

ST THOMAS MEDICAL GROUP

Patient Participation DES - Local Participation Report

March 2012

Author and Role	Marion Long, Senior Administrator
Organisation	St. Thomas Medical Group
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Distribution:

Partners at STMG – Full Report

STMG Staff – Full Report

Members of PRG – Virtual and Postal – Full Report

Health Centre Noticeboards – St Thomas, Exwick and Student Health Centre – Full Report

Library – Poster advertising new Same Day Clinic

Age UK – Poster advertising new Same Day Clinic

Website – Full Report

Dana Mulligan, Secretary of St. Thomas Traders Association - Poster

NHS Devon – Full Report

A description of the Practice Profile:

Age Group	Male	Female
0 – 15	1,667	1,657
16 – 24	6,009	7,462
25 - 34	2,161	1,971
35 – 44	1,430	1,484
45 – 54	1,473	1,605
55 – 64	1,250	1,307
65 – 74	999	1,115
75 – 84	574	757
85+	170	333
Total	15,733	17,691

Ethnicity	
British or Mixed British	27,401
White Irish	45
Other White	2,466
Other White/British Caribbean	40
Other Mixed	163
Indian	397
Pakistani	47
Bangladeshi	25
Other Asian	483
African	146
Chinese	2,211
Total	33,424

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

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

Male	34	41%
Female	49	60%

Age Group		
Under 16	0	
17-24	2	2%
25-34	1	1%
35-44	6	7%
45-54	9	10%
55-64	18	21%
65-74	32	38%
75-84	10	12%
Over 85	5	6%

Ethnic Background		
White British Group	78	95%
White Irish	1	1%
African	1	1%
Other	2	1%

How would you describe how often you come to the Practice?	Regularly	40	48%
	Occasionally	39	46%
	Very rarely	4	4%

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

Male	43	29%
Female	101	71%

Age Group		
Under 16	0	
17-24	136	93%
25-34	8	7%

Ethnic Background		
White British Group	32	22%
White and Black Caribbean	2	1.5%
White and Asian	4	2.7%
Chinese	8	5.5%
Other	8	5.5%
Not indicated	90	62.8%

How would you describe how often you come to the Practice?	Regularly	14%
	Occasionally	59%
	Very rarely	26%

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:

Mrs Gill Heppell, Practice Manager, contacted NHS Devon Department for Public Health to obtain the demographics for the St. Thomas and Exwick areas of the City.

Our website providers were approached with a view to setting up an on-line Virtual PRG.

Posters/leaflets (**APPENDIX A**) were displayed within the Health Centres. Partners were asked to invite members from their Practice list, when patients presented in Surgery. Receptionists were encouraged to hand out/point out these leaflets to patients coming into the Health Centres.

These leaflets were attached to repeat prescriptions and our Website providers were asked to display details on our website. Leaflets detailing our proposed PRG were sent out with all our monthly recall letters i.e. to Chronic disease patients and smear recalls, along with a copy being sent with all our Flu invite letters.

Mrs Gill Heppell, Practice Manager, also invited a number of patients who had contacted the Practice expressing concerns regarding accessing services, to join our PRG.

All new registrations and general correspondence being sent to patients from the Health Centres were also sent a copy of our leaflet (**APPENDIX A**).

Initially the response was very slow with only 7 materialising on line and 33 materialising from returned slips.

The details of these 33 patients were then input into a spreadsheet, giving patient's Registered GP, Age and Ethnicity.

This highlighted the areas which we needed to target to recruit PRG members to ensure our Group was representative of our Practice demographics.

A search was then undertaken of our Clinical system for patients aged between 15 and 50, from different minority groups and different Ethnic backgrounds.

Using the results of this clinical search, approximately 150 patients were contacted inviting them to join – see **APPENDIX Ai and Aii**.

Denise Knowles, Carer Support Worker, also approached patients and Carers when they attended the Flu Clinics.

Following this we had a total of 83 patients expressing an interest in joining our PRG – see **APPENDIX B**, 52 taking part as on line Virtual Members and 31 via the postal system.

At this point we agreed every avenue had been exhausted in trying to recruit members across our total Practice population.

Student Health Centre

In October 2011 a link was placed on the Student Health Centre website inviting students to join our PRG to “have their say”. Unfortunately, we had no response! In November 2011 we gave out flyers asking students to help us gather opinions. Again, no response!

