

THE GUYWOOD PRACTICE PATIENT REFERENCE REPORT 2013-14

DR RAINA PATEL MBE

MBChB MRCP DRCOG DMJ MFFLM DFSRH

1. Introduction

The Guywood Practice is located in Romiley in Stockport and has a list size of just under 3,000 registered patients. The Practice serves Care home patients, patients with learning disabilities and any other special care groups.

Meetings are held at the surgery with the PRG group.

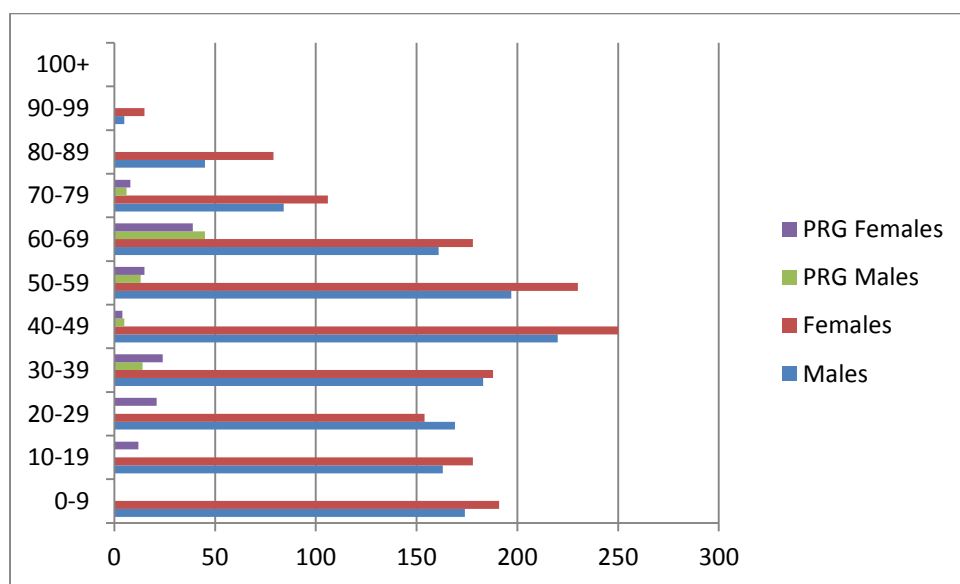
The group communicates via email and the Practice website. Patients joining the group who do not have access to email receive telephone calls.

2. Profile

The PRG comprises 206 registered patients (6.08% of the Practice population) (200 virtual & 6 active members). This group comprises retired, adolescents, mental health, disabled people, workers, young mothers, carers & ethnic minority patients.

We will continue to encourage patients to join the PRG & endeavour to maintain a representative group of patients. However patients are busy with employment, childcare or poor health which has been restrictive in establishing a larger number of members.

The graph below shows the age & sex distribution of our PRG members compared to our practice population.



Age for Sex Analysis	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Males	174	163	169	183	220	197	161	84	45	5	0
Females	191	178	154	188	250	230	178	106	79	15	0
PRG Males				14	5	13	45	6			
PRG Females		12	21	24	4	15	39	8			

Despite our best efforts our group is under-representative of the younger end of the age spectrum.

We have attempted to address this balance by speaking to carers, promotion in various clinics including anti-coagulation, podiatry and children's services' clinic and by speaking to young patients in the waiting room.

Although our practice population has a fairly even divide of Male & Female patients our PRG does not reflect this. To try and balance this we asked the receptionists & clinicians to encourage more patients to join the group and continue to do so.

Component Two

Agreement of priority areas with the PRG

Three main areas were identified from the responses from the group:

