

Cross Deep Surgery Patient Participation Group

What is the Cross Deep Surgery Patient Participation Group (PPG)?

The Cross Deep Surgery PPG is a small group of patients at the practice that was formed earlier this year with the aim of providing improved communication between the practice and its patients.

The group currently consists of:

One of the practice partners (Dr. Clare Hurle)

The practice manager (Lacy Capp)

8 patients registered at Cross Deep Surgery:

age range:	65+	3 members
	50-65	2 members
	35-50	2 members

How was the group set up?

The practice placed application forms in the waiting area earlier this year to try to recruit patients who might be interested in representing the practice patients in this way. From the application forms received (22 in total), a selection of patients, mixed in terms of gender, age and other profile factors were invited to join the group. In addition, where we felt we had profile “gaps”, individuals were approached to ask if they would consider joining.

We are keen to broaden our membership to fully reflect the diversity of our practice population, so if you are aged under 40 and would be interested in joining, please do let us know. (We hope that the group will meet up around 4 times per year for approximately one to two hours on a weekday evening, so it should not be an unduly arduous commitment)

What has the group done so far?

An initial meeting was held early this year to establish the group. This meeting was also used as a form of “brainstorming” session to try to establish areas in which the service provided to patients could be improved at Cross Deep Surgery.

At the end of this meeting a list of around 20 possible areas was generated.

The ideas generated were then formed into a survey, that was sent to 100 patients by email. It was also left in the waiting area for patients to complete whilst waiting, in the hope that this would help include patients who were not regular users of the Internet.

A summary of the survey findings can be found in Appendix A.

Appendix B includes all the additional freetext comments made by patients in answering the questionnaires. We were very happy to find a large number of very positive comments made about the practice. Other comments provided useful ideas for areas of improvement.

The results were discussed in a further meeting of the PPG in March 2012.

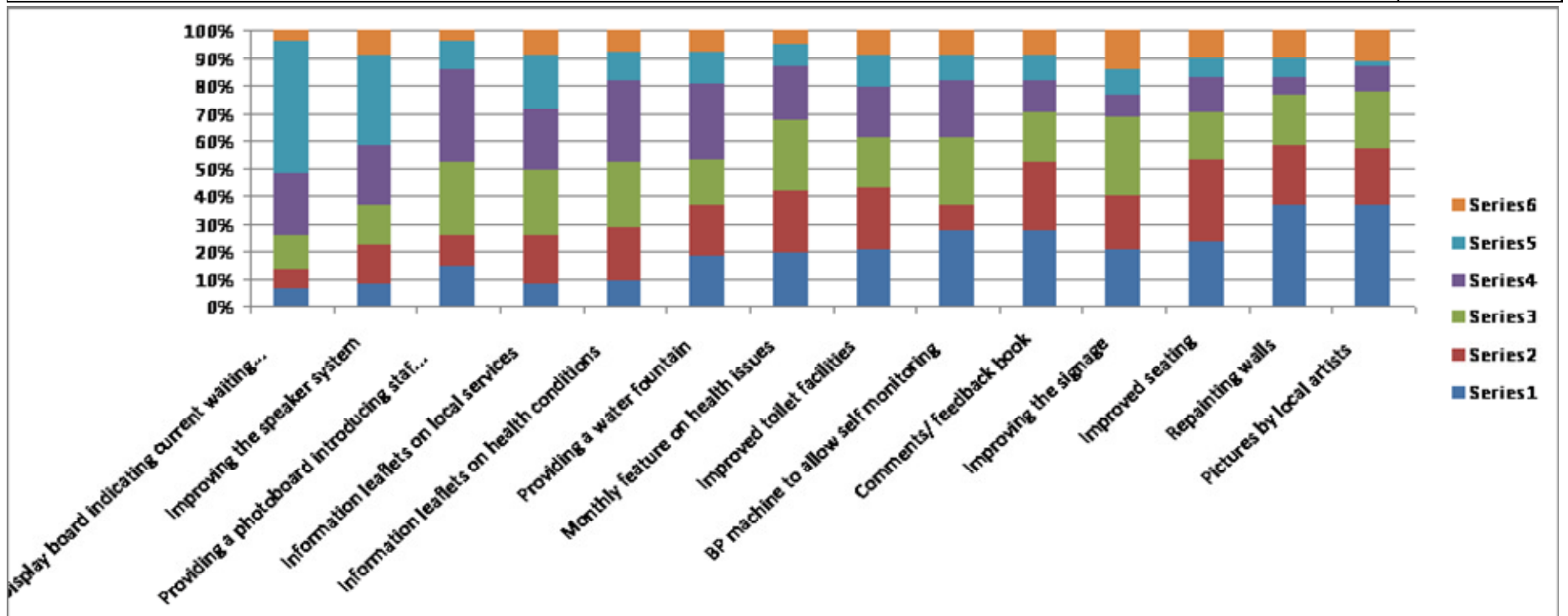
As a result of this meeting, an action plan based on the proposals deemed the most important by patients in the local practice survey was produced. This can be found in Appendix C.

