

Fairfield Medical Centre

Patient Participation DES Evidence 2013-14

Update since PPG Report for 2012-13

Background

The PPG at Fairfield has been established in various guises since June 2009 but at that time discussions were very informal and could be viewed as a general meeting for patients' to air their views rather than a committee working in conjunction with the team at Fairfield.

The PPG has developed considerably becoming increasingly more successful and are seen as one of the most advanced groups within the Medlinc locality, part of Surrey Downs Clinical Commissioning Group.

The current PPG closely represents the patient demographic at Fairfield as the majority of PPG members are retirement age. Whilst we have a high quota of older patients, the PPG is keen to extend its reach into other areas of community and this is seen as the main challenge for 2014. A contact has successfully been made with a local school but we have had little success in establishing a sub-committee of young adults and families. We believe this to be due to their limited time constraints and are looking at ways to approach the problem in a different way such as maybe using social media or technology providing confidentiality allows.

The PPG at Fairfield is a thriving 'community', with the ability to support Fairfield on both special projects and day to day administrative issues.

The current PPG committee of ten members includes;

Chair

Vice Chair

Secretary

Treasurer

Six further committee members

Establishing a Patient Survey – the process

The PPG meet monthly at Fairfield during the evening of the last Monday of the month. A practice representative attends on a rotational basis. The third PPG Annual General Meeting (AGM) will be held on 19th March 2014. Other PPG representatives have been invited to attend along with local pharmacies. The intention is to make the evening informative as well as a requirement of the PPG terms of reference.

The November meeting was attended by Dr Aoife Evans, Senior Partner, and the process of producing a survey was discussed – see appendix 1 minutes.

The committee reviewed the previous years' survey and established areas to concentrate on where concerns had been raised previously. Questions were agreed and the survey produced for distribution.

Copies were given to all clinicians for issue. This year it was decided to put the survey onto the surgery website as it was considered that there were many 'silver surfers' within the patient demographic who were likely to access the survey on line when booking appointments or ordering prescriptions.

Findings/Review of Patient Survey

The results were analysed by the PPG and the following points highlighted:

- Roughly equal numbers of male and female responses were received.
- No patients under 30 completed a questionnaire!
- 60% of respondents were over the age of 60. Half of the patients had been seen previously within the last month.
- Half booked appointments by telephone. However, there are still comments about difficulty in getting through, and confusion/frustration over the booking system.
- 20% of patients thought it was 'very difficult' to book an appointment.
- Only 1 patient received an SMS reminder – is this because the system doesn't always work or because uptake is low?
- Only a third of patients are registered for on-line booking. Is this because the system is not widely known-about?
- There was a reasonably even split between routine/urgent/follow-up appointments. The majority were GP appointments.

- Unfortunately the automatic check-in was broken for much of the period that the questionnaires were available, so (Q14) gives a false picture of how patients would normally check in.
- 100% of respondents were happy with the politeness/helpfulness of the reception staff
- Patients were generally seen within 10 minutes of their appointment time, and were mostly very happy with their consultation with regards to the care given.

Fairfield's Practice Manager met with the PPG to discuss the above.

Action Plan following results of Patient Survey

It is clear that there are some improvements in certain areas and disappointing lack progression in others.

Areas of Improvement since 2012-13 Patient Survey:

- 100% of respondents were happy with the politeness/helpfulness of the reception team
- Patients were generally seen within ten minutes of their appointment time
- Patients were mostly happy with their consultation with regards to the care given

Areas to be improved for inclusion in Action Plan:

- Confusion/frustration over appointment system - the system is continually 'tweaked' however Fairfield does have a high demand due to the number of elderly patients and as the problem is ongoing consideration is being given to a phone triage system
- Phone answering - despite our best endeavours and putting all available staff onto phone answering at peak times we still cannot cope with demand and hence are considering changing to a self financing system as although the current phone system works it does not have additional technical 'wizardry' which might help the patients perception of the service we offer

- SMS appointment reminders - not sure if this is due to the age range of the respondents or whether there is a blip in the system which needs addressing
- Knowledge of Online booking - education required ie publicise in waiting room, on website, in surgery handbook etc
- 'Broken' self check in - technical issues which the supplier could not help us with due to age of equipment

Summary of Agreed Action Plan:

Area	Action by	Deadline
Appointment system	All - brainstorming meeting to be held on 17 th March 2014	31 st March 2014
Phone Answering	Practice Manager - review phone system	On going
SMS	IT Lead - check set up on EMIS clinical software	31 st March 2014
On line Booking	PPG and administrative staff at Fairfield	Ongoing
Self check in	IT Lead, knowledgeable salaried GP and PM!	Resolved at present

Conclusion

The Partners and Staff recognise the input the PPG makes to the running of Fairfield and feel that the patient survey helps to heighten areas for improvement which we may have not previously realised were causing dissatisfaction among our patient demographic.

Appendix 1 Minutes from PPG Meeting November 2013

Appendix 2 Minutes from AGM 2013

Appendix 3 Survey Results 2014

Appendix 4 Agenda for AGM 2014