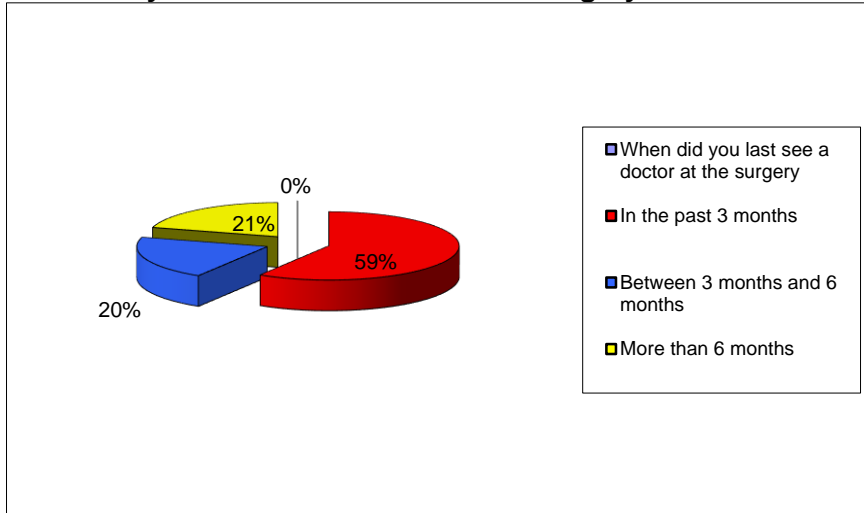
1. Communication of information
2. Courtesy of practice staff
3. Telephone access to the practice
4. Late evening surgery appointments and access to medical care outside of the normal working hours

Component Three

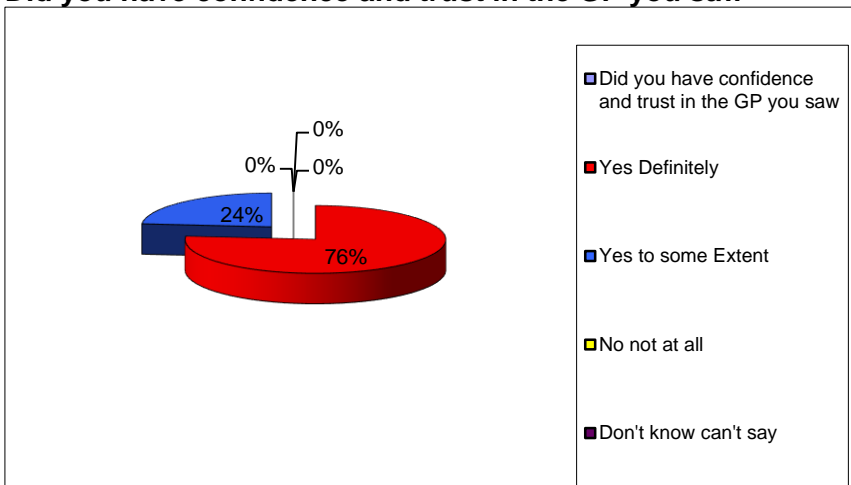
The Local Practice Survey Results

The Guywood Practice:

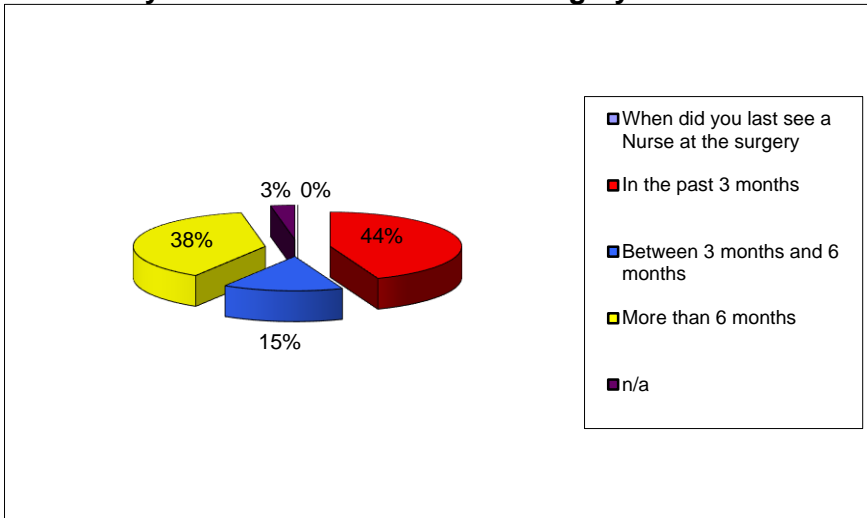
When did you last see a doctor at the surgery



