Edgworth Medical Centre & The Surgery

Local Patient Participation Report

March 2014

**Patient Participation Group**

Our PPG group meets regularly every 4 months. The group consists of 7 members 2 more than last year. The group ranges in age, gender, ethnicity and sexual orientation. We have representation from both our surgeries (Edgworth & Edgerton & Dunscar) ranging from patients with young families, retired patients and employed.

As yet we have no young adults (teenagers) in our group. We have discussed with our PRG ideas to recruit young adults, one suggestion put forward was to contact the local High School in view of putting posters on their student notice boards/library. We hope to take this forward during this year.

|  |  |  |
| --- | --- | --- |
| Number of face to face | 7 |  |
| **Age & Sex breakdown** | **Male** | **Female** |
| 25 - 34 | 1 | 1 |
| 35 - 44 | 1 |  |
| 55 - 64 |  | 1 |
| 65 - 74 | 1 | 1 |
| 75 and over | 1 |  |
| **Ethnicity** |  |  |
| White | 7 |  |
| **Employment Status** |  |  |
| Employed | 3 |  |
| Unemployed | 4 |  |

We continue to discuss ways of encouraging more members to join our group. The steps we have taken to encourage patients to attend our PPG are by way of advertising the meeting dates in our monthly newsletter, on our website, in new patient packs, by a notice in the reception area, on our yearly survey, advertisement in the local village and finally word of mouth. We also have a suggestion box situated in the patient waiting area. From last year’s survey 9% of patients who completed the survey shown an interest in joining.

**Patient Survey ,Priorities, PRG agreement & How the survey is conducted**

The PRG met on Wednesday 09th October 2013 to indentify the priorities for the 2013/14 survey. The group put individual ideas forward for discussion. The group decided to keep the same questions as last year’s survey (as this was the first time that particular survey had been used) with 1 additional question regarding ‘Are patients aware of the different methods of ordering their medication.’ The draft was drawn up and agreed by the PRG.

We opened the new survey on the website, put notices up at both sites, emailed the patients who had signed up for the Surgeries Monthly Newsletter and patients who have an email address on the website, reception staff handed out to patients attending surgery and to patients collecting prescriptions. We also have a suggestion box situated in the patient waiting room.

**Overview of the survey**

A total of 182 surveys were completed over a two week period. The survey was then closed the data was collated by the Practice Manager.

The Survey and all our services can be found on our website at [***www.edgworthmedicalcentre.co.uk***](http://www.edgworthmedicalcentre.co.uk)

# PPG & Survey Results Report

## Patient Reference Group

The patient group comprises 07 members

### Distribution Details

|  |  |
| --- | --- |
| Attendance http://www.mysurgeryoffice.co.uk/WebCharts/cf3d0ddc-8451-46ea-b7b4-8232f0d09aa5.Png | Gender http://www.mysurgeryoffice.co.uk/WebCharts/4baf613a-accd-41f9-9fc9-d734adf2cb13.Png |
| Ethnicity http://www.mysurgeryoffice.co.uk/WebCharts/de2eb2cb-c188-4f2f-b288-d11166a8366b.Png | Age http://www.mysurgeryoffice.co.uk/WebCharts/5da63f11-1987-4b0e-ab43-1e535ab8f1e9.Png |
| Usual Surgery http://www.mysurgeryoffice.co.uk/WebCharts/55e5f1a2-88f8-4493-9c0c-5a520e87559c.Png |  |

