

Woodhouse Health Centre . Practice list 12850. March 2013.

The practice has two patient reference groups. A patient forum that meets quarterly and an online PPG (Patient participation group) that gets updates from the practice via email. The patients are recruited to the forum by

- Posters in the surgery
- Promotion by the reception team
- Contacting local groups including Care homes and the library
- Local pharmacies handed out leaflets about the groups
- Patients are asked on registering at the practice if they wanted to join either of the groups.
- Patients are asked by any member of the practice team when appropriate.
- A scrolling message on the jayex board in the reception of the practice.

The priorities of both groups are to help and comment on issues within the practice that will improve patient experience. Both groups are kept up to date with developments within the practice are invited to comment. This may be via an e mail or by practice newsletter.

The practice has completed the following surveys

- A patient questionnaire. Where there were approx. 300 responses of which 45 responses were submitted online.
- An online survey asking about the best time to hold the patient forum meeting. 62 patients responded. As 67% wanted a change in time to the meeting. The meeting time was changed.
- An online survey asking about the telephone system. 154 patients responded. The telephone system has been changed.
- An online survey about sharing your records with other organisations. 103 patients responded of which 94% said that they would be happy to

share their records with other organisations if it helped a clinician in their treatment.

- The current online survey asks patients if they are aware of the early morning appointments, evening appointments and Saturday morning appointments.

The patient survey was conducted in January/February 2013. The results were discussed with the patient forum on 19th February. The results of the survey were e mailed to the PPG online group with the minutes of the meeting where the discussion took place. This was completed on 25th February.

As a result of the discussions with the forum about the questionnaire and the comments patients made the practice have agreed to look at improving the following areas.

- More appointments available for people who work.
- Increasing patient awareness of Saturday appointments.
- A clearer way for patients to know who is the best person to book an appointment with for different conditions
- Letting patients know when a clinician is running late. The forum agreed what late meant to them. It was agreed that if a clinician was running more than 15 minutes late patients would like to know.
- Letting patients into the building early so patients could check in on time and so help clinicians run on time.
- A review of the television system within the practice.
- Improving the practice website
- Ensuring that all information was available to online users as well as patients who did not have access to a computer

The online patient group has 37 female members and 16 male members. The age range of the group is 20 years old to 81 years old. The population of the practice is predominantly of white British race and this

is reflected in the online patient group. 28 members of the group have chronic conditions. 1 member is housebound.

The second patient group is the patient forum. This group has 26 members. 14 female members and 12 male members. The age range of this group is 23 years old to 81 years old. The group has 11 people with chronic conditions, one housebound patient and one carer. All the managers from the residential homes are invited to the forum meetings.

The forum meets quarterly at the practice.

The practice realised that the original patient forum in June 2012 was represented mainly by patients who were over 60 years old. This was due to the meeting being held on weekday lunchtime. To enable the forum meetings to be accessible to a wider variety of patients a poll was put on the website asking if patients would be willing to attend an evening meeting. The first meeting was held on Tuesday 19th Feb at 6pm. The number of attendees doubled. The age range moved to 23yrs old to 81 years old.

Letters were sent to six care homes on 22nd August 2012 to invite them to the forum meeting and to join the e mail PRG.

Before the new scheduled meeting the local care homes were telephoned and asked if they wished to attend.

The results of the patient survey completed in February 2013 were discussed at the patient forum along with the common comments from the survey. Details of the discussion are included in the patient forum minutes. The forum minutes were e mailed to the e mail group asking for comments or feedback.

The forum minutes and the survey were discussed with the partners and team leaders of the team within the practice.

The partners discussed the comments discussed from the forum meeting and the comments from the questionnaires at a partner's meeting on 25th February 2013. Areas for the practice to work on were agreed.

The questionnaires were available on the website, at reception with prescriptions and e mailed the online group.

