

LONG FURLONG MEDICAL CENTRE

PATIENT REPRESENTATIVE GROUP

ANNUAL REPORT 2012/13 ACTION PLAN for 2013/14

Practice Profile

Long Furlong Medical Centre is situated on the edge Abingdon. Our practice area includes north Abingdon and some of the nearby villages. We have a list size of approximately 8600 with a younger than average practice population. The ethnicity of our patient population is predominately white British.

We are a 5-partner practice with 2 part-time salaried GPs, 2 practice nurses, a health care assistant and a phlebotomist. We also have a reception and administration team to support our work.

The surgery is open Monday – Friday 08:00-18:30 excluding Bank Holidays. Reception is manned throughout the day from 08:30 – 18:30 and switchboard is able to accept urgent calls between 08:00-08:30.

In addition to our core opening hours we also offer GP appointments to registered patients one evening per week 18:30-19:30 and GP and nurse appointments one Saturday per month 08:00-11:30 am.

Background

In April 2011 Practices were invited to participate in a 2 year 'national initiative' to promote the proactive engagement of patients in decisions about the range and quality of services provided. This national initiative is to be continued during 2013/14. To participate:

In Year 1 we were required to:

Develop a structure (i.e. establish a Patient Representative Group) that is representative of the practice population that would enable the practice to obtain feedback on services and priorities.

- Agree with the Patient Representative Group (PRG) what the priorities for patients are at the practice
- Obtain feedback on the priorities from the wider patient group through the use of surveys
- Feedback the results of the survey to the PRG and publish the survey results.
- Provide the PRG with an opportunity to consider the survey findings, prioritise areas for change or improvement and contribute to the development of an action plan
- Publicise, by way of an Annual Report, the actions taken and subsequent achievement on the practice website by 31st March.

In Year 2 we are required to:

- Repeat the process
- Publish an annual report which should build on Year 1 demonstrating how issues raised in Year 1 have been addressed.

Our Patient Representative Group (PRG)

As we have a predominately young population we were concerned that busy and full lives might prevent people from coming forward to join our PRG. We therefore agreed that we should establish a 'virtual' group which would require very little time commitment from our patients. This would allow members to comment and provide feedback by email, but to ensure that we did not exclude patients, we also encouraged those without email to join by offering their feedback either via the post, telephone or face to face. During 2012 various members of our patient group indicated they would like to have the opportunity to meet each other. We attempted to organize an evening meeting in December 2012 but unfortunately due to commitments this was deferred until 2013. We now have a date set in April for members of the patient group to meet so that we can discuss how we take the group forward.

During Year 2 we recruited an additional 5 members to our patient group and now have 21 members (12 female and 9 male) who are predominately white British, whose ages range from 17-75 years. We are still recruiting to our PRG and are especially keen to encourage our younger patients and those whose ethnic origin is not white British to contribute to the group. As a result of our patient survey in February 2013 an additional 3 patients have come forward to join the group - a total of 24 members.

Progress since Year 1 Patient Survey and the Resulting Action Plan

A year has passed since we set our action plan following our 2011/12 patient survey. Our priorities (in order) from feedback from our PRG included:

1. Improving access for disabled patients
2. Improving the grounds and car park
3. Make changes to the waiting room by providing: a better selection of magazines, a child friendly area, improve notice board displays
4. Enable patients to book appointments on line.

We have made progress delivering some of the targets, but we had to advise the PRG that the following would not be achieved this financial year:

- Improving access for disabled patients
- Improvements to the grounds and car park
- Booking appointments on line.

Improving Access for Disabled Patients and Improvements to the Grounds and Car Park

Improving access for our disabled patients and improving the grounds and car park were not taken forward in 2012 as we have been progressing a planning application to convert our loft into office space and develop a small extension to provide a pharmacy. We were very pleased to report that planning

permission was granted in February which is subject to various conditions that relate to the grounds and car park and include:

- improving visibility for cars entering and leaving the car park
- making a contribution to the Oxfordshire Highways Department so that they can introduce double yellow lines on the corner of Loyd Close and Boulter Drive,
- increasing the number of parking spaces for our patients by adding two spaces for doctors on Boulter Drive,
- increasing the number of cycle racks, and
- promoting alternative of ways of travelling to the surgery for staff by the introduction of a travel plan.

These conditions will significantly improve the grounds and parking which we hope will benefit our patients and local residents.

We propose to install automatic doors to the front entrance and hope that we will be able to achieve this by re-configuring the front entrance as part of the building programme. The doors will improve access for our disabled patients.

Make changes to the waiting room by providing a better selection of magazines, a child friendly area and improve notice board displays

During 2012 we made some improvements to the waiting room which we hope has made a difference to our patients. We have:

- purchased a portable hearing loop,
- purchased a play table for children,
- installed a new magazine rack and we try to provide a better selection of magazines, and
- purchased new chairs

We update our notice boards on a regular basis and try to promote current health awareness programmes. Please let us know if there is a topic that you would like us to include.

Booking Appointments on Line

We have the IT systems in place to offer the facility for patients to book their appointments on line but we have deferred implementing this as we learned during the autumn of 2012 that the provider of our clinical software is withdrawing from the Primary Care market.

We have selected our preferred provider and aim to change our clinical system in May. We are now working behind the scenes to ensure that our clinical records transfer safely and accurately, and training everyone in the practice. We hope you agree that it is better to defer the introduction of another 'new'

system i.e. appointments on line, until we are confident the new clinical software is working for us. We anticipate being able to launch 'on line' booking of appointments in 2014.

Moving to new clinical software is a major change for us that will create a considerable amount of work, but we will keep our PRG and patients informed and do our best to minimise the disruption.

Year 2 Patient Survey

The Practice Manager provided the PRG with a list of topics including, appointment system, and arranging appointments, contacting the practice, communicating with patients, prescriptions, and services provided by the practice, and asked members if they would like to include, remove or change anything for the 2012/13 patient survey.

Because of the poor response to last year's web based survey, this year's promotion was concentrated to the Waiting Room during February 2013 and made available as a link from our website.

Eighty questionnaires were printed and would have been replenished had they been exhausted but just thirty seven were completed.

