

Local Patient Participation Group Report 2014

Practice Profile

Fishermead Medical Centre is a centrally located urban practice with a fluctuating practice list size of 6300 to 6700 registered patients.

We have 3 GP partners, 3 practice nurses with specialisms across the chronic diseases and 1 health care assistant. Midwifery clinics are held twice weekly and we also offer an HIV testing drop-in clinic every week.

Our patient population is very transient resulting in a significant number of registrations and patients leaving the practice every year. Our practice catchment area is recognised as an area of average to higher than average area of deprivation with a high number of multiple occupancy houses and bedsits.

The practice has been using SystmOne as its new clinical system since July 2013. Currently patients have been able to order repeat prescriptions online through the practice website. Over the coming months we will be working with patients to transition them to use the SystmOne prescription ordering service and the online appointment facility where patients may pre-book routine appointments.

As part of SystmOne we are now sending a text to patients' mobile phones as confirmation of a booked appointment and a reminder is also sent 24 hours prior to the appointment. This process has been well received by our patients.

The practice engages in the monthly Protected Learning Time initiative which provides all staff the opportunity to access mandatory training programmes and courses.

Patient Access

Appointments can be made by telephone or by visiting the practice during surgery hours which are 08:00-18:30 Monday to Friday.

The practice appointments are divided into four access types, with a mixture of

- Pre-bookable appointments for advanced booking
- On the day appointments released at 8.00 am every morning
- Medically urgent appointments
- Telephone advice appointments

We also offer a telephone nurse triage service.

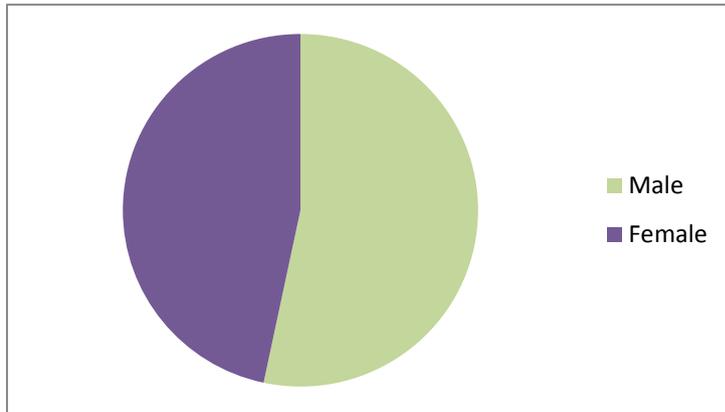
The practice operates an evening clinic from 6.30pm to 8.15pm on Monday under the Extended Hours DES. Patients may pre-book appointments in our extended hour's surgeries using the usual methods of either telephoning or visiting the practice in person between 08:00-18:30.

From April 2014 we will also be starting regular Minor Illness Clinics. These will be run by a Specialist Nurse Prescriber which will increase accessibility for our patients.

Patient Demographics

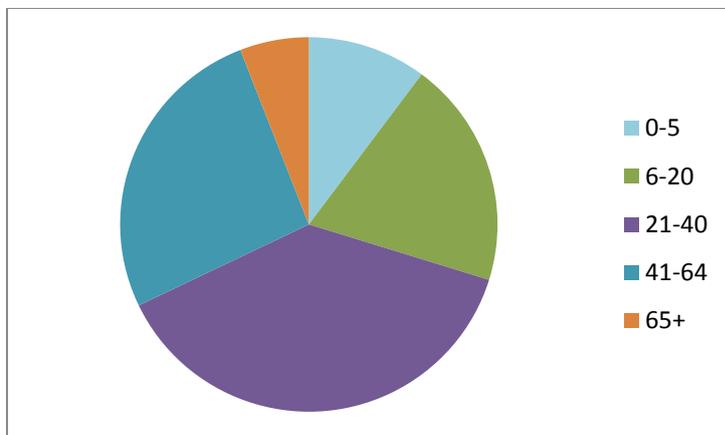
We have a fairly even gender split across the practice population with 3382 males registered with the practice and 2960 females as evidenced below.

Male/Female Gender Split of Practice Population - 2013/14



We have a high percentage of younger patients with 30% of the practice population under 20. 64% of patients are between 21-64 years old and 6% are over 65+.

