

# BOW MEDICAL PRACTICE

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## Patient Participation DES - Local Participation Report

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**Date Published: 25<sup>th</sup> March 2014**

### **A description of how the PPG came to being and the profile of the current members of the PPG:**

#### **Introduction**

Every registered patient is encouraged to provide feedback on the services that the Practice provides, be it via the comment book available in the waiting room, a chat at reception, a meeting with the Practice Manager or more recently by becoming a member of the Practice's Patient Group.

Patients have been informed of the group via notices in the surgery, a regular spot in the Practice newsletter, articles in the local publication the "Bow and Arrow" via our Practice website [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk) and on our Facebook page <https://www.facebook.com/BowMedicalPractice> .

Historically the Practice held informal meetings to encourage support for the group, initially in the Village Hall and more recently at the new Practice premises. Which included coffee evenings, a stall at the local farmers market, a festive evening and "open door" meetings. At each of these events information has been available for patients to take away with them, this included a tear-off strip for those who sought further information or wished to become involved. This is in addition to the traditional scheduled member meetings

The member group, which was founded in 2012, now consists of 17 Patients who are able to give their time to participate in a more formal way by being active members of the Patient Participation Group. In addition to the formal group we also have a 'virtual group' who contribute via e-mail.

The Patient Group have their own e-mail [bowpatientgroup@gmail.com](mailto:bowpatientgroup@gmail.com) and mobile phone to enable non-member patients to contact the group.

## Profile

### Patient Group Demographics

**Patient Count**            **2554**

		<b>A</b>	<b>0</b>										
		<b>g</b>	<b>-</b>	<b>10-</b>	<b>20-</b>	<b>30-</b>	<b>40-</b>	<b>50-</b>	<b>60-</b>	<b>70-</b>	<b>80-</b>	<b>90</b>	<b>TOT</b>
		<b>e</b>	<b>9</b>	<b>19</b>	<b>29</b>	<b>39</b>	<b>49</b>	<b>59</b>	<b>69</b>	<b>79</b>	<b>89</b>	<b>+</b>	<b>AL</b>
<b>Search</b>	<b>Gender</b>												
	<b>Female</b>						0	3	3	3	2		<b>11</b>
	<b>Male</b>						1	1	2	1	1		<b>6</b>
<b>Total</b>													<b>17</b>

All members of the patient group are of a white ethnic origin. We have very few members of our patient community who are of another ethnic origin. We would welcome attendance from patients of different backgrounds, however we felt that it would be discriminatory to target any one age group or ethnic group and therefore our "recruitment" efforts have been varied hopefully reached patients of all ages and backgrounds. It is then for each patient to contribute in any way that they feel able, ensuring that we maintain respect and choice.

### Patient Demographics

**Patient Count**            **2554**

		<b>Age</b>	<b>0-9</b>	<b>10-19</b>	<b>20-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>60-69</b>	<b>70-79</b>	<b>80-89</b>	<b>90-99</b>	<b>TOTAL</b>
<b>Search</b>	<b>Gender</b>												
	<b>Female</b>		156	138	121	126	172	197	192	120	54	9	<b>1291</b>
	<b>Male</b>		132	132	128	105	196	191	192	127	60	6	<b>1263</b>

**A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

As aforementioned, every registered patient is encouraged to become a member of the Practice's Patient Group.

Whilst patients have been informed of the group via various methods as outlined in the introduction, we have found it particularly difficult to engage the younger members of our patient community. We hoped that the introduction of our Facebook would encourage membership from the younger generation; we have attracted membership of this demographic to the page and will use the poll tool available within Facebook to enable interaction and gain feedback in addition to traditional survey methods.

All members of the patient group are of a white ethnic origin. We have very few members of our patient community who are of another ethnic origin, less than 0.5%. We would welcome attendance from patients of different backgrounds; however we felt that it would be discriminatory to target any one age group or ethnic group and therefore our "recruitment" efforts have been varied and hopefully reached patients of all ages and backgrounds. It is then for each patient to contribute in any way that they feel able, ensuring that we maintain respect and choice and have not singled out individuals, which could compromise a relationship that is precious and privileged.