Priorities

The questionnaires were summarized and the PRG were asked to prioritize four areas that the practice should focus on; it included

- using more efficient systems such as sending text messages or emails to invite patients in for annual health checks, flu clinics or asking them to contact the surgery to rearrange their appointment or collect their test results
- Improving response times for patients trying to get through on the phone between 08:30 and 09:30 am
- offering group Exercise and Nutrition Advice sessions
- Improving patient awareness of the Choose Well, NHS 111 and NHS Choices schemes

PRG members, responding to the publication of the survey results, unanimously agreed that the following priorities should be implemented during 2013/14:

1. Improving response times for patients trying to get through on the phone between 08:30 and 09:30 am
2. Text messaging patients
3. Improving patient awareness of the Choose Well, NHS 111 and NHS Choices
4. Offering group Exercise and Nutrition Advice sessions.

This Annual Report and Action Plan has been published on our website and copies made available in the waiting room (the survey results are available at Appendix 1 and Action Plan at Appendix 2).

Next Steps and Actions

If after reading this annual report you would like to participate in our Patient Group please contact the Practice Manager on 01235 522379 or email diana.donald@nhs.net.

We are extremely grateful to the members of our PRG who have contributed to this work. Their contributions have been invaluable.

LONG FURLONG MEDICAL CENTRE

PATIENT SURVEY RESULTS FEBRUARY 2013

During the month of February 2013 we asked patients to provide us with feedback on the surgery. Copies of the questionnaire were made available in the waiting room and sent to patients who requested them. We also posted the survey on our website for patients to download and return to us. We did not use survey monkey as this method of collecting data had not been successful last year.

We kept the survey brief as we wanted to target specific areas that we could focus on to either maintain or improve our services.

Eighty copies of the survey were made available in the waiting room but these would have been replenished if necessary. As we average 10,000 hits each month on our website, we felt that an electronic survey would be popular and provide us with a sizeable sample.

In total we received 37 completed surveys. This was disappointing as 36 of these were collected from surveys completed in the waiting room!

Where additional comments to the questions were made we have responded to these below each question.

Diana Donald
Practice Manager
March 2013

Survey Results 2013/14

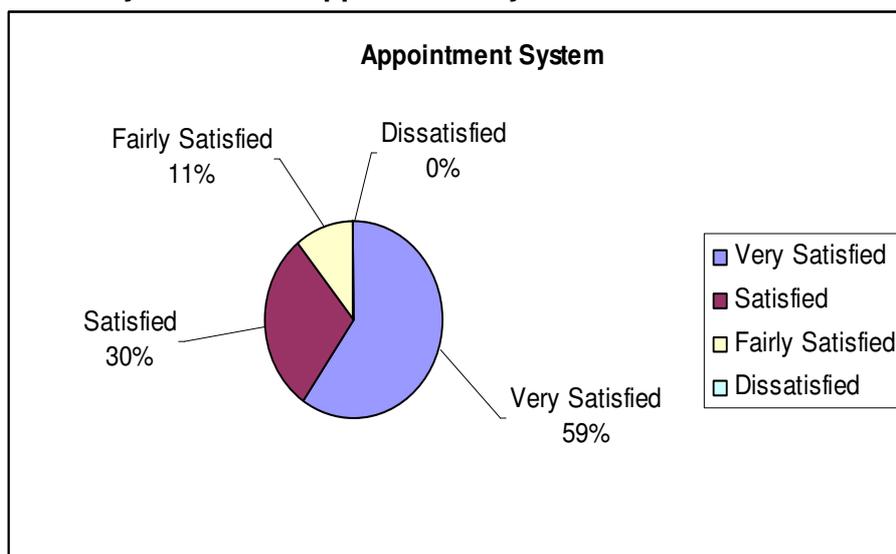
Q 1 Arranging Appointments

For routine medical problems we aim to offer patients an appointment with a doctor within 2 working days, but we cannot guarantee that it will be with your doctor of choice.

Appointments that are less urgent or are for follow up care with your usual doctor may be booked up to one month in advance.

Same Day appointments are available for patients with an urgent medical problem. These appointments are normally with the Duty Doctor. To help us use our appointments efficiently the urgent appointments are booked sequentially i.e. patients phoning in the morning will be given morning appointments and patients phoning in the afternoon will be given afternoon appointments.

How satisfied are you with our appointment system?

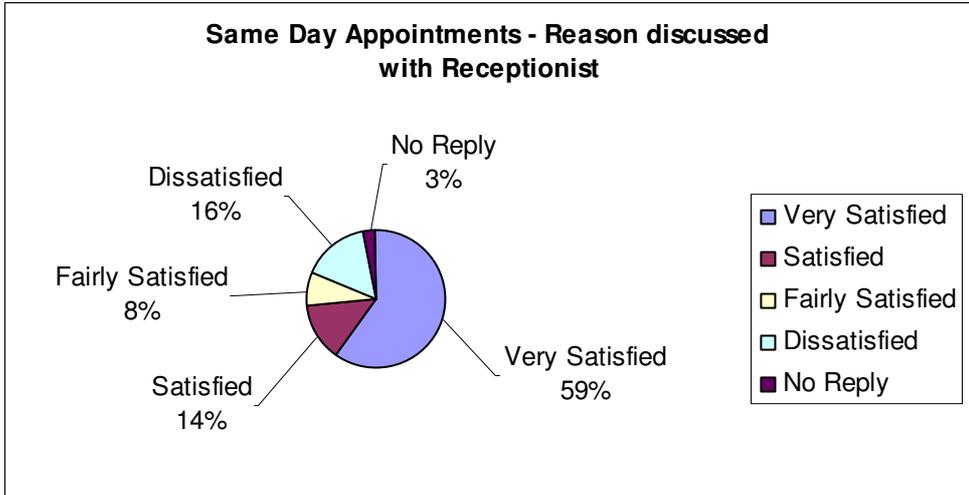


Additional Comments: 59% of our patients are very satisfied with our appointment system. They reported being able to get an appointment when they need one and were able to get a same day appointment for urgent medical problems. However, one patient was unhappy at having to wait two days to see a GP and one patient said they couldn't get see their preferred GP often enough.

