

BEWBUSH MEDICAL CENTRE

Local Patient Participation Report

This report summarises the development and outcomes of Bewbush Medical Centre Patient Participation Group (PPG) in 2013/14. It contains:

1. Profile of the practice population and PPG
2. The process used to recruit to our PPG
3. The priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The action plan that was agreed and how it was agreed
6. Our Response to Comments on the Survey
7. Confirmation of our opening times

1. Profile of the practice population and PPG

Practice Population Summary

Age Range	Male	Female	Total
0 - 65	3580	3281	6861
66 - 75	104	99	203
76+	37	84	121
Total	3721	3464	7185

PPG Profile

In September 2013 we changed from a Patient Reference Group to a Patient Participation Group of which we currently have seven members.

Unfortunately the current PPG or PRG membership are neither reflective nor representative of our practice population.

The 7 PPG members within the group are as follows:-

Three male and four female representatives.

Age profile:

2 members: 35 - 44 years

1 member: 45 - 54 years

1 member: 55 – 64 years

1 member: 65 – 74 years

2 members: 75 – 84 years

Ethnicity:

6 members – White British

1 member – White/Black Caribbean

PRG Profile

There are 16 PRG members within the group. There are 10 male and 6 female representatives.

Age profile:

1 members: 17 – 24 years

2 members: 25 – 34 years

1 members: 35 - 44 years

8 members: 45 - 54 years

4 members: 55 – 64 years

0 members: 65 – 74 years

0 members: 75 – 84 years

Ethnicity:

4 members – Indian

1 member - Pakistani

9 members – White British

1 member – White/Black Caribbean

1 member - African

2. The process used to recruit to our PPG

Bewbush did not have a pre-existing Patient Participation Group, so we started by launching our Virtual Patient Reference Group in 2012. The Practice continues to try very hard to reach all of our patients with particular emphasis on underrepresented groups through various means. The current PPG members are made up of existing PRG members.

In order to recruit to our PPG we:

Wrote to patients

Put up posters in practice

Offered leaflets to patients attending the practice

Put information on the practice website

Put details on repeat prescriptions

Put Posters up in local Pharmacy and at the Bewbush Centre.

3. The priorities for the survey and how they were agreed them.

In order to determine the priorities for the survey we emailed the members of the PRG to gain their opinion on what the survey should include.

4. The method and results of the patient survey

Once we had established the priorities with the PRG, we used the IPQ questionnaire, which is a well-established questionnaire widely used in the UK.

We carried out the survey between 1st September 2013 and 31st January 2014.

The report outlines the feedback that has been collected and analysed from a sample of our patients.

There has been an improvement overall in the results between 2011-12 and 2012-13 and many of the comments are similar. There were a number of requests for services already offered within the surgery, which has made us aware that we need to publicise some services more.

5. The action plan that was agreed and how it was agreed

In order to get comments from the PPG on any actions we emailed it to the group and then discussed it at the PPG meeting held on 10th March 2014. The Survey was also sent to our PRG to allow them the opportunity to comment.

6. Our Response to Comments on the Survey

	COMMENTS ON SURVEY	OUR RESPONSE
TELEPHONES	<p>Sometimes find it very difficult to get through via phone to make appointments.</p> <p>A second phone, nightmare to get through in the mornings</p>	<p>Unfortunately, with restrictions on the size of the Practice premises, we are unable to put on any more telephone lines at this time. We do try to encourage our patients to not telephone in the morning, when we are extra busy, but to perhaps telephone later in the afternoon when things generally quieten down.</p>
	<p>Phone line need to be open at the earliest opportunity in the morning.</p>	<p>The telephones switch over automatically at 8.30</p>
WAITING ROOM	<p>Maybe some more magazines in the waiting room, maybe some background music.</p> <p>More male magazines.</p>	<p>We do have a subscription to a magazine club, in which we have about 14 different magazines delivered every month, with a variety of magazines including Home and Garden, Men's Health etc.</p> <p>We do have music playing in the waiting room, however, we acknowledge that this cannot always be heard when the waiting room is full, as the speakers are on the Reception Desk. We are looking at other options.</p>
	<p>When doctor calls you having your name come up on written board as well.</p>	<p>We have looked into a call board in the waiting room, but unfortunately the cost is extremely high and something we cannot consider at this time.</p>
OPENING HOURS	<p>Telephone triage. Longer surgery hours Opening hours to be extended to Saturday as well; having an option of getting print outs of medical history.</p> <p>More flexibility about non-smoking clinics.</p> <p>Maybe evenings. Access to some practice hours on Saturday mornings.</p> <p>It would be beneficial if practice could stay open late most nights for people who have</p>	<p>We offer both GP and Nurse appointments on a Monday evening, which is what we are funded to provide. If we were to provide appointments on other evenings or on a Saturday it would mean fewer appointments during the rest of the week.</p>
	<p>to go to work during the day.</p> <p>Opening hours on Saturday; possibility of getting print outs of my medical history appointments and treatments</p>	<p>Any patient is able to obtain a print out of their own medical records, but there is a charge for the printing. Proof of ID will be requested before this can be done.</p>
COMPLAINTS	<p>It was not clear visually where to find forms for complaints.</p>	<p>There are complaints leaflets, which give full details of our complaints procedure, on the table in the waiting room, which we do try to ensure are kept well stocked up.</p>