The common comments from the patient questionnaire were discussed at the patient forum meeting. The minutes formed an action plan that was discussed within the practice team. The partners discussed the action plan at a practice meeting on 25th February 2013. The plan to discuss any actions from the discussions within the practice are to be discussed at the next forum meeting.

The practice has made the following changes since the forum meeting on 19th February.

- More appointments have been made that may be suitable for working people. However if a patient is not a worker but wishes to book one of these appointments they cannot be turned away.
- Patients are allowed into the practice 5 to 10 minutes before clinics start.
- The television contract is being reviewed
- Clinicians are looking at ways to keep more to time and wish to ask the forum their opinion on ways to do this at the next meeting.
- Leaflets about who is best to book an appointment with and useful contacts that are available on the website are planned for development in Summer 2013.

The practice will feedback to the patient groups the progress from each forum meeting. The practice will also seek opinions from patients on aspects of its service to gain a patient perspective.

The practice has the following extended hours available.

Extended Hours for routine GP/FC appointments:

Two early morning surgery (from 7.20 am per week)

Two late surgeries's a week (Tuesday)

One Saturday morning a month.

In Summary

Following our surveys and comments from patients the practice has

1. Changed the telephone system
2. Changed the time of the forum meeting to enable more representation from the practice population.
3. Promoted both groups (online and forum)
4. Conducted a patient survey and 3 online polls
5. Allowing patients into the building 5-10 minutes before the start of clinics so patients can book in on time and clinics can start on time.
6. Made extra appointments available that may be suitable for patients who work.

Comments from the patient survey

I have only good experiences. I recently was diagnosed with a life threatening condition. Without the doctors, I would not be here. Thank you.	Doctors don't read all the notes before seeing you
Keep doing the good work	Reception staff could be more helpful on phone.
Surgery is working very hard to improve	Booking future appointments could be easier.
First contact nurses are doing a very good job for patients	Not happy with discussing confidential problems with receptionists.
Doctors excellent	Would like to book advance appoints with nurses as well as GPs online.
I am treated quickly efficiently and by friendly staff	I would like to see the same GP each time so I get continuity as I have recurring problems and have been refused a specialist opinion.
Excellent surgery	Not enough GP appointments online

New phone system is a lot better	Drs running late
Very good practice	Hard to get through on the phones
Nurses are excellent.	More appoints for working people
Reception team improved	Not happy with having to explain to reception team why I need an appointment.
Always get good communication with staff and GPs.	I would like to book same day appoints online.
I feel the doctors always do their best and give me the best support possible.	It is sometimes more difficult to get an appointment with a doctor you want. Especially if they are popular.
Really pleased with the service	
I can always get an appointment on the same day if I need one.	I feel hurried as the staff always seem under pressure
Very good surgeries that caters for all health problems.	Make appoints bookable in person only. Not by phone.
I like being able to book appoints online	
Everyone is helpful and kind.	
I love the online booking system	
I like being able to order my prescriptions online	
I have been registered at 3 different surgeries and this is the best for services	

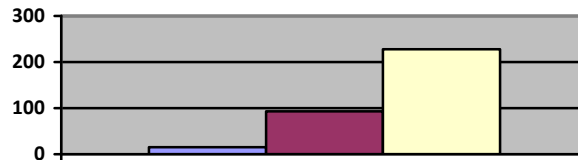
I like the text messages reminders for appointments.	.
I always recommend this practice to friends	

WOODHOUSE HEALTH CENTRE
5-7 SKELTON LANE, WOODHOUSE, SHEFFIELD, S13 7LY

PATIENT QUESTIONNAIRE RESULTS

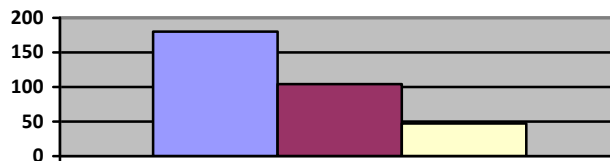
Thank you to everybody who has participated.

