

Local Patient Participation Report – Wyndham House Surgery

Wyndham House Surgery has now established a Patient Reference Group which we hope will provide us with feedback about our services and suggest ways in which we can improve them. All communication with the group is done by email, making this a Virtual PRG. This report explains how we established the group and how we consulted with the group about our recent Patient Survey.

Step 1 - Establishing a patient reference group

In early January 2012 the Wyndham House Patient Reference Group was established. A Virtual Patient Reference Group is a useful way of collecting views of patients without asking every patient, so long as it contains a representative group of patients. Patients completed a form displayed in the waiting room of the surgery, which indicated that they would not mind being contacted by email. In order for the Virtual Patient Reference Group to be representative these patients were then screened for age and sex (also identified on the form), and chosen according to the practice profile, which follows the curve illustrated below (Fig. 1). Men and women from each of the age ranges were chosen and emailed to see if they were willing to take part. A group of 25 patients responded and were happy to take part.

This is considered as a “first wave” of patients and more are expected to be added in the coming months. The practice also considered the inclusion of minority groups. 0.13% of patients are recorded as from ethnic minorities. Two of our patients live in rural areas. The group contains people in full-time work, part-time work, who are studying and who are retired.

Although every effort was made to choose a representative group of patients the group was under-represented by patients within the younger categories and over-represented by patients in the 60-85 age group. The surgery will attempt to rectify this in the future, by targeting the under-represented age group, by promoting the patient reference group on the practice website, and through posters and leaflets in the surgery. Ideally we would like the patient reference group to represent the characteristics of the distribution of age and sex of patients at Wyndham House Surgery, as shown below.

Fig 1. Age/Sex Distribution of patients at Wyndham House Surgery

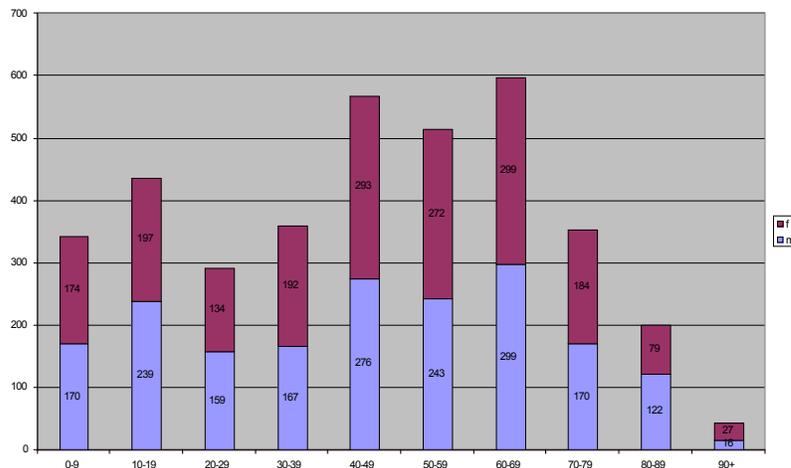
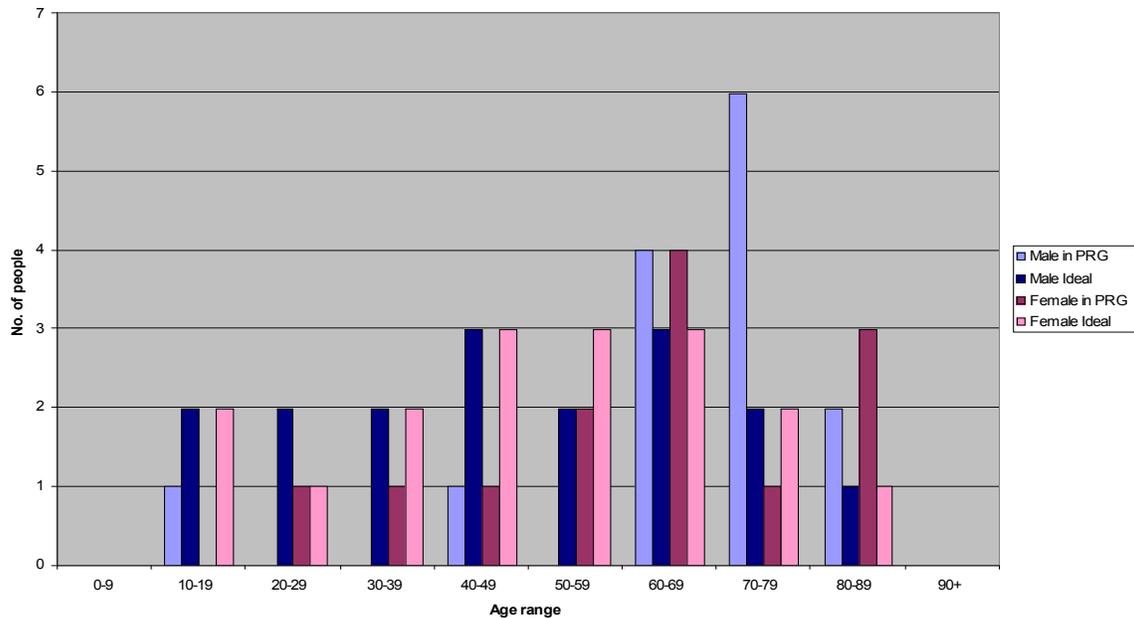


