



Thatcham Medical Practice

Local Participation Report March 2013

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 Groups and to seek views from patients by using local practice surveys. These groups 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. 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 our patient surveys, the publication of a patient newsletter, running a stall at Thatcham Festival to provide information about the practice and listen to patient views, and helping with our Saturday morning diabetes awareness sessions. Members also attend a variety of meetings and provide useful and important feedback to the PPG and practice.

(see PPG website link for further details)

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

- Improve customer relations
- Act as a 'communications' tool
- Facilitate change
- Problem solve
- Act as a pressure group to Commissioners of Healthcare Services
- Link with other groups

Patient Reference Group

We are pleased to announce our Patient Reference Group now has over 125 'on-line' members who do not have to attend actual meetings.

They are e-mailed regularly. It will be an extremely effective way for us to communicate new services or facilities that we will be offering. It enables patients to easily provide feedback to TMP. If you are interested in joining please e-mail signup@thatchammedicalpractice.co.uk or visit our website on www.thatchammedicalpractice.com.

Newsletter

Our practice newsletter was published in the Autumn 2012. This was circulated in local venues such as the Council Offices, pharmacies, library and secondary school. Copies were also available within TMP (at Reception) and on the practice website (*see link for copy of newsletter*).

Website survey

We ask patients to provide constructive feedback about -

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

TMP is unable to reply individually to patients' comments but they 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)

The General Practice Assessment Questionnaire (GPAQ) was developed at the National Primary Care Research and Development Centre to help practices find out what patients think about their care. The practice conducted GPAQ surveys in January 2012 and 2013

1,100 questionnaires were handed out by our receptionists over a two week period in January 2013 to patients attending doctors or nurses appointments. 494 completed questionnaires were returned. The results were analysed and reported upon by Patient Dynamics, a company who specialises in NHS Surveys

All GPs 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 GPs, Nurses, Reception staff and members of the PPG. Measures to improve the services have been agreed and prioritised for the coming year.

All doctors received excellent results and the majority significantly exceeded the benchmark for clinical care. Since 2012, we have worked hard to improve telephone access and the rating on this year's survey demonstrates an improvement. However we recognise there is still room for improvement and we will continue to work on this in the coming year.

See Appendix 2: Summary of GPAQ responses.

An action plan has been implemented for 2013/14 as below.

Action Plan

<i>Actions completed in 2012</i>	<i>Actions planned for 2013/14</i>
<p>1. The waiting room was~</p> <ul style="list-style-type: none"> • Decorated and flooring replaced for vinyl covering. • Automatic doors to the main entrance were installed. • Some chairs replaced with softer furnishing. • New 'Touchscreen' software was installed that identifies the number of patients waiting in front of them when booking in for an appointment. This also has a multilingual function. 	<p>1. The waiting room ~</p> <ul style="list-style-type: none"> • A patient 'television' screen will be installed to provide information about health related topics and local services • Notice boards will be kept up to date with new doctors and nurses. • Patients will be encouraged to book in for their appointment on the Touchscreen to help reduce waiting room queues.
<p>2. Telephone access was improved by</p> <ul style="list-style-type: none"> • More flexible staff cover provided at peak times to book appointments and help cover reception desk 	<p>2. Further measures planned to improve telephone access include</p> <ul style="list-style-type: none"> • Additional reception cover will be employed for peak times.
<ul style="list-style-type: none"> • On-line appointment booking commenced January 2012. We now have 513 patients who have registered to book appointments online. Routine Doctor and blood clinic appointments can now be booked on line. 	<ul style="list-style-type: none"> • The on line appointment booking system will be improved to provide more clinic access and improved access for younger people.
<ul style="list-style-type: none"> • A telephone queuing system was installed on the main line so patients are aware they are in queue 	<ul style="list-style-type: none"> • The telephone queuing system will be reviewed on all incoming lines.
<ul style="list-style-type: none"> • Patients are encouraged to book follow up appointments when leaving the surgery rather than telephone later, and to call later in the morning if their call is not urgent for the day. 	<ul style="list-style-type: none"> • Ongoing
<ul style="list-style-type: none"> • Enhanced call monitoring software installed to audit response times and abandonment rates 	<ul style="list-style-type: none"> • Weekly results will be reviewed from the call monitoring software. Results will be shared with the PPG and further actions agreed as necessary.

<p>3. Customer Service</p> <ul style="list-style-type: none"> • Patient Service Manager was appointed • All reception staff have annual customer service training • Patients are informed if there is a delay in seeing their doctor or nurse for a booked appointment 	<p>Customer Service</p> <ul style="list-style-type: none"> • Ongoing programme for staff training • To reduce queues in the waiting room at peak times. • To continue to listen and act upon feedback for improvement as appropriate.
<p>4. Revised the doctors appointment system</p> <ul style="list-style-type: none"> • More flexibility to book appointments within the next few days. This has helped to reduce the number of patients being asked to call back at 8.00am the next day. • In 2012 we provided 48,587 doctors appointments (an increase of over 500 appointments from the previous year) 55% of these were bookable in advance. • Increased flexibility for timing of antenatal and postnatal appointments, including Saturday mornings. 	<p>Doctors appointment system</p> <ul style="list-style-type: none"> • Appointment availability will continue to be monitored and measures implemented to meet demand as appropriate. • Extended opening hours will be reviewed
<p>5. Last year we aimed to reduce our DNA rate for appointments (i.e. the number of patients who do not turn up for a booked appointment) Unfortunately there was a slight increase to 3.7% of our appointments</p> <ul style="list-style-type: none"> • Patients asked to cancel their appointment if it is no longer needed • Patients are contacted if they DNA 2 or more times 	<p>Reduce the DNA rate i.e. the number of patients who do not turn up for a booked appointment (Our DNA rate still equates to over a 1 day per week of doctors time!)</p> <ul style="list-style-type: none"> • Patients will continue to be contacted if they DNA 2 or more appointments. • Consider implementing text reminders for appointments

