

CAPE HILL MEDICAL CENTRE

PATIENT PARTICIPATION REPORT MARCH 2017

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 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.

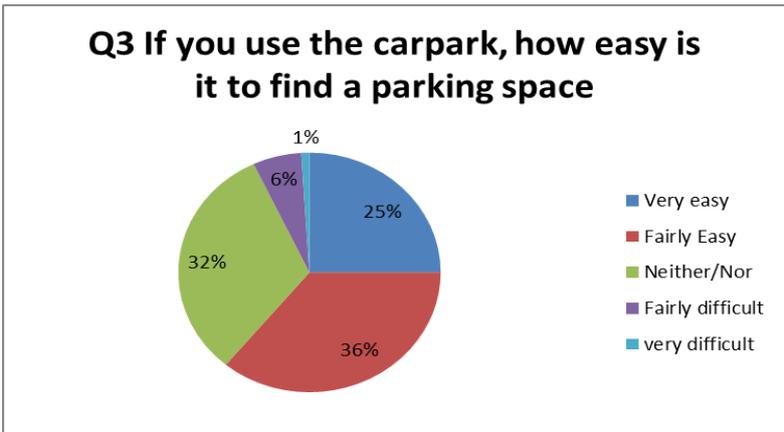
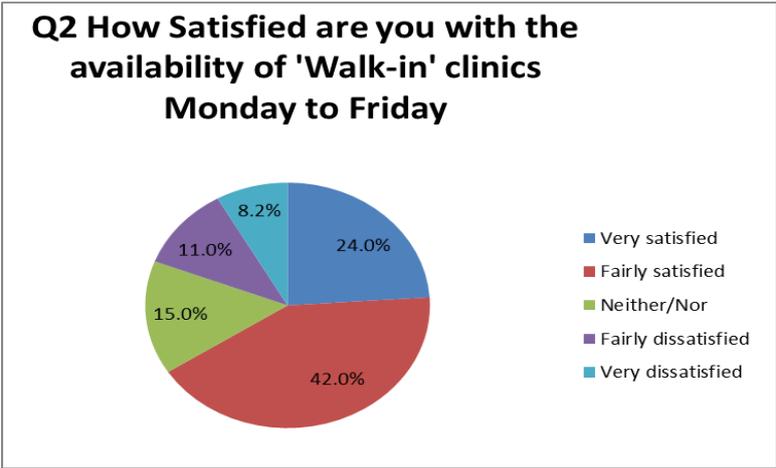
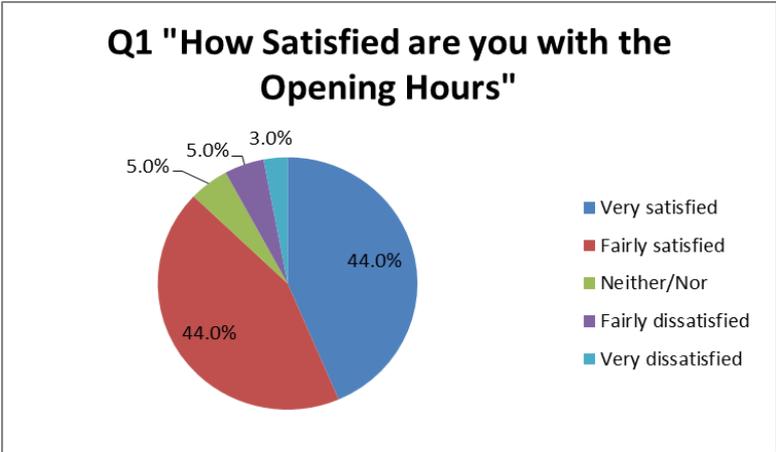
The PPG will be revamping their newsletter to detail PPG work and anything which is happening with the Practice i.e. CQC compliance, flu campaign etc

In December 2016 the PPG agreed the 26 questions to be included in the patient survey, and the survey was undertaken over several weeks in January and February 2017 by the PPG members. The PPG members assisted with the survey, distributing them and encouraging patients to complete them. This also included involving interpreters 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 454 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.

