



Thatcham Medical Practice

Local Participation Report March 2012

Thatcham Medical Practice (TMP) is participating in an enhanced service which is being commissioned by West Berkshire Primary Care Trust. It ensures that patients are involved in decisions about the range and quality of services provided and commissioned by the practice. This includes patients being involved in decisions that lead to changes to the services provided by TMP. The enhanced service aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from patients by using local practice surveys. The PRGs should be representative of the registered patients and a variety of measures have been taken to engage with patients. They have been summarised within the report.

Patient Participation Group

Thatcham Medical Practice is fortunate to have a Patient Participation Group (PPG) that has been established for a number of years. Bi-monthly evening meetings are held regularly with the AGM held in March. The PPG's Constitution was changed at the last AGM (2012). A member of the PPG attends the TMP Primary Health Care Team meetings and, during the year, various sub-groups have been involved with new projects. Over the past year, this has included help with planning our extended opening hours, piloting an appointment on line booking system, the publication of patient newsletters and help with patient surveys.

(see *PPG website link for further details*)

The aims of the PPG are to.....

- Improve patient care
- Improve customer relations
- Act as a 'communications' tool
- Facilitate change
- Problem solve
- Act as a pressure group to the Primary Care Trust
- Link with other groups

Newsletter

Two thousand copies of the practice newsletter were published in the Summer 2011. These were circulated in local venues including the Council Offices, pharmacies, library and secondary school. Copies were also available in the practice and on the practice website (see *link for copy of newsletter*). The newsletter included an article inviting patients to help with our PPG as below. This group is slowly increasing in numbers and further work will be undertaken to increase membership and communication from members during the coming year.

Can you help?

Would you be willing to join an on-line reference group?

We need to obtain feedback from a cross section of the practice population, as representative as possible. This virtual group may be e-mailed on a regular basis but does not have to attend face to face meetings.

Please e-mail your name, DOB and contact e-mail address to
signup@thatchammedicalpractice.co.uk

Newsletter Article: Summer 2011.

Website survey

The Patient Participation Group has also helped us to set up a simple questionnaire using 'Survey Monkey' on the practice website. This asks for patients to provide constructive feedback on -

- What they like about the practice?
- What they would change?
- Any further comments?
- Documentation of ethnicity, sex and age is also invited.

To date, 73 patients have responded. The practice is unable to reply individually to patients' comments but these are regularly reviewed, shared with staff and members of the PPG. Measures to improve the service we provide are discussed with the PPG members and prioritised within the practice action plan.

See Appendix 1: *Summary of patients' comments*.

General Practice Assessment Questionnaire (GPAQ)

A GPAQ survey was also undertaken in January 2012. It was developed at the National Primary Care Research and Development Centre to help practices find out what patients think about their care.

The practice was pleased with the excellent 71% response rate. 1,100 questionnaires were handed out by our receptionists to patients who were attending doctors or nurses appointments over a three week period. 791 completed questionnaires were returned. An independent company - Patient Dynamics, which specialises in NHS surveys - analysed the results and reported back to TMP.

All doctors received a personal report which will be reviewed with an external appraiser. TMP received a combined report which was circulated to all staff and members of the PPG. A copy of the combined practice report has also been published on the practice website. Survey results have been discussed with the doctors, nurses, reception staff and members of the PPG. Measures to improve the services have been agreed and prioritised for the coming year.

The results were pleasing in that all doctors and nurses exceeded the benchmark for clinical care. The main themes for improvement related to the telephone system. Several of the areas that scored lower points are already in place suggesting a need for increased communication about the services we provide.

See Appendix 2: Summary of GPAQ responses.

An action plan has been implemented for 2011/12 (Page 6)

SURGERY HOURS

The Surgery is open 8:00am - 6:30pm Monday to Friday.
(See practice leaflet for further details of clinics)

The Treatment Room is open 8.30am - 12.30pm and 2.00pm - 5.30pm.
(It is closed during lunch).

Extended Opening Hours:

Doctor and nurse appointments are available in our extended opening hours.

Evenings: Evening *Urgent Care clinics* twice a week.
(All appointments triaged)

Saturdays: One Saturday morning every 4 weeks, 8:00am - 12:00noon
(Appointments only, bookable in advance)

Emergency Out-of-Hours (6:30pm – 8:00am weekends and Public holidays)

Westcall (0118 978 7811) provides an emergency service during these times

ESSENTIAL TELEPHONE NUMBERS

Please note: Calls may be recorded for training purposes only

Doctors' appointments only:	(01635) 871117
Emergencies and all other calls:	(01635) 867171
Appointment Cancellation line:	(01635) 295445
Fax:	(01635) 876395
Website:	www.thatchammedicalpractice.co.uk
Prescription Requests:	bw-pct.thatchampx@nhs.net

Treatment Rooms

We have a large team of Nurse Practitioners and Practice Nurses.

