



## **Dr Singh & Partners Bedworth Health Centre**

### **Patient Reference Group and Practice Survey**

In line with the guidance from the Government for the requirement to engage with patients and form patient participation groups, the practice engaged in a patient survey with input from the new patient group.

### **Patient Group Recruitment**

A discussion with all partners and staff took place to determine how the practice should best recruit patients onto the group.

- Waiting room posters
- Word of mouth
- Practice website
- Practice flyers/booklet

### **Group Profile**

The patient reference group is made up of eight patients

- Six females
- Two males

Their ages range from thirty-nine years to seventy-four years of age

- Varied personal status
  - Married
  - Parent with children
  - Widow
  - Pensioner

The majority are British white, British Indian which reflects the recorded ethnic make-up of our practice.

The main categories of our patients who are not currently represented on the PRG are other ethnic minorities, and we are working with our current PRG to help with this as we do not feel the group is a true representation of our practice population and culture. The current PRG membership is neither

reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of free time and have the flexibility about working and earning money

## Patient Survey

A meeting was held with our patient group and it was decided to adapt a simple questionnaire, of which the findings are now on our practice website, which asks for patients' views about the practice.

- Access to a Doctor or Nurse
- Obtaining a repeat prescription
- Obtaining test results
- About the staff
- Overall satisfaction with the practice

## Process

In previous patients survey's undertaken in practice a sample size was suggested to be 50 completed questionnaires per GP in practice.

During November 2012, Volunteers from the patients group kindly gave up their time to speak to the patients and hand deliver the questionnaire to our patients in the waiting room when visiting the health centre. All the hard copies were anonymous. The exercise proved an excellent way for the patient group to communicate with other patients, and all concerned were pleased with the overall response from patients, therefore we will be re-visiting this method of communication again soon. Patients were also able to complete a survey anonymously via the patient website.

## Results

- In previous patient survey's undertaken in practice a sample size was suggested to be 50 completed questionnaire per GP in practice.
- During November 2012 our PPG members asked random patients visiting the practice to complete a questionnaire.
- 365 questionnaires were completed.
- All were paper copies completed by patients, randomly selected. Last years results are also displayed for comparison.
- We hope in future, patients will be more informed about access to our website and survey facility, targeting patients who do not visit the surgery often.

The practice received an 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.

## Analysis of Results

The full results were circulated to our patient group, for discussion and feedback.

Overall the findings were good; areas were highlighted for further discussion. Survey results can be obtained from our surgery website [www.bedworthhealthcentregps.co.uk](http://www.bedworthhealthcentregps.co.uk)

All comments received over the year from the PRG meetings were documented and discussed at the time arising, and the PRG suggested how the practice may deal with these.

The survey results are available on our practice website and will be on display and available in the waiting rooms

## Suggestions for the Action Plan

By the practice 2012

- Additional staff have been employed to answer the telephone on key days and times
- Messages will be left on GP's session templates for patient call back/advice
- Telephone Consultations
- Display notices in a prominent position to get the message across to patients...."Open all Day"
- For the PRG to design and develop a practice newsletter
- A flyer to publicise the Survey Results
- All reception staff to attend a training day, update and refresher on customer care/delivery

By the PRG

- Suggested that we advertise in the community
- PRG to promote the information regarding the survey
- PRG to promote our appointments on line facility and prescriptions on line
- To look at ways to target the wider ethnic group, carers, learning disability, young adults
- PRG to produce a newsletter
- Conversations can be overheard, therefore a need for music or television, waiting room / sub-waits

## Suggestions for the Action Plan

By the PRG 2012

- We are currently in negotiations around a new telephone system, this system will be audit and highlight which days and times of the week we encounter a higher demand, this should then streamline call answering and access.
- A sound system was suggested last year and promised for April 2012, this unfortunately did not happen, therefore we have again been told it will be installed on or before 31<sup>st</sup> March 2013.
- The Television for the waiting room, still requires sponsorship, therefore the practice will continue to chase this with the supplier.
- To continue with our PRG quarterly newsletter, which we have found to be very popular with our patients.

