Cornerways Medical Centre

Patient Participation
Annual Report

2013/2014
## Contents

<table>
<thead>
<tr>
<th></th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
</tr>
<tr>
<td>2</td>
<td>Profile of Patient Reference Group Membership</td>
</tr>
<tr>
<td>3</td>
<td>The Patient Survey</td>
</tr>
<tr>
<td>4</td>
<td>Action Plan</td>
</tr>
<tr>
<td>5</td>
<td>Update of Action Plan 2013/2014</td>
</tr>
<tr>
<td></td>
<td>- Action 1 - Reception Staff</td>
</tr>
<tr>
<td></td>
<td>- Action 2 – Access to clinical staff</td>
</tr>
<tr>
<td></td>
<td>- Action 3 – Phlebotomy services</td>
</tr>
<tr>
<td></td>
<td>- Action 4 – Expansion of text and email</td>
</tr>
<tr>
<td></td>
<td>- Action 5 – Nursing provision</td>
</tr>
<tr>
<td>6</td>
<td>Next Steps</td>
</tr>
<tr>
<td>7</td>
<td>Appendices</td>
</tr>
<tr>
<td>Appendix A</td>
<td>The Profile of the Practice Patient Population 2013/2014</td>
</tr>
<tr>
<td>Appendix B</td>
<td>PPG Patient Survey 2013/2014</td>
</tr>
<tr>
<td>Appendix C</td>
<td>PPG Patient Survey 2013/2014 – Analysis</td>
</tr>
</tbody>
</table>
1. Introduction

The Patient Participation Group (PPG) for Cornerways Medical Centre set up a virtual Patient Reference Group (PRG) in 2011 in order to engage as wide a group as possible. Unfortunately during 2013 the PPG and PRG disbanded and a new PPG (Patients Voice) took over. They are in the early stages of forming a PRG. However, the Patient Survey had been agreed with the previous PPG and the results follow.

The Practice offers services to its patients:
Monday to Friday 08:00 to 18:30 hours
Closed daily 13:00 to 14:00 hours (except for emergency telephone access)

In addition the surgery offers extended hours clinics as follows:
Every Monday 18:30 to 20:00 hours (excluding bank holidays)
Alternate Saturdays 08:00 to 11:00 hours

Services can be access via telephone or in person. The Practice upgraded the telephone system in 2014.

2. Profile of PRG Membership

The PPG (Patients Voice) and the Practice understand that the PRG is not representative of the 11,600 patients on the Practice list as yet, however it is the intention to become so during 2014. The overall male / female split and then by age / sex offer a realistic representation.

In terms of the ethnic representation the Practice only has a 0.01% ethnicity.

Patients are invited to become members of our Patient Reference Group as they register with the practice (both face to face and to join the PRG virtual group), as well as when completing survey forms. The returned patient registration forms are used to establish a PRG database.

Appendix A shows the Practice Patient profile

3. The Patient Survey

Suggestions for the areas to be covered in this year’s Patient Survey were discussed at PPG meetings and relate to responses received from previous patient surveys and patient feedback.

In April 2013 the PPG members reviewed the previous PPG report and it was decided to reuse the previous survey, to provide a year on year progress check.

The survey was available and distributed face-to-face throughout the year.

Once the survey period was complete the analysis of the survey results was undertaken. The outcomes of the survey were emailed to the virtual patient group for comments.
Appendix B shows the questionnaire given to patients for the Patient Survey 2013/2014

One hundred and forty six completed surveys were returned to the surgery for analysis. The results are can be seen in Appendix C.

4. Action Plan

The action plan was agreed with the PPG and in accordance with the PP DES this report will be sent directly to all PRG members by either email or post. In addition it will be made available to all patients and a wider audience by being posted on the Practice website and NHS choices and available in the waiting rooms.

5. Update of Action 2012/2013

During the course of the last year the PPG unfortunately disbanded, however a new group have come to the fore to represent patients of Cornerways Medical Centre, they are known as “The Patients Voice”. This small group are determined to ensure that patients have their views known and where appropriate actioned. The action plan for the 2012/2013 Patient Survey was implemented.

- **Action 1: Reception Staff**
  Due to the disbandment of the previous PPG the audits in the action plan were unable to be undertaken as per the plan. However, the Reception Manager held a number of training sessions with the Reception staff. In addition, some staff also attended further bespoke Receptionist training courses held at approved centres. The satisfaction results concerning this action in the survey show an increase in patients’ satisfaction with the reception staff.

