

# Wideopen Medical Centre

Patient Participation Group – Practice Report

[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- Enable patients to complain or comment about the service received without fear of having the service withdrawn or being treated differently from anyone else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

## Profile of the Patient Participation Group (PPG)

I am delighted with the on-going stability and support from our members. Our PPG retention has been fairly consistent and the ethos around improving the patients experience seems to be our main objective.

### 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. 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. Our PPG members suggested we approach patients aged between 18 and 25.

**Our PPG has 11 members:**

Age Profile	Gender	Representation Status
35 – 54	Female	Practice Manager
35 – 54	Female	Head Receptionist
35 – 54	Female	GP Member
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
75+	Male	Patient Member (Virtual)
75+	Male	Patient Member (Virtual)

### PPG Meetings

Since April 2012 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 6<sup>th</sup> September, Thursday 22<sup>nd</sup> November 2012 and 25<sup>th</sup> March 2013. Our September meeting was primarily to discuss ideas for the next patient survey. Collectively, we agreed that the patient experience regarding their care planning was important. We wanted to know if the patient felt that the information they received from the practice about their appointment was useful. We also wanted to know if the consultation with the Nurse and/or Healthcare Assistant had been a positive experience.

#### Virtual meetings

We have one member who works away and is unable to attend face-to-face meetings and another member who, due to a disability is unable to attend. Our virtual meetings enable us to engage with all members regardless of accessibility. Our virtual meetings take the format of newsletter / updates and telephone conversations. Our virtual meetings took place on Tuesday 3<sup>rd</sup> July and Wednesday 21<sup>st</sup> December 2012.

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 2012 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 central government
Update and maintain information leaflets in the waiting area including promoting forthcoming health initiatives such as Bowel Cancer Screening	We have appointed a receptionist at Wideopen and Dudley who is responsible for maintain an up-to-date and responsive information waiting area	More relevant information will be able to be seen with up-to-day NHS information
Improve signposting from the waiting room to the consulting rooms	We updated our electronic Jayex Board to inform patients that if unsure of consulting room locations to speak with a receptionists.  We also have posters in the reception area signposting patients to consulting rooms	Clearer understanding of room locations
Offer baby changing facilities	We purchased appropriate baby changing beds	Safe and private baby changing facilities for use by parents / carers
"who does what" information board	We updated our website to include the role of our nurses and healthcare assistant	Patients are better informed of staff resources and their role
Improved repeat prescription box in the waiting room	We replaced the repeat prescription box with a wall-mounted secure prescription box	Safe and confidential storage of repeat prescription requests
Decorating of Wideopen and Dudley	Quotations are in and we are looking into this	On-going

We also hosted a Clinical Commissioning Group (CCG) event at the practice in November and this was represented by our practice members and PPG members from practices in Killingworth, Wideopen and Long Benton. The event was delivered to the members by Hilary Snowdon, Chief Executive of North Tyneside CCG.

Presentation of the event is available by opening the document below:



November 2012  
meeting with CCG.ppt

### **Patient Survey**

Since September 2012 we have been working with our members regarding the process we use to invite patients for their annual birthday review. We wanted to know what the patient thought of the whole process from:

- a) Receiving the invitation letter / the content of the letter
- b) The consultation with the Healthcare Assistant
- c) The consultation with the Practice Nurse
- d) Was the process easy to follow, but most importantly, was it beneficial

### **Annual Birthday Review**

The background to annual birthday review is based on providing a clear and simple approach to managing the welfare of our patients with health-related problems such as Diabetes, Asthma, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease to name a few.

### **Process**

**Step one:** An appointment is made by the practice with the Healthcare Assistant on or around the month of the patient's birthday. This captures lifestyle screening such as smoking habits, height and weight and blood pressure review.

**Step two:** A follow-up appointment is made by our Healthcare Assistant to see our Practice Nurse. This is not always necessary for all patients and is often just for patients requiring further medical advice / guidance in particular patients with Diabetes, COPD and Asthma.

We wanted to know if the invitation letter we sent out to our patients was user friendly, easy to understand and what they thought of the whole annual birthday review process.

The survey was designed by the Practice Manager with the help of the PPG members. We offered online surveys, face-to-face surveys and postal surveys. Collectively we asked 200 patients for their feedback.