We would like to take this opportunity to thank the members of the PPG who have kindly given up their time to be involved in this way, and also to those of you who were kind enough to take the time to complete the survey questionnaire.

We are always keen to have your feedback and have a new “comments” box in the waiting area that we would be delighted to see used for this purpose.

Appendix A - Summary of Patient Questionnaire Results for Cross Deep Surgery 2011-2012

		Want least				Want most		Average score
		1	2	3	4	5	No comment	
1	Display board indicating current waiting time for doctors	5	5	10	17	37	3	3.87
2	Improving the speaker system	6	11	11	17	25	7	3.30
3	Providing a photoboard introducing staff members	11	9	20	26	8	3	3.03
4	Information leaflets on local services	6	14	18	17	15	7	3.00
5	Information leaflets on health conditions	7	15	18	23	8	6	2.90
6	Providing a water fountain	14	14	13	21	9	6	2.73
7	Monthly feature on health issues	15	17	20	15	6	4	2.58
8	Improved toilet facilities	16	17	14	14	9	7	2.51
9	BP machine to allow self monitoring	21	7	19	16	7	7	2.48
10	Comments/ feedback book	21	19	14	9	7	7	2.23
11	Improving the signage	16	15	22	6	7	11	2.22
12	Improved seating	18	23	13	10	5	8	2.18
13	Repainting walls	28	17	14	5	5	8	1.94
14	Pictures by local artists	28	16	16	7	1	9	1.83



Appendix B: Questionnaire comments

Question 2: Do you have any other ideas that we have not mentioned that might improve your experience at the practice?

I'm sorry,no. It all seems pretty good to me

Too easy to hear staff conversations in the office.

The wheelchair ramp has been done completely wrong. The length should be at least 3 meter long which will make it a lot easier for wheelchair users to get in. Also the door opening machine the length of time of opening should be longer in order for the wheelchair user to get in easier.

Music

Improve reception area – better lighting.

Magazine rack. Internet access. Light music.

I find the automatic door opening arrangement a bit hap-hazard, I don't know if it could be improved?

Removing those dreadful looking plants, which always appear to be half-dead!

I work as a personal trainer and I really think that providing information to patients encouraging the importance of healthy eating and exercise would be very beneficial. Also a way of making sure people cancel their appointments rather than not turning up would be good - not sure how much this happens in the surgery tho!

Parking facilities or vouchers

No we are very happy with the service at Cross Deep Surgery including all the staff

A warmer welcome and friendlier service from some of the reception staff.

Baby change facilities

Toys / books to keep children entertained

Repair the self check-in system. It never seems to be working when I visit.

Minor issue but you have framed photos of Cross Deep GPs of old. It would be good to extend this with a short biography.

Vending machine (coffee) Rear car park exclusively for patient use.

I think the surgery is just fine the way it is. People don't need pampering too much. Everyone knows the staff and doctors are doing their best. A lick of paint from time to time and improving the sound quality of those dreadful speakers would be more than enough.

Info on how many people have kept their appointments

It would be nice if there could be some form of segregation of Pediatrics/Anti Natal patients from the general patient, as kids who shout/scream are a bit disturbing to elderly/all patients with ailing complainants and require peace and some degree of quietness. I realise this could be a major rearrangement of the reception area but the possibility is there.

It's sometimes difficult to know which doctor has called your name as they say their name really quickly. I've had this a few times.

FIXING THE FRONT DOORS

Choose your own doctor

I see Dr Lloyd and I am very happy with her - this is the main thing that I come away with from Cross Deep and it is the most important. I do not feel that the practice needs anything further.

I don't think so, the doctors is a very well run practice.

