**Wideopen Medical Centre**

**Patient Participation Group – Practice Report 2013 / 14**

[**www.wideopenmedicalcentre/nhs.uk/**](http://www.wideopenmedicalcentre/nhs.uk/)



**Practice Mission and Core Values**

Our practice aims to maintain a responsive and effective service for our patients. We want to continue to achieve improvements in patient care, delivered with sensitivity at patient level. We will continue to provide an appropriate and rewarding experience for our patients whenever they need our support. To this end, we will continue to strive for the means to provide improved, efficient, and cost effective services.

**Core Values are:**

* All patients will receive health-care based on clinical need irrespective of health problem(s), ethnic origin or religious belief
* We aim to ensure that all patients receive the correct diagnosis and the best treatment possible
* The practice will ensure that the correct and most appropriate health-care checks are made and that appropriate guidelines are followed
* Involve patients in decisions and provide enough information to make informed choices
* Help patients to give views through a representative or advocate or representative organisations
* Enable patients to complain or comment about the service received without fear of having the service withdrawn or being treated differently from anyone else
* Promote the ethos of lifelong learning
* Adopt innovative ways of working to maximise positive patient experience

Values Statement – Wideopen Medical Centre desires to provide a safe pleasant work environment that promotes health and well-being for both employees and patients. Simply put, to treat others as we ourselves would like to be treated.

We are open from 8.45am until 6.00pm weekdays and in addition we offer early morning and late evening appointments on the following days:

Tuesday: Open 6.30pm – 7.30pm

Thursday: Open 7.30am – 7.30pm

Friday: Open 7.30am – 6.00pm

**Practice Profile / PPG Member Ratio**

| **Age range** | **Female** | **Male** | **Total** | **PPG Male** | **PPG Female** |
| --- | --- | --- | --- | --- | --- |
| 0-9 | 380 | 388 | 768 |  |  |
| 10-19 | 336 | 369 | 705 |  | 1 |
| 20-29 | 366 | 398 | 764 |  |  |
| 30-39 | 390 | 375 | 765 |  |  |
| 40-49 | 529 | 500 | 1029 |  | 4 |
| 50-59 | 462 | 472 | 934 |  | 5 |
| 60-69 | 516 | 451 | 967 |  | 1 |
| 70-79 | 353 | 310 | 663 | 2 |  |
| 80 + | 300 | 183 | 483 |  |  |

**Retention and Recruitment of PPG Members**

We are always striving to increase our PPG member group and use various methods to advertise this, such as our Practice Website, Jayex Electronic Call Board and Patient Newsletters.

We asked our Clinical Commissioning Group for their advice about how to engage with the patients who may not contact the practice very often and we were advised to update the practice NHS Choices Website to reflect the same content as the Wideopen Medical Centre Website. Evidence suggests that many patients refer to NHS Choices for advice and guidance and the likelihood of promoting the PPG may be seen by more patients.

The table below illustrates the current PPG profile. We are actively seeking a diverse age profile and feel we need to access the views of our younger patients.

This year three existing registered patients have joined our Patient Participation Group.

**Our PPG has 13 members:**

|  |  |  |
| --- | --- | --- |
| **Age Profile** | **Gender** | **Representation Status** |
| 16 - 24 | Female | Patient Member **\*** |
| 35 – 54 | Female | Practice Manager |
| 35 – 54 | Female | Head Receptionist |
| 35 – 54 | Female | GP Partner |
| 35 – 54 | Female | Patient Member (Virtual) |
| 35 – 54 | Female | Patient Member |
| 35 – 54 | Female | Patient Member |
| 55 – 74 | Female | Patient Member |
| 55 – 74 | Female | Head Receptionist |
| 55 – 74 | Female | Patient Member |
| 55 – 74 | Female | Patient Member **\*** |
| 75+ | Male | Patient Member (Virtual) |
| 75+ | Male | Patient Member **\*** |

**\*denotes new members from April 2013**

**PPG Meetings**

Since April 2013 we have engaged with our PPG members in several different ways:

1. Face-to-face meetings
2. Virtual meetings

**Face-to-face Meetings**

Our members met Thursday 20 June, Thursday 30 January 2014 and Wednesday 5 March 2014. Both meetings in January and March of this year were not well represented by our PPG members. As a result of this the practice manager circulated what needed to be shared with our members via newsletters adopting virtual meetings for both occasions.

**Virtual meetings**

Due to commitments our PPG members also participate with Virtual Meetings. This works relatively well and is a great way to keep everyone informed of work in progress. Our virtual meetings take the format of newsletter / updates and telephone conversations. Our virtual meetings took place on Thursday 12 September 2013, Thursday 30 January 2014 and Monday 10 March 2014.

The content of our virtual meetings included updates of action points from previous meetings and on-going projects.

