

# Potteries Medical Centre

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## **Patient Participation Report** **2013 – 2014**

### **Patient Group Information**

Potteries Medical Centre participates in a Direct Enhanced Service for Patient Participation. The Surgery has a small, evolving group of Patient representatives who currently meet every 2 months. They meet to discuss the current service provision, propose changes, provide feedback and importantly give patient viewpoints and identify areas that may require discussion or review.

The Group is established and the Surgery have put a lot of effort this year, as well as previous years, into recruiting new members by advertising during the New Patient check, in the patient leaflet, on Posters displayed in the Surgery and also on the Envisage information screen. The Group is facilitated by Claire Woodfint, Practice Manager and the elected Chair Zoe Allinson. The meetings are all kept very informal and the Manager and Chair invite people along that they may feel would be beneficial. Members of the Reception team and clinical team are also invited to attend for a brief time to make it a productive meeting.

### **Practice information**

The Practice Opening Times

Normal Opening Hours and telephone access hours are:

8am to 6.30pm Monday, Wednesday & Friday

8am to 8.30pm Tuesday

8am to 1.00pm Thursday

Extended Opening Hours

The Surgery is open on Tuesdays until 8.30pm. There is no telephone access after 6.30pm but patients can ring prior to this and book an appointment for the late Surgery.

### **Current Group Profile**

Patient Members: The Group currently has 10 patient members and the group is always open to new members as mentioned above.

Member Background: We encourage diversity amongst the group and as mentioned previously, the group is open to growth and expansion.

We have 3 young members in their early to mid 30's. All are female. One joined the Surgery in 2012 from another area and has 3 young children (aged 0 to 6 years). One has a young disabled child and one has an older, grown up child. We felt it very important to get

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all of these members' viewpoints in order for us to know if any specialist physical access is required as well as admin and to see if our facilities for young mums is appropriate.

Two of the members of the Group have moved with the Surgery from the previous premises many years ago and so can give a good perspective of any changes made and whether they have made the Surgery better or not.

One member of the Group has complex needs for themselves and their partner, it is important to get their view point in order to ensure we are supplying as much information as possible in relation to Carers access etc.

Recently the Group elected a Chair Person to help run the Group and to make it more proactive etc.. Zoe is also a member of her sons school committee and is actively involved in a number of Community activities.

The Practice Manager has experience of working in Primary care, building up from starting as a receptionist in 2005. She has completed a Graduate Certificate in Leadership and Management and graduated in July 2013. She has a keen interest in Customer Satisfaction as her 17 year career since leaving full time education has been based around Customer Service.

Overall the group represents Patients who are Carers, patients who are retired, long standing patients and new patients. The Surgery has a very small number of Ethnic patients and as yet does not have any members from this representation. However, the Surgery is continuing to promote the Group to all new patients as well as existing ones and will continue to strive to achieve an even better mix of patients.

## **Patient Representation**

We have made every effort possible to recruit patients in order for it to reflect the demographics of our patient population. During our recruitment process we:

1. Advertised the Group in the surgery waiting room by poster as well as a displaying a ticker message on the patient call in screen
2. Created a Surgery Website with an additional tab about the Patient Participation Group, its background and how to join the group.
3. Promotion of the new website to all new patients as well as attaching a small information leaflet to repeat prescriptions leaving the Surgery.

## **The Patient Survey**

In previous Years the Surgery have used a Registered Company in order for us to be able to produce a comprehensive, constructed and approved form of questionnaire.

Last year, and this year alike, the Group didn't think it necessary to use that extent of questionnaire but worked to produce a survey that included some of the key questions about the overall satisfaction with the ability of the GP's.

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120 questionnaires were given out to patients seeing their GP (30 per GP). All surveys were kept confidential and results were correlated by a member of the reception team. The Survey this year was done in conjunction with those used for the GP's appraisals.

The Group didn't think it necessary to produce a Survey in a specific area at the current time but plans to look at this in 2014-2015 and potentially run questionnaires relating to specific areas.

## **Previous Patient Survey Results & How we Inform Patients**

The results of the Survey were fed back to the patient group for feedback and comments and also published onto the Surgery Website, together with a copy of the questionnaire. The results are shown below and are self explanatory.

## **Last Year's action Plan**

- The ability to talk to a GP on the Phone was discussed at the Clinical Meeting and the GP's felt it more appropriate for a patient to be seen to enable face to face consultation and if necessary examination. The GP's however did not dismiss the idea and would be happy to talk to patients on the phone with specific questions.
- The Waiting Room Comfort was raised once again and the Partners are looking at that to be done during 2014. All of the clinical rooms have been altered to have new clinical flooring. This is safety flooring that includes cap and cove and is more compliant for Infection Control Purposes.

## **Informing Patients**

The Survey results and this report have been passed to the Chair to discuss with members of the Patient Group and will be displayed on the Surgery Website.

The results will also be available to patients visiting the Surgery by way of advertising on the ticker message on the patient call in screen. The Survey results will be available from a folder in the reception area and patients need to request this from the Reception Team.

## **Results of this Year's Patient Questionnaire**

As can be seen by the breakdown tables below, the majority of patients were satisfied (Good or Very Good with the ability the GP to be polite, make them feel at ease, and listen to the patient.

The same can be seen for the GP's ability to assess, discuss and explain condition and treatment etc.

All of the Clinicians strive to ensure patient satisfaction by them being happy and comfortable with the outcome of their appointment. Should a patient be unhappy with their consultation in any way a Complaints procedure is in place which is documented in the Practice Leaflet as well as on the Website and on posters around the Surgery.