		There is also a poster on the notice board giving details of how to make a complaint. We are also in the process of putting up a suggestion box, with feed-back forms, for any suggestions our patients may have, as we are always happy to receive feed-back from our patients.
OTHER	It would be useful if messages could be left on the online website in free text format (currently anything after a carriage return is lost) and at any time other than when ordering repeat prescriptions.	There is a facility on the Surgery Website and SystemOnline to leave comments. Unfortunately, the format for the repeat prescriptions is set by our clinical system supplier, TPP, which is set for all users nationwide.
PREMISES	<p>My only concern would be the seating area. More chairs... and possibly a private area</p> <p>My only concern would be the waiting room, lack of chairs etc.</p> <p>Need bigger premises.</p> <p>Need bigger surgery.</p>	Unfortunately we are unable to do anything about the size of the premises at this time. We had been in discussion with West Sussex PCT since 2005 with regard to either extending our premises or having a new building. When the PCT ceased to exist in April 2013, we started discussions with NHS England, particularly in view of the fact that Kilnwood Vale is being built and we are the nearest Practice. At the moment there is no process for premises improvement or for new buildings, but we will continue to work very hard to get something done about our building.
	Wheelchair access to all consulting rooms. Improve access by inner door - after automatic one	Unfortunately, any re modelling of the surgery is not possible at this time, we are aware that Room Six is difficult for wheel chairs, so we do move the clinician to another room for that appointment.
CONFIDENTIALITY AT RECEPTION	<p>More confidentiality at reception.</p> <p>At the main desk confidentiality is not happening.</p> <p>Q23 Actually I should rate it as poor in general as I could hear what other patients said to the receptionist - so there was no privacy and certainly no data protection!</p>	<p>The Reception staff are instructed by the GP's to try to gain a brief outline as to what the appointment is for, we understand that when the appointment is being booked at the front desk patients would not want the rest of the waiting room to hear, patients can ask to go into a different room to discuss their appointment booking, or if preferred to not give any details. However, they must be prepared that if it is something another member of staff should deal with, another appointment will need to be made.</p> <p>Patients can also ask to write the reason for the appointment on a piece of paper. Staff will be reminded to offer this service when booking an appointment at the front desk. We do have a belt barrier and sign holder, asking patients to "please wait behind the sign" until it is their turn at reception, so giving a bit more privacy, and we do try to ask that all patients wait behind this sign.</p>
STAFF	I find nearly all the receptionists are nice. The lady that put me through to	We understand that at times the Reception Staff do not come across in the

	<p>doctor today is always rude I am afraid. Maybe customer care is applicable and possibly a refresher is applicable.</p> <p>Receptionists need a polite telephone manner.</p> <p>The reception staff are very rude not helpful at all have been shouted at twice over the phone.</p> <p>Staff could show more respect to patients and not exercise doctor/nurse advice as patients want to see the doctor/nurses for a reason.</p> <p>Staff should also make sure that blood test appointments are made properly, thus patients don't have to go home because of double bookings.</p> <p>When receptionists are speaking to you about appointments - shouldn't speak too loud as family friends have recently overheard and asked questions about my reason for appointment.</p> <p>One of the receptionists was rude, unhelpful and treated me like I was stupid. I am not, and will not tolerate it. I They are aware of the problem as I had the very same questionnaire for them a few months ago. In future I will have no dealings with them.</p> <p>I find it condescending that I have to justify my need of an appointment to a receptionist on the phone. It is difficult enough dealing with long term illness without having to try and persuade a receptionist to give me an appointment also find it annoying having to argue about needing a later appointment when they are readily available as 'someone else may need it' because I could not travel early in the morning.</p> <p>Reception staff on the telephone can be quite abrupt or rude</p> <p>About reception some time treated like doctor. They do not understand what wrong the patient.</p>	<p>most positive way. The surgery gets very busy at times and can be quite stressful. However, we do provide on-going training and intend to set up another training session in customer care for all staff to improve patient experience/satisfaction. The Reception Staff are instructed by the GP's to try to find out what an appointment is for. It is quite possible that in fact a GP appointment is not necessary, that another member of the Practice Team i.e. Practice Nurse would be more suitable. Two good examples of this are Smears and Vaccinations. Neither of these is performed by the GP, but if the Receptionist does not ask, books an appointment with a GP, he will just refer if back to the Nursing Team, resulting in the wasting of a GP appointment. We do aim to give a friendly and professional service to all our patients, but if any patient has any concerns about any aspect of our services we are more than happy to receive feedback or complaints, which will be dealt with as quickly as possible.</p>
	<p>Needs someone on front desk all the time to create a good impression to patients and to save a queue forming while waiting for the bell to be answered.</p> <p>Should have a receptionist always at</p>	<p>We do try and have a Receptionist on the front desk at all times, particularly at our most busy times i.e. Monday mornings. Unfortunately this is not always possible, due to staff annual leave and absence due to sickness.</p>