1. How often do you visit the surgery?



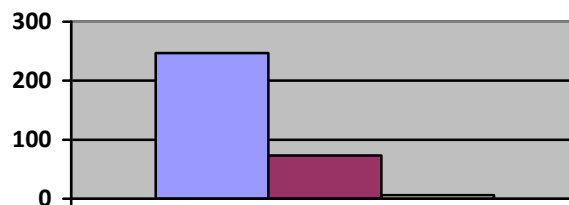
Weekly	15
Monthly	93
Infrequently	228

2. How did you make your appointment for today?



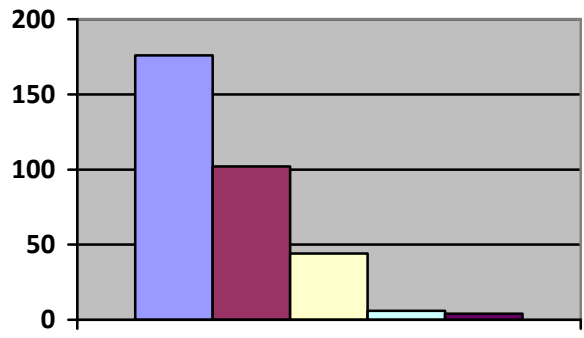
By Phone	180
In Person	104
Online	47

3. Were you satisfied that the receptionist listened to your request? (*If applicable*)



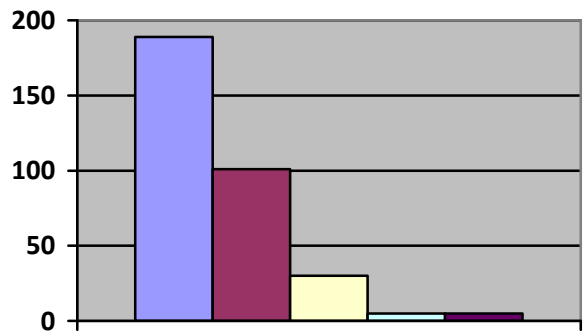
Very Satisfied	247
Neither Satisfied or unsatisfied	73
Not satisfied	6

4. The last time you saw a GP, how good was he/she at giving you enough time?



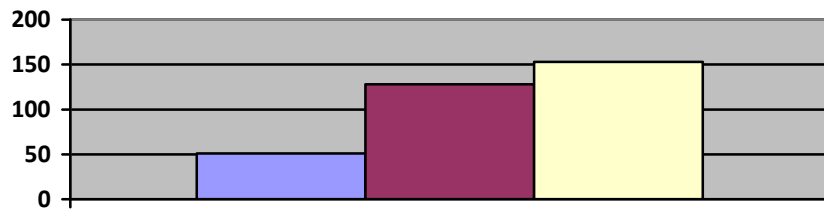
Very Good	176
Good	102
Fair	44
Poor	6
Not applicable	4

5. On that occasion, how good was the GP at listening to you?



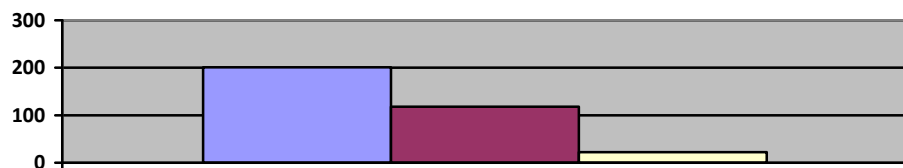
Very Good	189
Good	101
Fair	30
Poor	5
Not applicable	5

6. Are you aware that we offer pre-bookable GP and nurse appointments on early morning and 1 evening and 1 Saturday a month?



