

Patient Participation Direct Enhanced Service (DES) for GMS Contract

Between March 2012 and March 2013

Part 2

Staines Thameside Medical Centre

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Introduction

This report follows on from the Patient Participation Direct Enhanced Service (DES) for GMS Contract as published in March 2012 and continues to outline the findings of the Patient Reference Group (PRG) from the year March 2012 to March 2013. At the time of publication there were 4188 registered patients, 2133 male and 2055 female. The PRG first formed in 2011 and has continued to meet throughout 2012 and 2013, initially starting as a focus group but at the time of publication there are plans to form a virtual PRG.

Aims & Objectives

The aims are to discover ways to improve the Practice and also to continue to try to fulfil plans set out the previous year. Findings were based on the Practice patient questionnaire conducted between November 2012 and January 2013 based on the previous year's questionnaire results. The results could be used to gauge the successes of the changes implemented in the previous year's DES report.

Terms of Reference

This report is conducted as part 2 of the DES GMS contract for the NHS. Findings are based on a group of patients at the surgery who joined the PRG and from the outcomes of the Patient Questionnaire which can also be found on the website.

The report aims to address the ideas and recommendations gathered at the PRG meetings and through the patient surveys in terms of improving the Practice. This report will be published on the Practice website <http://www.stainesthamesidemedical.co.uk/> and also a concise version advertised in the surgery waiting rooms and newsletters.

Methodology

As outlined in the DES Document part one, a PRG group was established and continued to meet to discuss ways to improve the Practice and enhance the Patient experience at Staines

Thameside Medical Centre. This was done as a focus group with a handful of patients also contributing via the telephone. However, the PRGs set to change to a virtual group with the addition of a suggestion box at the surgery to try and encourage greater patient participation in the future. The current number of patients that have input in to the PRG is now 9 which is an increase from last year. They have continued to meet and discuss the patient experience three times in the last 12 months.

The PRG demographics consisted of 9 members; 6 female and 3 male.

Participant's ages ranged from:

18-35	-	1
36-50	-	2
51-65	-	4
66-80	-	2
80+	-	0

A questionnaire was handed out to patients in the surgery during winter 2012 which was completed by 60 Patients. These results were discussed to allow recommendations to be made for further improvements.

For details on how the PRG was formed, please see part 1 DES documents.

Results from PRG meetings

The discussions at the PRG meeting were based on feedback from the Patient Questionnaire conducted from both 2011 and in 2012/13 to measure the success of changes made, to see which changes outlined in the previous 12 months have been implemented and also to outline further goals for the coming 12 months. The results are published on our website.

Recommendations & Implemented Changes from Action Plan from Year1&2

- It was felt amongst the patients last year that the opening times for the surgery needed to be changed. As a result early morning times were dropped and the introduction of a second late evening surgery were implemented. This was deemed most suitable, particularly for patients who needed to visit the surgery after work or were unable to make early morning calls due to dropping children at school and such like. The current patient questionnaire shows that there is increased satisfaction in the opening hours at the surgery as a result of changing the surgery opening times.
- Last year, the problem of parking at the surgery was discussed as patients were unable to park easily at the surgery due to nearby office workers and shoppers parking on or near the surgery. Hence Staines Thameside Medical Centre joined neighbours in petitioning Surrey County Council for parking regulations to be implemented outside the surgery (2hrs max). This is an on-going campaign to the council which appears to be successful with plans to have parking enforcement by the surgery in place very shortly.
- Many patients seemed unaware that they could see a nurse for various problems as opposed to a GP. The aim last year was to increase patient awareness that they could see a nurse as opposed to a GP for certain problems. Posters and a notice board in the waiting areas advertised nursing clinics available and the number of nurse slots have increased. However, there still appears to be a number of patients seeing a GP instead of a nurse as was discussed at the Practice meeting. Educating patients on which services they can use is still an on-going issue requiring greater advertising in the surgery.
- Some patients felt that they waited too long in the waiting area to see a Doctor. In some instances this is unavoidable to ensure that the best standards of care are delivered. More literature was put in the waiting areas to offer some respite from boredom.

- It was raised that some patients felt it might be quite useful to have a Practice website. The website was put into effect last spring and contains much needed information that patients can access.
- The PRG itself is currently undertaking changes to go virtual and also considering introducing a suggestion box in the waiting area to increase feedback from patients. One PRG meeting raised the suggestion of a virtual group to ensure greater patient input, plus a suggestion box would not exclude feedback from those patients without internet access.
- At one PRG meeting it was discussed that possibly the surgery could be redecorated to brighten up the place. This is currently in discussion and also dependent on financing issues which we need to explore further.

Summary of Achievements from Action Plan

Major Changes

- Changes in opening hours
- Campaigning to Surrey County Council for parking changes
- Introduction of website
- PRG changing format to have virtual input to increase greater participation
- Update surgery décor (in discussion)

Minor Changes

- Increased literature in waiting area
- Promoting the use of nurse led clinics to relieve GP appointments
- Increase in nurse clinic slots

Conclusion

The changes made and discussed in the action plan appear to have been successful so far according to our PRG members. The overall success will be determined somewhat by our patient questionnaire and future discussions held with a now increasing PRG.

The use of a PRG has been useful in gaining ideas and feedback as to how best improve the patient experience. However, to expand participation the group is planning to go virtual and is introducing a suggestion box in the surgery to increase patient participation.

The changes made over the last two years are vast, including a change in open hours, changing parking conditions plus building and establishing a website amongst other things.

Further Information

The opening hours are:

Monday	8.00am-6.30pm
Tuesday	8.00am-6.30pm
Wednesday	8.00am-2.00pm
Thursday	8.00am-6.30pm
Friday	8.00am-6.30pm

Extended opening:

Tues 6.30pm-8.00pm

Thurs 6.30pm-7.00pm

To obtain access to services throughout the core hours, appointments can be made by telephone or in person. The surgery is also open throughout these times.

Extended Hours Access Scheme

The times at which individual health care professionals are accessible to registered patients is available outside normal surgery hours, out of hours cover is provided by Harmoni on 0300 101 305.

Alternatively, patients can attend the Walk-in Centre at Ashford Hospital, which is open 24 hours a day. Please note that the walk-in centre is not suitable for children less than 2 years of age or pregnancy problems.

If there is a medical emergency patients should dial 999 for an ambulance or attend their local Accident and Emergency department.