

**THE FERRYHILL & CHILTON MEDICAL PRACTICE
PATIENT REFERENCE GROUP (PRG)
REPORT 2012/2013**

MEMBERSHIP

Our patient reference group (PRG) now has twenty regular members who attend meetings three times per year, plus another three members who are telephone contacts.

This time last year the PRG had 12 regular members plus 3 telephone members.

The PRG is made up of Dr Oakenfull, Raina Kemp (Senior Nurse), Jennifer Wood (Practice Manager), plus 20 practice patients:-

Male 60+ Ferryhill resident
Female 70+ Ferryhill resident
Male 80+ Chilton resident
Female 80+ Chilton resident
Female 80+ Chilton resident
Female 80+ Ferryhill resident
Female 70+ Ferryhill resident
Female 70+ Ferryhill resident
Female 60+ Ferryhill resident
Female 70+ Ferryhill resident
Female 60+ Ferryhill resident
Female 70+ Ferryhill resident
Female 60+ Chilton resident
Female 50+ Chilton resident
Female 60+ Ferryhill resident
Female 70+ Ferryhill resident
Male 80+ Ferryhill resident
Female 60+ Ferryhill resident
Male 60+ Ferryhill resident
Female 60+ Ferryhill resident

Two of the above members are partially sighted

Two of the above members are also members of the town council.

Telephone members

30+ Female travelling community rep

40+ African female

50+ Indian female

The practice keeps a database of patient reference group members.

All patient members are registered with the Ferryhill & Chilton Medical Practice.

HOW THE GROUP HAS DEVELOPED

The above membership arises from the original patient participation group. An advert is placed in the local 'Ferryhill Chapter' prior to each meeting, inviting new members.

Patients are also invited to put their name forward via the 'Jayex' board in the waiting rooms at both sites.

Telephone contact members have been recruited following a search of the ethnic group make up of the patient population.

In 2011/2012 the PRG recognised that younger members had been difficult to recruit and suggested that Jennifer Wood consulted with teenagers via the local Business and Enterprise College and the local E café (this is detailed later).

PRIORITIES AGREED BY THE PRG:-

At the PRG meeting in November 2011 the following priorities for 2011/2012 were agreed:-

- 1 The Redevelopment of the Chilton Health Centre site
- 2 The use of a patient questionnaire to gather opinions.
The practice was sent a draft questionnaire by the Primary Care Trust (PCT). The group felt that it was rather long and that not all patients would complete the whole questionnaire.
The group therefore decided to use the first half of the draft in 2011/2012 (concentrating on GP appointments), and use the second half of the questionnaire in 2012/2013 (concentrating on Nurse/Health Care Assistant appointments and the surgery environment).

Priorities for 2012/2013

At the PRG meeting in June 2012 the PRG suggested that in addition to the redevelopment of Chilton Health Centre, Jennifer Wood consult with teenagers via the local Business & Enterprise College and the E café.

SURVEY RESULTS 2012/2013

A copy of the questionnaire is attached to this report.

The following is a summary of the survey undertaken in 2012/2013

Introduction

The questionnaires were handed to patients by Practice Nurses and Health Care Assistants during the first two weeks of February 2013.

200 were available at Ferryhill and 100 at Chilton.

Not all respondents answered all the questions.

It should be noted that nurse appointments are not available on line (reception staff have to allocate time slots according to the procedure i.e. a BP check or a BP check and an ECG).

Ferryhill Surgery

At Ferryhill 167 were given out and 40 returned giving a return rate of 23.9%

Most patients booked their appointments in person (19) or by telephone (29).

19 patients responded that the receptionists were 'very helpful' and 21 'fairly helpful' with no negative responses.

25 patients indicated that it was 'very easy' and 15 that it was 'fairly easy' to make an appointment with a practice nurse.

Patients rated their last appointment with the nurse very positively indeed with scores of between 22 and 35 for each question. Between 3 and 6 patients rated their last appointment as 'fairly satisfied' with 13 recording 'neither satisfied nor dissatisfied' and no 'very dissatisfied' scores.

9 patients indicated that other patients can overhear private conversations with receptionists with 15 stating that 'no other patients cannot hear'.

There were some written comments such as altering the layout of reception to improve confidentiality, adjusting computer screens, better seating.

One written comment was to suggest a sign in the market place directing patients to the surgery.

A couple of patients did write that they don't like discussing their illness with the receptionists.

There a couple of comments about long waiting time for appointments.

Demographic data:-

Male	13
Female	24
No answer	2

Age Group	16-44	8
	45-64	13
	64-74	9
	75+	7
	No answer	2

Ethnic group 34 were white, 4 did not answer

14 respondents described themselves as attending regularly
15 occasionally
5 were rarely or very rarely
4 did not answer.

Chilton Health Centre

At Chilton 76 were given out with 39 returned, giving a response rate of 51.3%

More patients 24 made their appointment in person, with 19 making their appointment by telephone.

