

WHITNASH MEDICAL CENTRE

Local Patient Participation Report 2013/ 2014

The Practice

Whitnash Medical Centre is based in the small semi-rural town of Whitnash, Warwickshire. We currently have 5518 patients registered with us. We are committed to providing excellent health care to the local residents of Whitnash and our bordering areas in Leamington Spa. The practice doors and phone lines are open from 8.30am to 6pm Monday to Friday and we offer extended hours every Thursday evening and alternate Saturday morning. Patients are informed on our website and on an answer phone message how to contact a GP when the surgery is closed. We are a small and friendly practice and we very much value the input and opinions of our patients as this is the way forward in ensuring our patients receive the health care services that they want and need at an excellent standard.

Patient Reference Group

Bearing this in mind, we formed our Patient Reference Group in 2011 and as at 2014 the group is still going strong. The aim of group is to meet regularly to discuss and involve our patients in decisions about the range and quality of services we provide.

The demographics of our Patient Reference Group is as follows:

14 regular core group members over the past year, 4 male, 10 female, 86% White British, 7% British Indian, 7% mixed British, the ages ranges are as follows:

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| 30-39 | 40-49 | 50-59 | 60-69 | 70-79 | 80-89 |
| 14% | 14% | 14% | 14% | 36.5% | 7.5% |

We have tried to involve more patients to make the Patient Reference Group as representative of our patient list as possible (the practice demographics are available on page 6). Clinicians and staff verbally ask patients to get involved, We email patients, display posters in the surgery and within our newsletters. We also ask our Patient Reference Group to let us know of any ideas they have to enable us to tap into more groups.

During the past year we have had four patient reference group meetings. We are fortunate that two of our PRG members have been actively involved in the last year with the South Warwickshire Clinical Consortium Group (SWCCG) Patient Participation Group (PPG) who meet on a bi-month basis and this enables them to feed back to the rest of our Patient Reference Group news, progress and plans of the SWCCG. One member is our Patient Reference Group's representative at these meetings and the other member is part of the Patient & Public Patient Participation Group of the SWCCG.

We were pleased to hold a 'Dementia Topic/Discussion Evening' in March 2014 which was open to both our patients and members of the general public who have an interest or are affected by dementia. This was presented and hosted by one of our PRG members and the object of the evening was for those attending to share their experiences and help each other with support and learning more about this condition and the local services that are available. Feedback from this evening was extremely positive.

Patient Survey from 2012-13 Actions

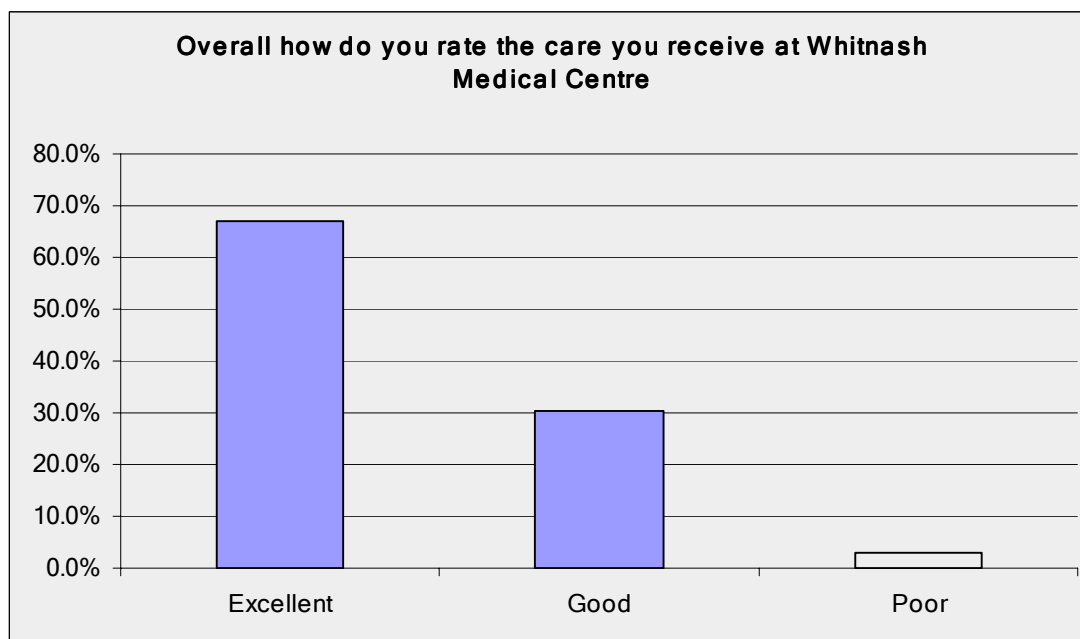
Following the action plan from our 2012-13 Patient Participation Report the following actions have been implemented:

- New notice board in entrance lobby
- Re-introduced CD playing over radio in the waiting areas
- Promotion within the practice, on the website and within newsletters of NHS 111 service
- Specific question in this years survey asking for feedback on our reception staff and regular meetings and feedback sessions with reception staff take place.

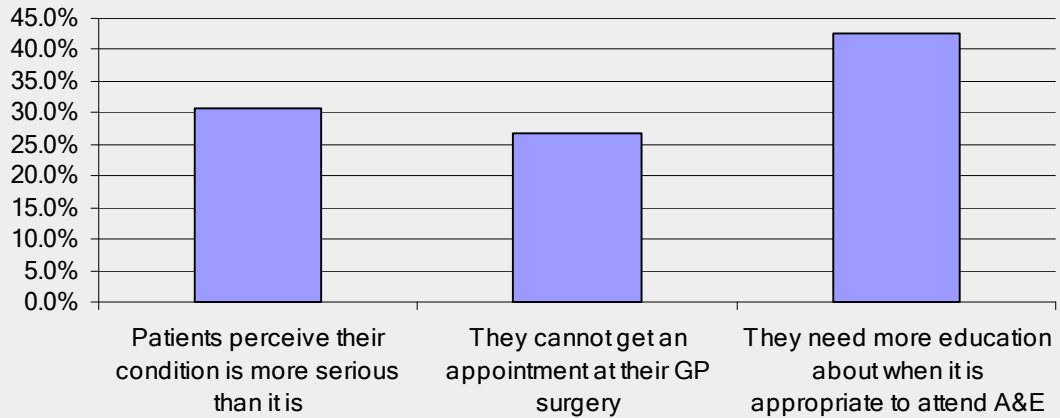
Patient Survey 2013-14

During February and March 2014 the practice asked patients to complete a short survey. Patients were asked to complete a paper version when they came into the surgery and also a request with an online link was emailed to patients whom we have email addresses for and advertised on our website to complete online. We received over 350 responses from both paper copies and online survey responses. Since the last survey we have obtained more email addresses from patients thanks to the online registrations and hoped to reach out to more patients. The decision about what questions to ask was decided between the partners, staff at the surgery and our Patient Reference Group.

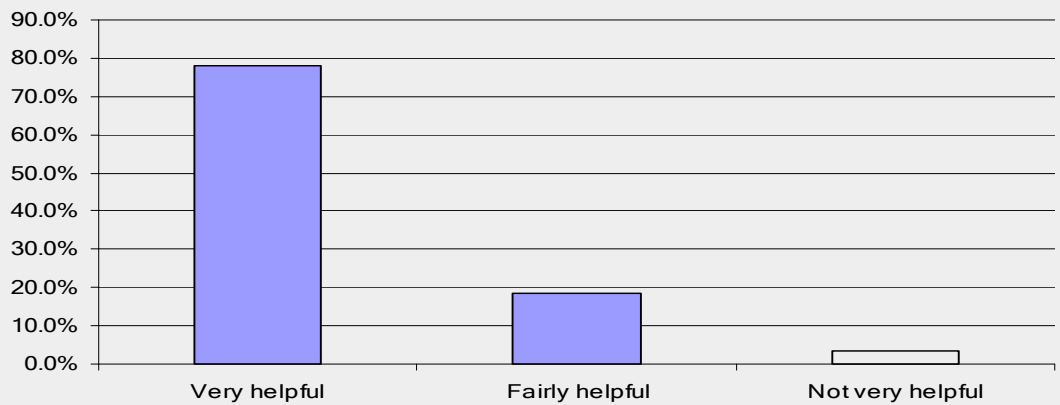
The results of the survey are as follows.



