

## Woodhouse Health Centre . Practice list 12145 as January 2014

The practice has two patient reference groups. A patient forum that meets bi-monthly 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 and on the TV screens in the reception of the practice.
- An advertisement on the practice TV screens

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 and 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 approximately 410 responses of which 15 were responses online.
- An online survey asked patients if they are aware of the early morning appointments, evening appointments and Saturday morning appointments. 114 patients responded. 23% said they had used these appointments. 25% said they were aware of the appointments but had not used them. 52% said they were not aware of these appointments. This was discussed at the patient forum meeting on 3<sup>rd</sup> December. The group clarified that whilst these appointments were aimed at patients who worked, they were available for everyone.
- An online survey asked patients if they were aware that they could have their BP, height and weight checked for free anytime the practice was open by asking for a token for the health-pod from reception. 71 patients voted. 48% said they did know. 52% said they didn't know. The reception team are to raise awareness of this. This will be discussed at the forum meeting on 11<sup>th</sup> February 2014
- The current online survey asks if patients are aware they can get a password from reception that enables them to order prescriptions online and book a selection of appointments.

The patient survey was conducted in October and November 2013. The results were discussed with the patient forum on 3<sup>rd</sup> December 2013. 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 11<sup>th</sup> December 2013.

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. A general discussion about the survey was conducted. The group agreed to split the comments from the survey into categories and discuss one category in detail at each forum meeting. On the 3<sup>rd</sup> December the forum group discussed the comments about appointments. The forum will discuss the telephone system on 11<sup>th</sup> February 2014. Following meetings will discuss the reception, our clinicians and general comments. The detailed discussions from the survey will form part of the plan for the forum meetings in 2014.

- The telephone system. What works and what doesn't. Can the practice improve the system?
- Who was the best person to book an appointment with for what conditions and how the practice can raise awareness of this.
- The role of our first contact practitioners and how to raise awareness that they can prescribe a range of medication.
- Increasing patient awareness of early morning, late night and Saturday appointments.
- The practice is to look at making more of these appointments available online.
- Making patients aware how many appointments were missed each day. This information is added to most newsletters and is added in the context of GP time lost. This format was agreed by the forum.
- 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. Our television screen has the facility for this now.
- The reasons why a clinician runs late. This had been discussed in forum meeting on 9<sup>th</sup> July 2013 and again 3<sup>rd</sup> December. A common reason is when patients want to discuss more than one condition in a 10 minute appointment. The forum agreed that patients should be asked which is the most important condition for them on that day then asked to make a further appointment for anything else if the clinician runs out of time.
- The forum suggested letting patients into the building early so patients could check in on time and so help clinicians run on time. The practice agreed to do this.
- A new television system has been put in the practice.
- Improving the practice website. The practice is working with the forum to improve this.
- Ensuring that all information was available to online users as well as patients who did not have access to a computer.
- Waiting times for repeat prescriptions. These have improved now the practice does electronic prescriptions.

The online patient group has 22 female members and 8 male members. The age range of the group is 34 years old to 82 years old. The population of the practice is predominantly of white British race and this is reflected in the online patient group. 19 members of the group have chronic conditions. 1 member is housebound and one member is a carer.

The second patient group is the patient forum. This group has 32 members. 21 female members and 11 male members. The age range of this group is 23 years old to 81 years old. The group has 16 people with chronic conditions, one housebound patient and one carer. All the managers from the residential homes are invited to the forum meetings. The home managers are sent copies of minutes from all meetings. They are also telephoned one week prior to each meeting to remind them.

The forum meets bi-monthly at the practice.

The practice moved the patient forum meetings to Tuesday evenings in February 2013. The number of patients who regularly attend the meeting has increased and now includes a broader age range. The group also contains some patients who work. The meeting does not answer individual concerns but focuses on common issues and initiatives. For this reason the practice is trialling a drop in session with the assistant manager for one hour prior to the forum meeting. The first drop in session will be in February 2014. This service has been noted in the forum minutes. The service will be reviewed and the findings discussed with the practice and with the forum in the April 2014 meeting. Minutes of patient forum meetings are available on request and on the practice website.

Letters were sent to six care homes in May and July 2013 to invite them to the forum meeting and to join the e mail PRG.

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

The results of the patient survey completed in October and November 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 agreed that the comments discussed from the forum meeting and the comments from the questionnaires and that were discussed in a partner's meeting on 2<sup>nd</sup> December 2013 the comments from the survey and the areas that the practice could work on were discussed.

