

CAPE HILL MEDICAL CENTRE

PATIENT PARTICIPATION REPORT MARCH 2018

Cape Hill Medical Centre has a successful Patient Participation Group (PPG), run by Chairman Ian Millership, assisted by the Practice Manager, Andrea Fray.

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 word of mouth when the Practice team interacting with patients directly, 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 and also encourage them to join the group or sign up to our virtual group to ensure we capture as many patient views as possible. The clinical team encourage patients to join the PPG when appropriate in their consultations

The members attend meetings bi monthly and we have a virtual group who receive paperwork including any additional information. 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. 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

An issue was raised in 2015 concerning the telephone system and being able to get through on the telephone. The Practice has now invested in a new telephone system which incorporates 4 different languages to assist with choosing the correct options. This was completed in early 2016.

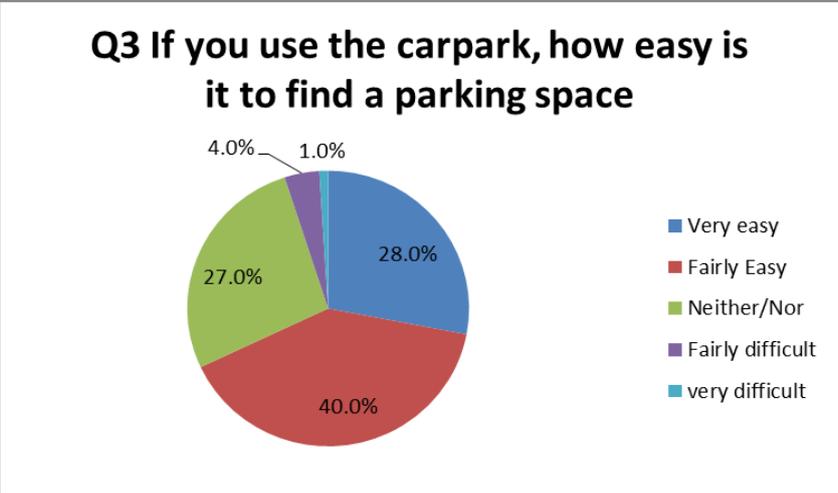
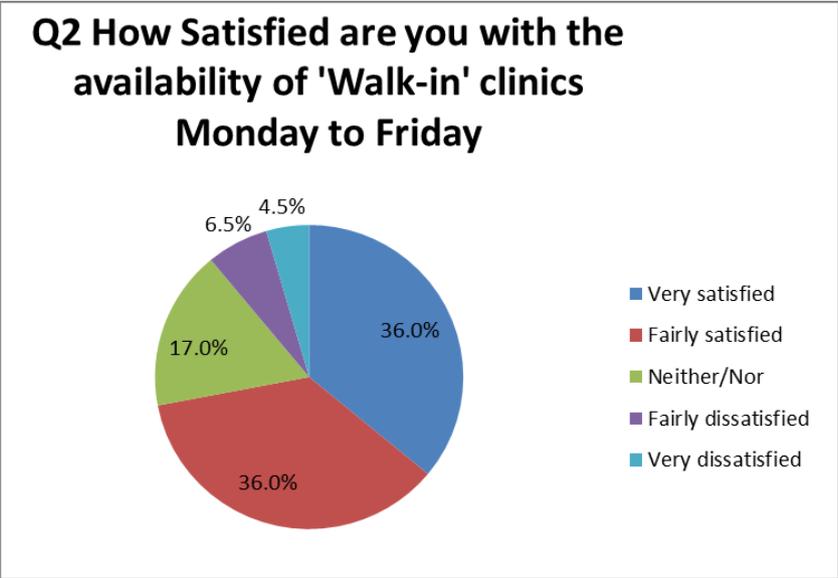
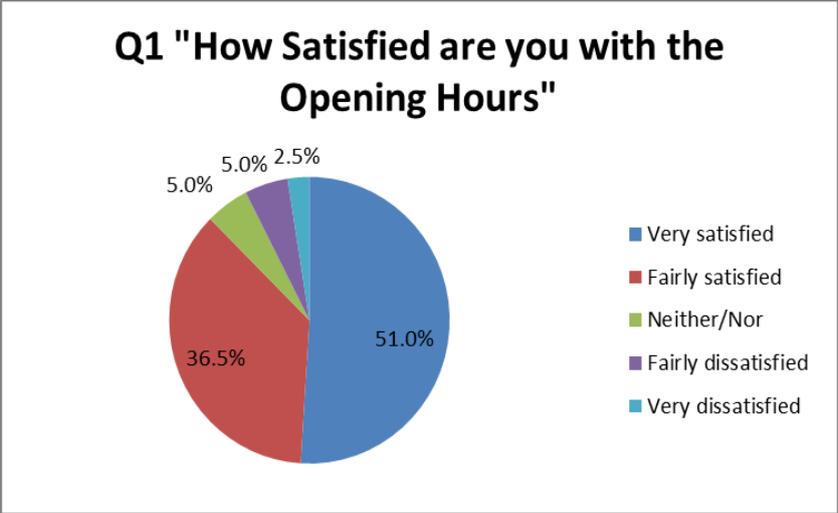
The PPG will be revamping their newsletter to detail PPG work and anything which is happening with the Practice i.e. CQC compliance, flu campaign, new services etc

In December 2017 the PPG agreed the 28 questions to be included in the patient survey, and the survey was undertaken over several weeks in January and February 2018 by the PPG members. The PPG members assisted with the survey, distributing them and encouraging patients to complete them. This also included involving interpreters, friends or relatives to enable us to capture the views of non-English speaking patients. 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. Patients can also request a hardcopy of this document should they wish to do so.