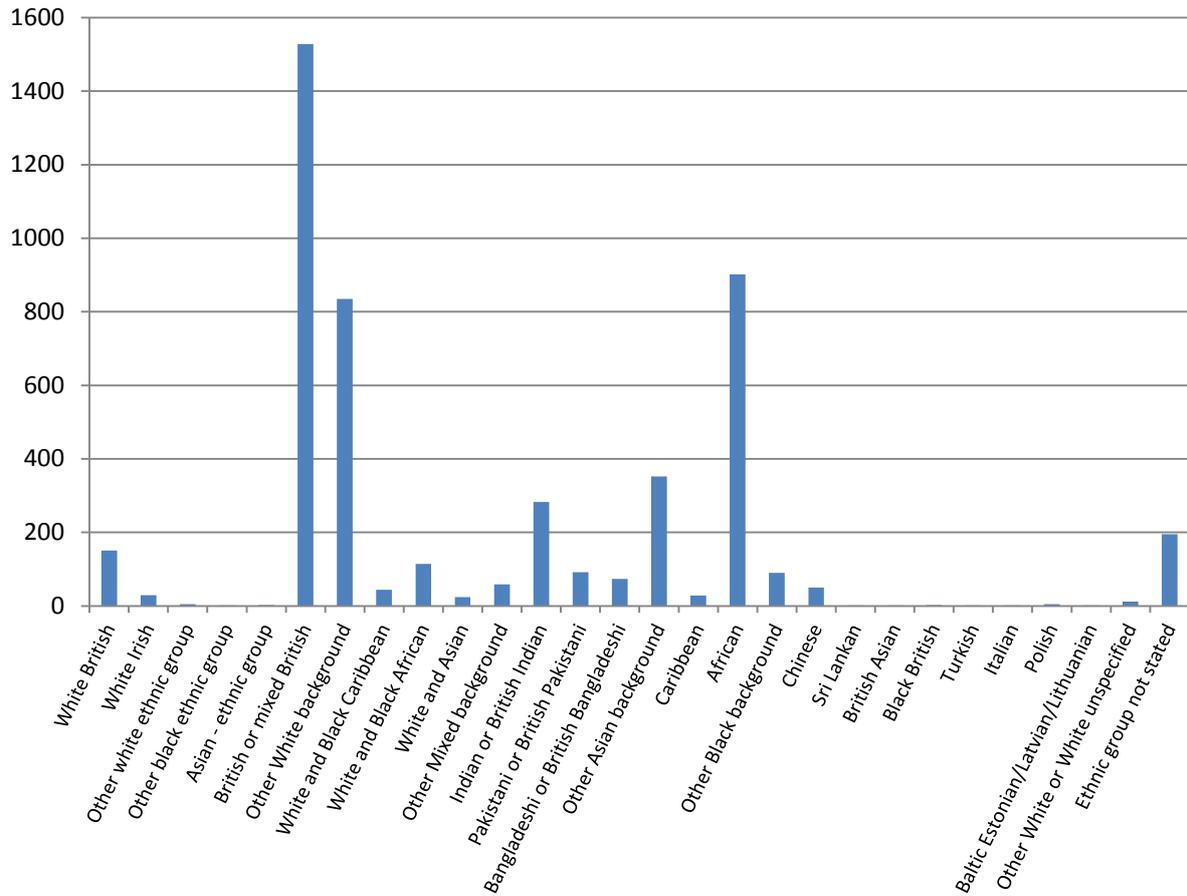
Age Breakdown of Practice Population - 2013/14



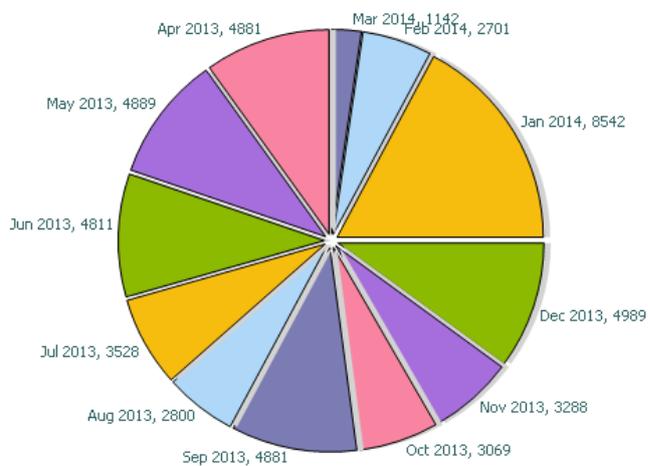
Age Range	Population %
0-20	30%
21-40	38%
41-64	26%
65+	6%