The practice asks the views of it's patients via the patient questionnaire, patient forum, e mail group, website.

The questionnaires were available on the website, at reception with prescriptions and e mailed the online group. A note was also put on the right hand side of prescriptions informing patients about the questionnaire and prompting them to fill a survey in.

Polls were completed on the website. Details are listed above.

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 2nd December 2014. The plan to discuss any actions from the discussions at the meetings within the practice is to be discussed at the next forum meeting.

The practice has made the following changes since the forum meeting on 19<sup>th</sup> February 2013.

- 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 forum asked for patients who had missed appointments to be charged. The practice explained this was not possible to do. The practice would highlight the number of missed appointments in the practice and in the newsletters. The forum asked if patients were reminded by text when they missed appointments. The practice has the facility to do this so will send a text routinely in future. The practice does send letters to patients who missed more than 3 appointments.
- The televisions within the practice have been changed.
- The televisions can now promote current health issues, the patient participation group and practice opening hours.
- Clinicians are looking at ways to keep more to time and asked the forum their opinion on ways to do this at the next meeting. The forum agreed that if a patient more than 5 minutes late for an appointment then it is the decision of the clinician if they can fit them into their clinic or if they have to make another appointment. This has now been implemented in the practice.
- The forum agreed that when a patient has a 10 minute appointment and wishes to discuss more than one condition then the clinician can ask the patient which is the most important condition to them and ask them to book another appointment to discuss the other conditions. The clinicians agreed that this would help them run to time and agreed to implement this where possible.
- A section about who to go to for help was included in the latest version of the practice leaflet.

- The forum asked for a review of texting patients about their appointments. This was reviewed. Patients receive a text at the time of booking their appointment and one the day before to remind them. The practice will look into texting to home numbers in 2014. The reception team are starting a campaign in January 2014 to encourage patients to update their mobile numbers and email addresses.
- The forum group have always talked about the amount of waste medication given back to pharmacies. The practice was approached to help with a project on waste from the pharmacy department at Huddersfield University. The forum gave the university and ideas and backing for the project.
- The forum asked for the lower check-in screen to be moved so that it was not in front of where a receptionist worked. This was not possible at the moment but would be considered in the future.
- The forum has a lot of input into the content and frequency of the practice newsletter. They agreed to a quarterly newsletter with a mixture of practice issues and common health issues. The forum is always asked what they would like including in the newsletter.
- As the patient forum is intended to discuss general issues. The group thought it would be helpful for patients to be able to discuss individual issues at a set time. The practice agreed to trialling this. The Assistant Manager will be available for one hour before each forum meeting.

The practices 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' a week (Tuesday)

One Saturday morning a month.

In Summary

Following our surveys and comments from patients the practice has

1. Changed the television system
2. Trialling a drop in for patients to discuss individual ideas and concerns about the practice one hour before each forum meeting.
3. Promoted both groups (online and forum)
4. Conducted a patient survey and 3 online polls

5. A section about who to go to for help was included in the latest version of the practice leaflet.
6. Increased frequency of forum meetings from quarterly to bi-monthly

Comments from the patient survey

Can't ring at 8am as on way to work by the time I get there and can ring all appoints gone	Not sure if an appointment with first contact is appropriate
Can't get through on the phones at 8am. Long wait	Have more appoints for those who work
Frustration at practice not leaving messages on answer phones	Release of on the day appoints not as good as last year when online appoints released at 6pm previous day
Would strongly like more messages by text	Awkward to get an appoint as I don't work in Sheffield
Reception won't listen to your needs	Booking appointments is better than it used to be
Reception team are always very helpful and polite	More appointments spread throughout the whole day are needed
Receptionists are nosey.	More next day appointments bookable
Difficult to get past receptionists to get a GP appointment	Not sure about late night appointments and Saturday appoints. When can you book them? Can anyone book them?
Don't like the locum doctors	Would like more early morning GP appointments
Regular GPs all fantastic	The practice should refuse appointments to patients who continually miss appointments
Best GP I have ever had	Long wait for blood test appointments
GP running too late	Not being able to be seen if I'm 5 minutes late but can be kept waiting an hour if on time
Need more GPs	Would like more appointments to book online
Great with mental health problems	Overall very satisfied
Sometime the first contact cannot help so you have to rebook to see a GP	Very Friendly staff

