



WESTERN ELMS PATIENT GROUP

**DIRECT ENHANCED SERVICE FOR PATIENT PARTICIPATION IN PRIMARY CARE
YEAR END REPORT 2013-14**

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1. INTRODUCTION

The patient group continues to grow year on year and has participated in activities throughout 2013-14, representing you during some quite important changes. Whilst we have some very valuable new members, we are sad that we have still not managed to attract any young people. The patient population here at the surgery ranges from 0 years old to over 100 years old and our patient group should be representative of this. Do you have any spare time where you would like to represent the patients in the decision making for the future?

In years gone by the patient survey was random in the areas that it covered and the patient group decided that they would like to readdress some of those areas this year. With the introduction of CQC it was important to know what patients felt about the cleanliness of the surgery and with the sharing of information changes it was also useful to know that people understood their personal data was kept securely. As well as these specifics we continue to want to know how you think the surgery is performing on a day to day basis.

Unfortunately, Western Elms had to close its list in January. They had grown to over 17,000 patients and despite employing an additional Partner, felt that the service was not in keeping with what they aspire to achieve. We think some of this is reflected in the results shown and also the comments given.

In keeping with previous surveys we have also taken some specific areas that you have raised and worked with the surgery on how we might improve to enhance your patient experience.

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2. METHOD

Date	Activity	Outcome
2nd Nov	Flu Bazaar Bottle stall, cake stall, Christmas cards and toys stall all run by PPG members PPG recruitment stall run by Kate and Alan to promote the benefits of joining the group either virtually or by attending meetings. All monies made will go to the PPG Account. Questionnaires completed	Sales from the Bazaar made £165.08. 19 new virtual members for the PPG signed up. These included 2 patients that wanted to attend the meetings.
15th Nov	PPG Members attended the surgery to carry out the Patient Survey.	Attended the surgery and surveys were completed by patients.
20th Nov	PPG Members attended the surgery to carry out the Patient Survey.	PPG Member attended the surgery to complete surveys. At surveys completed
20th Dec	PPG member to attend surgery to carry out surveys with patients.	Attended and surveys completed.
30th Dec	Kate to tally up the findings of the Surveys and to produce results.	Surveys have been tallied up and the results are being documented.
15th Jan	Mtg held at surgery – Chair, JH, KW and LT – <ul style="list-style-type: none"> • survey results and draw up areas to be presented to PPG for approval prior to publication • Complaints for the year discussed and report drawn up for cascade <p>Decided needed more completing – continue to see if pattern stays the same.</p>	5 areas decided upon.

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19th Feb	PPG meeting – all present <ul style="list-style-type: none">• Identified a couple of areas for improvement however more to consolidate since further push.	LT to forward to PPG
March 2014	Survey circulated to the rest of the PPG. Made available on web site. Made available in waiting room	

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**PATIENT SURVEY
ANALYSIS
COMPLETED**

	50	50	50	50	50	50	50	50	14	414	%
Is it easy to get through to the practice on the phone?											
Yes	41	39	41	46	41	47	41	41	13	350	85
No	8	10	5	4	5	5	9	8	0	54	13
Is it easy to make an appointment?											
Yes	36	34	40	38	40	38	38	36	10	310	75
No	14	16	9	11	9	12	12	14	2	99	24
Are you generally able to get an appointment when you need one?											
Yes	31	32	34	33	35	30	34	31	10	270	65
No	15	13	14	13	12	18	12	15	2	114	28
Most of the time	4	5	2	4	1	2	3	4	1	26	6
On arrival, were you made welcome by the receptionist and dealt with efficiently											
Yes	46	44	46	45	44	46	44	45	13	373	90
No	1	2	1	0	2	1	1	1	0	9	2
Self check in	4	4	3	5	3	2	2	5	1	29	7
Do the practice opening hours meet your requirements?											
Yes	47	47	45	50	48	47	45	47	14	390	94
No	3	3	4	0	2	2	3	3	0	20	5
Did you travel by car today? Were you able to find somewhere to park easily?											
Yes	25	24	24	20	25	22	22	25	9	196	47
No	12	15	16	17	22	24	25	12	5	148	36
Bus	2	3	0	2	2	2	2	2	0	15	4
Walk	10	8	8	11	9	5	4	10	1	66	16
Did the clinical staff listen to you? Were you offered an opportunity to ask questions?											
Yes	49	50	47	48	48	47	47	49	12	397	96
No	0	0	1	0	0	2	2	0	1	6	1
Are you provided with a clear explanation about your treatment?											
Yes	48	49	46	48	46	46	46	48	13	390	94
No	0	0	2	0	1	2	2	0	0	7	2
Do you feel adequately involved in making decisions about your treatment?											
Yes	44	46	43	47	42	45	44	45	13	369	89
No	4	3	3	1	3	2	5	3	0	24	4