The practice area is heavily populated with patients from across the world; we have 56 different languages spoken amongst our patients and regularly use interpreters to ensure clinical safety and excellence.

Patient Ethnicity Data recorded on our data system is shown below



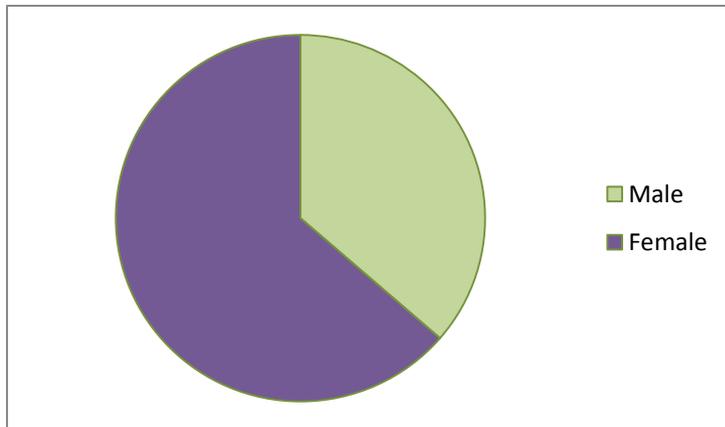
We have 194 patients who have registered online to receive our newsletter and in the last year we have received a total of 49,000+ unique visits to our website.



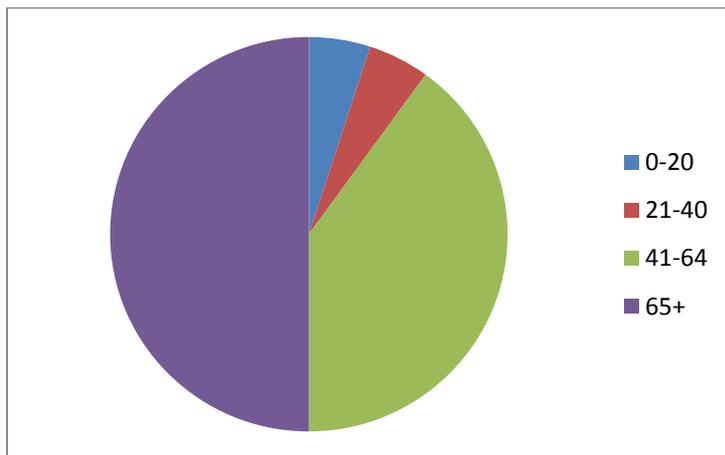
Patient Participation Group

Fishermead Medical Centre Patient Participation Group (PPG) has been established since 2011 and is headed up by a very active chairman, secretary and a group of core members. There are 22 members of the PPG, with group meetings approximately every 6 weeks. The Practice Manager always attends together with one of the partners.

