

Patient Participation Report – March 2013

This report builds upon the foundation we have established in the last few years, and seeks to both inform patients how we have been getting on as well as how we hope to develop and improve. Of particular note, we are pleased that we have had a positive response to continued requests for members of our Patient Forum which now consists of 12 members. We would appreciate more male and younger members and members from groups which may have particular problems or issues in accessing care – for example, people in full time employment, parents of young children, people with either physical disability or learning disabilities or difficulties, and young people.

Practice Demographics

Now established for almost 9 years, we no longer embrace the cachet of being the youngest practice in Penzance and are proud that we have maintained our position as the largest of 5 similar size practices serving the population of the town and West Penwith. In the last year, following Government guidance, we have extended our boundary to include an area approximately half a mile either side of the A30 to the far side of St Ives and a similar extension along the A394 to Breage; this extension is designed to allow patients who move from our main area to stay with us for continuity of care.

Our area covers 2 of the most deprived wards in England and a further 4 which are in the 20% most deprived. Of our 6950 patients, 18% are over 65 and of this group 60% are women. We benefit from close proximity to the newly opened West Cornwall Hospital Urgent Care Centre (UCC) and from working closely with local services, especially our close neighbours in Sunnyside and Alverton surgeries.

The Practice has 4 GP Partners, 3 Practice Nurses of whom 2 are qualified to independently prescribe, and 3 Healthcare Assistants. We have 11 other members of staff. We are actively seeking to replace a salaried post GP and are hopeful that we will be able to do so in the new financial year.

Profile of PPG Members

For the first time, we feel that the Patient Group, known as the Rosmellyn Patient Forum, has real potential and a sense of moving forward. We are, undoubtedly, still feeling our way. Nevertheless, there have been some positive contributions and much discussion of both matters which are specific to the surgery as well as broader health issues.

We are conscious that the members are, for the most part, over 50 years old and that they do not, therefore, reflect the broad range of age in our patient population. We keep this in mind, and endeavour to ensure that our deliberations take into account all of our patients.

Full minutes are published on the surgery website.

We actively seek new members, especially those who can expand our demographic spread.

Achievements

We have considered a number of issues in meetings during the year, including the results of the last patient surveys; we have conducted 2 surveys, the first being specifically aimed at getting feedback on our telephone consultation system for appointments, and the second being an externally run general survey which offers a wide range of questions and free text responses.

In addition, we have responded to suggestions for enhanced patient seating, all of which has been replaced with comfortable seating in easy to clean fabric which reduces the chance of infection transfer. Some of the seating is specifically aimed at patients who find it hard to get up, and has been raised as well as having arms on all seats. New couches have been bought for the treatment rooms; they are also covered in anti-bacterial fabric and have electronic motors allowing them to be lowered to ½ a metre which gives much better access to all patients.

We are considering a waiting room information system, but at present the costs are prohibitive.

Patient Survey

Our website has an electronic suggestion box which is not widely used but provides an easy way for people to contact us. We also have our email letter-box promulgated on the website and in our newsletters.

The first survey we conducted this year concerned patients' views on the telephone consultation system. We have been conscious from the outset that this system is not to everyone's taste, and had a concerted campaign to try to ensure people understood the benefits of it. The survey results were very encouraging in that they showed that patients now like it at least as much as the previous system and also have better access to appointments in a timely way. A copy of the survey questionnaire is at Annex A. Significant results were that 97% of respondents said that it was easy to get an appointment, 85% said that the new system was as good or better than the old system, and 97% said that the system was effective.

Our most recent survey was conducted by CFEP Surveys UK in February 2013 – we received 297 responses covering all of our clinicians. It is being actively analysed by the RPF with a view to determining any improvements we can make. The summarised results showed that 91% of respondents considered that we were good, very good or excellent – this is an improvement of 2% over last year. The summary sheet is on the website and available in the waiting room. Of note, compared with the national benchmark for similar size practices, Rosmellyn is above the average in every category and in the upper quartile throughout.

