

**Patient Participation
Direct Enhanced
Service (DES) for GMS
Contract**

Between March 2013 and March 2014

Part 3

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 2013 to March 2014. 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 and 2013, 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 2013 and January 2014 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 which 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 16 which is an increase since 2013.

The PRG demographics consisted of 16 members; 13 female and 3 male.

Participant's ages ranged from:

18-35	-	1
36-50	-	8
51-65	-	3
66-80	-	3
80+	-	1

A questionnaire was handed out to patients in the surgery during winter 2013/14 which was completed by 50 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 2013 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 2013

Patients had feedback in previous questionnaires that they felt the surgery looked “a bit tired”. The surgery now has replaced all clinical sinks, floors and introduced two newly refurbished nursing suites.

Some patients mentioned in discussion with the Manager that they felt they were unsure who was staff when wearing their own clothes. A new uniform was brought in as a result to distinguish staff from patients and also to give a more professional, unified appearance.

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.

Other Changes

Due to retirement, of one of our GP’s we have since recruited Dr Mark Storey who started in April 2013. This has also lead to some new ideas being generated on how to improve the Practice.

A new clinical system, Emis Web has been rolled out across the Practice. This new package should ensure records are up to date, more easily transferred electronically and to streamline administration processes. It has also been very beneficial in terms of Practice reporting.

Summary of Achievements from Action Plan

Major Changes

- Upgrade to EMIS web
- New GP

- Two new nursing suites
- PRG changing format to telephone and face to face input.
- Update surgery décor (still in progress)

Minor Changes

- Changes to notice boards in waiting areas
- Promoting the use of nurse led clinics to relieve GP appointments
- Introduction of staff uniforms
- Increase in health care assistant slots
- Suggestion box in reception
- Practice Manager in discussions with patients on an individual basis for feedback if requested

Action Plan

- To analyse phone system again to increase patient satisfaction –Christine Priestley, by June 2014.
- To continue EMIS web training to get the most from the package-Christine Priestley, ongoing. To contact EMIS.
- To continue with refurbishment plans-Christine Priestley to oversee. Ongoing. To complete as soon as possible.
- Train the healthcare assistant further to increase patient clinics – Lynda Hook to work with Healthcare Assistant and training to take place in May 2014. Ongoing.

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 include a major refurbishment which is still in progress, an new GP has joined the Practice, all reception and administrative staff now wear uniforms to distinguish themselves more clearly and present a more professional image.

A new clinical system, EMIS WEB, has been rolled out across the Practice to ensure records are up to date, more easily transferred electronically and to streamline administration processes.

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.