

MERCHISTON SURGERY – LOCAL PATIENT PARTICIPATION REPORT **2013/2014**

Introduction

On behalf of the Merchiston Surgery Patient Participation Group (PPG) I am delighted to present the group's third report. The report outlines information about the PPG group and Merchiston Surgery and discusses what the objectives of the group were during 2013 and the performance against this. The report also compares results from the **2012 – 2013 patient survey** with the recently completed **2013 – 2014 patient survey** and notes the action plan for 2014 based on these results.

This report is available as follows:

- www.merchistonsurgery.co.uk
- by phoning 01793 823307
- by e-mailing merchiston@nhs.net

Aims of the PPG

- to participate in the health improvement of the local population
- to encourage patients to engage in their own healthcare
- to share patient experiences and feedback
- to identify ideas for improvement in the practice based on patient feedback

How we recruit PPG members & ensure the group is representative

The PPG is advertised in the waiting room, on in-house television screens and on the Surgery website www.merchistonsurgery.co.uk

The surgery is looking to broaden the membership of the PPG in 2014 and hopes to offer virtual meetings and enhance advertising. Please contact the Surgery if you would like to join the PPG on 01793 836138.

Each member of the PPG will receive a copy of the annual Local Patient Participation report.

Profile of the PRG

The PPG has 12 registered patients comprised of 9 females and 4 males. All are white British aged between 45 years and 80 years.

How Merchiston seeks the views of the PPG on priority areas

Face to face meetings were held with members of the PPG, GP's and the Practice Management Team on 5th June, 4th September, 4th Dec 2013 and 25th March.

The agenda for these meetings was to:

- discuss and agree areas for development
- keep abreast of the 2013 action plan
- obtain patients views for the second annual survey (2013-2014)
- discuss and agree the 2014 action plan

In addition to the above meetings members of the PPG group have attended meetings held by Healthwatch in Swindon, and a member of Healthwatch has attended a PPG meeting at the surgery.

Action Plan Results for 2013 – 2014

1. Improve service received from Lloyds Pharmacy

- Improved scores in patient questionnaire
- Online repeat prescriptions (& appointments) now available
- 48 hour processing target in place
- Electronic Prescribing Scheme launch preparation
- Practice Manager to meeting regularly with manager at Lloyds

2. Increase communication

- Televised information screens now in reception
- 2014-15 Action plan continues to focus on this area

3. Increase available parking

- Council contacted regarding traffic congestion, who confirmed no further action is possible
- Agreed no further improvements can be made

Patient Surveys

Merchiston surgery carries out a patient satisfaction survey on an annual basis during January and February. Questionnaires are handed out to patients by reception staff to complete while waiting for their appointment.

The PPG members attended a meeting at Merchiston Surgery to discuss what questions should be included in the surveys. It was agreed that the annual surveys should broadly ask the same questions each year to allow for a comparison of results.

The questions are categorised into the following areas:

- Access to a Doctor
- Access to a Nurse
- Obtaining a Repeat Prescription
- Physical Environment
- About the Staff
- Overall Satisfaction with the Surgery

Patient Survey Results 2014

Question	Results 2013	Results 2014
Access to a Doctor		
Seeing the Doctor of your choice	67.3% graded very good or good	57% graded very good or good
Convenience of day/time of your Doctor appointment	66% graded very good or good	66% graded very good or good
Length of time waiting to book a routine Doctor appointment	40% graded very good or good	29.5% graded very good or good
Length of time waiting to book an emergency Doctor appointment	71.2% graded very good or good	68% graded very good or good
Are you aware of the procedure for requesting a home visit?	40% Yes 58.3% No	36.5% Yes 62% No 1.5% No answer
Would you be interested in booking appointments online?	Not asked	58% Yes 39.5% No 2.5% No answer

Access to a Nurse		
Seeing the Nurse/Health Care Assistant of your choice	68.6% graded very good or good	60% graded very good or good
Convenience of day and time of your Nurse/Health care Assistant appointment	69.3% graded very good or good	64% graded very good or good
Length of time waiting to book a routine Nurse/Health Care Assistant appointment	56.2% graded very good or good	44% graded very good or good
Obtaining a repeat prescription		
Prescription ready on time?	80.2% graded very good or good	71% graded very good or good
Prescription correctly issued?	89.3% graded very good or good	76% graded very good or good
Dealing with any prescription queries	83.6% graded very good or good	71.5% graded very good or good
Would you be interested in requesting repeat prescriptions online?	37.6% Yes 59.3% No	47.5% Yes 36.5% No 16% No answer
Physical Environment		
Cleanliness of premises	86.6% graded very good or good	79% graded very good or good
Convenience of automatic doors	87.2% graded very good or good	76% graded very good or good
How do you rate disability access?	80% graded very good or good	60% graded very good or good
How do you rate the information provided by the Surgery?	90.6% graded very good or good	74.5% graded very good or good
Toilet facilities	81.2% graded very good or good	70% graded very good or good
Facilities and comfort of waiting room	80.3% graded very good or good	70% graded very good or good
About the Staff		
The information provided by the Reception staff	88.6% graded very good or good	80.5% graded very good or good
The professionalism/helpfulness of the Reception staff	89.6% graded very good or good	80.5% graded very good or good
How do you rate the check-in at reception?	85% graded very good or good	82% graded very good or good
The professionalism/helpfulness of other staff	93.9% graded very good or good	81% graded very good or good
Overall Satisfaction with the Surgery	90.9% scored very good or good	81% scored very good or good
Average age of patient	50.7	54.5
Male to Female ratio	37.6 Male 57% Female 5.3% not disclosed	27.5 Male 51.5% Female 21% not disclosed
Average time registered as a patient	17.7 years	18.5 years

Action Plan for 2014 -15

In 2014 over 400 questionnaires were distributed to patients with 200 completed surveys received back. The results were collated and discussed with the PPG and an action plan for 2014-15 was agreed based on the results.

The following actions were agreed:

- **Broaden membership of the PPG**
 - Offer a virtual meeting environment
 - Enhance recruitment methods
 - Identify regular performance statistics to review at the PPG

- **Review appointment access**
 - Review of appointment demand & capacity
 - Review of appointment profiles
 - Review of internal processes
 - Improve missed appointment rates (Avg 8hours pw)
 - Advertise online appointments

- **Enhance patient communication**
 - Collect patient's contact information: e-mail & mobile
 - Enhance information provision (posters, screens etc.)

Practice Opening Hours

The Surgery is open each day, Monday to Friday, as follows:

Monday	07.00 – 19.30
Tuesday	08.15 – 19.30
Wednesday	08.15 – 18.30
Thursday	08.15 – 18.30
Friday	07.00 – 18.30

The telephone lines are open between 8:00 am and 6:30 pm weekdays.

Extended Opening Hours

The Surgery offers extended opening hours on:

- Monday: Morning 7:00am – 8:00am and Evenings 6:30pm – 7:30pm
- Tuesday: Evenings 6:30pm – 7:30pm
- Friday: Morning 7:00am – 8:00am

This extended service is for pre-booked routine appointments only.

Text Reminders for Appointments

We offer a text reminder service for appointments. If you would like to take advantage of this free service please complete a text reminder consent form available from reception.

Finally, thank you to the 200 patients who completed the 2013-2014 survey and to the PPG members who continue to invest their time and energy in identifying areas for development.

Kindest Regards,
Hannah Stead

Practice Manager, Merchiston Surgery