Treatment Room Services include dressings, ECG's, 24 hour blood pressure monitoring/ECG, health promotion advice, hearing tests, lung function tests, medicals and emergency treatments.

Clinics are held for asthma and COPD, baby immunisation, chronic kidney disease, diabetes, epilepsy, family planning, health promotion, heart disease, hypertension, learning disability annual reviews, mental health reviews, smoking cessation, travel and weight management.

Doctors perform minor operations, coil fitting, contraceptive and HRT implants

APPOINTMENTS

Routine Appointments

Attendance at the surgery is by appointment. Patients may not be able to see the doctor of their choice unless an appointment is booked in advance.

Routine appointments are for 10 minutes. A double appointment can be booked by patient request.

There are now three ways in which to book routine appointments.

- Telephone (01635) 871117 and speaking to a receptionist
- Using the automated telephone service (01635) 871117 selecting option 1
- Online, via the practice website: www.thatchammedicalpractice.co.uk

Appointments can be cancelled by any of the above means, alternatively a message can also be left on the designated cancellation telephone line (01635) 295445.

Urgent Appointments

An emergency doctor is on duty at all times during core surgery opening hours.

Minor Illnesses

Minor Illness Clinics are run by our Nurse Practitioners. They can deal with minor ailments including: conjunctivitis, ears, throats, injuries, cystitis, thrush, hay fever, insect bites and emergency contraception

Home Visits

House visits are restricted to those patients who are incapable of attending the surgery. The doctor usually calls the patient before visiting and any visits normally take place after morning surgery.

Telephone Calls

Apart from emergency situations, a telephone call can be booked for a doctor or nurse.

Test Results

Test results are available between 11.30am and 3.00pm. Patients can telephone or call in to obtain results. The doctor will call patients if their test results are urgent or write if they have not been able to contact the patient by telephone.

Referrals

Patients are offered a choice of hospitals via our 'choose and book' system. If patients have not heard about their hospital appointment after 2 weeks of seeing their GP, we ask patients to contact our medical secretaries,

Action plan 2011/12

The following actions have been discussed and agreed with our PPG.

Action	Timescale for completion	Comments
1. Upgrade the waiting room <ul style="list-style-type: none"> Decorate the waiting room and replace flooring for vinyl covering. Put up new notice boards. Install automatic doors to the main entrance 	January 2012	Completed
2. Improve telephone access <ul style="list-style-type: none"> Provide more flexible staff cover at peak times to book appointments and help cover reception desk 	October 2011	Additional receptionists recruited. Further cover planned for 2012-13
<ul style="list-style-type: none"> Revise the telephone message and list options for extensions 	November 2011	Completed
<ul style="list-style-type: none"> Provide additional staff cover to assist Treatment Room receptionists return calls when messages are left on the answer machine. 	November 2011	Completed
<ul style="list-style-type: none"> Implement an on-line appointments booking system 	January 2012	On-line booking system piloted with PPG members initially for patients aged 16 years and over . To be publicised and extended to younger age group in future.
<ul style="list-style-type: none"> Install a telephone queuing system so patients are aware of where they are in queue 	May 2012	

<ul style="list-style-type: none"> Encourage patients to advance book follow up appointments when leaving the surgery rather than telephone later. 	Ongoing	Doctor's appointments are bookable up to 6 weeks in advance.
<ul style="list-style-type: none"> Encourage patients to call later in the morning if their call is not urgent for the day. 	Ongoing	
<ul style="list-style-type: none"> Install enhanced call monitoring software to audit response times and abandonment rates. Monitor weekly. 	June 2012.	
<p>3. Customer Service</p> <ul style="list-style-type: none"> Patient Service Manager to be appointed All reception staff to have annual customer service training Patients to always be informed if there is a delay in seeing their doctor or nurse for a booked appointment New 'Touchscreen' software to be installed with facility to identify the number of patients waiting in front of them when booking in for an appointment. This will have a multilingual function. 	October 2012 Ongoing Ongoing May 2012	Heather Childs appointed.
<p>4. Revise the doctors appointment system</p> <ul style="list-style-type: none"> Provide more flexibility in booking appointments within the next few days. This should reduce the number of patients being asked to call back at 8.00am the next day. Increased flexibility for timing of antenatal and postnatal appointments. 	June 2012	
<p>5. Reduce the DNA rate i.e. the number of patients who do not turn up for a booked appointment</p> <ul style="list-style-type: none"> Encourage patients to cancel their appointment if it is no longer needed Publicise weekly DNA rate in waiting room Patients will be contacted if they DNA 2 or more times 	Ongoing	In total there were 1632 GP appointments where patients DNA in 2011. (This equates to a whole doctors working day per week)

