

RICHMOND MEDICAL CENTRE (M89007)

PATIENT PARTICIPATION GROUP REPORT – MARCH 2014

WHAT IS THE PATIENT PARTICIPATION GROUP (PPG)?

The Patient Participation Group (PPG) at Richmond Medical Centre was set up in September 2011 to understand the views of patients on the services that the Practice offered. The PPG reviews everything from access to the services, to local health needs, to the effect of the changes in the NHS on the practice. It is an open membership group that encourages involvement and attendance from all areas of the practice community.

PPG MEMBERS

Mr. Jonathan Abbotts
Mr. Winston Bennett
Mrs. Irene Blythe
Ms. Irene Chamberlain
Miss Michelle Courtney
Mrs. Winifred Dunn
Mrs. Carlyne Gilbert
Mr Steven Gill
Mr. Ian Jenkins
Mr. Peter Leslie
Mr. William Wood

Mr. Peter Prescott sadly died in September 2013. The PPG members and the Practice would like to take this opportunity to show their appreciation for all the work that Mr. Prescott put into helping to set-up the PPG.

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

The PPG recognises that it should be more representative of the practice population. In particular we would like to engage with younger patients and ethnic minorities. During the year we have tried to engage with patients to see if they would like to join the PPG as follows:

- Information on the Practice website.
- Information in reception.
- Talking to Patients in reception.



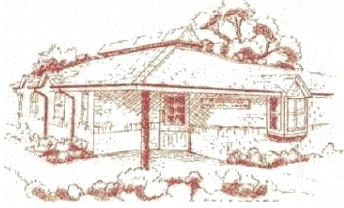
The action plan for 2013/2014 (see below) included a continuing commitment to raise patient awareness of the PPG and to recruit new members. This is ongoing and a number of patients who have completed the March 2014 questionnaire have requested more information on the PPG.

FREQUENCY OF PPG MEETINGS

The PPG has agreed to a minimum of 4 meetings per annum; with ad hoc meetings also possible if the need arises.

The PPG have met on the following dates and discussed the following agenda points:

Date and Time	Agenda Items
Wednesday 24 July 2013 2.30 pm to 3.30 pm	<ul style="list-style-type: none"> ● External meetings ● Patient suggestions ● Staffing Update ● Members e-mail addresses ● DNAs ● Message on phone
Wednesday 30 October 2013 12.00 pm to 1.30 pm	<ul style="list-style-type: none"> ● Practice Web-site. ● Internal Maintenance budget. ● What plans have the practice got to extend opening hours after the announcement by the Government with regard to 8.00 am to 8.00 pm seven days per week. ● Recruitment of new staff. ● Flu clinic support. ● Practice News Letter.
Tuesday 28 January 2014 11.30 am to 12.30 pm	<ul style="list-style-type: none"> ● Solihull PPG Meeting regarding Walk- in-Centre. ● Patient Participation Group Meeting – Thursday 30 January 2014 ● Get involved Stroke Services ● Maintenance plan ● Photos of patients for telephone consultations. ● Letter head ● Patient questionnaires with regard to changes to blood tests within the surgery ● Further meetings



DATES OF PPG MEETINGS 2014/2015

The dates of the PPG meetings for the 2014/2015 financial year are listed below:

16 April 2014 - lunchtime
9 July 2014 - evening
8 October 2014 - evening
7 January 2015 - lunchtime

It was decided at the January 2014 meeting that the timing of the meetings will change throughout the year as follows:

Spring\Summer months the meetings will be held in the evening.
Autumn\Winter months the meetings will be held at lunchtime.

The PPG are hoping that this change will attract younger members.

PATIENT SURVEY

The Practice last conducted a patient survey in March 2014. See Appendix 1 for a copy of the questionnaire. A total of 149 people replied to the questionnaire.

