

LOUGHTON HEALTH CENTRE



Website: www.loughtonhealthcentre.co.uk

Patient Participation Survey Report and Improvement Plans for 2014

INTRODUCTION

List size as at 1 April 2013 – 12,467
Patients 16 years and over 9,988

Loughton Health Centre has an established Patient Participation Group which has been in place for over 10 years. This Group consists of 21 patients who meet with us on a quarterly basis to discuss improvements and issues for our surgery.

Some members have been involved from the beginning and have offered guidance and suggestions on how to gain the interest of patients to the group.

To enlist the patients onto this Group we have followed the following procedures actively to attract new members.

On Repeat Prescriptions	Posters in waiting/consulting room
Newsletter	Leaflets distributed in Practice
Dedicated Notice Board for Patient Group	Via the Practice Website

We feel this method has been successful to a degree and will be more proactive this coming year to try and get patients to become involved.

Our face to face group representation:

12 females
9 males

17 White British
3 Mixed British
1 Indian

Of our 21 patients that attend the meetings 17 members have long term conditions.

Our patient age group is listed below with the percentages.

AGE	No. of members	No. of patients in this age group on our list	% represented at PRG	No. of members engaged Face to Face i.e. meetings
35 – 44 years old	1	1785	0.06%	1
45 – 54 years old	3	1991	0.15%	3
55 – 64 years old	5	1269	0.39%	5
65 and over	12	1787	0.67%	12
Totals	21	6832	0.19%	21

A large majority of our 12,467 patients have been with the Practice for many years and therefore ethnicity has not been entered on their registration. Since the requirement for an ethnicity codes has been enforced, we have updated our registration procedure to request this information.

As a multi-cultural surgery we have made every effort to encourage patients of different ethnicity to join our Patient Group.

We have actively tried to increase the members of the Patient Group by advertising on the website and on the Patient Group Notice Board in our reception area. Also we have periodically added a note to the repeat prescriptions.

Our Patient Group have advertised on our website to gain patients' views and encouraging involvement with the Patient Group as below

Have Your Say

The Loughton Health Centre Patient Group would like to hear your views! By leaving your email details we can contact you every now and then to ask you a question or two.

To voice your opinion and get much more involved in the Group, please contact Ken Hearn on 0208 508 6042 or jenkoa1@aol.com

[Download a Patient group contact form here >>](#)

[Download a copy of the Patient Participation Group Aims >>](#)

At the time of registering new patients we make the patient aware of our Patient Group and encourage them to come along to a meeting. Posters and flyers have also been displayed in the waiting area and our Patient Group newsletters are made available to all patients. We continue to hold meetings in the evening to attract those patients who commute or have to take care of children during the day. Our meetings start at 7 p.m. and usually finish no later than 9 p.m.

We have tried to engage with carers and have found that we have had no joiners although some carers did attend a Patient Group meeting held on dementia.

ACHIEVEMENTS AND FEEDBACK 2013

EMIS Web

We upgraded to EMIS Web which gave patients the opportunity to book their appointments on line for both doctors and nurses. This gave the ability to cancel any appointment no longer required, allowing other patients access. Thus, hopefully, has a positive effect on the pressure on our telephone lines.

On-line Patient Access

Whilst our patients had the ability to submit repeat prescriptions via our website, they now have access to EMIS Web on line where they are able to complete a virtual "repeat" slip which GPs/Prescription Clerks can action.

To use this service our patients are required to register with the practice and produce valid personal identification to ensure security. This is proving to be a very popular service.

Presentations

Outside speakers attended the Patient Group meeting in May 2013 to give a presentation on dementia. This was received well by a large attendance. A leaflet specifically aimed at carers of patients with dementia offering help and advice was introduced and displayed in our waiting room.

This still has not encouraged carers to come forward and join the group. This may be because they are unable to leave the person they are caring for but we will continue to invite carers to join the group.

<http://www.loughtonhealthcentre.co.uk/Survey14/Dementiaposter.pdf>

http://www.loughtonhealthcentre.co.uk/Survey14/Dementia_Carer_leaflet.pdf

My Health, My Future, My Say” campaign

Below is the response from the Communications Manager of the West Essex CCG.

