

# CAPE HILL MEDICAL CENTRE

## PATIENT PARTICIPATION REPORT MARCH 2016

Cape Hill Medical Centre has a successful patient participation group, run by Chairman Ian Millership, assisted by the Practice Manager.

The current members are all from a range of age brackets and ethnic backgrounds which is reflective of the patient population to ensure a fair representation.

We actively encourage new members via Newsletters, Posters in Practice, and meetings are advertised on the television information channel in surgery. The PPG members also attend the Practice to undertake the Patient Survey and interact with patients with encouragement to join the group or sign up to our virtual group to ensure we capture as many patient views as possible.

The members attend meetings bi monthly and we have a virtual group who receive paperwork including Practice Newsletters. If they cannot attend meetings they are encouraged to raise issues they would like discussed via email, we actively encourage patients who are unable to attend to join the group in this manner. In these meetings the group discuss issues which affect the Practice and patients.

An issue was raised in 2015 concerning the telephone system and being able to get through on the telephone. The Practice have now invested in a new telephone system which incorporates 4 different languages to assist with choosing the correct options.

The PPG will be revamping their newsletter to detail PPG work and anything which is happening with the Practice i.e. flu campaign

The PPG are always keen to involve outside members of other groups from the local area, to promote the services they can offer and what the surgery have to offer, which show patients and local residents how they can benefit. This includes members of third sector charity organisations.

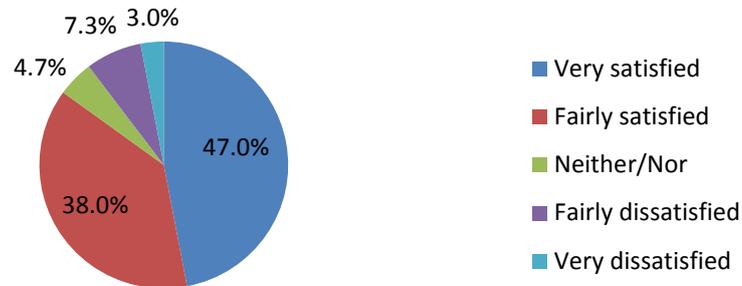
In December 2015 the PPG agreed the 26 questions to be included in the patient survey, and the survey was undertaken in March 2016.

The PPG members assisted with the survey, distributing them and encouraging patients to complete them. Prior to patients being asked to complete the survey they were asked if they were willing to participate and the reasoning behind the survey explained in detail. Patients were informed that the results would be available in the practice, on the practice website and a copy could be obtained through the PPG. The selection of 258 patients were entirely random, and they were visiting the practice for a variety of reasons, the results were collated using an Excel Spreadsheet

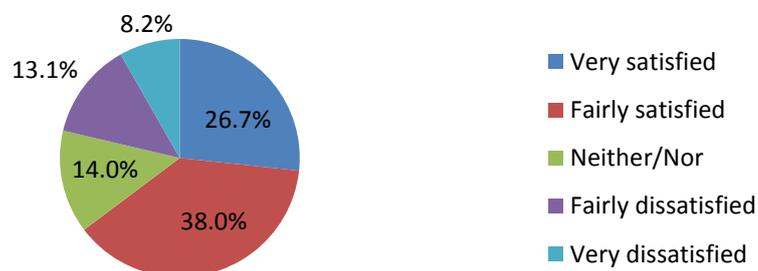
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The graphs below show the results of the 26 questions:

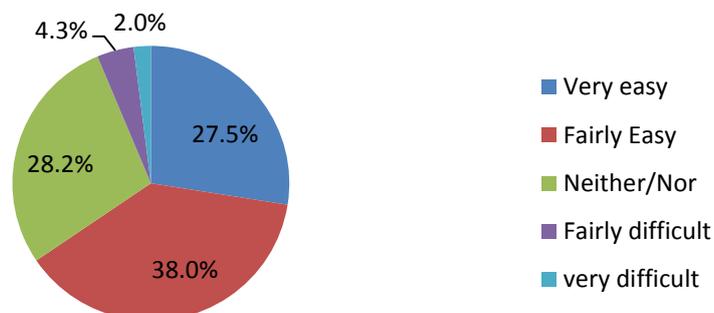
## Q1 "How Satisfied are you with the Opening Hours"