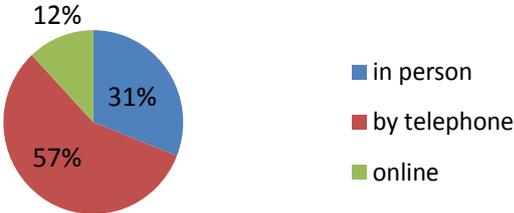
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The graphs below show the results of the 26 questions:

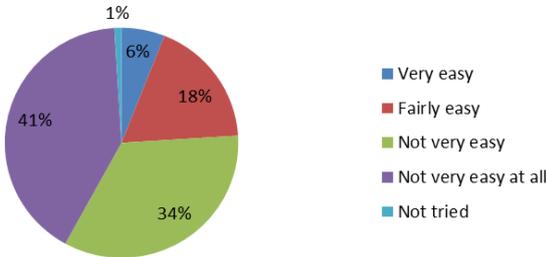


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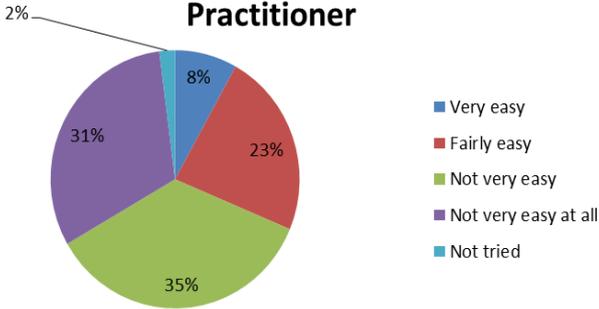
Q4 How do you prefer to book your appointments



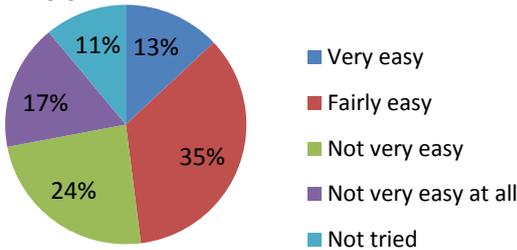
Q5 How easy is it to get through on the telephone



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

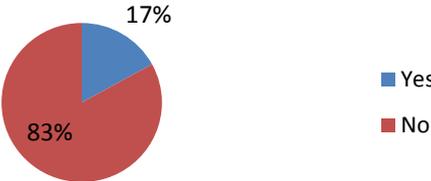


Q7 How easy is it for you to get an appointment with a Nurse

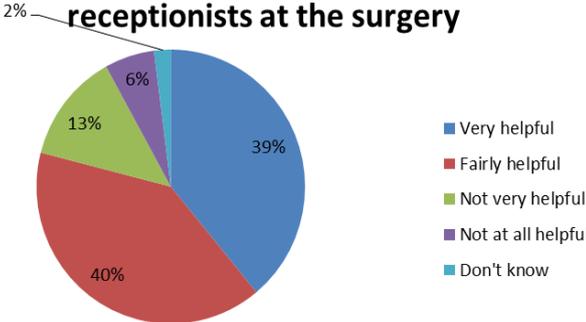


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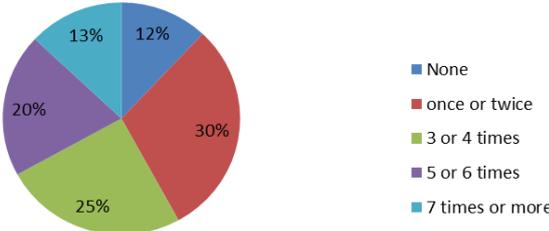
Q8 Have you had any appointments cancelled by the surgery in the past year



Q9 How helpful do you find the receptionists at the surgery



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

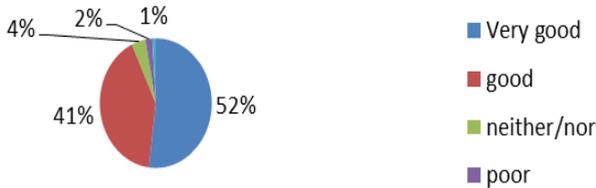


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Q11 If you have been seen by a GP or Nurse Practitioner at a 'walk-in' clinic, how satisfied were you with this experience



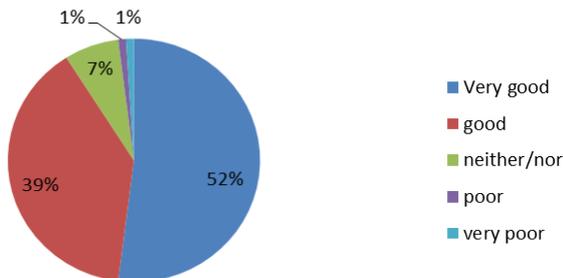
Q12 Last time you saw a GP or Nurse Practitioner, how good were they at listening



