

## **Four Acre Surgery Patient Participation Report 2014**

### **Practice Profile**

Four Acre Surgery is a long-standing family practice of more than 70 years, which is a rarity in healthcare these days and no longer the norm. We are proud to say we have been serving generations of the same families for decades and by knowing them as well as we do, has proved invaluable to their healthcare, both from doctors, nurses and patients perspective; offering the personal touch which only family doctors can truly provide. Improving access and services for patients is always a top priority for us and does not come without its challenges, which unfortunately is seen throughout the NHS as thankfully, people are living longer and the ability to successfully treat more diseases. Since October 2012 we became a 4 full time doctor practice and also have a Nurse Clinician and Practice Nurse, both are prescribers and trained to Masters Level. Dr Tchikhaeva our newest partner, is a GPwSI in Dermatology (doctor with specialist interest in skin problems) and is also an accredited GP trainer and as such, helped the practice become a GP training practice. This means we have 2 extra doctors at any one time, adding to our compliment of clinical staff. In addition to having interests in teaching and skin conditions Dr Tchikhaeva offers female patients a full range of Family Planning services including; IUCD (insertion, removal and monitoring of inter-uterine devices) as well as the insertion and removal of contraceptive implants. Our highly skilled team offer patients many additional services, mostly in-house for their convenience such as, regular Diabetic, Asthma and COPD Clinics, ECG's, INR (Warfarin) Clinics, Counselling, Minor Surgery, Wound Treatment Clinics, District Nurses, Health Visitors, Lifestyle Team, Baby Clinics, Chiropody Services, including recent new clinics for Acupuncture and Hypnosis run by Dr Junaid. The surgery building is of a single floor design allowing wheelchair access throughout with entrance and exit ramps, as well as a lower reception counter and disabled toilet. A confidential area is available in reception which allows patients to discuss their healthcare in private if they choose.

### **Practice Population Age Sex Breakdown**

#### **PRACTICE PROFILE**

<b>Gender</b>	<b>Age 0-16</b>	<b>Age 17-24</b>	<b>Age 25-64</b>	<b>Age 65 and Over</b>	<b>Total Practice Population</b>
Male	924	426	1975	664	
Female	793	391	2116	755	
<b>TOTAL</b>	<b>1717</b>	<b>817</b>	<b>4091</b>	<b>1419</b>	<b>8044</b>

### **Patient Forum Members**

The Patients Forum has operated for 10 years and has remained active ever since. The patient members include 5 male and 5 female registered patients, another male member is not a registered patient, however, his wife is and we welcome his different view point. Though the patient members are 10, in reality they represent a membership of 30 – 40 patients, representing close family and friends which are made up of very young and young children, grandchildren, adult children with disabilities, both physically and mentally, whilst some of the members themselves suffer from chronic illness.

## **Patient Forum Recruitment**

The practice continues to encourage new members to the Patient Forum and has done since it was founded 10 years ago. We do this by:

- Updating Flyers and Posters in and around the Surgery requesting Patients join the Forum
- Invite interested patients to meet with Practice Supervisor to discuss becoming a member of the Patient Forum
- Note on Prescriptions
- Message on the Electronic Patient Call-In System in the Waiting Room
- The Practice Leaflet
- The Practice Website
- Patient Forum members asked to encourage friends and relatives to join
- Patients that Complain are asked from time to time to join the Patient Forum
- Word of mouth

We created our first Practice Website over 3 years ago, since then our aim was to upgrade it making it easier and user friendly but more importantly, to allow patients to communicate over the internet with the practice. We commissioned the creation of a new website in early 2014 and are pleased to report we have almost 4% of the population already registered and using on line services.

## **Patient Forum Priorities – PATIENT ACCESS and COMMUNICATION**

For several years a main focus of the Forum has been around Patient Access and improving Communication between patients and the practice..

The Forum continues to believe patient perception has been a key factor for some of the negative results we have experienced in the recent past particularly in regard to the National Patient Survey. They continue to recognise the importance for all patients having up to date factual information, one of the main differences between patient members of the forum and other patients is the fact they have a lot more information about our services. Especially so, in the case of the role of a nurse clinician (highly skilled nurses trained to masters level), they know for example nurse clinicians can offer patients everything a doctor can; diagnosis, treatment, referrals to hospital, prescribing ordering and interpreting diagnostic tests, same as a doctor.