## Survey Results

### PATIENT SURVEY 2013 -2014

Number of Responses: **182**

### PATIENT SURVEY 2013 -2014

**1. How long have you been a patient at this practice?**

Under 1 yr  4%

1 - 5 yrs  12%

6 - 10 yrs  13%

over 10 yrs  68%

**2. To which age group do you belong?**

24 or under  7%

25 - 44  21%

45 - 64  41%

65 or over  30%

**3. Aproximatley how many times have you been to see the doctor in the last 6 months?**

None  20%

1 - 2  39%

  6%

3 - 5  23%

  3%

6 - 10  9%

  3%

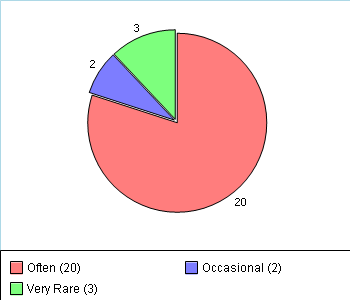
over 10  0%

**4a. Are you aware that you can book routine appointments up to 48 hrs in advance?**

Yes  82%

No  14%

No response  4%

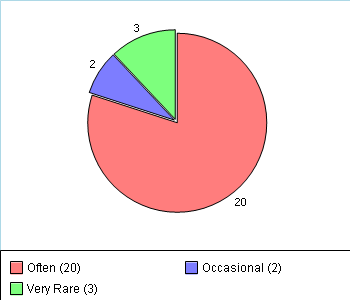


**4b. Are you aware of our Daily Triage System?**

Yes  73%

No  25%

No response  2%

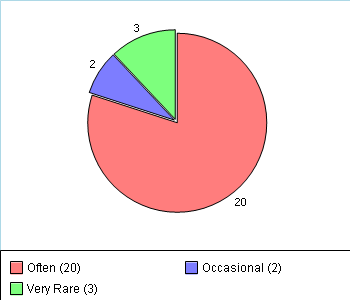


**5. Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?**

Yes  85%

No  12%

No response  3%

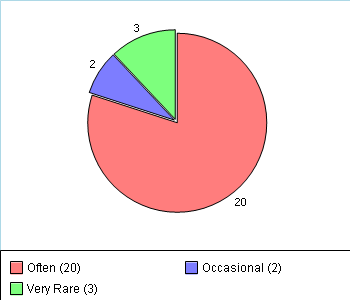


**6. If you have telephoned the surgery in the last 6 months, was the call answered promptly?**

Yes  96%

No  2%

No response  2%

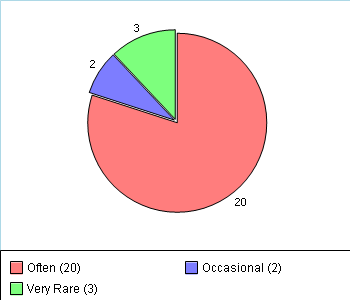


**7. Did you complete the previous practice questionnaire?**

Yes  53%

No  40%

No response  7%



**8. The issues raised in the previous questionnaire were as follows, have you seen any improvements in these areas?**

**a) Speaking to the nurse on the phone.**

**b) Access to a GP at a time conveniant to you.**

**c) Alternative ways of booking an appointment.**

**d) Length of time in the waiting room before seeing a GP.**

a) Yes  62%

No  17%

b) Yes  60%

No  21%

c) Yes  50%

No  30%

d) Yes  54%

No  24%

**9. When you last visited the surgery, were you satisfied with the overall cleanliness of**

**a) The waiting room?**

**b) The consulting room?**

**c) The patient toilets?**

a) Yes  98%

No  0%

b) Yes  97%

No  0%

c) Yes  90%

No  0%

**10. When you last visited the surgery, did you feel that you had confidence and trust ina) GPs?b) Nurses?c) Admin staff?**

a) Yes  92%

No  6%

b) Yes  94%

No  2%

c) Yes  94%

No  2%

**11. When you last visited the surgery, were you treated with dignity and respect by**

**a) GPs?**

**b) Nurses?**

**c) Admin staff?**

a) Yes  96%

No  1%

b) Yes  95%

No  2%

c) Yes  92%

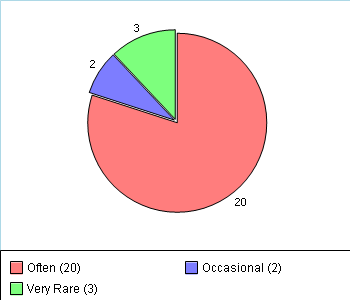
No  3%

**12. Do you have access to the internet?**

Yes  90%

No  8%

No response  2%

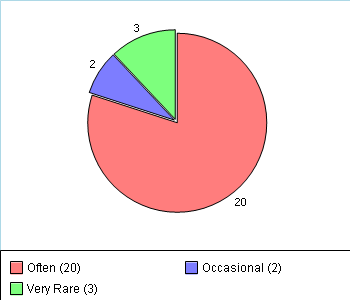


**13) Are you aware of our practice website?**

Yes  84%

No  13%

No response  3%

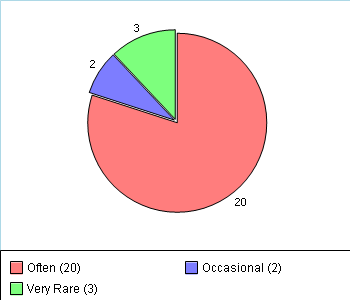


**14)Do you know the services we offer via the website?**

Yes  64%

No  30%

No response  6%



**15) Are you aware of the different methods of ordering a repeat prescription.**

[OR Yes;; No

**15) In Bolton, over 50% of patients attending A&E could have been treated eldewhere. Are you aware of the sevices offered by**