## Q2 How Satisfied are you with the availability of 'Walk-in' clinics Monday to Friday

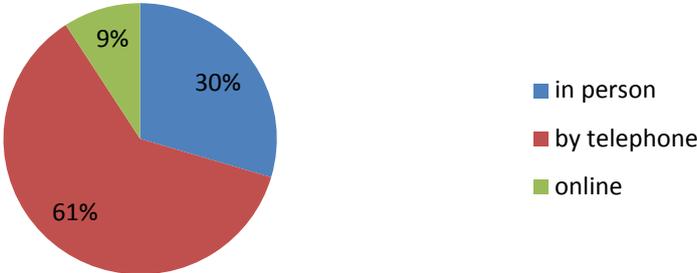


## Q3 If you use the carpark, how easy is it to find a parking space

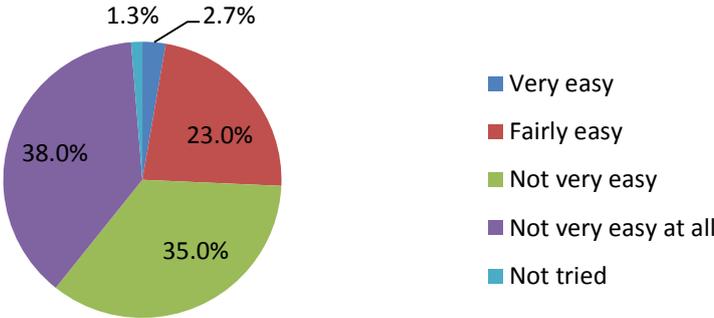


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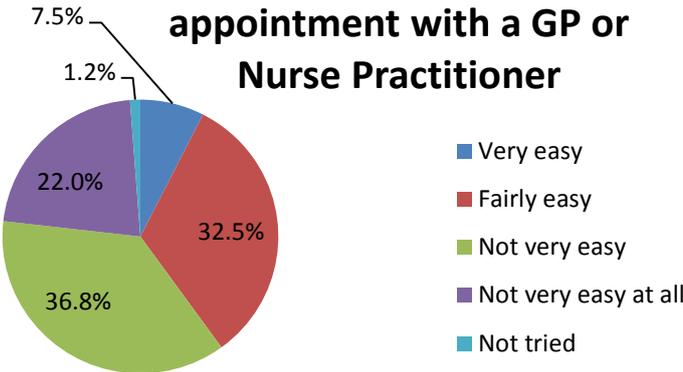
## Q4 How do you prefer to book your appointments