39 respondents rated the receptionist as 'very helpful' and 1 as 'fairly helpful', there were no negative comments (1 respondent 'did not know').

40 patients rated it 'very easy' to make an appointment with a practice nurse and 1 'fairly easy'.

Patients were extremely positive about their last appointment with a nurse at the surgery with scores from 31-39 for every question, again there were no 'very dissatisfied' ratings; there were 11 'fairly' and 4 'neither satisfied nor dissatisfied' ratings.

At Chilton 26 replied that patients can overhear private conversations, but don't mind.

In relation to the Chilton Building:-

15 felt it was clean and 22 fairly clean.

20 felt it was easy to get into the surgery and 18 fairly easy

12 felt the waiting area was very comfortable and 25 fairly comfortable.

16 felt that signs inside and outside 'were clear' and 22 'fairly clear'.

The written comments were extremely positive about the staff and the service.

There were 5 written comments relating to the Chilton building.

One written comment asked for the building to be open full time.

One written comment asked for wheelchair access.

Demographic data:-

Male 15

Female 26

Age group 16-44 13

45-64 14

65-74 4

75+ 10

Ethnic group 34 were white with 7 not answering.

13 described themselves as attending regularly
12 described themselves as attending occasionally
9 described themselves as attending rarely or very rarely.
7 did not answer this question.

In Summary

The survey has provided very useful feedback for nursing staff; the patients have been very positive indeed about their appointment with the nurse or health care assistant.

The patients have made constructive comments about improvements to the reception, waiting area, the need for reception staff to ask questions, and services provided which will be discussed at a future practice meeting, and at staff meetings.

TEENAGE CONSULTATION

The following is a summary of the consultation with teenagers at the local Business and Enterprise College and the local E café.

Jennifer Wood (Practice Manager) went to Ferryhill Business and Enterprise College over the lunchtime period on 7th February 2013.

The Practice Manager was accompanied by two Youth Workers attached to the school.

The pupils have a ½ lunch break.

The first half hour was spent at the 'Ferryhealth' centre with thirteen year 8 and 9 pupils (aged 12 and 13 years). All were patients at Ferryhill or Chilton.

Jennifer Wood used the patient questionnaire as a template for discussion.

Their comments were that:-

The waiting room is boring

They don't like the posters – they are all of old people having injections (probably related to the flu vaccination campaign).

One girl commented that she doesn't like to smell – antiseptic smell.

One girl commented that it is a lovely place and it is local.

Another commented that she is looking forward to the new building at Chilton.

The books are all children's books and in a container that looks like a bear [these are meant for very young children]

We like the doctors – (especially Dr Moore, Dr Oakenfull and Dr Tysseling)

Some of the doctors are way too old.

Mum, Dad or Gran tend to make their appointment (and take them to the surgery).

Their suggestions included:-

Age related magazines.

A water supply.

The next half hour was spent in the lunch café with 15-16 year olds, going from table to table – probably speaking to about 25 – 30 pupils in total.

They liked the doctors (especially Dr Moore and Dr Algera).

The waiting room is boring.

One girl had started going to the surgery on her own, making her own appointments.

Others went when Mum or Dad made their appointment.

One commented she would start to make her own appointments when she left school.

One lad suggested a television in the waiting room.

Jennifer Wood also attended the e cafe on Thursday 14th February 2013, again in the presence of two Youth Workers

There were 3 female and 5 males aged 12, 13 and 14.

They all stated that their Mum, Dad or Gran made their appointments, and went to see the doctor with them.

One commented 'it is boring going to the doctors'.

In summary

The session at the School provided more useful information than the E café

If the youth workers have a medical concern about a pupil they raise their concern with the school nurse.

The school nurse can contact the surgery to make an appointment for a pupil, or speak to the pupil's usual GP or duty doctor.

The questionnaire template was useful to start conversations with pupils.

The younger teenagers had appointments made by a parent/grandparent, the older teenagers were beginning to think about being responsible for making their own appointments and attending on their own especially when they left school.

They all felt that the waiting room was boring.

The practice manager did explain that we are trying to suit all ages, and that the posters do change regularly; depending upon the time of year and health related campaigns such as flu vaccination, be safe in the sun, stop smoking.

The teenagers who live within the Chilton area were aware of the new building project.

The teenagers did point out that there was no age related reading matter in the waiting room.

The teenagers did suggest a water supply and a television in the waiting room.

Discussion of the results with the PRG

The above reports were discussed at the PRG meeting on 20.2.2013. PRG members felt that the feedback from the teenagers was very useful.

Extract from PRG meeting minutes 20.2.2013

Dr Oakenfull and Jennifer Wood agreed to discuss the outcomes and feedback, at a practice meeting in the near future, especially the suggestions for age related reading material and a water dispenser.

PRACTICE DISCUSSION OF REPORTS

Both reports were presented to the GP and staff meetings on 14.3.2013, where the feedback from teenagers was discussed.

Whilst it was noted that teenagers had commented there is no age related reading matter, the GPs felt it was difficult to obtain magazines that would suit all ages in the waiting room.