- **Action 2: Access to Clinical Staff**
  Over the reporting period the practice has modified the appointment system to try and enable greater access to patients’ “own doctor”. Whilst there has been some success this year, the practice continue to look at innovative ways to enable more appropriate access to patients’ “own doctor”. In addition the appointment system continues to be reviewed on a regular basis and adapted for seasonal pressures.

- **Action 3: Push the CCG to provide a local phlebotomy service**
  There has been some success, although not as much as had been hoped, in this action this year. As a result of patient feedback across our local area, helped by the letters sent on behalf of the PPG to the CCG, the CCG has put out a pre-qualification questionnaire for interested parties to bid to undertake a local phlebotomy service. The practice along with others has indicated an interest, and it awaits further details.

- **Action 4: Push for the expansion of use of text and email**
  This has been actioned with some success. Patients, who have agreed to text messages, now receive appointment confirmation by text. All newly registered patients are asked for their consent to the text service, and existing patients are asked opportunistically.
• **Action 5: Monitor adequacy of nursing provision**
  This year has again been a busy one for the practice, and nursing provision has been of some concern especially due to long term illness. The practice has where possible employed locum nurses to cover shortfalls; however the pool of available practice nurses is particularly small at present.
  This has led the practice to review the tasks carried out by the Practice Nurses, and has led to the offloading of some tasks to others, to ensure that the Practice Nurses spend as much time as possible in face to face clinical consultations. Further work is being carried out to ensure appropriate, timely access to the Practice Nurses by patients.

6. **Next Steps**

The next steps are to implement the Action Plan for 2014/2015 and review within the target dates in readiness for the Patient Participation Annual Report.
Appendix A

Practice Population Profile

### Capitation Report – Dorset As of 1/4/2013

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 16</td>
<td>205</td>
<td>209</td>
<td>414</td>
</tr>
<tr>
<td>17 - 24</td>
<td>136</td>
<td>104</td>
<td>240</td>
</tr>
<tr>
<td>25 - 34</td>
<td>112</td>
<td>86</td>
<td>198</td>
</tr>
<tr>
<td>35 - 44</td>
<td>144</td>
<td>168</td>
<td>312</td>
</tr>
<tr>
<td>45 - 54</td>
<td>314</td>
<td>293</td>
<td>607</td>
</tr>
<tr>
<td>55 - 64</td>
<td>383</td>
<td>410</td>
<td>793</td>
</tr>
<tr>
<td>65 - 74</td>
<td>438</td>
<td>475</td>
<td>913</td>
</tr>
<tr>
<td>75 - 85</td>
<td>300</td>
<td>301</td>
<td>601</td>
</tr>
<tr>
<td>86+</td>
<td>62</td>
<td>85</td>
<td>147</td>
</tr>
<tr>
<td>Total</td>
<td>2094</td>
<td>2131</td>
<td>4225</td>
</tr>
</tbody>
</table>

### Capitation Report – Hants As of 1/4/2013

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 16</td>
<td>790</td>
<td>764</td>
<td>1554</td>
</tr>
<tr>
<td>17 - 24</td>
<td>294</td>
<td>266</td>
<td>560</td>
</tr>
<tr>
<td>25 - 34</td>
<td>309</td>
<td>296</td>
<td>605</td>
</tr>
<tr>
<td>35 - 44</td>
<td>526</td>
<td>539</td>
<td>1065</td>
</tr>
<tr>
<td>45 - 54</td>
<td>597</td>
<td>587</td>
<td>1184</td>
</tr>
<tr>
<td>55 - 64</td>
<td>460</td>
<td>471</td>
<td>931</td>
</tr>
<tr>
<td>65 - 74</td>
<td>424</td>
<td>453</td>
<td>877</td>
</tr>
<tr>
<td>75 - 85</td>
<td>208</td>
<td>252</td>
<td>460</td>
</tr>
<tr>
<td>86+</td>
<td>59</td>
<td>122</td>
<td>181</td>
</tr>
<tr>
<td>Total</td>
<td>3667</td>
<td>3750</td>
<td>7417</td>
</tr>
</tbody>
</table>
Appendix B

Health Matters – Working together to improve healthcare locally

Cornerways Patient Group Survey

As a result of last year’s survey we developed an action plan to address the issues raised in the survey. The staff and patients involved in Cornerways Patient Group are actively pursuing improvements and recommendations as a result of the survey.

1. How often do you visit Cornerways Medical Centre?
   - □ Never  □ About once a year  □ 2 or 3 times a year  □ 4 to 6 times a year  □ More than 6 times a year
   If you visit infrequently or never, please can you say why this is?

