

# **ST THOMAS MEDICAL GROUP**

## **Patient Participation DES - Local Participation Report**

**March 2014**

<b>Classification</b>	
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<b>Organisation</b>	<b>St. Thomas Medical Group</b>
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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 (136 patients):

Male	55	38%
Female	91	62%

Age Group		
Under 16	0	
17-24	13	9%
25-34	18	12%
35-44	16	11%
45-54	21	14%
55-64	22	15%
65-74	40	27%
75-84	13	9%
Over 85	3	2%

Ethnic Background		
White British Group	120	88%
Other White Group	8	6%
African	2	2%
Other	6	4%

Our TOTAL PRG now consists of 146 members – see [APPENDIX A](#)

At the Student Health Centre the profile of the Group is as follows (10 patients):

Male	3	30%
Female	7	70%

Ethnic Background		
White and Asian	1	10%
Chinese	3	30%
Other	4	40%
Not indicated	2	20%

**PRACTICE PROFILE -**

Age Group	Male	Female
0 – 15	1 804	1 640
16 – 24	6 344	8 219
25 - 34	2 371	2 000
35 – 44	1 506	1 399
45 – 54	1 488	1 494
55 – 64	1 236	1 254
65 – 74	971	1 181
75 – 84	583	750
85+	198	404
TOTAL	16 501	18 341

Ethnicity	
British or Mixed British	25 980
White Irish	75
Other White	2 795
White/Black Caribbean	61
White/Black African	59
White and Asian	91
Other Mixed	260
Other Black background	45
Indian	373
Pakistani	61
Bangladeshi	32
Other Asian	553
Chinese	2 026
Other	296
African	190
Ethnicity not recorded	1 945
TOTAL	34 842

**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 3**

#### **St Thomas and Exwick Health Centres**

As with previous years there has been a continual drive to recruit new PPG members.

This has been done by continually advertising the PPG in the Health Centre waiting rooms, on the website and by way of an invite letter to all new patients which is included in our "Registration Pack" - see [APPENDIX B.](#)

Leaflets are also displayed in the all the Health Centres.

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

We have a dedicated PPG notice board in the Reception waiting area with information about our PPG and Action Plan. It is hoped that this may encourage more patients to join our Group.

A Suggestion Box was installed asking for feed-back/ideas/changes etc., this has now been in situ for approximately 12 months. There has not been too much feed-back from this feature or from the on line Suggestion Box.

A total of 52 new members have joined our Group in the last year, both via the website and by returning one of our invite letters.

#### **Student Health Centre**

As in previous years 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"* we 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!

However, there has been a small response and it is pleasing to say that we now have 10 new members signed up and willing to take part!

Students are joining/leaving all the University all the time and as we anticipated, they are therefore reluctant to engage in any long term work with us. As a result, our Student PRG now consists of just 10 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:**

### **PPG - YEAR 3**

A letter was sent to our "Postal" PPG members along with an email to our "On-Line" members inviting them to complete a questionnaire, which was hoped would form the basis for our next Patient Survey, see [APPENDIX C.](#)

The results of this questionnaire would then be discussed with our PPG at our next meeting.

A total of 45 questionnaires were completed by both our "Postal" and "On Line" members and the results, along with general ideas/suggestions received, can be seen in [APPENDIX D.](#)

Our PPG were then re-contacted inviting them to attend another meeting, which was to be held on Monday 2<sup>nd</sup> September at St Thomas Health Centre.

The purpose of this meeting would be to feed back to our Group where we were with regard to the implementation of our current Action Plan and then discuss and agree the results of this latest questionnaire so that we could agree what areas our PPG would like to take forward to our Practice population.

A very informative and constructive meeting was held at St Thomas Health Centre with a total of 18 PPG members attending.

