

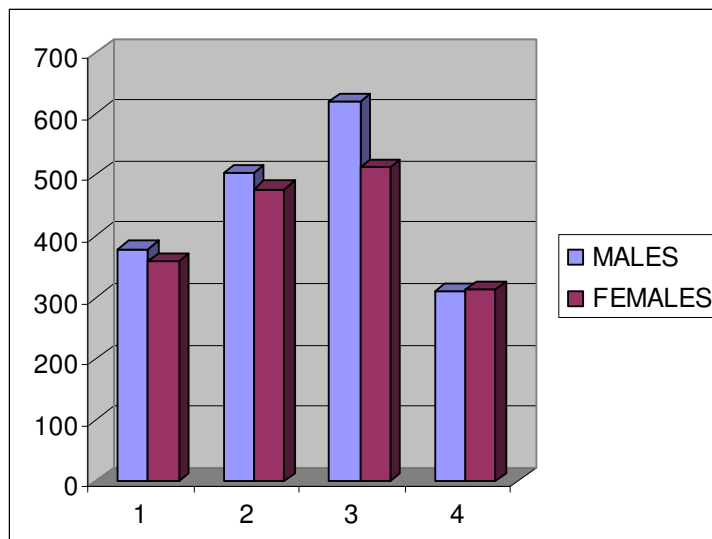
PRACTICE SURVEY FEBRUARY 2013

PHOENIX MEDICAL CENTRE

PATIENT PARTICIPATION DIRECT ENHANCED SERVICE REPORT 2012 TO 2013

Practice Profile

The Phoenix Medical Centre has been established in St Helens for over 10 years. The Practice has a patient list size of 3503 patients. The Practice area covers Eccleston, Parr, Thatto Heath, Sutton, Clinkham Wood and parts of Haydock as well as the immediate town centre. The Practice likes to obtain as much information from patients when registering in order to keep our practice profile consistent and enable us to understand their health needs as much as possible. Patients registering are asked to attend for a health check to assess clinical and family history.



1. 0-18
2. 19-40
3. 41-64
4. 65 AND OVER

The Practice also has a small amount of patients from residential and nursing homes.

The Practice opening hours are Monday to Friday 8.30 – 6.00 with additional appointments available from 6.30-8.30pm on Mondays which are reserved and pre-bookable for all patients.

The Out of Hours service provides emergency cover when the surgery is closed. There is a doctor on duty 24 hours a day for emergencies. When the surgery is closed, patients should ring the surgery telephone number and will be transferred directly to the service which will take the details of the call and pass it to the duty doctor.

Virtual Patient Participation Group

The Practice Virtual Patient Group (VPG) was set up last year by inviting patients to join via advertisement, information sheet and letter. At this time the group consists of 13 patient members. The Practice recognizes that a recruitment drive is still needed in order to gain more patients onto the group and intends to advertise for members again. The Practice wants a good cross section of patients. The group was advertised on posters and leaflets were displayed in the waiting area. Information was added to the Practice newsletter which has been handed out in the waiting room and forwarded to the website. The practice wants a good cross section of all age groups and ethnicity to give us the opportunity of having a wider range of views put forward so as to provide the appropriate services. This recruitment drive is still in progress. The group is also advertised on the patient display board in the waiting area.

The virtual group consists of 5 male members and 8 female members. The members of the group are all of white British ethnicity. The practice strives to have a good representation of ethnicity on the group and will be driving forward the recruitment of patients. The group consists of only 2 members under the age of 50 and the practice recognizes the need to recruit more patients from the younger age groups.

Methods used to invite members to join the VPG

Practice website

Notice boards

Practice newsletters

Waiting room leaflets

Waiting room posters

Call board screen information

Sign up forms and leaflets

The practice will continue these methods of inviting patients to join the VPG.

Practice survey

After consulting with our VPG to establish which issues they felt were a priority and taking into account the results of last years survey we conducted our own practice survey. Questionnaires were given to patients as they arrived for appointments. The results were analysed in practice. The VPG were sent the results of the survey on the 6th March 2013. It was agreed that overall the results of the survey were very good but that there were areas which needed attention.