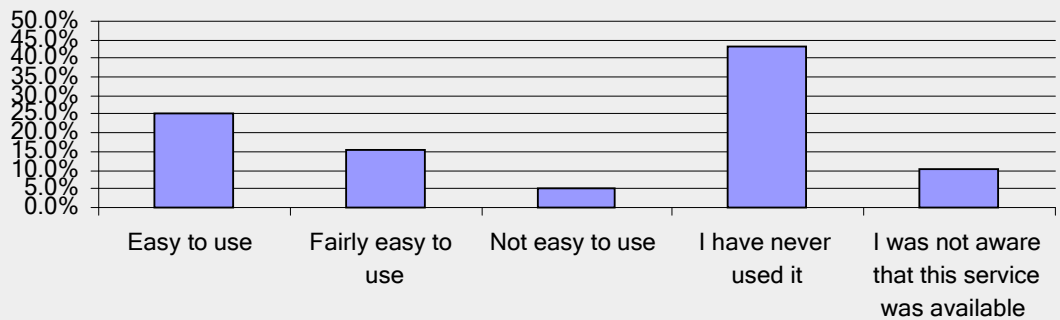
Whitnash Medical Centre has one of the highest rates of inappropriate A&E attendances in the South Warwickshire area. What is your perception as to why patients attend A&E when their GP surgery is open and if it is not an accident or an emergency?



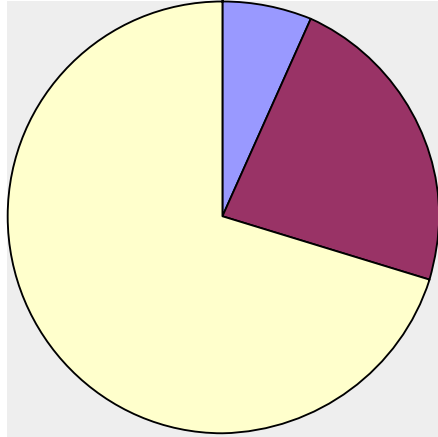
How helpful do you find our reception staff?



We introduced a new online appointment and repeat prescription service at the end of 2013. Can you give us your feedback about it



Interest in Joining Patient Reference Group

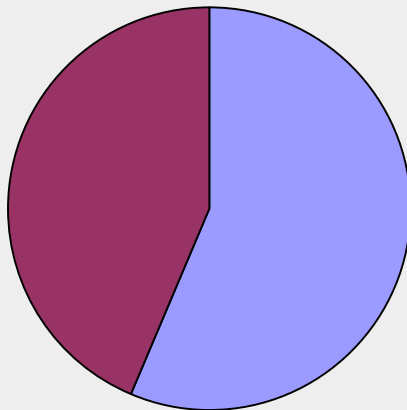


Yes I would be interested in joining and am available to attend meetings

Yes I would be interested in joining but cannot commit to meetings so would like to join as a virtual group member