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Have you had cause to ask for a telephone consultation? Did you find it was carried out within a reasonable time?											
Yes	36	36	29	29	32	27	33	36	6	264	64
No	12	12	10	8	10	17	13	2	6	90	22
Are you kept waiting for your appointment? If yes, by how long on average											
Yes	13	18	4	10	24	26	23	13	7	138	33
No	24	18	26	22	22	21	21	24	6	184	44
0-5	0	0	0	0	0	0	0	0	0	0	0
5-10	3	3	8	2	5	2	3	3	2	31	7
10-15	4	5	3	5	1	6	4	5	1	34	8
over 15	5	4	5	7	9	8	8	5	1	52	13
Does the practice meet your expectations on cleanliness											
Yes	41	48	45	49	46	47	49	41	13	379	92
No	1	0	1	0	1	0	0	1	1	5	1
Do you know you can order your repeat prescriptions on line?											
Yes	37	41	30	39	34	35	37	36	12	301	73
No	10	7	17	10	13	12	12	11	2	94	23
Do you feel you are treated with dignity and respect during your consultation?											
Yes	43	46	44	49	44	47	47	43	14	377	91
No	0	0	1	0	0	1	1	3	0	6	1
Do you know how to complain, should you need to?											
Yes	17	18	21	28	15	23	24	17	11	174	42
No	28	29	25	21	32	24	24	28	3	214	52
Is the waiting room comfortable, relaxing and welcoming?											
Yes	46	48	47	49	47	48	48	46	14	393	95
No	0	0	0	0	0	0	0	0	0	0	0
Do you find the notice boards and leaflets useful for information?											
Yes	43	43	45	47	45	46	45	43	14	371	90
No	2	5	2	1	3	1	4	2	0	20	5
Do you feel happy that your records are handled in a confidential manner by the practice?											
Yes	44	46	45	48	46	45	46	44	14	378	91
No	1	1	1	1	1	1	0	1	0	7	1
Do you feel happy that your consent is obtained prior to information about you being shared?											
Yes	42	41	41	45	37	43	43	42	14	348	84
No	1	2	3	1	4	1	1	1	0	14	3