Practice Response: We continue to review our availability of appointments and in 2010 implemented some of the recommendations from a research document which focuses on managing appointment availability to ensure there is capacity to deal with urgent, same day care. We believe this change, and listening to our patients, has helped us to improve the availability of appointments, however we recognise that patients who like to see their preferred GP may need to wait longer than 2 days for an appointment. We are happy for our patients to book ahead, but we will always encourage them to see another GP if it is a more urgent problem.

Our text messaging reminder service has also made a significant improvement to the availability of appointments but we would like to encourage our patients to cancel their appointment if they no longer need it.

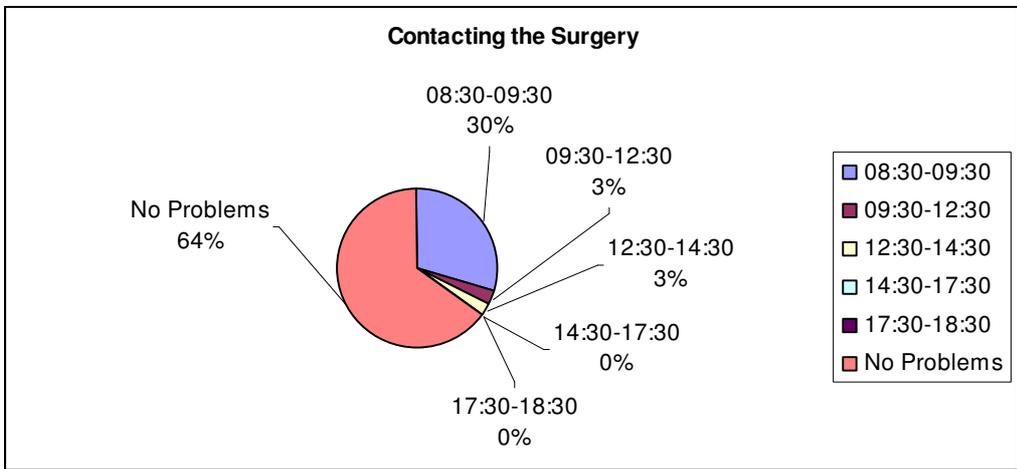
1.a To help us improve efficiency and appointment availability, when patients request an urgent or same day appointment, the receptionists are required to ask for a brief idea of the reason. This ensures that patients are offered an appointment with the most appropriate member of the team. Receptionists are trained for this and are bound to maintain absolute confidentiality.



Additional Comments: 59% of our patients are very satisfied with our procedure however, some patients are unhappy with this and do not consider the receptionist qualified to assess a patient's need for an appointment nor would they wish to discuss their medical problem with a receptionist.

Practice Response: If you are requesting an urgent or same day appointment, please do not be offended if the receptionist asks you for brief details of the problem (if it is a personal problem or you prefer not tell the receptionist we will not challenge you!); we ask this question as it helps the GPs to have a little bit of information about the problem before you attend. Our intention is never that the receptionist should make a diagnosis but to provide the patient with the best possible care. Two examples are: a patient may ask for an appointment with the doctor but it might be better if they are seen by a nurse first and then the doctor. Or the medical secretary may be able to help if the patient wishes to enquire about their hospital referral, thus releasing a doctor's appointment for someone else and saving the patient an unnecessary journey. Only you can decide whether it feels right or wrong for you to discuss your problem with the receptionist – we will respect your decision.

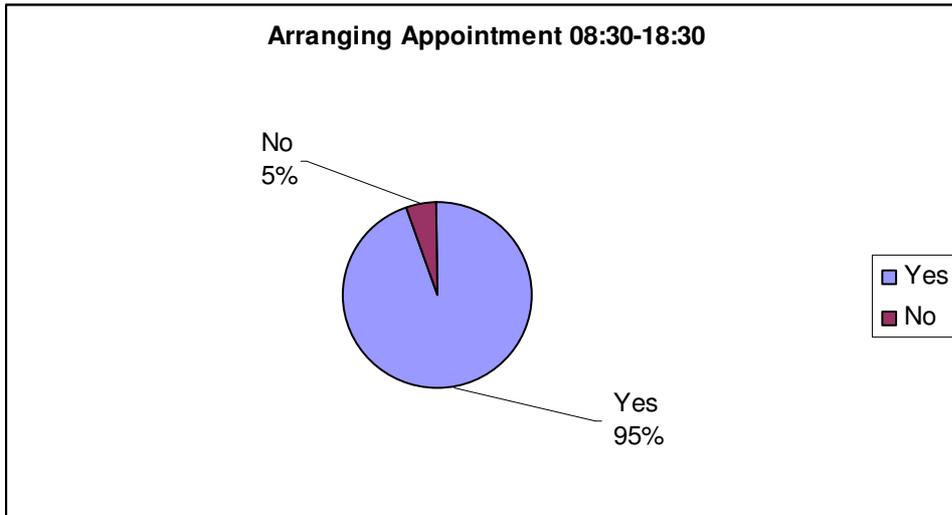
1.b Do you experience difficulty getting through on the telephone? If so, what time of day is the most difficult?



Additional Comments: Excellent service – no difficulties getting through on the phone. However some patients are reporting problems at peak times.

Practice Response: We are working on this and have agreed to prioritise this as an area for improvement this year.

1.c Did you know that you can arrange appointments by phoning any time between 08:30 and 18:30?



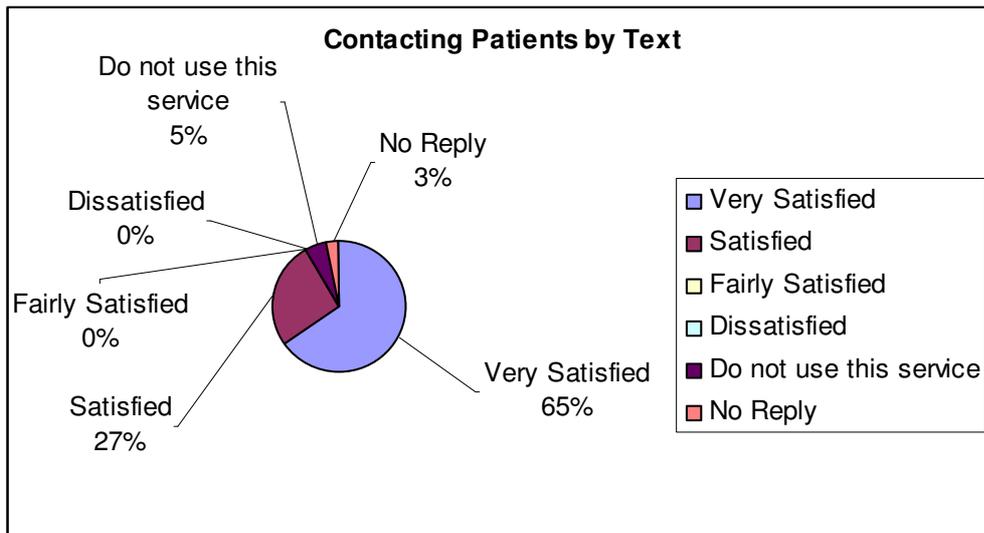
Practice Response: To help us improve our response times on the phone at peak times it would help us if patients wishing to book a routine appointment would phone after 09:30 am. We appreciate this is sometimes not possible and hope to be able to help patients arrange their routine appointments by introducing in the early part of 2014 the facility of booking appointments