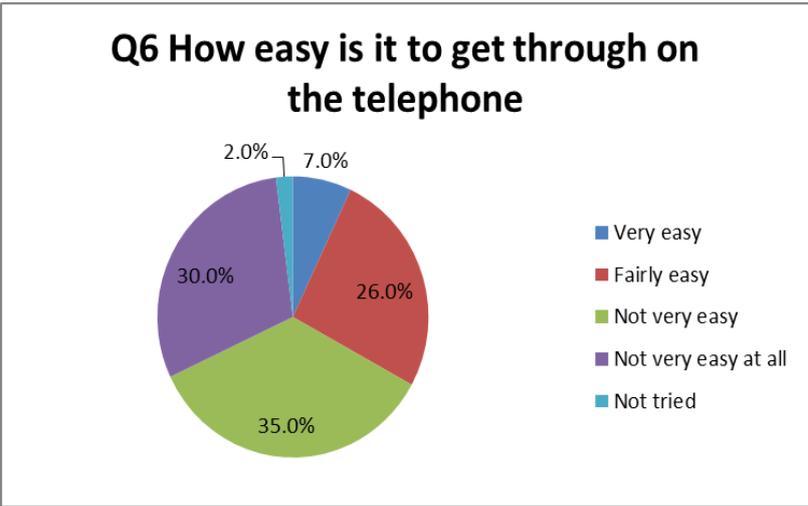
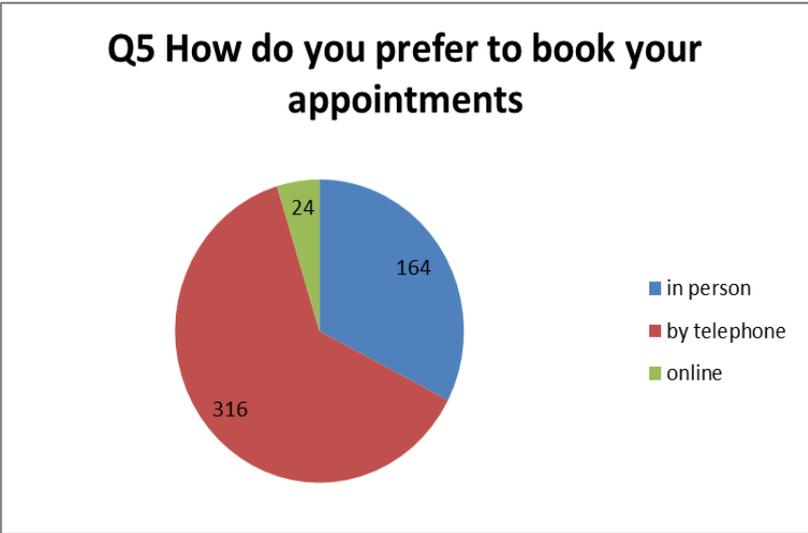
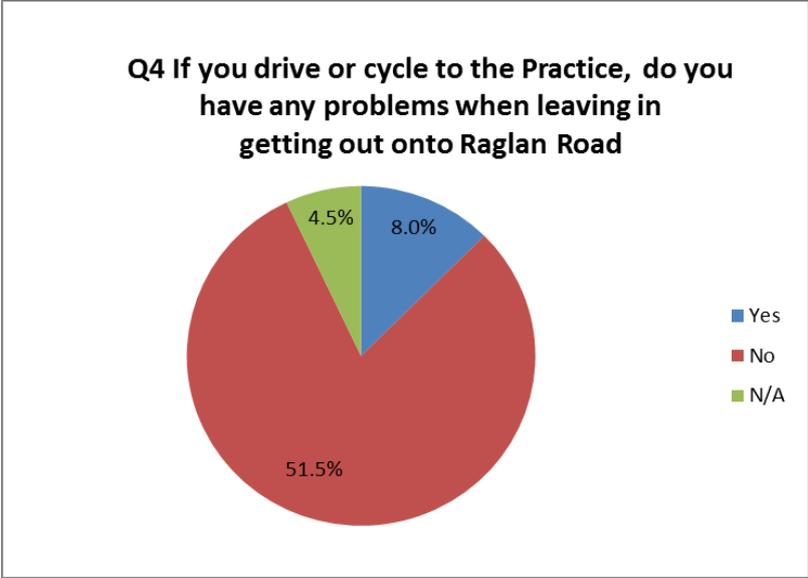
A total of 504 patient satisfaction survey questionnaires were completed. The selections of patients were entirely random, as they were visiting the practice for a variety of reasons; the results were collated using an Excel Spreadsheet by a member of the PPG to enable this report to be produced.