The results of the questionnaire are as follows:

Which Health Professional are you seeing today:

Health Professional	Patient numbers
Doctor	101
Nurse	15
HCA	15
Midwife	4
Other	3

Patients scored the questions as follows:

No evidence = 0
Poor = 1
Fair = 2
Good = 3
Very Good = 4
Excellent = 5



QUESTION	NO OF PEOPLE WHO ANSWERED QUESTION	AVERAGE SCORE
1. Speed at which the telephone was answered initially	148	3.44
2. Speed at which the telephone was answered if call transferred	133	3.54
3. Length of time you had to wait for an appointment	147	3.24
4. Convenience of day and time of your appointment	148	3.68
5. Seeing the doctor of your choice	144	3.31
6. Length of time waiting to check in at reception	149	3.94
7. Length of time waiting to see the doctor or nurse	130	3.16
8. Opportunity of speaking to a Doctor or Nurse or Doctor on the telephone	139	3.06
9. Opportunity of obtaining a home visit when necessary	138	3.03
10. Level of satisfaction with the afterhours service	138	2.82
11. Prescription ready within 48 hours	143	4.06
12. Prescription correctly issued	142	4.08
13. Handling of any queries	140	4.09
14. Were you told when to contact us for results?	143	3.60
15. Results available when you contacted us?	139	3.59
16. Level of satisfaction with the amount of information provided	141	3.68
17. Level of satisfaction with the manner in which the test result was given	137	3.85
18. The information provided by reception staff	144	4.08
19. The information provided by other staff	140	3.92
20. The helpfulness of other staff	141	3.99
21. Overall satisfaction with the practice	143	3.79
GENERAL QUESTIONS		
22. Have you attended A&E in the last 12 months?	Yes	53
	No	92
23. Have you attended the Solihull Walk in Centre in the last 12 months?	Yes	62
	No	83
24. Have you contacted the Badger service in the last 12 months?	Yes	27
	No	117
25. Have you consulted your pharmacist in the last 12 months?	Yes	60
	No	83
26. If you answered "yes" to any of the questions 23 to 25. Why did you contact the Out of Hours Service?	No Appointments	30
	Closed	24



	Not considered	13
	Other	7
27. At what time of the day would you most prefer to see a doctor (<i>only circle one selection</i>)	7.00 am to 9.00 am	35
	9.00 am to 12.00	56
	12.00 to 4.00 pm	13
	4.00 pm to 6.00 pm	20
	6.00 pm to 7.30 pm	19
	28. At what time of the day would you most prefer to see a nurse (<i>only tick one selection</i>)?	7.00 am to 9.00 am
9.00 am to 12.00		56
12.00 to 4.00 pm		13
4.00 pm to 6.00 pm		21
6.00 pm to 7.30 pm		18
29. Should patients who consistently do not attend appointments (and have not informed the surgery in advance) be asked to find another surgery?	Yes	122
	No	15
30. If you answered "yes" to the previous question. How many missed appointments should a patient be allowed in a 12 month period?	2	37
	3	47
	4	26
	5	6
	6	7
	6 +	1
31. Are you aware that the surgery has a Patient Participation Group (PPG)?	Yes	37
	No	105
32. Would you like to join the PPG?	Yes	11
	No	120
33. Are you?	Male	45
	Female	95
34. How many years have you been a patient at Richmond Medical Centre?	Less than 1 year	3
	1 to 3 years	14
	4 to 10 years	32
	More than 10 years	91
35. How old are you?	Under 16	0
	16 to 44	54
	45 to 64	40
	65 to 74	23
	75 and over	20
36. What is your ethnic group?	British/English/White British	111
	Indian	1



	Bangladeshi	1
	Pakistani	2
	Irish	5
	Italian	1
	Other Asian	1
	Mixed Race	3
	African-Caribbean	1
	Afro-Caribbean	1

The PPG is working with the Practice Manager on an action plan for the year 1 April 2014 to 31 March 2015. When the action plan is completed it will be displayed on the Practice's website. The following are initial thoughts from the questionnaire:

- Display the comments made by Patients and the Practices' responses in reception for three months and place on website.
- Need a permanent display in reception explaining the PPG and show members and how to contact them.