Fig 2. Ideal versus actual distribution of PRG



Step 2 - Agree areas of priority with PRG

The areas of interest of the patients and the surgery were established through initial questioning of the group by email. The major questions highlighted were the use of new technologies in updating the way the surgery can contact patients, and vice versa. The main topics identified included the use of text messaging for appointment reminders and the ability to book appointments online.

Step 3 - Collate views of patients using a survey

A survey was produced by incorporating the priority questions into a general survey to see how Wyndham Surgery is perceived by its patients. Questions were asked about how easy it is to book an appointment, how patients feel they are treated by staff and whether they use our other services such as requesting repeats online and our Bertie prescription delivery service. For a copy of the survey see Appendix 1. The surveys were distributed to patients throughout the month of February. About 1500 patients visited the surgery for appointments, with about another 500 collecting repeat prescriptions from the surgery. The surgery also offers a repeat prescription delivery service which took questionnaires to people who find it difficult to come into the surgery. In total 130 surveys were completed and returned.

The results of the survey showed that most people (>60% and average of 87%) find it very easy to see a doctor the same day, see a preferred doctor or nurse, cancel an appointment, book an appointment in advance, order a repeat prescription and pick up a prescription. 98% people are happy with the way they are treated by staff.

Only 23.5% of people would like to be texted about appointments, but 53.7% would like to book appointments online. 86% of people knew the surgery had a website and 50% of people used the online repeat prescription request page. Significantly 18.7% had no internet access. 75% of people knew that we delivered prescriptions with the Bertie delivery service. Some of the comments brought up areas that the surgery could improve on. These included comments about dispensary opening hours, the radio station in the waiting room and not having a bell at the dispensary window. For full results see Appendix 2. Overall, the results of the survey show that Wyndham House Surgery is highly thought of within the community and the doctors and staff treat patients well. Some comments include:

"I think Silvertonians are very well served with polite, friendly, professional and very efficient staff"

"My family and I think you're all wonderful – thank you so much!"

"We are very fortunate to have a practice with so many facilities – and such friendly, caring and approachable staff"

"We are a very fortunate community"

Wyndham House Surgery will follow up this survey by continuing to promote the Bertie delivery service, the website and prescription ordering online. As nearly 20% of people who responded to the questionnaire have no internet access the traditional forms of communication with patients will continue to play a vital role in communicating changes and news from the surgery to patients.

Steps 4 & 5 - Agree an action plan with the PRG

The main questions that arose from the survey answers and comments were emailed to the Patient Reference Group. These questions were:

- 1. Should the surgery begin a trial of targeted texting about appointments?**
This may include a system of signing people up to a texting service, when they register or come in, when they can then add their mobile phone number to a list of people who like to be reminded of appointments by text message.
- 2. Should the surgery begin a system where people can book some appointments online?**
- 3. Should the surgery revise the dispensary opening hours and reinstate a bell?**
- 4. Should the surgery trial a new radio station (Classic FM)?**
- 5. Are there any other issues regarding opening times or accessibility the surgery should look at?**

The answers given form the basis of an Action Plan (see Appendix 3).

Step 6 - Publicise the results and agreed action plan

The results of the survey, the report and the action plan are all available on our practice website.

Opening Hours (Tel 01392 860034)

The surgery is open from 8:30 – 6pm Mon to Thurs, 8:30 – 5pm Fri.

Dispensary 9 – 12 midday and 2:30 – 6pm Mon-Thurs 9-12 and 2:30 – 5 Fri.

Out of hours: NHS Direct + Devon Doctors