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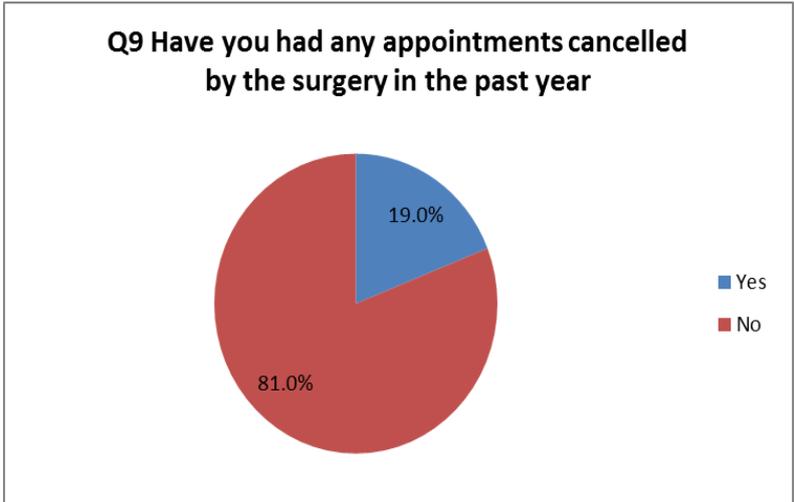
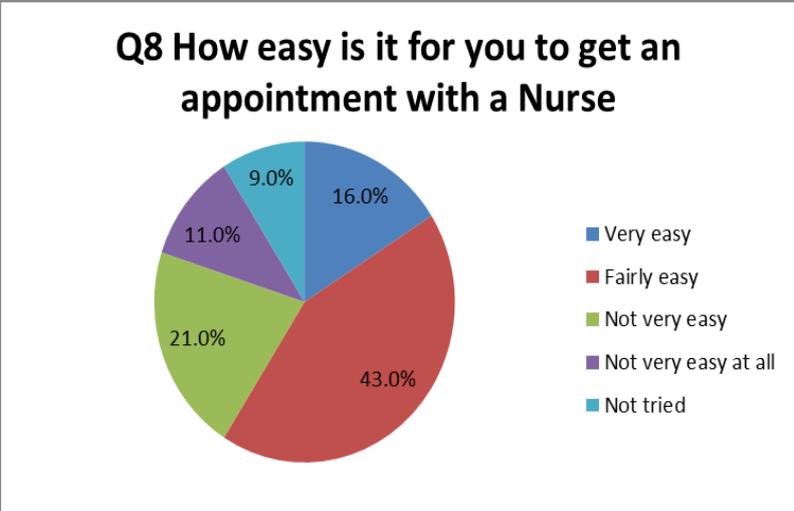
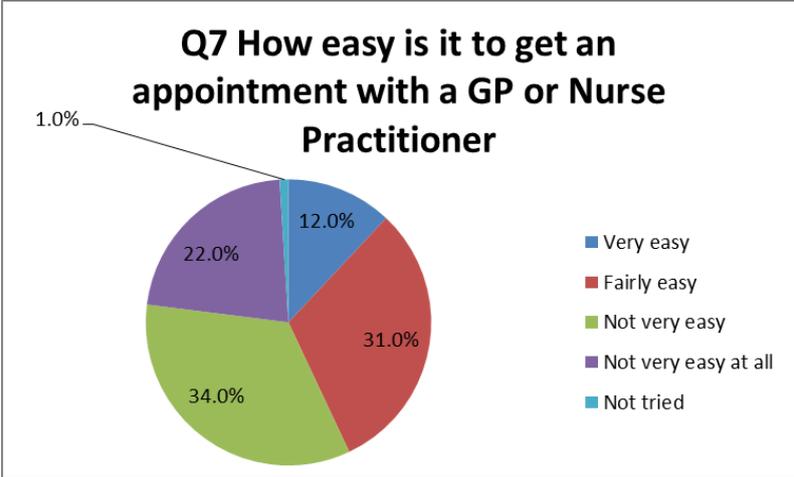
The graphs below show the results of the 28 questions:



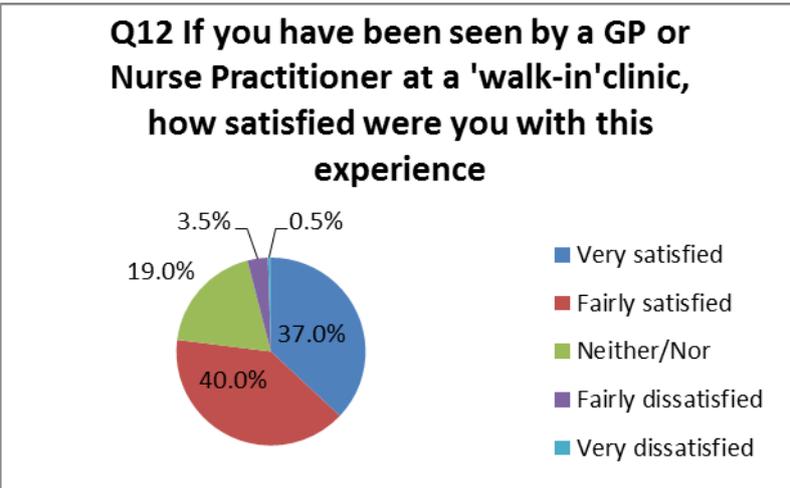
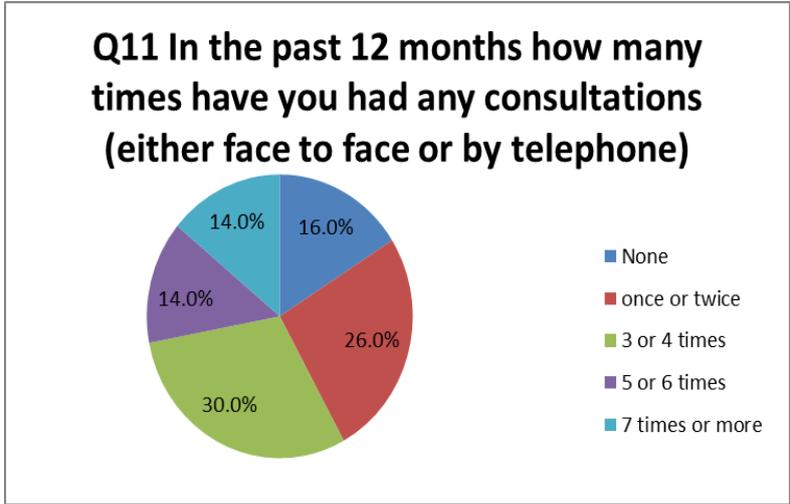
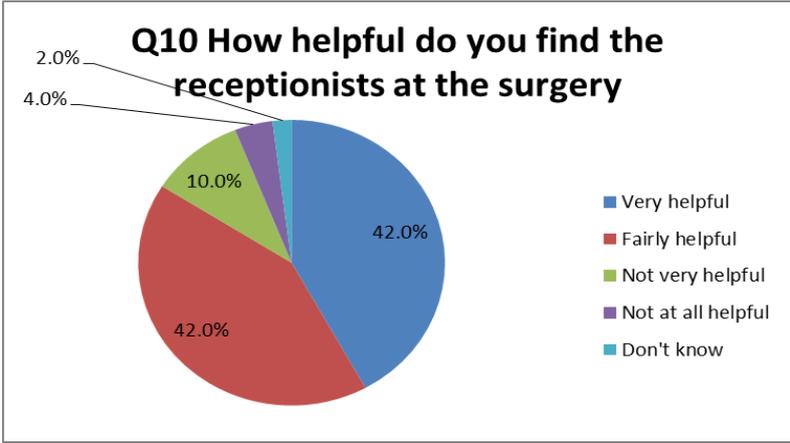
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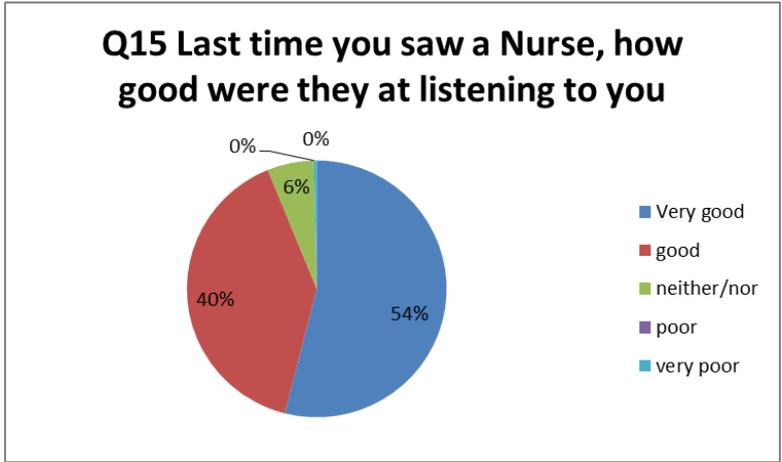
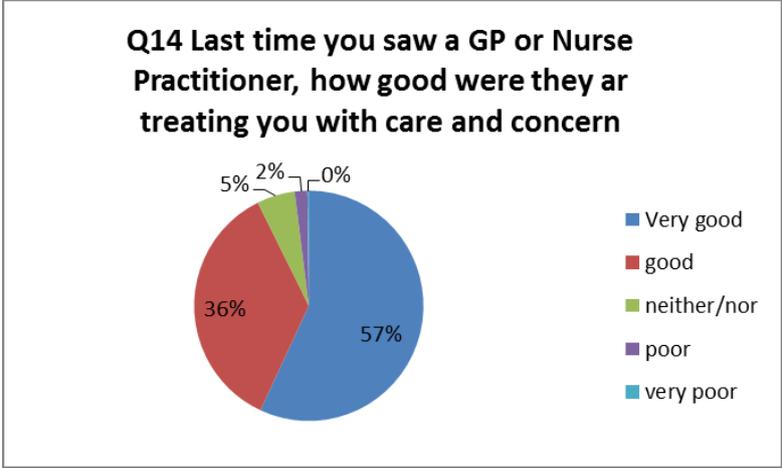
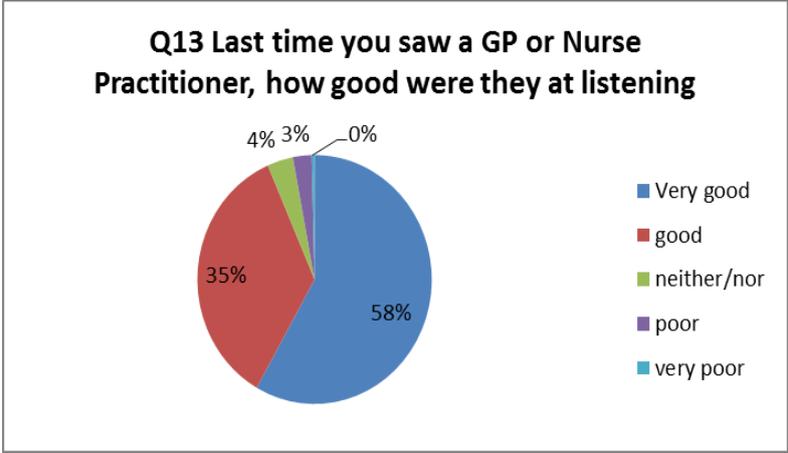