Survey Analysis

The practice had 104 surveys completed (3%) of the practice population.

Statistics

Male	50	48%
Female	54	52%

Age Group

Under 17	4
18 – 30	8
31-50	32
51-65	32
Over 65	18

74% of the questionnaires were completed by patients who had been at the practice over 10 years.

Patients were asked to give their opinions on 5 specific areas:

1. About the Practice
2. About the Doctor
3. About the Nurse
4. About the Reception staff
5. General

Patients were also asked to consider their visit and make suggestions and comments to help us improve. The comments we received were on the whole very good and we have copied them onto a further page for you to consider.

We have to say we are very pleased with the results. In all of the 5 areas we had our highest score as "Good" or better with 4 of the areas receiving "Excellent" as shown n the graphs in the results section of this report.

We can confirm these are our best results so far and we are extremely happy with our patient's responses.

IMPROVEMENTS/SUGGESTIONS

We can however see the areas which you feel need improvement and have taken these comments on board.

ACTION PLAN

The areas which we plan to look at based on the results of the survey are as follows:

- 1) Practice decoration
- 2) Comfort of the waiting room
- 3) Length of time spent waiting in the surgery
- 4) Telephone system
- 5) Seeing a doctor or nurse of choice.

Some of these points have been raised before and are already being attended to; some are new to us and will be discussed further.

- 1) We have already started to get quotes to have the Practice redecorated and are hopeful this could be done within the next 6 months
- 2) Unfortunately we have to conform to infection control standards and provide seating which is easy to wipe clean and therefore more hygienic. The seating we have at the moment complies with this.
- 3) We believe there are 2 areas where a patient could be kept waiting. Waiting for the receptionist and/or waiting to go in to the doctor/nurse for an appointment. We plan to discuss these at the next Practice meeting in April.
- 4) The new telephone system has now been installed. The new system will be local rate and there will be no queue system as these were the two main complaints regarding the old system.
- 5) At present patients need to pre-book an appointment to see the doctor of their choice as these are meant to be for follow up consultations. Pre-bookable appointments are always available to book. Our "book on the day" appointments are allocated to the doctor on call and given in time order. These appointments are meant to be for acute illnesses and ailments and as such the doctors feel that patients should be happy to see whichever doctor is on call. We will discuss this further at the next practice meeting to ascertain if any alterations to the system would be acceptable.

Action Plan – Patient Participation Group Survey 2012/2013

What	How	Who	Complete by	Comments
Practice decoration	Consult local decorators for further quotes	Wendy Webster	August 2013	The practice has already received some quotes and will discuss the redecoration at the next practice meeting on 25 th April 2013.
Comfort of the waiting room	We are conforming to infection control standards	Sue Simpson		No changes to be made.
Length of time waiting in surgery	Confirm with staff that help should be sought in times of queues. Discuss with doctors ideas to prevent patients waiting in waiting room for appointments.	Sue Simpson	April 2013	Discuss waiting times at next practice meeting on 25 th April 2013.
Telephone system	Cost of calls and queuing time.	Wendy Webster	March 2013	Telephone system already replaced with system which does not allow queuing and is local rate.
Doctor of choice	Verify appointment system with patients.	Sue Simpson	August 2013	Explain current appointment system to patients via LED board, website, newsletter, posters, etc. Discuss at next practice meeting on 25 th April 2013.

PHOENIX MEDICAL CENTRE
PRACTICE SURVEY 2013

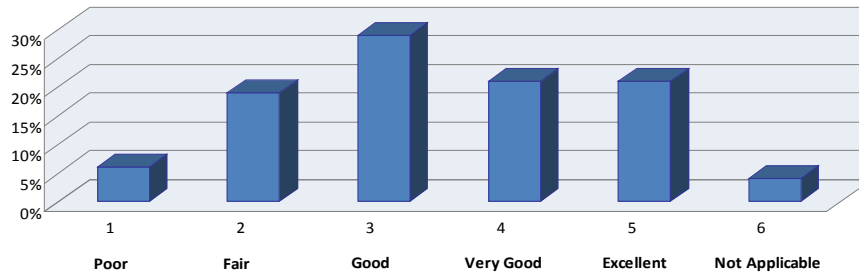
Detailed below are the results from the survey. The numbers in the boxes represent the amount of people who picked that particular answer. We have highlighted our best scores in **Red** and the points we feel need attention in **Green**.