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



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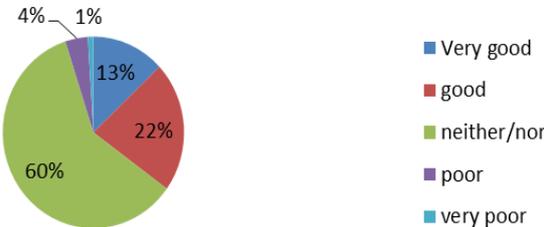
Q15 Last time you saw a Nurse, how good were they at treating you with care and concern



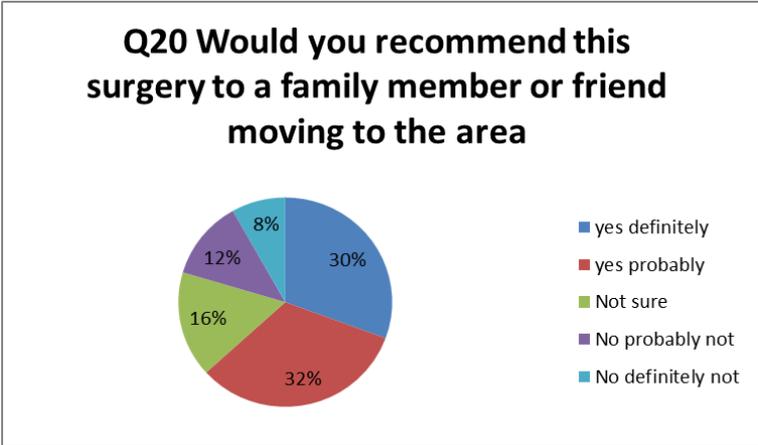
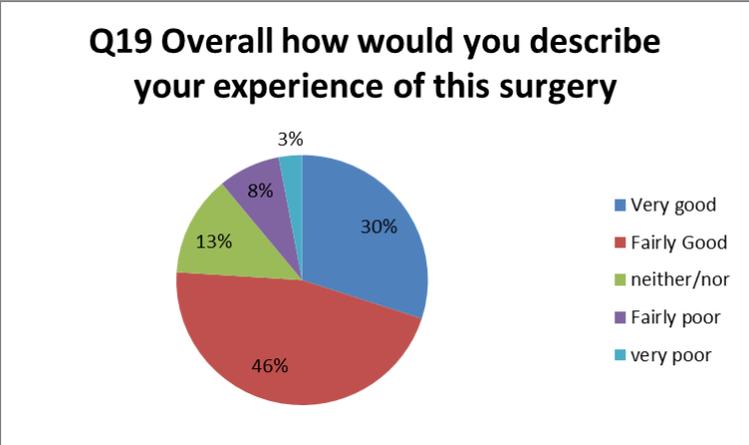
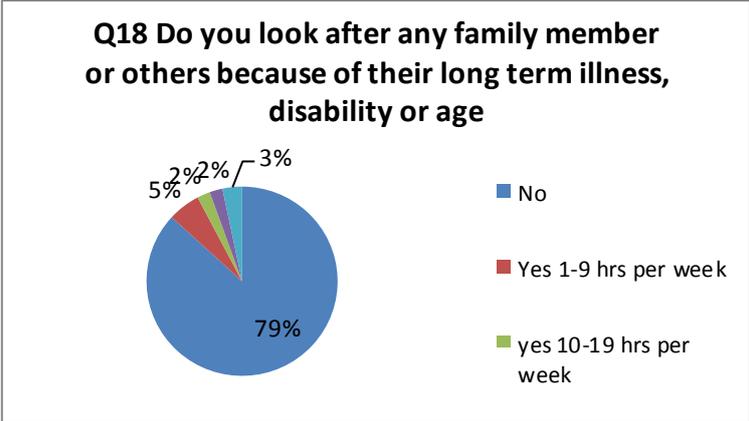
Q16 Do you know how to contact the out of hours service when the surgery is closed