No I am not interested or am not able to join

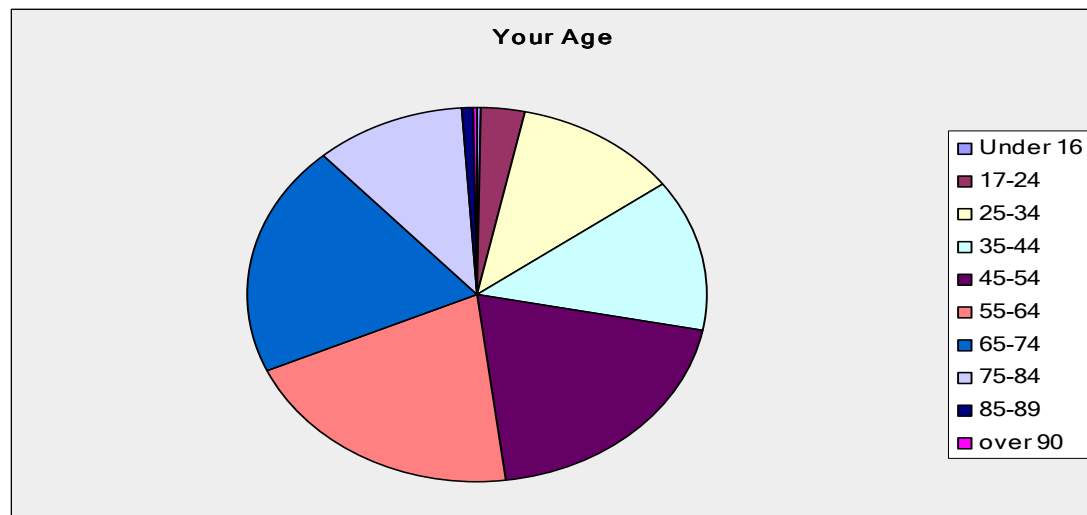
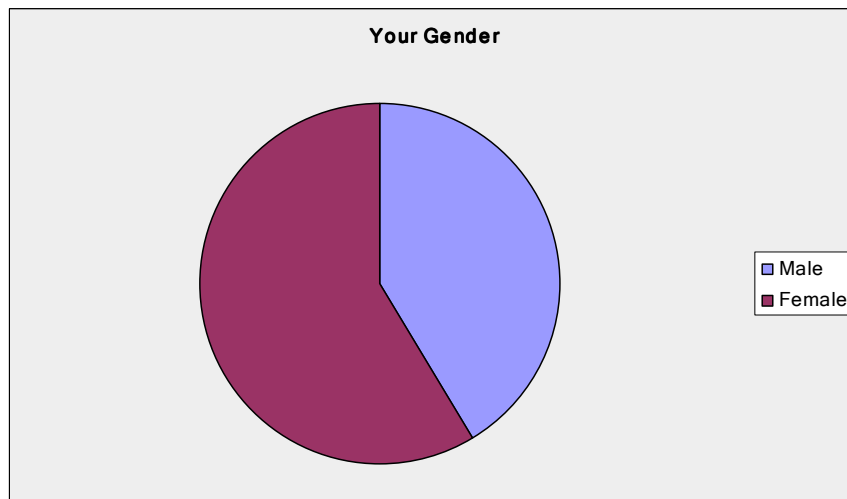
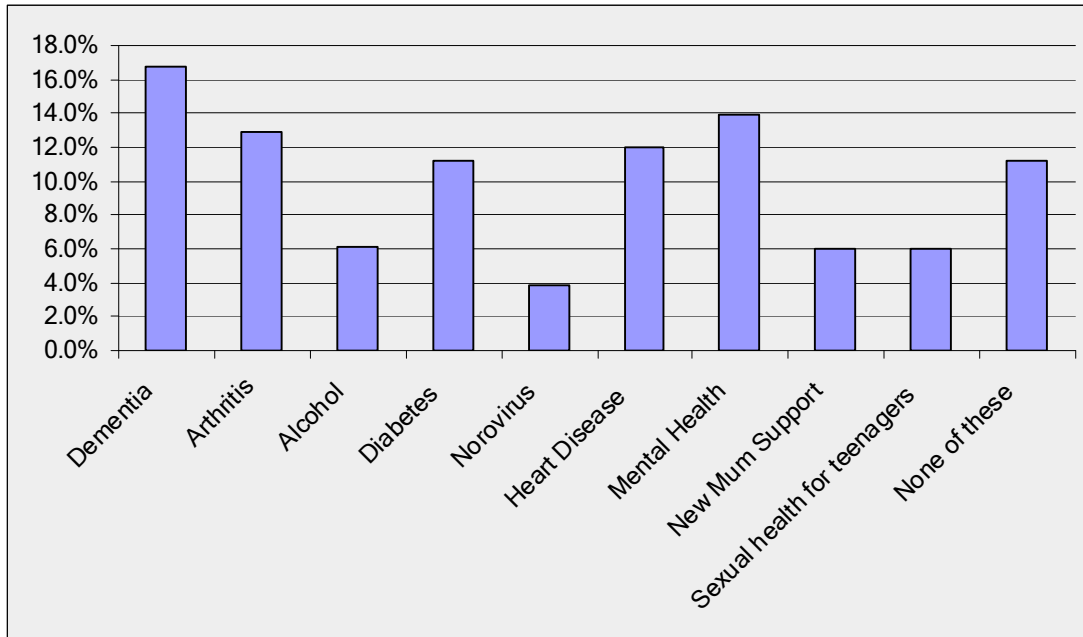
Are you aware that from April 2013 the way GP practices are run changed? Consortia were put in place that are run by GPs who are responsible for buying and managing health services.