**a) GPs?**

**b) Pharmacists?**

**c) Dentists?**

a) Yes  89%

No  8%

b) Yes  76%

No  20%

c) Yes  78%

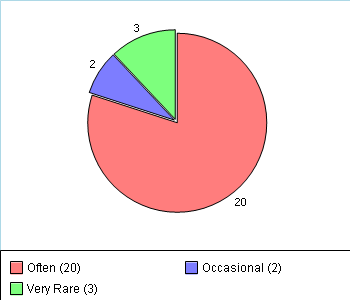
No  17%

**16. In the last 6 months, have you attended A&E for an illness or condition and been informed by A&E or your GP, that you could have been treated elsewhere?**

Yes  1%

No  95%

No response  4%



**If you wish to offer further comments on any questions above, please do so in the space below.**

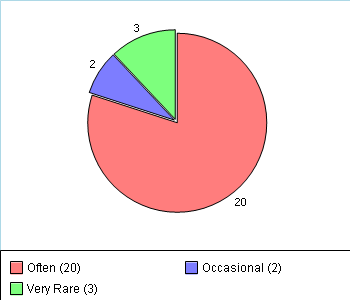
**We may need to contact you for further information on your comments. If you are willing to be contacted for this purpose, then please complete the details below and tell us how best to contact you:**

**If you would like to join our Patient Participation Group, then please complete your contact details above, and tick the box below. You can obtain more information on our website. www.edgworthmedicalcentre.co.uk**

