

VICTORIA MEDICAL CENTRE
DR SMITH
PATIENT PARTICIPATION GROUP REPORT
2015/2016

29th March 2016

This report summarises the development and the outcomes of Victoria Medical Centre and our Patient Reference Group for 2015-2016.

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Background

We strive each year to improve our services and patient experience, we continually listen and learn from feedback we have been given and always welcome the chance to make positive changes. We have both a comments and suggestion box in Practice, as well as the Friends and Family Test box for suggestion cards to be submitted anonymously. We also have a complaints procedure in place allowing patients to pass on their comments that way.

Practice population profile

The Practice is known as Victoria Medical Centre and has been in its current premises for the past 15 years. Previously the Practice was known as Keir House Surgery. The Practice currently has a total patient list size of 10,473, consisting of 5051 males and 5422 females. The list size is consistently growing and an average of 100 new patients register with us every month.

Group Background

The VMC Patient participation group has been active since 2011. We previously had face-to-face meetings consisting of 2 male and 6 female members. They were all of White British ethnicity and between the ages of 60-90. Since expanding to a more virtual group in 2015-2016 we have been able to expand our membership to a total of 34 patients. The group now consists of 17 females and 17 males. They are of a variety of ages and ethnicities, meaning we have hugely improved the representation that the group provides. This is, however something we would like to continue to work on in 2016/17 as we are lacking in younger patients, young parents especially and patients with learning difficulties and their carers. We advertise the Patient Participation Group on our website, in reception, on the electronic calling board, on the right hand side of prescriptions and we regularly post about it on our Facebook page. We hope that the transition to a virtual group will allow more people to join who may not be able to attend meetings.

Implementations from the 2014/15 plan

Area of priority	Progress
Last year we focused on increasing the number of patients signed up to online access.	We have continued to promote online access and it is now on the registration form so that information can be sent out as soon as a patient joins us. We are also soon to be launching the detailed coded record access meaning that patients can view test results and problems online as well as medications, allergies, reactions and appointments.
Providing carers with accurate information and resources to support them.	This year we have continued to keep the website and waiting room information for carers updated and relevant. We have also continued to refine and advertise the out of area registration protocol for patients in nursing homes or respite care.
Test results	We have continued to offer SMS results for blood tests etc. this year. We will shortly be offering patients the chance to opt in for detailed coded record access online meaning they will be able to view completed results, this should continue to help lower the telephone and appointment demand in regards to results.

Results of the patient survey

Patient feedback was received between 1/4/2016 and 31/3/2016 from comments on Friends and Family test cards, suggestion box within Practice, comments passed on to staff from patients and any re-occurring patterns from complaints received in the last year. The comments have been reviewed and 3 priority areas were identified by the Practice and the Patient Reference Group.

3 key areas targeted for improvement are:

1. Patient Waiting room configuration

‘I’m fed up of struggling to easily access the reception area in my wheelchair at busy times.’

‘On baby clinic mornings reception is cramped full of prams.’

‘When there is a queue at the desk the check in board is hard to get to.’

2. Access to Practice information

‘Information overload. I don’t know what to read when I come in - What’s relevant to me?’

‘I want to complain but I don’t know how.’

‘I saw it was stop smoking day on the TV but couldn’t see any information in the waiting room.’

3. Engagement via social media

‘Would be useful to have updates sent to my phone via Facebook page.’

‘Do you have a Twitter account?’

‘I use social media more than I would check your website; can relevant information be shared this way?’

2015-2016 Action Plan

1. Patient waiting room - To resolve the above issues raised by patient comments the Practice has taken several steps. Firstly we have moved around the layout of the chairs in the waiting room to ensure that there is ample space around the seating and wider aisles to aid those with wheelchairs or walkers, as well as prams and pushchairs. We have also moved a number of chairs away from the area around the Health Promotion Room in order to allow a designated ‘Pram Park’ which is signposted on the surrounding noticeboards. This will hopefully make the reception area easier to navigate with less hazards and obstacles for those with reduced mobility. We have also moved our receptionist on to the far PC, meaning they are further away from the check-in board. This will allow easier access to the board for patients not wishing to join the queue even when there is a large queue, as it is less likely to obstruct the board.

2. Access to Practice Information - In order to condense and minimise the quantity of information displayed in the waiting room we have installed a number of new noticeboards. These can each be decorated by our designated poster monitor, Sue Govier to target different issues or patient groups, rather than posters being randomly strewn around. They will also be regularly updated including seasonal displays, such as seasonal vaccination advertisements and awareness about Hay Fever etc. We also have a number of dedicated areas in the reception aiming to target specific groups. This includes a ‘kids’ corner’ near the Health Promotion room where patients are most likely to sit with their children and a sexual health awareness board near where family planning procedures are performed. In terms of complaints we have also re-purposed our interview/confidential room. It is still available for patients to use if they wish to speak to a receptionist in private, however now there is also a seating and writing area which has copies of the complaints procedure, information leaflet and useful contact links should patients wish to fill out a complains form while still at the Practice. Here they can find out how their complaint will be processed, how long they should expect to receive a response and the details of other outside agencies such as PALS who they can contact for advice. We are also making more of an effort to run our noticeboards against national campaigns and Department of Health initiatives. Recent campaigns have included National No Smoking day on March 9th 2016.

3. Engagement with social media - In order to connect more with patients who are likely to use social media we have set up a Facebook page, before it’s launch we ensured to upload a variety of relevant and useful information that patients may find useful. Once the page was launched we have consistently posted updates once or twice a month, we used the page to advertise our flu clinics, update patients on new data sharing agreements and we also let patients know when we are closed for training or Bank Holidays through the Facebook page. This has helped us to engage with a number of younger patients who would have been less likely to go out of their way to check the Practice website or read noticeboards. It has also been useful as it is much more receptive, we can see how many people our posts have reached and also provide replies to any comments or questions that we receive. We can also gain

feedback here as patients are able to leave reviews or 'check-in' that they have been at the Surgery. We chose not to make a Twitter account due to the nature of the site in that updates are very short and regularly posted. Whereas we would struggle to condense our updates into such short sentences if we are to ensure we give adequate information to our patients. We also post less regularly, making Facebook ideal for us.