

WOODLANDS SURGERY

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Patient Participation Group Report March 2014

Practice Profile

Woodlands Surgery has a practice population of over eleven thousand patients.

The korner bands of the practice population are as below:

Patient Participation Group Report March 2014.doc [Compatibility Mode] - Microsoft Word

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| Regular Patients In Mar 2014. Base Is National Population Uk 1988 | | | | | | | | | | | |
|---|---------|------|--------------|-------|-------|-------|----------------|-------|-------|-------|------|
| Age groups | 0-4 | 5-16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85-89 | 90+ |
| Males | 406 | 816 | 512 | 879 | 976 | 862 | 568 | 371 | 188 | 43 | 18 |
| Base | 372 | 766 | 823 | 825 | 776 | 614 | 568 | 430 | 222 | 24 | 10 |
| Percent | 109% | 106% | 62% | 107% | 126% | 140% | 100% | 86% | 85% | 176% | 185% |
| Females | 411 | 726 | 474 | 916 | 945 | 764 | 514 | 421 | 230 | 60 | 45 |
| Base | 355 | 724 | 789 | 814 | 774 | 612 | 596 | 550 | 384 | 69 | 49 |
| Percent | 116% | 100% | 60% | 113% | 122% | 125% | 86% | 77% | 60% | 87% | 91% |
| Total males | : 5639 | | Base : 5430 | | | | Percent : 104% | | | | |
| Total females | : 5506 | | Base : 5715 | | | | Percent : 96% | | | | |
| Total both sexes | : 11145 | | Base : 11145 | | | | Percent : 100% | | | | |

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15:26
18/03/2014

Woodlands Surgery has a high proportion of under sixty-five year olds and the patient population is mostly employed White British.

The surgery is in a reasonably affluent part of Surrey although it does encompass small pockets of deprivation.

The surgery is open Monday to Friday 8am to 6.30pm. The practice provides extended hours on Saturday mornings and also before 8am on Tuesday mornings. This enables patients' access to appointments outside of core hours.

Pre bookable and book on day appointments with both GPs and Practice Nurses are available for all clinics.

Patients are able to make appointments either in person or by telephone. The practice now also offers patients the opportunity to make their appointments online.

Process for establishing our Patient Group

Woodlands Surgery's' patient group was set up in 2011. The surgery investigated the best way for the group to be representative of its registered patients.

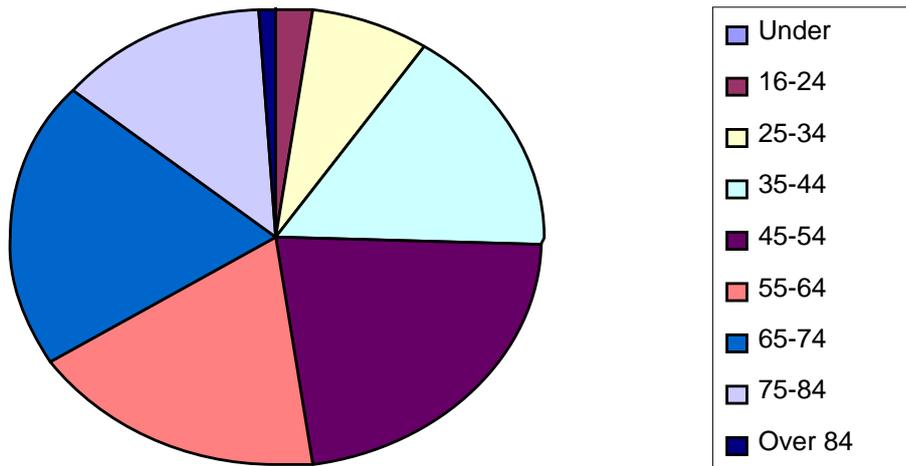
After discussions with practices within our commissioning group (ESyDoc) and after discussions with the PCT PALS advisor the surgery decided to create a virtual patient group. The main reason for creating a virtual patient group was due to the high percentage of our patients being at work during the week and therefore finding it difficult to attend face to face meetings.

Invitations to join the patient group were given out by GP's during consultations, invitations and the patient participation group contact form was put up on the practice notice boards and leaflets were displayed within the surgery and a message was placed on the surgery website (www.woodlands-surgery.co.uk) along with a downloadable version of the contact form. The surgery tried to encourage patients from many different groups such as carers, young families, patients with chronic diseases, patients of different ethnic origin, disabled patients.

