

Barton House Patient Participation Report 2013/14

<p>Barton House Practice patient profile is as follows:</p> <ul style="list-style-type: none">• Age – mixed across all age bands, with a preponderance in the 45 – 74 year age group.• Sex – equal gender.• Ethnicity – majority British or mixed British as demonstrated in Practice PRG profile/ethnicity report attached (Annex A)• Working status – employment in town and rural / farming / agricultural setting.• Drug users – very small number of drug users managed in association with CADAS.• Learning disabilities – Wessex Autistic Society service users in two locations (Beaminstor and Broadwindsor) aged between 20-55 years old.• Residential Homes – Broadwindsor House; The Hyde, Walditch; Sidney Gale• Nursing Homes – St James Nursing Home, Bradpole	<p>Profile of the members of the Patient Participation Group (PPG):</p> <ul style="list-style-type: none">• Age bands – all age bands represented by the PPG. The majority of members are within the 55-64 band• Gender – the PPG comprises 22 females and 15 males.• Patients who work – only 6 of the 37 members are in work.• Home owners – all of the PRG are home owners. No PPG members in rented accommodation despite our best efforts to attract members from the whole practice population (as outlined above). <p>A full breakdown of the Practice Profile and the PPG profile is at Annex A</p>
<p>The Practice was keen to ensure that the Patient Participation Group was representative of the practice profile, and to engage categories of patients not represented</p> <ul style="list-style-type: none">• Every effort was made to ensure the membership is as representative as possible of the Practice population: invitations to join the PPG were offered and advertised to all patients attending the surgery, printed on sideslips and placed on our website.• We are aware that patients with disabilities are not adequately represented, despite efforts being made via the Wessex Autistic Society. We also recognise the small numbers of members who were employed, the majority being retired. The mechanism for inviting patients provided equal opportunity for employed patients to join the PPG but regrettably the invitation was not taken up.	
<p>Steps taken to determine and reach agreement with the PPG on the issues which had priority and were subsequently included in the practice survey.</p> <ul style="list-style-type: none">• The PPG is 'virtual'. They were emailed a suggested list of priorities and for their comments and suggestions and the draft version of the patients' survey questionnaire was then created having collated these comments and suggestion. The draft patient survey questionnaire was emailed back to the PPG for final approval.	

Conduct of the Barton House Patients' Survey

Following agreement with the PPG, the survey was made available in GPs and Nurses surgeries and on Reception, and patients were encouraged to complete it, and offered additional questionnaires to take away for family members who were patients of Barton House. It was also available for download from our website.

The survey was closed on 28 February 2014 to allow collation and production of the survey report. In excess of 110 surveys were handed out; 96 were returned and collated in tabulated form both as numbers and percentages. Having considered the findings, a proposed Action Plan was drawn up. This was then forwarded to the PPG, along with the full survey results, for their consideration, comments and approval over the subsequent 2 weeks. These were used to produce the final action plan.

Patient Survey Action Plan:

You said:	We did:	The result is:
<p>Additional hours required</p> <p>23% mentioned additional opening; 63 % were happy with the current arrangements; 14% made no comment</p>	<p>The partners have discussed this matter again this year and have reiterated the following reasons to substantiate their decision not to open the surgery on Saturdays:</p> <ol style="list-style-type: none"> 1. We already offer extended hours for GP appointments on 4 evenings per week. 2. There is a minor injuries unit in Bridport Community Hospital open during working hours throughout the weekends (6 miles from Beaminster). 3. There are two 'out-of-hours' GP appointment surgeries in Bridport Community Hospital on both Saturday and Sunday. 4. There is a 24hour 'out-of-hours' GP service available for advice and home visits. 5. Prescription request and collection can take place between 8:00am-6.30 pm on Monday to Friday. 6. Repeat prescriptions can be requested 'on-line' via our surgery website 24hours daily, 7 days a week. 	<p>No change in extended opening hours.</p>
<p>Availability of a particular clinician</p> <p>Although 97% were happy with availability,</p>	<p>Although the data is very favourable there were a small percentage of patients who were unsatisfied with same day urgent appointments. This may be because Dr Payne was away because of family matters whilst the survey was being carried out, and Dr Farrell is the GP Registrar's trainer, and as such is not as 'available' as she used to be.</p>	<p>Patients may be offered an evening appointment.</p>

3% were unsatisfied with same day appointments		
Waiting times 3% said they had to wait too long	A slight improvement on last year, but no room for complacency. Waiting times that are judged to be unacceptable are of great concern to the GPs and nurses	Reminder to GP and Nurses to be aware of appointment times and tighter time management of consultations.
Phoning the practice 0844 number	Although the Practice has always promulgated a local number alternative to the 0844 number, it will shortly be moving away from the 0844 number altogether. This will be fully promulgated, and a 'Change Number Information' message will be placed on the old 0844 number.	Change to 01308 number by 1 Apr 14 (BT dependent)
Car parking facilities 5% didn't like having to pay	There is no alternative to using the public 'pay and display' car park. Negative comments regarding the car parking mostly relate to appointments over-running and patients consequently having to 'top-up' their parking ticket, although some felt they should not have to pay to park when visiting their doctor. The parking fee is 30p for the first hour.	The GPs and Nurses are aware of this and try to avoid running late
Practice website	The majority liked the website. We will be upgrading the site in the Spring to make it more user-friendly.	Update the website by 1 May 14

Summary of the evidence relating to proposals arising out of the practice survey.

Praise/good surgery	26
0844 phone number	1
Weekend opening	19
Car Park – having to pay	6 (mainly related to waiting times)
Total No responses	96

Follow up Actions:

- Actions which the practice intend to take as a consequence of views and comments have been agreed with the PPG are in the above Action Plan
- There were no outstanding actions from the 2012/13 Patient Survey Action Plan
- The Action Plan does not required discussion with NHS England

Opening hours of the practice premises and access of services throughout the core hours.

Opening hours: 08:00 – 18:30 Monday to Friday

Patients can access services throughout the core hours in person, via SystmOnline or by telephone.

Times that patients have access to individual healthcare professionals during extended hours.

Individual healthcare professionals are accessible to registered patients during the following extended hours:

- Monday: 18:30 - 20:00
- Tuesday / Wednesday / Thursday: 18:30 - 19:00