

Patient Participation Report – March 2014

The Patient Forum is now a well established group of 12 members who, for the most part, represent the older cohort of patients. 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. Nevertheless, having found our feet, we believe that the group functions well and are a key part of the support network for the surgery as well as being a sounding board.

Practice Demographics

We remain the largest of 5 similar size practices serving the population of the town of Penzance and the wider rural area of West Penwith. Our extended boundary, which includes 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, is designed to allow patients who move from our main area to stay with us for continuity of care, not least those who find themselves moving into nursing or residential homes in, for example, Ashton and Hayle.

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 5 GP Partners, 3 Practice Nurses of whom 2 are qualified to independently prescribe, and 2 Healthcare Assistants. We have 11 other members of staff. We replaced our salaried GP last year with our 5th Partner.

Profile of PPG Members

Our group meetings have covered a wide agenda this last year, and included external speakers from local pharmacies and AgeUK. The former notable as a precursor to the surgery becoming one of the early adopters of the new Electronic Prescribing system, and the latter to support our role as the first of local surgeries to be involved in the Penwith Pioneer Project (a support echelon for housebound and isolated patients).

We remain conscious that the members of our group, for the most part, over 50 years old and 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, and we continue to actively seek new members, especially those who can expand our demographic spread.

Patient Survey

Once again, we conducted a full clinical patient survey for all doctors, nurses and HCA's, and the very positive results were discussed in the group – it must be said that we found it hard to identify “weak” areas and concentrated, therefore, on identifying the least good areas so that we could try to advance our cause there – first amongst this was trying to communicate with patients to improve their understanding of the appointment system.

This major survey was conducted on our behalf by CFEP, a national organisation which is recognised by the BMA and uses a questionnaire derived from Cambridge University studies.

The CFEP survey was supplemented by a local survey of patients asking very simply “what could we do better”. We are pleased to say that the vast majority of responses were entirely positive; those that were not tended to point towards the doctor led phone consultation system as a source of individual concern. Whilst we understand this, we are determined to continue to operate this system because it is the most effective way of fairly matching patient need with available resources.

We have further investigated a waiting room information system, but without external sponsorship (not forthcoming in the financial climate of the moment) it is unaffordable.

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:

ACTION

The Group agreed that whilst the level of satisfaction is high, nevertheless there is an element of people on the List who find the system less satisfactory. In order to try to follow this up, analyse the problem and try to develop a solution the practice will:

- Conduct another short, local survey offering both Q/A and free text responses enquiring into patient preferences for telephone access – to be completed by 31st May 2014
- Compile the results of the survey – to be completed by 6th June 2014
- Discuss the results of the survey at the RPF Meeting on 24th June 2014
- Agree any changes or enhancements to the system and a completion date for follow on actions at the meeting (headline agenda item) – to be completed on 24th June 2014
- All post survey action to be implemented by 31st August unless RPF dispensation approved.

Practice Opening Hours and Access arrangements

The Practice is open as follows:

- Monday to Friday 8.30am to 6.00pm
- Tuesday 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.

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!

One of the most exciting changes for us has been the realisation of our long held aspiration to open a new purpose built surgery in collaboration with other Penzance surgeries. Although we are still in sensitive negotiation at the time of writing, there is a very real prospect of success in this, and we very much look forward to seeing the project mature alongside Alverton and Sunnyside surgeries. We are grateful for the support of NHS England local team as well as the Kernow Clinical Commissioning Group. There is much to do first, and the consultation on the wider project is currently being undertaken by the Council.

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.