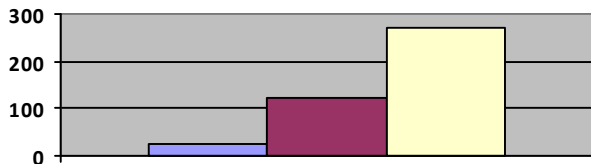
Surgery working towards improving service for workers	Good all round service
Don't like using the machine in the lobby for weight etc.	Brilliant practice, great staff
Like the new telephone number, much improved	Getting prescriptions better than it used to be
The practice listens to patients more	Great to order prescriptions online
Surgery working towards improving service for workers	Needs to be open Thursday afternoons
Need more activities to keep children occupied	A lot better than my last practice
Nurses very good	Flu clinics well organised and efficient
Lack of communication about results	Waiting rooms are too noisy at busy times
The nurses are brilliant and give extra time when needed. Thank you	I'm deaf so go in to make appoints. Staff friendly and understanding
Waiting rooms too crowded and stuffy at busy times	Nowhere to park

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

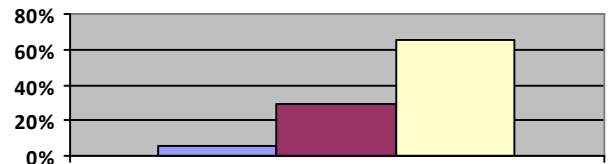
**PATIENT QUESTIONNAIRE**

Thank you to everybody who has participated.

1. How often do you visit the surgery? Total answered: 418.

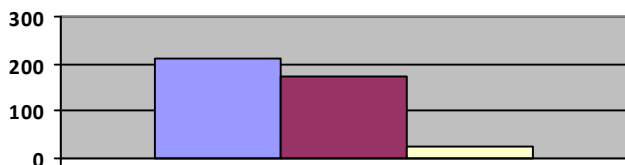


Weekly	24
Monthly	122
Infrequently	272

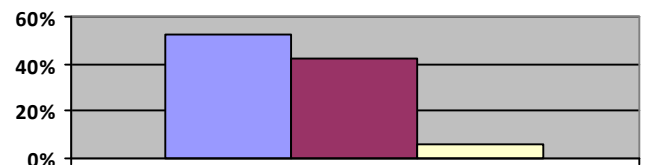


Weekly	6%
Monthly	29%
Infrequently	65%

2. How did you make your appointment for today? Total answered: 410.

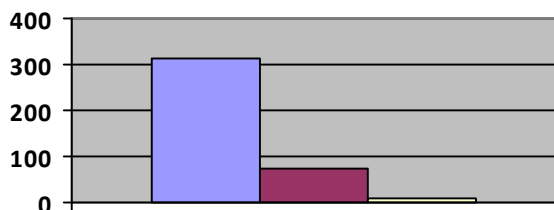


By Phone	213
In Person	173
Online	24

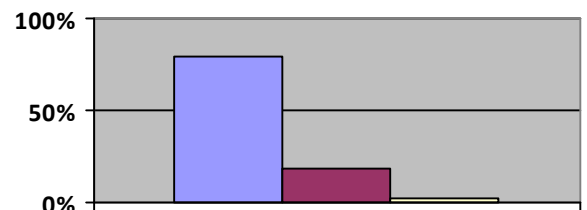


By Phone	52%
In Person	42%
Online	6%

3. Were you satisfied that the receptionist listened to your request? (*If applicable*) Total answered: 396.



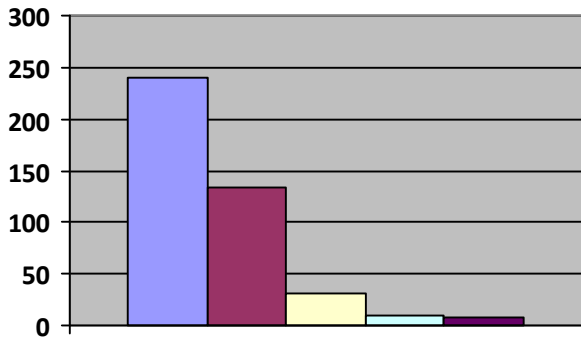
Very Satisfied	313
Neither Satisfied or unsatisfied	74
Not satisfied	9