REPORT ACTION PLAN 2013/2014

The following action plan was agreed after consultation and discussion with the PPG and includes consideration of the results of the practice survey.

ACTION POINT	OUTCOME
<p>1. Recruitment</p> <ul style="list-style-type: none"> • 2 new doctors (part-time). • PPG – especially younger members (via posters, website, personal contacts). <p>Time scale – Q2 2013.</p>	<p>2 new doctors were taken on one in May and one in June 2013.</p> <p>PPG members have their own page on the website and have been successful in recruiting a new member during 2013/2014.</p>
<p>2. Appointments</p> <ul style="list-style-type: none"> • Additional appointments. • Introduce revised 	<p>The surgery extended its opening hours on Wednesday until 7.30 pm.</p> <ul style="list-style-type: none"> • Blood clinics are now held on a Monday and



<p>doctor\nurse sessions.</p>	<p>Thursday morning.</p> <ul style="list-style-type: none"> • An INR star clinic is now held on a Thursday morning and home visits are carried out on a Thursday afternoon. • We now have extended hours on both Tuesday and Wednesday evenings. 									
<p>Time scale – Q2 2013</p>										
<p>3. Do Not Attend (DNAs patients who appointments)</p> <ul style="list-style-type: none"> • Reduce the number of DNAs. <ul style="list-style-type: none"> • Stricter adherence to the practice DNA protocol (with due consideration to vulnerable patients). <ul style="list-style-type: none"> • Patient Information. <p>Time scale – 2013/2014</p>	<p>DNA figures</p> <table border="1" data-bbox="743 815 1284 976"> <thead> <tr> <th>Year</th> <th>Number of DNA</th> <th>Number of hours</th> </tr> </thead> <tbody> <tr> <td>2013/2014</td> <td>1,174</td> <td>240 hours</td> </tr> <tr> <td>2012/2013</td> <td>1,008</td> <td>195 hours</td> </tr> </tbody> </table> <p>As the figures show we still have work to do with regard to DNAs.</p> <p>Due to the Practice Manager leaving in April 2013 and the new Practice Manager not starting until December 2013. This has not really been looked at. The Practice Manager is looking at reviewing the DNA protocol and adherence to it during the first quarter 2014/2015.</p> <p>The Practice is aware that the website and patient information needs updating and again the Practice Manager and her team will be looking at this within the first quarter of 2014/2015.</p>	Year	Number of DNA	Number of hours	2013/2014	1,174	240 hours	2012/2013	1,008	195 hours
Year	Number of DNA	Number of hours								
2013/2014	1,174	240 hours								
2012/2013	1,008	195 hours								
<p>4. Problem prevalence (the percentage of practice patients with a particular disease)</p> <ul style="list-style-type: none"> • Identify problem areas with relatively low prevalence (3 to 6 areas). 	<table border="1" data-bbox="743 1816 1401 1980"> <thead> <tr> <th>Area</th> <th>Unit Prevalence</th> <th>National Prevalence</th> <th>Prevalence Comparison</th> </tr> </thead> <tbody> <tr> <td>Heart Failure</td> <td>0.50%</td> <td>0.70%</td> <td>65.50%</td> </tr> </tbody> </table>	Area	Unit Prevalence	National Prevalence	Prevalence Comparison	Heart Failure	0.50%	0.70%	65.50%	
Area	Unit Prevalence	National Prevalence	Prevalence Comparison							
Heart Failure	0.50%	0.70%	65.50%							



<ul style="list-style-type: none"> Capture additional patients in these areas. 	Mental Health	0.60%	0.80%	72.70%
	Peripheral Arterial Disease	0.50%	0.70%	75.60%
<p>Due to the changes within the practice both clinical and administrative the practice has not been able to do as much work on this as the PPG would have liked. The practice will be discussing how we are looking to take this further during 2014/2015 with the PPG at their April 2015 meeting.</p>				
Time scale – 2013/2014				

