

Patient Participation Directed Enhanced Service 2014

Practice Name RIVERSLEY ROAD SURGERY

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Local Patient Participation Report 2013/14

Introduction

Riversley Road Surgery is situated in very close proximity to Nuneaton town centre. The practice has a registered population of approximately 5,000 patients, but can and does offer urgent medical services to temporarily residents. There are 3 male GP partners as well as a practice nurse and healthcare assistant who provide an extensive range of medical services to the practice population.

The practice offers GP appointments both face to face as well as telephone consultations throughout each week day. Patients are able to access services at the practice between 8.00 am and 6.30pm, Monday to Friday. We do not currently offer extended services.

Informing and involving our patients in the local service redesign is paramount to the practice. The practice PPG group is in its infancy and was only established in April 2013. One member of the group initially took up the position of representing the practice at the NHS Warwickshire North CCG Patient Group Forum but unfortunately due to personal circumstances had to step down from this position. To date the practice has yet to find a replacement member for this role.

The PPG consists of 7 members, 5 Female and 2 Males. The group is a mix of ages between 40-72 years; the group is a mix of professional and retired people. One representative works for Guidepost which is one of the organisations which the surgery works closely with ensuring that the older population has good links to help and support in times of need. There was discussion during one of the meetings about a patient who was aged 16 to join the group, this was whole heartedly supported but the date this patient has not attended a meeting.

The practice has a very diverse population and two members of the group are from two different Ethnic Minority Groups. This allows the practice to have a much better understanding of patients needs which may be reflective of their cultures and beliefs.

The practice has tried to recruit new members to its group, through word of mouth, publicising on the practice website, through the practice leaflet and posters within the practice. Unfortunately we have not been successful with this. The practice will continue to encourage patients to join this group and further details can be obtained by contacting the Practice Manager.

The practice would like to develop a patient survey and will engage with the PPG members to design and run this survey. The most recent survey that was carried out was via the GP's through their appraisal and revalidation.

The practice actively encourages suggestions from patients. This is done via a suggestion box, by comments made to any staff member at the practice and complaints received. Any issues raised are discussed at the PPG meeting.

Recent comments that have been made were:

- Telephone Access, especially between 8:00 and 9.00 a.m.
- Lack of car parking facilities

- More appointments for babies and children throughout the day

In order to address these issues the practice is actively recruiting patients to sign up for the on-line services for appointments and repeat medication. This service allows patients to book appointments outside of the normal surgery hours. This has alleviated the problem with the telephones.

The surgery is in very close proximity to Nuneaton Town Centre and based in a residential street, both of which pose a problem for parking. The surgery car park only has enough room for approximately 6 cars therefore we thought that there was very little that we could do about this situation. However, the practice is in discussions with a local pharmacy which is adjacent to the practice. There is a proposal that a gateway can be made in a wall that divides the practice car park to pharmacy car park. Patients would then be able to use the pharmacy car park while they are attending the surgery as the majority of the practice patients use this chemist to have their medication dispensed.

The PPG and the practice felt that the offer of various appointments throughout the day provided adequate treatment to all of the registered patients at the practice.

The GPs at the practice that have undertaken their own survey of patients for appraisal and revalidation purposes. The results of this are not published but held securely on the 'Clarity Toolkit'.

For the purpose of discussions with the PPG the GP and the Practice Manager have reflected on the survey the results were as follows:

- Of 50 forms sent out 48 forms were returned
- 28 were from females, 18 from males, 2 not answered
- The age ranges were from 15 – 60 years plus
- 62.5% from white backgrounds, 35.4% from Asian or Asian British, with a small minority preferring not to answer
- Highest reason for visit was for 'one off problem' followed closely by 'ongoing problem'. The remainder for advice, treatment, routine check-up or other reasons
- Every patient highly rated their confidence in the GP treating them
- Every patient specified that they would see the GP again
- The feedback comments were all positive

The results for the GP against Warwickshire North CCG and the National Benchmark were all above 90 with the lowest score being recorded as 92.

The PPG all agreed with these results and reported that they had every confidence in all of the GP's at the practice along with the Practice Nurse and Healthcare Assistant.

The PPG also reported that they felt confident in the abilities of the administrative team within the practice.

The practice will look at developing a survey regarding issues that have been raised by patients in the past. This will be an ideal opportunity to inform patients of services that the practice uses to alleviate problems for patients accessing the surgery for appointments

Patient Participation Action Plan

Survey Development	Agreed Action	Action by who	Action by when	Date completed
Access	Use of telephone triage service.	GP's & Practice Manager	April 2014	
Access	Promote on-line access	All practice staff	Ongoing	

Car Parking	Continue to work with local pharmacy to link two car parks for better access for patients	Practice Manager/Owner Primary Care Pharmacy	June 2014	
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The progress of action plan details above will be published as part of the 2014/15 report. Patients at the practice will be updated on progress of this via the practice website, by signage in the waiting room and by word of mouth by staff at the practice to patients, relatives and or carers who visit the practice.

Opening Hours

The surgery opening hours are:

Monday to Friday: 8:00 a.m. to 6:30 p.m.

There are occasions when the surgery closes on a Thursday afternoon for GP and staff training. The dates for these are published on the practice website (www.riversleyroadsurgery.warwickshire.nhs.uk) as well as notices displayed in the waiting room.

During the practice opening hours, there is usually access to a health care professional between 8:00 a.m. to 6:30 p.m. It must be stressed that it is very important for patients to contact the surgery prior to attending as the availability of GP's can alter from time to time due to annual leave or sickness.

The practice can be contacted in the week during normal opening hours by telephone – 02476-382239. When the practice is closed patients are advised by an answer phone message to call the NHS 111 service.

The practice offers the facility to book, cancel or alter appointments on-line both on the day as well as two weeks in advance. The on-line service can also be used to order repeat medication. Any patient who would like to use this facility should speak to a member of the reception staff.

For further information regarding services and access to information about the practice can be found on the surgery website www.riversleyroadsurgery.warwickshire.nhs.uk