

# **Oldfield Surgery**

**45 Upper Oldfield Park , Bath**

## **Local Patient Participation Report 2012-2013.**

### **Introduction**

This activity was undertaken to ask the views of practice patients and take those views into consideration in shaping services and improving quality.

The surgery has 11985 patients. Of these:

14 % are aged 65 and over

0.43 % are recorded as having carers.

### **The office of national Statistics website tells us that our ward contains:**

8.6 % ethnic minorities

30.04 % households with someone with long-term illness

26.22 .% households with dependent children

1.54 % unemployed

14.41 % retired

### **Methods of Engagement**

In order to obtain a representative sample of patients, we

- Gave leaflets to patients attending the surgery and this is ongoing.
- Advertised the patient participation group on the website
- Put up posters in the waiting room
- Advertised on the Jayex screen within the surgery.
- Actively involved nursing and gp teams in promoting PPG
- Advertised on the reverse of prescriptions.

### **Patient Group**

Our patient group comprises of 23 members who are all registered patients. Of these:

**Gender:**

10 are male and 13 are female.

**Age:**

Under 16= 0, 17-24 =2, 25-34 =2, 35-44 =3, 45-54= 6

55-64= 4, 65-74= 4, 75-84= 2, 84 and over = 0

**Ethnicity**

81% Are British or mixed british

**Carers and Parents**

14 people care for a relative.

**Employed:**

**21 % are retired.                    0% are unemployed**

**46 % are in employment.    8% are homemakers,**

**4 % are self employed        21 % did not state.**

**Under Represented Groups**

We feel that we are under-represented in the group unemployed. We reached out to all areas of the community via the methods described in section “methods of engagement” above, but the response was low.

**Method of Communication:**

This is mainly, but not exclusively by email as this is the most effective method for the surgery to manage the process.

Those members that do not have email to communicate with, we communicated via telephone, letter and in person.

We communicated with members of the group, suggesting areas we felt would be included in the questionnaires and asked for their priorities.

We shared with the group the latest survey results and asked for feed back.

### **Credibility of the Questionnaire:**

The survey design was based on the General Practice Assessment Questionnaire. We adhered to the relevant copyright permissions. Other questions were entered onto the survey to capture areas raised on our first survey .

198 People responded to the questionnaire .

The results are advertised on the website .

### **Themes emerging from the questionnaire**

Where we need to improve:

Question Q2- 5% of patients do not find it easy to get through to reception.  
Question Q18- 8% of patients do not find it easy to speak to a practitioner of their choice.  
Question Q19- 23% do not find it easy to speak to the receptionist confidentially.  
Question Q20- 10% ticked fair and 7% ticked poor in relation to information provided to prevent illness and stay healthy.

Where we scored highly:

Question 1- 75% of patients found the receptionists helpful.  
Question 8- 87% scored very good or excellent to feeling they were listened to.  
Question 11- 82 % scored very good or excellent to feeling they were treated With care and concern.

We had many additional comments including

- later evening appointments and Saturday appointments for working people
- walk in and wait service patients can wait a very long time
- Priority for young children in the walk in and wait service.
- Generally I think this practice is excellent
- No need for improvement.
- My GP is very popular so always booked far in advance.

- Excellent walk in service.
- Already first class.
- Parking could be improved.
- I would like the open surgeries to be extended.
- Excellent efficient service.
- The walk in and wait is an excellent service
- Good location -brilliant access times
- Reception is too open .
- Receptionist sometimes rude.

**Once the responses from the survey were analysed, an action plan was drawn up and circulated to the PPG for comment by email. Upon receipt of the comments , the plan was reviewed and actioned.**

**Action Plan:**

<b>Priority for Action</b>	<b>Desired Outcome</b>	<b>Notes</b>	<b>Status</b>	
Confidentiality and need for respect in reception and waiting area.	Privacy screen or separate reception from waiting area using doors. Also larger signs asking for mobile phones to be switched off	Ongoing discussions. Various plans from builder that need approval from GPs on way forward	Review underway. Discuss further with builder	
GP Telephone Consultations	Pilot Scheme to see how would integrate with current appointment system	Continuing pilot with more GPs offering telephone appointments.	Ongoing pilot to now include more GPS	
Improve waiting time on open surgeries	Less waiting time. GPs to start the walk in service 8am .	Gps pro-active in starting open surgery 8am to reduce waiting time.	Completed	
Provide more appointments that are accessible for full	Implement lunch time surgeries and more appointments on Saturday,	Lunchtime appointments offered. Treatment room	Completed	

time workers.	including treatment room.	early morning appointments Tuesday and Thursday	
Better access by telephone to reception	New phone system needed to direct calls to pharmacy/district nursing team away from reception	New phone system introduced with direct dial to pharmacy/DN team	Completed
Better communication re own health etc	Increase use of social media and website. Look at introducing waiting room tv	Facebook implemented and notes on prescriptions. Lifestyle TV	Completed. Lifestyle TV to be installed W/C 8 <sup>th</sup> April 2013.

Areas that were brought to our attention by various responses, but at this time we feel we are unable to provide an action point are:

Parking is inadequate	Unable to extend anywhere to increase parking capacity.	Review 6 months		
More late evening appointments	Currently offer the early morning , lunchtime and evening until 5.50pm. no further plans to extend beyond 6pm but will review in 3 months	Review 3 months		

**This report is published on our practice website and on posters and leaflets within the surgery**

**Our list is open to new patients. Our contact number is 01225 421137.**

**Our opening hours are**

**Monday 8.00am -6.00pm**  
**Tuesday 7.30am -6.00pm**  
**Wednesday 8.00am – 6.00pm**  
**Thursday 7.30am – 6.00pm**  
**Friday 8.00am – 6.00pm**

### **Extended Hours**

**An additional surgery is held Saturday Morning 8.30 -11.30 and 7.30am Tuesdays and Thursdays for pre- booked appointments only.**

**We also offer Treatment room appointments from 7.30am on Tuesdays and Thursdays.**

**Patients may book appointments with doctors or nurses by ringing the surgery, at the reception desk and on-line through the website.**

**We offer an open surgery every weekday 8.30 -10.30am and 2.00-4.00pm for those patients who need to see a Doctor the same day with a complaint that can not wait until the next available appointment.**