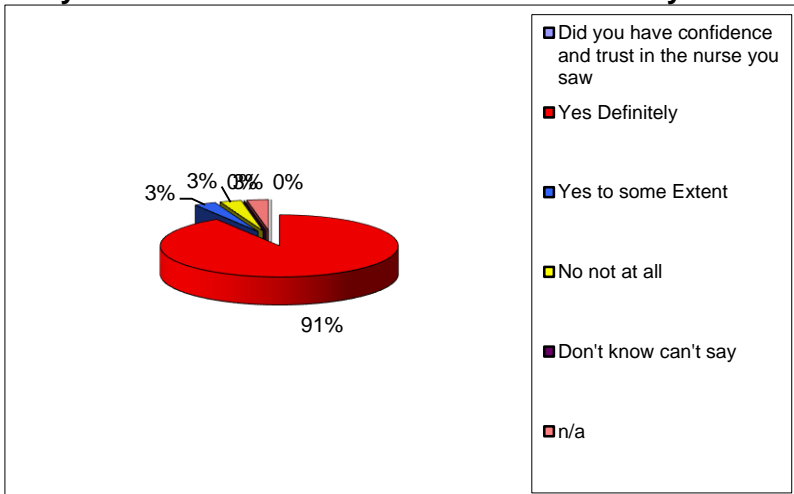
Did you have confidence and trust in the GP you saw



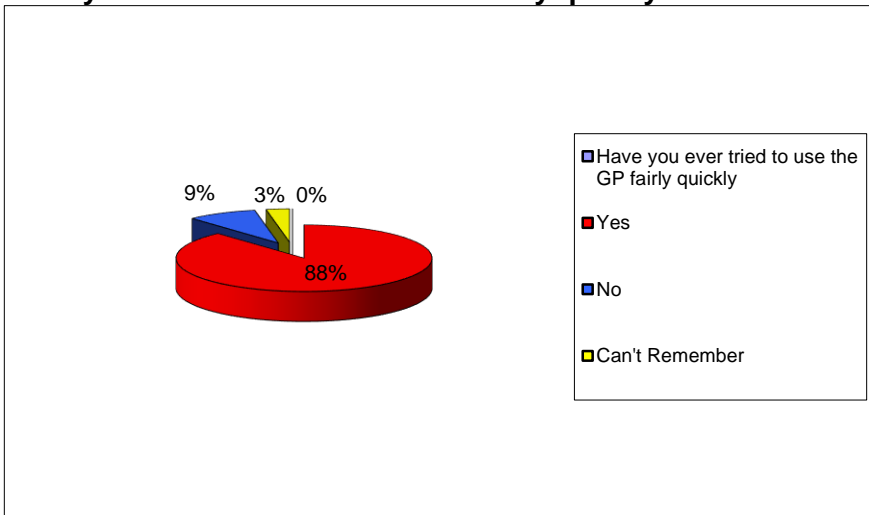
When did you last see a Nurse at the surgery



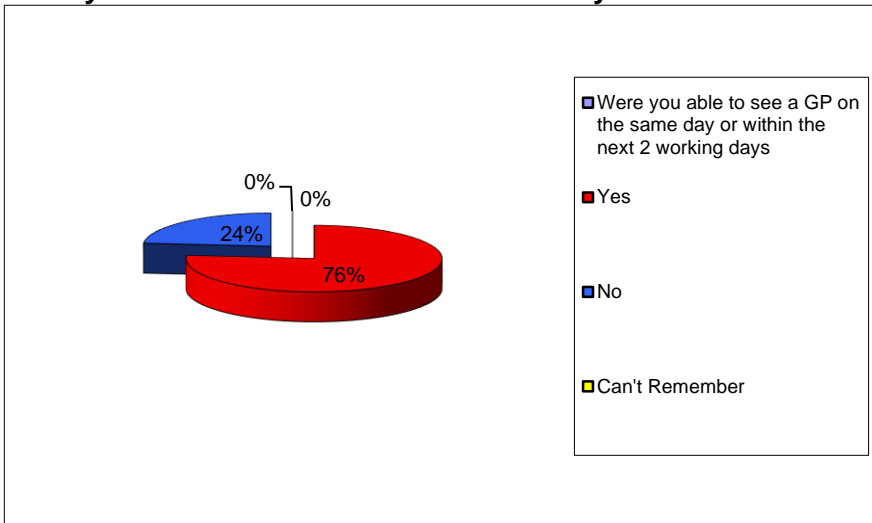
Did you have confidence and trust in the nurse you saw