## Q5 How easy is it to get through on the telephone

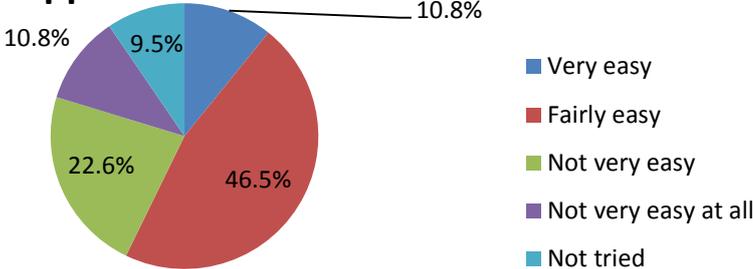


## Q6 How easy is it to get an appointment with a GP or Nurse Practitioner

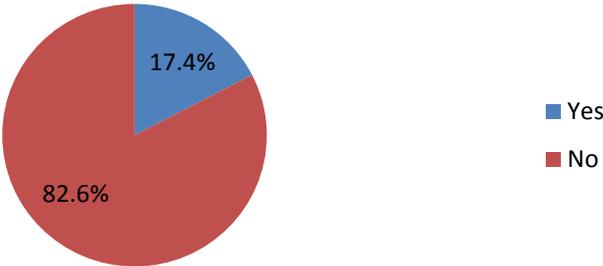


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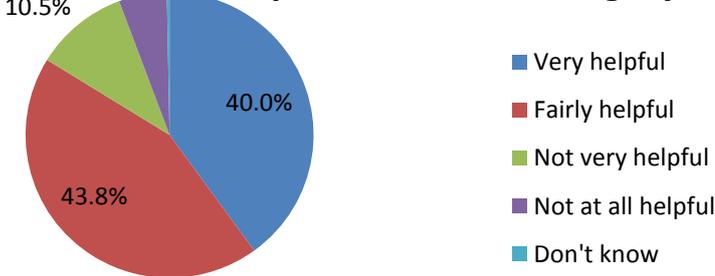
## Q7 How easy is it for you to get an appointment with a Nurse



## Q8 Have you had any appointments cancelled by the surgery in the past year

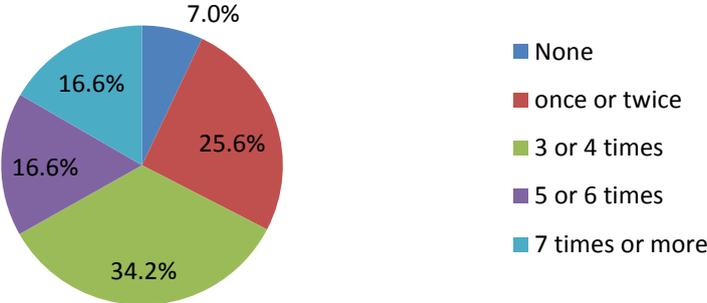


## Q9 How helpful do you find the receptionists at the surgery

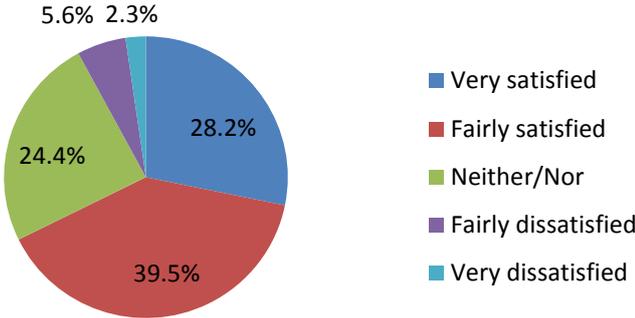


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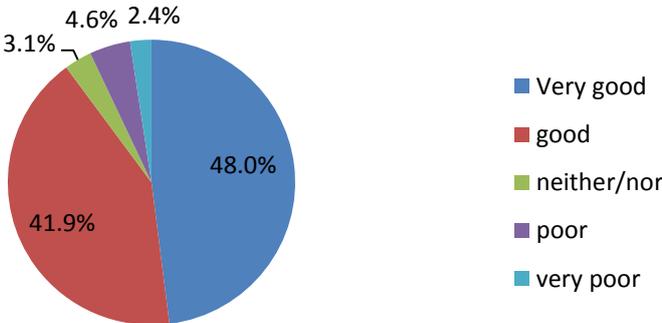
**Q10 In the past 12 months how many times have you had any consultations (either face to face or by telephone)**



**Q11 If you have been seen by a GP or Nurse Practitioner at a 'walk-in' clinic, how satisfied were you with this experience**