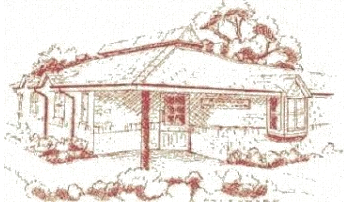
PPG AND PRACTICE PROFILE AS AT 7 MARCH 2014

AGE		
PRACTICE POPULATION PROFILE	PPG PROFILE	DIFFERENCE
Under 16 – 21.6%	Under 16 – 0.0%	21.6%
17 – 24 – 8.5%	17 – 24 – 0.0%	8.5%
25 – 34 – 11.5%	25 – 34 – 0.0%	11.5%
35 – 44 – 13.4%	35 – 44 – 9.0%	4.4%
45 -54 – 16.0%	45 -54 – 18.1%	(2.1)%
55 – 64 – 11.1%	55 – 64 – 0.0%	11.1%
65 – 74 – 9.4%	65 – 74 – 45.5%	(36.1)%
76 – 84 – 5.7%	76 – 84 – 27.3%	(21.6)%
85 and over – 2.7%	85 and over – 0.0%	2.7%
Gender		
Male – 50.1%	Male – 54.5%	(4.4)%
Female – 49.9%	Female – 45.5%	4.4%

ACCESS TO THE SURGERY

OPENING HOURS

Monday 8.00 am to 6.30 pm
 Tuesday 8.00 am to 7.30 pm
 Wednesday 7.00 am to 7.30 pm
 Thursday 8.00 am to 6.30 pm
 Friday 8.00 am to 6.30 pm



Richmond Medical Centre

EXTENDED HOURS

Tuesday and Wednesday evenings 6.30 pm to 7.30 pm

Wednesday morning 7.00 am to 8.00 am

ACCESS TO SERVICES

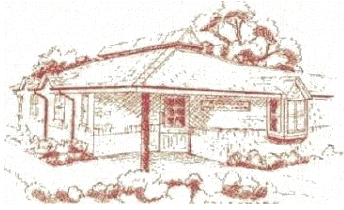
Appointments for all services can be booked via the telephone Monday to Friday between 8.30 am to 1.00 pm and 2.00 pm to 6.30 pm.

Doctors' appointments can also be booked on-line via the practice website at www.richmondmc.co.uk.

Repeat prescriptions can be ordered on the website.

PUBLICATION OF THIS REPORT

This report can be found on our website www.richmondmc.co.uk and paper copies are available from reception.



RICHMOND MEDICAL CENTRE

QUESTIONNAIRE MARCH 2014

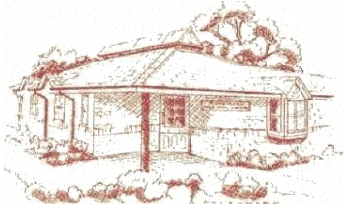
We would appreciate your help with regard to the service the Practice provides by asking you to complete the following survey.

Who are you seeing (please tick as appropriate):

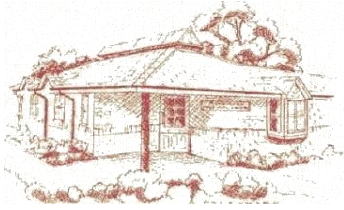
- Doctor
- Practice Nurse
- Blood test nurse
- Midwife
- Other. Please state:

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

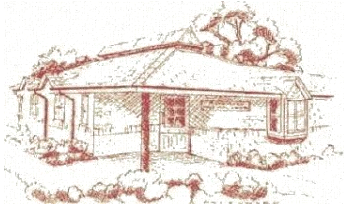
	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially		1	2	3	4	5
2. Speed at which the telephone was answered if call transferred		1	2	3	4	5
3. Length of time you had to wait for an appointment		1	2	3	4	5
4. Convenience of day and time of your appointment		1	2	3	4	5
5. Seeing the Doctor of your choice		1	2	3	4	5
6. Length of time waiting to check in with Reception		1	2	3	4	5