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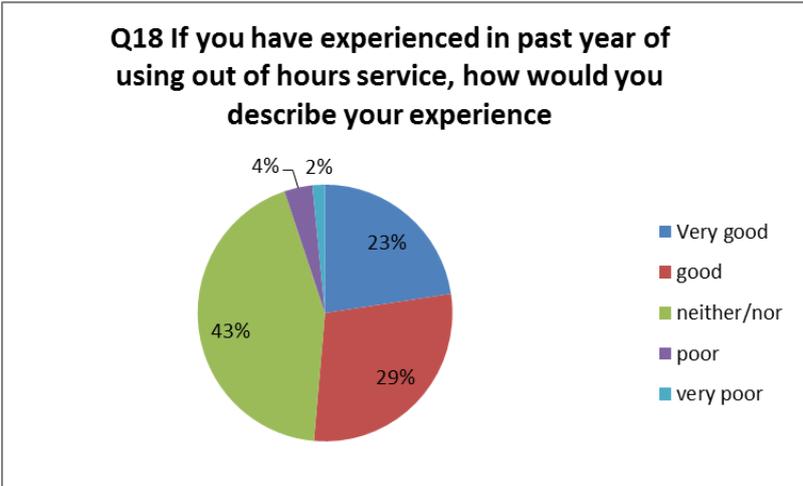
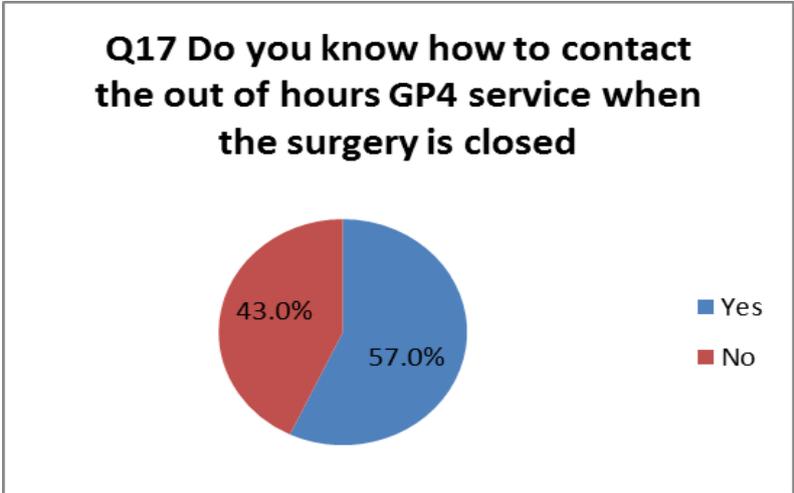
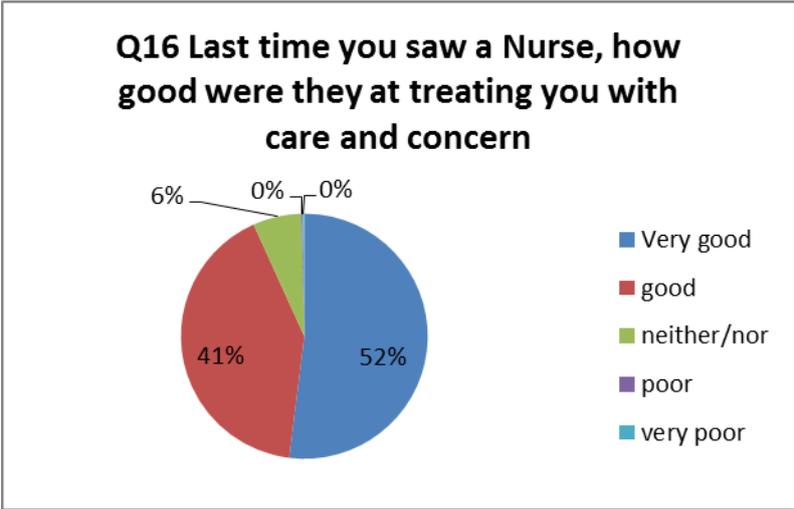
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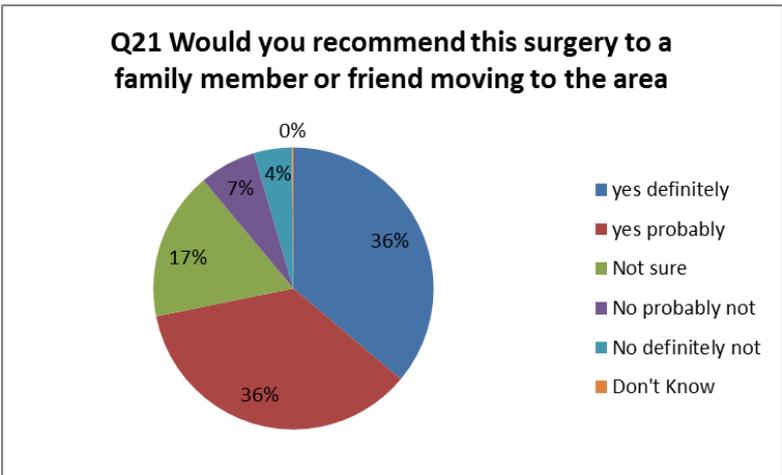
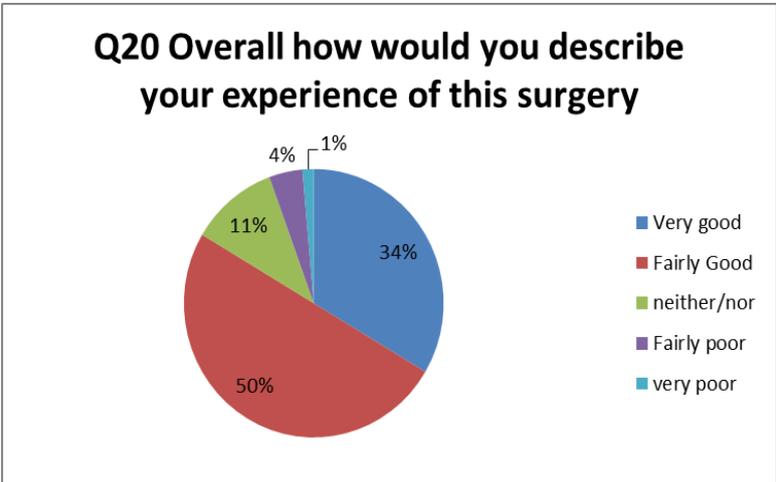
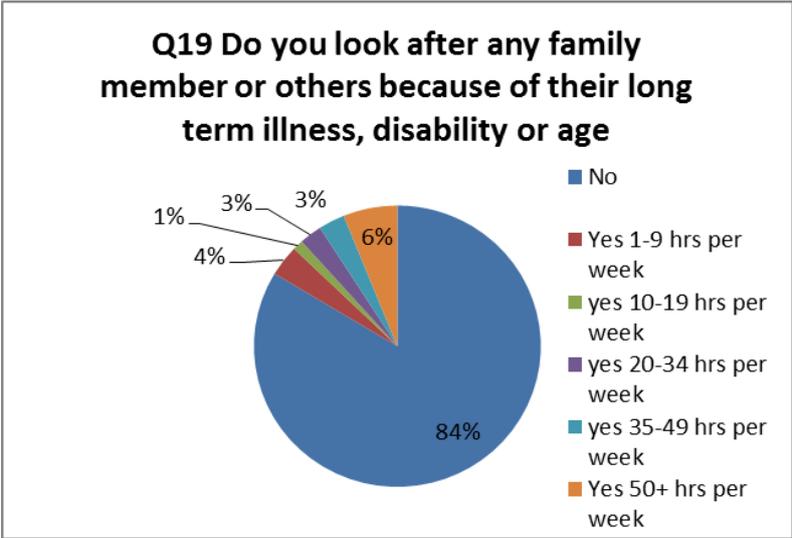