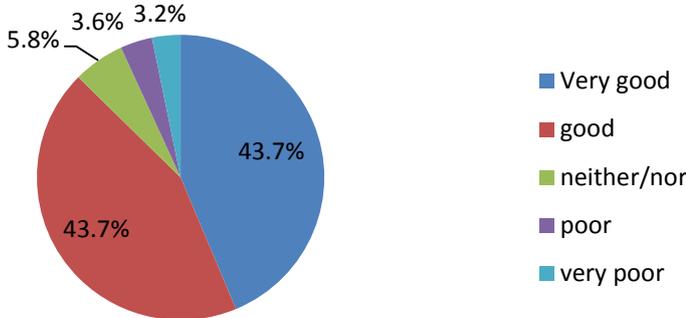


**Q12 Last time you saw a GP or Nurse Practitioner, how good were they at listening**

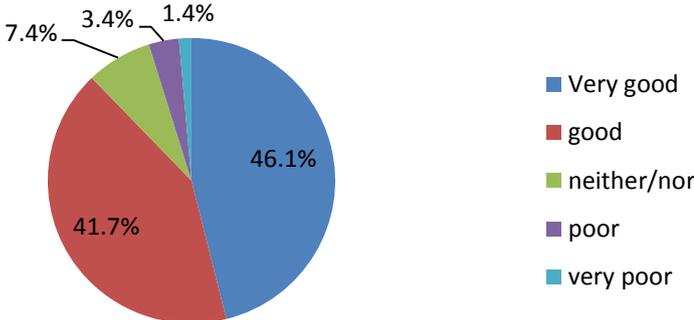


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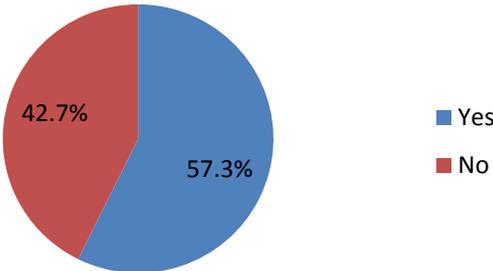
**Q13 Last time you saw a GP or Nurse Practitioner, how good were they at treating you with care and concern**



**Q14 Last time you saw a Nurse, how good were they at listening to you**

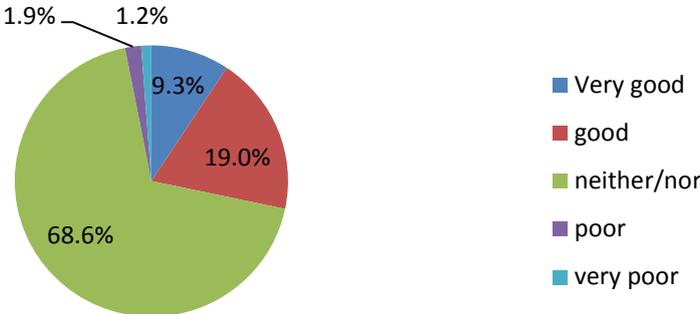


**Q15 Do you know how to contact the out of hours service when the surgery is closed**

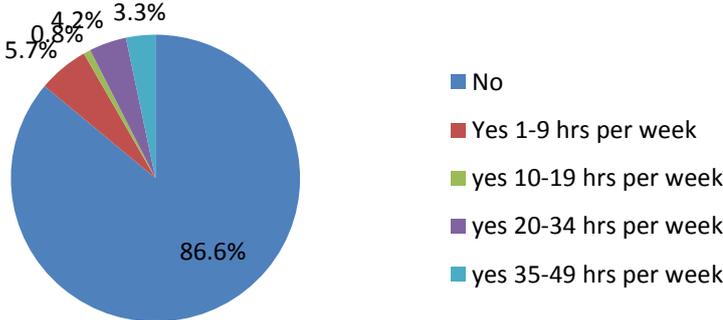


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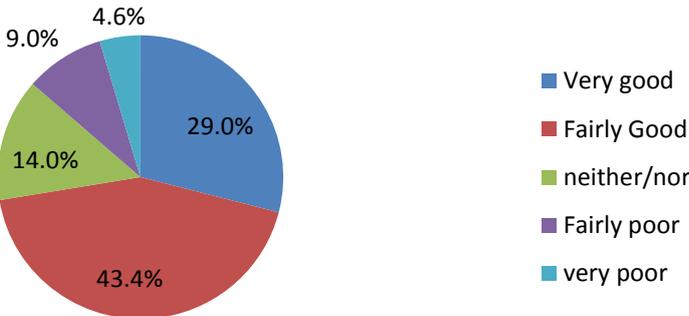
**Q16 If you have experienced in past year of using out of hours service, how would you describe your experience**



