

## **Wheatfield Surgery Patient Group Report 2012**

Wheatfield Surgery had its first Patient Group Meeting on 8 March 2011 and it set off to a good start with six members and representation from the GPs with Dr Amir Esteki in attendance. One of the first things to be discussed was increasing the membership of the group and later in the year, during the flu season, patients were invited to join a 'virtual group'.

The virtual group was set up by approaching patients at the Saturday flu clinic, and with posters and leaflets around the surgery. The Patient Group had identified Carers and access as areas of priority and the questionnaire was developed around these aspects. The questionnaire was emailed to the virtual group and the answers were analyzed.

The results showed that the virtual group was aged between 30 and 80 with approx half being male and half being female and most were White British. Most did not consider themselves to have a disability, most had not registered as a carer with the practice.

The results of the survey were discussed at the Patient Group Meeting in January and an Action Plan developed, see Appendix 1. The results of the survey were posted on the surgery website and we had a display of the results on the notice boards in the practice.

The Patient Group have been instrumental in organizing a local event for Carers at the Disability Resource Centre. They have supported the practice in developing a Carers Corner; a noticeboard and table with many different items on display. The group gave feedback to the surgery about problems with the phones and provided ideas to help the surgery reduce to improve access for patients. These included improving the sign posting in the surgery and ideas on the health promotion poster displays and also ideas about improving the response times to telephone calls.

The group have also highlighted the need to improve the car parking facilities at the surgery. These include disabled parking, which is imminent following the completion of the pharmacy, and options to increase the parking opposite and beside the surgery.

The surgery looks forward to working with the Wheatfield Patient Group in the coming year and would like to take this opportunity to thank them for their time and their commitment to the surgery.

## Appendix 1

### Patient Group Action Plan 2012

You Said..	We did..	The result is..
<p>Approximately <math>\frac{3}{4}</math> of patients use the phone to book appointments and over half found it difficult to get through on the phone</p>	<p>Surgery to improve access over the phone</p> <ol style="list-style-type: none"> <li>1. during busy times ensure staff are deployed from other admin areas to cover phones</li> <li>2. to regularly audit patient calls</li> <li>3. develop clear systems in the practice to ensure reception staff are free to answer the phones</li> </ol>	<ol style="list-style-type: none"> <li>1. staff from admin deployed to cover phone at busy times</li> <li>2. paper audit has not been repeated due to pressure of work in reception</li> <li>3. reception staff have undergone two sets of inhouse training to increase their efficiency at booking appts</li> </ol>
<p>Most patients had never tried to speak with a doctor on the phone</p>	<p>Surgery to improve communications with patients to highlight telephone consultations are available</p>	<p>Posters are available throughout surgery and the patient leaflet has been updated with details of telephone consultations. New Patient Packs have been introduced whereby every new patient receives information on the practice and how it works.</p>
<p>Obtaining test results by phone</p>	<p>Surgery to improve communications with patients to highlight test results are available</p> <ol style="list-style-type: none"> <li>1. during telephone answering surgery recorded message to remind patients</li> <li>2. to put posters in surgery</li> <li>3. to highlight that posters are new with new information</li> </ol>	<ol style="list-style-type: none"> <li>1. recorded message for patients about accessing the surgery for results</li> <li>2. posters about the phone system available throughout surgery</li> <li>3. new notes have been put on the posters to bring attention of the patient</li> </ol>

<p>Surgery opening hours - a small percentage of patients did not know the opening times or that the surgery was open during lunch times.</p>	<p>Surgery to promote opening times and Extended Hours in posters, on the back of appointment cards and to make the Practice Leaflet available for all patients rather than just new patients.</p>	<p>All completed</p>
<p>Surgery to improve signage on notice boards</p>	<p>Divide the notice board into admin and medical and have topical issues for the day with headings. Colour code posters i.e. internal practice information, general information. Place a sign at the entrance to the surgery stating 'It would be helpful to you if you read the noticeboards that may be relevant to you ie mums and babies, sexual health'.</p>	<p>Area specific noticeboards set up ie for sexual health and young parents</p> <p>Sign placed at entrance signposting patients to boards</p>
<p>Patients who were carers had not registered as a carer with the practice. Those who were carers were not aware of local services.</p>	<p>Surgery to promote its services to carers. To develop the Carers noticeboard and have more events for carers during the year. Surgery to define 'what is a carer' to highlight to patients who may not consider that they are.</p>	<p>Carers Noticeboard regularly updated with posters. Carers book available by noticeboard with additional information. Carers are defined in practice leaflet. Carers are featured on the surgery website.</p>
<p>Most patients used the surgery's repeat medication service but were not aware of the option to order using the website.</p>	<p>Surgery to promote the use of its website to order repeat medication on the website, in the practice leaflet and through posters.</p>	<p>Completed</p>

<p>The virtual group needed to have more patients involved.</p>	<p>Surgery to ask patients to complete questionnaires and admin staff feed into the computer for them. Encourage patients to sign up as it will improve the service.</p> <p>Use the website to encourage patients to sign up to the virtual group.</p>	<p>This will be done when the next patient survey is run.</p> <p>This will be done when the next patient survey is run. There are posters in the waiting room for patients to sign up.</p>
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