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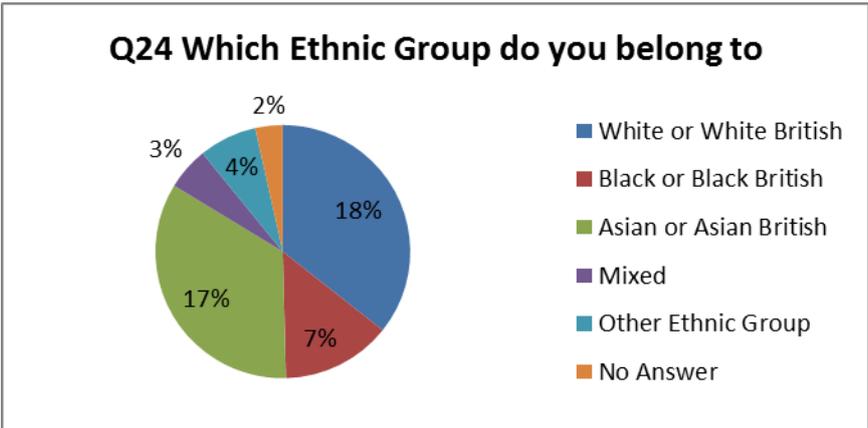
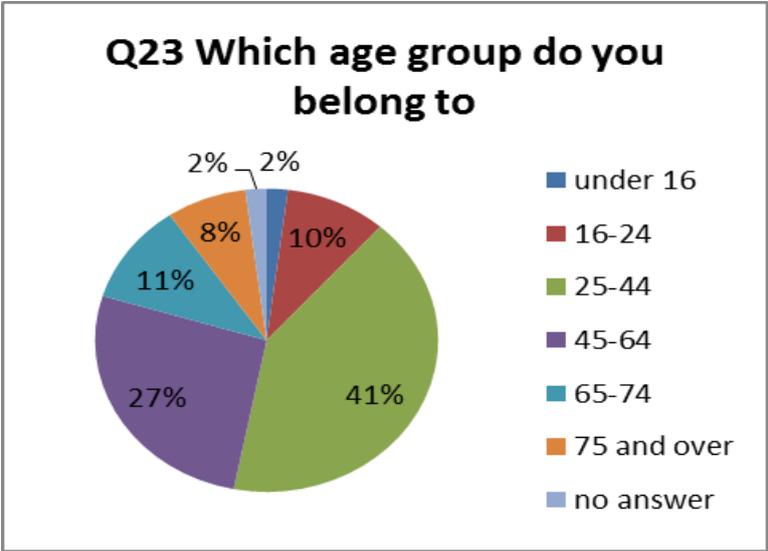
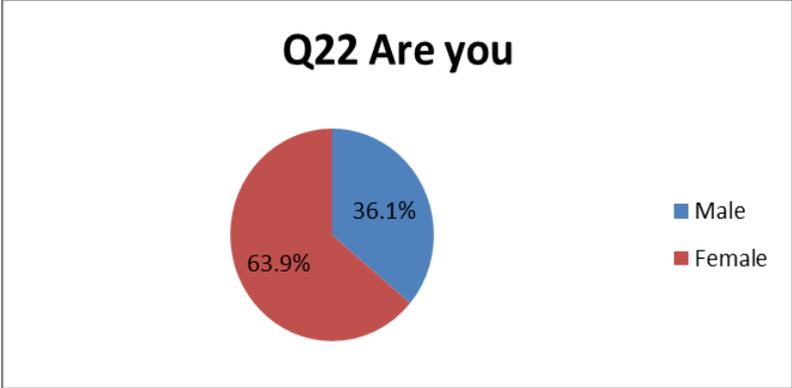
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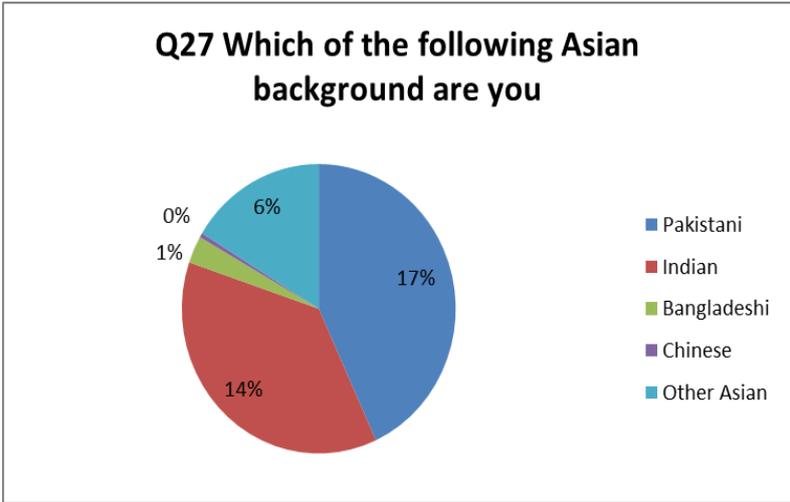
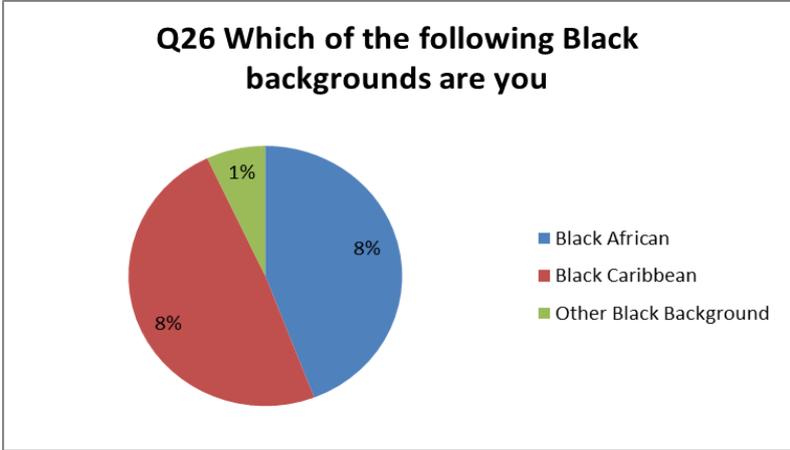
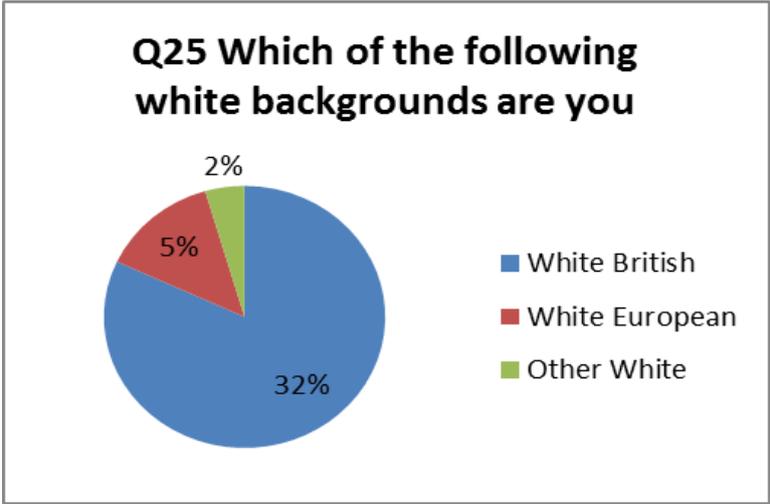