Flexible appointments and leave some spaces for same day as cannot always plan when ill.

Question 3: How interested would you be in reading a practice newsletter (issued around twice per year)?

I think it is a good idea to remind patients about routine surgery procedures such as appointment times, how to book late evening appointments. It could also be a vehicle to promote health campaigns. Distribution could be a problem, although an internet based web-letter might work

Especially if it were available electronically

But only if in e-mail form

Send out via e mail or paper copies in the surgery. don't invest money in posting out paper copies

Question 4: Have you ever accessed our practice website (www.crossdeepsurgery.co.uk)?

Will be checking it out!

Give patients a website business card.

I didn't know there was one!

Did not know there was a website but will certainly start looking at it

Some of the links don't work (e.g. Arthritis Research Association)

Love the idea of emailing repeat prescriptions.

A clear website, with easy links and plenty of useful information.

Haven't done it recently. It was rather limited, but to be fair, I got the opening hours which is what I wanted.

Didn't know it existed

Question 5: If not, why is this?

But now that I am, I will definitely use it!

Online:

I will check out the web-site. I am very interested in this

Where would I find the information about this website?

a note of the website could be posted in the waiting room.

Question 6: Are you aware you can make repeat prescription requests via our website?

Yes, but I have never used it for a repeat prescription. I will do next time.

Would be delighted to use that service.

Would like to know what else it can be used for.

I'd prefer to do this by phone/call in

That is very useful to know

I didn't know but think this is very useful

Never been informed of this facility

I use my pharmacist who calls at the surgery

Question 7: Would you be interested in an appointment booking facility online?

If it will work and the reliability of it

Unfair on patients who do not have access to online facilities

But there are many issues with such a system and it is open to abuse such as individuals making multiple bookings thus flooding the system. The NHS hospital appointment system is a disaster, so we don't want that. The current reception staff are brilliant – helpful, friendly and sympathetic. We must not lose that skill set. The problem with a computer-based system is that it can't make sensitive human decisions – people can!

I think people would abuse the system. Many DNAs

I do not have a computer

Easier to phone

Think it might get too complicated for people to follow or people may book an appointment and not cancel in time.

As long as it is easy to access.

My husband is computer illiterate

If more appointments were available on the day - it seems that this last year it is impossible to get an appointment at short notice (within 2 days) so only benefit of an online system would be if more appointments on the day were available via this medium.

Very much

I think calling up is best, you speak to a human and that is far better than a computer. the receptionist do more than just book appointments when you call, they give you advice, what you may need to do before your appointment etc.

Question 8: If we were to offer an online appointment booking system, how likely would you be to use it?

Like interaction of speaking to receptionist.

Prefer phone contact

As I live just opposite the practice, prefer to come in to book, or phone

Yes - I am a complete techie - but I would still rather talk to a receptionist.

This would be very useful, especially if it was clear which doctor/nurse you were booking for.

I still would like to talk to someone.

Question 9: Do you have any other comments about the practice or ideas as to other possible improvements that we could make?

Notes on the pictures of ex-doctors

Doctors timings. I have always waited over 30 mins over my appointed time – the appointments could be slightly lengthened

Introduce a patient panel to act as a forum for the surgery to sound out patients of new ideas to be introduced. Perhaps 2x patients from each age group e.g. 2 from 20-30, 2 from 30-40, etc.

All the staff, doctors, nurses and receptionists are excellent. They are always caring, interested and patient with myself and my children. Thank you for doing such an excellent job!

Improvement to door access step

Don't like the diagnosis over the phone. It's quite difficult to access a doctor.

Great helpful reception staff. All good – keep it up.

Staff are always very friendly and helpful. Makes such a difference.

It's important to have contact with people – computers out!

No, all is pretty good.

I feel very satisfied with the service, but think it is a good idea to be involved with any plans. it would be useful to know what difference the proposed changes to the NHS would make to our practice.

You have always employed the most pleasant and helpful receptionists - long may this be the case.

To provide information about the doctors and what they specialise in might be really useful. Online information service with links to various websites....eg. physiotherapists, counsellors, fitness professionals.

We feel that you all provide a very good service

I really like the fact that you are incredibly accommodating regarding fitting in appointments for small children.

Not that I can think of.

I have nothing but praise for the service provided at Cross Deep over many years which has always been patient centred. This is the most important attribute. However, as you ask, as an occasional visitor, I never know where the various doctors are located when I'm called. Signage might improve this.