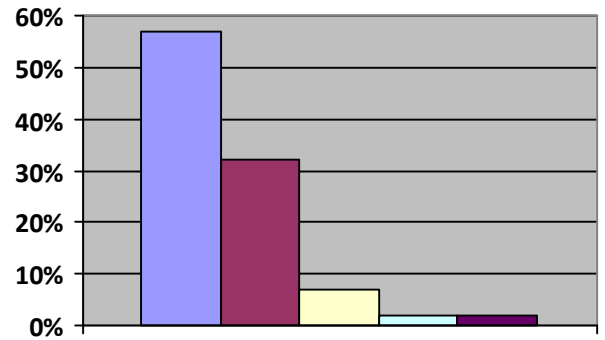
Very Satisfied	79%
Neither Satisfied or unsatisfied	19%
Not satisfied	2%



4. The last time you saw a GP, how good was he/she at giving you enough time? Total answered: 423.

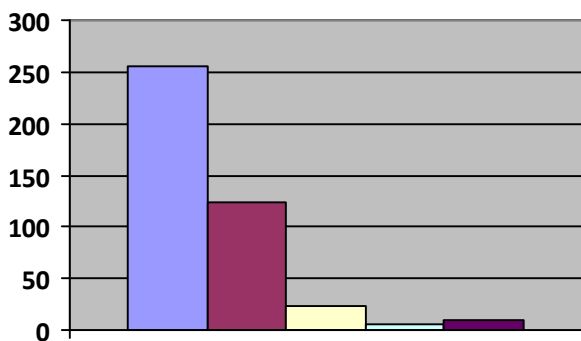


Very Good	240
Good	134
Fair	31
Poor	10
Not applicable	8

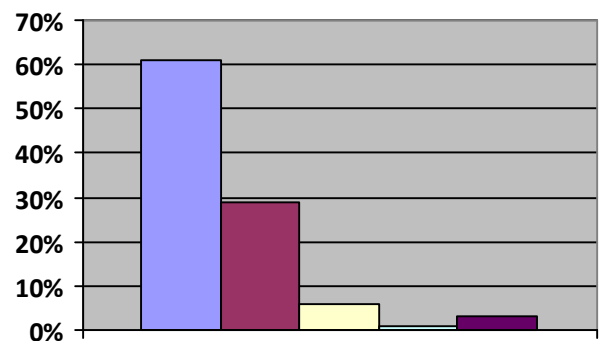


Very Good	57%
Good	32%
Fair	7%
Poor	2%
Not applicable	2%

5. On that occasion, how good was the GP at listening to you? Total answered: 418.

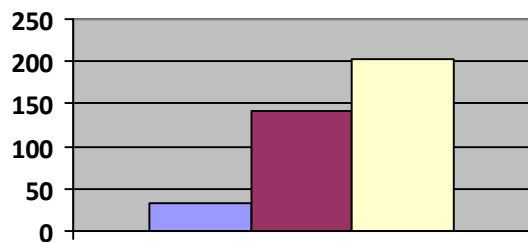


Very Good	256
Good	123
Fair	24
Poor	6
Not applicable	9

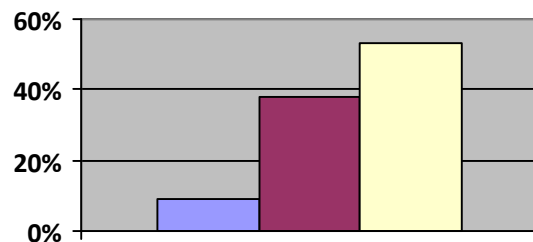


Very Good	61%
Good	29%
Fair	6%
Poor	1%
Not applicable	3%

6. Are you aware that we offer pre-bookable GP and nurse appointments on early morning and 1 evening and 1 Saturday a month? Total answered: 378.

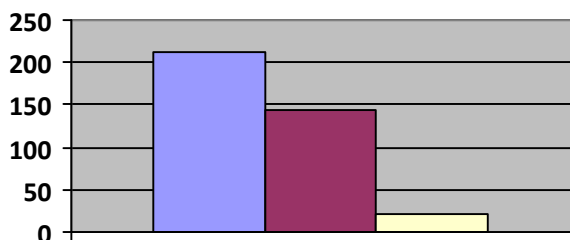


■ Yes and I have attended at least one of these previously	34
■ Yes	142
■ No	202

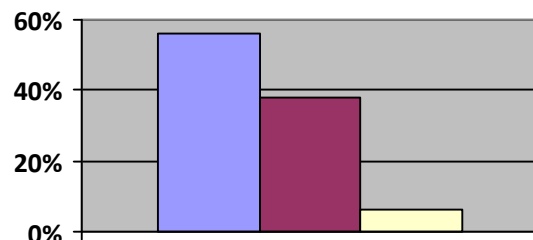


■ Yes and I have attended at least one of these previously	9%
■ Yes	38%
■ No	53%

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? Total answered: 376.