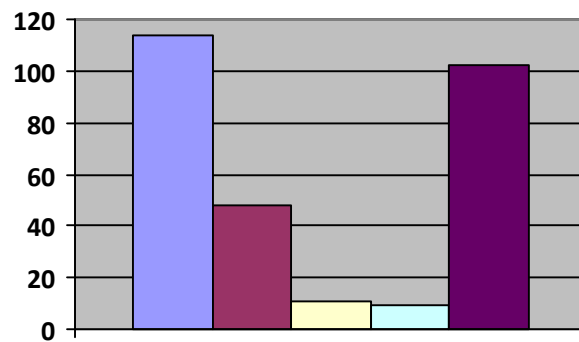
<input type="checkbox"/> Yes and I have attended at least one of these previously	51
<input type="checkbox"/> Yes	128
<input type="checkbox"/> No	153

7. We have First Contact Practitioner appointments available Mon-Fri, these are for patients with a minor/acute problem, by using these appointments appropriately, this frees up Doctor appointments for more complex issues. Do you think this is a good idea?



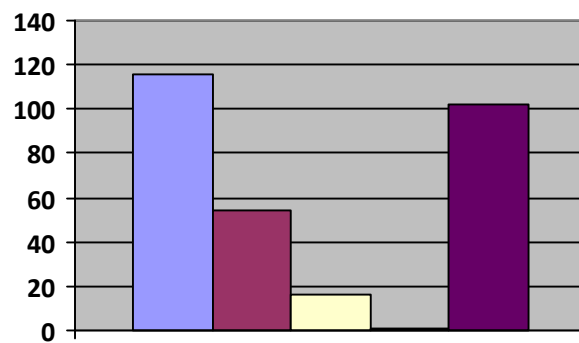
<input type="checkbox"/> Yes and I have attended this	201
<input type="checkbox"/> Yes but have not attended	118
<input type="checkbox"/> No	22

8. The last time you saw a First Contact practitioner, how good was he/she at giving you enough time?



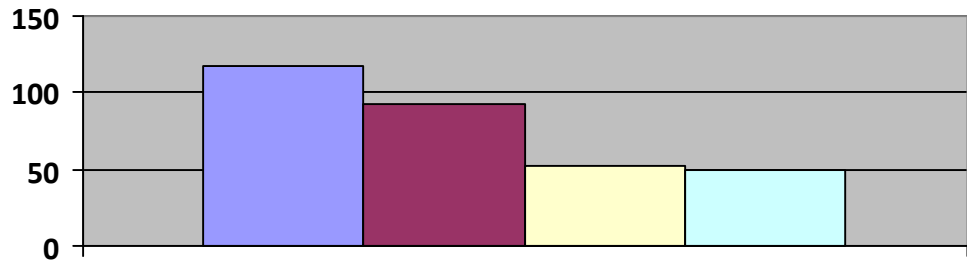
Very Good	114
Good	48
Fair	11
Poor	9
Not applicable	102

9. On that occasion, how good was the First Contact Practitioner at listening to you?



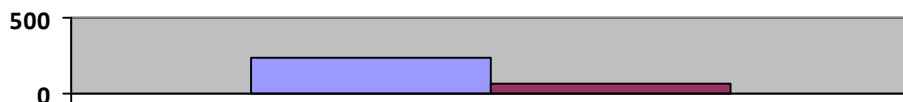
Very Good	116
Good	54
Fair	16
Poor	1
Not applicable	102

10. Are you aware of our website www.woodhousehealthcentre.co.uk?



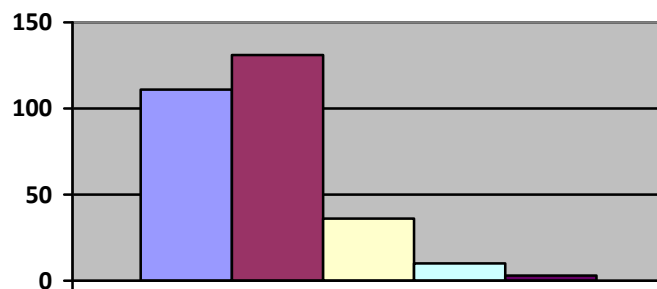
■ Yes and I have visited the site	118
■ Yes but haven't visited it yet	92
■ No	52
■ I do not have access to the internet	50

