**Waterloo Patient Group**

**Patient Participation Group**

**Annual Report and Action Plan 2014**

**A - Profile of the members of Patient Link Group**

The group is a virtual group with communication by our own NHS net email account or post.

This group is made up of 28 registered patients.

**The breakdown of the group as it stands today is:**

|  |  |  |
| --- | --- | --- |
| **Age range** | **Sex** | **Ethnicity** |
| **17-24 3** | **11 Male** | **28 White British** |
| **25-34 3** | **17Female** |  |
| **35-44 3** |  |  |
| **45-54 7** |  |  |
| **55-64 4** |  |  |
| **65-74 7** |  |  |

**B - Steps taken to represent the registered population**

We are continuing to work towards recruiting to the group. We are in agreement it would be nice to recruit some younger members and patients from different ethnic backgrounds. We publish information on joining our group on our website and posters in our waiting area to try and attract new members. All new patients that register are given details on the group and how they can join the group is open to all.

**C - Determining the practice survey priorities**

We asked our members of the PPG to give their views on making our services better and which they thought our key priorities are when it comes to looking at services we provide for patients in our practice. There was agreement that we should use the questionnaire in Appendix 1.

**D - Obtaining views of registered patients**

Once the questionnaire was produced we surveyed 150 patients who visited the practice over a 1 month period. The questionnaire was placed in reception for patients to complete, they were also asked to complete the questionnaire which was anonymous to gain a true reflection of our services. 150 patients completed the questionnaire giving us 100% feedback.

**E - Results of the survey**

The results of the completed survey and comments were sent to our PPG members in January 2014 prior in deciding what actions to take, asking them to comment on the survey results, there were key priorities the group agreed on which are outlined in the practice action plan.

**F - Actions from the survey**

Overall the results of the survey were very positive, but comments were made regarding appointments, telephone system and car parking the group felt these were the priority areas we should focus on this year.

**Some of the positive responses taken from patient survey, you said:**

* Good customer service
* Always made to feel secure never brushed away
* Staff always friendly and smiling

**Some of the less positive responses, you said:**

* Make it easier to book appointments
* Being left on hold and then cut off
* Car park always full of cars

**G – Survey results and comments are outlined in (Appendix 2).**

**H - The PPG have identified the following key priorities for 2014**

1. Improving patient access in making appointments
2. Car parking
3. Telephone system

**Improving patient satisfaction practice action plan**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Area for improvement | Recommendation | Action required | Practice lead | Timeframe for changes | Comments |
| 1.  Improving patient access in making appointments | We currently advertise online patient access in practice with posters but more could be done to make more patients aware of this service. | * Message on right hand side of all prescriptions advertising online access * Advertise on reception screen in waiting area | Practice Manager/admin team | 31 March 2014 |  |
| 2.  Car Parking | Increase car parking. | * Ensure staff do not park on the car park * Monitor car park | Practice Manager  Deputy Manager | 31 March 2014 |  |
| 3.  Telephone  system | Telephone system was newly installed in 2012, issues have been identified with the system cutting patients off and putting them on hold. | * Contact system supplier to discuss these issues | Practice Manager  Deputy Manager | 28 February 2014 |  |

**I – Access to the practice**

Waterloo Medical Centre is open Monday to Thursday 8am – 8pm, Friday 8am – 6.30pm, Saturday 8am – 11.45am. The telephones are manned Monday to Friday from 8am until the above closing hours.

Routine appointments are available each day by telephoning the practice or using online patient access. Routine appointments can be booked 4 weeks in advance.

Urgent same day appointments will be seen on the day but not necessarily with the doctor of choice. Please ask for an urgent appointment on the day if you have a problem that cannot wait.

**Routine Prescriptions:**

* Routine prescriptions can be ordered by telephoning between 9am – 2pm on 407200 each weekday.
* Bringing in the right hand side of the previous prescription and ticking what is required to the practice and posting in the prescription box
* Posting the request to us with a self-addressed envelope
* Telephoning a pharmacy of choice for request/collection
* Ordering online [www.waterloomedical.co.uk](http://www.waterloomedical.co.uk)
* Ordering online using Patient Access

Routine prescriptions take 48 hours to process before collection

**J – Access to healthcare professionals at the practice**

Each GP has varying surgery times throughout Monday to Friday:

Dr Calvert

Monday 8am – 8.00pm

Tuesday 8am – 8.00pm

Wednesday 8am – 8.00pm

Thursday 8am – 8.00pm

Friday 8am – 6.30pm

Dr Rees:

