to patients in reception. They were asked to ensure that a good range of patients were given the surveys so that we have had a good practice representation.

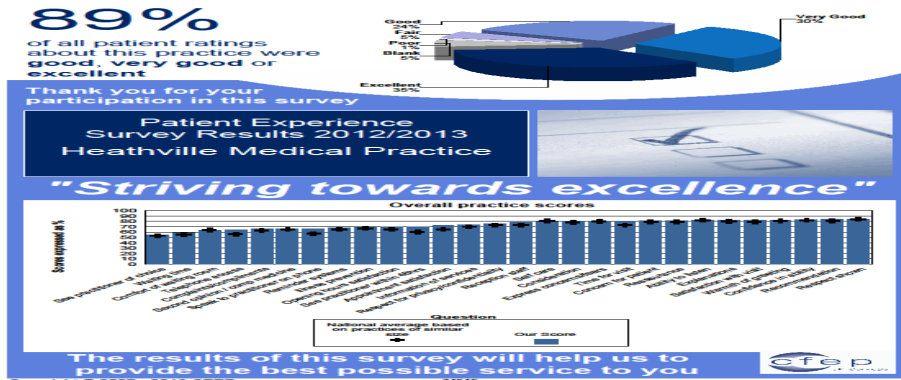
Once the survey results were received, a copy was emailed/posted out to each PRG member asking for their feedback on the comments received.

The patient demographics of patients that completed the survey were;

Patient Demographics	Number of Responses	Our Mean Score (%)
Age		
Under 25	9	72%
25-59	80	70%
60+	146	77%
Blank	14	67%
Patient Demographics	Number of Responses	Our Mean Score (%)
Gender		
Female	136	74%
Male	101	76%
Blank	12	67%

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

Overall practice



scores

The feedback was received from the 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.

The Patient Participation Group met again on 5th March 2013 to meet the new members and gain their feedback from the survey completed in **January 2013**. As we had new members we completed an overview in the meeting of our last year's action plan, so that everyone was up to date. We set our action plan for 2013/14 albeit minimal changes this year, due to our impending building move set for July 2014. This was discussed in full with the PRG and the plans were on full view for them to see. It was agreed that we would continue to build on our group and actively engage them more in the new premises as we will have many more opportunities.

Patient Participation Meeting
March 5th 2013 1.30pm

Present:

PPG Members

Mrs Mary Allen
Mr Denis Bottomley
Mr Michael Sheridan
Mrs Jean Cox

Practice Representatives

Dr Rhys Watkins – GP partner
Mrs Clare Barnfield – Office Manager
Mrs Vanessa Bassett – Practice Administrator

Apologies from:

Mr Derek Allen
Mrs Ruth Wilcox
Mr Ian Grimmet
Miss Helen Nasralla
Mrs Christine Hart
Ms Deborah Wolton
Mrs Sheila Hanman
Mr Michael Hunt

Mrs Christine Johnson
Mrs Emma Burrows

Vanessa introduced everyone to each other and Clare thanked everybody for attending.

1. Action Plan Update

From our first meeting we discussed what actions we had completed.
We have updated the magazine racks and will continually review them.
We have re-iterated to all staff about the level of noise in reception and will also remind people as & when necessary.
We have purchased a water dispenser which seems to have been well received.
We have ordered two new higher chairs for the waiting room.
We have tried to bring in new books for the children to look at but toys need to be washable to prevent the risk of infection.
We have moved the main room sign, and purchased a new white board to update which Doctor is in and what room they are in. This is in the main downstairs waiting room.
The intercom system was felt to be too much of an expense to replace with the prospect of our new building coming closer to fruition and unfortunately we really are unable to do anything about the parking problems.
The noise level in reception was not perceived by the PPG to be a big problem and they were very pleased with the reception team saying they are all very helpful and obliging. They felt that it is much nicer to come and see a happy bunch of people rather than miserable faces and did not think noise was an issue.

2. Survey for next year

It was agreed the practice will continue to use the CFEP survey each year.

3. Flu clinics

Everyone was very positive about the way we run our clinics. The PPG suggestion to ask patients to fill in their up to date e mail addresses and telephone numbers had only resulted in 171 patients giving us their details, which was a little disappointing when we had written over 3,200 letters, but better than nothing. The group suggested they may be able to help at next year's clinic to collate this information after patients had had their vaccination. It was also thought we could have a notice board up with up to date changes displayed to keep our more senior citizens up to date as not everyone has access to a computer to log on to our website.

4. Proposed New Practice Premises

The new plans were touched on and we explained that we would not be merging with the other practices, just sharing a building and some essential services. We all feel we want to keep our ethos. We were asked about the branch surgery at Tuffley and explained that we are keeping this and hoping to extend and enhance it, being in the process of obtaining an improvement grant. We have no intention of closing this surgery in the near future.