Yes  4%

No  86%

No response  10%



### PATIENT SURVEY 2012 -2013

Number of Responses: **213**

### PATIENT SURVEY 2012 -2013

**1. How long have you been a patient at this practice?**

Under 1 yr  5%

1 - 5 yrs  11%

6 - 10 yrs  12%

over 10 yrs  70%

**2. To which age group do you belong?**

24 or under  4%

25 - 44  15%

45 - 64  36%

65 or over  43%

**3. Aproximatley how many times have you been to see the doctor in the last 6 months?**

None  23%

1 - 2  28%

  3%

3 - 5  25%

  1%

6 - 10  10%

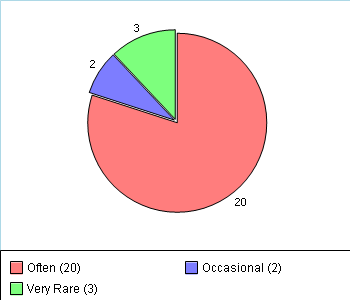
  0%

over 10  5%

**4a. Are you aware that you can book routine appointments up to 48 hrs in advance?**

Yes  91%

No  8%

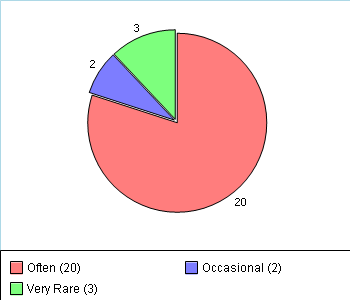


**4b. Are you aware of our Daily Triage System?**

Yes  53%

No  44%

No response  3%

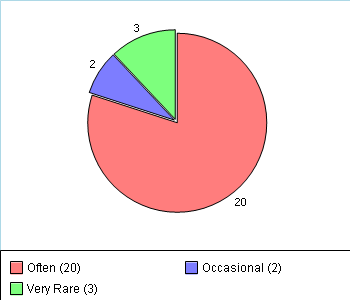


**5. Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?**

Yes  88%

No  10%

No response  2%

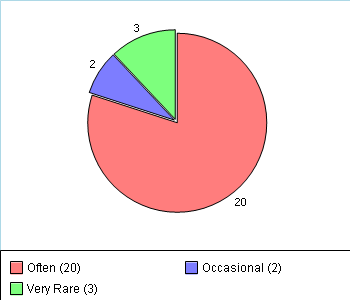


**6. If you have telephoned the surgery in the last 6 months, was the call answered promptly?**

Yes  92%

No  4%

No response  4%

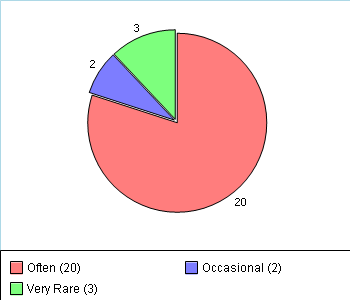


**7. Did you complete the previous practice questionnaire?**

Yes  38%

No  56%

No response  6%



**8. The issues raised in the previous questionnaire were as follows, have you seen any improvements in these areas?**

**a) Speaking to the nurse on the phone.**

**b) Access to a GP at a time conveniant to you.**

**c) Alternative ways of booking an appointment.**

**d) Length of time in the waiting room before seeing a GP.**

a) Yes  55%

No  13%

b) Yes  57%

No  13%

c) Yes  43%

No  24%

d) Yes  60%

No  10%

**9. When you last visited the surgery, were you satisfied with the overall cleanliness of**

**a) The waiting room?**

**b) The consulting room?**

**c) The patient toilets?**

a) Yes  98%

No  0%

b) Yes  98%

No  0%

c) Yes  96%

No  0%

**10. When you last visited the surgery, did you feel that you had confidence and trust ina) GPs?b) Nurses?c) Admin staff?**

a) Yes  92%

No  2%

b) Yes  93%

No  1%

c) Yes  94%

No  1%

**11. When you last visited the surgery, were you treated with dignity and respect by**

**a) GPs?**

**b) Nurses?**

**c) Admin staff?**

a) Yes  95%

No  2%

b) Yes  97%

No  0%

c) Yes  98%

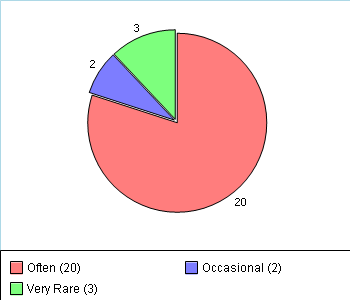
No  0%

**12. Do you have access to the internet?**

Yes  77%

No  20%

No response  3%

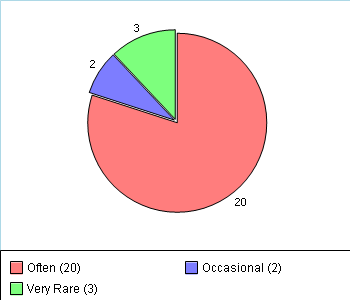


**13) Are you aware of our practice website?**

Yes  54%

No  44%

No response  2%

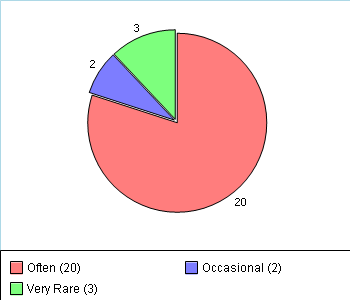


**14)Do you know the services we offer via the website?**

Yes  39%

No  58%

No response  3%



**15) In Bolton, over 50% of patients attending A&E could have been treated eldewhere. Are you aware of the sevices offered by**

**a) GPs?**

**b) Pharmacists?**

**c) Dentists?**

a) Yes  81%

No  15%

b) Yes  69%

No  27%

c) Yes  68%

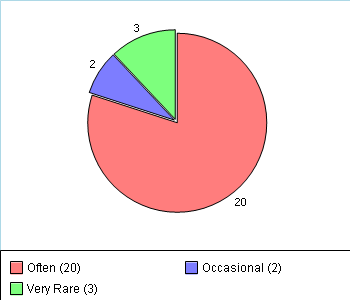
No  28%

**16. In the last 6 months, have you attended A&E for an illness or condition and been informed by A&E or your GP, that you could have been treated elsewhere?**

Yes  4%

No  92%

No response  4%



**If you wish to offer further comments on any questions above, please do so in the space below.**

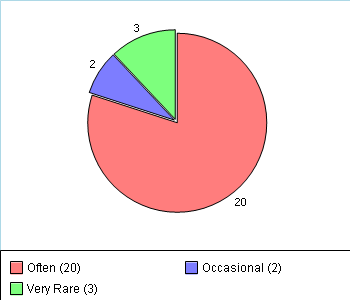
**We may need to contact you for further information on your comments. If you are willing to be contacted for this purpose, then please complete the details below and tell us how best to contact you:**

**If you would like to join our Patient Participation Group, then please complete your contact details above, and tick the box below. You can obtain more information on our website. www.edgworthmedicalcentre.co.uk**

Yes  9%

No  86%

No response  5%



Top of Form

Bottom of For

**How the practice sought to discuss the findings of the local survey and agreed an action plan**

A face to face meeting with the PRG was held on March 5th. Copies of the survey were distributed to the attendees and discussed at length.