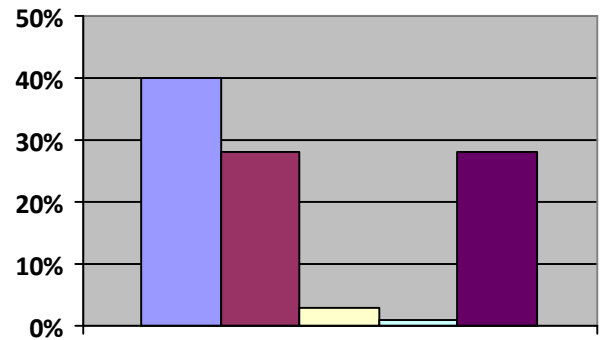
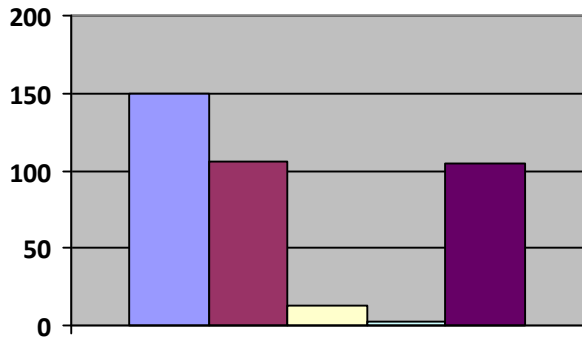


■ Yes and I have attended this	212
■ Yes but have not attended	143
■ No	21



■ Yes and I have attended at least one of these previously	56%
■ Yes	38%
■ No	6%

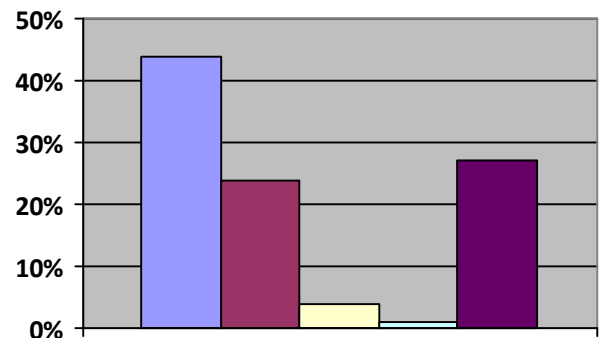
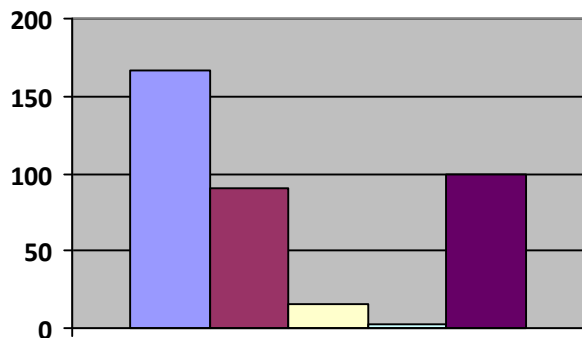
8. The last time you saw a First Contact practitioner, how good was he/she at giving you enough time? Total answered: 376.



Very Good	150
Good	106
Fair	13
Poor	2
Not applicable	105

Very Good	40%
Good	28%
Fair	3%
Poor	1%
Not applicable	28%

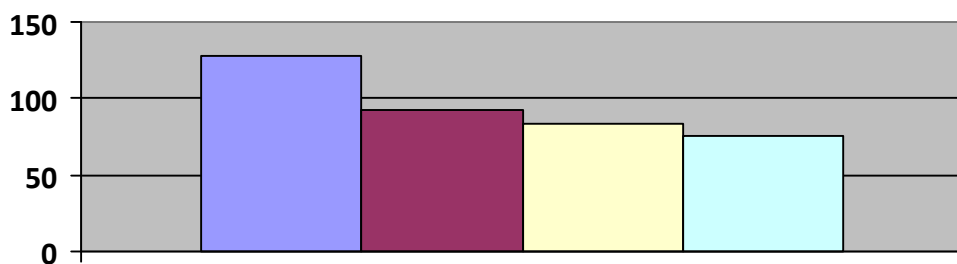
9. On that occasion, how good was the First Contact Practitioner at listening to you? Total answered: 373.



