

ST THOMAS MEDICAL GROUP

Patient Participation DES - Local Participation Report

March 2013

Classification	
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Distribution:

Partners at STMG – Full Report

STMG Staff – Full Report

Members of PRG – Virtual and Postal

Health Centre Notice boards – St Thomas, Exwick and Student Health Centre

Website – Full Report

NHS Devon – Full Report

A description of the profile of the members of the PRG:

The PRG at St Thomas and Exwick is made up as follows:

Male	38	41%
Female	55	59%

Age Group		
Under 16	0	
17-24	2	2%
25-34	3	3%
35-44	8	9%
45-54	14	15%
55-64	15	16%
65-74	35	38%
75-84	12	13%
Over 85	4	4%

Ethnic Background		
White British Group	88	97%
White Irish	1	1%
Other White Group	1	1%
African	1	1%

Our PRG now consists of 93 members – see **APPENDIX A**

At the Student Health Centre the profile of the Group is as follows:

Male	29	31%
Female	64	69%

Ethnic Background		
White British Group	27	29%
White and Black Caribbean	2	2%
White and Asian	1	1%
Chinese	6	6%
Other	8	9%
Not indicated	49	53%

PRACTICE PROFILE

Age Group	Male	Female
0 – 15	1,776	1,665
16 – 24	6,406	8,002
25 - 34	2,293	2,072
35 – 44	1,534	1,410
45 – 54	1,439	1,476
55 – 64	1,215	1,266
65 – 74	1,114	1,130
75 – 84	582	762
85+	178	380
Total	16,537	18,163

Ethnicity	
British or Mixed British	25,908
White Irish	63
Other White	2,548
White/Black Caribbean	73
White/Black African	236
White and Asian	85
Other Mixed	255
Other Black background	36
Indian	438
Pakistani	57
Bangladeshi	26
Other Asian	498
Chinese	2,620
Other	329
Ethnicity not recorded	1,528
Total	34,700

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

PRG - YEAR 2

St Thomas and Exwick Health Centres

As with 2011/12 there has been a continual drive to recruit new PRG members.

This has been done as per 2011/12 by enclosing an invite letter in correspondence to patients, monthly recall letters as well as this document now being included in our "Registration Pack".

Leaflets are also displayed on all Reception Desks with Receptionists being encouraged to hand out/point out these leaflets to patients coming into the Health Centres along with posters being displayed in the Health Centre (see **APPENDIX B**).

Our website displays an Icon in the centre of the Home Page encouraging patients to "Join our Patient Participation Group and have their say".

A dedicated PRG notice board has been set up in the upstairs Reception waiting area with information about our PRG and Action Plan. It is hoped that this may encourage more patients to join our Group.

A suggestion box has been installed in the Health Centre asking for feed back/ideas/changes etc., this is a new feature and any suggestions will be reported on at a future meeting.

A total of 16 new members have joined our Group in the last year, via the website and by returning one of our invite letters.

A couple of Group members have transferred out as patients from St. Thomas Health Centre and one patient has had to "resign" due to ill health.

Student Health Centre

From our experience in 2011/12 it was decided to concentrate our continued recruitment campaign on line.

Unfortunately, despite a link remaining in place on the Student Health Centre website inviting students to "have their say" as previously, we have still had no response!

We continued to hand out flyers and posters remained in place on the Campus. Receptionists were encouraged to try and get students to engage in the PPG, but, unfortunately, students do not seem to want to take part!

There have been no new members joining our PRG. A total of 51 members of our original PRG have now left the University. Therefore our PRG Group now consists of 93 members.

A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

PRG - YEAR 2

The second year of our PRG coincided with our GPs' requirement to complete a colleague feedback survey as well as a patient survey. For this reason, with the agreement of our PRG, we decided to use the CFEP UK Improving Practice Questionnaire.

Questionnaires were distributed randomly to 50 patients per GP when they attended to consult with their GP at St Thomas, Exwick and Student Health Centre. Surveys were also sent to members of our PRG.

