

DENTON MEDICAL PRACTICE

www.dentonmedical.co.uk

PATIENT PARTICIPATION
DIRECTED ENHANCED SERVICE

ANNUAL REPORT 2011 – 2012

Contact: Lesley Hynds Tel: 0161 337 4425

1. Develop a Patient Participation Group.

- A leaflet was produced for patients and put in prominent positions in the waiting area.
- A message was put on the envisage patient system.
- A PPG info section was added to the practice leaflet.
- Clinicians were asked to try and recruit interested parties via consultations etc.
- We sent an invite to different age groups to try and get representation across the board.
- We placed a PPG leaflets in registration packs given out to new patients.
- Reception staff were asked to promote the PPG when interacting with patients.
- We put information regarding the PPG on our practice website.

2. Collate Patient Views Through Use of A Survey.

A patient survey was conducted both in-house and through CFEP (awaiting results of CFEP).

3. Agree area's of priority with PPG.

Our PPG consists of the following age groups:

0 – 20 age group = 1 40 – 60 age group = 3

20 – 40 age group = 3 60 – 80 age group = 9

Area's to focus on:

1. The Telephone System

Patients felt it was not user friendly and getting through on the telephone was a major barrier and let the practice down.

2. Appointment Access

Advertise and explain the new triage system better so patients understand how it works.

Explain the different types of appointments and how to access them.

Access to practice nurses and HCA could be improved.

Evenings appointments for Nurses and GP's.

4. Survey Results

Question	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with our opening times?	0%	4%	56%	34%	6%
Ease of contacting the practice by telephone?	14%	37%	39%	9%	1%
Helpfulness of staff when answering the telephone?	1%	6%	29%	30%	34%
Satisfaction with the appointment you were offered?	6%	18%	39%	24%	13%
Chances of seeing a doctor/nurse of your choice?	9%	25%	37%	20%	9%
Opportunity of speaking to a doctor/nurse on the telephone?	8%	18%	43%	21%	10%
Comfort level of the waiting area?	0%	4%	38%	45%	13%
Length of time waiting for your appointment?	7%	18%	41%	23%	11%
Overall satisfaction with your visit to the doctor/nurse?	0%	4%	42%	29%	25%
The manner in which you were treated by the reception staff?	2%	7%	38%	31%	22%
Information provided by the practice about it's services?	1%	8%	32%	30%	29%

Ease of Contacting the practice by telephone: We were disappointed to note that 51% of patients found contacting the practice by telephone either poor or fair. As a result we have programmed our phones to ring admin staff members during busy periods to keep down the queue's. We have also put further information in our new practice leaflets about the best time to ring for same day, pre-booked and prescriptions as this should make it easier to get through. We are looking at costs for extra outgoing telephone lines. However, we cannot have more incoming lines as we would need to employ more people to answer them and the budget does not allow us to do that.

Chances of seeing a doctor/nurse of your choice: 34% of patients felt it was poor or fair. We have now set up a new triage appointment system which replaces the same day/urgent system. This allows us to triage and see patients in an appropriate time frame based on clinical need and stops the system being overbooked with non urgent cases. Pre-booked appointments can now be made 4-5 weeks in advance, with 24/48 hour slots being made available as needed. We have employed two new nurses since last August and now have a phlebotomist which has improved access for these clinicians. We are also going to do an slot audit to free up more appointments for the HCA by removing unnecessary follow-up's.

Opportunity to speak to a doctor/nurse on the telephone: Telephone consultations are available every day. Reception staff have been asked to promote this service as patients may not be aware of it. Both morning and evening surgeries have telephone consultations available but they are limited. We will address this in more detail during our next survey to see what demand is like for these consultations.

Satisfaction with the appointment you were offered: 24% of patients thought it was poor or fair. We do monitor appointment times on a weekly basis and make changes and put in extra sessions when needed. We will continue to do this.

