



## **Thatcham Medical Practice Local Participation Report March 2014**

Thatcham Medical Practice (TMP) is participating in an enhanced service initiative commissioned by NHS England. It ensures patients are involved in decisions about the range and quality of services provided and commissioned by TMP. Patients will be involved in decisions leading to service changes provided by the practice. 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 methods have been employed to engage our patients. They are summarised within the report.

### **Patient Participation Group**

Thatcham Medical Practice is fortunate to have an active Patient Participation Group (PPG) that has been established for a number of years. Bi-monthly evening meetings are held regularly and the AGM is 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, the PPG has helped with patient surveys, the publication of a patient newsletter, running a stall at Thatcham Festival to provide information about the practice and listening to patient views, and helping with our online services. Members attend a variety of meetings and provide useful and important feedback to the PPG and to TMP. This year members also attended a meeting with our Care Quality Commissioner (CQC) Inspector to give independent advice about their experience of being a patient at the practice and the PPG involvement in practice development.

*(see PPG website link for further details)*

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

- Improve patient 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 222 online members who may choose to attend actual meetings.

TMP is able to communicate practice news by e-mail and patients can easily provide feedback to the practice. If you are interested in joining please e-mail [signup@thatchammedicalpractice.co.uk](mailto:signup@thatchammedicalpractice.co.uk) or visit our website at [www.thatchammedicalpractice.com](http://www.thatchammedicalpractice.com).

### **Newsletter**

Our practice newsletter is circulated annually to local venues such as the Council Offices, pharmacies, library and secondary school. Copies are 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 TMP 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 has conducted GPAQ surveys since January 2012.

675 questionnaires were handed out by our receptionists in January 2014 to patients attending doctor or nurse appointments. 398 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. We are extremely pleased that all respondents indicated they would be happy to see the same GP again. (This happened last year, too.) We have worked hard to improve telephone access. However, we recognise that there is still room for improvement and we will continue to work on this in the coming year. We have signed up to a Productive General Practice Programme for 2014/15. This will help us to help you - more information to follow!

**See Appendix 2 : Summary of GPAQ responses.**

An action plan has been implemented for 2014/15 as below.

**Action Plan**

| <b><i>Actions completed in 2013/14</i></b>   | <b><i>Actions planned for 2014/15</i></b>   |
|--|---|
| <p><b>1. The waiting room ~</b></p> <ul style="list-style-type: none"> <li>• A patient 'television' screen was installed to provide information about health related topics and local services</li> <li>• Notice boards are kept up to date.</li> <li>• Patients are encouraged to book in for their appointment on the Touchscreen to help reduce waiting room queues.</li> </ul> | <ul style="list-style-type: none"> <li>• Ongoing</li> </ul>   |
| <p><b>2. Further measures taken to improve telephone access</b></p> <ul style="list-style-type: none"> <li>• Additional relief reception cover employed for peak times.</li> </ul>   | <ul style="list-style-type: none"> <li>• Staffing levels will continue to be monitored to provide adequate reception cover at peak times.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Almost 1000 patients have registered to book routine appointments online. (Doctor, blood and flu clinic appointments can now be booked online.)</li> </ul>  | <ul style="list-style-type: none"> <li>• The online appointment booking system will continue to be improved to provide more clinic access and improved access for younger people.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• The telephone queuing system has been reviewed on all incoming lines.</li> <li>• Patients can now leave messages for the Treatment Room and medication queries.</li> </ul>  | <ul style="list-style-type: none"> <li>• We will look into the possibility of installing a queuing system that tells you where you are in the queue and provides music in the interval (Bach has been requested by the PPG!)</li> </ul> |
| <ul style="list-style-type: none"> <li>• 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.</li> </ul>   | <ul style="list-style-type: none"> <li>• Ongoing</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Enhanced call monitoring software is utilised to audit response times and abandonment rates. Results will be shared with the PPG and further actions agreed as necessary</li> </ul>   | <ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>  |