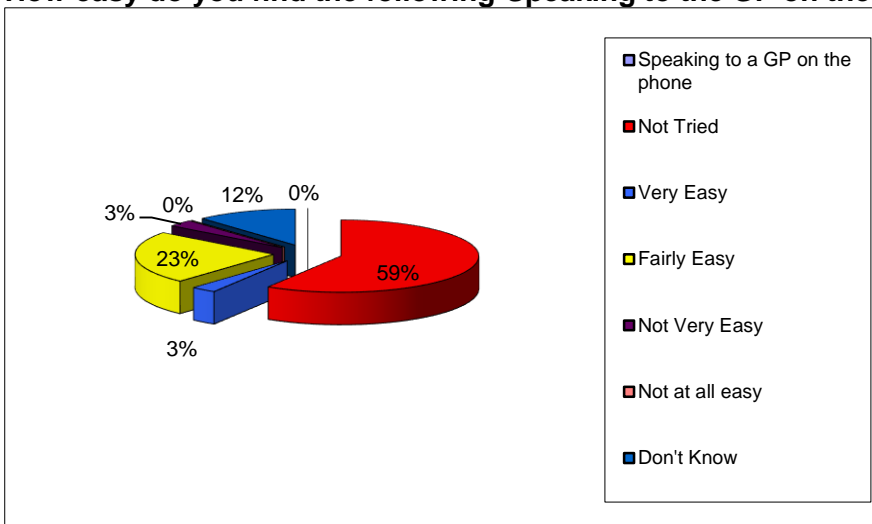
Have you ever tried to use the GP fairly quickly



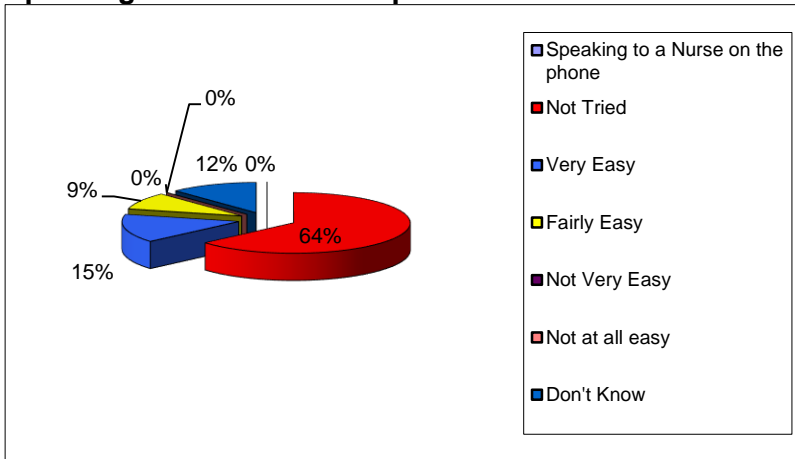
Were you able to see a GP on the same day or within the next 2 working days



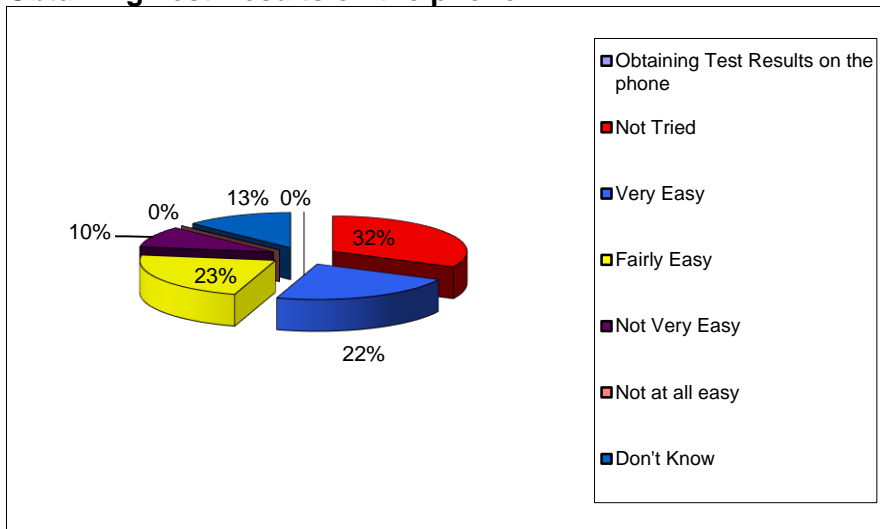
How easy do you find the following-Speaking to the GP on the telephone



