

# EASTFIELD HEALTH FOCUS

## PATIENT PARTICIPATION GROUP



**ANNUAL REPORT**

**March 2014**

## BACKGROUND

Eastfield Medical Centre has approximately 7,500 patients providing care and services to patients within Eastfield and the surrounding area including holiday makers.

Details of the full range of services we offer are available within our practice leaflet which can be obtained from the medical centre or on our website.

[www.eastfieldmedicalcentre.co.uk](http://www.eastfieldmedicalcentre.co.uk)

We have 5 GP partners and 2 associated GP's. We are also a training practice and work closely with the Hull and York Medical School to help provide Dr's for the future.

## EASTFIELD MEDICAL CENTRE PATIENT PARTICIPATION GROUP (PPG)

### Developing our reference group

In order to recruit patients to the Patient Participation Group (PPG) we originally produced posters and flyers that were distributed to local shops, chemists the library, within the surgery and on our practice website. Despite our efforts we received minimal response. We felt it was important to try to get representatives of a wide range of our demographics so we decided as a practice to develop a virtual PPG by putting a questionnaire on the practice website asking patients to become involved in our PPG.

This year there is an increase to the number of members and as the group continues to grow we are able to communicate with our members via telephone and e-mail, as well as having face to face meetings every other month.

Our practice population:

Age group	Male		Female	
0-44	2010	26%	1954	26%
45-64	986	13%	1056	14%
Over 65	717	9%	865	11%

Our Patient Participation Group

Age group	Male		Female	
0-44	0		1	10%
45-64	2	20%	5	50%
Over 65	1	10%	1	10%

The only group that we don't currently have represented is a male member who is under 44. We are actively looking to recruit a member to this group

and will attempt in general to encourage recruitment from the younger age sector as we currently only have 1 member in that age bracket

### **Ethnicity Profile of the Practice**

Our practice population is split as below:

White British	79.16%
Irish	0.09%
White and Black African	0.05%
Asian	0.09%
Indian/British Indian	0.06%
Unknown	20.55%

Our group composition is:

White British	80%
White and Black African	20%

Given the small no of patient representatives we feel that there is reasonable reflection of the ethnicity of our practice population.

### **Agreeing the content of the annual practice survey**

The group discussed the annual practice survey at meetings in July 2013 and January 2014. The group were happy to use the main body of the previous year's questionnaire but to concentrate on more general information as opposed to the details of the consultation. This was to enable the questionnaire to be completed in other locations such as the local library and welfare drop in centre.

The main areas agreed to be surveyed included:

- Familiarity of appointments system
- Quality of practice and premises
- Performance of practice staff
- Patients suggestions for improvement
- Awareness of how to access out of hours service

Also included at the groups request was a question to ascertain if patients were aware of the work of 'Eastfield Health Focus'.

A copy of the questionnaire can be found at Appendix A.

**Survey results:**

This survey was carried out in March 2014; patients were asked a number of closed questions such as: are you familiar with the appointment system, yes or no? There were also a number of open questions where patients had the opportunity to provide a more detailed answer. For more information on the questions asked, please see the attached survey.

197 patients participated in the survey; 116 participants were female, 65 participants were male and 16 participants did not comment on their gender.

**Age range of responders:**

No comment: 9 participants

Under 25: 9 participants

25-49: 49 participants

50-64: 54 participants

65-74: 45 participants

Over 75: 31 participants

**Frequency of use of surgery:**

Rarely: 23

2-4 times a year: 67

Most months: 71

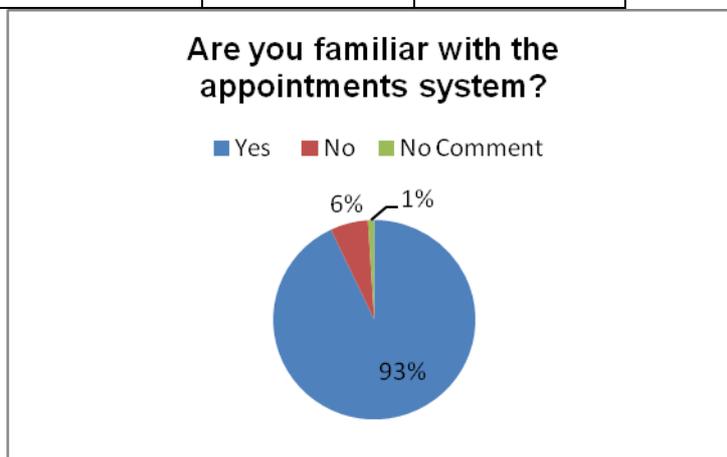
Most weeks: 21

No comment: 15

The tables below show the raw data, the pie charts show the data in percentages:

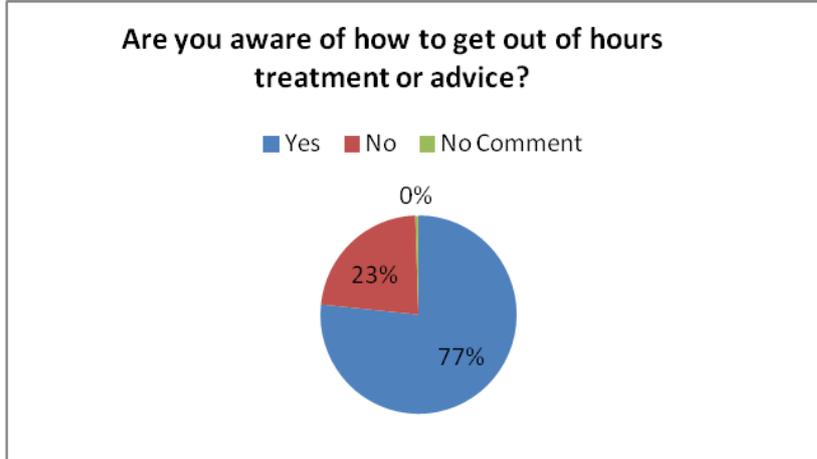
**Are you familiar with the appointments system?**

Yes	No	No Comment
183	12	2



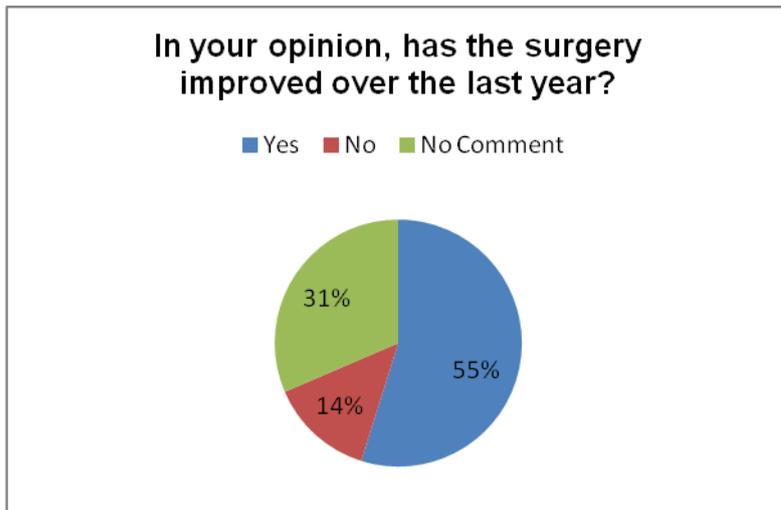
**Are you aware of how to get out of hours treatment or advice?**

Yes	No	No Comment
151	45	1



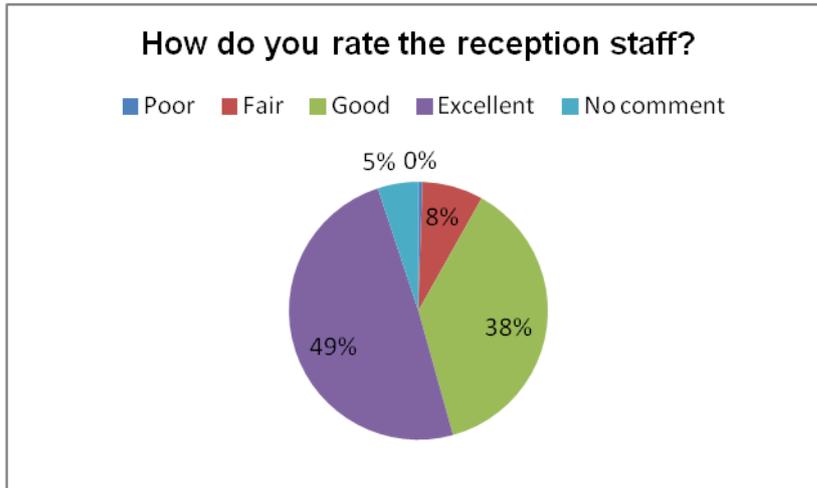
**In your opinion, has the surgery improved in the last year?**