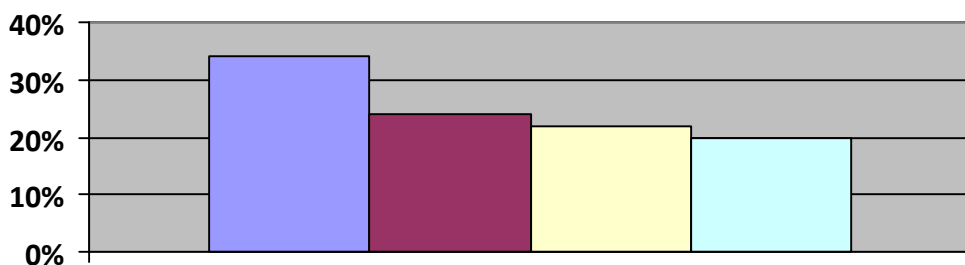
Very Good	166
Good	90
Fair	16
Poor	2
Not applicable	99

Very Good	44%
Good	24%
Fair	4%
Poor	1%
Not applicable	27%

10. Are you aware of our website [www.woodhousehealthcentre.co.uk](http://www.woodhousehealthcentre.co.uk)? Total answered: 380.

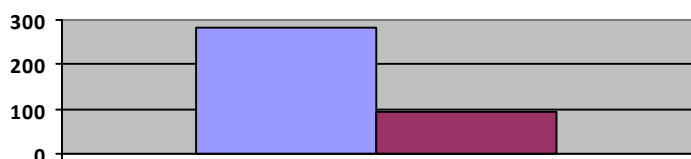


Yes and I have visited the site	128
Yes but haven't visited it yet	92
No	84
I do not have access to the internet	76

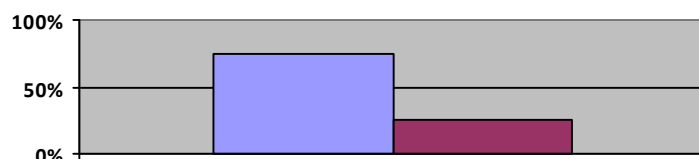


Yes and I have visited the site	34%
Yes but haven't visited it yet	24%
No	22%
I do not have access to the internet	20%

