

## The Lakes Medical Practice - Patient Participation Group Report 2013-14

### Introduction

The Lakes Medical Practice currently has 9100 registered patients. The patient demographics are as follows;

Age Range	Males	Females	Total
0-16	736	659	1395
17-24	423	384	807
25-34	487	432	919
35-44	484	529	1013
45-54	765	726	1491
55-64	612	635	1247
65-74	559	541	1100
75-84	335	438	773
85-89	87	135	222
90+	40	88	128

In the past the practice has not routinely gathered ethnicity data for the patient population; however we have now started to do this for new patents, which will allow us to report on this in the future.

The practice is open Monday to Friday, 8am to 6.30pm. We also offer extended access two or three nights per week until 7pm and have regular Saturday morning surgeries from 8am – 12 noon for routine appointments. The Out of Hours Service is offered by CHOC (Cumbria Health On Call) and their contact number is 03000 247 247.

The PPG has been in existence since 2009 and the group typically meets once a month in an evening at the practice. Regular attendees at the monthly meetings number around 6, this is split equally between male and female. The age range of the people attending the meetings is predominately aged 55+. In addition, there are 49 patients who have signed up to receive regular email updates about the work of the PPG. This virtual network is used to obtain a wider opinion on the services the practice provides. The group is overseen by the Business Manager and supported by our General Practitioners.

With a view to developing and enhancing the PPG further, 10 members of the group attended a workshop at Court Thorn Surgery on Monday 2 December 2013 with the theme of "How can we make our PPG more successful". The following main points came out from this:

- The group needed to become more activity based.
- The group needed to decide on what actions/activities it wanted to get involved with and start off with something small scale and manageable
- The PPG would need the support of the practice – this comes in the form of Jennie McCreadie, Administrator and Jayne Edwards, Business Manager
- Successful and active groups can move to being set up as a social enterprise and thereby have access to grants and funding sources.
- Through the use of technology and social media a wider range of patients could be engaged and involved.

### The Lakes Medical Practice Website

As of March 2014 there were 73,384 unique visits to the site over the previous year. Patients have been able to order prescriptions on-line for a few years now and in February 2014 168 people did so. 187 patients are signed up to receive our quarterly newsletter by email.

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**This report summarises the development of The Lakes Medical Practices Patient Survey in 2013/14.**

It contains:

1. Priorities for the 2013/14 patient survey and how they were agreed with the PPG.
2. Changes in services required as a result of the patient survey and action plan detailing priorities and proposals agreed (agreed with PPG).

### **1. Priorities for the 2013/14 patient survey and how they were agreed with the PPG.**

Following on from the Workshop in December 2013 the PPG decided to conduct a patient survey focussing on the Callback system and access to GPs/Nurses. The survey questions were drawn up by the PPG at the meeting in January 2014 and the survey ran throughout February and March 2014. The survey was made available on the practice website and paper copies were made available in the waiting areas. Completed paper copies of the survey were then entered into the practice website for analysis.

At the March 2014 PPG meeting the results of the survey were discussed and the actions plan was agreed.

### **2. Action plan agreed from the PPG meeting held on 29<sup>th</sup> March 2014**

<b>Issue</b>	<b>Action required</b>	<b>Results and benefits</b>
The survey 2013-14 was predominately completed by patients who came into the practice for a face to face appointment	Extend survey to include patients who don't need a face to face appointment and have their issues resolved via a telephone consultation only	Better overall picture of what patients views are, so that appropriate changes can be made to reflect this.
Lack of continuity of care for some patients and lack of awareness of how the call back appointment system works	A FAQ (Frequently Asked Questions) document to be produced, this can be disseminated in a number of ways including putting it on the website, hard copies in the waiting rooms and on the TV information screens	Better levels of understanding by the patients as to how the call back appointment system works and can benefit them in terms of access to a clinician and continuity of care
Large volume of calls coming in that could be handled in another way.	Introduce an online system which will allow patients to book a call back appointment with the GP and some nurse appointments.  Introduce online system for ordering repeat medications which links through to our clinical system and the relevant patient records.  Introduce a Repeat dispensing service via the Electronic Prescribing Service (EPS2)	Reduced number of calls coming into the main reception lines thus reducing amount of time it takes patients to get through to the Reception team.
Patient confidentiality in the waiting room area	Introduce Self Check In screen in reception	Reduced number of patients waiting at the Front Desk, improved confidentiality for patients who just need to check in as they don't need to provide information in front of other patients in the waiting area.
Patient confidentiality in	This is a big problem and not	Improve confidentiality and enable

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the waiting room area	easily solved in the current layout of the waiting room and Reception area. We are currently investigating what changes could be made to this area with the landlord	patients to feel more confident talking to Reception staff, either face to face or on the phone.
Some patients having a poor experience of waiting on the phone line	Introduce improvements to the phone system – this could include adding music whilst waiting, queue numbering information and changing the recorded message to let patients know that they will be asked to provide brief details of the issue when they speak to Reception staff.	Patients would have a better experience whilst waiting for the phone to be answered and they would be better prepared for what the Reception team will be asking them.
Need to improve patient communication/education	Introduce Information Screens in the waiting room to provide information to patients  Run health education events	This would allow tailored information about current health campaigns/practice issues to be given to patients whilst waiting for their appointment.  Improved patient education/self-management, ability to obtain wider range of patient views during these events
Lack of consistency in patient experience when dealing with the Reception Team	Develop the Reception staff further by adopting best practice and introducing more standardisation across the team.	Patients will benefit from a consistent service from Reception staff

The full report was e-mailed out to the PPG, and published on the practice website, as well as being placed in the surgery waiting rooms. In addition the survey results and subsequent action plan have been shared with all the practice staff. The Action Plan will be regularly monitored and reviewed with both patients and staff as we move forward and continue to work together to improve services for our patients.