The group agreed that the results reflected positive feedback both from last year’s action plan and the survey in general.

Differentials from PRG priorities -2012/13 survey are as follows.

* Are you aware of our Triage System?
* 2012/13 - 40% - No 2013/14 - 25% - No
* Are you aware of our website?
* 2012 /13 – 44% - No 2013/14 – 13% - No
* Alternative ways of booking appointments.
* 2012/13 – 22% No 2013/14 – 21% - No
* A&E Pharmacist Dentist
* 2012/13 No
* 15% 27% 28%
* 2013/14 No
* 8% 20% 20%

**Agreed action plan with PRG based on findings for 2014/15**

* **Improving length of time waiting to be seen by a GP/Nurse**

24% of patients who completed the survey felt the waiting time could be better along with several verbal comments from patients. The group agreed this issue needs addressing. I

I there is any delay or a possible delay, the reception staff will apologise and keep patients informed of an estimated wait time. If the delay is lengthy due to a possible unexpected emergency, the reception staff will offer an alternative appointment if more appropriate.

* **Confidential room**

Give patients the opportunity to speak in private if required by way of notices/leaflets, new patient packs, Newsletter and website Also to explore the possibility of Place Markings on the reception floor to allow patient confidentiality.

* **To inform patients of our services.**

It was agreed that many patients are not fully aware of all our services. We plan to have a more robust way of updating patients. The past 2 surveys have shown that patients who are aware of our website are not aware of our services. We will address this via the Newsletter, posters, leaflets, new patient packs and email.

**Significant changes made/plan to make.**

* We have recently extended our premises by adding 2 consultation rooms which we plan to use for the benefit of our patients.
* We recently changed our telephone system in view of patients concerns regarding the previous provider’s charges.
* This last year we have provided appointments for 2 agencies to see our patients. The Think Positive Team and Citizen Advice Bureau.

**How we publicise results from our local patient survey and action plan**

* The results are published on our website; copies are placed in the patient waiting area and an article is placed in our Newsletter.

**Edgworth Medical Centre & Services**

Edgworth Medical Centre is a Training Practice for Student GPs and Student Nurses and has approximately 2776 patients. We have 2 GP partners Dr Anjani Kumar (M) Dr Anjana Kumar (F) and two Gps Dr T Bhakt (Locum) and Dr A Arshed. We have a balanced team off nursing staff - an Advanced Practitioner, 3 Practice Nurses and 1 Nursing assistant, who run daily clinics for phlebotomy, chronic disease management, cytology and contraceptive advice, minor ailments, triage, smoking cessation, childhood /holiday vaccinations and advice. We have a Health Trainer twice a week that is specifically trained to motivate, support and advice patients over 45 on how to get healthy. We also have to 2 outside agencies who see patients once a week The Citizen Advice Bureau and The Think Positive Team. Our opening times are listed below. We run our extended hours on Monday evening from 17.30 – 20.00 inclusive of extended hours. Patients are able to call into either practice or telephone either practice during opening hours listed below. When the surgery is closed the message on answer machine gives the details for the Out of Hours service.

**Opening Times**

|  |  |  |
| --- | --- | --- |
|  | **Edgworth** | **Darwen** **Rd** |
| **Monday** | 08:00 - 20:00 | 08:30 - 18:30 |
| **Tuesday** | 08:00 - 18:00 | 08:30 - 18:30 |
| **Wednesday** | 08:00 – 13.00 | 08:30 - 18:30 |
| **Thursday** | 08:00 - 18:00 | 08:30 - 18:30 |
| **Friday** | 08:00 - 18:00 | 08:30 - 18:30 |
| **Weekend** | *closed* | *closed* |

Triage calls are taken by our Advanced Practitioner daily for 1/2 hour and she holds 2 face to face clinics each week on Wednesday at Edgworth Medical Centre between 09.30 – 12.00 and Thursday at The Surgery Egerton & Dunscar Health Centre between 15.00 –18.00. Appointments are bookable via telephone or by calling in the surgery during opening hours, please be aware that GP appointments are only bookable on a 48 hour basis, except where a GP or Advanced Practitioner as requested a review. All opening times are in our Practice Leaflet and feature on our web site. We also advertise the surgery in the local village Bowling Club brochure.