TMP will work with the PPG to achieve these actions in the coming year. The GPAQ survey ratings have been used as a benchmark for continuous improvement. The website survey will enable us to gain continuous feedback on the services provided. 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.

See Appendix 3 : Summary of surgery opening hours and contact details.

Appendix 1

Patients comments from the practice website questionnaire and practice response.

What do you like?

- Much easier to get an appointment now electronically and also use of triage nurse for minor illnesses.
- Waiting area , booking yourself in on arrival
- Continuity of care by own doctor with personal and family health issues , marvellous if there are family problems or ongoing issues.
- “Doctors are brilliant”
- Very kind and friendly doctors and nurses
- Always a prompt response to phone calls and messages.
- Usually get appointments quickly
- Staff very friendly and helpful
- Receptionists very good when I/we urgently needed the doctor
- Renewing prescriptions by e-mail
- Opportunity to arrange a telephone review with your GP –great for those who work full-time
- Practice is clean, light and has enough seating.
- It’s all good!

It is always good to get some positive feedback ~thank you!

Patients would change

- **Better supportive seating in waiting room.**
We have changed some chairs and will review this.
- **Availability of emergency and urgent appointments with own doctor.**
Doctors have appointments which can be booked on the day, but once these are full patients are seen by the emergency doctor.
- **The size of the practice (too big)**
- **Patients need to clean their hands more often with hand gel.**
- **Being able to get through on the telephone quicker**
Please see our action plan (p.3)
- **More people on reception**
Please see our action plan (p.3)
- **Some of the receptionists can appear a little rude at times.**
*Please let us know to whom you spoke, so that the problem can be addressed with the individual concerned. All our receptionists are very caring people and we aim to provide good customer service.
(Boots the chemist is a separate business, renting space within the building).*
- **Send reminders out by mobile to remind people of their appointments.**
Good idea we will certainly look into this.

Other comments included

- **Trying to get an appointment on line for 3 days and the webpage always says practice unavailable.**
We apologise for this , we have had a new server installed now and on line appointment booking service is available.
- **There is a 'sit and wait' surgery but what does for emergencies mean?**
When all our appointments are booked we offer a 'sit and wait' surgery this is for patients who need urgent treatment on the day only.
- **I tried to verify an appointment with a nurse but I haven't been able to.**
A message can be left on the treatment room extension line on 867171 press option 4 and the receptionist will call you back.
- **Could do with 2 emergency doctors for on the day appointments as had to wait 45/50 minutes with a child.**
We have introduced on the day appointments for children in the morning and children are usually seen as a priority at our 'sit and wait' surgery. Always let reception know if you think that your child's condition is deteriorating whilst you are waiting and they will inform the doctor /nurse on duty.
- **I called to request a repeat prescription and was informed I needed to make an appointment.**
All new patients to TMP with medication on repeat prescriptions need to be seen by a doctor to have their prescription reauthorised. Some conditions need regular review i.e. diabetes, asthma, heart conditions, hypertension etc. Your doctor will ask to see you before they issue further prescriptions.
- **Would be nice to use the online booking system as a family account.**
This does make sense but it is difficult to ensure patient confidentiality is maintained, especially if there are changes in the family circumstances. We will be reviewing our online services and take your comments on board.

Appendix 2
GPAQ Survey, patient answers.

Report ratings

Question	Rating 2011	Rating 2012	National Benchmark
Q1 How good was the GP at putting you at ease?	86	93	85
Q2 being polite and considerate?	N/A	94	77
Q3 Listening to you?	85	94	77
Q4. Giving you enough time?	85	91	73
Q5 Assessing your medical condition?	N/A	92	85
Q6. Explaining your condition and treatment	84	91	77
Q7. Involving you in decisions about your care	83	90	75
Q8. Providing or arranging treatment for you	N/A	92	85
Q9. Did you have confidence that the GP is honest and trustworthy	86	97	85
Q10. Did you have confidence that the doctor will keep your information confidential	N/A	97	85
Q11a. Would you be completely happy to see this doctor again?	N/A	100	85
Q12. How helpful do you find the receptionists at your GP practice?	63	69	85
Q13. How easy is it to get through to someone at your GP practice on the phone?	46	52	85
Q14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?	63	69	85
Q15. How easy is it book ahead in your practice?	64	70	85
Q16. How good was the last nurse you saw at putting you at ease	85	87	85
Q17. Giving you enough time?	86	85	85
Q18. Listening to you?	86	88	85
Q19 Explaining your condition and treatment?	85	86	85
Q20 Involving you in decisions about your care?	84	84	85
Q21. Providing or arranging treatment for you?	N/A	86	85

Appendix 3. (See link for practice leaflet for full details.)

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, and contraceptive 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,