

Hawkesley Medical Practice

Patient Participation Group Report

2015-16

The staff at Hawkesley Medical Practice ran a campaign at the start of 2015 to promote the Patient Participation Group as some patients already on the group decided they did not wish to continue to take part. We are pleased to announce the campaign was a huge success and we were happy to welcome on board several new patients to our group. We now have 13 patients signed up to our group! The group is made up of the following demographics:

Gender		Age								Ethnicity								
										White/Mixed		Mixed	Asian or Asian British			Black		Chinese
M	F	0-16	17-24	25-44	45-54	55-64	65-74	75-84	Over 85	British	Irish	White/Black Caribbean	Indian	Pakistani	Bangladeshi	Caribbean	African	Chinese/Other
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You will see we have a good mix of patients with regards to gender, age and ethnicity and this will inevitably bring with it a varied range of new ideas/discussions to future meetings.

We spent the first part of the year looking at how best to structure the meetings going forward – how often they should be held, how they should be run and by whom. As the patient participation group is about our patients – what they feel we do well, what improvements they feel we could make, what services they are happy with and what services they would like, we thought it best for the group to make these decisions.

We held our first meeting on Friday 17th July 2015 and unfortunately due to other commitments, only 3 patients could make the meeting. We agreed at this meeting that the group were going to take the lead going forward and come up with ideas for the agenda. We discussed the appointment booking system and DNA's (patients who do not turn up for their appointments). We informed the group that the surgery is working extremely hard in order to offer as many appointments as possible to patients who genuinely require the need to see a doctor at that time. We also informed the group that we write to patients who do not turn up for their appointment and they are monitored and written to explaining that someone else could have had their appointment if they had contacted the surgery to tell us they were not coming.

We explained the surgery now has an online appointment booking facility where patients can book routine appointments and order repeat prescriptions online, rather than having to ring the surgery. Patients must register at reception for online access. We discussed with the group about the best way to advertise this and also discussed what we could do to minimise DNAs. The group suggested patients are removed from practice if they continuously miss appointments and asked us to run a report showing the number of DNAs so we could discuss it at the next meeting.

We decided a surgery newsletter would be a good way to get the message out there and the group agreed this is something they could work on.

We agreed the next meeting was to be held on Tuesday 22nd September 2015 and invites were sent out shortly afterwards.

At our second meeting on Tuesday 22nd September, the group talked about the telephone system and how difficult it was to get through on the phones at 8.30am. They raised their frustration at the fact there is no queuing system and after the phone has been ringing for a while, it cuts patients off. We explained we had experienced several issues with our phone system and had informed our provider. We informed the group we have three people answering calls every morning and that although there is no queuing systems message the calls are answered as soon as possible. The practice manager explained she was currently looking at the cost to replace the phone system but as the cost was so high, this was not a change we could implement at that time.

The group asked whether the appointments on a Thursday morning could all be book on the day as we are closed from 1.30pm and this is one of the days when they find it difficult to get an appointment. We agreed we would discuss this with the partners.

We discussed DNAs and we provided the group with the information they requested on the number of DNA's between January and September 2015. This amounted to 2256.

So, in the course of nine months, 2256 people did not turn up for their appointment with the doctor or nurse. This equates to approximately 250 appointments per month - 63 appointments per week – 14 appointments per day. **This is just under one doctor's clinic per day which is being wasted due to patients not turning up for their appointment.**

The group asked for us to do an analysis on the patients who DNA their appointment so they could look at trends. We agreed this was something we could work on for them.

It was agreed the next meeting would be in the New Year and that we would write to the patient participation group members to try and get more people to attend the next meeting.

Our third meeting was held on Wednesday 3rd March and six patients from the group attended.

One member of the group agreed to chair the meetings in future and one member agreed they were happy to do the minutes. They all agreed they need to hold another meeting so all of the members could attend and agree they were happy for them to chair and minute take. They agreed they are happy to design a newsletter. They also suggested that they design a leaflet outlining the issues and costs incurred when patients DNA and asked whether we could do a mailshot to all of our patients so they received this leaflet. It was agreed this was too costly and we agreed to think about other ways of getting the leaflet out to patients.

The group asked for us to provide the number of available appointments per week against the DNAs so they can do an analysis. We agreed this was something we could provide for them.

We are currently in the process of writing out to all patients on the group to invite them to another meeting and we are asking them to give us an idea of the best day/time for them all to meet as we want as many of them to be able to attend and to make the most of the time they are kindly giving up to help run the group.

We have looked at the suggestions the group have made over the last year and have listed the outcomes we have achieved so far.

You can see what suggestions were made and what changes we have been able to implement as a result of their suggestions.

Please take a look below...

Patient Participation Group Outcomes

You Said..	We Did..	The Outcome..
You wanted us to update the practice website and its content.	We spoke to our website provider and we upgraded to a newer version of software which is more user friendly and has more capability.	We have a nicer looking website, which is more user friendly for our patients. We are now able to upload more information for patient to access, rather than them having to ring the surgery to obtain this information.
You would like us to advertise EMIS Access and how patients can order prescriptions online.	We updated our website to inform patients of the new online access facility and also put a note on the right-hand side of their repeat prescription informing them of the new facility.	Patients are able to book appointments and order repeat prescriptions online, rather than having to ring the surgery.
You would like the appointments on a Thursday morning to all be book on the day, rather than pre-bookable appointments as you were finding it difficult to get an appointment with it being our half-day closing.	We spoke to the partners, who agreed to change the appointment system.	From 1 st March 2016, all the appointments on Thursday mornings are now book on the day. Patients, who require an urgent appointment for that day, will be able to ring from 8.30am to book one. These appointments are no longer pre-bookable.
You would like our phone system changed so patients are held in a queue rather than the phone line ringing out and then being cut off. You would like a messaging system on the phone line so patients know their call is in a queue and will be answered in turn.	We spoke to the partners who agreed to upgrade the telephone system. The practice manager has spoken to our telephone provider and chosen the new system.	A new telephone system will be installed shortly at the surgery. This will have lots of new features. These include more lines being installed, a detailed call-in-queue messaging system, caller telephone number display so when patients call us, their number is now displayed and when we call patients, our number is no longer blocked, call recording facility so the practice manager will now be able to record calls between patients and staff.

We are currently still working with our group on the patient DNAs and online access so will be able to provide an update later in the year.

Patient Participation Group

Thank You

AS A RESULT OF YOUR SUGGESTIONS, WE HAVE MADE THE FOLLOWING IMPROVEMENTS:

- ✓ We have a nicer looking website, which is more user friendly and informative for our patients
- ✓ We have promoted online access so patients can book appointments and order prescriptions online
- ✓ We have changed the way we book appointments so Thursday is blocked for urgent appointments only
- ✓ We have a new telephone system being installed which has many new features!

Thank you for your support in helping us to improve the services we provide to you!

From Debbie and her team at Hawkesley Medical Practice