

The Buxted and East Hoathly Medical Centres 2013/4 Plan PP DES

Practice response to the 2014 Survey

Stage One – validate that the patient group is representative

Practice population profile

Age	Sex		Ethnicity
	Female	Male	
0-9	475	558	Recorded on 30% of practice population of which 1% is Non White British
10-19	514	566	
20-29	417	448	
30-39	469	408	
40-49	751	727	
50-59	777	727	
60-69	785	681	
70-79	517	490	
80-89	314	218	
90+	120	35	
	5139	4858	

There are 235 registered Carers (2%)

Patient Participation Group (PPG) Profile

Age	Sex		Ethnicity
	Female	Male	
0-9			Mainly white British
10-19			
20-29			
30-39			
40-49	2		
50-59	2		
60-69	3	1	
70-79		2	
80-89			
90+			
	7	3	

Differences between the practice population and members of the PPG.

In September 2013 our PPG appointed a new Chair Person and Secretary. Several of our original members have now left and a few new ones have joined. However, we are very conscious that the current group is mostly representative of the older population of our practice and we are working to recruit some younger members.

The core group remains recruited from volunteers and we are looking to recruit other

members via our website, script messages and practice leaflet. We are also making efforts to visit local village groups and spread the word about its existence, purpose etc. The objective is to widen the membership of the PPG so that it more accurately reflects the make up of the patient population.

The PPG ran its own survey in October/November 2013 and one of the objectives was to raise awareness of the PPG.

Stage Two – Validate the survey and action plan with support from the our Patient Participation Group

Survey

Describe how the priorities were set

We used the standard patient survey material used by many Practices.

How were the views of registered patients sought?

Anonymous forms

How were the questions drawn up?

Standard questions used by other practices in the area and agreed by the PPG

How was the survey conducted?

In January 2014, reception staff at both Buxted and East Hoathly Medical Centres handed out questionnaires and envelopes to patients attending for consultations with any of our principal GPs. Completed questionnaires were placed in collection boxes in the waiting rooms, the sealed envelopes collected by the Practice Manager who arranged for them to be analysed them using the guidelines provided by CFEP. The DOH guidelines state to ensure a representative patient sample for every 1000 patients, 25 completed questionnaires are needed (in our case 225). We received 244 acceptable responses. Therefore this guideline has been met

What were the survey results?

General

Our mean score of 78% compares very well with the national mean score of 73% which puts us in the top 25% of all Practices.

The scores for the clinical areas are all well above the national mean score in every

case. Our results remain consistent with 2012/3 results

Variances

We need to work on “telephone access”, “see GP within 48 hours”, “see doctor of your choice”, “information of services” and “reminder systems” (questions 2,4,5, 25 & 27))

With the move into our 2 new health centres two years ago, “comfort of waiting room” has remained consistent at 80% (Q7) and overall “satisfaction with visit” 87% (Q9) and “time for visit” 86% (Q17) indicates that the majority of our patients feel we continue to deliver consistently high quality medical care within a modern professional environment. With their own individual consulting rooms doctors now see their patients within a time slot which has been extended to 15 minutes, without reducing the number of appointments, to allow completion of admin for that patient as well as the consultation.

The practitioners all scored above the national mean for the consultation itself which puts our practice scores in the highest 25% of all means upper quartile (Q9-19).

We are pleased that our reception and dispensary staff (Q22 & Q23) score in the highest 25%. Respect for privacy and confidentiality and information of services are above the national mean score. We are above the national mean score in all other areas.

Patient feedback

How the practice could improve

We were delighted to note so many positive comments – our clinicians consistently providing high quality care for their patients.

However, some patients still find it difficult to get an appointment when they ring in at 8am so we need to look again at adjusting our balance of appointments and offer more book ahead appointments. However, it should be noted that patients can book up to 2 weeks ahead for non urgent matters.

A certain number of patients are unhappy about being unable to book a month ahead on a regular basis to see the same clinician. In response to this, we only have so many appointments per day for each clinician and they cannot all be taken up by regular patients. We do not remind patients if they have been asked to make an appointment in 4 weeks time as we feel they need to take some responsibility for their own care (or have a carer to help). We will always contact patients when there are medical concerns.

Patients cannot always see their GP of choice although our reception staff try to help if at all possible. We employ regular sessional GPs and have an excellent Advanced Nurse Practitioner to help increase patient appointment availability. As a training practice we additionally have one or two GP Registrars who also see patients We do not operate individual GP lists.