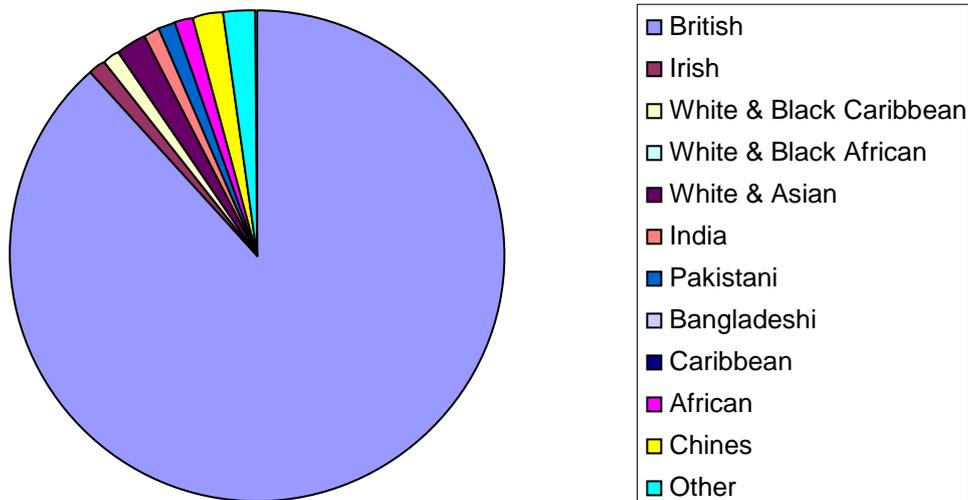
During the past year over 500 patient participation group forms have been given out to patients of Woodlands Surgery. The practice currently has ninety-three patients in its patient group. The good news is that this number is increasing on a weekly basis as the advertising of the group has not ceased because the surgery aims to increase this; both in number and in patient diversity. All of the practice staff have received training on advising patients about the patient group and are being encouraged to mention it when communicating with patients.

The current members are varied in ethnicity and ages. Please see graphs on the next page which demonstrate this.

Age of Patients in Patient Group 2014



Ethnicity of Patients in Patient Group 2014



Actions from last year's patient survey

All of the patients who joined the virtual patient group last year commented that it would be useful to be able to make appointments online. The Practice Manager discussed this with the GPs and it was agreed that the surgery would implement this service for the patients.

The practice now has many patients making online appointments and receives applications from patients to join up to this service on a daily basis.

The review of the online appointment service showed that the service was successful and popular with patients. It has therefore been agreed that the service provision of online appointments will continue at Woodlands Surgery.

Agreed Priorities for 2014

Once a patient has completed a contact form the Practice Manager sends an email to the patient to ask what of the following they think are the most important issues on which the surgery should focus on initially;

- Clinical care
- Access to appointments
- Reception issues
- Opening times
- Parking and so on

The majority of patients that have joined the virtual patient group during the past twelve months have commented that access to appointments is good but that it would be advantageous for patients to be able to order their repeat prescriptions online.

The practice held a meeting in November 2013 to discuss the content that was needed for this year's survey and that this year the content would be agreed with the virtual patient group and the survey would be given to 250 patients (50 for each GP) by receptionists when patients come in to the surgery.

It was agreed with members of the virtual patient group that patient access should be a priority. We do currently have the facility for patients to make their appointments online and are interested to find out if patients would like to order their repeat prescriptions online and would like to include this as part of the survey as well as how easy patients find it to get an appointment on the day and also to be able to book ahead.

Comments from members of our virtual group included the following;

"From what I can make out by comparing our surgery with those of our relatives, it seems that we are very fortunate to have such good service.

In our opinion, this patient access is very important and should be included in the survey. We also think that requesting repeat prescriptions on-line is an excellent idea, thus saving valuable Doctor time for those who really need it. (Making sure the patient sees the Doctor after a set period of time so that the patient is monitored of course)"

