

**Annual Patient**

**Participation**

**Report &**

**Patient Survey -**

**March 2014**

**Riverside Harworth**

**Medical Centre**



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# Patient Participation Introduction

As of April 1<sup>st</sup> 2013 Harworth Medical Centre came under the management of The Riverside Partnership based at the Riverside Health Centre in Retford. Harworth was fully merged into the Riverside Partnership on 1 January 2014 following Dr Raheems retirement although at the present time the patient list has not yet been merged.

Prior to The Riverside Partnership taking over management of Harworth, there had been no Patient Participation Group in place. On taking over the Management of the Riverside Partnership initiated a new Patient Participation Group which was formed in August 2013. From that time, the group has held three meetings with representation from patients and practice.

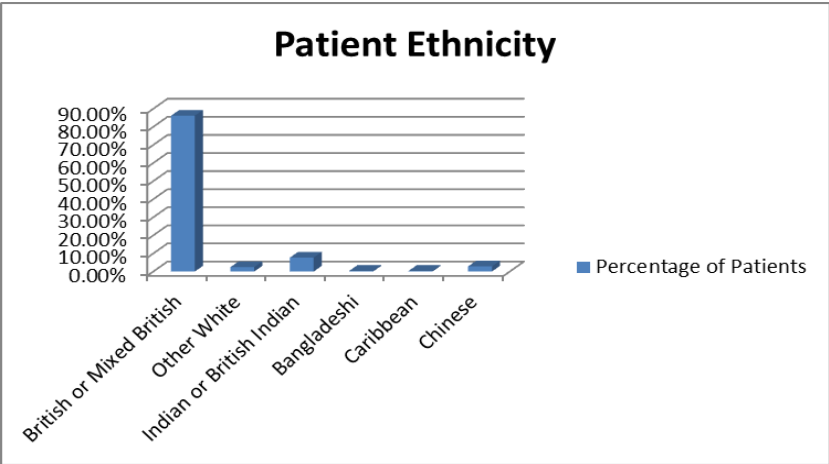
The Management of Riverside did investigate the possibility of forming a Virtual Participation Group however it was decided that the face to face group would suffice initially but we will be looking to form a virtual group in the new reporting year.

## First Meeting

At the first meeting the group were initially briefed by Management that we were looking for guidance and feedback from the group on how they would like to see the practice run but it was also stated that Riverside would be looking to make a vast improvement in the services provided by Harworth and would be looking to provide similar services to those provided at Riverside Health Centre in Retford.

There was some concern amongst those some of those present about the possibility of losing the Walk – in service that was currently in use, others expressed an opinion that they would like to move to an appointments service. In the end the following was agreed as priorities.

- The provision of a permanent Practice Nurse. Prior to Riverside there was no Practice Nurse for more than a year.
- Initial retention of the Walk – in Service with a view to improving availability of routine advanced appointments. The Riverside Partnership was looking towards the eventual situation of 70% Advance Routine Appointments and 30% availability of Urgent on the day Appointments (Either walk in or pre-booked)
- Improve communication with patients



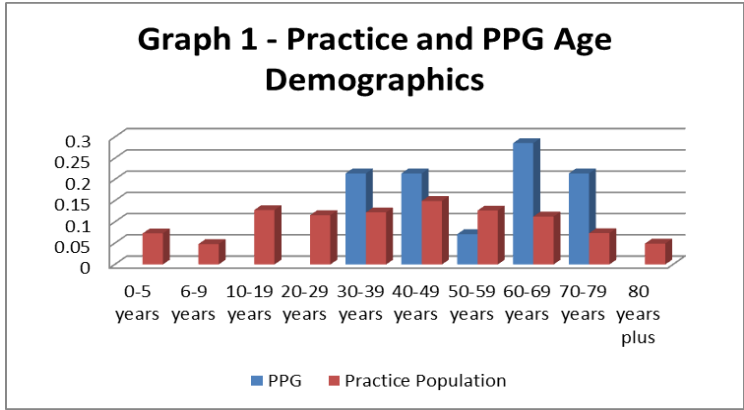
### Ethnicity of the Patient Group

Current group demographic is 100% White British against a practice recorded patient ethnicity of 86.1% White British or British mixed ethnicity. However, the practice has only been recording ethnicity for a small number of years, so patients registered for a long

time do not have ethnicity records; this skews the data in favour of migrants to the area. By comparison the latest UK Census data show Harworth as being 97% White British.