|   |  |
|---|--|
| <p><b>3. Customer Service</b></p> <ul style="list-style-type: none"> <li>• Patient Service Manager provides a timely response to patient queries.</li> <li>• We continue to listen and act upon feedback for improvement as appropriate.</li> <li>• Patients are informed if there is a delay in seeing their doctor or nurse for a booked appointment</li> </ul>   | <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• To review our patient pathways with our PPG to ensure we always provide a friendly and timely service.</li> </ul>  |
| <p><b>4. Revised the doctors appointment system</b></p> <ul style="list-style-type: none"> <li>• More flexibility to book appointments within the next few days.</li> <li>• We have maintained the number of GP appointments available but increased the percentage that are bookable in advance from 55% to 87%</li> <li>• The Emergency Duty Doctor sees patients with 'urgent' problems who need to be seen on the day. In August 2013, we introduced a 2<sup>nd</sup> on Duty GP Triage system where patients are telephone triaged by a GP and offered an appointment that day if necessary. This has significantly reduced the number of patients who are asked to 'sit and wait' after evening surgery.</li> <li>• We have extended our evening surgery on four days to provide 6.30pm and 6.40pm appointments.</li> </ul> | <p><b>Doctors appointment system</b></p> <ul style="list-style-type: none"> <li>• Appointment availability will continue to be monitored and measures implemented to meet demand as appropriate.</li> <li>• We will consider extending the GP triage system to include all requests for urgent on the day appointments.</li> </ul> |
| <p><b>5. DNA Rate</b></p> <ul style="list-style-type: none"> <li>• We had a small reduction in our DNA rate for appointments (i.e. the number of patients who do not turn up for a booked appointment) from 3.7% of our appointments to 3.4%. This still means that 1647 patients did not attend a GP appointment in 2013 - equivalent to 54 days of wasted appointments per year.</li> </ul>   | <p><b>Reduce the DNA rate i.e. the number of patients who do not turn up for a booked appointment</b></p> <ul style="list-style-type: none"> <li>• Patients will continue to be contacted if they DNA, 2 or more appointments.</li> <li>• Consider implementing text reminders for appointments</li> </ul>                         |
| <p><b>6. Infection control</b></p> <ul style="list-style-type: none"> <li>• Following the CQC inspection in September, the outcome of our infection control audit was good. An annual infection control statement has been published on our website.</li> </ul>   | <p><b>To maintain high standards of infection control</b></p> <ul style="list-style-type: none"> <li>• Good hand hygiene is essential. Patients are encouraged to use the hand gel on entering/leaving TMP.</li> </ul>   |

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 about the services provided. The practice also monitors compliments and complaints and holds regular review meetings to ensure these are acted upon.

This year we had our first Care Quality Commission (CQC) inspection visit and the CQC conducted an independent patient survey. It provided positive feedback about the services we provide.

We extend our 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, 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?**

- **The doctors, my GP listens and supports me, she offers excellent advice. I feel privileged she is my doctor**
- **I cannot praise our GP enough, the care , kindness and understanding has been wonderful.**
- **Doctors do not rush your appointment.**
- **Very approachable staff .**
- **Good clean surroundings.**
- **Seating area and new screen**
- **Screen check in system**
- **Easy access and plenty of space in the reception area.**
- **The facility to book appointments on-line**
- **Repeat prescriptions by e-mail**  
*Practice response: Repeat prescriptions are now also available online, this efficient service reduces the risk of error in your prescription request)*
- **Having a pharmacy on site**
- **The excellent service provided by the physiotherapists**
- **Good nurses**
- **Receptionists very good when I have urgently needed a doctor**
- **Range of services available in the surgery.**

#### **Patients would change**

- **Increase the number of available on line bookings.**  
*Practice response: We will increase the number of available appointments that can be booked on line. Currently a small number of patients use the automated telephone line to book appointments – we are considering phasing this out in favour of online services. Please let us know if this will affect you personally.*
- **More on line services**  
*Practice response: We will improve access to online services for younger patients and provide a greater variety of clinic appointments on line.*
- **Waiting for a week or more to see or speak to a doctor is not great.**  
*Practice response: Patients can always book a telephone call with a GP on the day. We now provide a GP triage system so that all patients who ask to be seen on the day will be contacted by a GP and an appointment booked as necessary. We aim for patients to be able to book an appointment with their usual GP within 7 days. If this is not possible, you can always be seen by an alternative GP if necessary*
- **Improved access to the Treatment Room reception.**  
*Practice response: A telephone call can now be booked for the Treatment Room. Alternatively messages can be left on the answer phone. A nurse or receptionist will ring you back during the same day.*

- **Reception staff rushing on the phones to deal with next call**  
*Practice response:* We are sorry if our receptionists give the impression of rushing, it is not intentional. We aim to offer each patient timely advice about appointment availability. Please help us by trying to avoid peak times if your call is not urgent.
- **Booking same day GP appointments by phone in the morning is frustrating as the phone line is continuously engaged.**  
*Practice response:* We have revised our telephone lines, increased the number of receptionists covering at peak times and increased the percentage of appointments that are bookable in advance. We are currently working on changing our appointment system so that appointments will either be urgent on the day, or bookable in advance. This will reduce the number of patients being asked to call back at 8.00am for next day appointments.
- **The waiting room looks outdated ,seats are not wipe able**  
*Practice response –* We would love to have a new designer waiting room but unfortunately funds do not allow! The covering on the seats is a citadel washable fabric.
- **Allow enough time for previous appointments; don't waste appointments on people that don't need it.**  
*Practice response:* GP's have 10 minute appointment slots. If you need a longer appointment, please ask at booking. Appointments are wasted when a patient does not turn up (DNA) for a booked appointment.
- **Website menu could have a home button, some of the links take me to internet explorer where the website isn't fully viewable. Could the links from the bottom of the home page be added to all other pages?**  
*Practice response:* Our website has been updated. The home button already exists as the Surgery's logo. Link buttons on the home page now appear on all pages and failing hyperlinks to websites have now been modified.
- **Later opening times..**  
*Practice response :* We now have appointments available up to 6.40pm on Monday – Thursday.
- **More Saturdays**  
*Practice response:* Currently most DNA appointments are on Saturday's. Patients ask for a Saturday appointment and then forget to cancel it!
- **Better classification of what the nurses vs doctors do.**  
*Practice response:* Please see appendix 3 of this report. Please ask our receptionists if your need further advice.