At the patient group meeting on 26th March it was unanimously agreed that all of the staff at the Practice should be congratulated for their efforts in achieving such a strong result. The comparison with last year's results shows an improvement across the board and the written comments largely reflect a high level of satisfaction with the practice.

Under the circumstances, the group agreed that there was no area that showed any requirement for concern. It therefore decided to home in on the two lowest marked areas to see if there is any need for action. The group, therefore, looked at waiting time (between arrival in surgery and being seen) where satisfaction was 60%, and telephone access (68%). Both of these scores were above the national mean score for similar size practices.

The conclusion of the discussion (which will be reviewed at the next meeting), was that waiting time is a subjective judgement affected by arrival time, other patient needs, on the day pressures or crises and, as such, difficult to adjust. It was also felt that the ease of access at short notice mitigated the problem. It was agreed that the practice should make every effort to ensure that patients are kept informed of delays to their appointment time.

Telephone access has been discussed almost continually since the practice started telephone consultations 4 years ago. Again, the score is high and better than the national mean. Nevertheless, it was felt that positive action by the practice to try to increase patient awareness may improve this area, and this will be pursued.

Practice Opening Hours and Access arrangements

The Practice is open as follows:

- Monday to Friday 8.30am to 6.00pm
- Thursday 6.30 to 7.45 (most weeks) – 2 doctors and one prescribing nurse
- Saturday 9.30am – 12pm (1 week in 5) – one doctor and one prescribing nurse

The Practice does not close for lunch.

We have been encouraged by survey responses to access, and have not made any major changes to the way in which we open during the year. We are, however, not complacent, and remain open to suggestions for positive change.

The Future

We remain committed to giving excellent healthcare to the people of Penzance and West Penwith, and are open to suggestion and constructive criticism at any time. We don't always get everything right, but we do always try to!

Many patients will be aware that there has been an aspiration for a new health centre in the town, and that we have been actively seeking a solution to this along with the PCT and other surgeries. We still hope that this project can come to fruition, and hope that patients will help us to lobby for support to make this happen. Please feel free to ask us about it and to support us in any way you can so that we can look forward to providing healthcare in modern, well equipped spaces in Penzance in the future.

If you are interested and can spare the time, or even if you could participate as an “e-member” of our patient group, please contact us.

Thank you

Jerry Betteridge
Strategic Manager

Annex A

Patient Survey into Telephone consultation

Prior to 2009, appointments at Rosmellyn were allocated on a first-come basis, requiring you to ring up at 8.30am on the day. This was changed to a doctor-led telephone consultation which hopefully you have experienced today. . An essential part of this procedure is your opinions which will help the practice assess patient's views. Thank you for taking the time to fill out this questionnaire.

1. What age category do you fall in to?

- A) under 18 B) 19-30 C) 31-45 D) 46-60 E) 60+

2. How long have you been registered at Rosmellyn? Years/Months

3. In the past year, approximately how many times have you come to Rosmellyn to see a Healthcare Professional (Dr/Nurse/HCA)?

- A) First time B) 2-4 C) 5-10 D) 10+

4. In your opinion, how easy was it for you to get an appointment today?

- A) Very Difficult B) Difficult C) Easy D) Very Easy

5. What do you feel about the system of telephone consultation when you book an appointment?

- A) In Favour B) Not in Favour C) Undecided

Comments:

6. Prior to the change in system, how did you rate the appointment service at Rosmellyn?

- A) Very Poor B) Poor C) Satisfactory D) Excellent E) N/A

7. Compared to the previous system, how do you rate the current appointment service at Rosmellyn?

- A) Not Applicable B) Not as good C) The Same D) Better

8. Do you feel that telephone consultation is an effective means of determining whether you need an appointment or not?

- A) Yes B) Sometimes C) No

Please feel free to leave any additional comments below:

Please hand in to reception once complete.