Male/Female Gender Split of PPG - 2013/14

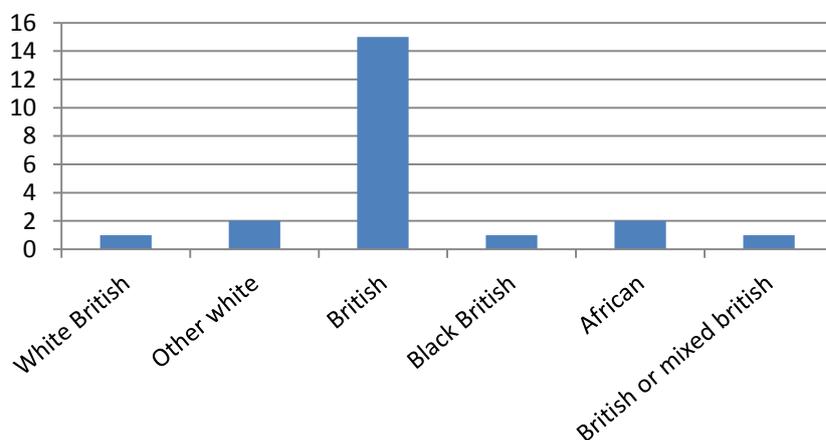


Age Breakdown of PPG - 2013/14



Age Range	Population %
0-20	5%
21-40	5%
41-64	40%
65+	50%

PPG Ethnicity Data – 2013/14



Patients are actively encouraged to join our PPG through a variety of means, messages placed on our electronic patient call board, the practice website, notices placed around the practice, newsletters, PPG members attending our flu clinics and conversations with staff. The PPG also have a designated noticeboard in the waiting room.

We have worked hard to recruit members to our patient participation group that are representative of our patient list although over the years it has proved difficult to engage with the younger patients. In order to reach a fair representation of our patients to encourage them to participate in the PPG we have, in the past invited patients to participate through the local Parish Magazine, invited young adults from local higher education schools, Milton Keynes Academy, St Pauls, Oakgrove School and Milton Keynes College. We also sent letters to the local junior schools to be inserted into the children's book bags to try and reach parents/carers of young children. We have advertised the PPG through local businesses, inviting patients to take part. These have included the Local Housing Offices, MK Mind and Cox & Robinsons [Chemist] and Pebbles Day Nursery where our Health Visitors are based. In conjunction with the PPG, the practice continues to explore how to attract additional membership (virtual and in person) that is more representative of our patient demographic.

The PPG and practice established a weekly walking group, where patients meet every Friday at the front of the surgery and take part in a professional led, guided walk lasting one to one and a half hours.

The meeting dates are published on the practice website, on posters around the surgery and on the PPG noticeboard. Patients are offered the opportunity to participate "virtually" and minutes and information are circulated to all registered members.

During the meetings an update is provided and engagement from the PPG welcomed to agree on priorities and develop strategies. Ratified minutes are also available on the practice website.

Fishermead Medical Centre participated in the Patient Participation Direct Enhanced Service in order to engage with patients to help the Practice understand the patient perspective and encourage participation to help shape the provisions of services to best reflect their needs as a patient.

The practice has undertaken yearly surveys and worked with the PPG to agree on the priorities to focus on. The focus of the 2013 survey was agreed to be 'access'. The PPG established a separate working group who met outside of the regular PPG meetings to develop the 2013 survey. It was then presented to the PPG, agreed and ratified and a copy of the survey template can be found in the appendix of this document.

We used our website to publicise the questionnaire and encouraged patients to participate and complete the questionnaire in a variety of ways. They could complete the questionnaire whilst visiting the surgery in person, online at the practice website, plus two PPG members attended our Flu Clinic last October 2013 to recruit members and help with the completion of questionnaires. A good representation of our patient list responded to the survey with 152 surveys completed. The results were distributed and discussed with PPG members.

The results of the patient Survey were posted on the website in January 2014 and a copy left at the reception area for patients to view. The results of the survey are below.

One member of the PPG telephones the practice at 8.00am on a regular basis to test that our current system works for all patients.

Actions

The survey results were presented to the PPG in January 2014 and, following a full review of the outcomes and discussions during the recent PPG meetings the PPG and the Practice have agreed that the key priorities to focus on for 2014/15 are:

- Patient education - review information provided to patients regarding keeping patients informed of the changes within the NHS
- DNA rates to reduce wasted clinical time and improve access
- Review and revise quality of 2014/15 survey