We then took the decision to personally ask individuals to join via our website. We were met with little enthusiasm and comments such as “it’s alright”.

We then decided to go for a paper survey and handed them out at reception to all of the students who attended the Health Centre. 107 people completed forms and the response was loaded onto our website. More students completed the initial survey on line and we now have a group of 144 students willing to take part in reviews of our services.

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:

St Thomas and Exwick Health Centres

We looked at our previous Patient Survey Results to identify areas of concern. We also audited complaints received over the previous 12 months.

An initial basic survey was then compiled (see below) and posted on our website for our on line Virtual PRG Members to complete along with a questionnaire being typed and posted with an accompanying letter to our Postal Members – see **APPENDIX C**.

“What do you think are the most important issues on which we should consult our patients? Which of the following do you think should be our priority areas?”

Clinical Care
Getting an Appointment
Reception issues
Opening Times
Parking

Are You?	Male	
	Female	

Your Age Group	Under 16	
	17-24	
	25-34	
	35-44	
	45-44	
	45-54	
	55-64	
	65-74	
	75-84	
	Over 84	

Which Ethnic background would you most closely identify with?	White British	
	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Indian	
	Pakistani	
	Bangladeshi	
	Caribbean	
	African	
	Chinese	
	Any Other	

How would you describe how often you come to the Practice?	Regularly	
	Occasionally	
	Very rarely	

Our Virtual PRG Members were asked to Register On-Line and complete this Questionnaire. Once the questionnaires were returned from our Postal Members the results were manually input into the website.

The results of this first survey can be seen below and on our website.

Clinical Care	63	75%
Getting an Appointment	64	77%
Reception Issues	21	25%
Opening Times	26	31%
Parking	18	21%

This also reflected the audit of previous complaints.

Student Health Centre

Our group of 144 students were sent an initial survey asking them to identify their main areas of concern. The two areas felt to be of most importance were, as at St Thomas and Exwick, Clinical Care and availability.

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

St Thomas and Exwick Health Centres

Once the results of our initial survey were known, it was clear there were two areas that our PRG wished to take forward:

Clinical Care and Getting an Appointment

A second, more in-depth questionnaire was then compiled - see **APPENDIX D**, using industry standard questions. These questions addressed the areas of Clinical Care and Getting an Appointment.

This questionnaire (**APPENDIX D**) was cascaded to our Virtual and Postal PRG members for completion, along with copies being left on the Reception Desks at the Health Centres (**APPENDIX Di**).

The Duty Receptionists asked all patients who had an appointment if they would mind completing this questionnaire.

A total 731 questionnaires were completed and returned to boxes left in the Reception areas.

The results were then manually input into our website for analysis, the result of which can be seen on our website and in pie charts - **APPENDIX E**.

These results clearly highlighted “*Getting an Appointment with own GP*” and “*Getting an Appointment on the day*” as priority concerns for patients. Clinical Care did not appear to be a concern for the vast majority of respondents.

Student Health Centre

Having identified Clinical Care and availability as the major areas of concern, a second survey (identical to that sent to St Thomas and Exwick patients – **APPENDIX Dii**) was placed on our website and our PRG group emailed. Response online was slow, but we had a better response by the students who were handed paper copies. In total we received 208 responses. These were entered onto our website for analysis.

The results regarding Clinical Care were favourable, but availability was more of an issue. Telephone answering was good to excellent in 99% of cases.

Ease of getting an appointment with preferred doctor (good – excellent 60%) or a same day appointment with any doctor (good – excellent 27%) was very mixed. The general availability of appointments was rated good – excellent by 56%.

The ease of seeing a nurse the same day was rated good – excellent in only 57% when we have open access for any student who needs to be seen that day. This indicates a problem with making students aware of the way we work and the ability of our nurses.

The comments were mostly favourable but did raise the problem of students being kept waiting for booked appointments. This partly reflects the number of complex mental health cases which cannot be helped in a 12 minute time slot.

Full comments can be found in **APPENDIX Fi**.

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

An on-line forum was set up and our on line Virtual PRG Members were invited, via email, to post their comments and ideas regarding the survey results, as well as our proposal for an open access Walk in Centre.

A letter was then sent to our Postal PRG Members showing the results of our survey in the form of pie charts (see **APPENDIX E**) along with the proposal to introduce an extra clinic run by a GP and Nurse.