<b>Health Care Assistant</b>	<b>Health Care Assistant</b>	<b>Practice Nurse</b>	<b>Practice Nurse</b>	<b>Postal Survey</b>
25 surveys	25 surveys	25 surveys	25 surveys	100 surveys

**Total:** 200 surveys

Our Healthcare Assistants and Practice Nurses asked patients at the time of their annual review to participate.

Postal Surveys were offered to patients seen for their review from April 2011 to September 2012.

You can view the survey letter by opening the document below:



Survey.rtf

Patients also received a “Choose Well” leaflet with their birthday review invitation and we wanted to know if they found the leaflet useful.

## Survey Results

### Wideopen Medical Centre - Annual Birthday Review

#### 1. Thinking about the letter we sent to you, was the content easy to understand?

Answer Options	Response Percent	Response Count
Yes, it was easy to understand	94.4%	85
No, it was difficult to understand	1.1%	1
Don't know / Can't remember	4.4%	4
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>0</b>

#### 2. Were you happy with the time and date of your appointment?

Answer Options	Response Percent	Response Count
Yes	97.8%	88
No	2.2%	2
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>0</b>

#### 3. In most cases, patients are given an appointment with the Healthcare Assistant before seeing the Practice Nurse. Please choose from one of the following options:

Answer Options	Response Percent	Response Count
I saw the Healthcare Assistant and then the Practice Nurse	26.7%	24
I saw only the Healthcare Assistant (Please ignore section C)	54.4%	49
I saw only the Practice Nurse (Please ignore section B)	18.9%	17
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>0</b>

#### 4. Did you wait long to be seen by the Healthcare Assistant?

Answer Options	Response Percent	Response Count
Up to 5 minutes	54.2%	39
6 - 10 minutes	33.3%	24
11 - 20 minutes	8.3%	6
21 - 30 minutes	1.4%	1
More than 30 minutes	0.0%	0
Can't remember	2.8%	2
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>18</b>

#### 5. Did the Healthcare Assistant explain the reasons for your Birthday Review or any treatment or action in a way that you could understand?

Answer Options	Response Percent	Response Count
Yes, completely	68.1%	49
Yes, to some extent	2.8%	2
No	2.8%	2
I did not need an explanation	23.6%	17
Can't remember	2.8%	2
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>18</b>

#### 6. Did the Healthcare Assistant listen to what you had to say?

Answer Options	Response Percent	Response Count
Yes, definitely	90.3%	65
Yes, to some extent	9.7%	7
No	0.0%	0
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>18</b>

**7. Did your appointment with the Healthcare Assistant help you feel that you could better manage your condition?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes, definitely	59.7%	43
Yes, to some extent	30.6%	22
No	9.7%	7
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>18</b>

**8. Were you given a follow-up appointment with the Practice Nurse?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
No (Please ignore section C)	70.8%	51
Yes	29.2%	21
<i>answered question</i>		<b>72</b>
<i>skipped question</i>		<b>18</b>

**9. Did you wait long to be seen by the Practice Nurse?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Up to 5 minutes	55.3%	21
6 - 10 minutes	34.2%	13
11 - 20 minutes	7.9%	3
21 - 30 minutes	2.6%	1
More than 30 minutes	0.0%	0
Can't remember	0.0%	0
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>52</b>

**10. Did the Practice Nurse explain the reasons for your Birthday Review or any treatment or action in a way that you could understand?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes, completely	78.9%	30
Yes, to some extent	0.0%	0
No	0.0%	0
I did not need an explanation	13.2%	5
Can't remember	7.9%	3
<b><i>answered question</i></b>		<b>38</b>
<b><i>skipped question</i></b>		<b>52</b>

**11. Did the Practice Nurse listen to what you had to say?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes, definitely	94.7%	36
Yes, to some extent	5.3%	2
No	0.0%	0
<b><i>answered question</i></b>		<b>38</b>
<b><i>skipped question</i></b>		<b>52</b>

**12. If you had important questions to ask the Nurse, did you get answers that you could understand?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes, definitely	65.8%	25
Yes, to some extent	10.5%	4
No	0.0%	0
I did not need to ask	23.7%	9
I did not have an opportunity to ask	0.0%	0
<b><i>answered question</i></b>		<b>38</b>
<b><i>skipped question</i></b>		<b>52</b>



13. If you had any worries or fear about your condition or treatment, did the Nurse discuss them with you?

Answer Options	Response Percent	Response Count
Yes, completely	44.7%	17
Yes, to some extent	5.3%	2
No	5.3%	2
I did not have any worries or fear	39.5%	15
Can't remember	5.3%	2
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>52</b>

