

**Dr Smith & Taylor
Victoria Medical Centre**

**Patient Reference Group Report
October/November 2012**

The PRG Report will summarise how the group, with the help of the virtual group continues to gain the comments and concerns of the practice population. This will be by way of another survey of the patients registered at Victoria Medical Centre.

The group were in agreement to look at issues which they believed to be important, on a local practice level. The group also wanted to build on the previous survey, and questionnaire, to demonstrate that whatever had been implemented into the practice had had a positive result.

For the purpose of clarity the subsequent areas will be illustrated:

- The practice population
- The profile of the group (see last Report)
- The rationale of the group (see last Report)
- The methodology of the survey
- The results of the survey
- The formation and the structure of the virtual group (see last report)
- The expectations of the group
- The future of the group (PRG)

The Practice Population Profile To Date

To date the practice total is 9347 the practice population continues to increase and has increased by **324** since the report March 2012

Age/Sex Profile

Parent population: all regular patients currently registered at the practice

<u>PATIENT COUNT</u>	<u>MALES</u>	<u>FEMALES</u>
9347	4476	4871

Ethnicity data recorded in 91% of all patients currently registered as of October 2012

METHODOLOGY

The PRG held regular meetings throughout the year. (Minutes of meetings available upon request) The group had already had surveyed patients previously and the findings and report are available on the website or upon request. They met again to agree on a further survey and a questionnaire was devised. After discussion with the group, the decision was to design and produce our own, tailored to our own practice requirements The practice staff were asked to hand out the questionnaire and encourage patients to complete either whilst they were in the practice or they were given the opportunity to take it home and complete and return. Designated admin staff also *posted* out the questionnaire to the *virtual group*.

ESTIMATED FOOTFALL

The group were given an estimate of how many patients would come into surgery, on a weekly basis. The figure was 1466 per week. The group agreed that if staff were to canvas all patients coming into practice whether for an appointment or other reason they should be asked to complete a questionnaire. The group agreed that by carrying out the survey this way, was a fantastic opportunity to reach a large diverse group of patients, and obtain their views.

The survey was carried out and staff were instructed to hand the questionnaire to **ALL** patients coming into the surgery, whether they were calling in for their appointment or if they were collecting a prescription. It ran from Monday to Friday, over a 2 week period. The Virtual groups and patients who wanted to complete on line were also emailed the survey. During this time the surgery was running not only routine appointments, but additional services such as, antenatal, mother and baby, mental health, smoking cessation, chronic disease clinics. Running the survey at this time the group saw as an opportunity to engage with as many patients as possible and to establish their views.

This is

The questionnaire

VICTORIA MEDICAL CENTRE ON BEHALF OF THE PATIENT REFERENCE GROUP

The practice continues to try to offer a good service to its patients. We ask that you could spend a few moments to complete this questionnaire, giving your views. The results will be discussed with the Patient Reference Group. Any changes will form part of a report and will be available to all the patients.

1 Do you use the Self Check-in board? YES NO

If you answered no could you tell us in this box why? You don't have to if would rather not

2 Do you think that the calling system directs you to the consulting rooms in a clear manner (this is the board, situated above the reception desk)

YES NO

If you answered no could you tell us in this box why?

3 How would you rate the overall cleanliness of the waiting area and toilets?

POOR OK CLEAN VERY CLEAN

Would you like to tell us in this box how we could improve the cleanliness

4 If you have a disability how do you find the facilities we have available

POOR OK GOOD VERY GOOD EXCELLENT

Would you tell us in this box how/what we could improve

5 How do you find the attitude of the staff?

POOR OK GOOD VERY GOOD EXCELLENT

Would you like to comment further using this box

6 How do you find the comfort of the waiting room?

POOR OK GOOD VERY GOOD EXCELLENT

Would like

7 What is your opinion on leaflets and reading materials available in the waiting room?

Would you like to comment on what you would like available, i.e. What sort of leaflets, i.e. what sort of information.

8 Where you aware that the practice had a room available to discuss delicate or confidential issues.

YES

NO

9 What is your opinion on having a TV or/and music in the waiting room

NOT A GOOD IDEA A A VERY GOOD IDEA

I HAVE NO OPINION TO OFFER

Would you like to say anymore on this question

10 Would tell us how old you are _____ are you Male _____are you female_____

12 How would you describe your ethnicity?

BRITISH or MIXED BRITISH	OTHER ASIAN BACKGROUND	WHITE & BLACK AFRICAN
WHITE & BLACK CARIBBEAN	WHITE & ASIAN	OTHER BLACK BACKGROUND
BANGLADESHI	CHINESE	PAKISTANI or BRITISH PAKASTANI
IRISH	CARIBBEAN	INDIAN or BRITISH INDIAN
OTHER	AFRICAN	OTHER WHITE BACKGROUND
OTHER MIXED BACKGROUND		

THE RESULTS AND OUTCOMES OF THE WAITING ROOM QUESTIONNAIRE

Results of the waiting room questionnaire.