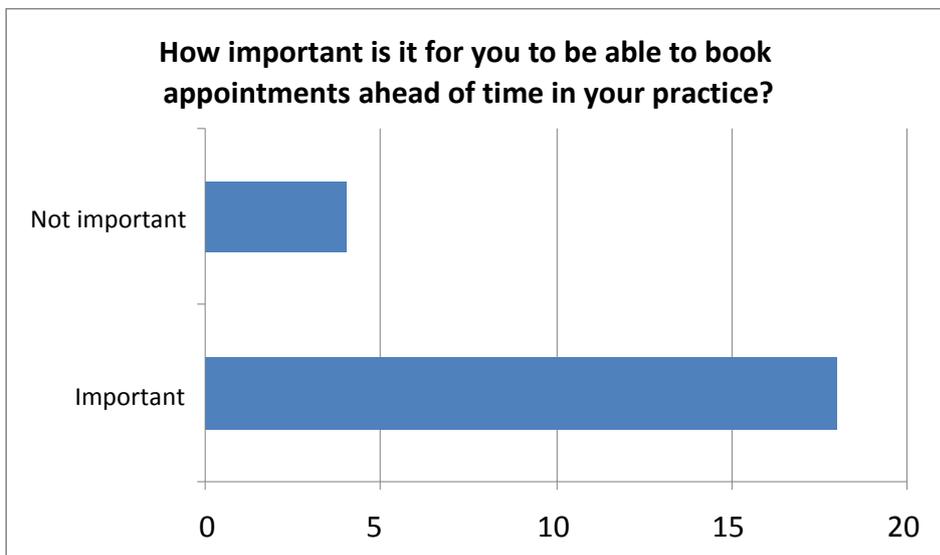
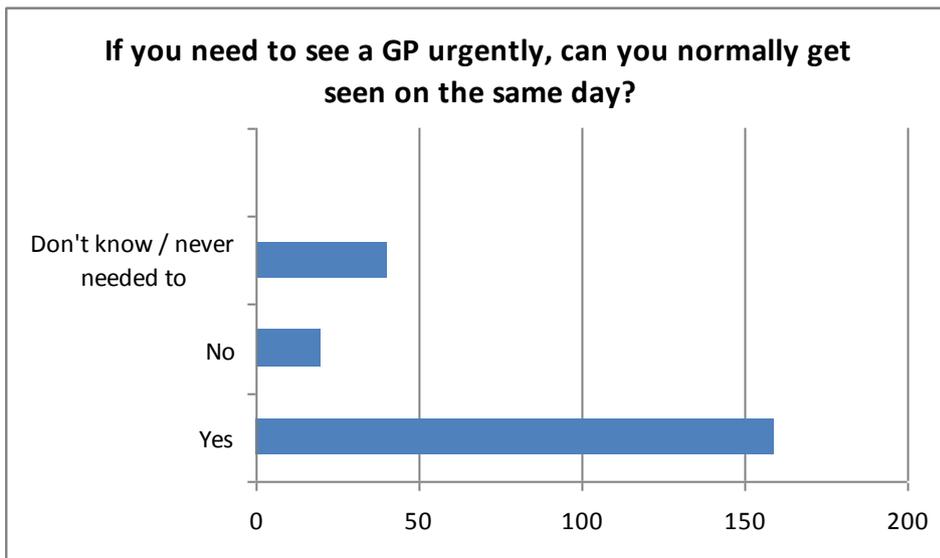
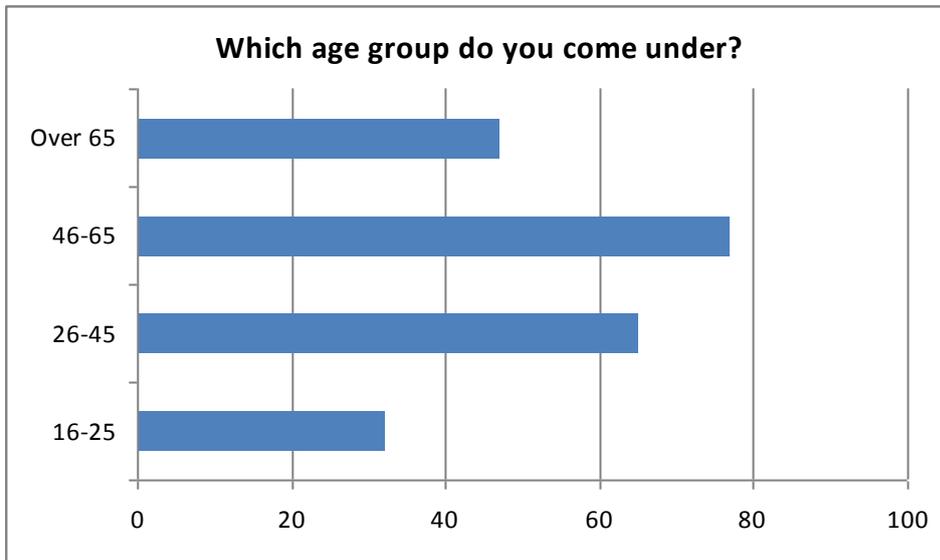
"I would really love to vote for on line prescription requests."