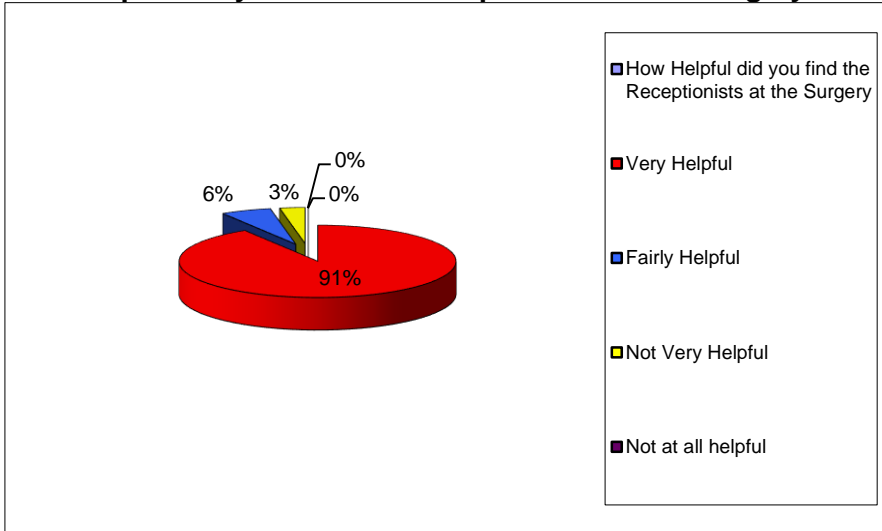
Speaking to a Nurse on the phone



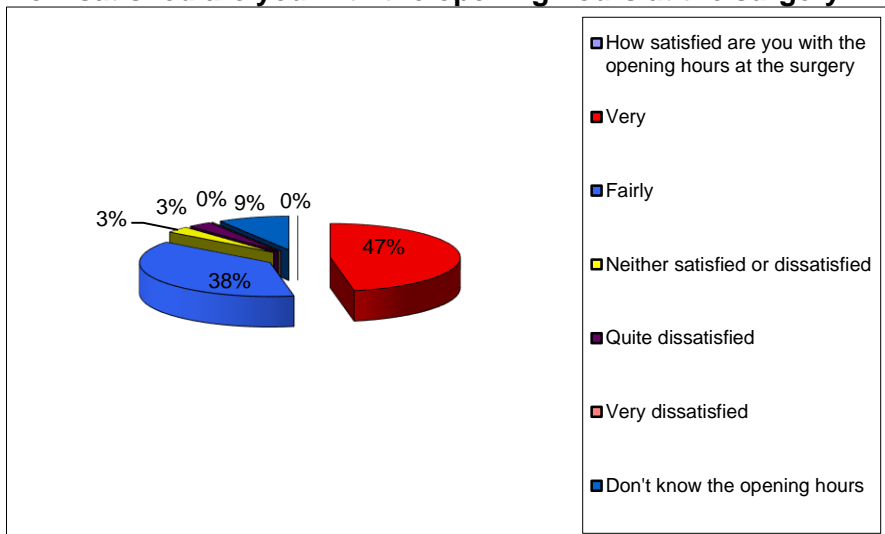
Obtaining Test Results on the phone



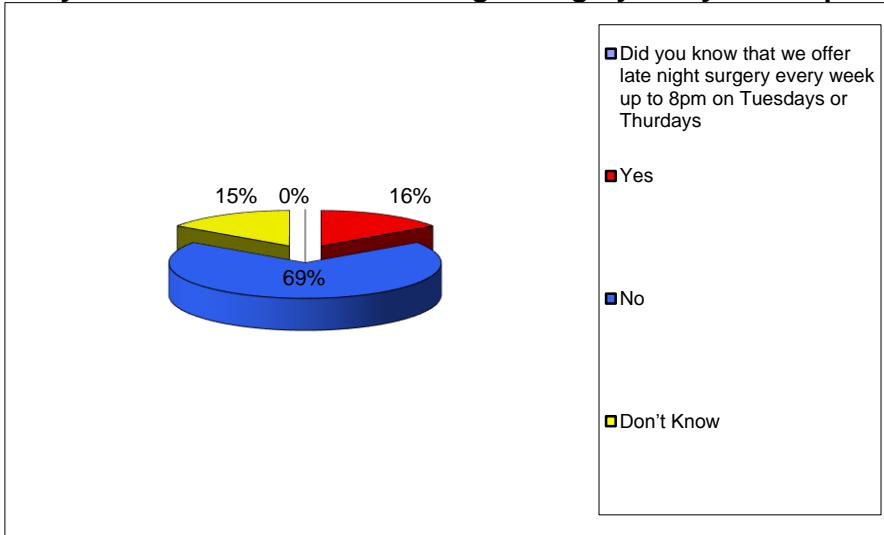
How Helpful did you find the Receptionists at the Surgery