**Q17 Do you look after any family member or others because of their long term illness, disability or age**

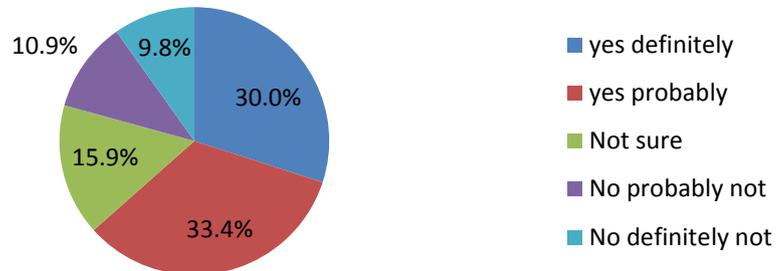


**Q18 Overall how would you describe your experience of this surgery**

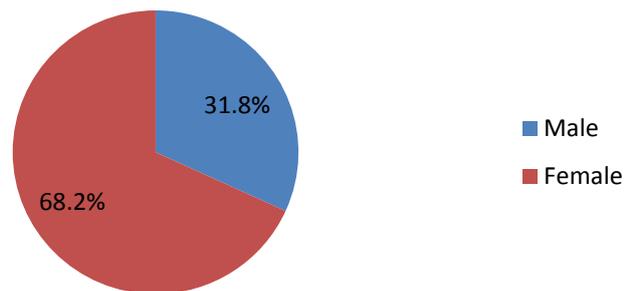


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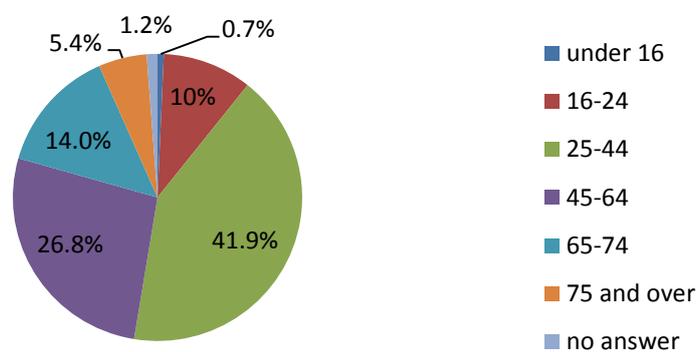
**Q19 Would you recommend this surgery to a family member or friend moving to the area**