As well as having first hand knowledge of the clinical team, which boasts a respiratory nurse, a practice nurse prescriber patient members of the Forum also had an understanding of the ‘hybrid’ appointments system developed to accommodate the many different types of patients we have on our list. With this in mind, the practice funded the design, in collaboration with Patient Forum members, a glossy practice leaflet and posted it to all households. We recognised too that in the age of electronics and the internet it was only a matter of time until we would begin communicating in this way with patients, hence the design of the new website.

## **Patient Forum Meetings 2013 - 2014**

Throughout 2013 and 2014 Patient Forum Meetings have involved discussions around the importance of allowing patients to communicate with the practice and access services using the internet, rather than having to come face to face or use the telephone, in line with the government's plans. It is worth pointing out as part of 2012/2013 plans the practice, together with Forum members viewed a demo for a piece of software known as Patient Partner which allows patients to book and cancel appointments using their telephone. Unfortunately, due in part to negative feedback, received after we saw the demo from patients and managers of other practices using the software, but more so, on further interrogation it appeared the system would not in fact integrate well with our 'hybrid' appointment system and therefore we had to reject its installation, a move supported by the Patient Forum. Since then we moved discussions to internet access and electronic communication between patients and the practice.

## **Request to Patient Forum re Subject for Patient Survey 6 March 2014**

The Patient Forum members were asked for ideas and suggestions around this year's patient survey to aid communication for patients and to gauge and promote patients signing up to the new website, designed in February 2014, for on line services. The patient members responded and agreed a patient survey about access and communication was a good idea. Requests for possible questions were sent to patient members.

## **Draft Patient Survey Questionnaire Sent to Patient Forum Members 6 March 2014**

Requests for potential questions were sent to patient members with a selection of proposed questions. A draft questionnaire was compiled and sent to Patient Forum members for comments, suggestions, feedback etc.

## **Final Copy Patient Survey Questionnaire Designed 7 March 2014**

The final copy was approved by Forum members and produced. Copies were left on front reception for patients to complete anonymously and a 'post box' placed on the reception counter for patients to deposit completed questionnaires.

## **AGREED ACTION**

1. Decide with Patient Forum what the subject for the Patient Survey should be.
2. Design questions and obtain suggestions from Patient Forum re questionnaire
3. Hand out Patient Questionnaires to patients attending appointments.
4. Ensure Patient Questionnaire is anonymous
5. Analyse results
6. Discuss findings of analysis with Patient Forum members
7. Develop Action Plan based on patients' response
8. Compile a report for publication on the Practice Website and a copy to be sent to the PCT before 31 March 2014
9. Make contact with the website designer to upload completed report on the website by 31 March 2014.

## The Patient Questionnaire

The Patient Questionnaire was designed and handed out by receptionists and the new practice apprentice. Patients completed the questionnaires and staff provided assistance to patients who asked for help filling it in. Patients were given the questionnaires on arrival at the surgery and asked to deposit completed ones in the box provided labelled 'COMPLETED PATIENT QUESTIONNAIRES' situated on the reception counter. Patients left their details on a different form to request their mobile details be updated to their medical record in order to receive future text messages. This occurred from 7 March 2014 and ended on 15 March 2014, with completed questionnaires accounting for less than 1% of the registered list. Unfortunately, the uptake was lower than the previous year due to the survey being postponed from the beginning of 2014 until early March 2014 when the new website was up and running and functioning correctly. Of further significance, 2 separate questionnaires for doctor's revalidation purposes were operating at the same time, which was also a contributing factor.

### Four Acre Surgery Patient Forum Survey 2014 - Results

#### What do you think about the surgery communicating with patients via text messaging?

It is a good idea and is something I will consider using in future. (If this is the case please make sure we have an up to date mobile number for you).	53%
I have already received text messages and think it is a good idea	35%
I have already received text messages and do not think it is a good idea. If this is the case please state why?	2%
I do not think it is a good idea. Please state why this is.....	0%
Other.....	5%
Not answered	5%

**Comments Received:** *It is a good reminder for your appointment. Saves time. Dependant on whether The information is sensitive to a patient, would think older people would be intimidated. Not had text messages. Good to have time confirmed – good idea. Never received text messages. Good idea. Good idea, given my mobile number for texts. It just reminds you have an appointment. Good idea because it reminds you of it. Don't use a mobile phone.*

#### Do you think you will use the new website in future to order repeat prescriptions, book and cancel appointments? ([www.four-acre.co.uk](http://www.four-acre.co.uk))

Yes, it is something I will consider using in future	62%
I have already used it and think it is a good idea	13%
I have used the new website and will not use it in future. If this is so, please say briefly why?	2%
I have not used the new website and will not use it in future. If this is so, please say briefly why?	7%
Other.....	14%
Not answered	2%