**What have we been doing this year?**

Time has not stood still for our PPG members. Based on our previous PPG report for the year ending March 2013 we have done the following:

|  |  |  |
| --- | --- | --- |
| **You said…** | **We did…** | **The result is…** |
| Improve the access door entry system for patients with a disability or young parents with pushchairs | We are looking into this, but as yet we have made no changes due to lack of funding | This is on-going and we are trying to secure some funding from a housing development scheme in WideopenOngoing  |
| Design a Healthcare Assistant (HCA) newsletter explaining the role of the HCA and what patients can expect from the HCA | Our GP lead from the PPG helped design a newsletter and our PPG members approved this at Septembers meetingThe letter is available from reception and is also on our practice website | Patients are better informed of the role and expectations of the HCA teamOutcome met |
| Explore ways to increase PPG membership in particular the 18 – 25 year olds | PPG information is promoted using the practice website, waiting room, notice board, NHS choices and verbally by our existing members | We have three new members:Male age 78Female age 57 Female age 17Ongoing |
| Decorating of Wideopen and Dudley | Quotations are in and we are looking into this | Dudley is more-or-less finished and we will be starting the decorating at Wideopen April / May 2014Ongoing |
| Gather email addresses from patients interested in receiving their annual review letters and general non-urgent letters via email | Gathering email addresses from patients when they login to the online system for appointments / prescription requestsStaff are collecting email addresses when patients register for text messagingAll newly registered patients are encouraged to share their email address with the practice | The practice is slowly building a database of patients who have expressed an interest in receiving practice correspondence by emailWe hope that by May 2014 we will have a small group of patients to trial thisOngoing |

**Patient Survey 2013 / 14**

Since June 2013 we have been working with our members regarding the process we use to communicate with our patients. We wanted the patients preferred way to receive routine correspondence from the practice. The options were:

* Letters via Post
* Email
* Text messaging

Currently, the practice sends over 200 letters to patients every week. We wanted to know if patients had a preferred way of receiving routine letters and whether the email option would interest patients. We also wanted to find out how many patients had signed up for SMS and if SMS uptake required some promotion.

The survey was designed by the Practice Manager with the help of the PPG members. The survey was conducted from 1 July to 31 August 2013 and was available to all registered patient to complete on the surgery website. Hard copies were also available in the practice for patients to complete when they attended the surgery.

We enlisted the help from two members of the PPG who attended the practice and handed out questionnaires to patients for completion. Collectively we asked 281 patients for their feedback.

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| --- | --- | --- | --- | --- |
| **Health Care Assistant** | **Health Care Assistant** | **Practice Nurse** | **Practice Nurse** | **Online / Face-to-Face Survey** |
| 25 surveys | 25 surveys | 25 surveys | 25 surveys | 184surveys |

**Total:** 284 surveys were completed.

**Survey results**

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| **Q1. How would you prefer to receive routine correspondence from the Practice in future? i.e. appointment letters, practice information. Please rank the following in order of preference:** |
| **Answer Options** | **1** | **2** | **3** | **Rating Average** | **Response Count** |
| Letters via Post | 120 | 82 | 79 | 1.85 | 281 |
| E-mail | 49 | 116 | 116 | 2.24 | 281 |
| Text Messaging | 112 | 83 | 86 | 1.91 | 281 |
| ***answered question*** | **281** |
| ***skipped question*** | **3** |

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| **Q2**. **The Practice provides a free SMS Text Message Reminder Service for appointments. Have you signed up for our free Text Messaging Service?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes, I have signed up | 46.2% | 129 |
| No, but I would like to sign up | 26.5% | 74 |
| No - I don't want to use this service | 27.2% | 76 |
| ***answered question*** | **279** |
| ***skipped question*** | **5** |

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| **Q3**. **How do you rate the Text Messaging Service?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Excellent | 61.8% | 81 |
| Very good | 26.7% | 35 |
| Good | 8.4% | 11 |
| Average | 0.8% | 1 |
| Poor | 1.5% | 2 |
| Very poor | 0.8% | 1 |
| Comments | 18 |
| ***answered question*** | **131** |
| ***skipped question*** | **153** |

