

<p>Practice Name Rother House Medical Centre</p>
<p>Local Patient Participation Report 2011/12</p>
<p>Introduction</p>
<p>Rother House Medical Centre is situated in Stratford-on-Avon. The practice patient area includes the town and surrounding villages serving approximately 12,500 patients. Stratford has a higher than average elderly population and this is reflected within the age demographics of patients registered at Rother House. There has been an active patient reference group for a number of years who have guided and advised the practice on key issues. The GP Partnership at Rother House feel it is fundamentally important to seek the views of patients and public in order to shape the way services are provided.</p>
<p>Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)</p>
<p>The Patient Reference Group (PRG) is made up of 5 males and 17 females. The 55-64 age range is best represented, although there are representatives from all ages. The only age group that is not well represented is that of the under 16 year olds. All members are British, and disabled patients are well represented. The PRG is fairly representative to the practice population. There are more female to male patients registered with the practice. The patient population has higher than the average in terms of elderly patients. Patients are mainly British in ethnicity. There are a number of disabled patients registered with the practice.</p> <p>The existing PRG was contacted to ask if they wanted to continue being involved with the new PRG. Most continued and a recruitment campaign was also launched to invite new members to join, especially in the age ranges where the previous PRG was not well represented. We were unable to recruit any under 16 year olds or ethnicity other than British. In order to help, especially with the younger age range of patients, the current PRG are encouraging new younger members who they might know (and are patients), to get involved.</p>
<p>Step 2: Agree areas of priority with the PRG</p>
<p>Initially the PRG met virtually, with correspondence being via email and mail. A number of key areas were suggested to the group for consideration. The PRG was asked to prioritise these and then add any other areas or comments that they wanted to include. The patient survey was then designed and circulated to the patient group. At this point the survey was uploaded onto the practice website so that it could be completed on line.</p>
<p>Step 3: Collate patient views through the use of survey</p>
<p>Staff were asked to give patients a short memo requesting them to visit our website and complete the online survey. A number of questionnaires were also printed out so that patients who did not have computer access could still contribute. The survey was active for approximately 2-3 weeks and a number of responses were received. The paper results were manually inputted to the online survey by a member of staff. When it was felt that there were enough respondents, the survey was published on the practice website. A link button from the home page was added to make it easy for patients to access the results. In total there were 55 respondents</p>

This represents approximately 0.5% of the practice population.

Results:

Do you feel that you understand the practice appointment system?

Yes 78.3%

No 21.8%

Are you generally happy with the system for making an appointment to see a nurse or doctor?

Yes 70.9%

No 29.1%

Are you happy with the clinical care you receive from the GP's?

Yes 92.7%

No 7.3%

Are you happy with the clinical care you receive from the nurses?

Yes 100%

No 0%

Are you generally happy with the practice's opening times?

Yes 70.9%

No 29.1%

Although it was acknowledged that the survey participation size was quite small, it was agreed that the general themes were clear to see regardless.

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

A PRG group meeting was held on Tuesday 20th March 2012. Ashley Brookes (national patient champion) also attended to speak to the group. The patient survey results were fed back to the PRG and discussion took place around this. The PRG was asked to prioritise 3 key areas where they would like the practice to look at improving. These were agreed (see below).

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Patient Participation Action Plan

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
Difficulty in getting an appointment (partly due to difficulty in getting through on phone and partly because of appointment availability)	1 To engage with PCRN on the esteem study to see if a form of nurse triage would help prioritize calls.	1 Practice Manager and GP's (but involving whole team)	1. 31.07.12	In progress
	To instigate a different way of call handling in the morning	2 Practice Manager, Senior Receptionist and reception team	2 31.07.12	In progress

Patients unhappy about the closing on a Friday afternoon for routine work due to the length of time closed till Monday	To look at the option of whether it would be possible to have the closure for routine work on a Wednesday instead of a Friday	For GP Partners to consider this option, looking at pros and cons.	To discuss and make a decision by 30.06.12 It was acknowledge that it might take longer to implement if agreed	In progress and due to be discussed at next partnership meeting
Patient unhappy about the hospital phlebotomy service	To consider how this service could be improved	Practice Manager liaising with PCT and other stakeholders to look at ways to improve this service	Longer term target due to complexities. 31.12.12	Discussion has started with commissioners, providers and stakeholders. Ongoing

Opening Hours

Mon 08:00 - 18:30 ext hours 18:30 – 20:00
 Tues 08:00 - 18:30
 Wed 08:00 – 18:30
 Thurs 08:00 – 18:30 ext hours 18:30 – 20:00
 Friday 08:00- 18:30 (urgent appointments only 13:30-18:30 via duty doctor)
 Sat 08:30 – 11:30 Approximately every other week ext hours work only
 Mon-Fri doors open at 08:30, phones from 08:00 with duty doctor

Patients can book appointments on the phone or in person.
 Patient can communicate via the website contact page and in certain situations appointments can also be booked this way
 Outside of the core hours of 08:00-18:30 Mon-Frid and during weekends Harmoni provide out of hours cover.