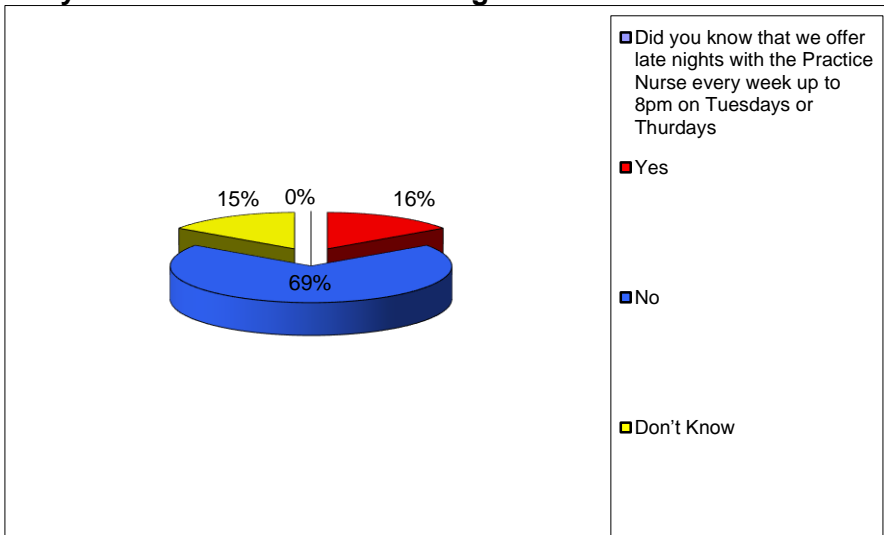
How satisfied are you with the opening hours at the surgery



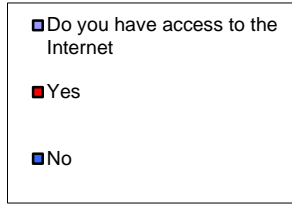
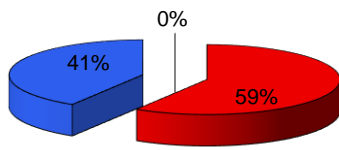
Did you know that we offer late night surgery every week up to 8pm on Thursdays



Did you know that we offer late nights with the Practice Nurse every Thursday until 730pm