TMP will work with the PPG to achieve these actions in the coming year. The website survey will enable us to gain continuous feedback on the services provided. The GPAQ survey will be repeated annually and used as a benchmark for continuous improvement. The practice also monitors compliments and complaints and holds regular review meetings to ensure these are acted upon.

We extend our grateful thanks to all our patients who have completed surveys in the past year. This information is invaluable to us and enables us to prioritise our plans to improve the service we provide in future. As GP commissioning of services progresses during the coming year, patient engagement will be key to the delivery of services that reflect the health needs of our local population.

Thanks to all members of our Patient Participation Group who continue to give their time, expertise and support to TMP.

Appendix

Appendix 1

Patients comments from the practice website questionnaire.

Patients liked

- The touch screen to book in on arrival at the surgery
- The friendliness of reception staff
- Early morning appointments
- The Jeyex call system
- Their GP or Nurse!
- The ease of finding what they are looking for
- The variety of clinics
- E-mail for repeat prescriptions

Patients would change (some are already available)

- More booking in staff on front reception
- More routine appointments later in the day and at weekends
- Telephone appointments with their doctor
- Ability to book appointments far in advance
- Install an online booking system
- Increased availability of next day appointments
- Automated phone system for appointments –awful!
- More customer service training for receptionists.
- New doors in the waiting room to improve disabled access
- Change soft furnished chairs and carpets in waiting room
- Put in a child “fenced” area now the new doors have been installed.

Other comments included

- The practice is nice and clean
- It is very difficult to book an appointment on the day
- Difficult to get through on the telephone early morning
- Impressive compared to other practices
- Always give a read receipt for e-mailed prescription requests.
- Hand gel sanitiser should be next to the touch screen
- Would much rather speak to a person than use the automated telephone appointment line
- Sometimes some receptionists appear grumpy
- Directions on the practice website
- More toys
- To use the cliché, it did what it said on the tin!

Appendix 2: GPAQ Survey, patient answers.

Q1. How helpful do you find the receptionists at your GP practice.

- 56% of patients said very helpful
- 40% fairly helpful
- 3% not very helpful
- 1% not at all helpful

Q2. How easy is it to get through to someone at your GP practice on the phone?

- 47% of patients said fairly to very easy

Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- 61% of patients said fairly to very easy.

Q4. If you need to see a GP urgently, can you normally get seen on the same day?

- 66% of patients said yes.

Q5. How important is it for you to be able to book appointments ahead of time in your practice?

- 87% of patients said very important.

Q6. How easy is it book ahead in your practice.

- 70% of patients said fairly to very easy.

Q7. How do you normally book your appointment at your practice? (please X all boxes that apply).

- 32% of patients booked appointments in person
- 68% booked appointments by phone

Practice comment. Appointments can now be booked on line – visit our website www.thatchammedicalpractice.co.uk or ask at reception for further information.

Q8. Which of the following would you prefer to use to book appointments (please X all boxes that apply)

- 26% of patients would prefer to book appointments in person
- 58% by telephone
- 16% on line.

Q9. Thinking of times when you want to see a particular doctor, how quickly can you usually get seen?

- 25% of patients said same or next day
- 29% 2-4 days
- 32% 5 days or more
- 7% I don't usually need to be seen quickly
- 6% don't know, never tried.

Q10. How do you rate how quickly you are seen by a particular doctor?

- 10% of patients said excellent
- 21% very good
- 19% good
- 23% fair
- 17% poor
- 3% very poor
- 7% does not apply.

Q11. Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

- 62% of patients said same or next day
- 23% 2-4 days
- 6% 5 days or more
- 5% I don't usually need to be seen quickly
- 4% don't know , never tried.

Q12. How do you rate how quickly you are seen by any doctor?

- 77% of patients said good to excellent
- 14% fair
- 3% poor
- 1%very poor
- 5% does not apply.

Q13. How long did you wait for your consultation to start?

- 10% of patients said less than 5 minutes
- 36% 5-10 minutes
- 34% 11-20 minutes
- 12% 21-30 minutes
- 5% more than 30 minutes
- 1% there was no set time for my consultation.