### Age of the Patient Group

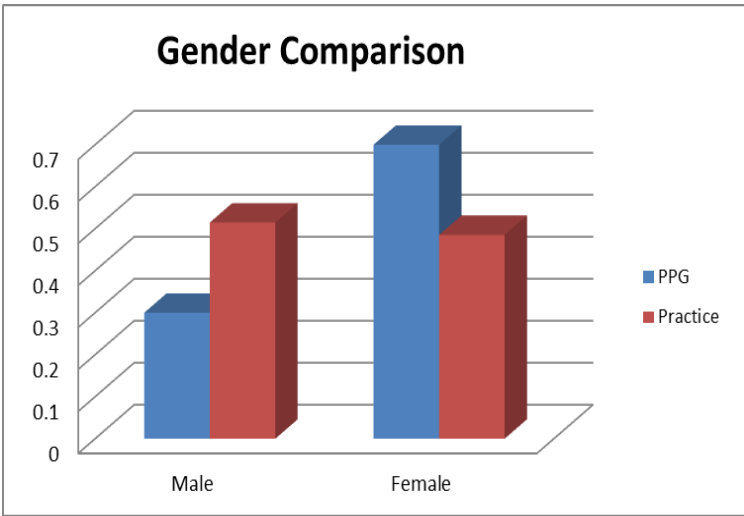
The age demographics of the PPG versus the Practice population are shown in Graph 1: Whilst



younger age groups appear under represented by the PPG, anecdotally this appears to be representative of appointment usage, the older ages groups using the Practices services the most.

### Gender of the Patient Group

The gender split of PPG versus the Practice population is shown in Graph 2: Female representation of the PPG is higher than the practice demographic. This has been agreed with the PPG is an area for development.



# The 2013/14 Patient Survey.....How did we do?

## Access

As stated above, during the initial period of the year the walk in service was retained but it was increasingly obvious that waiting times for patients were getting longer. What was also evident was that many of those attending for urgent on the day appointments were in actual fact not urgent or did not need to see a doctor. Initial evidence showed that only 1 in 3 of those attending the surgery, actually needed to see a Doctor. The remainder could be dealt with by the practice nurse.

The surgery now has a selection of walk in on the day appointments, pre-bookable appointments and telephone triage appointments available for patients. This has enabled the Riverside Partnership to put preventative measures in place to manage patients with long term conditions and those patients who are acutely ill.

As not all conditions need to be monitored by the Doctor we have also brought in additional nursing resources to help in long term condition management. This approach has helped to provide a more enhanced service in the areas of:

Asthma

Cardiovascular Disease

Atrial Fibrillation

Dementia

Cancer

Diabetes

Chronic Kidney Disease

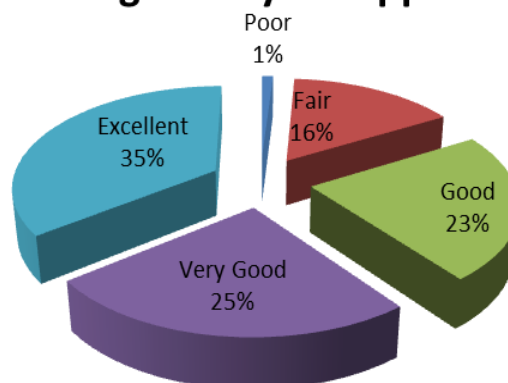
Mental Health

We have also brought in regular women's health clinics by providing a female GP each week. During the course of the coming year we will continue to try and provide the best service possible for all our patients.

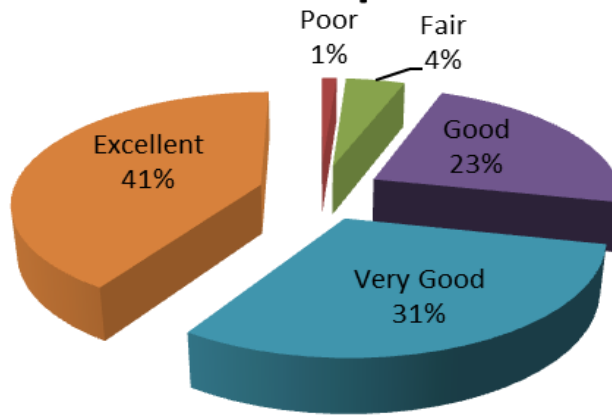
As can be seen from the Table 1, the vast majority of the patients are satisfied with

that arrangements being made for the date and time of their appointment.