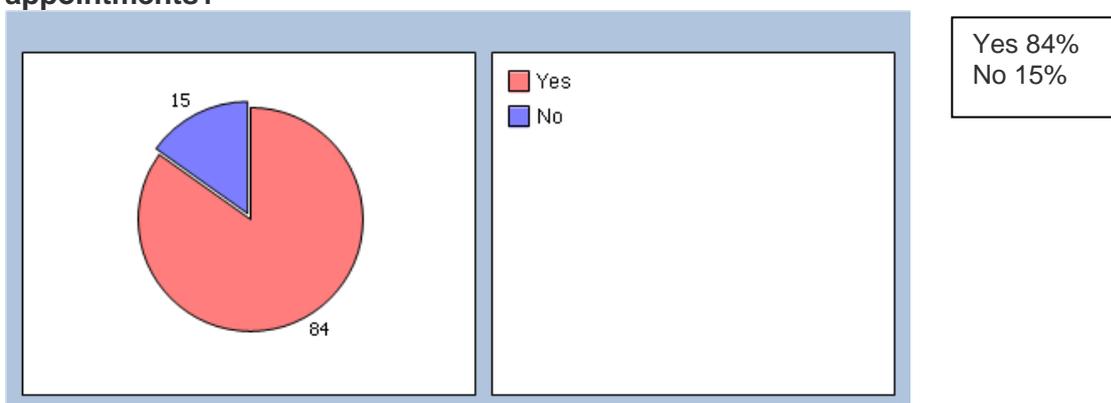
The practice identified with the PPG a number of areas for consideration. Initially and collectively we will be working on engaging with more young people and working with the practice to assist and promote the practice to become the first point of contact for patients who need to see a clinician.

The Practice Manager will implement a DNA strategy during April/May 2014 to reduce the number of wasted appointments across the practice. New notices will be placed in the waiting room, in the newsletter, on the practice website and will be displayed to patients on the electronic patient call board. Letters will be sent on a monthly basis to those patients who DNA and the practice will also work in conjunction with the CCG to implement further actions and strategies.

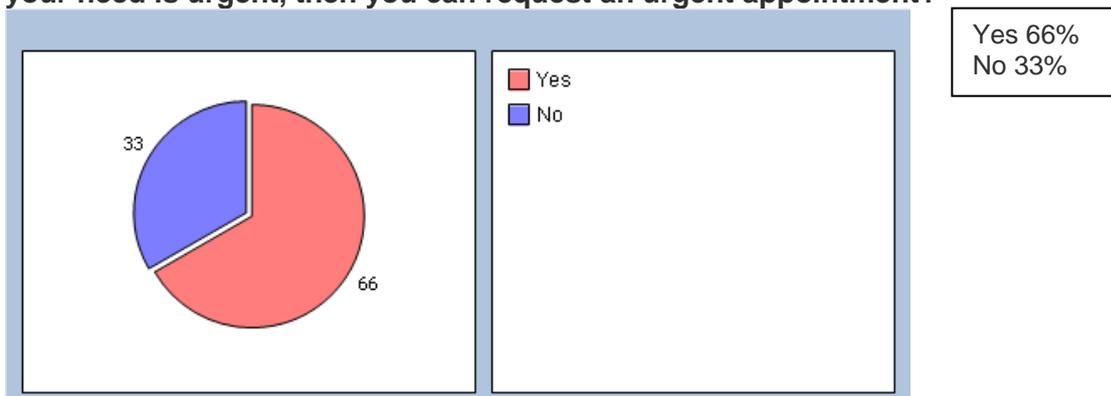
PPG Survey Results Report

Patient Survey 2013

Q1. Are you aware we have a three tier booking system for example, appointments that can be booked in advance, routine book-on-day appointments and urgent appointments?

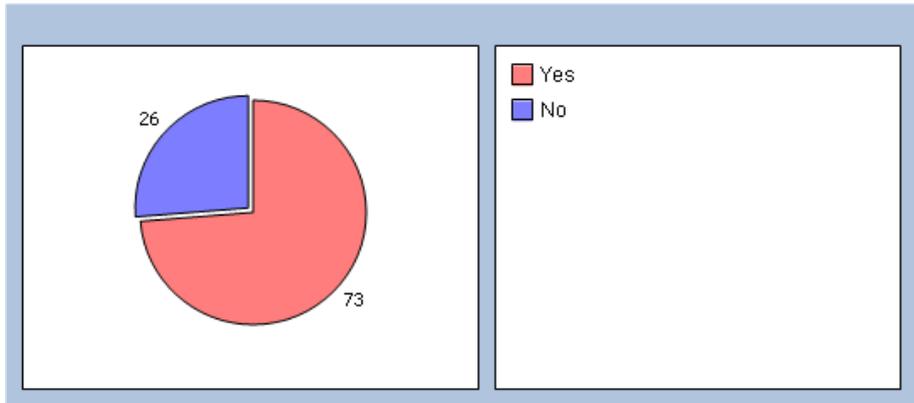


Q2. Are you aware if the book-on-day appointments are not available, and you feel your need is urgent, then you can request an urgent appointment?