Yes	No	No Comment
108	27	62



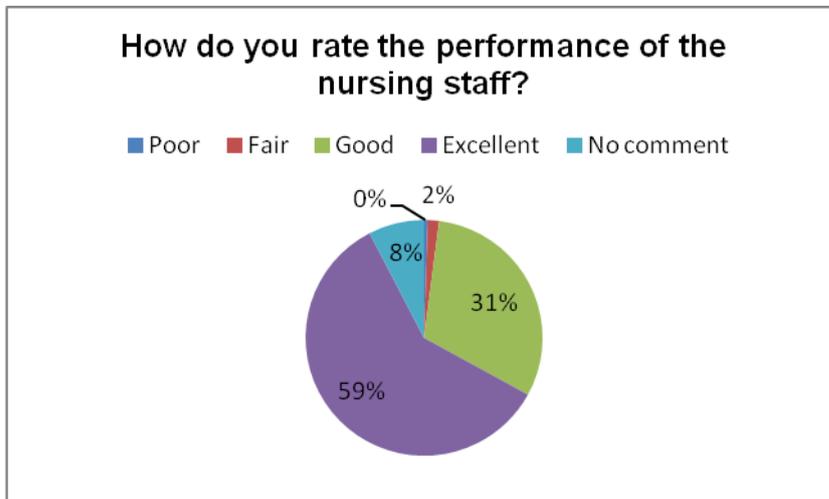
**How do you rate the performance of reception staff?**

Poor	Fair	Good	Excellent	No comment
1	15	74	97	10



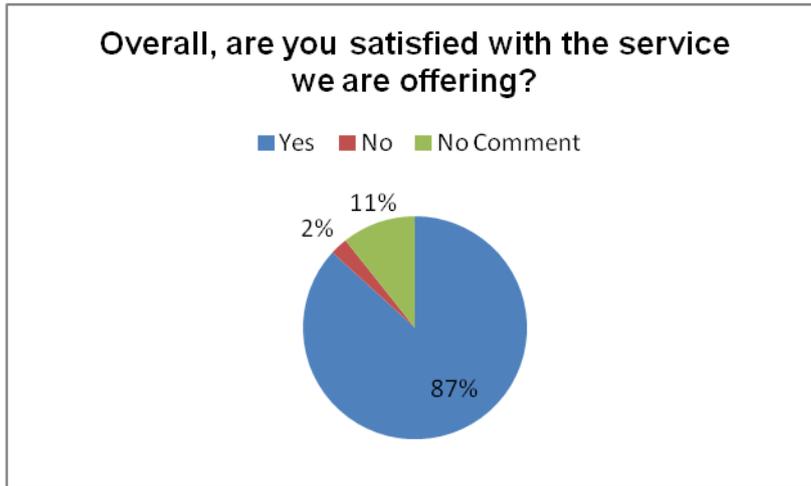
**How do you rate the performance of the nursing staff?**

Poor	Fair	Good	Excellent	No comment
1	3	61	117	15



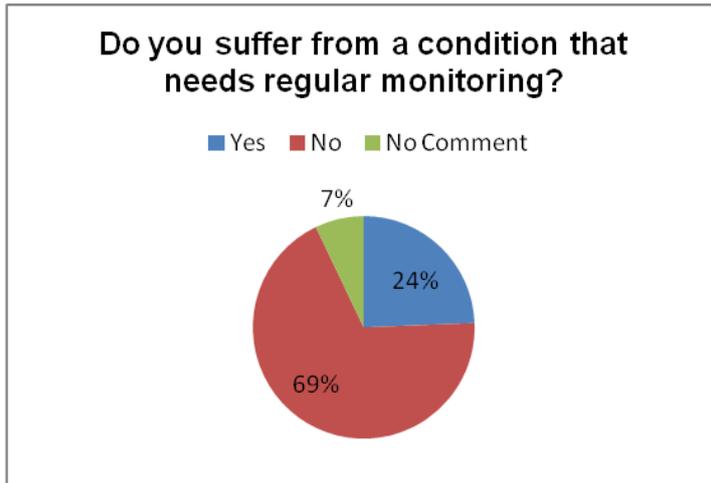
**Overall, are you satisfied with the service we are offering?**