11. Are you happy to receive text messages regarding your appointments and results?



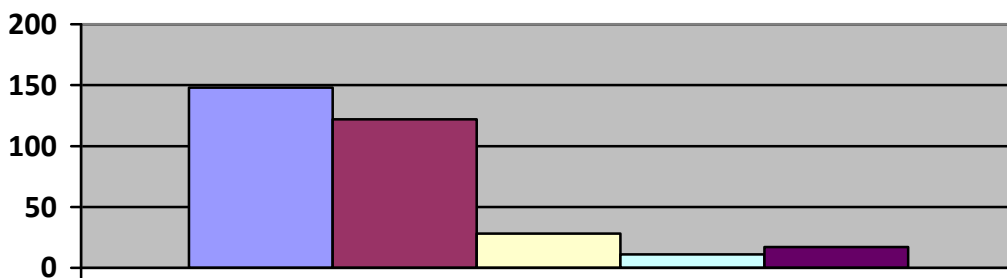
■ Yes	239
■ No	71

12. Overall, how would you describe your experience of your GP Surgery?



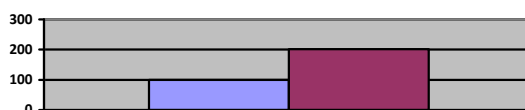
■ Excellent	111
■ Good	131
■ Average	36
■ Poor	10
■ Very Poor	3

13. Would you recommend Woodhouse Health Centre to someone who has just moved into the local area?



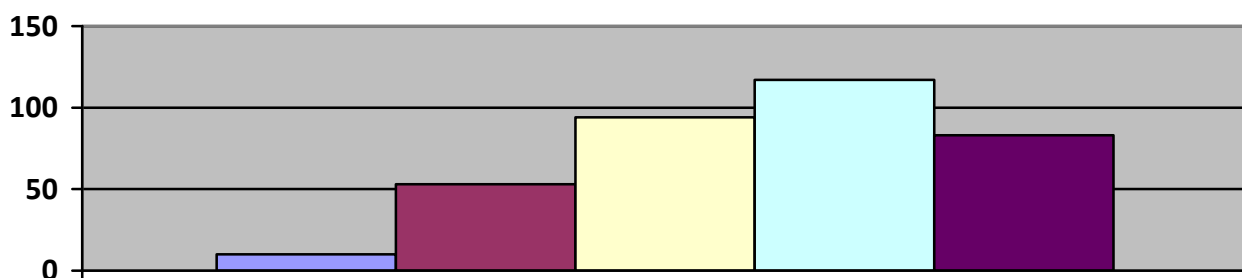
Yes, definitely	148
Yes, probably	122
No, probably not	28
No, definitely not	11
Not sure	17

14. What sex are you?



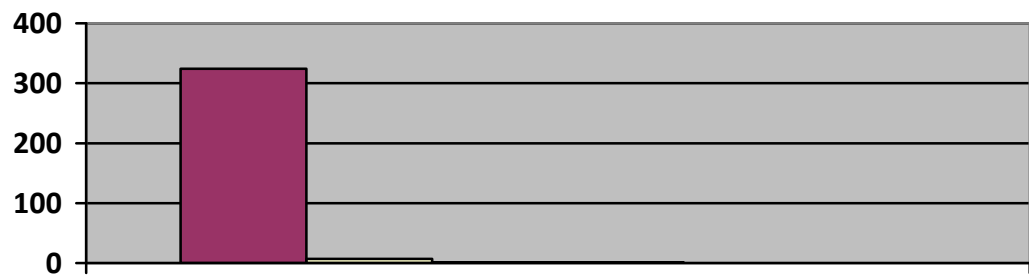
Male	100
Female	201

15. What age are you?



Under 18	10
18-30	53
31-45	94
46-65	117
Over 65	83

16. What is your ethnic group?



■ White	324
■ Black or Black British	7
■ Asian or Asian British	1
■ Mixed	1
■ Chinese	0