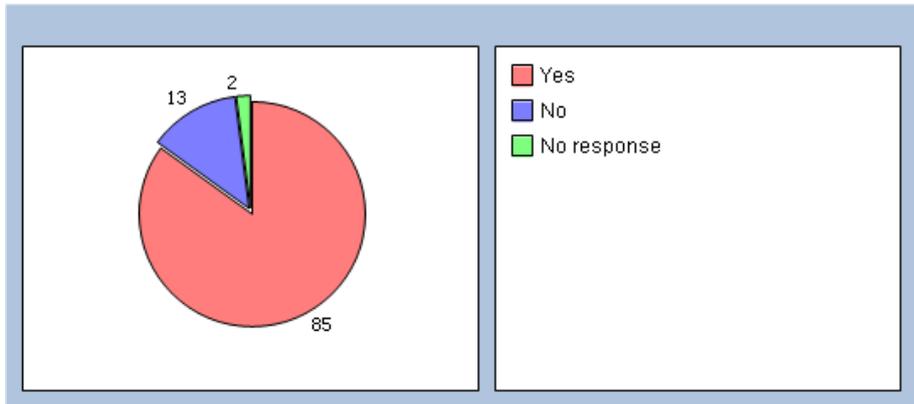
Q3. Are you aware you can access services through our website at www.fishermeadmedicalcentre.co.uk?

Yes 73%
No 26%



Q4. Are you aware of our opening times?

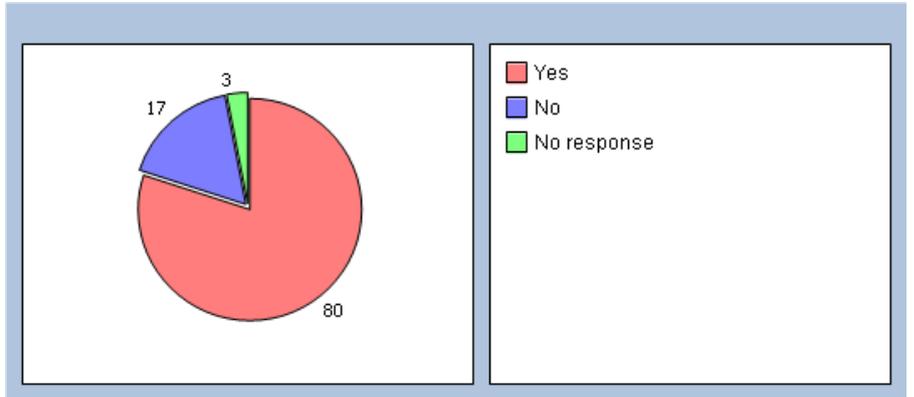
Yes 85%
No 13%
No response 2%



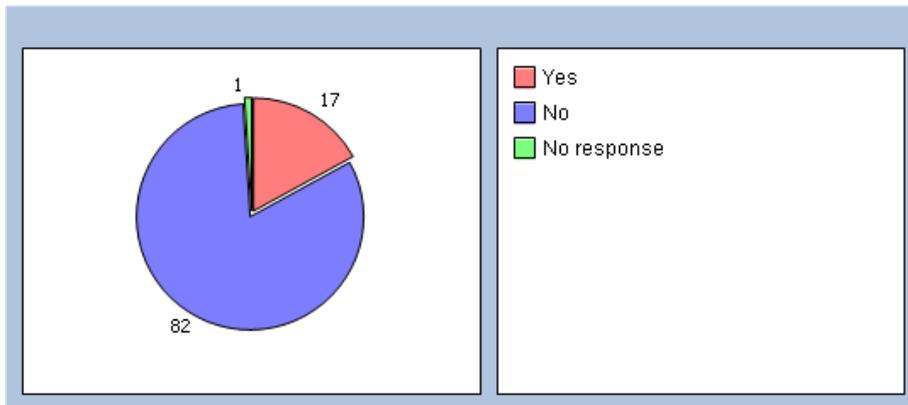
(For your information we are open - Monday to Friday 8.00am to 6.30pm and Monday 6.30pm to 8.15pm for pre-booked appointments)

Q5. Do you feel you are given sufficient information when you are diagnosed with a new condition?

