

Patient Participation Direct Enhanced Service (DES) for GMS Contract

Between March 2014 and March 2015

Part 4

Fordbridge Medical Centre

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Introduction

This report is conducted in accordance with Patient Participation Direct Enhanced Service (DES) for GMS Contract and continues to outline the findings of the Patient Reference Group (PRG) from the year March 2014 to March 2015. **At the time of publication there were 6737 registered patients, 3360 male and 3377 female.** The PRG first formed in 2011 and has continued to meet throughout 2012, 2013 and 2014, initially starting as a focus group but at the time of publication there are various feedback methods.

Aims & Objectives

The aims are to discover ways to improve the Practice and also to continue to try to fulfil plans set out the previous year. Findings were based on the Practice patient questionnaire conducted between January 2015 and February 2015 based on the previous year's questionnaire results. The results could be used to gauge the successes of the changes implemented in the previous year's DES report.

Terms of Reference

This report is conducted as part 3 of the DES GMS contract for the NHS. Findings are based on a group of patients at the surgery who joined the PRG and from the outcomes of the Patient Questionnaire which can also be found on the website.

The report aims to address the ideas and recommendations gathered at the PRG meetings and through the patient surveys in terms of improving the Practice. This report will be published on the Practice website <http://www.fordbridgemedicalcentre.co.uk> and also a concise version advertised in the surgery waiting rooms and newsletters.

Methodology

As outlined in the DES Document part one and two a PRG group was established and continued to meet to discuss ways to improve the Practice and enhance the Patient experience at Fordbridge Medical Centre. This was done as a focus group with a handful of

patients also contributing via the telephone. A virtual group was also attempted to be established on the theory that more people have internet access these days. Slips were handed out to patients to fill in their email addresses if they were interested in joining our virtual PRG group. However, despite 42 email addresses being given, only two patients actually responded to any email. This was very disappointing and discussions on how to lift this by advertising in a newsletter were also unresponsive. Sadly, one member of the original PRG has since passed away and another has become too ill to participate. Several regular patients were asked if they would be interested to join a group but said due to other commitments were unable to make many meetings which was a problem faced beforehand. One suggestion that a PRG member suggested was about telephone conferencing direct feedback to the Practice Manager. This has actually has actually been very successful. One member said that they felt less intimidated giving feedback one to one as they did not feel able to speak up in a group.

In addition of a suggestion box has been placed in reception to try and encourage greater patient participation in the future. The current number of patients that have input in to the PRG is now 13, which is a decrease since 2014.

The PRG demographics consisted of 13 members; 7 female and 6 male.

Participant's ages ranged from:

18-35	-	1
36-50	-	2
51-65	-	6
66-80	-	4
80+	-	0

A questionnaire was handed out to patients in the surgery during winter 2014/15 which was completed by 45 Patients. These results were discussed to allow recommendations to be made for further improvements.

For details on how the PRG was formed, please see part 1 DES documents.

Results from PRG meetings

The discussions at the PRG meeting were based on feedback from the Patient Questionnaire conducted from both 2011 through to 2015 to measure the success of changes made, to see which changes outlined in the previous 12 months have been implemented and also to outline further goals for the coming 12 months. The results are published on our website.

Recommendations & Implemented Changes from Action Plan from 2014

Patients had feedback in previous questionnaires that they felt the surgery looked “a bit tired”. The surgery now has replaced all floors in the reception area and reconfigured the layout and working space in the reception area.

The telephone system continues to either be loved or loathed. A survey was undertaken and analysis externally which analysed the validity of these points. The results are available on our website.

More GP’s have been made available at the beginning of the week.

EMIS training as outlined last year has increased use of the EMIS system tools and as a result Fordbridge now offers electronic prescribing.

Other Changes

Two new GP’s have now joined the Practice. Dr P Dhillon has joined Fordbridge along with Dr Moore becoming a partner after many years as a Locum.

All patients over 75 have been written to informing them who their named GP is and the Carer’s registered has been increased in order that all carers may be offered health checks where appropriate.

Fordbridge now offers a “Friends and Family” test online for patients to feedback through the Practice Website.

Patients are offered access to their patient records and other online services.

Summary of Achievements from Action Plan

Major Changes

- EMIS web increase usage with electronic prescribing and patient record sharing
- 2 new GP's
- Update surgery décor
- Reception layout updated and changed
- Carers register established

Minor Changes

- Changes to notice boards in waiting areas
- Increase in patient telephone consultations
- Working with Surrey CCG on access to online pre-book appointments
- Suggestion box in reception
- Over 75's informed of their named GP

Action Plan

- To continue EMIS web training to get the most from the package.
- To continue with refurbishment plans.
- Train new reception staff
- New Practice Manager to be appointed in July 2015

Conclusion

The changes made and discussed in the action plan appear to have been successful so far according to our PRG members. The overall success will be determined somewhat by our patient questionnaire and future discussions held with a now increasing PRG.

The use of a PRG has been useful in gaining ideas and feedback as to how best improve the patient experience.

The changes over the last year have included a major refurbishment.

Overall, the last twelve months have seen numerous changes at Fordbridge Medical Centre.

Further Information

The opening hours are:

Monday	8.00am-6.00pm
Tuesday	8.00am-6.00pm 6.30pm-8.00pm
Wednesday	8.00am-1.00pm
Thursday	8.00am-6.00pm 6.30pm
Friday	8.00am-6.30pm

Extended opening:

Tues 6.30pm-8.00pm

Thurs 6.30pm-7.00pm

To obtain access to services throughout the core hours, appointments can be made by telephone or in person. The surgery is also open throughout these times.

Extended Hours Access Scheme

The times at which individual health care professionals are accessible to registered patients is available outside normal surgery hours, out of hours cover is provided by Harmoni on 0300 101 305.

Alternatively, patients can attend the Walk-in Centre at Ashford Hospital, which is open 24 hours a day. Please note that the walk-in centre is not suitable for children less than 2 years of age or pregnancy problems.

If there is a medical emergency patients should dial 999 for an ambulance or attend their local Accident and Emergency department.