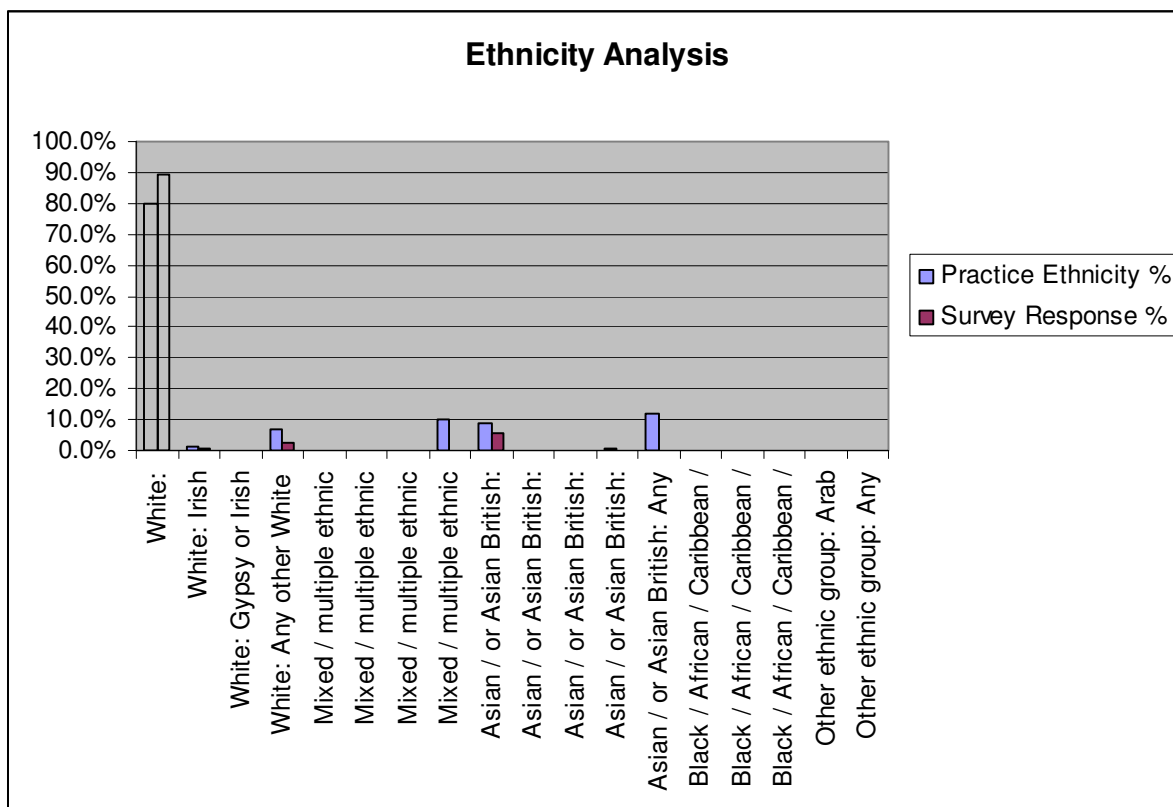


Yes I am aware

No I am not aware of any changes

Preferred Topic Evening Discussion Subjects





ACTION PLAN FOLLOWING 2013-14 SURVEY

PRG members were emailed on 27/3/14 with the survey results and asked for their feedback and input regarding the action plan below

| Survey Finding | Agreed Action | Action by Who | Action by When | Date Completed |
|---|--|--------------------------------|--------------------|----------------|
| Feedback from patients regarding inability to make an appointment within an acceptable timeframe with GP of their choice | The partners are going to look into a re-structure of the doctors appointments and plan for more continuity and less locums. Will be discussed more at AGM | Partners | 31/7/14 | |
| More education needed about inappropriate A&E access and accessing services when surgery is closed | Continue to provide information on the website and on notice board. | Practice Manager | 30/4/14 | |
| Over 96% of patients said they found our reception staff helpful, however there were some negative comments and constructive criticism that we need to feedback and work on | Meeting with reception staff to feedback results and find ways to improve service to patients | Practice Manager | 31/5/14 | |
| Over 43% of patients unaware of the changes to how services are purchased and the introduction of the South Warwickshire Clinical Commissioning Group | More promotion and education required. | Practice Manager | 30/6/14 | |
| Dementia and Mental health and stroke were popular medical conditions that patients would like to know more about as well as other medical conditions | Hold topic/discussion evenings. PRG to assist the practice in contacting outside organisations for more promotional materials/signposting/contacts to help patients. | Practice Manager & PRG members | Throughout 2014-15 | |