The GPs agreed to consider providing a water dispenser but asked the practice manager to check with infection control, and they could have concerns about a dispenser.

CHILTON HEALTH CENTRE

The new surgery development is progressing and work should start in the next few weeks.

Agreed Action Plan:-

Practice Manager to check for any concerns about infection control in relation to a water dispenser, and report back to practice meeting and PRG.

Practice Manager to report GP consideration of age related magazines back to the next PRG.

Practice Manager to continue to report on progress towards the redevelopment of Chilton Health Centre to the PRG.

Direct Enhanced Services - Suggested Patient Questionnaire Questions

Have a say on the services we provide by completing the following survey.
Please tick the relevant box.

Please note that we do not require your name.

Appointments

1. How do you usually make appointments to see a doctor or nurse? (Please tick all relevant boxes).

In person	
By telephone	
Online	
By fax	
Doesn't apply	

2. How helpful are the receptionists at your practice?

Very helpful	
Fairly helpful	
Not very helpful	
Not at all helpful	
Don't know	

3. How easy have you found the following

	Very easy	Fairly easy	Not very easy	Difficult	Not tried
Getting through on the phone					
Speaking to a doctor on the phone					
Speaking to a nurse on the phone					
Obtaining test results					
Are you able to see a doctor on the same day					
How easy is it to book appointments ahead					

Access to Doctors

4. If you wish to see a named doctor how quickly are you able to be seen?

Same day	
Next day	
2 – 4 days	
5 days or more	
Not tried	

5. If you are willing to see any doctor how quickly are you seen?

Same day	
Next day	
2 – 4 days	
5 days or more	
Not tried	

6. How long after your appointment time do you usually wait in the waiting room to be seen?

Normally on time	
Less than 5 minutes	
5 – 15 minutes	
15 – 30 minutes	
Over 30 minutes	

7. How do you feel about how long you normally have to wait to be seen?

Don't normally have to wait long	
About right	
Usually have to wait a little too long	
I have to wait far too long	
Not applicable	

8. How satisfied are you with the opening hours at the surgery?

Very satisfied	
Fairly satisfied	
Not at all satisfied	
Don't know	

9. How satisfied were you with your last appointment with a doctor at the surgery?

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Very dissatisfied
Allowed you enough time				
Asked about your symptoms				
Listened to you				
Explained about tests & treatments				
Involved you in decisions about your care				
Treat you with care and respect				
Took your problems seriously				

Did you have trust & confidence in the doctor you saw				
Were you happy with the privacy of your conversation with the doctor				

10. Telephone consultations

	Yes	No	Don't know
Can you book a telephone consultation at your practice?			
Have you ever had a telephone consultation?			
Following the telephone consultation did you require a follow up?			
Would you use a telephone consultation again?			

Access to Practice Nurses

11. How easy is it for you to make an appointment with a Practice Nurse at your

Very easy	
Fairly easy	
Not at all easy	
Don't know	

12. Please rate your last appointment with a nurse at the surgery

	Very	Fairly	Neither satisfied or dissatisfied	Very dissatisfied
Allowed you enough time				
Asked about your symptoms				
Listened to you				
Explained about tests / treatments				
Involved you in decisions about your care				
Treat you with care and respect				
Took your problems seriously				
Did you have trust and confidence in the nurse you saw				
Were you happy with the privacy of your conversation with the nurse				

In your GP practice

13. Overall how well does your practice help you to

	Very Well	Well	Unsure	Not very well	Not applicable
Understand your health problems					
Cope with your health problems					
Keep yourself healthy					
Find information about services they provide i.e. test results, repeat prescriptions etc.					
Understand the practice's complaint & complaint procedure?					
Access information about staying healthy & preventing illness					

Environment

14. Can other patients overhear private conversations with receptionists?

Yes but I don't mind	
Yes and I'm not happy about it	
No, other patients can't hear	
An area is provided for confidentiality	
Don't know	

15. Regarding your practice building?

	Very	Fairly	Not very	Not at all, please explain below
How clean is the surgery?				
How easy is it to get into the surgery building?				

How comfortable is the waiting area?				
How clear are the signs inside & outside the building?				

.....
 ...

 ...

16. Generally how would you rate your overall satisfaction?

.....

17. Do you have any suggestions how the practice can make any improvements to their service?

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18. Do you have any suggestions how the doctor / nurse could improve?

.....

The information that you have provided in this questionnaire will not identify you and only provides us with general information which will be used to monitor and improve our services. The findings of this questionnaire on the practice website www.??????? And copies will be available ?????

About you

Are you:-

Male	
Female	

How old are you

Under 16	
16 - 44	
45 - 64	
65 - 74	
75 and over	

What is your ethnic group	
White	
Black or Black British	
Asian or Asian British	
Mixed	
Chinese	
Other ethnic group	

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

Thank you for completing this questionnaire.

Please put this in the box provided in the reception area marked '**Completed Patient**