**Q20 Are you**

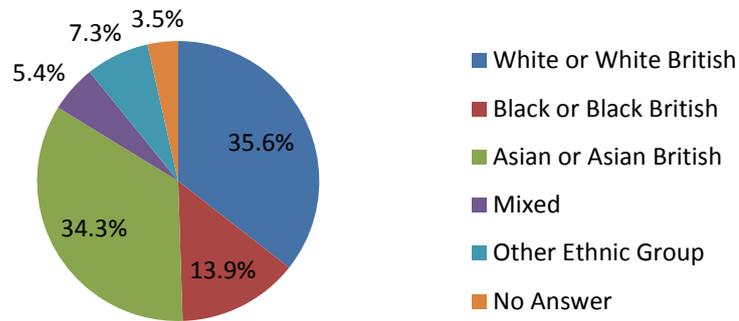


**Q21 Which age group do you belong to**

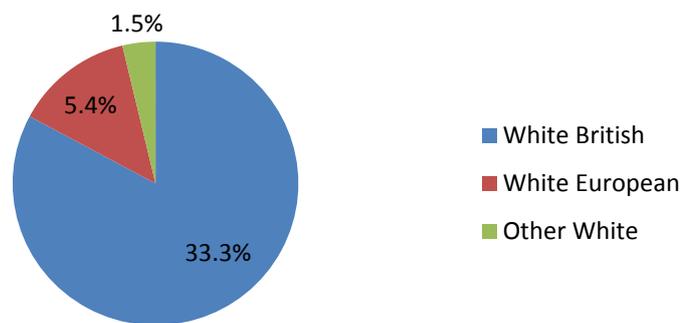


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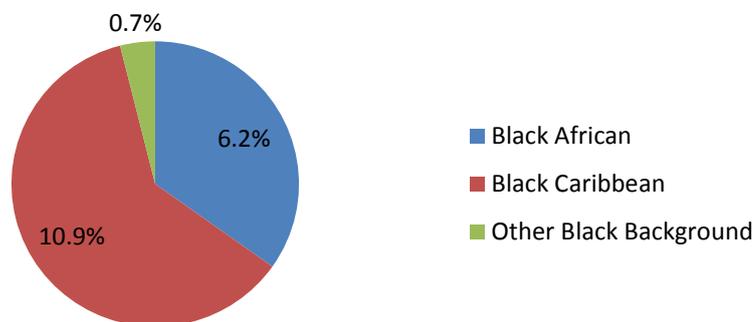
## Q22 Which Ethnic Group do you belong to



## Q23 Which of the following white backgrounds are you

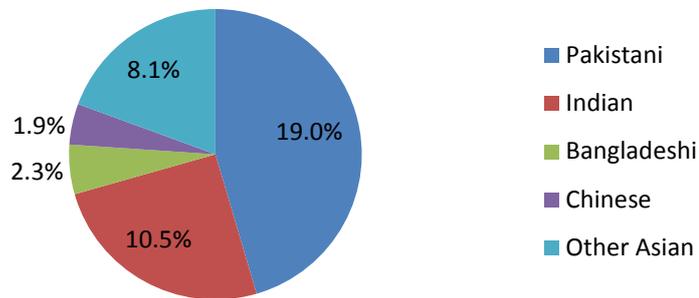


## Q24 Which of the following Black backgrounds are you

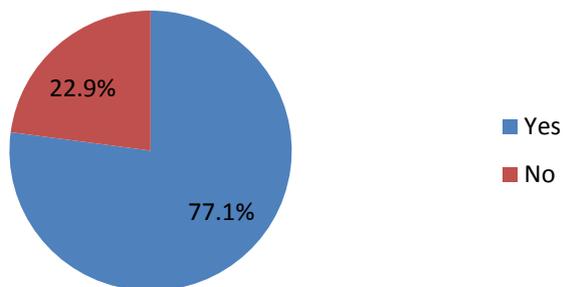


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**Q25 Which of the following Asian background are you**



**Q26 Is English your main language**



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We are interested in any other comments you may have made through this survey. Below is a selection of patient comments about the Practice, its service and its team:

a. Is there anything particularly good about your health care?

- Good Service
- Ability to see Male and Female Doctors to support my Dads Care
- Doctors and Nurses are always friendly
- It's close to where I live
- It's local to where I live
- The Service that the G P's Nurses and Receptionists provide is very good The G P's are very caring and understanding, but it is very hard to talk to them if you have more than one problem
- I have received Treatments at the Clinic instead of waiting in Hospital Outpatients
- The Nurses and most of the Doctors very personable and explain illness and treatments clearly
- Treated with care all round
- We have always been treated promptly with care
- Yes Nurses here are very compassionate
- Appointments are easily come by if pre booked Attention to detail when been seen
- The chairs and the call out of your name
- The Doctors here are friendly and helpful as are the receptionists
- All I have is very good care whenever I have needed to see a doctor
- Good a lot to everything. Thanks to everyone from the doctors to nurses. Also the reception staff
- The GP's seem genuinely interested in me. They are not hurried and they are not stuck in the mud type GP's. They seem fresh and willing to look, listen and make suggestions
- Well managed. A good referral system
- You can make appointments early if you get to the surgery
- Can generally get an appointment
- The treatment given by doctors and nurses is pretty good. They listen to problem and then help you out.
- When booking an appointment I can always ring up and eventually book an appointment

b. In your opinion is there anything which could be improved?