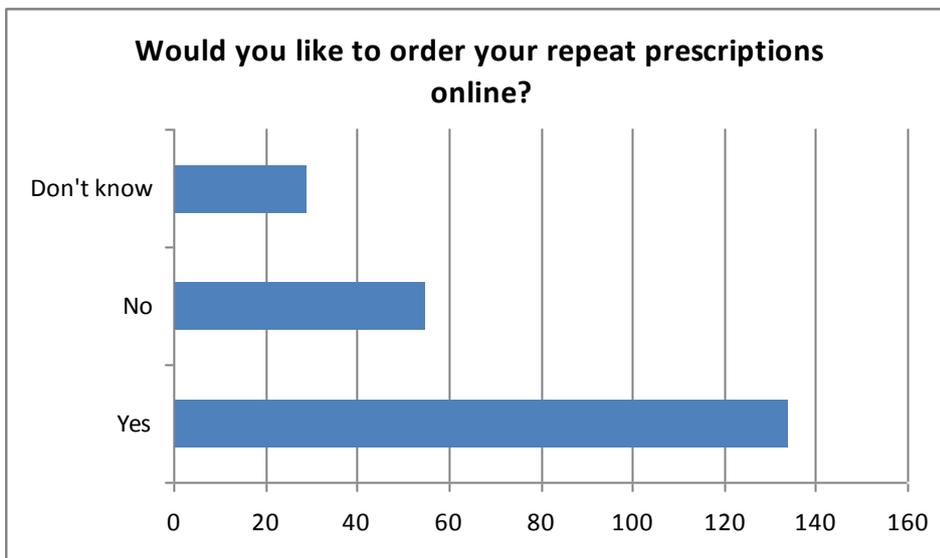
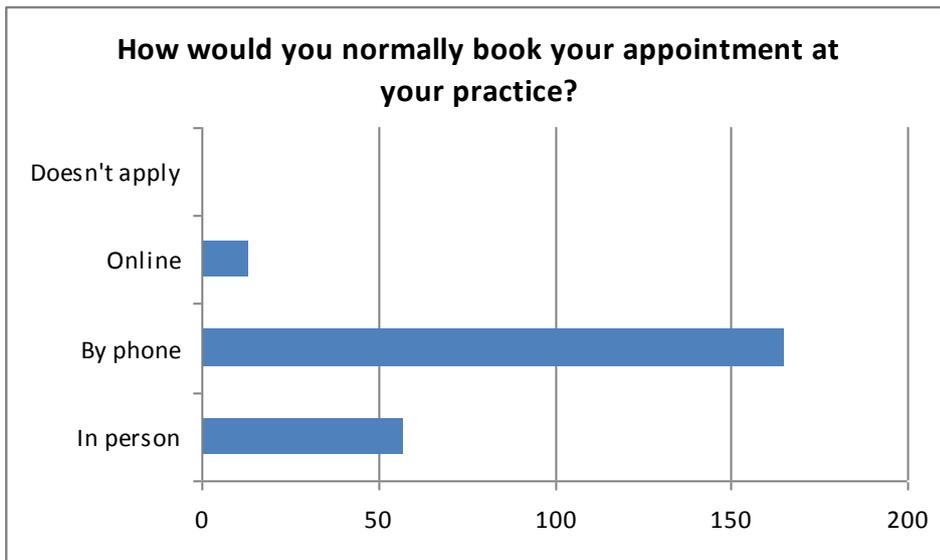
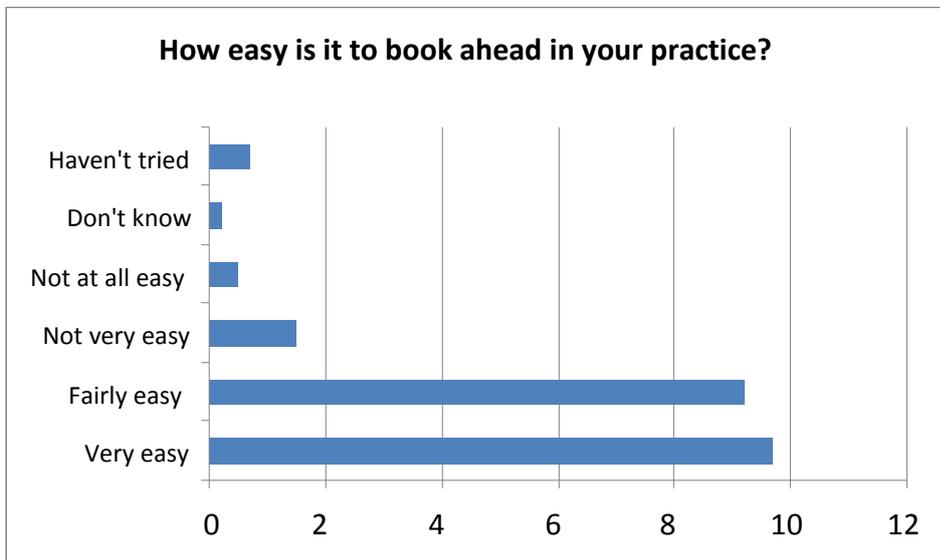
"I do think patient access would be a good subject topic. Also the new database that is being proposed within the NHS and general use of internet appointments and repeat prescriptions."

