

March 2014

Raymond Road Surgery Report and Survey

Practice Profile

We have 3550 patients registered at Raymond Road Surgery. We have a varied population with a diverse demographic makeup with different needs and health care requirements. We always aim to provide the best possible healthcare according to their needs.

Practice Patient Profile

Age	Male	Female	Total
0-16	9%	9%	18%
17-64	34%	30%	64%
65 and over	8%	10%	18%

Patient Participation Group Profile

Originally we had 10 registered patients who were members of our patient participation group. This had increased to 16 over the last two years. We have no members less than 16 years of age.

Group Profile

Age	Male	Female	Total
17-64	6%	50%	56%
65 and over	6%	38%	44%

The group aims to meet quarterly at the surgery. New members are always welcome so if you are interested in becoming involved with the group please contact reception.

How We Invite Patients to Join the Group

In setting up the group we invited patients to join by putting up posters in the waiting room and at the reception desk which we continue to do. We advertise the group in our newsletters and flyers and there is information on our website. www.raymondroad.surgery.nhs.uk. and also our practice leaflet, which is available to all patients especially new patients registering at the practice.

We also promoted the group in our newsletter by inviting one of the members to write a short article explaining the purpose of a patient participation group (PPG)

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Survey

As part of the Patient Participation Group we are required to do patient survey. Last year we based this around access to the practice and appointments. This year we have looked at how patients contacted the surgery and whether they were able to get appointments and speak to a doctor or nurse. The questionnaire (see appendix 1) was given to patients who attended the surgery over a 10 day period as these were the patients most appropriate to answer questions regarding appointments and who also had recent contact with the practice. This questionnaire can now be completed on our website.

The results of the survey for March 2014 are displayed in the waiting room or can be downloaded from this website.

Meetings

This year we have had two meeting of the PPG, the minutes of which are below. We aim to increase the frequency of these to quarterly in 2014-15. All members of the group are invited to attend the meeting either by letter or email. Any of our registered patients are welcome to attend.

Minutes of Patient Participation Group 12th June 2013

- More information on patient participation groups can be found on the NAPP website. Discussed one thing that could be done was starting a diabetic support group but this is a small surgery and may be difficult
- There are lots of things we feel we do well e.g. encouraging our patients to participate in exercise- Let's Get Moving service offered and new service of NHS Health Checks offered to patients who don't normally attend the practice.
- The surgery is getting busier and we are always open to new ideas. Telephone consultations work well for patients and doctors proactively phone patients with results which sometimes mean they don't have to attend surgery.
- Aortic Aneurism Screening- invitations sent out centrally from Adelaide Health Centre
- Lunch time opening was suggested however this would mean staff changes and would be a large cost to the practice
- Extended hours- these are offered every Tuesday morning, alternate Friday evenings and one Saturday morning in six. These may be appropriate for younger patients but there is a high Did Not Attend (DNA) rate for the early morning surgery

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- Newsletter –discussed ways of circulating the newsletter. Local pharmacies may be able to give out the letter. It can be put on the website. It will introduce repeat dispensing which is suitable for some patients who have few changes in medication.
- Requesting prescriptions online is coming soon.
- Intercom in the waiting room- seems to be working well and no patients have reported a problem. It was felt that is was better than the flashing calling board at some surgeries. Patients feel it is sometimes nice for doctors to go and get them from the waiting room.
- TARGET- this is a session where all the surgeries in the city are closed on a Wednesday afternoon and doctors, nurses and staff attend a training session or get together to plan services. There has been publicity about this in the Echo. The 111 service is taking emergency calls for the afternoon.
- 60+ Supporting Independence Service were discussed. This is supported by the council. It was suggested that Mr W contact the CCG to arrange a stand at the next TARGET session. CG will obtain contact details.
- It was noted that there is no longer a bus services past the surgery now that First Bus have changed their routes.

Minutes of Patient Participation Group 11th March 2014

- The new clinical system was discussed. It was advised that we had changed from EMIS to EMIS Web. The Patient Participation Group had not noticed any change in the service due this.
- We also discussed about the Hampshire Health Care Record and the use of this by the partners.
- We also discussed about information sharing with new Government information sharing care.data
- It was discussed about repeat prescribing and repeating dispensing. The Patient Participation Group knew of others that had used this system and found it to be very useful and it works very well.
- We discussed the various other routes that prescriptions can be requested.
- We discussed the Care Quality Commission and all of the Patient Participation Group stated that they would be happy to be contacted if needed at short notice to attend the CQC meeting.
- We discussed the new Raymond Road Surgery website –
www.raymondroadsurgery.nhs.uk

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- We discussed that appointments could be booked on line, prescriptions could be requested on line as well as other options that can be found on the website.
- The patient survey was discussed and generally was found to be a good outcome for the surgery with the majority of answers for level of satisfaction being in the “Excellent” category with the vast majority of patients knowing about extended hours appointments and indeed 100% satisfaction with the date and time of the appointment offered. The vast majority of patients found it very easy to get through to the receptionists on the telephone and also the vast majority found it easy to get to speak to the doctor on the telephone as well as the nurse. Again the vast majority found it easy to access results on the telephone and again the majority of responses were in the excellent category describing how helpful the reception was with dealing with appointment requests.
- In terms of overall rating of the surgery, out of 52 responses 31 were in the excellent category and 15 in the very good category and indeed, 50/52 patients would recommend the surgery to friends or family and there was a broad age range questioned as part of the survey.
- It was discussed that the next meeting should be an evening meeting and this would allow invitation for other members of the practice population to attend either by invitation or through advertising. It was also discussed whether or not the Patient Participation Group could attend a Target session to meet the rest of the surgery team and whether or not Wednesdays would be a good time for the Patient Participation Group, especially with respect to an evening meeting. General feedback was that all patients at the Patient Participation Group were very happy with the surgery.

Actions and Achievements

- Prescriptions and appointments can now be requested online via the surgery website.
- Repeat dispensing is available for suitable patients.
- Planned introduction of electronic prescribing in the Autumn of 2014
- New intercom system in the waiting room..
- 60+ Supporting Independence Service were able to have a stand at a previous city wide TARGET session.
- The next meeting of the PPG will be arranged in the evening after a TARGET afternoon. If you are interested in getting involved please contact reception.

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Appendix I

Raymond Road Surgery Patient Survey

You may remember completing this last year but we would like to see if we have improved.

1. What is your level of satisfaction with the surgery opening hours?

Poor Fair Good Very good Excellent

If no please say why

2. Are you aware of our extended hours appointments? i.e. appointments outside our normal surgery hours?

Yes No

3. In the last six month have you booked an appointment with the doctor or nurse?

Yes No

4. If so were you satisfied with the date/ time offered to you?

Yes No

If no please say why

4) In the last six month how easy have you found the following?

	Haven't tried	Easy	Not easy
Getting through to reception on the phone			
Speaking to doctor on the phone			
Speaking to the nurse on the phone			
Getting your test results on the phone			

5. How helpful was the receptionist when dealing with your appointment request or any routine enquiries?

Poor Fair Good Very good Excellent

6. Overall how would you rate the service you received at the Surgery?

Poor Fair Good Very good Excellent

7. Would you recommend the surgery to your friends or family and anyone who has moved into the area?

Yes No

If no please say why

8. Your age range (please circle)

16-34 35-64 65-74 75 and over

Thank you completing the our survey