**Comments Received:** *I do not use PC's. Never needed to use. Not bothered. Used for repeat Prescriptions and it is fabulous as a busy mum. Wasn't sure about security of site as didn't see a sign noting it was secure. Do not have website. Good idea. Don't have access to internet. Do not have a computer at home. No PC. It is very convenient, but not used yet. Don't have internet access.*

**Did you know residents in the area who do not have a PC or on line access can have free use of 3 PC's in the IT suite in Millersdale Helena/Renew Office?**

I or a family member has a PC and or on line access which I can use, so this is not a problem for me	<b>56%</b>
I did not know I could have free access to the PCs in the ReNew Offices in Millersdale and will consider using them in future	<b>6%</b>
I already use the PC's in the ReNew Offices in Millersdale	<b>0%</b>
I do not wish to use the PCs in the ReNew Offices in Millersdale	<b>18%</b>
I do not wish to access the surgery's website. If this is so, please state briefly why?	<b>2%</b>
.....	
Other.....	<b>11%</b>
Not answered	<b>7%</b>

**Comments Received:** *Use central library computer. If your ill at home Millersdale is no good. No problem. No, it's easier to come to surgery. Do not know how to use a PC. Do not have this. Have on line access.*

**Did you know you can download the App to your telephone to allow you to book and cancel appointments and request repeat medication from your mobile phone?**

Yes I knew and have already downloaded the App	<b>20%</b>
No, I would like to know how to do this. If this is so, please ask at reception for details	<b>34%</b>
Not applicable	<b>24%</b>
Other.....	<b>13%</b>
Not answered	<b>9%</b>

**Comments Received:** *Not bothered. Don't understand Apps. Didn't know, will install App. Good idea, but do not need as mum works here. Wouldn't get time. I will download App.*

**If you are a patient or know a patient with learning difficulties, or mobility problems do you think being able to communicate with the surgery on line will be beneficial?**

Yes, I think it will be beneficial	<b>47%</b>
No, I do not think it will be beneficial. If so, please state briefly why?	<b>5%</b>
Not applicable	<b>40%</b>
Other.....	<b>4%</b>
Not answered	<b>4%</b>

**Comments Received:** *Do not know anybody with a disability. Thinking of my parents who are older specifically-no.*

**If you wish to add any useful comments or suggestions which you think might help to improve text messaging please state below**

**Comments Received:** *Helps to remind me. Continue to text please. No suggestions. I am very pleased you text me as it reminds you. Texting is good.*

**If you wish to add any useful comments or suggestions that might improve the surgery's website please state below**

**Comments Received:** *I tried yesterday from 8.45am-12.30pm to gain access to the site but could not. It would be useful to know when I can book appointments and how far ahead. Can I book for the following day for example? Not used yet, but will in future. Would have liked extra time to view and make suggestion ie past or allow to return. What's the point of a receptionist? I find it difficult to get an appointment as it is. I do not use PC's or websites. No suggestions. Clear reassurance the site is secure. Sorry do not use website. I get through when I have to, it's good enough for me. Provide the facility to order repeat prescription other than for those medications listed.*

***Thank you on behalf of Four Acre Surgery and our Patient Forum for completing this survey.***

## **Patient Forum Discussion held 17 March 2014 to Share Results and Form Action Plan for 2014–2015**

Details of the analysed patient questionnaire was shared with the Patient Forum on 17 March 2014. The feedback resulted in the following Action Plan for 2014 – 2015.

### **Action Plan 2014 - 2015**

#### **MJOG Text Messaging**

Despite having had MJOG messaging service for 3 years we still are unable to send text messages to more than 60% of patients. Patients do not always inform us when they have a new mobile phone or new number. Sending texts are not only instant, they are free making it more economical and less labour intensive to invite patients to review clinics. We also need to improve the mobile database to enable texts to remind patients about booked appointment, thereby improving access because there are less wasted appointments when patients DNA (do not arrive). Need to advertise MJOG service and gain more patient mobile phone numbers.

#### **New Website and Increasing On Line Registrations**

Since commissioning the design of our new website and integrating the software, 'Patient Access' recently we have over 300 patients registered for on line services. We need to increase the number of users by promoting the benefits, through flyers, posters, prescription messages etc to encourage them to use the website and continue to highlight the free use of PCs on the immediate housing estate at Millersdale Offices, for patients who may want to use them if they do not have internet or access to a PC themselves. We feel the more patients that use the internet will help free up telephones for patients who do not have access to a PC or prefers to contact the surgery by phone.

