
PROFILE OF THE MEMBERS

Number of Members 14

Males 7
Females 7

Ages 0-40
40-49 1
50-59 2
60-69 5
70-79 2
80-89 4

Ethnicity
White British 13
Others 1

RECRUITMENT TO ENGAGE PATIENTS REPRESENTATIVE OF OUR REGISTERED PATIENTS

We advertised extensively in reception from the time of Dr Lunt’s retirement in March 2013. This was done to make the patients feel inclusive of the changes in the practice. We directed invitations to the full cross section of the population, including focussing attention for clinics which attracted different age groups and times at which different age groups attended. It focussed on very early and very late times for particular groups. Also focussed attention when, such clinics as the ante-natal or mid-wifery clinics were on. This is on a back ground of continuous recruitment.

As many patients have all the family registered with us, we encouraged them to inform all their friends and families.
In patient group meetings, we had discussed issues surrounding access, communication and satisfaction with the service. Also patients fed back through handing in a “Suggestions, compliments or complaints form” together with comments noted by staff opportunistically.

**HOW WE DISCUSSED THE SURVEY AND COMMENTED ON ITS ACTION PLAN**

The practice survey was circulated to the patients and was made available on our website for them to read and provide recommendations. The turnout to the meeting was very good and each section was discussed, led by a different member of staff. It was a thorough discussion.

**HOW WE IMPLEMENT THE ACTION PLANS**

This has been a group effort with the use of the noticeboard, reception window and posters in rooms. Advice is now put on parts of the prescriptions as well. Staff are more aware to carry out health promotion at every opportunity.

This is an on-going process.

**SUMMARY OF SURVEY PUBLISHED**

**Patient survey summary**

The survey was carried out over three months (Nov 2013- Jan 2014) and had a total of 91 responses. The first part looked at ways of improving patient satisfaction including access, staff choice and attitudes, communication and the practice environment. Overall the majority of responses were scored as fair and above, with nearly every category achieving scores above 50% in excellent. Only two categories scored 1% as poor: seeing Doctor/Nurse of choice and information of services.

When looking at patient access, over two thirds of those questioned currently access or would consider accessing the website highlighting the importance of maintaining up to date information on there.

The final section focused on why patients would choose to attend the local A&E department. Worryingly, over 50% replied if the surgery was shut or out of hours. This highlighted that many patients weren’t aware of the current out of hours system or that they benefit from access to the patient’s notes. Leaflets have been left for
patients at reception and in the waiting room to highlight appropriate places to seek advice.

In a free text box for suggestion and improvements, most said to continue current practice or made suggestions of services that already exist e.g. OOH doctor, podiatry. Current services need to be made clearer to patients.

**ACTIONS TAKEN FROM THE PATIENT GROUPS AND SURVEY**

**Actions Taken – Few Examples :-**

Started a Practice Newsletter, which was well received.

Patients wanted a nurse who was available later. As the nurse clinics finished at 4.30, we changed one to finish at 6.30PM

Patients mentioned that the font on the notice board was too small. We have been conscious of this and aimed to use large print and leaflets.

Patients were unaware of the role of and access to health trainers so we have organised a health trainer to do one session per week on site. Friday AM.

Patients were unaware that they can access out of hours doctors. Now fully promoted to ring the practice number and the calls will be forwarded to the on-call GP services out of hours.

These are a few of the examples we implemented

**AWARENESS OF ACCESS TO SERVICES IN CORE HOURS**

**Methods used as follows:-**

Access on the phone from 8AM – 6.30PM Weekdays
Premises open from 8.30AM – 6.30PM Weekdays
Online access to re-ordering prescriptions and booking appointments – Continuous.
Website with information and links
Patients could look at the noticeboard when in the building

**THANK YOU TO ALL THE MEMBERS OF THE GROUP WHO HAVE CONTRIBUTED TO HELP SHAPE THE PRACTICE**