2. Contacting Patients:

If we are unable to contact a patient by phone, rather than write to them, we are trying to use more efficient systems such as sending text messages or emails to invite patients in for annual health checks, flu clinics or asking them to contact the surgery to rearrange their appointment or collect their test results. A sample of such a message is:

'Your GP has reviewed your recent test(s). Please 'phone the surgery for the results. 01235 522379 between 2 pm and 6pm Mon – Fri.'

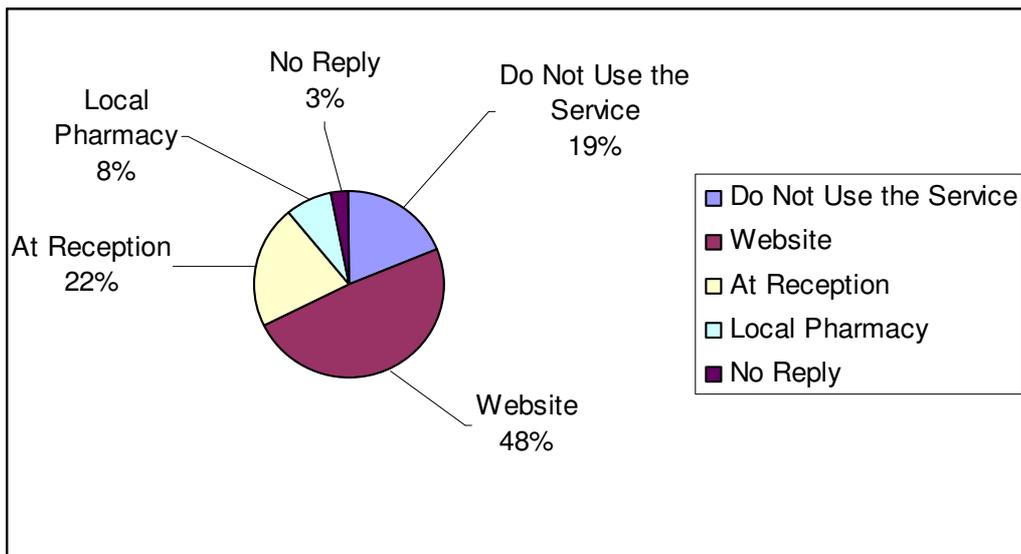
How do you feel about this?



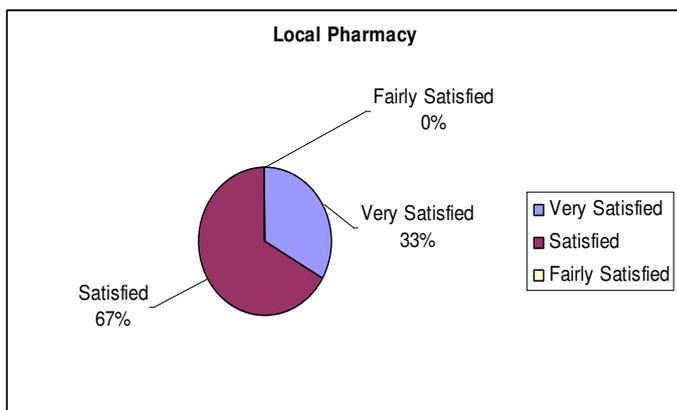
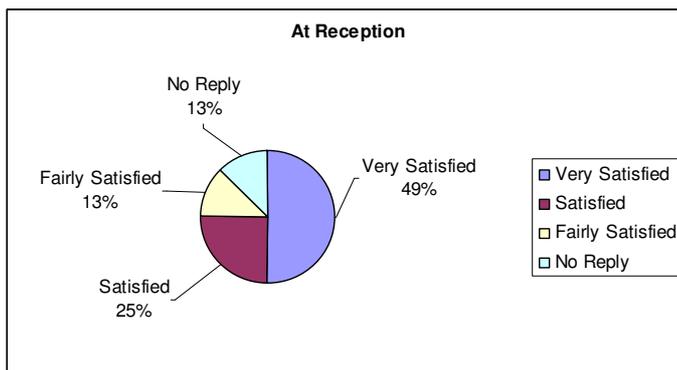
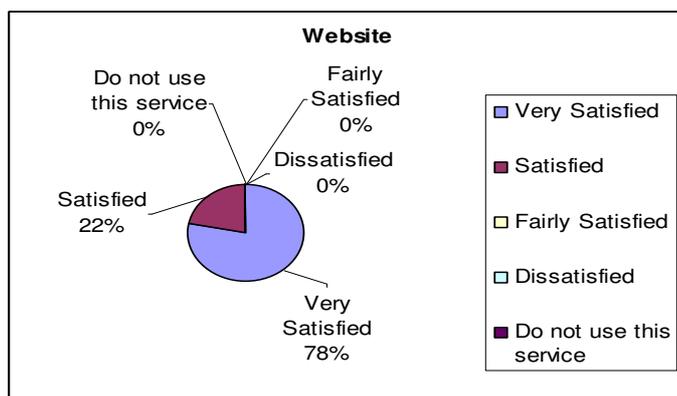
Additional Comments: This system works – text messaging is great.

Practice Response: We are delighted that our patients are very satisfied with our use of the text message and email system. We plan to continue developing this service in 2013 and offer it to patients who may need their results of recent blood tests etc.