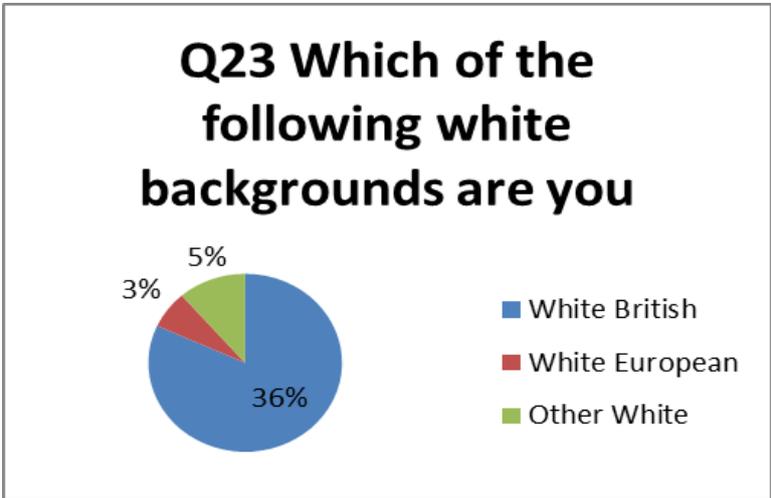
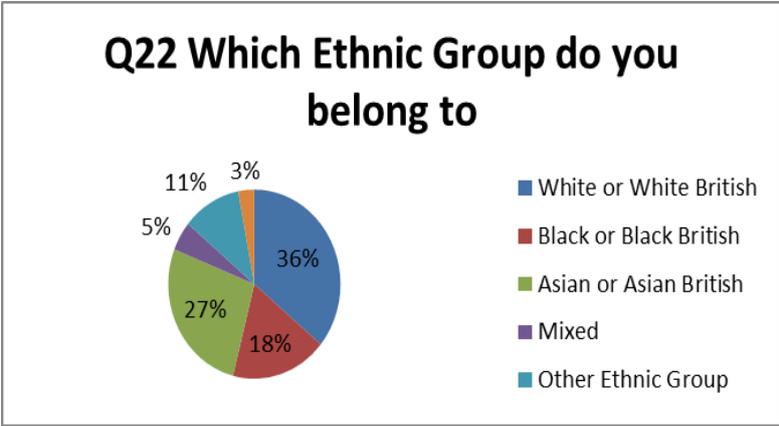
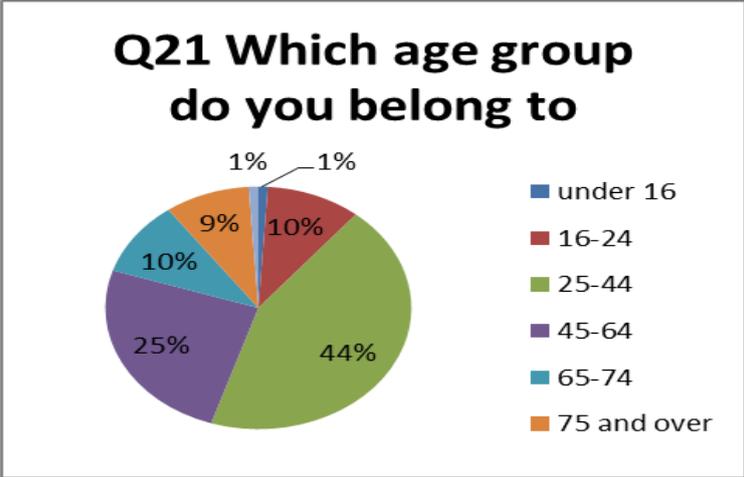
Q17 If you have experienced in past year of using out of hours service, how would you describe your experience



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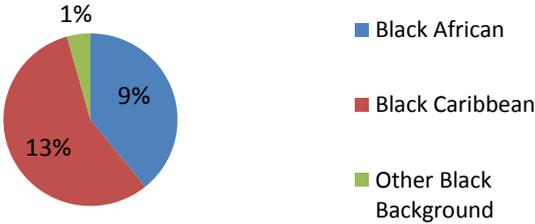


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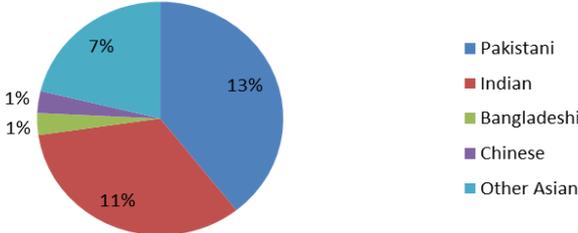


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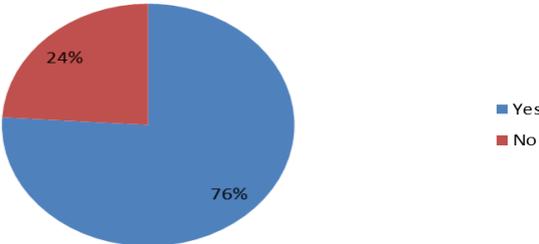
Q24 Which of the following Black backgrounds are you



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?

