

## **St Bartholomews and Oxford Brookes Medical Centres Patient Participation Group report produced for the Patient Participation Directed Enhanced Service (DES) 2011/12 .**

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 30<sup>th</sup> November 2012. 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.

The group currently consists of 13 patients and is attended by 1 GP Partner, Dr Tia MacGregor, and the Practice Manager, Anton Glinski.

The patients are of different ages, there are 5 male and 8 female group members who also reflect the ethnic mix of the Practice. We are still trying to get a representative from students who attend Oxford Brookes University but this is proving difficult.

We advertised extensively to patients over a period of weeks to ask them to join the emergent PPG, but the response was comparatively low, but we still continue to advertise so that patients can join in the future and we have a waiting list of people who wish to join. However we believe that of the people who have joined, that we have a good representation of the very diverse nature of our Practice population.

The PPG intend to widen the input to them, by establishing a virtual group that can feed in suggestions, ideas and comments via email or onto the website area for the PPG. This would help gain views of a greater number of our patients without them committing to a big investment of time for attending meetings. We have been advertising the PPG to patients in our waiting rooms via posters, information slides on the waiting room TV screen.

### **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 December and was broadly based on the GPAQ survey and compiled and posted to our website using Survey Monkey. This was reviewed by members of the group, until they were happy that the survey questions were clear for patients to understand. A number of issues were taken into consideration when drafting the survey, such as making sure questions were not leading or biased and what the aim of each question was to ensure the collected data was useful. The survey was relatively long , 37 questions plus 2 boxes for free text comments, but it was comparable in length to the GPAQ survey .

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 2012. 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 1600 text messages to patients inviting them to complete the survey and it was also extensively advertised in the Waiting Rooms.

The survey results and comments were collated and passed to the PPG Chair to inform the group of the findings. These results were in line with the National Patient survey and shows that patients are generally happy with the service however there is always room for improvement.

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

The results and comments were discussed at the PPG meeting on the 26<sup>th</sup> 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.
- Establish a virtual group who can comment via the website to ensure a wider range of views, opinions and suggestions are gathered.
- The Practice to look into emergency clinic times and appointment spread throughout the day
- Advertise text reminder service, on waiting room screen and with all new patients who register with the Practice.
- Positively advertise DNA figures
- Assess patient information displayed in waiting areas, and make sure staff are aware of the information for patients.
- The Practice to look into remarking the car park as an aid to improving parking.
- The Practice to look into improving or changing its phone system.
- Practice to monitor Receptionists responses to patients either on the phone or at the reception desk.
- On line appointment booking.
- Ensure that when appointments are running late that reception staff tell patients of the expected wait time.

**Actions in place**

- Quotes for new telephone system being obtained.
- New Reception staff recruited to replace leavers.
- Password issues for on line booking have been passed to Vision to resolve.
- Revised training for receptionists to include more patient awareness.

**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 2012