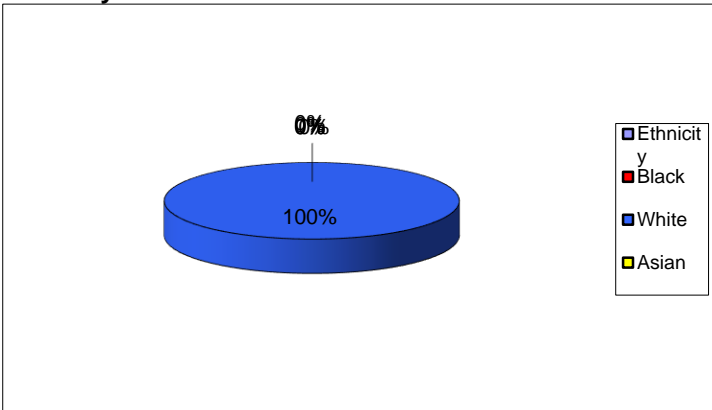


Do you have access to the Internet

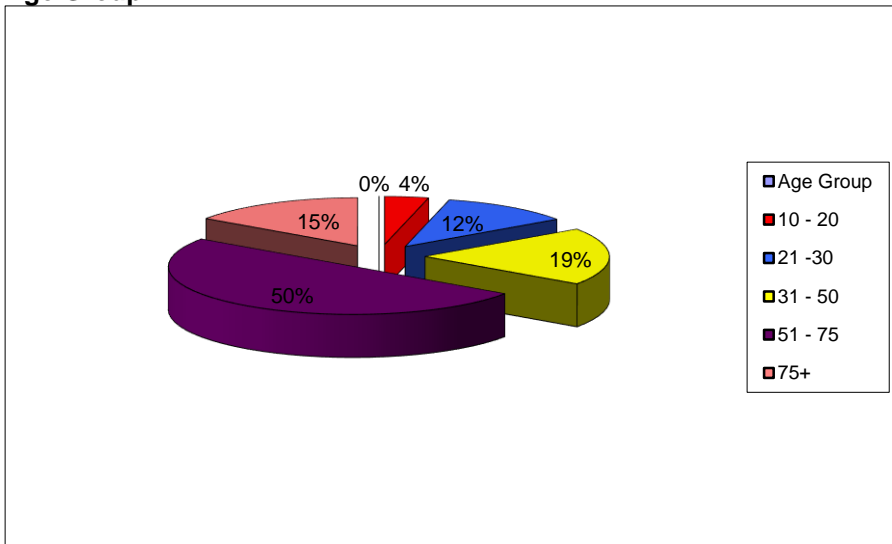


This survey was carried out amongst the following group of patients

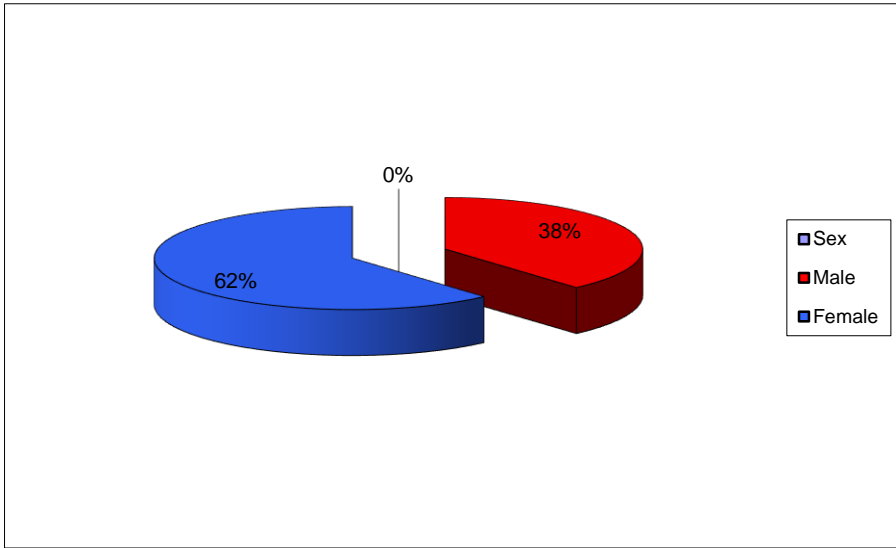
Ethnicity



Age Group



Sex



Component four

PRG meeting to comment and discuss findings of survey and reach agreement of changes.

A meeting was held with the PRG on 14th January to discuss the results of the survey.

Surveys can be difficult to conduct if this is done face to face as patients may find this embarrassing and not feel comfortable enough to disclose all their views.

When forms are left for people to complete it is often the middle aged people who complete them and the practice survey was no exception.

However these surveys do provide important information which can be used for improvements in the short term and long term

The survey Demographics were:

- 100% white ethnicity
- 62% female & 38% male
- 65% over 51yrs in age, 4% under the age of 20yrs, 12% between the age of 21 and 30yrs and 19% between the ages of 31yrs and 50yrs.

The following results are summarised.

1. 100% reported trust and confidence in the doctor they saw
2. Nearly 100% reported the same in the Practice nurse
3. 76% of patients reported being able to access a GP within 48hours
4. Of those who had tried to speak with a GP on the telephone only 3% reported this as being difficult.(59% had not ever tried accessing their results in this manner)
5. All those who tried to access the practice nurse reported no difficulty.
6. 10% of patients found it difficult to access results via the telephone
7. 91% found the reception staff very helpful and a further 3% found them fairly helpful
8. 85% were satisfied with the practice opening hours with only 3% dissatisfied
9. Surprisingly 70% of patients were not aware of the late night opening hours of the practice
10. 70% were also unaware that they could access late night appointments with the practice nurse
11. Only 59% of those surveyed had access to the internet

PRG agreed the survey results were very favourable. However from our results it was apparent that our patients were not aware of late evening services.

Whilst the PRG members were conducting waiting room informal discussions with patients, a couple of comments were made regarding the lack of a male GP.