Virtual and Postal Group members were invited to submit their ideas and suggestions. Their responses can be seen in **APPENDIX F**.

A meeting was then scheduled for Monday 27th February at 6pm at the Health Centre for any Member of our Group who wished to come along for a face to face discussion. Light refreshments were served – a total of 11 Members attended.

It was felt this meeting was very successful, from both the PRG Members attending and from the Health Centre's perspective. A good "*Question and Answer*" session then followed. Please see **APPENDIX G**.

Student Health Centre

An online forum was set up, but unfortunately, again, although students had visited the forum, no comments were left.

It was agreed that the students were currently being inundated with questionnaires and forms regarding the future of the University and their courses that they were reluctant to take part in further surveys. It is also unlikely, as exam time approaches, that they will be willing to give up time to attend a meeting in person.

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

APPENDIX F lists detailed responses from patients and our responses shown in colour. The main concerns can be summarised as:

* * * Easier access to urgent appointments * * *

* * * Easier access to routine appointments * * *

* * * Easier access via the telephone * * *

It was clear that the appointment system needed to be looked at so we proposed an idea of a new "Same Day Illness" Clinic to free up urgent/routine appointments.

In turn it was anticipated that telephone access would become a lot easier.

The Practice will be seeking advice on a new telephone system with immediate effect – see ACTION PLAN

* * * Easier access to on-line bookings/cancellations * * *

It was agreed that this would be looked into with immediate effect via our website – see ACTION PLAN

NB - Vision Patient Partner is an automated telephone system that integrates with Vision's appointments (Health Centre's computer system), allowing patients to manage their appointments at any given time. This facility is being investigated at the moment and we will update our findings at a later date.

* * * Open Friday lunchtimes during Protected Learning time * * *

To be discussed/reviewed at our next PRG Meeting

* * * Abolition of GPs personal patient lists * * *

No – GPs wish to retain their lists but access is available to all

* * * Reception Protocol * * *

To be reviewed/discussed at the next PRG

Student Health Centre

The main issues can be summarised as:

- Students need more information on nurse availability and emergency same day access.
- Availability of appointments
- Communication with students
- Length of appointments

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 731 questionnaires were completed. Results of our first and second surveys can be found in **APPENDIX E and Ei.**

“Getting an appointment” was identified as a problem by 25% of our respondents.

“Getting through on the telephone when booking your appointment” was identified as a problem by 39% of our respondents

“Ease of getting appointment with own GP” was identified as a problem by 32% of respondents.

These three issues are all addressed in our Action Plan.

Student Health Centre

37% of respondents felt that the availability of appointments was no better than fair. However, a number of Nurse appointments are left vacant each day.

This demonstrates that we are currently unclear in the way we publicise the services that are available to students.

Our Action Plan includes investigating social networks to publicise our services and wider distribution of posters and leaflets on Campus.

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.

ACTION PLAN:

St Thomas and Exwick Health Centres

WITH IMMEDIATE EFFECT:

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

* * *

Practice to seek advice on installation of a new telephone system

FROM 1ST APRIL 2012:

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

* * *

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

FROM 1ST MAY 2012:

***A “Same Day Illness Clinic” will be introduced
which is properly triaged with timed appointment slots***

* * *

*This new Centre will be manned by a GP and Nurse
Monday to Friday 8.30 – 12 noon*

* * *

Patients would be able to telephone or make an appointment in person

* * *

The Duty Doctor and Nurse will triage calls and allocate an appropriate appointment with either the Duty Doctor or Nurse in the “Same Day Illness” Clinic or the patient’s own GP within 48 hours

The benefits of this new system:

It is hoped it will free up existing pre-bookable appointments which in turn will allow fairer allocation of urgent appointments according to clinical need

* * *

Urgent problems will be dealt with that day

* * *

“Same Day Illness” Clinic will hopefully reduce the daily demand placed on GPs and Nurses, allowing them to concentrate on patients with chronic problems who have booked appointments in advance

* * *

More routine pre-bookable appointments will be available with patient’s own GP

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.
- Communication with students is to be reviewed, including the possibility of utilising social networks for non-personal information.
- A review will be undertaken of the length of appointments.

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 and Dr E Green
Thursday morning	7.00am – 8.00am	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	