



Elm Hayes Surgery
Clandown Road, Paulton, Bristol, BS39 7SF
Tel: 01761 413155
Fax: 01761 410573

Local Patient Participation Report

This is a report of the Local Patient Participation Report of Elm Hayes Surgery carried out in Jan-Feb 2013, how this was done, the recommendations and subsequent actions taken as a result of this project.

Practice profile

Elm Hayes Surgery is a well established G.P. practice based in Paulton currently working under Bath and North East Somerset Primary Care Trust.

We draw our patients from the immediate area as well as many surrounding villages. We have approximately 8,050 patients spread across all age groups (see below). Although the large majority (98%) of our patients are recorded as being "White British" we do also have a number of patients from other ethnic backgrounds.

Elm Hayes Surgery – Age Range	
under 16	0
17 - 24	2 3%
25 - 34	13 22%
35 - 44	9 15%
45 - 54	13 22%
55 - 64	11 19%
65 - 74	9 15%
75 - 84	2 3%
Over 84	0

We have 4 partners and three salaried G.P.s. In addition we have a very experienced nursing team. Our clinical teams are supported by a very strong, experienced administrative team.

The practice is open to patients from 8.30 until 6.30 Monday to Friday. In addition we also open to patients (for pre-booked appointments) on Mondays and Thursdays 6.30 until 7.30p.m. and one Saturday of each month from 8.30am until 11.30am. These appointments are for routine

pre-booked appointments and no nurse appointments are available at these times. Outside of our opening hours, our patients call 111 and calls are triaged and if necessary passed on to BEMS (Bath Emergency Medical Services) who provide our out of hours service for urgent care.

Our VPRG was formed in 2011-12 and there was a three pronged approach.

- A patient forum was set up on our website asking patients to join our VPRG
- Posters were displayed in our waiting room
- An email shot was sent to all patients for whom we had an email address asking for their help by joining our Patient Representation Group in order to help us with ideas for practice surveys and comments for suggestions on ways in which we could improve our services

The email shot was by far the most successful way of recruiting patients willing to help and a Group of 59 patients was formed.

Since then we regularly update this by inviting new patients to attend as part of their new patient check and routinely removing patients from our VPRG who have left the practice.

Our VPRG consists of a fair representation of our practice population both age/sex ranges and ethnicity with the age range of our practice being 20% over 65 and the VPRG 18% and ethnicity of the practice being white british of 98% and the VPRG being 97%.

For 2012-13 our Virtual Patient Report Group (VPRG) were consulted and asked for their ideas on areas to investigate and on the wording and format of the survey. The VPRG were asked to consider areas other than access to appointments as a survey has already recently been undertaken on this as a separate exercise.

The following was a snapshot of some of the responses received.

“I am very happy with the practice but would like you to survey other patients on their thoughts regarding your waiting room eg, comfort and confidentiality. Sometimes the waiting room can be quite cold due to the automatic doors. One point on confidentiality. Last time, and previous times, that I was at the surgery any appointments for doctors or most nurses were "announced" just by calling the patients name or displaying it on the screen. However, sometimes clinic names like physiotherapy, phlebotomy, retinal screening etc are displayed. Perhaps just a treatment room number would be a better option.”

“Availability of appointments If patients have an infection which is transmittable, arrangements should be made to segregate them from people without infections.”

“I find it very discriminatory that I can not use the pharmacy in the surgery just because i live in the village I understand that patients from surrounding villages are not told to use their village pharmacies although it would be possible for them to do so. The wait in lloyds next to elm hays can be ridiculously long taking anything up to 3 days for a regular repeat prescription to be filled is the pharmacy not large enough if so who designed it??”

“Please stop Emis messing about with the internet website! It has changed again!! Very inconvenient. I am not a novice technologically but find the Emis website very unfriendly. Currently can't log in to order prescriptions and will have to revert to the phone!”

“Please stop playing such morbid music in the waiting area. very depressing. Not relaxing at all.”

These comments were discussed at a practice team meeting on Thursday 31st January 2013 and staff were also asked for comments. It was agreed that it would be a good idea to survey on the following:-

- Waiting room – confidentiality, infection control, comfort, cleanliness, patient information system, patient displays
- Prescribing service (reception and dispensary) & Helpfulness of reception staff and dispensary staff
- On-line appointment & repeat prescribing system
- We also thought that it would be a good idea to use this survey to follow up on aspects from the action plan of our recent survey on access to appointments. Since we undertook this survey in Dec/Jan we have increased our telephone answering capacity, therefore, we wanted to ask if patients had noticed an improvement

A draft survey was then sent to our VPRG for final approval and comment before the survey was then emailed to patients in the VPRG and patients with an email address and hard copies distributed within the surgery. (See Appendix 1 – Patient Survey 2012-13).