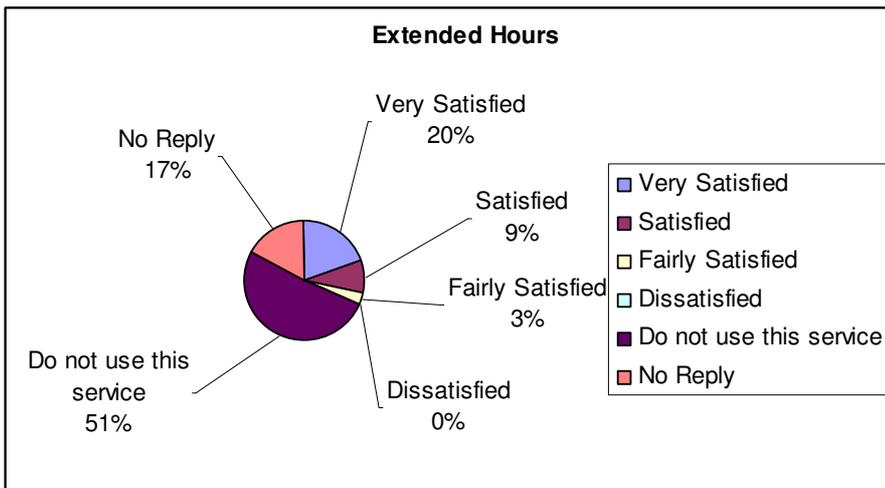
2a How do you order your repeat prescriptions?



Patient satisfaction results when ordering Prescriptions from:



3. We offer GP appointments after 18:30 one evening per week, and GP and Nurse appointments one Saturday morning per month. How satisfied are you with these opening hours?

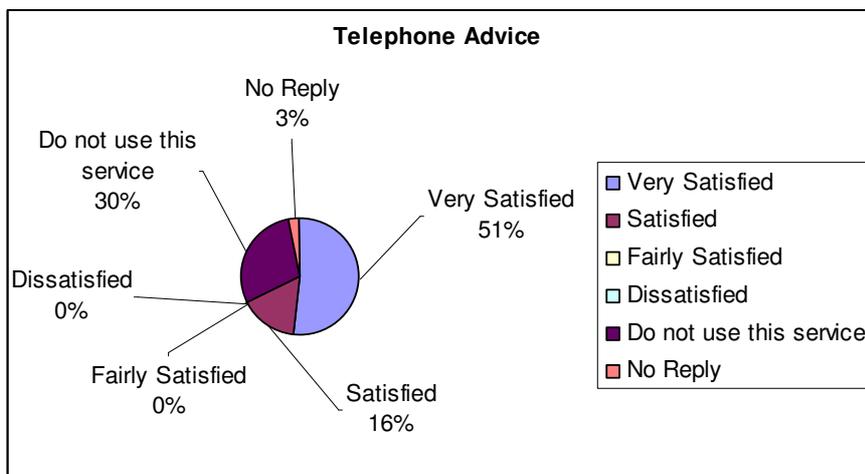


Additional Comments: Three patients were not aware that we offered extended hours, one would like more hours provided and one patient had not been able to contact us on a Saturday morning to cancel their appointment.

Practice Response: Unfortunately we are unable to increase the amount of hours provided during the extended hours period but we will continue to advertise and deliver the service in 2013/14.

Although we always encourage patients to cancel their appointments we acknowledge that it is not possible to contact us by phone on a Saturday morning. This is because the specification for the provision of the extended hour's service does not allow us to operate a normal surgery. However, we will review our procedures and consider the available options for patients to communicate with us, should they wish to cancel their appointment, during the extended hour's period.

4. Telephone Advice: If you need general advice about a medical matter but don't need a face to face consultation, it is possible to arrange a telephone call with your usual GP or Practice Nurse when they are next in the surgery. (The receptionists will refer urgent matters to the Duty Doctor the same day.) **How satisfied are you with this?**



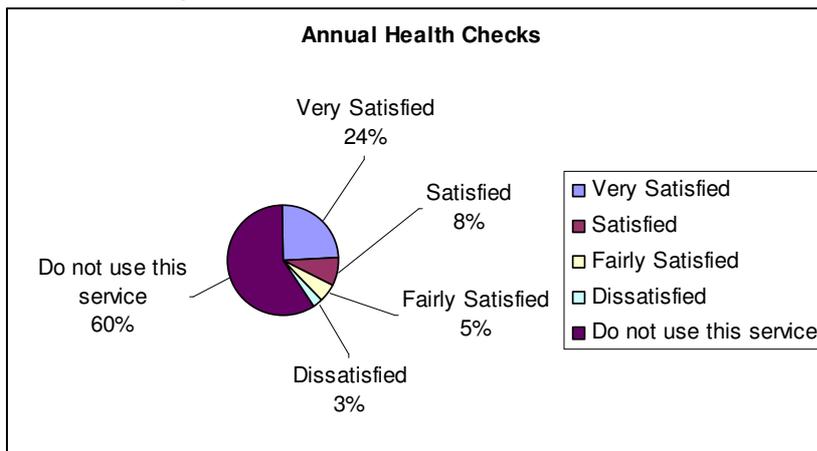
5. Health Visitor lead Well Baby Clinics are no longer held at the surgery but at the Children Centres in North and South Abingdon. **How satisfied are you with this?**



Additional Comments: Patients reported that they were unaware of this change and that it would now be a long way for them to attend the Children’s Centre.

Practice Response: Oxfordshire Health has moved most practice based clinics to the Children’s Centres as they consider this provides a better service and improves access for their patients. We have written to Oxfordshire Health expressing our concern at their decision to move the clinics as we believe a better service can be provided for our patients by combining access to health visitors, the nurse for baby immunisations and the GP for advice on one site.