A letter was sent to our "Postal" PRG members along with an email to our "On-Line" members inviting them to attend the next PRG meeting which was scheduled to be held Monday 17th September (see **APPENDIX C**).

The purpose of this meeting was to feed back to our Group where we were with regard to the implementation of our current Action Plan and then agree our "Plan of Action" for 2013/14.

An on-line forum was then set up for our "Virtual" PRG members to post their comments relating to our current Action Plan.

A total of 17 Members attended this meeting.

A very informative meeting then took place with valued input from PRG members, see Minutes attached (**APPENDIX D**).

Whilst the website forum had been visited, only two comments had been left, both of which were very positive relating to our current Action Plan, along with some new ideas/suggestions from our members attending the September meeting (**see APPENDIX E**).

Several points of interest were discussed, (see Minutes **APPENDIX D**) but it was agreed that the most obvious on-going problem still remained the telephones!

At the end of this meeting, Mrs G Heppell then handed out a sample "Patient Survey" (CFEP UK Improving Practice Questionnaire) which the Practice proposed, subject to agreement with our PRG, to use as this year's patient survey.

The members attending the meeting were happy for this questionnaire to be used as our Patient Survey.

A description of how the Practice sought to obtain the views of its registered patients

St Thomas and Exwick Health Centres

The agreed Patient Survey (CFEP UK Improving Practice Questionnaire) was handed out randomly to approximately 800 patients which included all members of our PRG for completion.

The results of this survey can be seen in **APPENDIX F**.

A breakdown of the results of this patient survey are shown below:

LEAST POSITIVE:

- Time waiting to see Doctor in Health Centre
- Seeing the doctor of my choice within 48 hours
- Contacting the Practice by Telephone
- Opportunity to speak to doctor on the telephone

And the **MOST POSITIVE:**

- Respect shown to me by doctor
- Doctor's ability to listen to me
- Would recommend to a friend
- Confidence in Doctor

One of the areas in which we deviated from the National Benchmark – was speaking to a GP on the telephone.

Once the results of our Year 2 - Patient Survey had been received a second meeting was scheduled. This meeting was held on Monday 25th February 2013.

Student Health Centre

As at St. Thomas and Exwick the (CFEP UK Improving Practice Questionnaire) was handed out randomly to approximately 400 patients including members of the PRG.

A breakdown of the results can be seen below:

LEAST POSITIVE:

- Seeing the doctor of my choice within 48 hours
- Waiting time to see Dr in Health Centre
- Opportunity to speak to Doctor on the telephone
- Opening Hours

And MOST POSITIVE:

- Length of Time spent with the Dr
- Warmth of Greeting
- Respect shown to me
- Confidence in Dr's ability

A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

St Thomas and Exwick Health Centres

A letter to our "Postal" Members and an email to our "Virtual" Members (**APPENDIX G**) was sent, enclosing the Agenda for our next meeting to be held on 25th February. Included with this letter/email were details of the four "least Positive" and four "most Positive" results from our latest Patient Survey along with some notes relating to Agenda items. Our PRG members were asked to feed-back their comments relating to:

- (a) the points listed from our current patient survey and;
- (b) any other areas they would like addressed/considered by the Group

by way of an on-line forum or by contacting Mrs M Long, if they were not proposing to be at the meeting.

Comments received from our "On-Line" and "Postal" members for this meeting can be seen in **APPENDIX H**.

Again Mrs Gill Heppell presented a very informative PowerPoint presentation to the 14 Group Members attending this meeting (see **APPENDIX I**).

A very good general discussion then took place, see Minutes attached (**APPENDIX J**).

It was felt the main areas highlighted from our Patient Survey and from discussion with our PRG Members, were:

Contacting the Practice by Telephone

* * *

Speaking to the GP on the telephone

* * *

Access for everyone – particularly those with disabilities

* * *

Parking

It was therefore agreed to take these items forward as our 2013/14 Action Plan

Student Health Centre

Unfortunately, there has been very little response from our members.