Comments About how the practice could improve it's services:

- Access to GP's for working people during the evenings from 6pm.
- Waiting room is much better, like the TV information system.
- Staff friendly and helpful, very happy with treatment received, doctor's and nurses lovely.
- Getting through on phones is difficult and time consuming.
- Very happy with practice, everyone is very helpful.
- Would like more evening appointments as I work full time and don't want to take time off.
- Excellent, friendly practice.
- Need to improve the telephone service.
- Practice is well run and staff and doctors very friendly.
- Should be able to see the GP of your choice in a shorter time.
- Access to the building is difficult for disabled patients as the doors are very heavy**

Publicised Actions Taken:

A summary of the audit findings have been put on the notice board in the waiting area.

We will also publish CFEP findings onto the practice website and as part of our next newsletter.

PPG agreed via feedback that actions were appropriate but to re-audit in 12 months to ensure improvement in services.

*** Automated doors have since been installed to comply with DDA regulations.*

EVIDENCE

Denton Medical Practice

Patient Satisfaction Survey

Your name: DOB:

Question	Poor	Fair	Good	Very Good	Excellent
Your level of satisfaction with our opening hours?					
Ease of contacting the practice by telephone?					
Helpfulness of staff when answering the telephone?					
Satisfaction with the appointment you were offered?					
Chances of seeing a doctor/nurse of your choice?					
Opportunity of speaking to a doctor/nurse on the telephone?					
Comfort level of the waiting area?					
Length of time waiting for your appointment?					
Overall satisfaction with your visit to the doctor/nurse?					
The manner in which you were treated by the reception staff?					
Information provided by the practice about it's services?					
<i>Any comments about how this practice could improve it's services?</i>					
<i>Any comments about how the doctor/nurse could improve?</i>					

EVIDENCE

WELCOME TO DENTON MEDICAL

MEDICAL STUDENTS/TRAINEE'S

We would like to give a warm welcome to Dr Suzanne Lawson, who is a Foundation Year Doctor. Dr Lawson will be seeing patients from December 2011 and will be a part of our team until April 2012.

We would also like to welcome Dr Pirzada Anwer who is a Specialist Trainee Doctor. Dr Anwer will be with us until the end of July 2012.

EMIS ACCESS

You can now book appointments with the GP's and request repeat medication 'on line'.

You need to ask reception for a registration form then simply go to our practice web site at 'www.dentonmedical.co.uk' and click on the EMIS ACCESS icon. Follow the instructions to register. You will then be able to book GP appointments, cancel appointments and request your repeat medication. (unfortunately you cannot book appointments with the nurse at present).

PATIENT PARTICIPATION GROUP

We are currently looking for patients who would be interested to join our group. Communication would be done via e-mail so would not take up much of your time. The aim of the group is to get feedback and suggestions on our practice and our service to patients, highlight poor performance or gaps in the services we offer and improve interaction between the practice and our patients.

If you are interested in being part of our new group please e-mail Lesley Hynds at lesley.hynds@nhs.net

TEXT MESSAGING SERVICE FOR APPOINTMENT REMINDERS

We have recently launched our new '**Text Messaging Service**'. If you register your mobile telephone number with us, you will automatically receive a text message reminder, 24 hours before your booked appointment. This service will help to reduce the amount of appointments wasted. If you want to benefit from this service, please let reception know.

If you have any ideas or suggestions regarding further information we could include, please write it down or e-mail them to us through our new web site, for the attention of the Practice Manager and we will try to include it when we regularly update the contents of this leaflet.

Please find listed below the names of all our clinical & non-clinical team members.

- Please note that the surgery closes on the third Thursday afternoon each month, at 1pm for staff training and then reopens at 8.30am the next day. If you require urgent medical attention during these times, please ring the surgery number and you will be put through to Go to Doc.

If you wish to ring the surgery with a routine matter, please ring after 11am as the lines are often busy prior to this time.