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## Action Plan

The results of the Survey show that the Patients are overall happy with the GP's and their clinical knowledge. The Surgery always try to offer appointments with the Patients chosen GP. However, should a patient need to be seen on an urgent basis they may have to see an alternative GP as 2 of them work part time and so aren't available every day.

The Surgery will continue to maintain this as the majority of the practice population is happy with this.

The Group will work on a new questionnaire during 2014 and base it on more specific areas.

Overall <b>How good was your Doctor at the following</b>	Poor	Less than Satisfactory	Satisfactory	Good	Very Good	No Answer
Being Polite	0	1	2	13	103	1
Making you feel at ease	0	1	5	11	102	1
Listening to you	0	0	7	14	98	1
Assessing your medical condition	0	0	7	16	94	1
Explaining your condition and treatment	0	1	7	10	98	4
Involving you in decisions about your treatment	0	0	7	13	93	7
Providing and arranging treatment for you	0	0	6	16	95	3
<b>How strongly do you agree with the following</b>	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Doesn't apply / No answer
The Doctor will keep information about me confidential	1	0	0	19	88	12
The Doctor is honest & trustworthy	1	0	1	18	86	14
	Yes	No	Don't Know / No answer			
I am confident about this Doctors ability to provide care	110	2	8			
I would be completely happy to see this Doctor again	109	2	9			
Was this visit with your usual Doctor	87	23	10			

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RBT <b>How good was your Doctor at the following</b>	Poor	Less than Satisfactory	Satisfactory	Good	Very Good	No Answer
Being Polite	0	2	1	9	27	1
Making you feel at ease	0	1	3	8	27	1
Listening to you	0	0	5	8	26	1
Assessing your medical condition	0	0	3	9	25	1
Explaining your condition and treatment	0	0	3	7	26	4
Involving you in decisions about your treatment	0	0	3	7	24	6
Providing and arranging treatment for you	0	0	2	10	25	3
<b>How strongly do you agree with the following</b>						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Doesn't apply / No answer
The Doctor will keep information about me confidential	0	0	0	3	31	6
The Doctor is honest & trustworthy	0	0	1	5	27	7
	Yes	No	Don't Know / No answer			
I am confident about this Doctors ability to provide care	34	1	5			
I would be completely happy to see this Doctor again	34	1	5			
Was this visit with your usual Doctor	30	5	5			
<b>Please add any comments you want to make about this Doctor</b>						
<ul style="list-style-type: none"> <li>Nicest Doctor I have ever had, really good when I brought my kids in (makes them giggle)</li> <li>Doctor is Fab</li> <li>These are the best Doctors around Stoke-on-Trent</li> </ul>						

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SS How good was your Doctor at the following	Poor	Less than Satisfactory	Satisfactory	Good	Very Good	No Answer
Being Polite	0	0	0	2	38	0
Making you feel at ease	0	0	0	2	38	0
Listening to you	0	0	0	3	37	0
Assessing your medical condition	0	0	0	3	37	0
Explaining your condition and treatment	0	0	1	2	37	0
Involving you in decisions about your treatment	0	0	0	3	37	0
Providing and arranging treatment for you	0	0	0	4	36	0
<b>How strongly do you agree with the following</b>						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Doesn't apply / No answer
The Doctor will keep information about me confidential	1	0	0	10	26	3
The Doctor is honest & trustworthy	1	0	0	8	28	3
	Yes	No	Don't Know / No answer			
I am confident about this Doctors ability to provide care	39	1	0			
I would be completely happy to see this Doctor again	39	1	0			
Was this visit with your usual Doctor	26	14	0			

**Please add any comments you want to make about this Doctor**

- Very Good Doctor
- Doctor has always had time to listen to you and is always very pleasant
- Dr is excellent and very informative
- Really good. I always try and get an appointment with the female doctor
- Brilliant doctor

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JT How good was your Doctor at the following	Poor	Less than Satisfactory	Satisfactory	Good	Very Good	No Answer
Being Polite	0	0	1	2	37	0
Making you feel at ease	0	0	2	1	37	0
Listening to you	0	0	2	3	35	0
Assessing your medical condition	0	0	4	4	32	0
Explaining your condition and treatment	0	1	3	1	35	0
Involving you in decisions about your treatment	0	0	4	3	32	1
Providing and arranging treatment for you	0	0	4	2	34	0
<b>How strongly do you agree with the following</b>						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Doesn't apply / No answer
The Doctor will keep information about me confidential	0	0	0	6	31	3
The Doctor is honest & trustworthy	0	0	0	5	31	4
	Yes	No	Don't Know / No answer			
I am confident about this Doctors ability to provide care	37	0	3			
I would be completely happy to see this Doctor again	36	0	4			
Was this visit with your usual Doctor	31	4	5			

**Please add any comments you want to make about this Doctor**

- Lovely Doctor and explains clearly
- Good communication skills and easy to understand
- Had the same family doctor all of my life and has always been very good.
- Doctor is always very good when treating me since he understands I have learning disabilities and is patient when explaining things
- Always polite and engages in discussion about treatment and care
- Never had any need to complain about the Doctor
- Doctor does not make me feel like I am wasting his time like some other Doctors have in the past and he actually listens
- I feel at ease and on the rare visits that I make he always listens and does his best to sort my problems out
- Makes me feel like he cares about me as a person and I have his full attention at all times.
- I feel this Doctor is the better of the Doctors that I have visited in the last 5 years.

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