What the patients say:

- ↪ It didn't recognise my details
- ↪ It saves time queuing
- ↪ Desk always empty when I come so I go straight to the receptionist
- ↪ Haven't got used to it yet
- ↪ Quicker and easier when working
- ↪ Occasionally but it doesn't always work for me

What the patients say:

- ↪ I've put no because if you are waiting at the bottom end of the corridor you cannot see it, otherwise it's a YES

- ↪ Could be louder and clearer
- ↪ Difficult if you have hearing problems or sight problems and also neck problems
- ↪ When you sit at the top of the nurses area quite often you cannot see the name, but worse still you cannot hear your name called
- ↪ Calling system display box should be repeated down the corridor for patients seeing the nurses

What the patients say:

- ↪ However the smell sometimes of the number of human bodies in the reception area is reminiscent of bygone years
- ↪ Should have somewhere for children to play

What the patients say:

- ↪ More seating near the Nurse/Phlebotomist

What the patients say:

- ↪ All staff and doctors are excellent and always go the extra mile to help
- ↪ Approachable, amenable, friendly, kind, one of the best things about the surgery
- ↪ Everyone is always very helpful
- ↪ Always ready to help especially if you need an appointment changing
- ↪ Very good on the whole
- ↪ You couldn't wish for a more helpful pleasant bunch of people
- ↪ Receptionist always very friendly and ready to help, Nurses Debbie & Kerena professional and informative

What the patients say

- ↪ Would a water dispenser and plastic cups be possible
- ↪ Its difficult to make a waiting room comfortable
- ↪ More childrens features, better up to date magazines
- ↪ Please rearrange the seating not in rows!! Also too near the reception desk where conversations can be heard
- ↪ Would prefer a more informal seating arrangement, chairs at the moment remind you of an old fashioned classroom setting, even schools have more informal seating for pupils/students!!

Question 7. What is your opinion on the leaflets and reading materials available in the waiting room?

What the patients say:

- ↪ I don't think I'm qualified to answer this question, its not very often I visit the surgery and when I do I usually bring a book. Leaflet wise I seem to remember seeing leaflets giving advice and information on various illnesses and I'm sure if someone wanted information on a specific illness you could provide it. You know what they say 'You can't please all of the people all of the time'
- ↪ Do not look at leaflets, but if I required any specific information I would ask the receptionist who would hopefully point me in the right direction
- ↪ Quite informative, plenty of information
- ↪ I have always found the information of interest

- ↪ Very good
- ↪ Would like car magazines
- ↪ All there, very good
- ↪ You could have a range of benefit leaflets available
- ↪ Satisfactory
- ↪ Do not read them
- ↪ Very informative
- ↪ Eye sight charts on walls
- ↪ Haven't noticed much but not something I do generally before an appointment
- ↪ Don't find that I am waiting long enough to use them
- ↪ Good selection of relevant information
- ↪ Overwhelming
- ↪ They are fine and cover the key areas

What the patients say:

- ↪ Who would have the controller
- ↪ It might help people think of other things
- ↪ Would hinder people listening to messages over the intercom
- ↪ When I visit the dentist he has a TV on in the waiting room and one of the comments I have heard is 'You'd think he'd have a more interesting channel on' Also I have noticed it is ignored by other patients, Again you can't please all the people all of the time. Might make it worse for the poor receptionist. Personally for the few minutes people will be watching it I'd think twice about installing one
- ↪ A clock would be nice
- ↪ Distracts from paying attention to the calling system
- ↪ Good for children
- ↪ Patients may miss appointment board details
- ↪ I think a TV would be inappropriate for some patients states of health
- ↪ Newspapers would be nice
- ↪ Makes patients feel more relaxed and is a distraction low volume though and not information TV
- ↪ Passes the time
- ↪ I like the quiet peaceful atmosphere
- ↪ I don't find much daytime TV appropriate for everyone
- ↪ Light classical music would be ok for music – but it doesn't suit everyone
- ↪ ?gentle music in the background, soft relaxing music would be nice
- ↪ The brainwashing TV which thankfully has been removed was in my opinion a total waste of public money
- ↪ Please no TV/Music
- ↪ Difficult to suit all ages/tastes, people could be so engrossed they don't look at the board and miss their appointment

THE OUTCOMES OF THE SURVEY

The PRG met to discuss the results of the survey. The following were implemented, not implemented to improve access and the patients experience when visiting the surgery

The lay out of the waiting room chairs were redesigned. This was to allow a better flow for patients in wheelchairs and parents with pushchairs

Wheelchairs (of which the practice has two) were re positioned in the foyer. Enabling patients to see them when they first entered the building

A Loop Induction System for the hearing impaired was purchased and the fact that the practice now had one was advertised in the waiting room area. Staff received training on its usage.

Sit on scales were purchased for patients who found it difficult to stand to be weighed.

An explanation was posted in the waiting area informing parents as to why the play area was no longer available. This being the concern from the PRG over infection control and the cleaning of toys.

The confidential room was advertised more.

The baby change/feed room was advertised more

The self check in board had its software overhauled.

THE FUTURE OF THE PRG

The group was established after extensive advertising within the practice. The practice advertised in the following areas.

- In house with posters, displays and advertising in the waiting room areas. along with inviting patients via the electronic notice boards
- On the practice website
- Practice newsletter
- Asking attached staff, i.e. midwives, health visitors, substance misuse workers, mental health workers, to encourage patients to be part of the group
- The practice staff speaking to patients, this included the practice nurses and the doctors. Secretaries at the 'choose and book' reception window.
- Leaflets and Handouts and on prescriptions
- Letters posted out to patients inviting them to join the group

The practice wanted to extend and increase the numbers of the reference group, with both a more varied age range, increased male/female ratio as well as an inclusion of patients in diverse groups. After widespread promotion of the group, with only a small number who were willing to be part of the PRG, the practice decided to advertise for patients who perhaps couldn't afford the time to commit to attending meetings, but who were enthusiastic at being part of a 'virtual group' The practice set about advertising for the virtual group in all the same ways as indicated above. (See the results and data graph 3). This group continues to grow, with patients being signed up daily.

The practice will continue to encourage patients from all age ranges and diverse backgrounds to be part of the PRG or the virtual group. There is also the formation of a Barnsley wide forum OPEN