Yes	No	No Comment
171	5	21



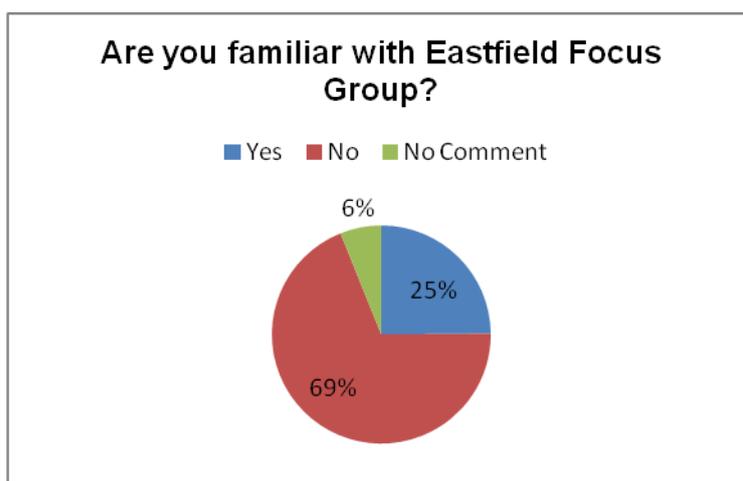
**Do you suffer from a condition that requires regular monitoring?**

Yes	No	No Comment
48	135	14



**Are you familiar with Eastfield Health Focus?**

Yes	No	No Comment
49	136	12



**Of the 134 participants that reported they required regular monitoring, how many were satisfied with the service overall?**

Satisfied	Unsatisfied	No Comment
126	3	5

The common theme of the patient feedback forms was that the appointment system works well, staff are friendly, helpful and care for their patients and that the walk in service is very useful.

Things about the organisation and building that get a particular mention are that it is very clean, well set out, has good amount of parking, all services are under one roof and it is easily accessible for people with disabilities.

The main concerns of patients are: difficulty getting an appointment with the doctor they wish to see in the time frame that they would like it, appointments running late, a long wait for someone to answer the telephone, difficulty seeing the same doctor for continuation of care and waiting too long to check in.

Suggestions for improvements included:

- Toys for the children in the waiting room

- When recalling patients for review, send letters nearer the day of the appointment
- Ability to see the same GP with less of a wait
- More on the day appointments
- Tannoy system
- Charge/penalise patients for DNA'ed appointments
- Reduce queue in reception when checking in
- More automatic doors for ease of use
- Clock in the waiting room
- Doctors should keep spaces free each day that can't get booked up too far in advance to help patients be able to see the doctor of their choice
- Self-service check in to reduce waiting times for checking in
- More training for receptionists
- Text alerts for appointments

### **Discussions points:**

Most of the patients surveyed were very happy, overall, with the service provided. Both reception staff and nursing staff were reported as mainly good or excellent, this was a common theme of the open ended question also. Of the participants that reported they require regular monitoring, therefore presumably use the service more regularly, the majority stated that they were happy with the service overall.

Most of the participants were not aware of Eastfield Focus Group and two people reported that they wished to join the group.

Of the improvements suggested, some are already in the process of being introduced in order to improve the service we offer from the agreed action plan of last year.

The group discussed the full list of suggestions made by the patients and were able to provide some quick fixes for example a clock will now be put up in the waiting room, and clinicians will now step through the door to call in patients to assist those who are hard of hearing. The Drs decided against introducing a tannoy system as they like the personal touch of talking to the patients. On-line booking for appointments is now available but some patients don't appear to be aware of this so posters will be displayed more proficiently in the practice. Training for ALL staff is on-going and the results from the survey will contribute to forthcoming training sessions.

### **Agreeing an action plan with PPG based on the findings of the survey**

The group firstly decided to look at the previous year's action plan as a starting point to carry forward any outstanding projects.