**Table 1 - Satisfaction with the day and time arranged for your appointment**



**Table 2 - Ease of contacting the practice on the telephone**



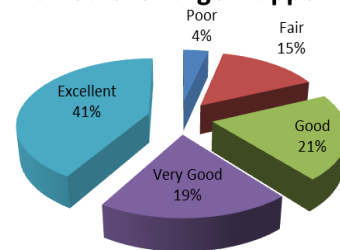
**Contacting the Surgery by Phone**

As for actually being able to contact the surgery by telephone, the table 2 below shows that only 1% rate this as being poor. We will however be endeavouring to improve on this further.

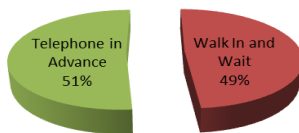
**Seeing a Doctor within 48Hrs**

Despite the emphasis of being moved away from a Walk – in service to more pre- booked appointments. Table 3 below shows that the vast majority of patients are happy with the opportunities available to see a GP within 48 hours for appointments.

**Table 3 - Opportunity to see a doctor within 48 hours for urgent appointments**



**Table 4 - Which method do you prefer when booking an urgent on the day appointment?**

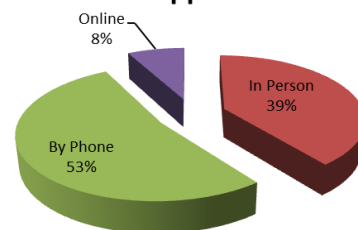


increase in the numbers of patients contacting the surgery to book on the day appointments. Online booking of appointments is now available through our website.

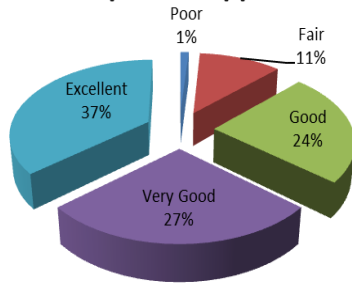
**Method of Booking an Appointment**

There are still about half of those surveyed who prefer the walk in and wait service. Although the current service does cater for this waiting times are lengthy. There is slowly an

**By what method would you like to book an appointment?**



### How do you rate the hours that your practice is open for appointments?

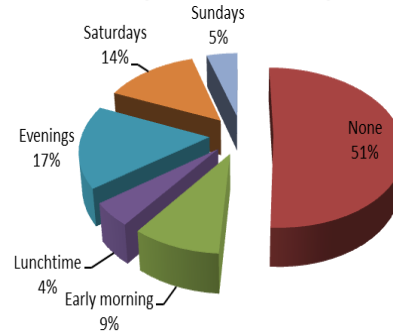


### Opening Hours

Although the majority of Patients are happy with the hours that the surgery is open for, a significant number would like to see additional

hours. Some 14% of patients wanted additional hours on a Saturday although the practice already provide this but it is not always fully used. We will look for more effective publising of this facility but until funding is available we will be unable to extend the hours further.

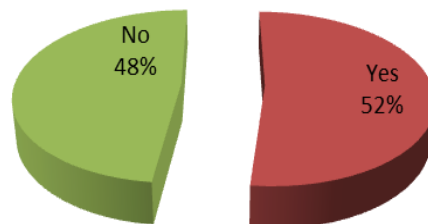
### What additional hours would you like the practice to be open?



### Telephone Advice Service

The telephone advice service run at Riverside Retford has proved a huge success. More than half of the patients at Harworth have expressed a desire to have this service available to them.

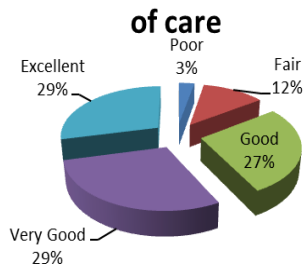
### Would you like the facility to have telephone consultations before attending surgery?



## Communications

### Patient Feedback

**The opportunity for making compliments or complaints to this practice about its service and quality of care**

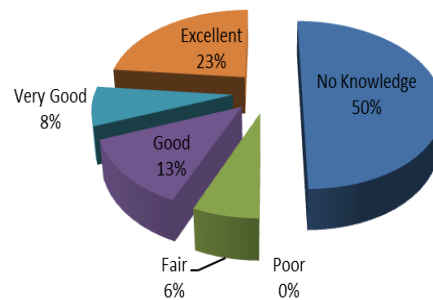


85% of Patients felt that the opportunity to make compliments or complaints was good or better. We encourage both as this is the only way we can improve or know that we are getting things right.