Q14.How do you rate the length of time you waited for your consultation to start?

- 55% of patients said good to excellent.
- 28% fair
- 12% poor
- 3% very poor
- 1% does not apply.

Q15. Is your GP practice currently open at times that are convenient for you?

- 84% of patients said yes
- 12% no
- 4% don't know.

Q16. Which additional opening hours would make it easier for you to see or speak to someone? (please mark x in all boxes that apply)

- 19% of patients said before 8.00am
- 11% lunchtime
- 26% after 6.30pm
- 31% Saturday
- 8% Sunday
- 5% none of these.

Q17. Is there a particular GP you usually prefer to see or speak to?

- 69% of patients said yes
- 31% said no

Q18. How often do you see or speak to the GP you prefer?

- 26% always or almost always
- 27% a lot of the time
- 33% some of the time
- 10% never or almost never
- 4% not tried at this GP practice.

Q19. How good was the last GP you saw at giving you enough time?

- 88% of patients said good to very good
- 10% fair
- 1% poor
- 1% very poor.

Q20. How good was the GP at listening to you?

- 87% of patients said good to very good
- 10% fair
- 1% poor

Q21 How good was the last GP you saw at explaining tests and treatments?

- 84% said good to very good
- 10% fair
- 1% poor
- 1% very poor
- 4% does not apply.

Q22. How good was the last GP you saw at involving you in decisions about your care?

- 82% of patients said good to very good
- 11% fair
- 2% poor
- 1% very poor : 5% does not apply

Q23. How good was the last GP you saw at treating you with care and concern?

- 87% of patients said good to very good
- 10% fair
- 1% poor
- 1% very poor
- 1% does not apply.

Q24. Did you have confidence and trust in the GP you saw or spoke to?

- 72% of patients said yes definitely
- 26% yes, to some extent
- 1% no, not at all.
- 1% don't know, can't say.

Q25. How good was the last nurse you saw at giving you enough time?

- 86% of patients said good to very good.
- 8% fair
- 1% poor
- 5% does not apply.

Q26. How good was the last nurse you saw at listening to you?

- 85% of patients said good to very good.
- 8% fair
- 1% poor
- 6% does not apply.

Q27 How good was the last nurse you saw at explaining tests and treatments?

- 80% of patients said good to very good.
- 9% fair
- 2% poor
- 9% does not apply.

Q28. How good was the last nurse you saw at involving you in decisions about your care?

- 73% of patients said good to very good.
- 11% fair
- 2% poor
- 14 % does not apply.

Q29. How good was the last nurse you saw at treating you with care and concern?

- 85% of patients said good to very good.
- 8% fair
- 2% poor
- 5% does not apply.

Q30. Did you have confidence and trust in the nurse you saw or spoke to?

- 69% of patients said yes, definitely
- 25% yes, to some extent
- 2% no, not at all
- 4% don't know / can't say

Q31. How well does the overall practice help you to understand your health problems?

- 75% of patients said very well
- 18% unsure
- 3% not very well
- 4% does not apply.

Q32. How well overall does the practice help you to cope with your health problems?

- 71% of patients said very well
- 20% unsure
- 4% not very well
- 5% does not apply.

Q33. How well does the overall practice help you to keep yourself healthy?

- 66% of patients said very well
- 23% unsure
- 6% not very well
- 5% does not apply.

Q34. Overall how would you describe your experience of your GP surgery?

- 90% of patients said good to excellent
- 8% fair
- 1% poor
- 1% very poor

Q35. Would you recommend your GP surgery to someone who has just moved into your local area?

- 44% of patients said yes definitely
- 44% yes , probably
- 8% no probably not
- 1% no definitely not
- 2% don't know.

Q36. What gender are you?

- 38% male
- 62% female

Q37. How old are you?

- 1% 0-15 years
- 38% 16-44 years
- 35% 45-64 years
- 14% 65-74 years
- 12% 75+ years

Q38. Do you have a long standing health condition?

- 52% of patients said yes
- 42% no
- 6% don't know / can't say

Q39. What is your ethnic group?

- 738 White
- 3 Black or Black British
- 7 Asian or Asian British
- 18 Mixed
- 1 Chinese
- 5 other ethnic group.

Q40. Which of the following best describes you?

- 55% Employed (full or part time, including self employed)
- 3% Unemployed
- 3% At school or in full time education
- 5% unable to work due to long term sickness
- 7% looking after your family / home
- 26% retired from paid work