- To confirm artwork provision for the waiting area from local schools
- To provide literature in the waiting room
- To educate patients on current appointment system
- Look into possibility of automated check in to reduce queues in the entrance
- To agree regular changes to notice boards in the waiting room
- Further development of the new phone system to see if there are any solutions to reduce waiting times for callers
- To develop a regular patient newsletter to be produced by the PPG

Progress report on the above items:

- Art work has now been provided by Braeburn Infants School for the corridors leading to the consultation rooms.
- New leaflet displays have been put up in the waiting area to accommodate information leaflets
- Education of appointments system is ongoing
- The notice boards are now checked regularly to ensure only appropriate and 'in date' information is displayed
- Regular patient newsletter is still in planning stages

In addition to last years action plan the group has also contributed to the following improvements.

- A small childrens play area in the main waiting room which provides toys and books (recently completed)
- A photo display of clinicians that includes any special clinical expertise they have. (This was suggested by the group as a way to offer alternatives when patients experience difficulty seeing the Dr of their choice.)
- Monthly DNA (did not attend) figures are now displayed around the building to make patients aware of how many appointments are missed. This was introduced in November 2013 and already there has been a slight decrease of approximately 10%.

The findings of the survey were then discussed at the March 2014 meeting and the following items were incorporated to outstanding issues and developed into the action plan for the coming year.

- The group will continue to develop some form of newsletter for the patients and hope to have some publications this year.
- The group identified that a problem contributing to the queues at the desk was dental patients who needed access to the dentist which is housed within the building. The group agreed that they would initially make contact with the dental practice to open negotiations in the hope that a solution could be found for this problem.

- The group would assist the practice further in a more in depth survey of the appointment system and debate if a change to the appointment system is necessary. Included in this project will be the introduction of text messaging to advise patients of their booked appointments in the hope that DNA figures will reduce further.
- The group would like the practice to look in the possibility of further automated access on internal doors to be more accommodating for patients with pushchairs/ wheelchairs and patients with disabilities.

The implementation of the action plan is ongoing and therefore the PPG will address the above issues and also introduce further areas for development as they arise.

This annual report is available on our practice website. A poster is visible in our waiting room advertising that our PPG 2014 report is available if patients request it. There are also copies available to take away. If patients require the report in a larger font this will be made available.

## **EASTFIELD MEDICAL CENTRE OPENING HOURS AND ACCESS ARRANGEMENTS**

### **PRACTICE OPENING TIMES**

MONDAY	7.30am – 6.30pm
TUESDAY	8.00am – 6.30pm
WEDNESDAY	8.00am – 6.30pm
THURSDAY	8.00am – 6.30pm
FRIDAY	7.30am – 6.30pm

## **TELEPHONE NUMBERS**

APPOINTMENTS 01723 584690

ENQUIRIES & EMERGENCIES 01723 582297

PRESCRIPTIONS/RESULTS 01723 585777

When the practice is closed please ring 01723 582297 and you will be transferred directly to the emergency out of hours service.

## **WEBSITE**

[www.eastfieldmedicalcentre.co.uk](http://www.eastfieldmedicalcentre.co.uk)

Also follow us on Twitter [@eastfieldmedcen](https://twitter.com/eastfieldmedcen)

**EASTFIELD MEDICAL CENTRE  
PATIENT QUESTIONNAIRE 2013/14**

**Thank you for your help - we will use your answers to improve our Medical Centre for everyone.**

**Are you familiar with the appointment system? YES / NO**

**Are you aware of how to get out of surgery hours  
Treatment or advice YES / NO**

**In your opinion give us an example of something we do well**

**What is good about the organisation and or building?**

**Is there something that's not so good?**

**PLEASE TURN OVER**

**In your opinion has the surgery improved in the last year** YES / NO

**Do you have a suggestion for improvement?**

**How do you rate the performance of reception staff?**

**Poor Fair Good Excellent**

**How do you rate the performance of the Nursing Team**

**Poor Fair Good Excellent**

**Overall are you satisfied with the service we are offering** YES / NO

**Do you suffer from a condition that requires regular monitoring** YES / NO

**Are you: Male Female**

**Please could you tell us your age group:**

**Under 25 25 – 49 50 – 64 65 – 74 Over 75**

**How often do you generally come to the Centre for an appointment?**

**Rarely 2-4 times a year Most months Most weeks**

**Are you familiar with the work of 'Eastfield Health Focus'** YES / NO

**ONCE AGAIN WE THANK YOU FOR TAKING THE TIME TO COMPLETE OUR QUESTIONNAIRE**