Following on from last year’s survey results we introduced a morning only Duty

Doctor system based at Buxted which has been very successful. East Hoathly patients have also been able to speak to this doctor when all available appointment slots are filled at the branch surgery. We are now extending this and introducing a Duty Doctor in the afternoons as well. We continue to have an Emergency only slot at the end of every GP surgery

Our principal GPs run surgeries at both sites to give the same service to all our patients. The Buxted Medical Centre provides pre booked extended hours surgeries to include some Saturday mornings. Whilst these are for the benefit of all our patients, we would encourage patients who can get to either medical centre during working hours try not to take advantage of these extra slots so they are left available for patients who work during normal surgery hours.

We are conscious that many patients are not kept sufficiently informed of our services and need to promote this. Hopefully the installation of a patient information screen will improve the information flow to patients who visit the Medical Centres. Through this we also hope to make patients more aware of our website and the information it contains.

How the doctors and nurses could improve

We were delighted with so many positive comments.

Action plan – see copy of agreed action plan below

How did you agree the action plan with the PPG?

The Practice Manager had a meeting with the Chair Person of the PPG on 11th March 2014. The results of this questionnaire were discussed and an Action Plan devised. Views of the PPG are taken on board via an email distribution list. This report was emailed to them before being published on the website to ensure their views have been accurately recorded.

What are the main findings?

See action plan below

What are the findings/recommendations that will not be implemented?

None

What are the actions that the practice intends to take / has taken in respect of the findings? See action plan below

Are there any contractual considerations to the agreed actions?

Not to our knowledge

Local patient participation group

Please describe how the report was advertised and circulated

- E mail full report to all PPG members
- E mailed to all doctors and staff
- Complete report uploaded to website
- Paper copies made available

Opening times

Confirm opening times of the practice premises and methods of obtaining access during core hours (Mon to Friday 8am-6.30pm. This should include arrangements under extended hours where applicable.

Buxted

08.00am – 6.30pm Monday to Friday

Extended hours

Mondays 6.30– 8.00pm

Tuesdays 07.00-08.00am (alt weeks)

Fridays 07.00-08.00am

Saturdays 09.00-10.45 twice monthly

East Hoathly

08.00am-6.30pm Mon, Weds, Friday

08.00am-13.00pm Tues & Thursday

B. Action Plan

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved	What is an achievable time frame
Improve patient information	Install Electronic Patient information screens Occasional health awareness and support events.	Partners, Practice Manager, PPG members and Reception Manager	6 months
Improve waiting time at reception	Patient self check in system	Partners/Practice Manager/ PPG/all front line staff	6 months
Improve patient recalls	Patients with chronic diseases to be recalled using month of birth. Practice also to make greater use of message section on repeat prescriptions.	Senior Practice Nurse, Health Care Assistant and admin person	Commence 1/4/14
Further improve patient access	Introduce an afternoon duty doctor. Re-visit number of book ahead and book on the day appointments.	Practice Manager and Reception Manager	Commence 1/4/14

Does your PCT (or similar body) need to be contacted? No

Your details

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Job title: Practice Manager

Practice Name: The Buxted and East Hoathly Medical Centres

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Part 1 2013/2014

A. Discussion of local practice survey findings

1. **Patient Participation group (PPG) members present:** Chair person of PPG.
Following discussion survey findings distributed by email to rest of PPG

2. **Practice Staff present:** Jackie Smith, Practice Manager, followed by discussion of survey findings with Dr. Elizabeth Gill

3. **Please state your key findings from this local survey – look at the report as a whole to include written complaints in order to obtain a complete picture of performance (see guidance in the instructions of the report)**
Please see report above. We are all delighted to be an above average performing practice.

4. **Which responses were most positive?**

Medical care provided
Warmth, friendliness of practice staff
Comfort of waiting rooms

5. **Which responses were the least positive?**

See GP of choice
Telephone system
Reminder systems

6. **In which areas do you deviate most from the national benchmark? Can you explain why this might be?**

Most indicators were above the national benchmark

7. **What are the main priorities identified by the PPG?**

- Improve communication
- Make patients have greater awareness of self help and support groups

8. **What are the main priorities identified by practice staff?**

- To maintain our high standards

To maintain our warm friendly and helpful reputation