"Parking also always seems to be a hot topic and with further parking restrictions coming in along Woodlands Road, may be quite topical."

Results of Patient Survey 2013/2014

The following survey was given out to 250 patients who had come in to the surgery either for an appointment, to collect or order prescriptions etc. Patients were given the opportunity to take a survey home to complete and return to the surgery so that they did not feel under pressure to complete the survey then and there.





Patient comments;

- “This is the best surgery I have been registered at. The appointment system is perfect. The doctors and nurses are brilliant.”
- “Getting better than it was, receptionists are much nicer than they used to be – helpful and welcoming now. “ next to “How easy is it to book ahead in your

practice” – “Getting better than it was.” “I would also like to be able to get messages to the doctor online too, and get his replies online.”

- “Can get seen on the same same for the children definitely – am or pm.”
- “No prescriptions ordered N/A”
- “Make appointments by phone if I can get through!”
- “I have found the surgery very helpful most of the time. When I have had to get an appointment it has been very easy and quick, which I believe is unusual nowadays.”

The results of the survey have been published on the practice website. As of the end of March 2014 communication with the virtual patient group is ongoing.

On the 25th March 2014 the GPs and Practice Manager met to discuss the findings from the survey.

Action Plan

At the meeting on the 25th March 2014 all of the points from the patient survey were discussed. It was noted that the majority of patients who completed the survey stated that they can normally be seen by a GP on the same day. The survey also showed that it is important for patients to be able to book their appointments in advance and that the majority of patients who completed the survey felt that this was quite easy to do.

When reviewing how patients usually book their appointments it was noted that the number of patients making their appointments online are much less than those who either telephone or come into the surgery. It was agreed by all that the service of booking patient appointments online needed to be advertised more in the practice i.e. by posters in patient areas.

The patient survey and also the feedback from the virtual patient group has shown that patients would like to order their repeat prescriptions online. Last year the practice did trial this system for a three month period and the practice decided at the meeting that this would now go live for all patients who wished to utilise this service.

Another point that did arise from both feedback from the virtual patient group and also the patient survey was that a small number of patients would like to be able to communicate with their GP online. This was discussed by all present and it was felt by clinicians that they do need to either see a patient or at least speak to a patient in order for either a diagnosis to be made or appropriate advice given. The surgery has also been unable to provide patients with an online message service as the surgery is currently unable to set up a fail safe system for this to work. The practice is currently liaising with the clinical system supplier though to see if there are any possible online message systems available which would prove appropriate.

Parking at the surgery was also discussed at the meeting. The surgery is unable to provide further car park space however the GPs have requested that the local Borough Council put parking bays for patients on the road outside the surgery. This is still under consideration with the Borough Council. This was requested last year following the previous patient survey and the practice is still working with the Borough Council to arrange this.

The surgery does have a facility for patients who find it difficult to get to the upstairs consulting rooms; they can request at reception to be seen in one of the downstairs consulting rooms. All present at the meeting on the 25th March 2014 felt that communication regarding access for patients needed to be improved. This would be done by communicating all of the above patient comments to the staff at the next staff meeting, by continuing to expand the virtual patient group and by communicating frequently with the virtual patient group.

Communication with the practice population

This report will be made available for patients to see in reception and will also be published on the practice website www.woodlands-surgery.co.uk