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| --- | --- | --- | --- | --- | --- | --- |
| Comments |  |  |  |  |  |  |
| * Not received any yet
 |  |  |  |  |  |
| * I never miss Doctors’ appointments now
 |  |  |  |  |  |
| * No complaints - very good service. Brilliant service.
 |  |  |  |  |  |
| * Very helpful at reminding me of next appointments
 |  |  |  |  |  |
| * great reminder for appointments
 |  |  |  |  |  |
| * I really like this facility, quick and easy to use.
 |  |  |  |  |  |
| * I get the text message very soon and helps me with appointments
 |  |  |  |  |
| * Sometimes doesn't tell you if an appointment could be cancelled
 |  |  |  |  |
| * Great for people with memory problems even when it’s on the calendar
 |  |  |  |  |
| * Hardly ever receive texts
 |  |  |  |  |  |
| * Mobile phone off 8.30am-5pm as work in hospital
 |  |  |  |  |  |
| * If this means receiving most recent survey - took ages to complete - may be

server issues* Have not received any other texts
 |
| * So up to date, it's makes things very easy
 |  |  |  |  |  |
| * Rapid communication wherever I am
 |  |  |  |  |  |
| * But it doesn't always work
 |  |  |  |  |  |
| * Would have classed as excellent, but did not receive a text on Friday, had to phone

to check that appointment was booked |
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| **Q4. We often use text messaging as a way of informing you of practice updates. If you have received information or updates from us via text, please let us know how you rate this:** |
| **Answer Options** | **Response Percent** | **Response Count** |
| I haven't received any texts about practice information or updates | 42.7% | 56 |
| Excellent | 31.3% | 41 |
| Very good | 19.1% | 25 |
| Good | 5.3% | 7 |
| Average | 1.5% | 2 |
| Poor | 0.0% | 0 |
| Very poor | 0.0% | 0 |
| Comments | 4 |
| ***answered question*** | **131** |
| ***skipped question*** | **153** |

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| Comments

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| * Gives a lot of insight and info
 |  |  |  |  |  |
| * I'm quite new to the practice so maybe that's why I’ve not received any but I'm

happy for this service to go ahead |
| * Texts only refer to appointments.
* Very useful (especially the reminders)
 |  |  |  |  |
| * I've only received appointment reminders
 |  |  |  |  |  |
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| **Q5. The Practice is currently in the process of setting up an E-mail service as an alternative to sending patients routine letters via Royal Mail. Would you be interested in receiving correspondence from us via E-mail?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 51.6% | 143 |
| No | 48.4% | 134 |
| ***answered question*** | **277** |
| ***skipped question*** | **7** |

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| **Q6. Have you provided us with your E-mail address?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 19.6% | 28 |
| No | 40.6% | 58 |
| I'm not sure | 39.9% | 57 |
| ***answered question*** | **143** |
| ***skipped question*** | **141** |

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| **Q7. Would you be interested in receiving practice news and updates via E-mail?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 92.3% | 132 |
| No | 7.7% | 11 |
| ***answered question*** | **143** |
| ***skipped question*** | **141** |

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| **Q8. Were you aware that you can book / cancel appointments online?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 58.5% | 159 |
| No | 41.5% | 113 |
| ***answered question*** | **272** |
| ***skipped question*** | **12** |

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| **Q9. Were you aware that you can order repeat prescriptions online?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 44.1% | 120 |
| No | 55.9% | 152 |
| ***answered question*** | **272** |
| ***skipped question*** | **12** |

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| **Q10. Have you signed up for this service?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes, I have signed up for this | 23.2% | 63 |
| No, but I would like to sign up | 31.0% | 84 |
| No - I do not want to use this service | 45.8% | 124 |
| ***answered question*** | **271** |
| ***skipped question*** | **13** |

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| **Q11. Were you aware that the Practice has an automated Prescription Request Line?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes, I have used this service | 32.7% | 89 |
| Yes, but I have not used this service | 35.3% | 96 |
| No | 32.0% | 87 |
| ***answered question*** | **272** |
| ***skipped question*** | **12** |

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| **Q12. How do you rate the Prescription Line?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Excellent | 48.9% | 44 |
| Very good | 31.1% | 28 |
| Good | 12.2% | 11 |
| Average | 3.3% | 3 |
| Poor | 2.2% | 2 |
| Very poor | 2.2% | 2 |
| Comments | 12 |
| ***answered question*** | **90** |
| ***skipped question*** | **194** |

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| Comments* Used regularly - very good, spot on!
 |
| * I can't remember must be OK
 |
| * Excellent service
 |
| * I think it is a very good service for everyone
 |
| * Time is not always good for ordering prescriptions
 |
| * I haven't used it as I do not need to
 |
| * Easy to use
* I experienced problems with this system which were due to poor communication when my medication was changed without anyone contacting me or communicating with me to let me know there was going to be a change or explaining to me why someone, somewhere had decided arbitrarily that a change was deemed appropriate (annoyingly for financial reasons not concerns about what would be best for my health)
* You should have a separate phone line for prescriptions
* I used this service and when I went to the chemist it wasn’t ready, and they had to ring the doctors. Very slow would rather speak to someone or use the internet
 |

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| **Q13. Were you aware that the Practice offers an Electronic Prescription Service?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes | 30.1% | 81 |
| No | 69.9% | 188 |
| ***answered question*** | **269** |
| ***skipped question*** | **15** |