160 results were received, analysed and the results are attached (See Appendix 2 Patient Survey Results 2012-13). The results were sent to the VPRG with a draft action plan suggested as follows:-

- Practice to consider wider promotion of on-line services, letter to be sent to each patient with a repeat prescription.
- Practice to review patient information system, to produce another survey asking patients what they would like to see
- Practice to review confidentiality of waiting room and publicise further use of interview room for confidential discussions
- Practice to publicise further ability to use alternative waiting areas if patients are suffering from infectious conditions and use of telephone consultations in these instances
- Practice to discuss issues with community pharmacy at next meeting with pharmacist in order to ascertain why a proportion of patient's medication was not available when they called to collect this.

Action plan was agreed by VPRG. Final action plan taken to partners at meeting 4.3.2013 and approved. (See Appendix 3 Patient Survey 2012-13 Action Plan

Outcomes so far

Patient Access registration PIN letter to be sent to every patient with repeat prescription. Actioned for all dispensing patients.

Practice Administrator tasked with updating Jayex Patient Information System with new music and clearer "posters".

Poster displayed advertising use of interview room for confidential discussions.

Poster displayed advertising use of separate waiting area for infectious conditions and also use of telephone consultations.

Sharon Taylor

Practice Manager



Elm Hayes Surgery
Clandown Road
Paulton, Bristol
BS39 7SF
www.elmhayessurgery.co.uk

How can we improve?

Patient Survey 2013 / 14

Please take a moment to help us improve your experience at Elm Hayes Surgery. When you have completed the questionnaire, please drop it in to reception.

Question 1:

During the last 6 months we have concentrated on providing additional telephone answering resources during our busiest time of day. We hope that this has provided a speedier response in answering the phone. Have you found an improvement?

- A) Yes
- B) No
- C) A little

Question 2b:

The last time you came to pick up your prescription from **reception** was it available?

- A) Yes
- B) No
- C) Not applicable

Question 2d:

The last time you came to pick up your prescription from our **Dispensary** was it available?

- A) Yes
- B) No
- C) Not applicable

Question 3:

Were you aware that you can book appointments and order repeat prescriptions online?

- A) Yes
- B) No

If you have already signed up for this service do you have any comments?

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Question 2a:

Do you regularly order repeat prescriptions?

- A) Yes
- B) No

Question 2c:

The last time you went to **Lloyds Pharmacy** to collect your medication was it available?

- A) Yes
- B) No
- C) Not applicable

Question 2e:

If you do use our Dispensary, how helpful do you find our **Dispensary staff**?

- A) Very Helpful
- B) Quite Helpful
- C) Not at all Helpful
- D) Not applicable

Question 4:

How helpful do you find our **Reception Staff**?

- A) Very Helpful
- B) Quite Helpful
- C) Not at all Helpful

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Question 5:

Waiting Room

Were you aware that if you are suffering from an infectious condition you are able to ask to be seated in a separate waiting room?

- A) Yes
- B) No

Please rate our waiting room on the following aspects?

Please tick your response (1 being poor – 10 being excellent)

	1	2	3	4	5	6	7	8	9	10
Comfort										
Cleanliness										
Patient Information Displays										
Television Displays										
Confidentiality										

Question 6:

Were you aware that you can sign up to receive test message reminders for appointments?

- A) Yes
- B) No

Comments:

We really appreciate any feedback from our patients. Please use this space to tell us what you think we are doing right, where we can improve, and any other comments that you might have. Many thanks.

Thank you for completing this survey...

Elm Hayes Surgery

Patient Survey – Action Plan 2013

The results of our Local Patient Survey have now been received. Our action plan is as follows:-

	ACTION	BY WHEN	COMPLETED
ACTION PLAN			
<p>ON LINE SERVICES Practice to consider wider promotion of on-line services:-</p> <p>letter to be sent to each patient receiving a repeat prescription (dispensing and non dispensing)</p> <p>added to new patient handbook.</p>	<p>Reception & Dispensary</p> <p>HH</p>	<p>31.3.2013</p>	<p>Dispensary actioned.</p> <p>Reception in hand HH actioned</p>
<p>PATIENT INFORMATION SYSTEM Practice to review patient information system</p> <p>To produce a local survey asking patients what information they would like to see.</p>	<p>HH</p> <p>ST</p>	<p>31.3.2013</p> <p>31.8.2013</p>	<p>Completed</p> <p>Diarised</p>
<p>WAITING ROOM Practice to review confidentiality of waiting room – to change patient calling system to room no only and encourage reception team to promote use of interview room. Reception team to undertake updated Information Governance and Confidentiality training, 24.4.2013.</p> <p>Practice to publicise use of interview room</p> <p>Practice to publicise use of alternative waiting areas for infectious conditions.</p>	<p>ST</p> <p>HH</p> <p>HH</p>	<p>30.4.2013</p>	<p>Ongoing</p> <p>Completed</p> <p>Completed</p>
PRESCRIBING			
<p>Practice to discuss results of survey and issues with patients collecting medication from community pharmacy at next community pharmacy link meeting April 2013.</p>	<p>ADS/KP</p>	<p>30.4.2013</p>	<p>Ongoing</p>