

## LONGFLEET HOUSE SURGERY

### PATIENT PARTICIPATION REPORT 2012-13

#### Profile of Members

At the end of February 2012 we had 52 members of the Patient Participation group (1.1% of total number of patients registered at practice).

Proportion of ...	Practice	Patient Group	Representative?
Males	48.0%	40%	Slightly under
Females	52.0%	60%	Slightly over
<u>Ethnicity</u>			
British/mixed British	88%	79%	Under represented
White other	4%	13%	Over represented
All other groups	8%	8%	Yes
<u>Age</u>			
17 - 24	8.5%	3.8%	Slightly under
25 - 44	25%	36.5%	Over represented
45 - 64	27%	34.6%	Over represented

64 – 84	17%	25%	Over represented
85+	4.3%	0%	Not represented

The PRG included members from the following groups:

- Working patients
- Those who have retired
- Young mothers
- Carers

#### **Patient Representation for the 2011-12 Survey**

Following the results of last year's survey we noted the difficulty in gaining participation from our oldest patients (aged 85 years and over). In 2012, to address this issue we introduced direct feedback forms which were given out at the reception counter in order to gain direct feedback from those patients who were willing to give us their comments (and provide their details). We then used those feedback forms to invite patients to join our patient participation group. Feedback forms were handed to registered patients at the reception desk for completion straight away, or at a later date; they could also be completed by a member of the reception team on behalf of a patient. We will continue using the feedback forms throughout 2013. Unfortunately this method did not result in an increase in representation amongst patients aged 85 years or over, but has increased the amount of informal feedback we receive.

In 2012, of the 52 members invited, 7 patients responded to our survey, with some very detailed responses.

From these responses the following areas were identified as priority areas for improvement over the next 12 months.

<b>Area/issue</b>	<b>Proportion of respondents mentioning</b>
Redevelopment of Reception	100%
Review of Appointment times	80%
Telephone system issues	43%
Text messaging system	40%

An action plan was subsequently drawn up and published on our website as part of our Patient Participation Report for 2011-12. The action plan was sent out to the patient group by email, inviting them to submit any comments concerning the final action plan for improvement.

### **2013 Report on The Implementation of The Action Plan for Improvement**

#### **Redevelopment of Reception:**

Both the practice and patients agreed that the reception area needed improvement. From a practice point of view our main objectives were to increase patient confidentiality by providing a closed area for reception staff to answer telephone calls. We also needed to improve the reception desk so that it provided a lowered desk area for people in wheelchairs. The floor covering in the patient waiting area also needed to be replaced.

Refurbishment of the reception area was completed in February and March 2013. Works included:

- A new reception desk with a lowered area for improved wheelchair access
- A partitioned administrative office area to improve patient confidentiality
- New lighting to the administrative office area
- Increased data points to allow for reconfiguration / renewal of telecommunications later in the year
- New carpeting throughout the ground floor patient waiting area and reception office areas
- Painting and decoration of all ground floor patient waiting areas and the administrative office area

**Telephone System:**

Patient feedback informed us that many patients are unhappy with our current telephone system. Some patients have informed us that the system is expensive for them to call us. Other patients are unhappy with the queuing system.

We understand that the system is unpopular with some of our patients and have made a positive decision to change our provider as soon as we are able. In September to November 2012, steps were taken to explore the possibility of changing our telephone provider earlier than stated in our contract, but unfortunately we were unable to go ahead with this because of the costs involved. Much work has been done to explore some of the options available to us and we would welcome your further comments and feedback before a final decision is made.

We hope to have changed our telephone system over to a new provider by the end of December 2013 and we will be making our final decision on a choice of provider by the end of June 2013.

**Text Messaging:**

Patients agreed that a text messaging service would be both helpful for patients and beneficial to the practice and we a service in April 2012. The service is used mainly to remind patients of their appointments and therefore encourage cancellation, rather than missing an appointment that could have been offered to somebody else. On occasion, we also use the service to contact patients, or to ask patients to provide us with health information, where we do not have the

information on record. All new patients are now asked for their mobile telephone number (if applicable) and whether they are happy for us to contact them via a text message for the reasons stated above. Long term patients are also being asked to provide us with their mobile telephone number, or to let us know if the number changes.

The text messaging service has proved to be very successful and we intend to continue using it over the next year (2013-14). The system is very secure and is linked to our clinical system that holds all of your patient information. If you have not already provided us with your mobile telephone number, please update us when you are next visiting the practice. Alternatively, you can advise us by sending a secure email to [longfleethouse.surgery@dorset.nhs.uk](mailto:longfleethouse.surgery@dorset.nhs.uk) . Please ensure that you include your full name and address in the email.

Patients that are no-longer happy to be contacted by email may opt out of the service at any time. Even if you have opted out of receiving text messages, we still require all of your contact details including both home and mobile telephone numbers if applicable.

#### **Telephone Triage & Review of Appointment System:**

Change of appointment times and telephone access to a doctor were the two main areas put forward in the feedback we received from patients. We need to collate further information and feedback as part of a review of the appointments system, and this work has not yet taken place. If you have any comments about how we can make improvements to our appointments system, please feel free to forward them in writing for the attention of the Practice Manager; use a Patient Feedback Form that can be obtained at reception; or email your comments to: [longfleethouse.surgery@dorset.nhs.uk](mailto:longfleethouse.surgery@dorset.nhs.uk) .

Telephone appointments with a doctor are now available every day, both morning and afternoon. If you need to speak to a doctor about something that could be managed over the telephone, please call the practice and ask for a telephone call from a doctor. (Telephone appointments are for non-urgent matters only. If you believe your situation is medically urgent, you should request an urgent appointment and come in to the surgery to see a doctor.)

Following a telephone appointment, a doctor may decide that you need to be seen in person, in which case you will be advised to book a face-to-face appointment with a clinician.

### **What will we be doing next?**

We are keen to continue hearing from patients to ensure that we incorporate your views when we plan our future services and organisation. In 2013 we will continue to collate your feedback on any area of the practice that you would like to comment on. (Feedback should not relate to personal medical matters or complaints.) Later on in 2013 we will use your comments along with the results of our next patient survey, to determine what our new priorities will be. Once we have these we will consult with our Patient Participation Group again, to prioritise the issues and agree which issues should be taken forward for action.

If you are already part of our patient group we will contact you later on in the year. If you would like to join our Patient Participation Group please forward your details to the Practice Manager and you will be contacted later on in the year. During the previous two years (2011-12) we were unable to attract patients aged 85years and over to join our patient group; so we would be particularly keen to hear from any patients within this age group. We would also like to hear from any registered patients that have a disability, and would be interested in joining our patient group.

### **Practice Opening Hours**

The surgery is open from 08.00am to 18.30pm Monday to Friday. A Receptionist is available to speak to you on the telephone, or at the surgery, throughout these times.

### **Extended Opening Hours**

**Monday:** Dr Jones and Dr Williams are available between 18.30 and 19.30pm

**Wednesday:** Dr Smith is available between 18.30 and 19.30pm

Please telephone to book an appointment on either day.