Please tick the appropriate box	Poor	Fair	Good	Very Good	Excellent	Not Applicable
About the Practice – please rate us						
Opening hours	0	12	30	35	27	0
Telephone system	9	22	32	22	19	0
Seeing a doctor/nurse within 48 hours	5	17	23	26	30	3
Seeing your doctor/nurse of choice	10	14	30	26	23	1
Speaking to a clinician on the telephone	7	13	20	12	29	23
Length of waiting time in the practice	10	26	33	19	15	1
Comfort of the waiting room	3	28	34	26	13	0
Practice decoration	7	27	40	12	17	1
About the Doctor – please rate us						
The doctors ability to listen to you	1	7	15	24	54	3
The doctors ability to explain things to you	0	7	15	22	57	3
The extent to which you felt reassured	1	6	16	29	49	3
The respect shown to you by the doctor	1	6	11	24	59	3
Your confidence in the doctors ability	1	5	14	21	60	3
The amount of time given for the appointment	2	9	16	28	46	3

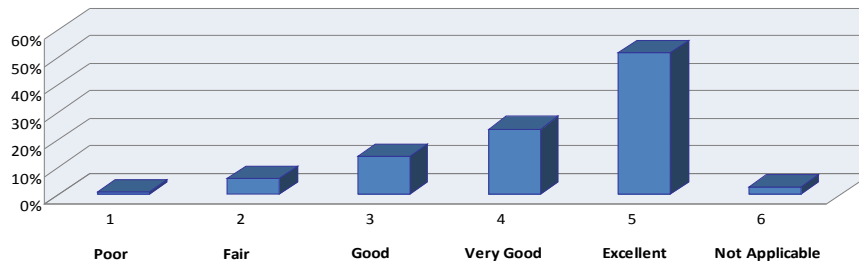
About the Nurse – please rate us						
The nurses ability to listen to you	0	3	12	23	58	8
The nurses ability to explain things to you	0	3	15	23	55	8
The extent to which you felt reassured	0	4	13	23	56	8
The respect shown to you by the nurse	0	3	14	24	55	8
Your confidence in the nurses ability	0	3	15	19	59	8
The amount of time given for the appointment	2	4	16	25	49	8
About the reception staff						
The manner in which you were treated on the telephone or when making your appointment	1	11	23	26	42	1
The manner in which you were treated by reception staff whilst in the Practice	2	6	21	31	44	0
The respect shown for your privacy/confidentiality (Please take into account the open plan aspect)	2	11	23	28	39	1
General						
The opportunity to make compliments or complaints	0	10	25	24	29	16
Information provided on health issues (notice boards, leaflets, etc)	2	11	32	21	37	1
Information provided on the Practice systems (Prescriptions, appointments, etc)	1	9	31	24	34	5

The Practice's ability to follow up on your health issues (reminding you about blood tests, BP, Smear, Diabetes, Asthma, etc)	3	10	28	13	46	4
About you						
Are you		MALE			FEMALE	
		50			54	
Your age	0-17	18-30	31-50	50-65	66+	
	4	18	32	32	18	
How long have you been with the Practice	Less than 5 years	5-10 years	Over 10 years			
	14	13	77			
How often do you visit the Practice	Weekly	Monthly	Every 3 months	Once a year	Seldom	
	1	27	39	14	23	