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RECOMMENDATIONS

No	Action	By who / By when
1	<p>Did you travel by car today? Were you able to find somewhere to park easily?</p> <p>We are currently in negotiations with the council to make two disabled / blue badge parking spaces outside on the road. We will also be turning on of the gravel spaces into one also. Parking is limited however we are very lucky that we have two hour parking on the road, unlike the other town surgeries.</p>	<p>Practice Manager</p> <p>More info – Apr 14</p>
2	<p>Do you know how to complain, should you need to? 42% of the patients did not now how to complain.</p> <p>That may be a good thing as they may never have needed to, however, we want you to know that we do listen to your feedback and make changes wherever we can.</p> <ul style="list-style-type: none"> • Comments leaflets are available in the waiting room • The complaints policy hangs on a notice board by the front door. • You can ask at the front desk to speak to one of the managers on duty. 	<p>Practice Manager</p> <p>Now</p>
3	<p>Are you kept waiting for your appointment? If yes, by how long on average ...</p> <p>33% felt they were kept waiting a long time and 13% of these felt it was in excess of 15 minutes.</p> <p>We are sorry that this is causing an issue. The government standard for an appointment is 10 minutes however I am sure that at times we can all relate to needing a little more attention than that. If your Doctor is running late ... please be patient.</p> <p>As GPs we see patients who may need emergency treatment or who may be distressed. If you have more than one thing that you need to discuss you may need to book another appointment. The helps the Doctors to keep to time.</p>	<p>GPs</p> <p>Patients</p> <p>Ongoing</p>
4	<p>Have you had cause to ask for a telephone consultation? Did you find it was carried out within a reasonable time?</p> <p>This confused lots of people as they felt it was two questions in one. We are not sure therefore if 22% didn't get it soon enough or didn't know they could have one! We will look at this one again in the future, however would like to clarify a few bits.</p> <p>Telephone consultations are not currently allocated any time and are carried out perhaps when someone does not turn up for their appointment or through the gap between morning visits and afternoon surgeries. We try to do them all as quickly as we can but the Dr triages their day as they go through. Please let the receptionist know what it is regarding and they will be able to direct you to the correct place for the most efficient outcome. This is the only reason that they may ask for an idea of a problem.</p>	

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**WESTERN ELMS PATIENT GROUP
ANNUAL REPORT 2012-2013**

This year has been an exciting year at Western Elms Surgery as so many changes have taken place.

The surgery itself has undergone a massive face lift with many improvements. They have listened to the results of the Patient Survey that we carried out last year and have tried to make changes to aid people across all different groups. There is still more to come when they will be looking at the car parks and disabled parking. We have even approached the Council to request on road disabled parking, on your behalf and will hopefully have news on that shortly.

We hope you like the changes and in this years survey we will canvassing the impact that it may have on you and what your thoughts might be for the future.

Commissioning has taken off the ground and the Patient Group is now affiliated to a group attached to the North And West Reading Commissioning Group ... The Patient Voice. Our Chairman and the Practice Manager attend the monthly meetings where ideas and involvement are encouraged. Changes have been made so far that have been suggested by the members, hopefully to help shape the NHS in the months to come.

The Patient Voice also hosts a number of open meetings where all patients are invited to come. Please watch the notice boards for updates.

All local patients were consulted this year by Reading Borough Council on where they thought the 106 monies from David Wilson Homes should be invested, following the redevelopment of the Battle Site. The Patient Group helped complete over 200 questionnaires with patients in the surgery and 69% of the total number of responses cited health as the number one priority. However the council have now decided that the monies should cover 6 areas. The PPG will continue to strive to get some monies reinvested in health.

We continue to fundraise on behalf of the patients and this year has purchased a cuff for a new 24 hour BP machine. This is a specialist cuff for obese patients. We also fund the water machine in the reception area for patient use. We haven't held a raffle this year whilst the flu campaign is going on but will continue to have them throughout the year as appropriate.

Flu time! On the 2nd November we will be holding a bazaar of sorts! We thought we would like to try something different to our traditional raffle so hopefully this year everyone will come along with a few extra pennies. We will have books, cakes, a tombola, cards and presents, hopefully something small for everyone. We will also be campaigning to recruit new members. **If you are interested, please as always mention it to one of the group if they are around or leave your details for Lisa, the Practice Manager. She will contact you and put you in touch with our Chair.**

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OTHER COMMENTS:

We are very happy with the surgery
Staff are very friendly and polite- love this surgery
Would benefit having "sometimes" as an option on the survey
Easy to talk with Receptionists- feel very welcome here
All staff are beautiful and very helpful
Very clean surgery
Cant always see your own doctor
Don't like to be asked why it is an emergency
Appointment system is difficult to understand- having to call back in the week for appt 48hrs later
Notice board at the door is always read, however the ones near the seats are difficult to see especially if people are sitting on the seats.
Waiting room can get very overcrowded and no seats
Children should have their own seats in the waiting room
Easy to get an emergency appointment however, a routine appointment is harder to get
Phones very busy between 8am - 9am. Receptionist always friendly.
Getting an appointment in the same week can be very difficult and you have to keep calling back
Only seem to be able to get an appointment if you state that it is an emergency
Need lighter reading not just magazines in the waiting room
Cant always see own doctor
Depends on what doctor you see to whether your involved in decision making
Parking can be very tight, few things are useful on the notice board
I was asked for my consent about sharing information - every thing was fine
I have never been asked for my consent about sharing my information
Surgery has improved a lot-however would like to see my GP on all occasions
Difficult to understand appointment system
Receptionist- hit and miss with how friendly they are
Would be nice to have another option on the survey other than yes or no
Recently lost my son and the Receptionist and other staff members have been so nice
Not sure how the consent for sharing information procedure works
Love this surgery- great staff
Unsure who to complain to
Car park is always so busy and the road gets very busy to park in too
All staff are beautiful and very helpful
Cant always see own doctor
No idea how medical records are stored in the surgery or about getting patient consent
You cant get through at 8am- then you are asked if emergency- should not be asked this
Depends on why consent is needed for my details being shared
Takes notice of the notice board by the door as sometimes its hard to read the others while people are on the seats
If reception is busy then its not very relaxing
Appointment waiting time is sometimes too long a wait
Always have to ask for a clear explanation about treatment
Had to have bloods taken twice as nurse had mixed up the labels with someone else - inconvenient
The prescription system was better last year.
Parking is a pain
Did not know that you could order prescriptions on line
Waiting for the phone to be answered takes along time
Sometimes the waiting area is too busy and not relaxing at all
The doctor not always knows what they need to do to help patients

WESTERN ELMS SURGERY

Written by: Lisa Trimble, Practice Manager and Alan Porton, PPG Chair
February 2014

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Need to be open at the weekend
Not enough parking spaces
Dr Pettit is excellent- helped so much. Brilliant doctors at surgery
Hard to get through on phone line first thing in the morning- prefer to see own gp- sometimes have to wait in waiting room, however, never for very long.
If we complained then our treatment would suffer- better to say nothing
Sometimes feel we are talked down too- not our fault we are ill
Should be a more modern ladies loo
So many patients
Receptionists are always friendly
More information about possible side effects with medication
Very good staff and feel very comfortable here- thank you
Needs more available appointments
Car park is too small
More evening appointments needed
Not always polite when answering the phones
Had to wait 5 hours for a call back for a telephone consultation
Not always easy to see your own GP
Annoying when staff are parked in the patient car park spaces.
When in the reception area if the receptionist asks you for your telephone number this would be heard by everyone and then the board shows my name coming up- not private.
Can never park in the car park so have to walk and find this difficult to do
Waiting room can be too hot
Never had a telephone consultation
Had to park in a road nearby
No experience of needing my consent
Very pleased with the service I get at the surgery all very helpful and understanding. Sometimes manage to get an appointment at short notice.
Don't mind waiting to see GP as they take time with each patient
Sometimes have to wait in reception for 30mins
No idea how medical records are stored.
Generally a good surgery, likes the new reception area. Waiting times are annoying how can the first appt of the day be delayed?
Best surgery, been with Dr Newsham - she is an excellent doctor.
Very good service
Cant seem to use the repeat prescription service does not seem to work
Likes being a patient here so very happy with the service I get
Had to wait a while as I was an extra appointment
Only just registered no complaints
Better than my last surgery
Friendly wonderful GP, front staff good and also nurses
Hard of hearing so the Jayex is so much better as can see name
Mobile phones should be banned in waiting room
Lights should be brighter
A few more toys would be great
The doctor seemed irritated because tried to self treat
Would like to have Blue Badge Holder parking
Problems getting appointments for children