Some patients reported that the practice website wasn't easy to navigate

Component five

ACTION PLAN

Priorities

1. Improve the practice website
2. Improve patient awareness of when it is appropriate to access Out Of Hours services and the local Emergency Department.
3. Improve patient awareness about appointments available outside of core hours.
4. The CCG have been contacted to request more wall space for noticeboards for patient information as this is severely lacking in our premises which is a Health Centre

Proposals

1. The practice website provider was changed as a result for an improved website to improve patient access to various information
2. A television has been installed in the patient waiting area with collaboration with the local CCG. Information regarding out of hours urgent service and practice appointments which are outside of core hours are advertised here.
3. The next newsletter due in May 2014 will include the above information
4. The practice awaits a response from the CCG regarding more wall space
5. Messages will be sent again with repeat prescriptions to advise patients about late night appointments and what to do if ill outside of normal working hours.

Component Six

The Report has been publicised on website with subsequent achievements.

There will also be a copy available in the waiting area and on the notice board for patients to read.

PRACTICE OPENING TIMES

Opening Times

Monday	08:30 – 19.00
Tuesday	08:30 – 19.00
Wednesday	08:30 - 14:15
Thursday	08:30 – 20.00
Friday	08:30 - 18:30

Additional late night appointments available:

One late evening a week until 19:30 with the Nurse

One late evening a WEEK until 20:00 with the GP

Further details can be obtained from reception – 0161 426 5242

This Report can be accessed via our Practice Website which is:

<http://www.guywoodpractice.co.uk/>

ACTION PLAN 2012/13

The PRG have agreed to implement the following:

1. Publicise and update the practice website to enhance its appearance-Practice Manager to update quarterly
Action-The website has undergone numerous updates and additional patient information has been added and a new website company employed to assist.
2. Increase information publicity about the appropriate use of Accident and Emergency Services in the waiting room areas, on notice boards and continue with the information about this on the practice website-PRACTICE MANAGER TO OVERSEE
Action-There is information about when to access the Emergency Department and when to access Out of Hours
3. Provide more regular newsletters and to ask patients what information they would like in the newsletter-NEW ADMINISTRATIVE STAFF TO BE RECRUITED AND TO ACTION QUARTERLY NEWSLETTERS
Action-Despite advertising for more administrative staff the practice was unable to secure a suitable individual for the specific role. Not as many newsletters were therefore issued but the practice website and posters were used to communicate with patients
4. Consult with the prescriber to see if we can access anymore medication information-DRS AND NURSE MADE AWARE OF THESE ISSUES
Action-All clinical staff have been providing a significant increase in information for patients regarding medical conditions and medication
5. Provide more information on minor ailments to help patients make the right choice-DRS AND NURSES MADE AWARE TO EXPLAIN OR PROVIDE ADDITIONAL INFORMATION
Action-The clinical staff have been attempting to engage patients more with decision making based upon evidence and outcomes
6. To continue to encourage more patients to join the PPG -ALL PRACTICE STAFF TO ENGAGE
Action-The staff have encouraged many patients to engage with the PRG but it has been difficult to recruit more members
7. Have a designated notice board for themed information - the group to agree on various themes e.g. diabetes-NEW PRACTICE ADMINISTRATOR TO OVERSEE
Action-There is limited space to enable the practice to provide as much information as we would have liked due to the landlord's restrictions (NHS England) but we did hold various theme information periods e.g. Dementia, Influenza
8. Use text messaging to inform patients more efficiently-ALL STAFF TO BE REMINDED OF THIS FACILITY
Action-The practice has engaged the paid service of a company which sends text messages to all those patients with recorded mobile telephone numbers to remind them about appointments
9. Show weekly, the effect that patients not attending for appointments has on the practice as this will show more understanding of the problems that this causes-NEW PRACTICE ADMINISTRATOR TO ACTION
Action-Missed appointments have been reported but not as regularly as planned

Message to Practice Patients

We would like to thank the PRG and patients who have participated in the survey.
We would welcome any new members to our PRG group.

We will continue to provide all our patients with a quality service.

We will endeavour to keep abreast of all new developments within general practice.

We welcome any feedback/suggestions from patients. Please send any comments or suggestions via the website or leave any written comments with the practice.

WE DEPEND UPON YOUR FEEDBACK TO HELP US IMPROVE OUR SERVICES.

We would like to thank all patients who use our services and are supportive and respectful to all our staff.