14. Did your appointment with the Practice Nurse help you feel that you could better manage your condition?

Answer Options	Response Percent	Response Count
Yes, definitely	63.2%	24
Yes, to some extent	28.9%	11
No	7.9%	3
<i>answered question</i>		<b>38</b>
<i>skipped question</i>		<b>52</b>

15. Overall, did you feel you were treated with respect and dignity while you were at the Surgery?

Answer Options	Response Percent	Response Count
Yes	100.0%	89
No	0.0%	0
<i>answered question</i>		<b>89</b>
<i>skipped question</i>		<b>1</b>

16. Overall, how would you rate the care you received regarding your Annual Birthday Review?

Answer Options	Response Percent	Response Count
Excellent	50.6%	45
Very good	36.0%	32
Good	12.4%	11
Fair	1.1%	1
Poor	0.0%	0
Very poor	0.0%	0
<i>answered question</i>		<b>89</b>
<i>skipped question</i>		<b>1</b>

17. Are you male or female?

Answer Options	Response Percent	Response Count
Male	37.1%	33
Female	62.9%	56
<i>answered question</i>		<b>89</b>
<i>skipped question</i>		<b>1</b>

18. How old are you?

Answer Options	Response Percent	Response Count
Under 18	0.0%	0
18 - 24	1.1%	1
25 - 34	0.0%	0
35 - 44	1.1%	1
45 - 54	14.6%	13
55 - 64	29.2%	26
65 - 74	22.5%	20
75 - 84	28.1%	25
Over 85	3.4%	3
<i>answered question</i>		<b>89</b>
<i>skipped question</i>		<b>1</b>

**19. What is your ethnic group?**

Answer Options	Response Percent	Response Count
British	97.8%	87
Irish	0.0%	0
Caribbean	0.0%	0
African	0.0%	0
Asian	0.0%	0
Indian	1.1%	1
Pakistani	1.1%	1
Bangladeshi	0.0%	0
Chinese	0.0%	0
European	0.0%	0
Other ethnic group (please specify)	0.0%	0
<i>answered question</i>		<b>89</b>
<i>skipped question</i>		<b>1</b>

**20. If there is anything else you would like to tell us relating to your Annual Birthday Review experience please do so here.**

Answer Options	Response Count
	13
<i>answered question</i>	<b>13</b>
<i>skipped question</i>	<b>77</b>

**21. Did you think the leaflet was informative and easy to understand?**

Answer Options	Response Percent	Response Count
Yes	100.0%	76
No	0.0%	0
<i>answered question</i>		<b>76</b>
<i>skipped question</i>		<b>1</b>

## 22. Would you refer to the leaflet in future?

Answer Options	Response Percent	Response Count
Yes	98.6%	74
No	1.4%	1
<i>answered question</i>		75
<i>skipped question</i>		2

### Survey Verbatim Responses

1. I don't have letter at hand but so far I remember, it felt to me odd to receive a letter inviting me to attend for an appointment, which I did not ask for, and then being told I must attend or it will count as a step in the process of being removed from practice list.

**Practice Response:** The practice has a Did Not Attend (DNA) Policy which we attach to all letters posted to patients. It was not our intention to upset the patient. The purpose of the letter is to explain our DNA policy to help reduce the number of patients failing to turn up for their appointment.

2. I live in Wideopen so was surprised to be directed to Dudley.

**Practice Response:** Sometimes availability of appointments varies and in such cases we will offer appointments across both sites to ensure patients have a better choice of accessing our services.

3. Came for a blood test, sent letter within a week for follow up blood test due to a high reading - not told about anything else only problem. If wanted to know anything else would have to make another appointment. Then sent another letter to make appointment for new test in 3 months - still none the wiser about what was up with the other tests. Also my elbow has not felt right for a week then it started to ache every time I did anything strenuous or lifted anything heavy and after work I have to strap it up sometimes due to pain.

**Practice Response:** The practice is disappointed that on this occasion the patient felt unable to ask further questions. On a positive note, the practice acted promptly to repeat bloods and we hope that our actions have helped in the long-term.

4. I always receive the best care from all nurses I ever see. I really value the time they take.

**Practice Response:** Nice to hear positive comments regarding our team and we will continue to strive towards offering the most appropriate care at all times.