**Assessment of Information provided by the practice on its website about its services by those who have used the website**



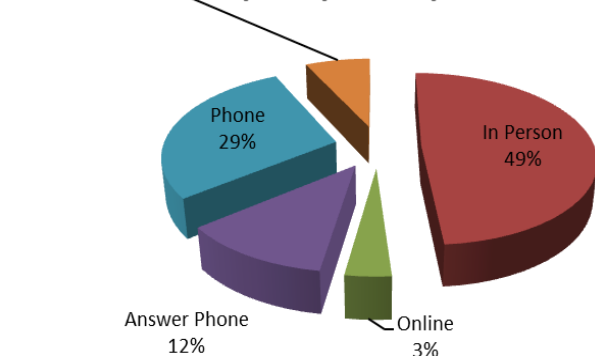
**Information provided by the practice on its website about its services**



### Website

The Harworth website is now part of the overall Riverside Partnership however, during the next few months there will be a separate bit of the Website embedded just for Harworth information as part of a full revamp of the current website.

**How do you prefer to order your repeat prescriptions?**



### Ordering of Prescriptions

As part of the revamping of the website patient will be able to order their repeat prescriptions online. Unusually 7% of patients use the chemist to order their prescriptions. We will be reviewing how this is done in the coming months as if not controlled can lead to large amounts of wasted medications through over ordering.

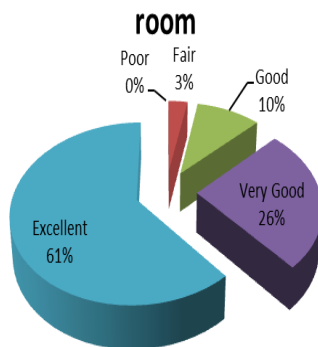


## ***The Staff and Facilities***

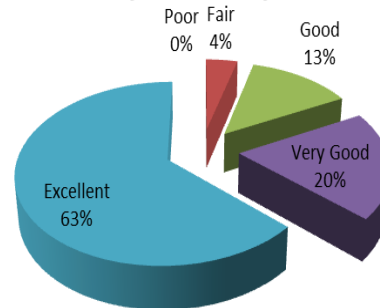
### **The way you were treated by staff.**

63% of Patients feel they receive an excellent service from our staff which makes us exreeley proud. 96% feel the service they receive is good or better.

#### **Cleanliness and suitability of the waiting room**



#### **The manner in which you were treated by the reception staff**



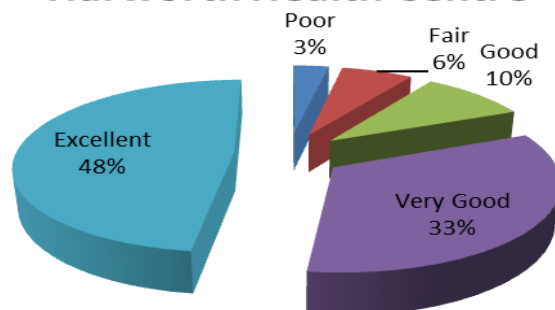
#### **Cleanliness of the waiting Room**

100% of Patients felt the cleanliness of the waiting room was fair or better with 61% feeling it was excellent.

### ***Overall Patient Satisfaction***

Despite this been a huge year of change for the Patients of Harworth and there been huge transformational changes the overall satisfaction

#### **Overall satisfaction with Riverside Harworth Health Centre**



amongst patient is very good. 48% feel the service to be excellent 97% think it is fair or better. This is only very slightly down on the previous year. Normally satisfaction rates fall following a merger or takeover as patients don't like change.

The PPG reviewed the above information from the Patient Survey and have agreed with the practice that the main priorities are:

1. Improved Access
2. Improved Communications
3. Continued Development of Services such as Minor Surgery

We appear to be doing well but we do not intend to become complacent. We have not got everything right in the last 12 months, but we intend to reflect on our performance and try and improve wherever we can. We aim to be the very best Primary Care Provider we can be for our patients but we need help in doing that. With your feedback and involvement we intend to become "The Patients Choice!"

A selection of Comments from the Patient Survey

Very Good Service, Much Improved

More Consultation with Patients.

Quite Satisfied!

Very Service – Thank You

Better Customer Service from the Office manager

Lighting on the information board to make it more visible!

Much easier Access to Doctors

More Appointments to book over the phone

More Walk In slots or been able to book appointments over the phone

A café' please

Revert to old style walk in