Mrs Gill Heppell fed back were we are now relating to our Action Plan along with the results of the recent questionnaire sent to our Group members. Mrs Heppell also outlined some of our achievements, these included:

- Telephone System
- Text Cancellation
- Access for Patients with Disabilities
- Parking
- Work with Carers
- Improved Seating and Information Displays
- Memory Clinic
- Health Checks
- Virtual Wards
- Headache/Vasectomy/Rheumatology Clinics
- Community Links

A lengthy and inter-active discussion took place with our Group discussing many of the above topics, especially the telephone options.

Several thoughts/ideas were submitted from our Group and it was agreed that our PPG would be further consulted on the telephone options prior to "going live".

A discussion then took place regarding the results of the recent questionnaire and it was agreed that the following areas had been identified as areas to be taken forward to our Practice Population in the form of this year's Patient Survey, see [APPENDIX E](#).

- Same Day Illness Clinic
- Surgery Times
- Access to Buildings/Services
- Telephone Consultations by Appointment
- Home Monitoring/Self-Testing

A "*telephone option*" sheet was then typed up and sent to all our Group members along with the Minutes of the above meeting, asking our PPG for their comments, (see [APPENDIX F](#)).

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

### St Thomas Medical Group

The agreed Patient Survey was handed out randomly to approximately 600 patients when they attended to see their GP along with this questionnaire being sent to random patients receiving their Annual Flu letters.

A total of 451 questionnaires were completed. The results can be seen in [APPENDIX G.](#)

Once the results of our Patient Survey had been analysed a second meeting was scheduled. This meeting was held on Monday 17<sup>th</sup> March 2014.

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

### St Thomas Medical Group

A letter to our "Postal" Members and an email to our "Virtual" Members ([APPENDIX H](#)) were sent, enclosing the Agenda for our next meeting, which was to take place on Monday 17<sup>th</sup> March, along with the "proposed telephone options" sheet.

The feed-back received regarding the "telephone options" was generally positive, see [APPENDIX I](#), for comments received.

Our next meeting with our PPG took place on Monday 17<sup>th</sup> March, 6pm at St Thomas Health Centre, when 15 members of our Group attended.

A very informative PowerPoint presentation was given to our Group ([APPENDIX J](#)) by Dr John Fox (Partner), Mrs Gill Heppell (Practice Manager) and Mr Peter Scott (IT Manager) which showed the results of our latest Patient Survey and "where we are now" relating to our Current Action Plan.

#### **The results from our latest Patient Survey are as follows:**

- Surgery Times Suitable (77% Yes, 20% No)
  - If "no" which times would you prefer (most requested Saturday 10-12)
- Have you used the Same Day Illness Clinic (48% Yes, 52% No)
  - If "yes" was the time convenient (93% Yes, 7% No)
- Was the Wait to be seen acceptable (88% Yes, 12% No)
- Difficulty gained Access to Building/Services (20% Yes, 80% No)
- Interested in Telephone Consultations (72% Yes, 28% No)
- Interested in Home Monitoring/Self-Testing (28% Yes, 72% No)

#### **Where we are now relating to current Action Plan:**

**New Telephone System – WILL BE COMPLETED APRIL 2014**

**MJOG – Text Cancellation Service – COMPLETED**

**Access to Building/Services – On Going**

Mrs Gill Heppell confirmed that although some work had been completed on Access, it was disappointing that she had only received ONE reply from the questionnaire she sent to all registered Disabled Patients asking for their feed-back, see [APPENDIX K](#). She will continue to try and engage with patients with disabilities.

**Parking – On Going**

There are plans to approach neighbouring businesses to ascertain whether we can obtain some parking for staff to alleviate pressure on health centre car park.



A very good question and answer session then followed - see Minutes [APPENDIX L](#).

It was felt that generally the results from our Patient Survey were very encouraging but a couple of areas were still in need of further investigation i.e. Access to Building/Services and Parking.