Generally very satisfied with services and standards within the practice. Well done to all staff.

Very satisfied on the whole though I sometimes find the waiting period for an appointment to consult my own doctor too long.

Keep your changes to the barest minimum. It saves money and people are happy with what they know. I've never heard any complaints apart from the occasional one about the time people have to wait for a doctor and there's nothing you can do about that. We think the practice is very good the way it is!

So far I have been very impressed with the practice.

I am continually impressed with Cross Deep, especially when I hear of problems other people have of accessing their GP. So far I don't think I have needed much attention, but when I do, it is always there, thank you. And thank you for asking these questions

The treatment nurse facilities area could be improved as at present they are dispersed from one end of the surgery to the other, as with the Paeds they also could be grouped.

The phone service is great. I am time poor - and the ability to speak to a doctor over the phone is great. The only thing is - if you miss the doctor's call because you are changing a nappy or something it feels like you've lost your chance. I would be happy to discuss if anything is not clear. Thanks.

NOT AT THIS TIME

E mail reminders for check ups rather than sending hard copy letters; this must be cheaper. Reviewing the £10 charge for private health insurance referrals - if the treatment would have been provided on the NHS anyway surely using the private sector is cheaper for the local PCT. I don't understand why we are charged to access the private sector when it then saves expenditure for the NHS. We have had exemplary care for our son as a result of his type 1 diabetes diagnosis - thank you

I think the practice team do a pretty good job all round

I love cross deep and apart from something that may help indicate how long you have to wait I think you do a great job.

Appendix C: Action Plan/ Ideas

1) *Waiting times/ information on waiting times*

Explore whether the electronic check in system (Jayex) has a facility for this

Try to improve waiting times by making patients more aware that a standard appointment is for 10 minutes, and the impact that overrunning has on other patients (e.g. if each patient in a 20 patient surgery takes 13 rather than 10 minutes with the doctor, the doctor will be running one hour late for the last patient.) However this needs to be balanced with a recognition that sometimes a patient will have a more complex problem that does require more than 10 minutes.

Ideas included:

- a sign in the waiting area and/or on each doctor's door explaining the above. Also on the practice website.
- clearly positioned clocks in each consulting room to encourage improved time awareness.

2) *Improve speaker system*

This is currently being investigated as we are aware that it is a problem

3) *Staff photoboard*

Level of interest was surprisingly high so we will try to set this up

4) *Information leaflets on local services and health conditions*

Although there are currently 2 files providing information on local services in the waiting area, they have become somewhat disorganised.

We plan to extend and improve their format, by for example, having separate files for children, women's, men's health issues, etc.

5) *Providing a water fountain*

This has now been implemented and there is a water fountain outside the downstairs toilet. It was noted that it would benefit from a sign indicating for adult use only as there had already been instances of children spilling overly filled cups of water

6) *Monthly feature on health issues*

Although this has actually already been in place for a while, it was noted that awareness was low, perhaps because of the location of the board (in the entrance area, tending to be overlooked as people headed straight to the reception area). Consideration to be given to relocating the board

7) *Website:*

Generally awareness of the website – and that it can be used to place repeat prescription requests – was very low

We plan to try to increase awareness by putting the website address on:

- prescription forms
- practice leaflet
- practice letterhead
- a sign in waiting room

8) Other issues:

BP machine to allow self monitoring: we plan to investigate the experiences of other practices with self monitoring machines at the practice to see whether this might be a useful idea

Discussion on the ways in which patients prefer to be contacted and whether better use could be made of, for example, texts or emails. Ideas included:

- a box in the waiting area allowing patients to update contact details/ express preferred contact method
- Texts for e.g. blood results, appointment reminders

Difficulties over accessing a doctor. Actually our access data (in the annual Ipsos MORI GP Patient Survey) is extremely good. To summarize:

- I was able to book ahead for an appointment with a doctor **93%** (vs. national average of 71%)
- I was able to see a doctor on the same day or next 2 days the surgery was open **85%** (vs. national average of 79%)
- It was felt it might be helpful to explain how the appointments system works on our website/ practice leaflet.

Problems with access to the surgery for those using a wheelchair. We plan to improve access by raising part of the floor to eliminate the current ridge at the door frame.

Improvements to the lighting in the waiting area: this has now been completed.