“Loughton Health Centre was instrumental in their support for West Essex CCG **“My Health, My Future, My Say”** campaign. The Practice Manager and her team supported the campaign and ensured patient participation at every level.

The Practice Manager brought a patient to the **Meet the CCG** event and between them encouraged our patients to fill in the survey forms. In fact, the returns from the surgery were one of the highest in West Essex and therefore helped shape the results”

Patient Survey

We agreed with the Patient Reference Group to organise an on-line patient survey with a link on our website. We were also aware that some patient would not be able to access the internet and therefore produced a paper version which was available in our waiting room and at the reception desk.

The survey was based on patients’ needs and expectations from the surgery.

- Contacting the surgery
- Attending the surgery
- Experience in appointment
- Prescription request/query
- Home visits

The survey is run throughout the year via our website. However, we re-advertised the patient survey at the beginning of September 2013 and displayed notices around the reception area, on the patient group noticeboard, on repeat prescriptions and had a direct link placed on the front page of our web site. All the results from April 2013 to our cut-off date 20 December 2013 were collated and form the basis of our improvement plans.

For the patients who did not have a computer we manually printed the questionnaire from the website in order for these patients to voice their opinion and the survey was offered periodically throughout the day.

http://www.loughtonhealthcentre.co.uk/Survey14/Patient_Survey_paper_form.pdf

http://www.loughtonhealthcentre.co.uk/Survey14/Patient_Survey_Poster_2013.pdf

<http://www.loughtonhealthcentre.co.uk/Survey14/NewsletterFeb2014.pdf>

The response received from our 12,400 patients was very disappointing. Only 101 patients have taken the time to complete the questionnaire via the website. We only had a further 40 patients that were willing to complete the paper version in the surgery.

IMPROVEMENT PLANS FOR 2014/2015

The improvement plans were discussed and decided on at the Patient Group meeting on 15 January 2014. We collated the responses we received and we decided to review the questions where the responses rated us lower than 50%.

Telephones: Under 30% of our patients that responded felt that they waited too long for the phones to be answered

Action to be taken:

Remind staff to answer telephones more promptly based on the response, it has now been agreed that all reception staff will dedicated themselves to answer phones only for the first half hour of our opening hours which we believe is the busiest part of the day to increase telephone access.

Responsible person: Reception Managers to implement immediately and trial and reassess within 2 months.

Privacy at the reception area: 18% of our patients found that the reception area was not private enough as they could hear other patients problems, prescription queries and their issues / or concerns.

Action to be taken: Staff to be reminded to speak quieter whenever possible. We will also move the waiting line back slightly to see if this reduces overhearing conversations.

Responsible person: Practice Managers to implement with immediate effect.

How were you treated by the reception staff on your arrival for an appointment:

We had 1 patient who marked us under 10% as we did not have an appointment booked, but as we could not ascertain where the error occurred the patient was offered to been seen at the end of surgery. This was not good enough from her point of view.

Booking-in for a pre-booked Appointment: The general consensus is that it is easier to book-in when the automated system is working fully. However, the surgery has had a problem with one screen lately which does mean that it can take up to 5 mins to book in at the reception desk.

Action to be taken: The surgery needs to find a company that can repair our existing screen. This has proven quite difficult but we persevered to no avail. We have since decided to replace both screens as our original supplier does not support this system any longer. We are now able to confirm that two new checking-in screens will be installed in early April 2014.

Responsible person: Practice Manager to arrange via the Business Manager for installation.

Conclusions

Overall we were quite happy with the results of the survey and the comments and we will continue to take on board the positive and constructive comments to address the areas for improvement.

During the coming year we need to try to establish a relationship with Care and Residential homes for them to represent their patients' views and to encourage more interaction with our under 30 age group. As previously mentioned our carers and patients of different origins will also be our focus.

We would like to take this opportunity to thank all our patients and our Patient Reference group that took the time to complete our survey.