11. Are you happy to receive text messages regarding your appointments and results? Total answered: 379.

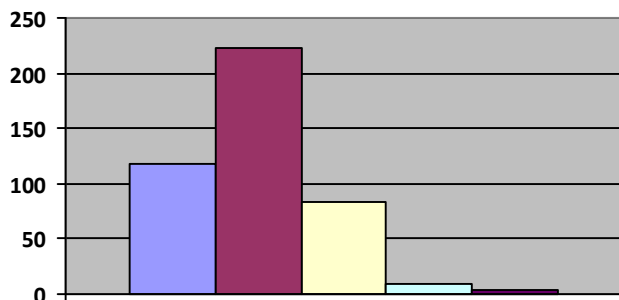


Yes	283
No	96

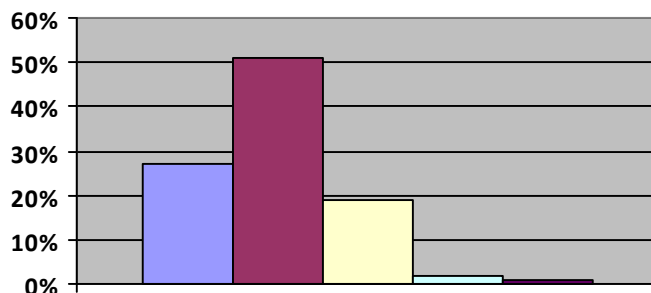


Yes	75%
No	25%

12. Overall, how would you describe your experience of your GP Surgery?  
Total answered: 436.

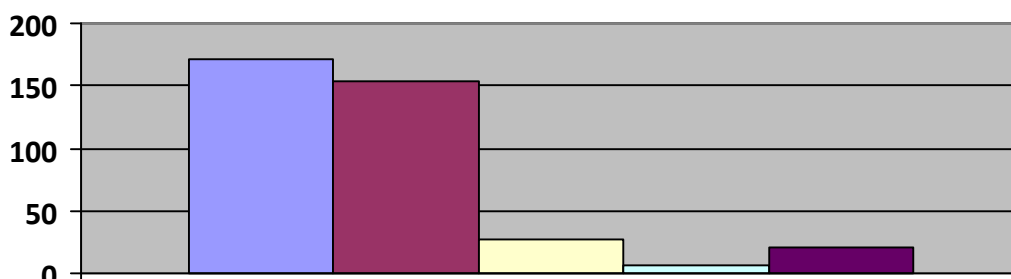


Excellent	117
Good	223
Average	84
Poor	9
Very Poor	3

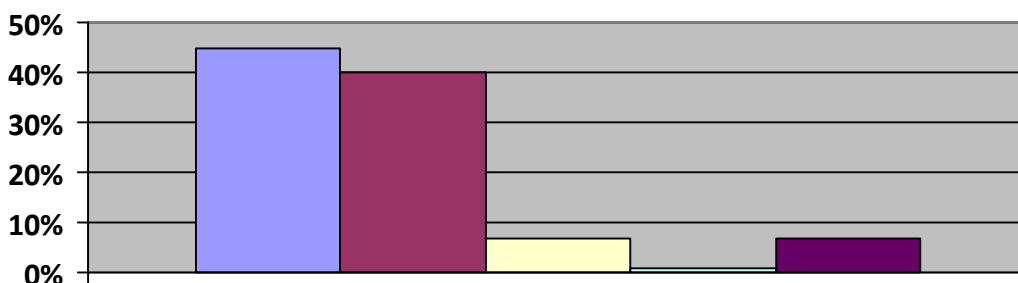


Excellent	27%
Good	51%
Average	19%
Poor	2%
Very Poor	1%

13. Would you recommend Woodhouse Health Centre to someone who has just moved into the local area? Total answered: 380.

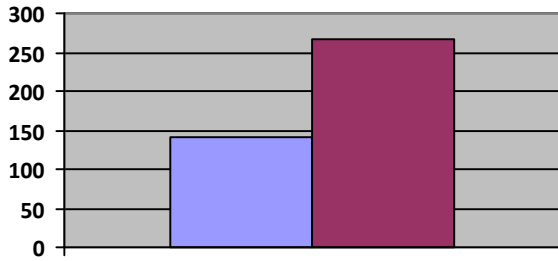


Yes, definitely	171
Yes, probably	154
No, probably not	28
No, definitely not	6
Not sure	21

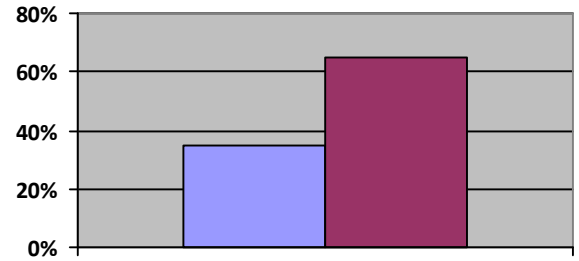


Yes, definitely	45%
Yes, probably	40%
No, probably not	7%
No, definitely not	1%
Not sure	7%

