

BOW MEDICAL PRACTICE

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Patient Participation DES - Local Participation Report

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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 and on our Facebook page <https://www.facebook.com/BowMedicalPractice> .

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 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 last year, now consists of 10 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 and mobile phone to enable non-member patients to contact the group.

Profile

Patient Group Demographics

Patient Count **2473**

		A g e	0 - 9	10- 19	20- 29	30- 39	40- 49	50- 59	60- 69	70- 79	80- 89	90 +	TOT AL
Search	Gender												
	Female						1	2		3			6
	Male						1	1	1	1			4
Total													10

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 **2473**

		Age	0- 9	10- 19	20- 29	30- 39	40- 49	50- 59	60- 69	70- 79	80- 89	90- 99	TOTAL
Search	Gender												
	Female		132	136	112	122	176	188	187	125	59	9	1246
	Male		128	134	113	114	192	177	180	131	52	6	1227

Patient Ethnicity Report

Patient Count	2473
Unknown	828
White British - ethnic category 2001 census	1627
White Irish - ethnic category 2001 census	3
Chinese - ethnic category 2001 census	1
Oth White European/European unsp/Mixed European 2001 census	1
Other Asian background - ethnic category 2001 census	2
Other Mixed background - ethnic category 2001 census	2
Other white ethnic group	1
Polish - ethnic category 2001 census	3
White and Asian - ethnic category 2001 census	4
White and Black African - ethnic category 2001 census	1
Total	2473

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:

Initially we reviewed previous surveys and discussed topics where we might improve upon, coupled with suggestions from those attending the public meetings held.

We also listened to patients attending the surgery, reviewed comment forms and had a general discussion between the members of the PPG.

We also used 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.

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 approach that for this first survey we would target patients who had used the surgery recently. The survey was mailed out to Patients who had visited the Practice within a specific two week period. A copy of the survey was also available on reception.

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.

As this is the first year that we have participated in the DES, whilst it may not continue we plan to re-run the survey in the Spring, 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 do not hold sufficient e-mail addresses for patients to make this viable therefore a robust data capture exercise will need to be undertaken, respecting consent.

Following the paper survey we also recognised that we could have placed a copy onto our website for download, which we will also do in the Spring – 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.

The results aligned to the areas already identified by the Patient group at previous meetings. This 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

- 17 patients noted a preference for online booking of appointments. *We are currently discussing with our website provider and clinical system provider how we might achieve this.*
- 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. However, we were surprised that four patients who wished to be seen fairly quickly reported that they could not be, especially as we operate an open access clinic 5 mornings a week where patients can come along and are guaranteed to be seen. 80% were very satisfied with our opening hours and 18% fairly satisfied.

- It was apparent that not all patients were knowledgeable about the current opening times as we asked “when would you like the surgery to be open”, apart from 1 patient who wished for us to be open before 8am, all of the others indicated times when we are currently open. We 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. *We have since created a wallet sized opening time information slip so that we can better inform patients.*
- 90% were very satisfied with the Practice in general and 9.4% fairly satisfied. No patient indicated dissatisfaction or a neutral opinion. Therefore, we then led onto explore other areas where we might enhance our service:
 - Enabling a patient transport network
 - Enabling a prescription delivery service to the housebound
 - Befriending
 - Planning a community “Health fair” event at the village hall

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

255 patient questionnaires were sent out, 127 responses were received. Overall a 49.8% response rate. Of which, 46 were male (36.2%) and 81 female (63.8%).

Age	%	Number	Age	%	Number
18-24	6.3	8	55-64	21.3	27
25-34	3.1	4	65-74	25.2	32
45-54	17.3	22	85 or over	3.9	5

The following relates to questions that were answered by the 127 respondents, not all patients answered all questions therefore % of patients answering as well as number (in brackets) is provided for context purpose:

The majority, 80.3% (102) used the telephone to make an appointment at the surgery. Of those who had contacted the practice by telephone in the last 6 months, 100% (118) found it very easy or fairly easy to get through.

100% (127) reported that they found it very easy or fairly easy to get into the Practice. 100% of patients thought that the Practice was very clean or fairly clean.

61.6% (53) patient said that they were normally seen at their appointment time or within 5 minutes, 29.1% (25) said they had to wait between 5-15 minutes. None reported having to wait more than 30 minutes.

94.2% said that they consulted with their preferred doctor.

98.4% (125) said that they were very satisfied with the practice’s opening hours.

100% (127) said that they were either very satisfied or fairly satisfied with the practice.

94.5% (120) said that they would definitely recommend the practice.

13.4% (17) patients informed that they would like to book appointments online. Agreed action point

1.6% (2) patients said that they would like to book appointments via digital TV.

5% (1) patient reported that they would like to be able to have an appointment before 8am

60% (12) patients reported that they would like to be seen after 6.30pm.

35% (7) said the Practice should be open on Saturday (we currently open on a Saturday 8am – 10am)

0% (0) patients thought the Practice should open on a Sunday

0% (0) patients wished to be seen at lunchtime

0.8% (1) respondent white Irish

0.8% (1) respondent Asian background

98.4% (124) respondents white British

98.4% were born in the UK

1.6% (2) were born outside of the UK

100% spoke English at home, although Filipino was also spoken.

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 are currently working with our web designers and clinical IT provider, investigating the options available for providing appointment booking online. We currently offer an online repeat prescription order facility, therefore the booking of appointments is achievable and we are committed to offer this service in the near future.

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. We have since created a wallet sized opening time information slip so that we can better inform patients and are exploring other ways of ensuring all patients are aware.

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
Chiropody: 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 "Devon Doctors on Call". At these times your call will be automatically transferred to the professional team at Devon Doctors.

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 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.

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 pre-bookable appointments.

We are currently working towards the provision of on-line appointment booking and 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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