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| **Q14. Have you signed up for Electronic Prescribing?** |
| **Answer Options** | **Response Percent** | **Response Count** |
| Yes, I have signed up for this | 9.7% | 26 |
| No | 90.3% | 243 |
| ***answered question*** | **269** |
| ***skipped question*** | **15** |

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| **Q15. If you have any thoughts or opinions relating to this survey, please leave any comments or suggestions below.** |
| **Answer Options** | **Response Count** |
|   | 14 |
| ***answered question*** | **14** |
| ***skipped question*** | **270** |

Comments

* I would like to know if you sell e-mail addresses on before I sign up. I have to go to the library to use the computer - I may use SystmOnline but probably more hassle. I like to talk to people as I have found that often my prescription messages don't get received then eases friction.
* Do prescriptions still take 48hrs if using Electronic?
* The staff at the Wideopen Surgery are much happier than at the Dudley Surgery
* I do not have use of a computer at the moment
* Online appointments - unable to book double appointment which would be useful, but otherwise good
* The questions sometimes are repetitive and it needs a n/a as an option on some questions
* Not about this survey but the appointment system online says which doctors are male or female but gives Dr Alistair Urwin's gender as "unknown".
* Unlike last time - completing this survey has not been straightforward - using the next button has not moved the pages on without a great deal of persuasion - may be Internet probs this evening
* Two methods concerning repeat prescriptions were mentioned. I rated the first as poor and explained my reasons. When I moved to the next question, I was unsure which of those methods is the one I had difficulty with (people problems more than technical). You may have to look at both to see if you can determine which I am referring to as it is not clear to me
* Very comprehensive
* Good I would use
* Very helpfully
* Can't scan this app when the message is on this phone
* Still think the receptionists could work on their "customer service" skills. They are not very helpful. Well I say they, when I mean one in particular, I have not yet managed to get her name

**Survey Verbatim Responses. Questions**

**Q**. I would like to know if you sell e-mail addresses on?

**A**. No we do not sell email addresses. The email address we use is a secure nhs.net email account, however, patients will be asked to sign a disclaimer as the practice cannot be responsible for information leaving a secure email address to the recipients email address.

**Q**. Do prescriptions still take 48hrs if using Electronic?

**A**. We do still ask patients to allow 48 hours.

**Q**. Online appointments - unable to book double appointment which would be useful, but otherwise good. Why can’t patients book double appointments when booking online?

**A**. Double or longer appointments must be requested in person as the receptionist will need to look at GP availability to ensure we have enough appointments throughout the day.

**Reflection Process and Action Points**

Our report will be available from our Website at [www.wideopenmedicalcentre.nhs.uk/](http://www.wideopenmedicalcentre.nhs.uk/) and on nhs choices <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=37257> <http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=38206>

Patients can also read our report from our notice board in reception. Paper copies will be made available upon request.

The patient survey reflected the ever increasing advancement in electronic technology with the ability for the practice to keep in touch with their patients remotely 24/7. The survey had shown that the majority of patients were pleased with the SMS service and prescription line and many patients embraced the thought of receiving letters by email.

The patient survey results revealed a small number of patients were frustrated with the prescription line. The survey also reflected a small number of patients found the SMS service intermittent. Unfortunately intermittency is determined by the internet and we are unable to influence improvements as it is web-based. The practice sends over 100 SMS to patients each day and the majority of messages are sent with no problems. Taking this into consideration we hope patients will trust the service and more patients will register to use it.

A number of patients believed that a small proportion of reception staff needed to improve their customer service skills. We acknowledge that patients may feel aggrieved from time-to-time and in such instances, we would encourage the patient to contact the practice manager.

Whilst the survey was pertinent to communication, we soon realised that Information Technology played an integral part of how we communicate, including the ongoing development of a more mobile solution relating to patient care such as online questionnaires and using email to keep in touch with our patients.

We are delighted to have a 17 year old PPG member who will be working with the practice team to build a web-page dedicated to the 13 – 19 year olds. We are hoping to provide useful information to teenagers about the health risks relating to alcohol, smoking and drugs. We will be looking at providing information about safe use of social media also.

**Agreed Action Points 2014 / 2015**

* Gather a group of willing patients to trial receiving non-urgent correspondence using email
* Continue to promote SMS and Online services including gathering email details from patients
* Increase the use of online questionnaires to gather patient information relating to lifestyle such as alcohol intake and smoking status
* Discuss staff training in relation to ‘Customer Service’ with our Clinical Commissioning Group (CCG)
* Create a web-page for the 13 – 19 year olds with the help from our youngest PPG member

We hope you have found this year’s PPG report useful. I would personally like to thank our PPG members and patients for their continued support. If you have any suggestions or would like to join our PPG, please do not hesitate to contact me on 0191 2362115.

Mrs Sharon Fox

Practice Manager

Wideopen Medical Centre