The Practice held informal meetings to encourage support for the group, initially in the Village Hall and more recently at the new Practice premises. Which have included coffee evenings, a festive evening, a stall at the local Saturday farmers market and "open door" meetings. At each of these events information has been provided and available for patients to take away with them, this included a tear-off strip for those who sought further information or wished to become involved.

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

We reviewed last year's local report and agreed on items to carry forward.

We then reviewed the patient survey and discussed topics where we might improve upon, however all members present felt that the service currently offered is high quality and there was no area of concern or clear area for improvement.

We listen to patients attending the surgery and took feedback from the visitors book and comment box, discussed views obtained by the patient group representatives during visits to the local farmers market etc and reviewed comments from the patient survey. A general discussion between the members of the PPG concluded once again that the level of service is high and there was no clear area for improvement identified.

We agreed to continue to use the Practice newsletter, local Bow and Arrow publication, our website and Facebook to reach patients.

Following this, we discussed with the PPG members and agreed the list of priorities that would need to be addressed and created an action plan for the forthcoming year, which include:

- The continuation of the buddy system
- A carer support group and network
- Implementation and facilitation of a walk and talk group

### **A description of how the Practice sought to obtain the views of its registered patients**

As the national patient survey is sent out randomly and therefore captures frequent and infrequent users of our service we took the same approach as last year and targeted the survey at patients who visited the surgery during a particular period.

The basis of this decision was that we hoped for information which we could act upon swiftly, thus encouraging patient participation on the basis that we would be seen to engage and react within a short timeframe, where practicable.

The PPG members created and designed the survey, including questions that they felt were relevant and would provide clear measurable outcomes.

We agreed to use the same survey again in six months' time, when we also hope to be able to deliver to Patients via e-mail. Hopefully this will enable us to reach a wider audience. However, at present we still do not hold sufficient e-mail addresses for patients to make this viable therefore we still need to undertake a robust data capture exercise, respecting consent.

Along with the paper survey we also will place a copy onto our website for download – along with the Facebook link.

### **A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

The outcome of the survey was discussed with the Practice team during a team meeting and with the Patient group during a PPG meeting.

The results indicated that we had a fair understanding of our patients needs and the Practices performance regards meeting those needs.

### **A description of the findings or proposals that arose from the local Practice survey and what can be implemented and if appropriate reasons why any such findings or proposals should not be implemented**

- 28% of patients indicated that they were not clear on all of the services that the practice offered. Therefore, along with the PPG we will review our literature and actively provide this information to patients who attend the Practice, rather than leave for patient selection.
- 40% of patients indicated that they were not aware of the NHS Health Checks for 40-74 year olds. We discussed that this could be due to the patients in question being outside of this age range, however agreed to increase the area promoting this service.
- The general service questions were all positive and this is mirrored in the national patient surveys, therefore our current access arrangements did not signify a need for change.

- We focused on the ways that we communicate with patients
  - 57% of patients reported that they do not visit the Practice website
  - 35% of patients would like to be notified of appointments via text
  - 84% of patients noted that they are aware of the new 111 service
  - 87% of patients noted telephone as preferred method of contact
  - 22% of patients wished to be contacted via email
  - 28% of patient wished to be contacted via text
  - 8% of patients reviewed the Facebook page
  - 3% of patients wished to use the online appointment facility

We agreed to promote the various methods of communication, however it was noted that this is a rural and traditional village. The service was described by PPG members as friendly with excellent continuity.

**A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:**

100 patient questionnaires were sent out, 100 responses were received. Overall a 100% response rate.

A copy of the patient survey findings are appended and available for public view on the website.

**A Description of the action which the Practice intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.**

The practice team and patient group representatives were delighted to acknowledge that the service which the Practice provides is recognised to meet the needs of our patient community.

We now offer appointment booking online and an online repeat prescription order facility, therefore we hope that this might enable those patient who were not able to be seen at a time that suited them better opportunity to select a convenient time.