	<p>the front desk.</p> <p>To have a reception staff member on the front desk at all times i.e. full time, to prevent waiting after ringing the bell. Would give better service and create a more friendly surgery. Also some different magazines would be nice!</p>	
	<p>The use of some people on reception sometimes has problems with language.</p>	<p>We do try to help patients that do not speak English as much as we can, we have several members of staff who speak several different languages between them, but we do ask that if a patient does not speak English that they bring someone with them who can translate. In exceptional circumstances we do have access to a translation service, but this does carry a cost to the surgery.</p>
	<p>I prefer to see two of the doctors as I find the others very rude. I also find a nurse very blunt and rude. Again, you do not expect this from the other doctors. Your practice however really like.</p>	<p>Sometimes the Nurse will need to take a full medical history, which at times may seem unnecessary, but could have an impact on the care that is offered.</p>
	<p>Nurses could review diabetic patients with concerns regularly.</p>	<p>The Nurse Practitioner sees all diabetic patients at least twice a year, more often if a patient's diabetes is not well controlled or has other concerns. We send letters out every month inviting all our patients with chronic diseases for a review. If a patient would like to be seen before that then an appointment can be made in the normal way, by telephoning the surgery or coming to the front desk.</p>
	<p>I also took my baby to get a GP appointment when he was very unwell and I was just turned away instead of someone trying to help. You do not expect this from your GP practice</p>	<p>We are very sorry that this happened, all children under five that are unwell should be given a same day appointment. We really would have liked to hear about this, so that we could fully investigate why this happened. It could be that it is a training issue which we have addressed by reiterating to all staff of the protocols surrounding ill children.</p>
	<p>Every time with the exception of this time I feel I have been rushed and have had zero confidence in diagnosis. Besides my first visit to one doctor in particular I would rate this practice 2 out of 10.</p>	<p>We were really sorry to read this and that you feel your experience at our practice was so poor. Please be assured it is never our intention to rush our patients during their consultations. Unfortunately due to the sheer number of appointments that are needed we have to restrict our appointment duration to 10 minutes. If a patient has multiple problems they would like to discuss we may ask them to book another appointment, but that they ask for a double appointment to allow more time to be given to a particular patient. We do have a Practice Complaints Procedure for patients if they are unhappy with our service and we do appreciate it when a</p>

		patient takes the time to let us know of any problems, as this enables us to investigate and review our practice policies.
	Shame doctors run 25 minutes late	We allow 10 minutes for each appointment, unfortunately on occasions some patients have multiple or complex problems which require a longer appointment, this is part of the reason we ask what the purpose of the appointment is for when they are booked to try to ensure there is sufficient time.
APPOINTMENT SYSTEM	<p>Lessen waiting time. Be nice to be seen on time</p> <p>I don't think there are enough pre-bookable appointments available which means you need to be on the phone at 8.30 to get an appointment on your chosen day.</p> <p>Being able to make appointments in advance with doctor would be helpful.</p> <p>More pre bookable appointments.</p>	We have a combination of same day appointments and pre-bookable appointments (up to three weeks in advance). In our experience if we have too many pre-bookable appointments, we find that our "did not attends" goes up, which wastes appointments. If a patient telephones in the morning and requires an appointment they are offered a same day appointment or if more suitable a telephone appointment.
	To be able to walk in and make an appointment	All patients can come in and make an appointment at the front desk.
	Making a telephone call for appointment is very difficult as you are waiting ages if you don't ring at 8.30. Not nice when they ask you the reason, sometimes some things are personal and it's not always appreciated!	The Reception Staff are instructed by the GP's to try to find out what an appointment is for. It is quite possible that in fact a GP appointment is not necessary, that another member of the Practice Team i.e. Practice Nurse would be more suitable. Two good examples of this are Smears and Vaccinations. Neither of these is performed by the GP, but if the Receptionist does not ask, books an appointment with a GP, he will just refer if back to the Nursing Team, resulting in the wasting of a GP appointment.

7. Confirmation of our opening times

You can call the surgery between 08.30 and 18.00 Monday to Friday on 01293 592230.

The surgery reception is open 08.30 and 18.00.

The Practice offers various clinics both in the morning and in the afternoon. We also offer extended hours on a Monday evening where it is possible to see either a GP or Practice Nurse.

Outside of these times please call the Out of hours Service on 111.