5. Appointments

Appointments were discussed and we advised everyone that we are in the process of trying to keep patients continuity of care with one or two Doctors of their choice. This was felt important by the group. We are now encouraging patients to pre-book their appointments in advance, leaving capacity for urgent cases to be seen on the day as well. The PPG were surprised to hear that we see about 650 patients a week and the only problem with pre-booking in advance is that the DNA rate increases. In the new building we may look at text messages to remind patients of their appointments. The way we let people know of changes was discussed and as a result of this it was felt it would be very useful if we could put together a newsletter so that this could be available in the waiting rooms and could be displayed locally in any of our patient's group communities and perhaps the Gloucester Carers society. We discussed the complaints the practice had received regarding appointment times and commented on one when a patient collapsed outside of the surgery and therefore another patient had to wait 20 minutes for his appointment as the GP was attending to the emergency. He had said we should have had a better contingency plan for such an occurrence. This was felt to be an unreasonable comment. It was suggested though, that as far as possible, the receptionists let patients know when a GP is running late, perhaps writing this on the white board as well as word of mouth.

AOB

Data sharing was mentioned and we explained that we have no control over the local hospitals knowing patients addresses and telephone numbers as these are uploaded from the computer automatically. There are obviously good and bad aspects of this. We advised the PPG that we have to have a new computer system installed soon because our software will be unsupported from October. We are letting patients know on the back of their repeat prescriptions and it is on the website, but we will also compile a newsletter as above to let patients know this. The last week in April we will be conducting emergency surgeries and will be up and running with the new system 30th April.

Communication was felt to be extremely important and we agreed to look into the possibility of having a television screen in the waiting areas when we move buildings.

The practice is now registered with the CQC (Care Quality Commissioners) who now regulate us as they do dentists, hospitals and care homes. An overview was discussed regarding the vast amount of work involved to ensure the practice is up to standard.

We discussed the proposition of changing the time we give the majority of results out, and it was decided that we should trial what the receptionists wanted as they are the ones at the end of the phone. We will trial the time changing from 11.30-12.30 to 13.30-14.30 and see if this proves better for all concerned.

The group felt we need to make sure patients know it is their responsibility to ring up for their results.

Medication waste was brought up by one member and Dr Watkins explained the rationale behind their thinking when prescribing new medication which may or may not suit the patient. We also said that we are one of the best practices locally with regard to prescription waste and that we are 6% underspent on the budget we are given locally. We also explained that we keep a close eye on pharmacies ordering patient's prescriptions as sometimes medication is not required by the patient. Clare & Vanessa had been on a Medicines Management course a few years ago to try to make sure medicine is not over ordered or wasted and so this is close to our hearts.

We were asked why we had started the PPG up and we said that the PCT had suggested practices with these groups had found them very helpful and there was also some remuneration attached to setting one up. We have to admit we were hesitant at the beginning but have found our Group extremely helpful and the feedback between ourselves has proved to be very informative to everyone involved. We are grateful that we have such a positive group and that we are gaining ideas.

The patient group wanted to let us know they think we are a very good surgery and they have nothing but praise for us, which was extremely nice to hear and that the meeting was very interesting.

Some of the email feedback from PRG members were:

"overwhelmingly positive feedback is obvious. This is a testament to the professionalism of all the staff here and the general ethos of the surgery as a whole. A clear emphasis for continual improvements. A few things that people highlighted as needing improvement will be relevant as the surgery progresses and eventually relocates".

"I cannot see a solution for doctors running late because they are at the mercy of their patients and have little control over how long an appointment takes".

"The survey is very good and I am sure the practice will be pleased with it. I am not too sure that I would appreciate a kiss from Dr Richards so I will have to pick a male doctor if this is introduced!"

The practice priorities for the next year will be centred on a new clinical computer system from April 2013 and the smooth implementation and our impending move to new premises on Horton Road due for July 2014. We all agreed that would take up most of the time for the next year. We did agree that a patient newsletter would be very beneficially to keep all patients up to date with all of the impending changes.

ACTION PLAN – See separate document for full details of the plan.

New chairs to be delivered

Trial new time for results to be given out

Practice newsletter

New computer system – patient notification

Next meeting to be scheduled for about six month's time in September 2013
Date will be confirmed no later than 6 weeks before.

HEATHVILLE MEDICAL PRACTICE ACTION PLAN FOR 2013/2014

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?
New chairs to be delivered	It was agreed that more suitable chairs were required for the elderly/disabled patients in the downstairs waiting room	Mrs V Bassett Mrs C Barnfield	The chairs are on order and will be delivered within the next 6 weeks.
Trial new time for test results to be given out	It was agreed that the times the test results are given out should be changed to help alleviate reception at busy times.	The Secretarial Staff Mrs v Bassett Mrs C Barnfield Reception Staff	Aim to start the trial on 1 st April 2013. We will review the situation with the staff/PPG at our next meeting in September 2013
Practice newsletter	To ensure patients are kept up to date with information and latest news/changes within the practice	Mrs C Barnfield Mrs V Bassett	A newsletter should be drafted within the next 3 months and distributed to allocated groups and waiting rooms ets.
New computer system	To ensure the transition to a new computer system goes as well as possible and a separate action plan is in place to ensure a continuation of services	All staff at Heathville Medical Practice	Go Live date is 30 th April 2013
Moving to new Premises/ Improvements to Warwick Avenue Surgery	To ensure patients are kept up to date in the next year with regard to our move to new premises and the updating of our the Tuffley Branch	All staff at Heathville Medical Practice/Warwick Avenue	2013 into 2014

Report completed by Mrs C R Barnfield, Office Manager, Heathville Medical Practice.
Date 6th March 2013



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.
Extended Hours Session Thursday evening from 18.30 – 20.00pm

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