

St Bartholomews and Oxford Brookes Medical Centres Patient Participation Group report produced for the Patient Participation Directed Enhanced Service (DES) 2012/13 .

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local practice survey. The outcomes of the engagement and the views of patients are to be published on the practice website.

Establishing a Patient Participation Group

St Bartholomews Medical Centre has been running a Patient Participation Group since its inception on the 30th November 2011. This group meets monthly with a view over time to meet every two to three months. This has been of mutual benefit to the Practice, and to the patients, as the Practice is using the group as a sounding board to discuss development plans and improving the patient experience. The group members have fed back on patient experience issues and are working together with the Practice in finding solutions to them.

Agree with the PRG which issues are a priority and include these in a local practice survey and then collate these patient views and inform PRG of the findings.

The Practice Survey was discussed and agreed in March 2012 and was broadly based on the GPAQ survey and compiled and posted to our website using Survey Monkey. Patients were asked about issues that relate to our Practice with the main areas being appointments, patient information, consultations with GP or practice nurse, access, clinical service satisfaction, overall satisfaction with the Practice and also to make general comments.

The survey was posted onto the Practice website in January and closed at end of February 2013. Hard copies were given out to patients by Reception staff. Patients were also given slips, by GP's at the time of their appointment, showing the website link and asking patients to fill in the survey. We also sent out emails to Oxford Brookes students with a link but the response from this group was disappointing.

Provided PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services and agree an action plan.

The 2013 survey was not well supported considering the effort that went into advertising it. Unfortunately one person used the survey to make racist and abusive remarks about individuals and the Practice. The matter is now with the Police who are investigating. There were very few comments made about how to improve the Practice.

The 2012 results and comments were discussed at the PPG meeting on the 26th March 2012. The discussion was interesting and very positive and many of the actions were for the Practice to ensure that patients were aware of services and information available to them.

The agreed action plan was:

Action plan:

- Continue to advertise Patient Reference Group to patients, ongoing with posters and website.

Update - This has been done and the PPG is also advertised on our in house tv display.

- Establish a virtual group who can comment via the website to ensure a wider range of views, opinions and suggestions are gathered.
Update – This is still work in progress.
- The Practice to look into emergency clinic times and appointment spread throughout the day
Update - this has been done and the walk in clinic at Brookes for students, where you do not need an appointment is very successful.
- Advertise text reminder service, on waiting room screen and with all new patients who register with the Practice.
Update – this has been done and patients are now sent text messages to remind them of their appointments.
- Positively advertise DNA figures
Update – The Practice did this for a while but it did not make any difference so it has been stopped. Text and email reminders are now in place instead.
- Assess patient information displayed in waiting areas, and make sure staff are aware of the information for patients.
Update – The Boards are regularly updated.
- The Practice to look into remarking the car park as an aid to improving parking.
Update – this was planned for last summer but due to the very poor weather could not be done. There needs to be a prolonged dry spell or else the paint will peel off.
- The Practice to look into improving or changing its phone system.
Update – The Practice have purchased and installed a new phone system.
- Practice to monitor Receptionists responses to patients either on the phone or at the reception desk.
Update – This is easy with the new phone system with the hands free headsets.
- On line appointment booking.
Update – the quote is with the PCT for approval.
- Ensure that when appointments are running late that reception staff tell patients of the expected wait time.
Update – this has been addressed.

PPG update on activities during the year.

PPG members attended the Oxford City Patient forum on the 11th December 2012. It was a very positive meeting which made a lot of good suggestions about how the Oxfordshire Clinical Commissioning Group can communicate with patients locally. The meeting also suggested topics and themes for the forum to consider in future. The PPG also responded to the CCG Consultation on alternatives to care homes for the elderly/Discharge to Assess Project. They also invited Fergus Campbell Locality Commissioning Manager – City to talk to the group at their February 2013 meeting. This was very informative.

PPG agreed action plan following the 2013 survey

Following the meeting on the 14th March 2013 the following action plan was agreed.

- Marking of the car park spaces
- On-line repeat prescription requests
- On-line appointment booking.
- Electronic Prescription Service (EPS)
- Broadband for patients use.

Access to services

St Bartholomew's Medical Centre

Monday to Friday Surgery Appointments (Tel: 01865 242334)

We offer a variety of appointments ranging from same-day to bookable up to 1 month in advance. These appointments are for 10 minutes and are available between 08.30 and 12.30pm and between 14.00 and 17.40pm, Monday to Friday.

Oxford Brookes University Medical Centre during term

There is at least one doctor available in rotation for booked appointments in the Oxford Brookes Medical Centre every morning and afternoon and in addition we also offer a walk in service from 0830 to 1230 every day during term time.

Emergency appointments

If you feel you need an emergency, same day appointment, the Receptionist will put your name on the duty doctor's list and the Duty doctor will contact you to determine the best course of action with you.

Triage

So that we can make the best use of Doctor time, you may be booked in to see one of our highly trained nurses. If your appointment is for Family Planning, Cytology, Travel, coughs and colds and other minor illnesses, please ask for a nurse appointment.

Telephone Appointments

We also offer shorter telephone consultations at the end of each surgery – please ask reception if you would prefer this.

Saturday Morning Surgery Appointments

One doctor and one nurse are available for face to face surgery appointments each Saturday morning in rotation between 0830 and 1300.

These appointments are designed to be used by people who are usually working during the week, as it may be difficult for them to get to see a GP Monday – Friday.

Summary

The results of the survey and the additional comments made in the survey are posted on the website in conjunction with this report. The minutes of the PPG group are also posted as evidence of the discussions and work that went into the survey and agreeing an action plan. The Practice are in agreement with the PPG action plan and will endeavour to ensure that these are completed in a timely manner.

Anton Glinski
Practice Manager
March 2013