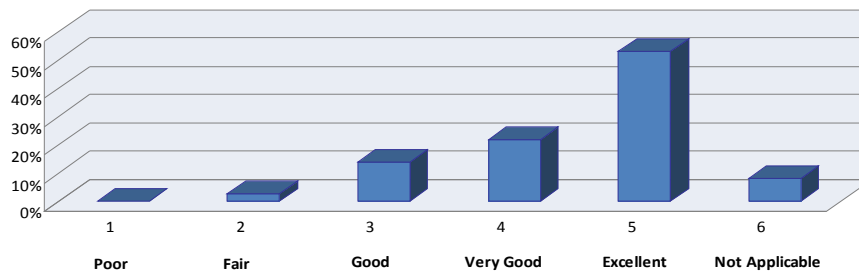
About the Practice



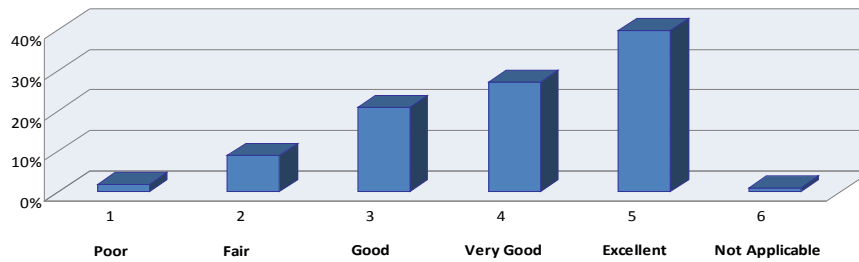
About the Doctor



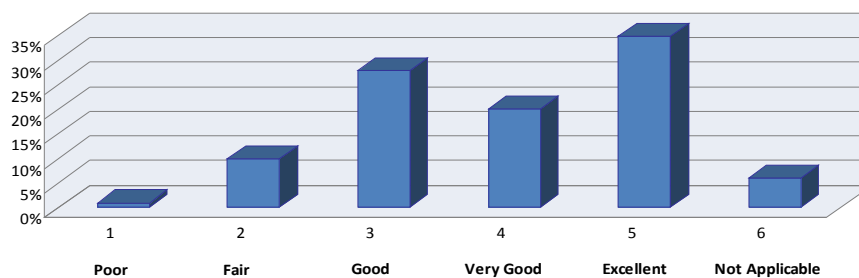
About the Nurse



About the Reception staff



General



We also asked for your comments and suggestions and have copied all of these, good and bad, below. Again, there were very few negative comments but this does not mean we will not act on them. We will look into improving in these areas.

Your comments and suggestions made during the survey:

No improvements needed – reception staff always very friendly! Always feel very reassured after visiting.

The practice overall is excellent. The 0844 number is annoying and should revert to a local number.

Improvements to the surgery and waiting room are needed.

Overall I am pleased with the service I receive from both doctors.

The only complaint is the telephone and its cost.

The information displayed and the notice boards are very messy – no structure.

Chairs could be comfier.

Could patients be given more feedback from hospital letters?

Surgery could open from 8am to 7pm.

Long times to get through on the telephone.

Longer hours for working patients or open Saturday mornings.

In the short time with the practice I am very satisfied.

Quicker appointments.

Poor on reviews of medications.

Automated telephone service frustrating.

Excellent friendly reception staff, fantastic doctor who listens and takes his time to help and explain things.

I think the telephone service is very poor, expensive calls and long waiting times though I note the number is changing so hopefully an improvement has already been made.

Most of the reception staff, 1 especially, really helpful and considerate. Others look like they are there just for the job and don't give a smile or reassurance. Not happy with reception staff.

Excellent. 11/10 all round especially doctors and receptionists.

MORE SURGERY INFORMATION

Your responses have also shown us that not everyone knows as much as they could about the surgery and its services and that we need to make people more aware of this.

For example, did you know that we have a surgery for workers? This is held at 6.30 every Monday evening. These appointments are available to pre-book.

Did you know you can pre-book an appointment with the doctor or nurse of your choice?

Did you know the practice has its own website? www.phoenixmedicalcentre.co.uk?

Did you know you can order your prescriptions on line?

Did you know our telephone number changed to 01744 621120 on the 13th March?