2. Do you have any special needs or disability?
   - □ Yes  □ No
   If yes, please would you tell us about your needs/disability?

3. Did you have any trouble getting an appointment today? At any other time?
   - □ It’s easy to get an appointment when I want one
   - □ I generally get an appointment when I want one, or within a day or so
   - □ I find it quite hard to get an appointment when I want one
   - □ I don’t really understand the appointment system here
   Please say more if you wish

4. Generally, do you find the time spent in the waiting room at the practice acceptable?
   - Yes, I generally get in pretty quickly
   - Yes, but you do have to wait around
   - Yes, but I often find myself waiting for ___ minutes
   - No, I often find myself waiting for ___ minutes
   - No, it is unacceptable
   Do you have any suggestions as to how we could improve waiting times?

5. Is there anything about Cornerways that you really value and would like to see maintained above all else?

6. Is there anything about Cornerways that you are not keen on and would like to see improved?

7. Thinking about the NHS more widely, say in hospital or other non-GP services you have experienced, is there anything that you particularly like or dislike, strikes you as good practice or could be improved upon?
Health Matters

8. Cornerways Medical Centre, like most GP practices, is only paid to undertake some blood tests at the surgery. As a result, we often send patients to hospital to have blood tests taken. Would you like to see this as part of our standard service?

☐ Yes ☐ No ☐ Don’t mind

10. Cornerways does not routinely contact patients with normal results. (Of course the practice always contacts patients where it needs to.) Would you like us to contact you with all results, whether normal or not?

☐ Yes ☐ No ☐ Don’t mind

If so, for normal results would you prefer:

☐ Letter ☐ Phone call ☐ Email ☐ Text ☐ Don’t mind

11. Have you used the Out of Hours service? Y/N

If yes, please could you rate it out of 10, with 1 being the worst and 10 the best score.

12. Which surgery location do you usually attend, Ringwood or Poulner?

13. Are the surgery opening hours sufficient? Y / N

If no, would you prefer to see Cornerways open longer?

☐ a) at lunchtime ☐ b) in the evenings ☐ c) weekends

If more than one applies, please rate 1, 2 or 3 where 1 is your highest priority.

Other thoughts or comments you might like to add?

__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________
__________________________________________________________________________________________________

Thank you for your thoughts, feedback and contribution.

Cornerways Patient Group is made up from patients from the Poulner and St Leonards areas who would like to help everyone in those areas to enjoy the best health they can, and to make Cornerways Medical Centre the best GP practice it can be.

Please come and join our group so that we can best represent all patients at Cornerways Medical Centre. Details of the next meeting date are always available on the website. We consider the results of our annual survey each year and formulate an action plan accordingly. To join the Cornerways Patient Group please email alison@cowpitte.co.uk or ask for a green form at reception.

This survey is anonymous. However, if you’d like contact from the Practice on any of these points, please put your contact details here:

Name ________________________________
Address ________________________________
Postcode ________________________________

Email ________________________________ Tel ________________________________

Parkers Close, Godley Road, Ringwood BH24 1SD Tel: 01425 472515 1 Pine Drive, St Leonards BH24 2LN Tel: 01425 472515
www.cornerwaysmedicalcentre.co.uk
Appendix C

Analysis

The results of the analysis are quantified and/or analysed qualitatively as below.

Attendance
The sample represented a good cross section of patients who were more or less regular visitors to the surgery, visiting less than once a year to more than 6 visits a year; 2% visiting ‘never’; 15% only once a year; 32% visiting 2 or 3 times a year; 19% visiting 4 – 6 times a year and 32% visiting on 6+ occasions p.a.

Special Needs
15% (22 out of 146) of patients identified themselves as having special needs, a slight rise on last year’s total of 14.3%. These were described by patients as being: arthritis (2); painkilling needs (2); blood tests (1); diabetes; (3); ears (1); multiple issues (3); MS (2); heart (3); MS/ADHD(1); mobility (2); epilepsy (1); kidney failure (1); asthma (2); blood pressure (1); warfarin (1); asthma(2)

Appointments
The level of satisfaction with the ability to get an appointment seems to have increased quite markedly over the last year, with 71.8% of patients saying that they found it ‘easy’ or generally acceptable to get an appointment.
A generally encouraging 71.8% (105 out of 146) of patients were satisfied with their experience of getting appointments. They either rated appointments as ‘easy to get’ or ‘generally available when wanted’. 24.6% either found it hard to get an appointment or didn’t understand the system an increase over last year’s 21%.
In terms of qualitative comments about the appointments system, the greatest number of complaints by far was that patients are unable to get an appointment with the same Doctor, followed by 3 or 4 comments each on not being able to get a same day appointment; long waits for non-urgent appointments; negative comments about the reception staff; positive comments about the reception staff.