## Other comments included

- **Practice needs to think about how the patient goes from a to b in a friendlier fashion.**  
*Practice response:* We do not wish to give the impression of being unfriendly and apologies if this has been your experience. We will ask our PPG to help us assess our patient pathways and welcome your feedback if things are not going as well as planned.

- **Not satisfied with the receptionists, telephone appointment systems, prescription system or GPs, even heard a group talking about their poor experiences and the poor service (that we pay for!) that they have had from the surgery .**  
*Practice response : Please don't be an anonymous moaner let us know about your personal experiences and concerns so that we can address them. Contact our Patient Services Manager or why not join our PPG so that you are at the forefront of making change happen.*
- **Noisy children in the waiting room.**  
*Practice response: Please bring some toys / books to entertain your children. We are limited by infection control measures as to what we can provide.*
- **I don't like asking for a urine bottle from receptionists.**  
*Practice response: We will leave some urine bottles in the accessible WC.*
- **Patients need to clean their hands with hand gel.**  
*Practice response: Good hand hygiene is essential for infection control, always clean your hands with the hand gel provided on entering and leaving the practice.*
- **Efficient service and care given, good to be able to phone and get an appointment the same day.**  
*Practice response: We had very positive feedback on our GPAQ survey results to and we thank the many patients who were very complimentary about the services we provide.*

**We always aim to learn from your feedback and to put measures in place for improvement where possible.**

**Appendix 2**  
**GPAQ Survey, patient answers.**

Report ratings

| <b>Question</b>  | <b>Rating 2012</b> | <b>Rating 2013</b> | <b>Rating 2014</b> | <b>National Benchmark</b> |
|--|--------------------|--------------------|--------------------|---------------------------|
| Q1 How good was the GP at putting you at ease?                                       | 86                 | 93                 | 93                 | 85                        |
| Q2 being polite and considerate?   | N/A                | 94                 | 95                 | 77                        |
| Q3 Listening to you?   | 85                 | 94                 | 95                 | 77                        |
| Q4. Giving you enough time?  | 85                 | 91                 | 93                 | 73                        |
| Q5 Assessing your medical condition?   | N/A                | 92                 | 92                 | 85                        |
| Q6. Explaining your condition and treatment  | 84                 | 91                 | 93                 | 77                        |
| Q7. Involving you in decisions about your care                                       | 83                 | 90                 | 93                 | 75                        |
| Q8. Providing or arranging treatment for you   | N/A                | 92                 | 93                 | 85                        |
| Q9. Did you have confidence that the GP is honest and trustworthy                    | 86                 | 97                 | 95                 | 85                        |
| Q10. Did you have confidence that the doctor will keep your information confidential | N/A                | 97                 | 96                 | 85                        |
| Q11a. Would you be completely happy to see this doctor again?                        | N/A                | 100                | 100                | 85                        |
| Q12. How helpful do you find the receptionists at your GP practice?                  | 63                 | 69                 | 86                 | 85                        |
| Q13. How easy is it to get through to someone at your GP practice on the phone?      | 46                 | 52                 | 47                 | 85                        |
| Q14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?  | 63                 | 69                 | 69                 | 85                        |
| Q15. How easy is it book ahead in your practice?                                     | 64                 | 70                 | 71                 | 85                        |
| Q16. How good was the last nurse you saw at putting you at ease                      | 85                 | 87                 | 91                 | 85                        |
| Q17. Giving you enough time?   | 86                 | 85                 | 90                 | 85                        |
| Q18. Listening to you?   | 86                 | 88                 | 90                 | 85                        |
| Q19 Explaining your condition and treatment?   | 85                 | 86                 | 89                 | 85                        |
| Q20 Involving you in decisions about your care?                                      | 84                 | 84                 | 87                 | 85                        |
| Q21. Providing or arranging treatment for you?                                       | N/A                | 86                 | 88                 | 85                        |

Please see link for full GPAQ survey report [2013 Practice Report.pdf](#)

### 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). If a receptionist is not available please leave a message with main reception, or on the Treatment Room answerphone and a receptionist or nurse will call you back that day.*

### **Extended Opening Hours:**

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

**Evenings:** Monday to Thursday 6.30pm-7.00pm (Appointments only, bookable in advance)

**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)**

*Telephone 111 for advice on emergency services 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:                         | <a href="http://www.thatchammedicalpractice.co.uk">www.thatchammedicalpractice.co.uk</a> |
| Prescription Requests:           | <a href="mailto:bw-pct.thatchampx@nhs.net">bw-pct.thatchampx@nhs.net</a>                 |

### **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](http://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. We also operate a GP Telephone Triage system where by a Doctor will call you back if you need to be seen urgently on the day and offer you an appropriate appointment as necessary.

### **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,