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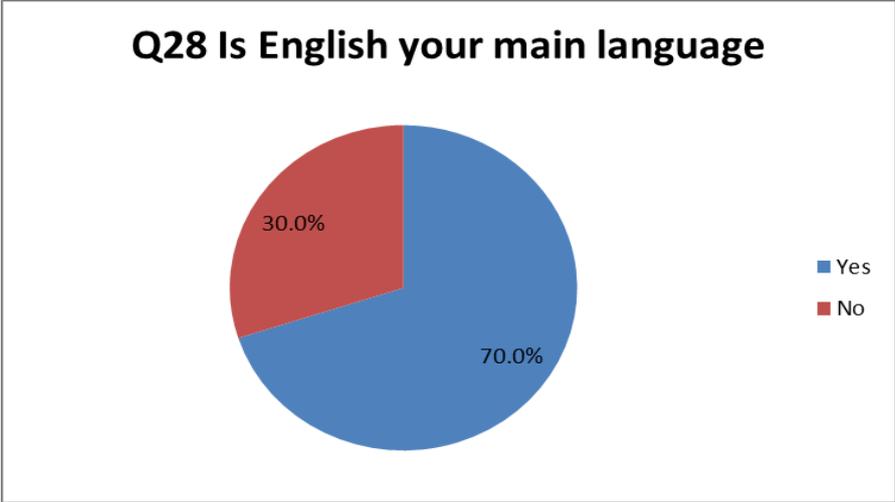
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We are interested in any other comments you may have made through this survey. Below is a selection of patient comments about the Practice, its service and its team:

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

- The Doctors and Nurse Practitioners are excellent
- Doctors and Nurses act upon my concerns and contact me when necessary
- Nurses are very polite and very helpful and supportive
- Fairly speedy attention
- Doctors show real concern and professionalism
- It's good you can get same day appointments by coming in at 8am.
- Looked after well
- Takes care of patients
- The doctors, nurses, and staff are always polite, friendly and professional.
- For my family the surgery has been great in emergencies
- Practitioners are very good at listening
- Been coming here over 12 years, would never consider registering elsewhere.
- Easy to sign in using sign in machine.
- Appointment reminder is very good, with the option to cancel if necessary
- The efficient appointments mean I am able to get on with my activities
- Don't have to wait long for appointments.
- Easy to get appointments, with helpful staff.
- The practice appears to be well run
- Service is good.
- Repeat prescriptions are promptly despatched to the pharmacist.
- Thank you for your help over the last 31yrs wouldn't want to go elsewhere.

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

- Take on less new patients, it's so hard to get an appointment.
- Need to get appointments more easily.
- More doctors and staff needed.
- A more direct appointments system.
- If we could book appointments in advance, it would be good for both patients and practice.
- Appointment system doesn't cater for working people, by the time they get through none left
- Length of time having to wait, despite having an appointment.
- Need more appointments made available
- Can you add online bookings
- Better access for appointments for working people.
- Could do with more appointments being made available.
- Please improve the times for walk in surgeries.

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c. Any other comments?

- Medical Records 50 pounds, 15 pounds for other GP service charges.
- More appointments available on the day, after waiting at 8.30am for 30minsto get through on the phone, appointments have all gone.
- need appointments for working people
- I book appointments on line, but sometimes there are non-available for over a week.
- Put a ticket machine in so we know who comes in first to book appointments.
- Prefer to speak to someone in person, rather than an answer machine to book appointments.
- Receptionists could be a lot more helpful, and not putting obstacles in your way.

Conclusion:-

We always welcome feedback of which, as a Practice we listen to and reflect on. We get feedback throughout the year through various ways i.e. our friends and family test in the Practice on via text message but also through this patient survey. We understand there are always areas for improvement of which we ensure we take into account our patient views when making adjustments/improvements as required or as appropriate.

The following action plan shows the areas we have reflected on and made improvements on over the last 12 months. This is a continued program of improvement, working with our in house Patient Participation Group and the patients we provide a service to.

Cape Hill Medical Centre - Action Plan resulting from Patient Survey March 2018

Action required	Plan recently put in place
Improve access	<ul style="list-style-type: none"> • We have recently employed 2 more part time GP's • Practice Manager and the team are continuing to work on reducing patients who DNA their appointments with telephone and face to face meetings to ascertain the issues of non-attendance. This is an ongoing program of education • Clinical rota system has been revamped to provide more same day appointments and the rota is now available 8 weeks ahead to book appointments in advance
Waiting times to see a GP/Nurse when patients have appointments	<ul style="list-style-type: none"> • In house raining and mentorship is to be undertaken to look at how clinicians can work with patients to enable consultations to run more smoothly when appropriate.
Cost of Access to Medical Records	<ul style="list-style-type: none"> • From 25th May under the new General Data Protection Regulation, we are unable to charge any fees for patients to access their medical records

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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