Yes 80%
No 17%
No response 3%



Q6. Are there any services that you would like your surgery to offer that are not currently available?

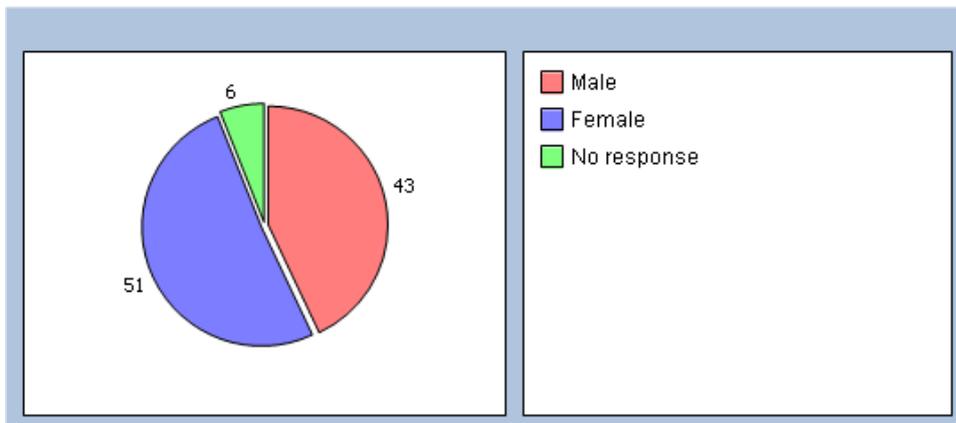


Yes 17%
No 82%
No response 1%

If you answered yes, please state the service you would like to see offered.

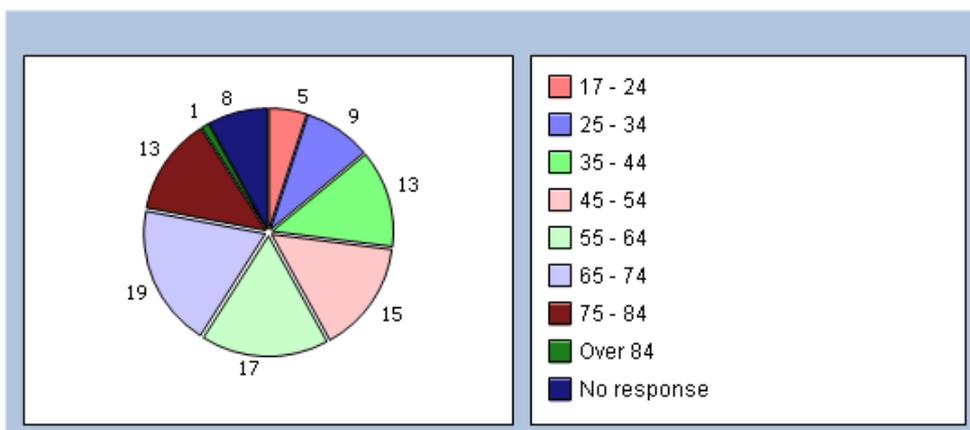
We also asked patients who completed the survey to provide us with demographic data to help us analyse the answers.

Are you male or female?