	No experience	Poor	Fair	Good	Very Good	Excellent
7. Length of time waiting to see the Doctor or Nurse		1	2	3	4	5
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary		1	2	3	4	5
9. Opportunity of obtaining a home visit when necessary		1	2	3	4	5
10. Level of satisfaction with the after hours service		1	2	3	4	5
Obtaining a repeat prescription						
11. Prescription ready within 48 hours		1	2	3	4	5
12. Prescription correctly issued		1	2	3	4	5
13. Handling of any queries		1	2	3	4	5
Obtaining test results						
14. Were you told when to contact us for your results?		1	2	3	4	5
15. Results available when you contacted us		1	2	3	4	5
16. Level of satisfaction with the amount of information provided		1	2	3	4	5
17. Level of satisfaction with the manner in which the result was given		1	2	3	4	5

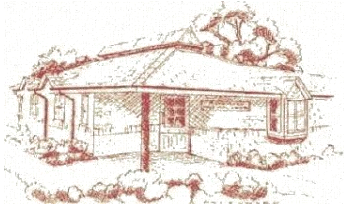


	No experience	Poor	Fair	Good	Very Good	Excellent
About the staff						
	No experience	Poor	Fair	Good	Very Good	Excellent
18. The information provided by the Reception staff		1	2	3	4	5
19. The information provided by other staff		1	2	3	4	5
20. The helpfulness of other staff		1	2	3	4	5
Practice						
21. Overall satisfaction with the Practice		1	2	3	4	5
Use of out of hours service						
22. Have you attended A&E in the last 12 months?		Yes		No		
23. Have you attended the Solihull Walk in Centre in the last 12 months?		Yes		No		
24. Have you contacted the Badger service in the last 12 months?		Yes		No		
25. Have you consulted your pharmacist in the last 12 months?		Yes		No		
26. If you answered "yes" to any of the questions 23 to 25. Why did you contact the Out of Hours Service?	Surgery was closed	Surgery had no appointments		Surgery appointment was not considered		
	Other Please state:					



Surgery Appointments			
Doctors Appointments			
27. At what time of the day would you most prefer to see a doctor (only circle one selection)	7am to 9am	9am to 12pm	12pm to 4pm
	4pm to 6pm	6pm to 7.30pm	
Nurses Appointments			
28. At what time of the day would you most prefer to see a nurse (only tick one selection)?	7am to 9am	9am to 12pm	12pm to 4pm
	4pm to 6pm	6pm to 7.30pm	

Patient Non-Attendance			
Every month approximately 100 patients fail to attend appointments with a doctor or nurse - the equivalent of 4hrs of lost appointments every week			
<i>Our existing policy is to write reminder letters to patients who consistently do not attend appointments (and only in exceptional circumstances do we remove patients from the practice list for non-attendance)</i>			
29. Should patients who consistently do not attend appointments (and have not informed the surgery in advance) be asked to find another surgery?	Yes	No	
30. If you answered "yes" to the previous question. How many missed appointments should a patient be allowed in a 12 month period?	2	3	4
	5	6	More than 6



Patient Participation Group (PPG)					
The role of the PPG is to represent the views of patients and to talk to the practice about any issues raised. These could include ideas on how to improve existing services or suggestions for new services					
31. Are you aware that the surgery has a Patient Participation Group (PPG)?	Yes		No		
32. Would you like to join the PPG?	Yes		No		
If you answered YES please contact the Practice Manager, Angela Furio and ask for more details.					
Information about yourself					
33. Are you?	Male	Female			
34. How many years have you been a patient at Richmond Medical Centre?	Less than 1 year	1 to 3 years	4 to 10 years	More than 10 years	
35. How old are you? (please circle)	Under 16	16 to 44	45 to 64	65 to 74	75 and over
36. What is your ethnic group?					

Any further comments:

.....

.....

.....

Thank you for your time and assistance

Please place your completed questionnaire in the box on the Reception desk