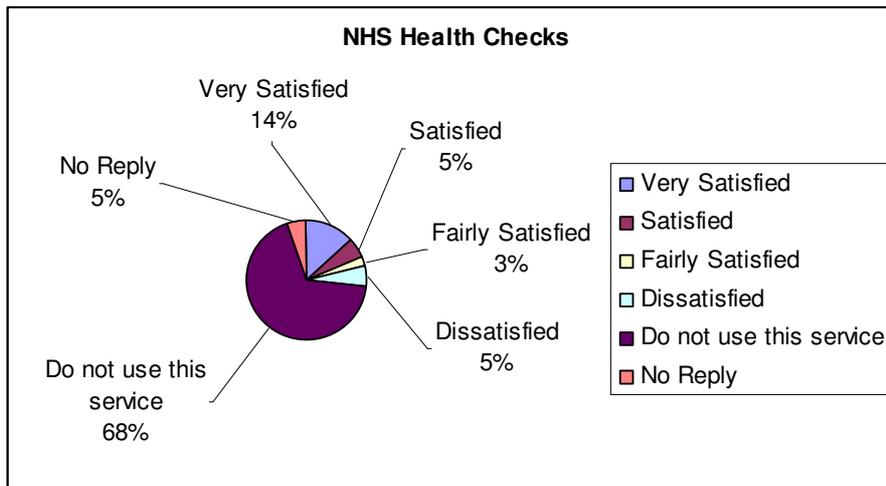
6. Annual Health Checks – patients with a chronic illnesses e.g. asthma, diabetes, heart disease, hypertension, COPD etc are invited annually for a health review with one of our nurses. How satisfied are you with this?



Additional Comments: one patient with hypertension reported not being called for an annual review and one patient would like to be reviewed more frequently.

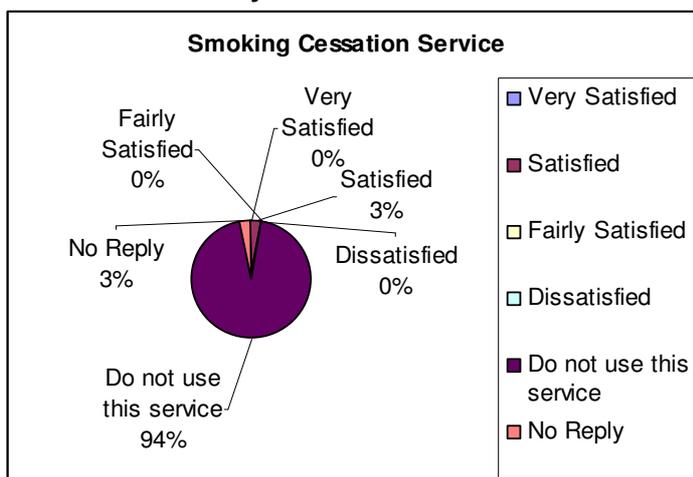
Practice Response: We aim to invite all our patients with a chronic illness in for review annually, however if they are currently in an episode of care with their GP or nurse, the review may be done during a normal consultation. If at anytime a patient considers their health needs further investigation, we would encourage them to arrange an appointment with their doctor or nurse.

7. **We offer NHS Health Checks to patients aged between 40 and 74 who haven't been diagnosed with heart disease, diabetes, kidney disease. We screen the patient to identify if they are at risk of developing one of these conditions and also give lifestyle advice. How satisfied are you with this?**

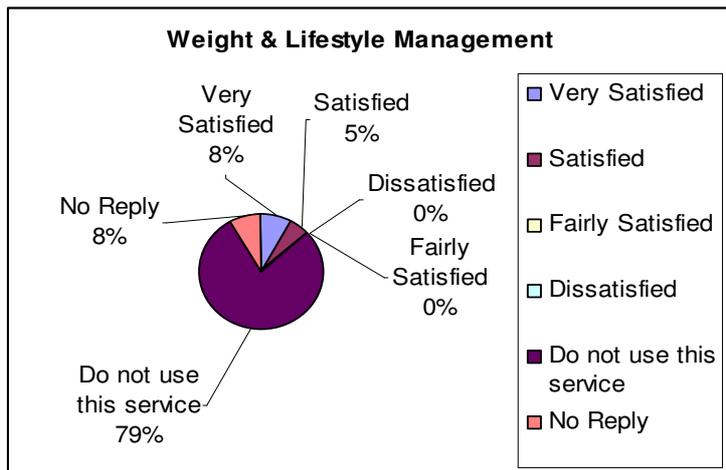


Additional Comments: Patients aged 74+ would like the opportunity for a health review.
Practice Response: The NHS Health Check is national programme for adults between the ages of 40 and 74 who haven't already been diagnosed with heart disease, diabetes, kidney disease, or had a stroke. These are normally patients who are not on regular medication and therefore do not regularly visit their surgery. It provides us with an opportunity to assess their risk of developing one of these diseases and give them lifestyle advice that may prevent onset.

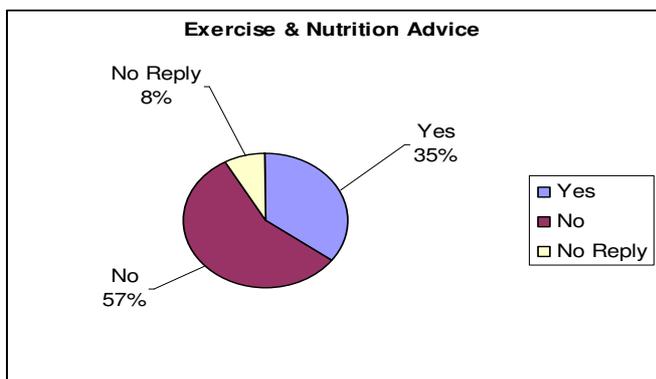
8. **We are able to offer support and advice to patients who wish to stop smoking. How satisfied are you with this?**



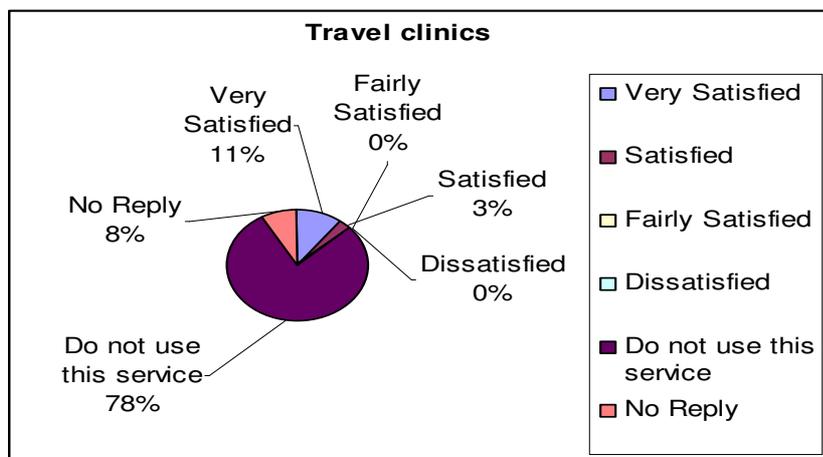
9. **Weight & Lifestyle Management** – our health care assistant and nurses are able to offer support and advice to patients who wish to lose weight. **How satisfied are you with this?**