- In my opinion those with complicated problems should be seen by the same doctor
- Answering calls more quickly. Unable to get appointments when you want. To be seen by Doctor on time and not 30 mins or more later
- The availability of online appointments, sometimes only one person on the desk which causes queues. I called for a Telephone Consultation recently was offered one in a weeks' time. Thought you could get one the same day.
- Time it can take to get appointments, usually about 2 weeks
- Maybe children from Local Schools could provide artwork to brighten up waiting Room
- Cancellations on same Main Line Text reminders like with other N H S services
- Appointments [The time is too short] Lack of chairs when a lot of people are waiting Some people at reception try to find a solution for me but I don't speak good English

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- Obtaining appointments with the same Doctor for continuity is/has always been an issue It seems there are too many G.P's it is always impossible to see same G.P. Plus the Practice registers too many New Patients so that obtaining an appointment is really difficult
- The Phone System
- Its always nice to build a rapport with a G.P. than seeing a different one each time
- The whole booking system and the lack of appointments
- Keeping children under control, if you are Ill you cannot stand them screaming and running around Make more effort with Mobile Phones
- Appointments and booking them
- Booking appointments, Can't get through phone lines always busy. Booking appointments over the phone and getting through takes ages, then you need to phone later only to be told the appointments have gone
- Being able to talk and see Doctor within a reasonable time. Appointments often too far away being able to see one doctor of choice would be very good, but you are unable to guarantee to see G.P. of your choic, without waiting weeks so you go to who ever you can get
- The appointment system could do with a radical re-haul it's virtually impossible to get through in the morning
- Waiting time for walk in clinics. More doctors should be on duty to lessen the time
- very difficult to get appointment on the day if you phone in because your are on hold for ages and no appointments left by the time you get through. May need to open 2 lines for booking appointments
- telephone appointments, more appointments during school hours
- Appointments need a bit of improvement. Reminder of appointment via sms or email if possible
- availability of appointments for a specific doctor
- More doctors, appointments, weekend opening, late evening up to 21:00

## c. Any other comments?

- I am satisfied with my care, there has been a big improvement in the Service
- Some air fresheners. It gets a little stale in the waiting room
- More Saturday openings for things like smears I can't book an appointment to fit in work schedules.
- Need to be open more on Saturday for those who work.
- I have received the best service at this Practice, helpful and polite.
- We are happy overall with Doctors, Nurses and services provided. Start charging people who miss their appointments £5
- Continuous improvements in the reception area which often feels unclear. More plants to clean the air and brighten the appearance of waiting. More good GP's and more walk in clinics
- Overall the surgery is absolutely okay. But the nature of the patients health determining how often a patient is seen to their needs and support and emergency times has always been available.
- always a good service
- Receptionists can be very rude at times when you try and get appointments
- nothing to add, so far, so good. Staff are polite and helpful. Keep up the good work
- I am satisfied with this surgery. The doctors take time to listen to you

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Conclusion:-

The following action plan was compiled and agreed through December to March as a positive step towards making improvements at the practice.

Cape Hill Medical Centre - Action Plan resulting from Patient Survey March 2016

Action required	Plan recently put in place
Improve telephone access	New telephone system with menu options i.e. booking appointments, enquiries including prescription enquiries and test results
Reducing telephone waiting times.	<ul style="list-style-type: none"> <li>The new telephone system has an option to automatically book appointments any time day or night.</li> <li>We have added a menu option in other languages to assist non English speaking patients</li> </ul>
Access to GP's – Appointments	<ul style="list-style-type: none"> <li>Practice Manager is working on reducing patients who DNA their appointments with telephone and face to face meetings to ascertain the issues of non-attendance.</li> <li>We have also recently implemented an SMS text messaging system which reminds patients when their appointment is and also gives them the opportunity to text back to cancels unwanted appointments</li> <li>We have online booking services</li> </ul>
Unhelpful reception staff	Look at training as identified through appraisal process.

The practice is keen to engage patients to help deliver and design services around the needs of its patients and with the help of the PPG we will look at the priority needs of our patient population.

The analysis of the survey results was undertaken by members of the PPG and the Practice Manager and a copy forwarded to the Chairperson of the patient group, discussed at meeting and comments fed back to the Practice Manager. The main points of action are detailed above and we will continue to monitor new systems which have recently been put in place to ensure we are meeting our high service delivery for our patients

This report will be published on our Practice Website and also on the NHS Choices website, a copy will be posted in our waiting area, and if any patient should wish to receive a hard copy, they can do this via reception.

Andrea Fray  
Practice Manager