14. What sex are you? Total answered: 408.

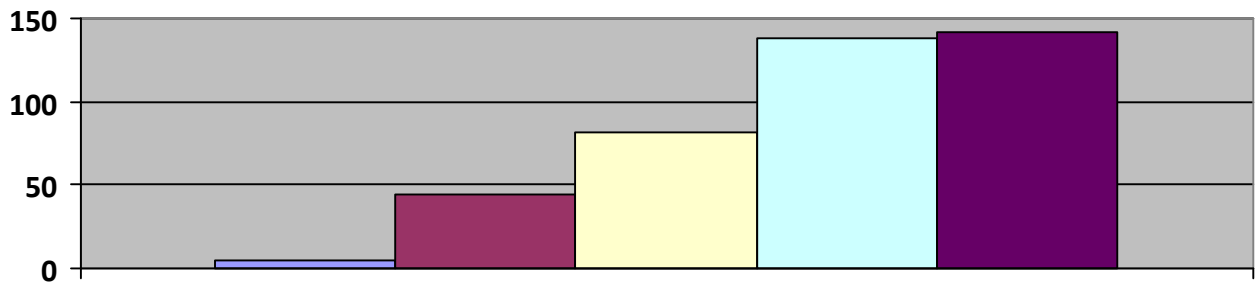


Male	142
Female	266

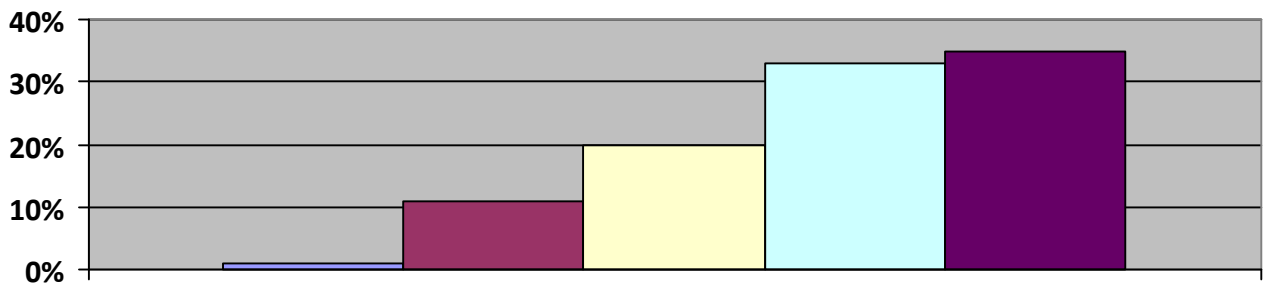


Male	35%
Female	65%

15. What age are you? Total answered: 412.

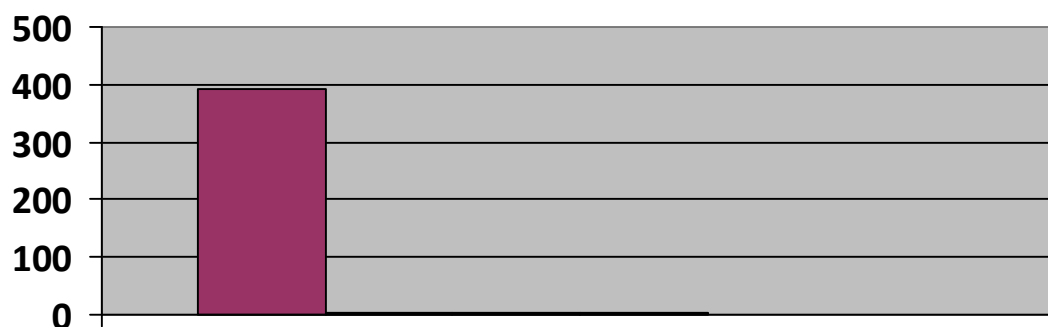


Under 18	5
18-30	45
31-45	82
46-65	138
Over 65	142

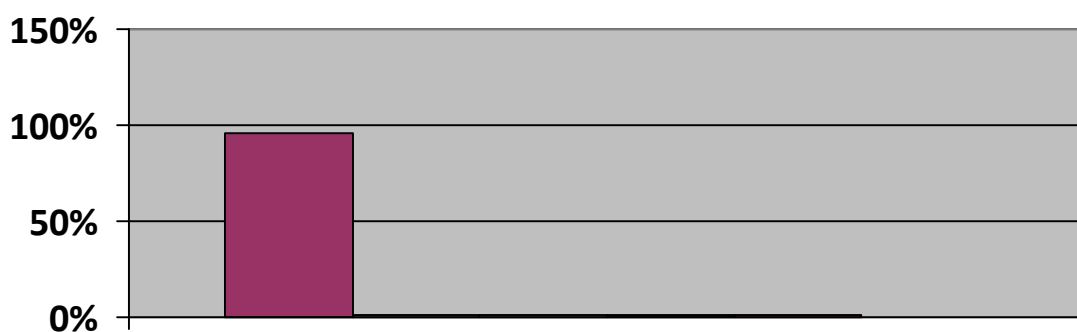


Under 18	1%
18-30	11%
31-45	20%
46-65	33%
Over 65	35%

16. What is your ethnic group? Total answered: 405.



■ White	393
■ Black or Black British	4
■ Asian or Asian British	2
■ Mixed	5
■ Chinese	1
■ Other Ethnic Group	0



■ White	96%
■ Black or Black British	1%
■ Asian or Asian British	1%
■ Mixed	1%
■ Chinese	1%
■ Other Ethnic Group	0