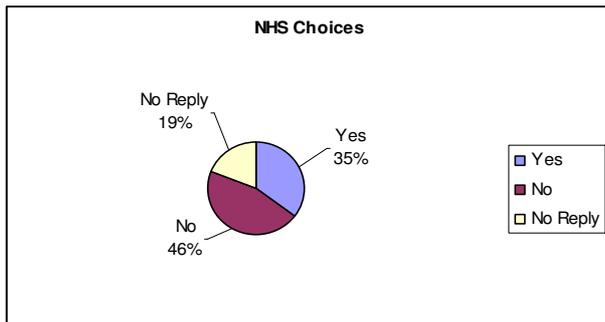
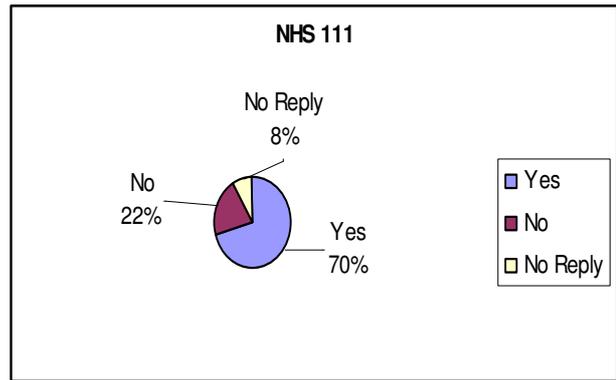
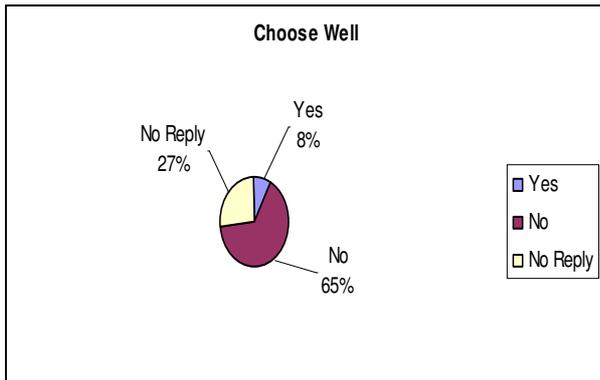
10. **Exercise and Nutrition Advice** – Claire our health care assistant, is able to offer group support and advice sessions during surgery hours to patients who may benefit from lifestyle advice. **Would you use this service?**



11. **Travel Clinics** – Our nurses offer a NHS travel vaccination service which does not include immunisations for multiple destinations. The clinics are held on Friday afternoons but appointments can also be offered with the nurse in the monthly Saturday morning surgery. **How satisfied are you with this?**

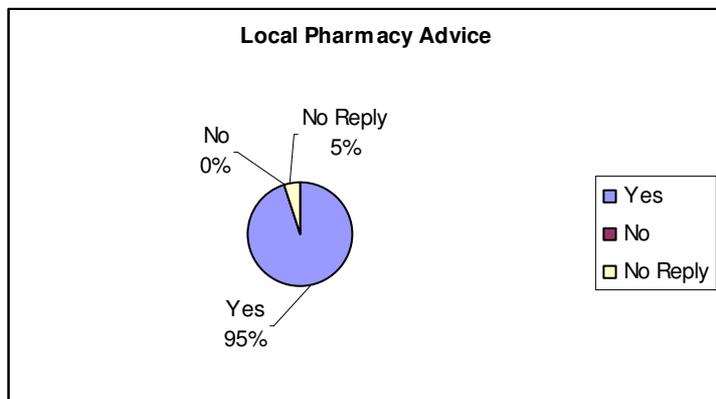


12. To help us understand how patients choose which service to use when they need medical help, could you please answer the following questions: Have you heard of:

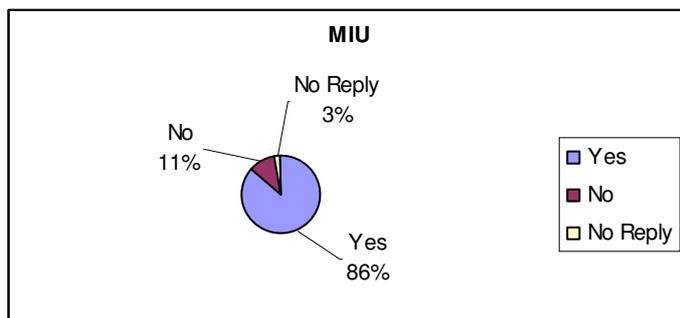


13. Did you know:

Your Local Pharmacist can help with everyday ailments including: tummy upsets, insect bites, coughs and colds, and that most have a private consultation room?

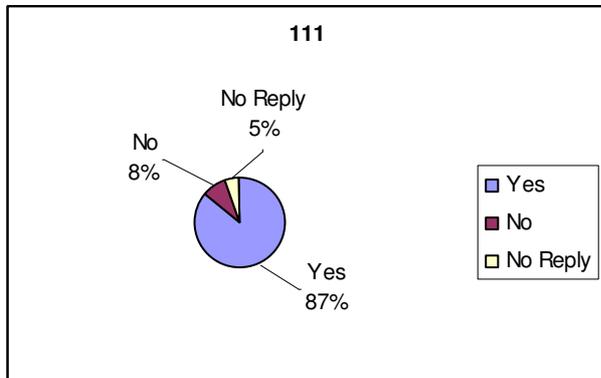


The nursing team at Abingdon's Minor Injury Unit (MIU) can diagnose and treat a range of injuries e.g. deep cuts, eye injuries, broken bones, severe sprains, minor head injuries, minor burns and scalds, and arrange x-rays if appropriate. If you have an **accident**, rather than go to Accident and Emergency at the John Radcliffe Hospital, did you know that you can access the **minor injury unit in Abingdon** without an appointment?