## Action Plan

- The practice will publish the results of the survey on the practice website and in the waiting room, and leave a hard copy in reception
- PRG will circulate a flyer/newsletter to patients (continuing)
- To chase the supplier, regarding sponsorship for a surgery waiting room television to aid health promotion and current practice information.
- CD player to be installed for background music in sub-wait areas for confidentiality purpose

## Action Plan continued

Priority	Action Identified	Specific Actions	When/Who
1	Publish patient survey	The Practice will publish the results of the patient survey onto the website, waiting room and hard copy to be left in reception <a href="http://www.bedworthhealthcentregps.co.uk">www.bedworthhealthcentregps.co.uk</a>	With immediate effect
2	PRG to continue with the practice newsletter	Ongoing	PRG member
3	To look at the possibility of displaying our survey results and practice news in the wider community	The Practice to has contacted local business, some of whom are happy to have our practice information on display	Jo Harrington to forward information late March 2013
4	Background music required to facilitate confidentiality during patient doctor consultation	Engineer to install equipment in reception to be piped into sub-wait areas.	Will be in place by 31 <sup>st</sup> March 2013
5	Promote Health Education in the waiting room	Continue to chase sponsorship for waiting room television	PM

## Suggestions for the Action Plan

By the PRG 2013

This year the Friends and Family Test was incorporated into the Questionnaire for the first time. As a result, 18% would strongly recommend the Practice, 74% would or would probably recommend and only 8% would not recommend.

- The new telephone system has been installed and became operational on 08 November 2013, so had therefore only been in use for one month prior to survey date. The new system incorporates options for patients to decide where to direct their call with options available to choose from Appointments, Prescriptions, Test Results, Medical Secretaries and Reception for other queries. It is hoped this will speed call answering by directing patients immediately to the option of their choice. This system is auditable and the Practice will conduct an audit to determine the efficiency of the new system.
- The sound system has been installed and will be available for use when it has been determined who will be responsible for applying for the licence to use such equipment. The Trust are the owners of the building and it is disputed that they therefore should be responsible for obtaining the licence
- The television for the waiting area is still an ongoing project; the previous sponsors pulled out when they were unable to obtain advertisers suitable to take up the option; the Practice is currently in negotiation with another supplier regarding this.
- The PRG newsletter is continuous and ongoing and is now in its third edition. Following the resignation of one of the key Group members who published the previous two editions, another Group member has stepped forward to help with this project. It is felt the newsletter is a worthwhile and viable method of communicating Practice news to the patients, as it is freely available at two points in the waiting area; on the reception bay and at a separate location in the waiting area near to the Jayex board.

## Action Plan

- The Practice will publish the results of the survey on the Practice Website and in the Waiting Room, with an additional hard copy being available in Reception
- PRG will continue with publication of Newsletter
- Liaison will continue with the potential supplier of a TV
- Discussions will continue with the Trust regarding the licence for the sound system
- A possible mini survey may take place midway before the annual survey to determine the success of the new telephone system with particular emphasis on call waiting times

## Action Plan continued

Priority	Action Identified	Specific Actions	When/Who
1	Publish patient survey	The Practice will publish the results of the patient survey onto the website, waiting room and hard copy to be left in reception <a href="http://www.bedworthhealthcentregps.co.uk">www.bedworthhealthcentregps.co.uk</a>	With immediate effect
2	PRG to continue with the practice newsletter	Ongoing	PRG member
3	Continue with discussions with potential supplier of TV for waiting area and source possible advertisers	The Practice will engage with the interested party in supplying the TV and also look at sourcing local suitable businesses to advertise on the TV system.	PM in negotiations
4	Pursue negotiations with the Trust regarding provision of a licence to enable background music sound system to become operational. This will increase patient confidentiality during consultations	The Practice will pursue the Trust for a decision regarding provision of a licence for the sound system to play background music in sub wait areas	PM in negotiations
5	Mini Survey solely around call answering prior to annual survey purely to confirm improvement following implementation of new telephone system	Suggestion from PRG for this survey to be put before Partners at Practice Meeting. This may reflect improvements achieved or may lead to confusion among patients regarding number of surveys put forward by the Practice	Decision by Partners following Practice Meeting

## Practice Opening Hours

Day of week	AM	PM
Monday	8.30am	6.30pm
Tuesday	8.30am	6.30pm
Wednesday	8.30am	6.30pm
Thursday	8.30am	6.30pm
Friday	8.30am	6.30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

- **Please note the practice is open all day.**
- **Our phone lines are also manned all day.**
- **Please also note you can now book your routine appointment on line, by registering with the practice for this secure service.**
- **You can order your repeat prescription on-line, please ask for further details.**
- **This practice has entered into an arrangement to provide extended hours, these are as follows:**

Monday 7am – 8am - Nurses only  
Monday, Tuesday, Wednesday, rotational 6.30pm – 8pm - GP access  
Tuesday 6.30pm – 7.30pm - Nurses only

**The extended hour appointments are pre-bookable only. There are no phone lines manned during these hours.**