However, when analysing the results of our current Patient Survey, it could be seen that the main areas of concern highlighted from our Patient Survey were:

Surgery Times

* * *

Waiting time to see GP in the Health Centre

* * *

Seeing GP of their choice within 48 hrs

* * *

Speaking to the GP on the telephone

A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented

St Thomas and Exwick Health Centres

Contacting the Practice by Telephone

The Practice is in the process of installing a new telephone system which should be in place in the not too distant future – 2013/14 ACTION PLAN

* * *

Opportunity to speak to doctor on the telephone

It was agreed to look into the possibility of planned “telephone consultation appointments”
2013/14 ACTION PLAN

* * *

Waiting Time to see Doctor in Health Centre

It was agreed that Receptionists would notify patients of any delay

* * *

Seeing the Doctor of my choice within 48 hours

It is hoped that the Same Day Illness Clinic would continue to improve availability of appointments with own GP

* * *

Access for everyone – particularly disabilities

2013/14 ACTION PLAN

* * *

Parking

It was agreed to look at the possibility of staff parking elsewhere

2013/14 ACTION PLAN

Student Health Centre

Opening Hours

Continually under review

* * *

Waiting time to see GP in the Health Centre

Difficult to address without curtailing time spent with patients in appointments

* * *

Seeing GP of their choice within 48 hrs

The operation of the Student Health Centre i.e. open full time during Term Time and limited surgeries during vacations is achieved by using a rota system of GPs. It is therefore difficult to guarantee the Dr of choice at all times

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Opportunity to speak to doctor on the telephone

2013/14 ACTION PLAN

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

St Thomas and Exwick Health Centres

A total of 800 questionnaires were handed out with 749 questionnaires returned completed. The total findings from this survey can be seen in **APPENDIX F**.

“Contacting the Practice by Telephone” was identified as a problem by 58% of our respondents.

“Opportunity to Speak to Doctor on telephone” was identified as a problem by 53% of respondents.

“Waiting time to see the Doctor in the Health Centre” was identified as a problem by 53% of respondents.

“Seeing the Doctor of my choice within 48 hours” was identified as a problem by 49% of respondents.

“Parking” and *“Accessibility”* was also identified as a problem by comments received from our Group Members.

It was agreed to take forward four items (one still outstanding from 2011/12) which would form our 2013/14 Action Plan.

Student Heath Centre

A total of 400 questionnaires were handed out with 306 questionnaires returned completed. The total findings from this survey can be seen in **APPENDIX F**.

“Seeing the doctor of my choice within 48 hours” was identified as a problem by 55% of respondents.

“Waiting time to see the Dr in the Health Centre” was identified as a problem by 56% of respondents.

“Opportunity to speak to doctor on the telephone” was identified as a problem by 55% of respondents.

“Opening Hours” was identified as a problem by 66% of respondents.

It was agreed to take forward these four items which would form our current Action Plan.

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey. If this is the second year of the scheme detail here any changes and issues since the 31st march 2012 local patient participation report was completed.

YEAR 1 - ACTION PLAN

St Thomas and Exwick Health Centres

Practice to investigate on-line bookings/cancellations via our website

COMPLETED AND NOW OPERATIONAL ✓

This has now been operational since April 2012 with a good response from our patients. The total visitors to our website has increased and the total amount of visits to our On-Line Bookings/Cancellation service can be seen in **APPENDIX K**

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Practice to seek advice on installation of a new telephone system

Advice has been sought and the Practice is in the process of deciding which system to adopt

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MJOG – is a text messaging service currently used by St Thomas Medical Group for reminding patients of any pre- booked appointments within the next 48 hours.

MJOG could be used for cancelling appointments – this will be looked into and reported on at our next meeting

There have been a few “technical” difficulties with this which are still in the process of being sorted – it is hoped that this facility will be available very shortly

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Practice to open up current booking system to allow pre-booking of appointments four weeks in advance

COMPLETED AND NOW OPERATIONAL ✓

The Practice ran a routine audit on 3rd available routine appointments Prior and Post Same Day Illness Clinic and an improvement can be seen in the graphs (**APPENDIX L**)

* * *

A “Same Day Illness Clinic” will be introduced

**COMPLETED AND HAS BEEN OPERATING SUCCESSFULLY
WITH GREAT RESPONSE FROM PATIENTS ✓**

Approximately 100 patients were seen in this Clinic each week. A feed back slip was handed out to patients attending this Clinic. Comments received can be seen in **APPENDIX M**

Whilst the Same Day Illness Clinic had improved the Appointment System there was still the problem of getting through at 8.30!