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 Medical Group**

**SAME DAY ILLNESS CLINIC**

This Clinic has now been operating successfully with positive feed-back from our patients

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**SURGERY TIMES**

It is anticipated that this will be addressed through the flexibility that is to be introduced nationally to the Extended Hours Enhanced Service

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**ACCESS TO BUILDING/SERVICES**

We will continue to engage with patients with disabilities to improve access to the Health Centre and its services

**ON GOING**

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**TELEPHONE CONSULTATIONS**

A "pilot" is being run at St Thomas

**ON GOING**

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**HOME MONITORING/SELF TESTING**

A "pilot" of BP readings is currently being undertaken at Exwick Health Centre

**ON GOING**

**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 Medical Group**

A total of 600 questionnaires were handed out with 451 questionnaires returned completed. The total findings from this survey can be seen in **APPENDIX G**.

**Least Positive:**

*“Surgery Times”* was identified as a problem by 23% of our respondents - of these 103 patients, 54 stated Saturday mornings as their preference.

*“Access to Building/Services”* was identified as a problem by 20% of respondents.

In addition, *“Appointments”*, *“Telephone”* and *“Parking”* were identified as a problem by comments received from our Group Members.

**Most Positive:**

72% of respondents were interested in *“Telephone Consultations”*.

28% of respondents were interested in *“Home Monitoring/Self-Testing”*

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.

## ON GOING ACTION PLAN

### St Thomas Medical Group

*Installation of a new telephone system*

**COMPLETED and will be OPERATIONAL APRIL 2014 ✓**

\* \* \*

*MJOG Cancellation Facility*

**COMPLETED AND NOW OPERATIONAL ✓**

\* \* \*

*Access for everyone – particularly those with disabilities*

**On-going**

\* \* \*

*Parking*

**On-going**

### Student Health Centre

*Surgery Times*

**COMPLETED ✓**

**The Student Health Centre is now open over the lunch time periods and is now open all day on a Monday during the holiday period**

\* \* \*

*Waiting time to see GP in the Health Centre*

**On-going**

\* \* \*

*Seeing GP of their choice within 48 hrs*

**On-going**

\* \* \*

*Opportunity to speak to doctor on the telephone*

**On-going**

\* \* \*

*A review of Staffing levels*

**COMPLETED ✓**

**Two Receptionists and one Health Care Assistant have been appointed**

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:

<b>Out of Hours Emergency</b>	<b>111</b>
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:

<b>Out of Hours Emergency</b>	<b>111</b>
General Enquires	01392 676600
Fax	01392 676601
Email	<a href="mailto:stthomas@nhs.net">stthomas@nhs.net</a>
District Nurses	01392 676670

## **Pathfinder Surgery**

**Monday**                              **2.30pm – 4.30pm Doctor**  
**2.15pm – 4.15pm Health Care Assistant**

**Thursday**                             **9.00am – 11.00am Doctor**  
**9.30am – 12.30pm Nurse**

Contact Telephone Nos:

<b>Out of Hours Emergency</b>	<b>111</b>
Pathfinder Surgery	01647 61685
St Thomas Health Centre	01392 676676
Email	<a href="mailto:stthomas@nhs.net">stthomas@nhs.net</a>
District Nurses	01392 676670

A Diabetic Clinic is held once a month on a Thursday afternoon.

Residents of Pathfinder Village have access to St. Thomas Surgery when Pathfinder Surgery is closed.

### **In addition:**

The patients can register and use our complete On-Line Service. Prescriptions can be Requested and the prescription can either be collected, when ready from the Health Centre or sent nominated Chemist.

The patient is informed via the website when their request has been fully actioned.

## **Student Health Centre**

During Term Time:

**Monday – Friday**                              **8.45am – 5.00pm**

Contact Telephone Nos:

<b>Out of Hours Emergency</b>	<b>111</b>
General	01392 676606
Fax	01392 264424

Outside opening hours telephone calls are diverted to St. Thomas Health Centre.

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**

<b>Extended Opening Hours (by pre-booked appointment only)</b>		
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**

<b>Extended Opening Hours (by pre-booked appointment only)</b>		
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**

<b>Extended Opening Hours (by pre-booked appointment only)</b>		
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	