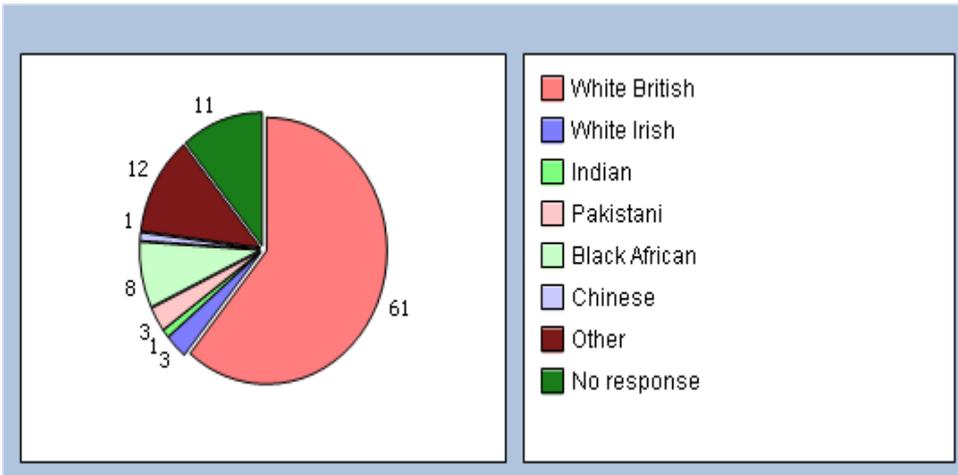
Male 43%
Female 51%
No response 6%

What age are you?



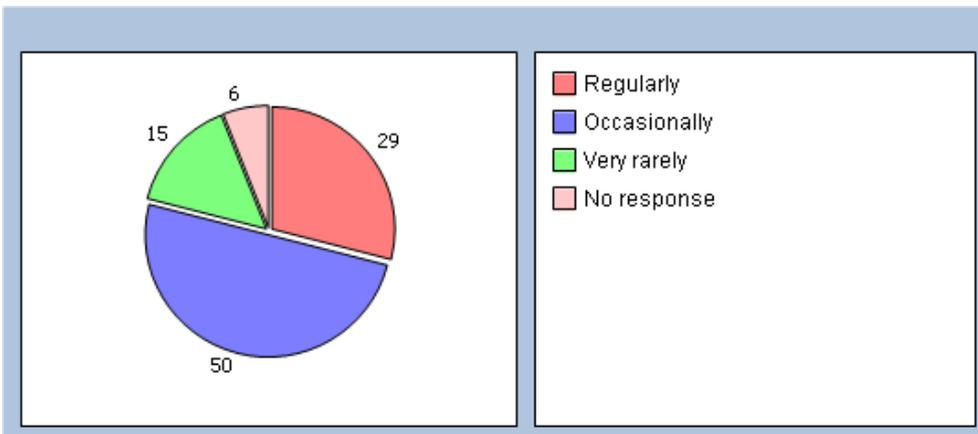
Under 16 0%
17 - 24 5%
25 - 34 9%
35 - 44 13%
45 - 54 15%
55 - 64 17%
65 - 74 19%
75 - 84 13%
Over 84 1%
No response 8%

What is your ethnic origin?



White British 61%
White Irish 3%
Mixed White & Black
Indian 1%
Pakistani 3%
Black African 8%
Chinese 1%
Other 12%
No response 11%

How would you describe how often you come to the practice?



Regularly 29%
Occasionally 50%
Very rarely 15%
No response 6%

A selection of patient comments from the survey

- Doctors are good, receptionists are very helpful
- Flu jabs well organised
- I am very happy with this medical centre. Doctors, nurses and all the staff do a wonderful job
- I have always had very good service at the Fishermead Medical Centre
- I love the friendly atmosphere and staff, it helps to make you feel you are taken seriously and care about
- I think the services at this health centre are wonderful. Always very helpful staff and doctors. Big praise to the receptionists
- Just to say thank you your service is much appreciated
- A drinks machine while waiting
- Straightforward service. Professional and friendly staff
- Book on the day appointments – it would be helpful if the surgery was open at 7.30am for appointment booking as many people are travelling to work at 8am.
- The waiting time for an appointment, sometimes it takes a week or more to see a doctor
- When phoning for appointments and there are none left on the day, but appointments are available for the next day but have to call at 8am. Why can't those appointments be give out as usually phone is so busy all appointments may have gone
- Whenever I have had to see one of the doctors, I have found them courteous and willing to go into detail
- No comments, everything is fine
- Common sense advice given about weight management

A selection of the alternative services patients listed on the survey

- Chiropodist
- Counselling service
- Diabetic drop-in
- I would like my hernia fixed
- More help for mental health illness
- More time to talk to doctor about problems with my husband or me as a carer
- Referrals for intense or serious conditions should be prompt
- There should be a lady doctor to deal with ladies