We recognise that some patients are not fully aware of the opening hours and currently have the times advertised on the large sign at the entrance to the Practice, by the front door, in the waiting area, on the website and on our Facebook page. All new patients are provided with a welcome pack.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

***Extract from Practice information leaflet***

**Practice Opening Hours**

Monday – Friday 8.00am – 6.30pm  
Saturday 8.00am - 10.00am

**Dispensary Opening Hours**

Monday – Friday 8.30am- 1.00pm  
2.00pm - 6.30pm

**Surgery Times - Doctor**

Morning surgery	8.30 am - 10 am	No appointment necessary
Afternoon surgery	3:30pm – 6:30pm	By appointment, pre-bookable up to six weeks in advance
Saturday	8.30 am - 10 am	By appointment, pre-bookable up to six weeks in advance

**Surgery Times — Practice Nurse or HCA**

	Morning	Afternoon
Monday	8:15am – 12 noon	3:00pm – 6:30pm
Tuesday	8:15am – 12 noon	2:00pm – 6:30pm
Wednesday	8:15am – 12 noon	4:00pm – 6:30pm
Thursday	8:15am – 12 noon	4:00pm – 6:30pm
Friday	8:15am – 12 noon	4:00pm – 6:30pm

**Services Provided**

We provide a full range of NHS services, which we are contracted to provide under NHS DEVON. These services include all chronic disease areas, maternity, contraception, minor surgery and child health surveillance services. Patients, including new patients joining the practice, will be offered consultations for a health check as part of our programme of health promotion.

**Visiting Clinics Held** All by appointment bookable in advance

Physiotherapy:	Tuesday 8.30am—2.30pm
Chiroprody:	Thursday morning
Midwife:	Thursday morning
Carer clinic	First Wednesday morning of the month

**Home Visits And Emergency Calls**

These are provided for the housebound and those who are genuinely too ill to be moved. **Please telephone requests for visits before 11 am** on 01363 82333.

Our community nursing team provide healthcare for patients who are permanently or temporarily housebound, or whom require short term care in their home environment.

At weekends and at night emergency calls will be handled by NHS 111.

### **Repeat Prescriptions**

Patients requiring a repeat prescription of their medication are encouraged to complete the web order form available through the Prescriptions tab on our website [www.bowmedicalpractice.co.uk](http://www.bowmedicalpractice.co.uk) Alternatively telephone the answer phone service on **01363 82749** at any time (24hr service, available 7 days a week), or send your repeat slip into the surgery.

**Please Provide Two Working Days' Notice (Excluding Weekends And Bank Holidays)**

### **Car Parking**

There is a large level car park available for patient use. The area directly in front of the paved area is for emergency vehicles only. The bays to each side of this area are to remain clear for our disabled patients, please.

### **Disabled Facilities**

The surgery provides easy access for those with disabilities. Disabled parking bays are available by the front entrance with flat access into the building. Two disabled toilets are provided. Please let the receptionist know if you have problems with sight or hearing so appropriate help can be provided.

### **Private Services**

Certain services are not provided by the NHS, You will be advised of the fees applicable when you request any services not covered by NHS regulations.

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Patients are able to access the Practice and our services during core hours either in person, on the telephone or via fax communication.

Prescriptions can be ordered in person, on the telephone or via the website.

We do have a comment form available on our website, however patients are asked not to use this for medical purposes.

Each morning the GP's hold an "open access" surgery, where patients are able to attend without the need to make a prior appointment, between 8.30am – 10am and will be guaranteed to be seen. Each afternoon the GP's offer a pre-bookable surgery, appointments are available up to six weeks in advance. In addition, we protect emergency slots within the afternoon for urgent medical issues that arise after the morning open access clinic.

There is also a GP surgery on Saturday mornings; this is a pre-bookable surgery, with appointments available to book up to six weeks in advance. We also protect emergency slots in addition to the required "extended hours" pre-bookable appointments.

We have recently introduced the provision of on-line appointment booking and are currently considering how we might improve access by offering an e-mail communication pathway to patients in the future.

**A description of extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The practice offers extended opening on a Saturday morning between 8am and 10am. A GP is available, patients are able to pre-book up to six weeks in advance and we also have some urgent appointment availability on the day.

A dispenser is present to ensure that we are able to offer holistic care to our patients during extended hours. Although the dispensary is not "open" for general items due to only one dispenser being on duty, we always assist where we can.

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