- Yes, I'm pleased with the expertise of the health professionals
- It's a family and friendly surgery, I love it here Staff are very good
- The Doctors very good Thorough with their care and treatment
- Doctors always listen to health issues and treat you with care and concern
- Have good relationship with most doctors
- The doctors and nurses are very good, patient, helpful
- I'm very satisfied with the treatment me and my family get
- The doctors, health care assistants and nurses are great
- The G P's here are very good especially with children this is why I've not changed
- I am happy about it all
- Feel very looked after nothing seems too much trouble
- Doctors are very informative and care about health and safety
- Receptionists are exceptional they are an example to follow.
- Your support has been brilliant, I have complex health issues
- I can't speak too highly of the health care I have received here. Helping my recovery.
- Good services offered given the circumstances in the current N H S.
- Staff are very helpful and friendly
- I have always been very well looked after at this surgery I owe my life to them.
- Appointments not too hard to get. Referrals are made for serious symptoms.
- Professional care
- The nurses GP's are very good and wonderful
- The nurse practitioners are very good caring and listening to you
- I get an appointment quickly for my asthma
- The Doctors, Nurses and reception staff are very helpful, understand and are polite
- Keep up the good work Thanks
- My father joined the practice as he is very impressed by the care the children and myself receive
- I am grateful for the support for the past year and it's been better than my consultants
- I love my surgery where I am. The great Cape Medical Centre.

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

- Appointments are hardly available
- A better appointment System needs to be rearranged with better system in place
- Unable to get through by telephone in the mornings very unhappy with this system
- There is a lot of time waiting for appointments, not easy booking an appointment
- The length of time you wait to see the Doctor, and to get an appointment
- More walk in spots should be available, e g the walk in start earlier so more patients can be seen
- There are a large range of patients here. The service is slow, takes days to get an appointment

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- To see the same Doctor. More online appointments, more people on phone lines often have to wait 10 minutes
- Walk in clinics maybe we can discuss 2 problems instead of one
- Appointment Times
- The appointment system needs improving, the practice is overcrowded so difficult to get appointments
- To improve the telephone call system to make it easier to book appointments
- Reception not always in place even with a long queue and trying to see same doctor
- Very difficult to get appointments
- Availability of appointments unsatisfactory. The telephone systems do not work efficiently
- It would be good to see the same G P for the duration of an illness
- Appointment availability need more walk in clinics
- Cut down the amount of people you take on your lists
- Too many patients are taken on. When you call at 8.30am no appointments left.
- Waiting times too long. Hard to contact by phone
- Receptionists could be more helpful
- Booking appointments, and waiting times
- Lack of appointments

c. Any other comments?

- Should be more Doctors because of the amount of people. It takes hours to get in touch with a Doctor
- A good practice with too many patients to deal with at any one time
- When you speak to reception no appointments available. Message on the phone to say when no more appointments available
- Surgery should be open on Saturdays
- I notice today Dec 2016 had an average of over 20 DNA App"ts missed per day is this why I have to wait 3 weeks
- A water machine in reception would be nice, sometimes it's a very long wait.
- You can't blame the surgery it's all down to government involvement and rules
- Patients who don't cancel their appointments should be warned they are preventing other people getting appointments
- Doctor call back service has been very useful saves the need for some visits
- The automated service is not very good, would rather speak to someone in person for an appointment.
- Some of the reception staff are excellent, while some need training on politeness and customer service
- Keeping the same doctor, instead of seeing all different ones.
- Can't always see the G P you want and who knows you the best. Loss of continuity and care

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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 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 2017

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"> The new telephone system has an option to automatically book appointments any time day or night. We have added a menu option in other languages to assist non English speaking patients
Access to GP's – Appointments	<ul style="list-style-type: none"> 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. We have online booking services of which we are continually improving on, with more appointments to be released through our online booking service for patients to access. See also the section below for the increased appointments for our list size.
Staff levels (seeing the same GP and access to Nursing services)	<ul style="list-style-type: none"> In September/October of 2016 we employed another full time nurse, a part time nurse and another nurse practitioner. This is to enable patients better access to our nursing team but also for continuity of care more appointments will be available as the nursing team has expanded. We currently have 5 GP Partners and 5 GP Associates at the Practice. We are now looking to recruit another GP associate to join our GP team. This again will allow us to provide more appointments and allow the Practice to look at how we provide better continuity of care by seeing the same GP when appropriate.

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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