Student Health Centre

Information will be placed on our website and posters will be displayed regarding nurse availability and same day access. This will also be included in the new issue of our Practice Leaflet. It is hoped that the increased knowledge regarding the services available from our Practice Nurses will help to increase the availability of pre-bookable GP appointments.

Information displayed as suggested. However a considerable increase in the number of students registered has resulted in increased demand on pre-bookable appointments.

A review of staffing levels will form part of this year's Action Plan

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Communication with students is to be reviewed, including the possibility of utilising Facebook and Twitter for non-personal information.

This was investigated and following discussion with other Universities and General Practitioners it was agreed that this was not the way forward at the present time

* * *

Length of appointments

SURVEY RESULTS NOW SHOW PATIENT SATISFACTION ✓

YEAR 2 – ACTION PLAN

St Thomas and Exwick Health Centres

Installation of new Telephone System and implementation of new working procedures

On-Going

* * *

Text Cancellation Service

On-Going

* * *

Access for everyone – particularly those with disabilities

* * *

Parking

Student Health Centre

Surgery Times

* * *

Waiting time to see GP in the Health Centre

* * *

Seeing GP of their choice within 48 hrs

* * *

Opportunity to speak to doctor on the telephone

* * *

A review of Staffing levels

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The Health Centres are open as follows:

St. Thomas Health Centre

Monday – Friday 8.30am – 6.00pm

The Surgery is closed between 12.30 and 1.30pm on Friday lunchtimes for staff training.

Contact Telephone Nos:

Out of Hours Emergency	0845 6710270
Dr L Coleman	01392 676637
Dr G Bradley-Smith	01392 676675
Dr M Watson	01392 676674
Dr A Godwin	01392 676636
Dr R Northover	01392 676672
Dr J Rutter	01392 676640
Dr A Williams	01392 676673
Dr D Kernick	01392 676667
Dr K Crawford	01392 676672
General Enquiries	01392 676678
District Nurses	01392 676670
Fax	01392 676677
Email	stthomas@nhs.net

Exwick Health Centre

Monday – Friday 8.30am – 6.00pm

The Surgery is closed between 12.30 and 1.30pm on Friday lunchtimes for staff training.

Contact Telephone Nos:

Out of Hours Emergency	0845 6710270
General Enquires	01392 676600
Fax	01392 676601
Email	stthomas@nhs.net
District Nurses	01392 676670

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

St Thomas Medical Group provide Extended Opening Hours as follows:

St. Thomas Health Centre

Extended Opening Hours (by pre-booked appointment only)		
Thursday morning	7.00am – 8.00am	Dr L Coleman
Tuesday evening	6.30pm - 8.00pm	Dr D Kernick and Dr A Williams
Wednesday evening	6.30pm - 8.00pm	Dr M Watson, Dr A Godwin, Dr G Bradley-Smith, Dr J Rutter, Dr R Northover and Dr K Crawford

Exwick Health Centre

Extended Opening Hours (by pre-booked appointment only)		
Tuesday morning	7.00am – 8.00am	Dr A Smith
Tuesday evening	6.30pm – 8.00pm	Dr E Green, Dr J Fox and Dr R Wise

Pathfinder Surgery – provides no Extended Surgeries but patients from Pathfinder are able to book with their Registered GP at St. Thomas Health Centre and use the appropriate Extended Hours Surgery there.

Student Health Centre

Extended Opening Hours (by pre-booked appointment only)		
Thursday evening	6.30pm – 8.00pm	Dr H Arshi, Dr K Thomas and Dr J Neumegen
Extended Opening during times during Vacations		
Monday	2.00pm – 5.00pm	
Wednesday	9.00am – 12 noon	
Friday	9.00am – 12 noon	