You can get help and advice by dialling 111 if you:

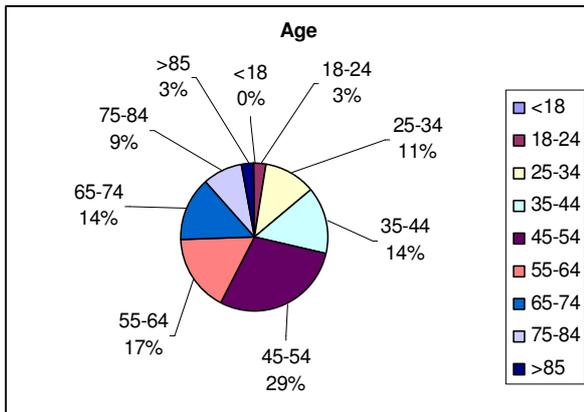
- need medical help fast but it's not a 999 emergency,
- think you need to go to A&E or need another NHS urgent care service,
- don't know who to call or you don't have a GP to call (e.g. when we are closed),
- need health information or reassurance about what to do next.



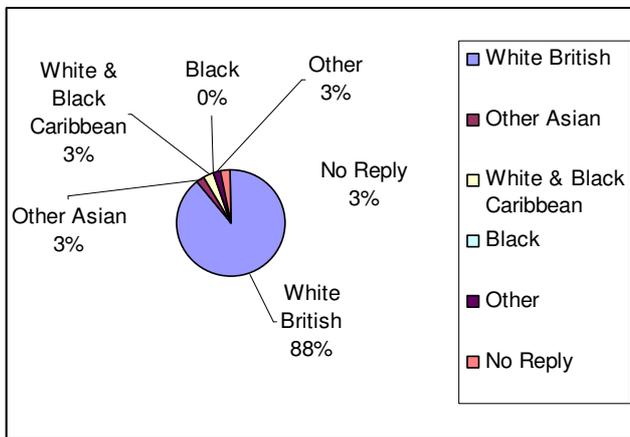
Practice Feedback to Questions 12 and 13 We wanted to have a better understanding how patients make decisions on who to contact when they need medical help or advice. We found the results of these particular questions interesting and will continue to promote local services that are available to our patients.

Some questions about you:

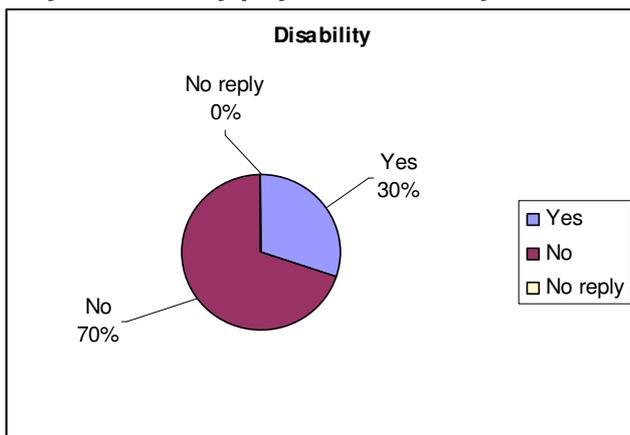
Your age:



Ethnicity



Do you have any physical disability?



LONG FURLONG MEDICAL CENTRE

PATIENT REPRESENTATIVE GROUP

ACTION PLAN 2013 /14

This year we reported to our patient group the progress made on our 2011/12 action plan. We also provided them with the results of our 2012/13 survey and asked them to prioritise four areas for improvement that the practice should focus on. The priorities included:

- Improving response times for patients trying to get through on the phone between 08:30 and 09:30 am
- Text messaging and emailing patients
- Improving patient awareness of the Choose Well, NHS 111 and NHS Choices
- Offering group Exercise and Nutrition Advice sessions.

Four members of the PRG submitted their responses and a fifth was impartial.

Priority 1

3 votes to improve response time for patients getting through on the phone between 08:30 and 09:30am

1 vote to extend text messaging and emailing patients.

Priority 2

3 votes to extend text messaging and emailing patients

1 vote to improve response times for patients getting through on the phone between 08:30 and 09:30

Priority 3

4 votes to Improving patient awareness of the Choose Well, NHS 111 and NHS Choices

Priority 4

4 votes to offer group Exercise and Nutrition Advice sessions.

Next Steps and Actions

When setting the action plan for 2013/14, the Partners agree that projects have to be realistic and within financial constraints. After reviewing feedback from the PRG the 2013/14 Action Plan was agreed.

Action Plan 2013/14		
Priority		Action
1	Improving response times for patients trying to get through on the phone between 08:30 and 09:30 am	Discuss with the administration team and agree that all members are to accept incoming calls at peak times. To investigate extra phone lines into the surgery.
2	Use more efficient systems such as sending text messages or emails to invite patients in for annual health checks, flu clinics or asking them to contact the surgery to rearrange their appointment or collect their test results.	Continue to obtain consent from patients to be contacted in this way and put processes and training in place for the reception team to contact patients using these facilities.
3	Improving patient awareness of the Choose Well, NHS 111 and NHS Choices	Continue to advertise and promote these services through our notice boards and web site. Put systems in place for GPs to direct patients who may need assistance when we are closed, to the most appropriate service available for them. E.g. an unwell patient seen in surgery who may need to be reviewed later.
4	Offering group Exercise and Nutrition Advice sessions.	Claire, our health care assistant, is able to offer group exercise and nutrition advice sessions. We will explore the practicalities of delivering such a service and, if it is viable, aim to deliver a program in 2013/14
Outstanding Items from 2012/13 Action Plan.		
1	Improving access for disabled patients.	To be addressed in 2013/14 following planning consent to extend the surgery.
2	Improving the grounds & car park	To be addressed in 2013/14 following planning consent to extend the surgery.
4	Enable patients to book appointments on line.	This facility would provide excellent access for patients and we aim to introduce this in 2014.

It is anticipated that all projects will be completed by April 2014, however, if after seeking professional advice any of the projects cannot be achieved, the practice will notify the members of the Patient Reference Group and liaise with them on alternative options.

Diana Donald, Practice Manager
March 2013