

RAINFORD HEALTH CENTRE
PATIENT PARTICIPATION DIRECT ENHANCED SERVICE REPORT 2012 TO 2014

Practice Profile

Drs Webster, Twomey and Lowcock is a well established Practice which resides in the centre of Rainford village. We have occupied the purpose built Health Centre since 1972 and it is shared with community staff from Bridgewater Community Healthcare Trust. The Practice has a patient list size of circa 5,000 patients. The Practice predominantly serves the residents of Rainford village but extends to the outskirts of Billinge, Eccleston, Simonswood and Crawford village. The Practice likes to obtain as much information as possible from patients when registering in order to keep our practice profile current and enable us to understand their health needs. Patients registering are also offered a health check. The Practice population age/sex breakdown is shown below

Sex	Age 0-13	Age 14-18	Age 19-25	Age 26-64	Age 65-103
Female	296	117	168	1162	645
Male	282	130	140	1265	589
Total	578	247	308	2427	1230

The Practice also has 8 patients residing in a local nursing home. The practice has a larger than average population of older patients.

Patient Participation Group

The Practice Patient Participation Group (PPG) was first set up in 2011. The Practice wanted a good cross section of patients and used different methods of recruitment. The group was advertised on the practice website, posters in the foyer and a message on the TV screen was displayed in the waiting area. Following a poor response to this we had a huge recruitment campaign in the form of a text message sent to all patients registered at the practice over the age of 18 years. This recruitment drive was successful with positive responses from over 100 patients but we decided to restrict the numbers to a manageable number of 20. To ensure we had a representative sample we divided the names into male and female, under and over 65 years. The names were then drawn out of a hat. We felt this gave a cross section of the community reflecting age and gender. No other factors were used.

At this point in time the Group membership is 18 (including one virtual member). The age ranges are from ages 28 to 78 years. The PPG consists of 8 male representatives and 10 female representatives. See Table Below.

Male	8
Female	10
Over 75	2
65 - 74	7
30 - 64	8
Under 30	1

The members of the group are all of white British ethnicity but this is due to the fact that this practice has an extremely low prevalence of patients from any other ethnic origin. The practice will strive to have representation of ethnicity on the group in the future. The practice also recognises that patients need to be recruited from ages 40 years and under and is continuing to drive forward with the recruitment in this age group. We have a practice member who is a registered Carer and several

who are listed on our chronic disease registers and therefore have recent experience of attendance at the surgery.

Recent meetings have been held on 25th June 2012, 26th September 2012 and 29th January 2013.

Areas of priority agreed with PPG

In February 2012 the Practice undertook a survey which highlighted various issues and an Action Plan was devised. This can be seen on the practice website named PPG DES Report. It should be noted that all the action points have been completed.

Following on from this initial survey it was agreed that a follow-up survey would be completed focusing on clinical care. This questionnaire was devised and analysed by a company called CFEP UK SURVEYS, in accordance with NHS guidelines.

During a 2 week period in February 2013 the questionnaires were given out to patients attending for doctor and / or Practice Nurse appointments and patients were required to answer 28 questions before they left the surgery premises.

Survey Analysis

The practice had 125 surveys completed 2.61% of the practice population.

Statistics

Male	34%	Female	66%
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Results and Action Plan

The PRG met informally on 4th March 2013 to discuss the findings of the report and the following action plan was agreed upon.

It is clear that the main area that we need to focus on is that of telephony. 43 % of patients scored the practice either poor or fair on ease of contacting the practice on the telephone. Our view is that for a greater proportion of the day patients do not experience any problems contacting the surgery but we acknowledge that during the first 2 hours of the practice opening there is more pressure on the telephone service.

We discussed our systems and processes in regard to how we answer the telephone and offer services. It has been agreed by the Partners that we will invest in a more up to date telephone system that will hopefully alleviate the pressure on the phone lines and give greater satisfaction to our patients.

It was accepted however that there would always be pressure periods when there is higher demand for appointments, unavoidable delays in telephone response times and queues at the reception desk - particularly at times of staff or doctor shortages, higher incidents of viral illnesses, etc.

We have since made enquiries with several telephone companies and decided that we would benefit significantly from a VOIP phone system. When this is installed it will give the following advantages:

Customers never receive a “busy” signal and can always reach us which means better customer service and satisfaction.

Recorded greetings and messages enabling us to promote opening hours, flu promotions, specific times to contact the surgery for results etc

Messaging capacity so patients can leave messages ie cancelling appointments

Call queing – patients will know exactly how long they will be waiting and can then make a judgement as to whether to continue to hold or hang up and try at a less busier time.

Call recording

Individual user mailboxes / voicemail so we can direct patients to the correct extension without the need to have staff receiving calls

Music on hold

Further discussions need to be made at our meeting on 1st May 2013 but we are optimistic that we will have a new system installed by September 2013.

Drs Webster, Twomey & Lowcock

March 2013

Improving Practice Questionnaire



Org ID:
Survey ID:
Facility Name: IT

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1. Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9. My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please returned to:



Rainford Health Centre