Waiting room times
Patients were given 5 options on waiting room times. As with last year there was a very positive response to waiting time acceptability where an acceptable waiting time was deemed to be anyone who responded ‘yes’ (the first 3 options). 91% - a higher percentage than last year deemed waiting time to be acceptable; whilst 8.4% felt it was not.

What is valued and should be maintained at Cornerways
As last year, the largest response related to the overall quality of the staff, which elicited 55 positive responses – a higher rate than last year. An unprompted rate of 37.5% mentions for the quality of staff seems to be once again an extremely good indication of overall satisfaction with the staff. Other responses that were very positive included:
• specific mentions for the quality of service and environment (21 mentions);

• specifically the quality of the Doctors and Nurses (11) – also overlapping with ‘staff’ quality;

• the ability to choose their own Doctor (13)

• and blood testing (6).

• other items were numerous and had one or two mentions each.

Areas for improvement
The inability to see the same doctor or “own doctor”, which attracted 4 mentions. Other issues were waiting times (5 mentions); phone handling and answerphone related issues (4) and availability of appointments including those related to St Leonards (9). Car parking and opening hours were mentioned 2 and 3 times respectively. Other items elicited 1 or 2 mentions and are not listed separately here.

About the NHS more widely...
As per previous years, the responses remain broadly the same and are summarised below. Encouraged to think about their experience of the NHS more widely beyond Cornerways, the biggest theme was that of waiting times and communications issues. There was a comment calling for the re-introduction of matrons in hospitals. There were ongoing issues about the cancellation and changing of hospital appointments.

Blood tests
Patients were asked again specifically about blood tests as this was a theme that had arisen at the PPG, was a known area of concern based on patients feedback and had been considered by the PPG to warrant further investigation. Patients were asked whether blood tests should be provided as part of the standard service at Cornerways, this question appears by some to have been considered ambiguous. One person stated this to be the case. A fairly high proportion (15%) did not answer the question. Some stated that they preferred blood tests to be undertaken at the surgery but left the boxes blank or even answered ‘no’ to the question. This suggests that the results may need to be treated with some caution as the ‘yes’ result may be under-estimated. Overall 50.6% of people felt blood tests should be standard service; 13.6% felt it should not; another 19% didn’t mind and 15% didn’t answer.

Contacting patients with normal results
Like blood tests, this issue was highlighted in discussion with the PPG; some people feeling that all test results should be conveyed by Cornerways to patients, not just those that were abnormal and required further action. Like last year, there has been less concern by patients to receive notification of all test results – with 52% (compared to 59% last year) of patients – wishing for this to happen; 11% not wishing it and 28% not minding.
Out of hours GP service
Unfortunately a mistake was discovered on the questionnaire, which meant that some forms didn’t have the scoring boxes included, however, from the comments received, it would appear that there is still some disparity in the service being received by patients. This has been fed back to the CCG on a “as it happens” basis.

Sufficiency of opening hours
Patients were asked whether the opening hours – of those who answered 59% felt they were sufficient and 18% felt they weren’t. However, from anecdotal feedback we feel there are opportunities to explore regarding opening hours.

Summary and conclusions
Once again the overall sense gained from reading the survey responses is that people are generally happy with the service provided and there are mostly positive feelings towards the clinical and administrative staff.  
The issue of appointments with “my own doctor” have been raised again, and the practice will look at possibilities of how to provide those appointments where required.  
The increase in satisfaction of patients being able to get an appointment is fairly marked and ongoing work within the practice is intended to increase appointment availability.
## Patient Participation Survey 2014/2015 – Action Plan

<table>
<thead>
<tr>
<th>Action</th>
<th>Action to be taken</th>
<th>Lead</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve Patient awareness of text service</td>
<td>Notice-boards, PPG Newsletter and our website.</td>
<td>PPG / IT</td>
<td>01/05/2014</td>
</tr>
<tr>
<td>Improve Patient awareness of online appointment booking</td>
<td>Once enabled IT and PPG to coordinate awareness</td>
<td>PPG / IT</td>
<td>01/06/14</td>
</tr>
<tr>
<td>Monitor appointment availability</td>
<td>Discuss with the GP partners and staff to see if any action can be taken.</td>
<td>PPG / PM/IT</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>