Monday 8am – 8.00pm

Tuesday 8am – 8.00pm

Thursday 8am – 8.00pm

Dr Thompson

Monday 8am – 8.00pm

Tuesday 8am – 8.00pm

Wednesday 8am – 8.00pm

Thursday 8am – 8.000pm

Friday 8am – 6.30pm

Dr Butler

Monday 8am – 8.00pm

Tuesday 8am – 8.00pm

Wednesday 8am – 8.00pm

Thursday 8am – 8.00pm

Friday 8am – 6.30pm

Dr Barker

Wednesday 8am – 8.00pm

Thursday 8am – 8.00pm

Friday 8am – 6.30pm

Our GP Partners are supported by salaried GP’s employed at the practice:

Dr Murphy & Dr Deans

**Practice Nurse’s (PNs) & Health care assistant (HCA):**

PN’s and HCA have varying clinics throughout the week Monday – Saturday at the practice.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Appendix 1 Patient Participation Questionnaire**  **Enhanced Services 2013/14**  **Waterloo Medical Centre** | | | | | | | | | | | | |
| Please can you tell us whether you strongly agree/agree/disagree/strongly disagree to the following statements and questions:  1) My practice has a good reception system | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 2) My practice has a good appointments system | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 3) There is good parking at my practice | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 4) I receive good clinical care from my practice | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 5) My practice has good links with other services | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 6) My practice has friendly staff | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments detailing why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 7) There is a welcoming atmosphere at my practice | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| 8) The practice listens to it’s patients | | | | | | | | | | | | | | | |
|  |  | | Strongly agree |  |  | Agree |  |  | Disagree |  |  | Strongly disagree | |
| Please give any comments telling us why you agree/disagree | | | | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Is there anyway we can improve our services to you not covered above? | | | | | | | | | | | | | | | |
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| **Thank you for completing this survey, please return it to the secure ballot box** | | | | | | | | | | | | | | | |

Appendix 2

Results of patient survey 2013 which was conducted and completed by 150 registered patients at the practice.

Question 1

My practice has a good reception system

Comments:

* Perhaps a little privacy sometimes
* Always polite
* Good customer service
* Reception are always very helpful
* Left on hold for too long on the phone

Question 2

My practice has a good appointment system

Comments:

* Not able to pre-book
* Always got a quick appointment
* Difficulty making phone appointment
* I would like to be able to make an appointment the next day, not next week when I need one
* Don’t get appointments quick enough
* Having to ring on the day and takes forever to get through
* Didn’t want to visit walk in Centre
* I can usually get fitted in

Question 3

There is good parking at my practice

Comments:

* Can’t see how it could be improves
* Always full of cars
* Not enough spaces
* Disagree, however, can park nearby on streets
* There are only 5 spaces
* Its ok, but there is always the road

Question 4

I receive good clinical care from my practice

Comments:

* Most doctors helpful
* No choice of doctor

Question 5

My practice has good links with other services

Comments:

* I have had several hospital appointments which help to take away the worry away
* Good with referrals, but never asked whether we need any support with disabled daughter

Question 6

My practice has friendly staff

Comments:

* Always made to feel secure never brushed away
* Well mannered
* Pretty much average

Question 7

There is a welcoming atmosphere at my practice

Comments:

* Sometimes the younger ones seem to look down at you
* Staff always friendly and smiling
* Felt like an inconvenience

Question 8

The practice listens to its patients

Comments:

* Respectful

Comments from the question:

Is there any way we can improve our services to you not covered above

* We are sure that there is always room to improve, but on the whole the practice is very good
* Easier to make telephone appointments
* Perhaps more reception staff for 8am starts to take calls, can be on hold for some time at 8am
* Only that it would be better if appointment with doctor of choice possible
* Always helpful friendly service. Thanks
* On more than 1 occasion I have been left on hold for over 20 minutes, very frustrating
* Feel should see one doctor rather than different ones on separate occasions
* Services don’t need improvement
* I was delighted to receive information about online access system, definitely a step in right direction
* You should be able to book appointments later in the day if you are ill
* Make it easier to book next day appointments
* We are grateful for all the help and care you have given us since the surgery opened
* No. Good all round apart from restrictive on the day appointment system
* Make it easier to book appointments
* Free coffee
* Having an answer machine service for messages to be left
* Ringing on the day doesn’t work for me as I am working
* Improve patient ability to make appointments, difficulty to get phone call answered, once you are through care is excellent
* Ability to book online
* Hard to get appointments when you are behind your own desk working
* It’s a good practice improving all the time