#### **Secure Access via the New Website**

It is vital to reassure patients on the security of the website. We will do this by adding a note to the website, include on the waiting room Jayex message board and put a message on posters and prescription counterfoils.

#### **2<sup>nd</sup> Stage Electronic Prescriptions**

Integral to the use of the new website is the move to the final stage of electronic prescriptions planned for mid-May 2014. This will streamline repeat prescription ordering and processing as patients will continue to use the website to order repeat prescriptions, as they do now, but will nominate a chemist of their choice which means their prescriptions will be sent direct to the NHS Spine and electronically forwarded to their chemist of choice, speeding up the process whilst cutting out the need to attend the surgery to order or pick up the prescription.

#### **Download Four Acre Health Centre Website App**

To further improve accessibility for patients we need to instruct patients on how they use their mobile phones to order, cancel and check appointments, order repeat medication and message the practice securely.

## Communication

### Practice Newsletter

The Practice have intended to create a 6 monthly newsletter, which will inform patients about telephone access as well as informing patients about service changes, the new website and on line services and will also include a Patient Forum Section. Unfortunately, due to a shortness of admin staff last year it has not been possible as yet, but is something the practice and Patient Forum members are keen to have.

### Patient Participation Action Plan 2014 - 2015

Agreed Action	Plan	Responsible Person	Deadline	Date of Review	By Whom
<b>MJOG Messaging</b>	Staff to collect mobile telephone numbers opportunistically when patients arrive/contact the surgery.	Office Manager	Now and continue throughout 2014/5	July 2014	<b>Patient Forum Members (inc practice staff)</b>
	Put a message on the website asking patients to securely send their mobile numbers to update medical records and enable text messaging	IT Administrator	March 2014	July 2014	<b>Patient Forum Members (inc practice staff)</b>
<b>Appointment Access</b>	Increase the number of mobile telephone numbers to allow us to remind patients of their appointments, which will reduce ones not kept when patients DNA (did not arrive). appointments.	Office Manager	Now and to continue throughout 2014/15	July 2014	<b>Practice Manager</b>



<b>Practice Website</b>	Continue to promote the website through flyers, prescription messages and prospective practice newsletter. Install a weather-proof notice board outside the main entrance for patients to see on their way in and out of the practice Offer to register patients on the website whilst in the surgery.	Practice Manager and Practice Supervisor	March 2014 and to continue throughout 2014/15	July 2014	<b>Practice Manager and Practice Supervisor</b>
<b>Free Use of Millersdale PC's to Residents</b>	Continue to highlight, through posters, prescription messages and the Jayex board free use of PCs in Millersdale Offices on the immediate housing estate for residents who do not have access to a PC or the Internet.	Practice Manager and Practice Supervisor	March 2014 and to continue throughout 2014/15	July 2014	<b>Practice Manager and Practice Supervisor</b>
<b>Reassurance to Patients re Secure Website</b>	Give patients reassurance that the new practice website is secure. This will be done by adding a notice to the website to this effect. Add to posters advertising the website and include on prescriptions and	Practice Supervisor and IT Administrator and Web Designer	March/ April 2014	April 2014	<b>Practice Manager</b>

	the Jayex board.				
<b>2<sup>nd</sup> Stage Electronic Prescribing</b>	Inform patients how they can prepare for the 2 <sup>nd</sup> stage of Electronic Prescribing. Making Nomination forms available on line through the website as well as hard copies left in the waiting room. Message on prescriptions and the Jayex board in the waiting room	Practice Supervisor/ Office Manager/ Prescription Clerks/IT Administrator	Nomination forms from March 2014 – Going live date mid-May 2014 and thereafter	July 2014	<b>Practice Manager/ Office Manager</b>
<b>Downloading the Practice Website App</b>	Promote and instruct patients how they can download the App for the Practice website on their mobile telephones. Highlight this on prescriptions, posters and the Jayex board in the waiting room.	Practice Supervisor/IT Administrator	Now and continue throughout 2014/15	April 2014	<b>Practice Manager</b>
<b>Practice Newsletter</b>	The Practice will create a 6 monthly newsletter to inform patients about, the new website, including details how to download the App. The need to regularly check the Practice has their up to date mobile number in	Practice Supervisor/ Patient Forum Members	By July/Aug 2014	Aug/Sept 2014	<b>Practice Manager/ Practice Supervisor/ Patient Forum</b>

	order to receive text message s via the MJOG service, to include a Patient Forum Section				
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