

Patient Participation Directed Enhanced Service 2014

Practice Name RIVERSLEY ROAD SURGERY

:

Local Patient Participation Report 2014/15

Introduction

Riversley Road Surgery is situated in very close proximity to Nuneaton town centre. The practice has a registered population of approximately 4,500 patients, as well as offering urgent medical services to temporary residents. There are 3 male GP partners as well as a practice nurse 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 Patient Participation Group (PPG) was established in April 2013. One member of the group represents the practice at the Warwickshire North Clinical Commissioning Group Patient Forum meeting. The purpose of this Forum is to enable all practices in the North Warwickshire area to meet to discuss the needs and ideas of the local communities and understand service redesign within the secondary care providers (hospitals, mental health services etc).

The PPG consists of 8 members, 5 Female and 3 Males. The group is a mix of ages between 40-72 years and consists of a mix of professional and retired people. One representative is a member of the Asian women's community group. A further member has past experience of Guidepost, this organisation the surgery works closely with, ensuring that the older population has good links to help and support in times of need.

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 group is representative of patients in all area of services that the practice provide such as Chronic Disease Management, Sexual Health, Family Planning, Health Promotions etc. There is currently no representation for patients with special needs.

The practice continues to recruit members through word of mouth, publicising on the practice website, through the practice leaflet and posters within the practice. In order to try to expand the group a recent decision was made to contact previous members of the group to ascertain if they would be willing to hold the position of virtual PPG member. The practice will continue to encourage patients to join this group and further details can be obtained by contacting the Practice Manager.

A patient survey was carried out February 2015. Member of the PPG helped to devise the questionnaire, the survey was given out to all patients who attended for a face to face consultation. There were 126 questionnaires completed, 81 by Females and 45 by Males. The age ranges were from 18 to 70 + years. The result of feedback on this survey were on the whole very positive with patients stating they feel they have excellent/good relationship with the practice. The negatives from previous feedback in 2013/14 were identified as:

- Lack of car parking facilities
- Access to a variety of appointments

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 we had discussions with a local pharmacy which is adjacent to the practice has secured additional parking for patients visiting the practice if the patient uses this pharmacy. There is a gateway that has been made in a wall that divides the practice car park to pharmacy car park. Patients are made aware of this new facility when making appointments over the telephone, face to face, through the practice website, practice leaflet and posters within the surgery.

Access to appointments continues to raised each year when a survey is conducted. With this in mind the surgery introduced telephone triage. This allows patients to have a call back from the GP on the day that they call. This service has been positively received by the majority of patients who have been able to reduce their visits to the surgery.

The PPG identified some points that were raised in the 2014/15 survey are keen to promote the on-line services available to all patients in the practice.

Patient Participation Action Plan

Survey Development	Agreed Action	Action by who	Action by when	Date completed
Car Parking	Promote the use of the local pharmacy car park facilities for all patients	Practice Manager / Primary Care Pharmacy / Practice staff	June 2014	
Access for appointments	Ensure all patients understand the variety of appointments available in practice	All practice staff	April 2014	
On-line services (appointments, prescriptions and health records)	Develop a leaflet to explain each of these services and how to use them fully	Practice Manager	July 2014	
On-line services (appointments, prescriptions and health records)	Set up computer in practice where staff can help patients to sign up for this service and assist in how to use the facility.	Practice Manager / All practice staff	Sept 2014	

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.

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