5. I found the treatment I received very good and the healthcare assistant very pleasant and helpful.

**Practice Response:** Thank you for this positive comment.

6. I was seen on time and did not need to wait.

**Practice Response: We try to ensure our clinics run on time and we are pleased that you were seen promptly.**

7. In previous years, following the healthcare assistant appointment, I received a letter prior to the practice nurse appointment. This detailed the results of my tests and compared them to the previous years trend data. This did not occur this year which I feel is a backward step. Understanding all of the factors in my long term condition is vital to the effective management of it.

**Practice Response: We are trying to incorporate structured care for patients with Diabetes whereby all patients with Diabetes seen at the surgery receive a copy of their bloods results including height and weight measurements. This is happening with some Diabetic patients, but not all. We intend to implement this for all our Diabetic patients seen by our Health Care Assistant (s).**

8. I am always treated with respect at Dudley surgery and I am very happy. If I need to ask anything I can approach a nurse at any time.

**Practice Response: Thank you for this positive comment.**

9. I came out feeling depressed - after being told my estimated time of death is 61.

**Practice Response: We are very sorry that you felt depressed after your consultation. Based on the information we receive from patients regarding their smoking and alcohol intake we are able to help patients recognise the potential health risks by calculating life expectancy. It is not intended to shock or cause unrest to the patient – we are trying to highlight the reason why patients may need to think about changing their lifestyle habits.**

10. Other than taking BP, pulse and weight recordings and blood tests there is little discussion about health and lifestyle needs or age related changes based on research evidence. Practice nurse is much more open to research based evidence discussions.

**Practice Response: This comment seems to refer to the Health Care Assistant. We are sorry that on this occasion you felt that this did not happen. We will be sharing the results of the survey with all our staff.**

11. Sorry but cannot recall too much about a visit. I think I had an appointment about 6 months ago and the nurse an appointment arranged for 6-8 month from that date but up to 1/10/12 nothing heard or arranged. Thank you.

**Practice Response: Thank you for taking the time to send this comment to us.**

12. Did not receive letter with appointment. Knew about it when I received a letter for not attending an appointment, this did not concern me as I could not attend an appointment I was not aware of. Receptionist was informed and sorted it on my records.

**Practice Response: We are sorry that you did not receive your letter and unfortunately we cannot give an explanation for this. We are pleased that the Did Not Attend letter was rectified by our receptionist.**

13. Very satisfied with care given.

**Practice Response: Thank you for your response.**

## **Reflection Process and Action Points**

Our report will be available from our Website at [www.wideopenmedicalcentre.nhs.uk/](http://www.wideopenmedicalcentre.nhs.uk/) . Patients can also read our report from our notice board in reception. Paper copies will be made available upon request.

Our core objective is to offer a safe and reliable service utilising the most appropriate health care colleague. The survey has highlighted some interesting points around the role and expectation of our Healthcare Assistants.

### **Action Points**

- Design a Healthcare Assistant newsletter explaining their role and what patients can expect from the appointment
- Update our annual birthday review letter to include the role of the Healthcare Assistant to help patients understand the review process
- Update our website and our waiting area to include information relating to the 'Role of the Healthcare Assistant'
- Circulated the report internally with our practice colleagues on Tuesday 26<sup>th</sup> March 2013
- Encourage uptake of PPG members from the 18 – 25 year olds

### **Moving forward post April 2013**

#### **1. Care planning**

We are keen to expand on how we communicate with our patients. We also want to ensure that patients receive information about their lifestyle such as recent blood pressure reading, height and weight information and any recent blood tests such as cholesterol.

Some patients with Diabetes already receive this information, but not all. We want to give all our Diabetic patients this information before they see the Practice Nurse. This will help the patient to think about any questions they may have about their Diabetes and plan their questions in advance.

#### **2. Electronic letters to patients**

We are looking at ways to send electronic letters to patients rather than sending letters via the postal service. We have been working very closely with Information Governance at NHS North of Tyne developing a safe approach to setting up email.

Email is a great opportunity to offer patients flexibility on how they receive personal letters from their GP Surgery. The benefits include:

- Faster service
- No restrictions to viewing the letter – patient can be anywhere in the world to open an email
- May help reduce the loss of letters if patients move address and fail to inform the surgery
- Cost effective
- Engaging with our patients to think about alternative ways of working

If you would like to be part of this project, please contact Hannah Smith at the practice with your email address.

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