

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

Between March 2012 and March 2013

Part 2

Fordbridge Medical Centre

4 Fordbridge Road

Ashford

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## ***Introduction***

This report follows on from the Patient Participation Direct Enhanced Service (DES) for GMS Contract as published in March 2012 and continues to outline the findings of the Patient Reference Group (PRG) from the year March 2012 to March 2013. At the time of publication there were 6748 registered patients, 3387 Male and 3361 Female. The PRG formed in 2011 continued to meet throughout the year, initially starting as a focus group as beforehand but changing to a virtual format at the end of 2012.

## ***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 in autumn/winter 2012 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 2 of the DES GMS contract for the NHS. Findings are based on a group of patients at the surgery who joined the PRG and on the Patient Questionnaire.

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 [www.fordbridgemedicalcentre.co.uk](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, 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 but changing to a virtual group in order to increase patient participation.

A questionnaire was handed out to patients in the surgery during winter 2012 which was completed by 80 Patients. These results were discussed to allow recommendations to be made to further improvements.

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

## ***Results from PRG meetings***

The discussions at the PRG meeting were based on feedback from the Patient Questionnaire conducted from both 2011 and in 2012 to gauge 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.

## ***Action Plan & Recommendations***

Following from last year, the services and available nurse clinics offered by Fordbridge Medical Centre were more widely advertised. This was done by our newsletters, website and a notice board in the waiting area. However, looking at this year's outcome from the patient questionnaire, there appear to be a percentage of patients that are still unaware of all the services offered.

Despite installing an automated telephone system, patients continue to say they are unable to get through. However, as some calls are related to enquiries of requests for general information, the website was thought to be a good information post to save some patients trying to call. To try and remedy this, this year's survey queried how many of them were aware of our website. 43% of those questioned were unaware of the practice website. Therefore, Fordbridge Medical Centre aims to promote the Practice website.

The Practice is currently undergoing changes to upgrade medical records to EMIS Web which involves not being able to make appointments by the automated phone system during the transition period. Changes have been undertaken whilst surveys were being completed which may also contribute to patient dissatisfaction with the phone system at this time.

Some patients complained that they were unable to get an appointment within 2 days which was concerning. Again this may be due to the current phone and booking system upgrade. Also, Fordbridge is taking on a new GP in spring 2013 which should increase the number of available appointments.

## ***Changes Implemented From Last Year's Recommendations***

Major Changes

- Many patients last year made comments in the patient survey they felt the surgery needed updating. Since then, the reception and waiting room have had new lights installed and the area has been repainted. The Practice is currently undertaking huge renovation plans which include new seating, floors and modernising clinical areas.
- The Practice Nurses have undertaken training and are now offering wound and dressing clinics and ear irrigation services. Some patients now no longer face having

to go to hospital or further away clinics for this or waiting for a long period of time for these services.

- The number of nurse clinic slots has increased by having the Healthcare Assistant taking on clinics of her own. However, due to decline in District Nurse slots, the Nurse slots have undertaken significant extra training to take on dressing clinics which were previously the remit of the District Nurses. Also, the number of home visits for phlebotomy, blood pressure and flu injections at the surgery has increased solely for housebound patients to ensure patient care in these areas is not compromised.
- The PRG itself is undertaking changes as current to go virtual and introducing a suggestions box in the waiting area to increase feedback from patients. Many patients at our flu drive clinic said they wanted a virtual group so they too could have an input, plus a suggestion box would not exclude feedback from those patients without internet access. Our PRG email address is [fordbridge.patient@nhs.net](mailto:fordbridge.patient@nhs.net).

#### Minor Changes

- The use of advertising the practice services online, in waiting areas and in the newsletter.
- Educating patients regarding the option to use nurse clinics.

### ***Conclusion***

The use of a PRG has been useful in gaining ideas and feedback as how to improve the patient experience. However, to expand participation the group has now gone virtual to increase patient participation.

The changes made over the last two years are vast, including renovating and redecorating the surgery, recruiting new GP's, training nurses to undertake dressings and increasing nurse clinics.

## ***Further Information***

The opening hours of Fordbridge Medical Centre are:

Monday	08.00 - 18.00
Tuesday	08.00 - 18.00 18.30 - 20.00
Wednesday	08.00 - 13.00
Thursday	08.00 - 18.00 18.30 - 20.00
Friday	08.00 - 18.00
Saturday	Closed
Sunday	Closed

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 dialling 111.

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.