

Abbotswood Medical Centre

12 Katherine Place, Abbots Langley, WD5 0BT

Patient Participation Group Report

March 2014

Contents:

Pages 1-4: Report

Pages 5-13: Appendices

Abbotswood Medical Centre took part in the Patient Participation DES with help from the Patient Representative group. Thank you to all staff and patients that took part in the process which we hope will improve Abbotswood Medical Centre and the patient's experience.

1. Introduction

This report outlines the work undertaken this year by Abbotswood Medical Centre, in recruiting a representative Patient Reference Group to obtain the views of our patients via a patient survey.

Aims & Objectives

The aim of the Patient Participation Scheme DES is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by their practice.

The objectives are:

- To encourage and reward practices for routinely asking for and acting on the views of their patients.
- Involving patients in decisions that lead to changes to the services provided or commissioned either directly or as gatekeeper to other services
- Promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs)
- Seek views from practice patients through the use of a local practice survey
- To share outcomes of the engagement and views of patients by publishing on the practice website

Developing the Patient reference Group

This year's PRG was discussed at a practice meeting. Based on last year's experience it was decided that we would try to continue with a virtual patient participation group, as we successfully ensured it was representative of our population in 2012-13.

We had obtained an understanding of our practice profile last year by looking at our demographics e.g. age/sex registers as well as the resident population ethnic groups. (We looked at neighbourhood statistics at the Office for National Statistics for this, see Appendix 1) We also discussed specific groups such as those who live in care homes, patients with learning difficulties (we have many patients at St Peter's home), carers, the housebound and members of our local travelling community.

Reception staff and clinicians were asked to discuss with patients whether they would like to be involved with the PRG. Over the course of a week e-mail addresses were obtained of patients who were interested in being involved. A group of 40 patients was formulated, which we felt was appropriate to our patient population of 4200.

The PRG profile is in Appendix 2 & 3 as well as a blank copy of the email contact register (to preserve confidentiality).

2. Areas of priority

The PRG were e-mailed with a short survey requesting their preference regarding suggested areas of improvement. This list was compiled based on patient priorities and issues, practice priorities and issues, and issues raised from the National GP Patient survey. We also reviewed our complaints folder, to see if there were any trends we should address.

The areas we asked for feedback on were:

- 1) Clinical Care
- 2) Getting an appointment
- 3) Online services
- 4) Reception issues
- 5) Opening times
- 6) Parking
- 7) Cleanliness

We also asked for specific comments or suggestions.

We wanted to build on our experiences last year and formulate a focussed survey, addressing the issues that we and our patients felt were of utmost importance to the practice. The responses summary from our PRG can be viewed in Appendix 4.

Based on the responses from our PPG, we formulated a questionnaire which covered 2 priority areas:

- Getting an appointment

- Clinical Care

3. Conducting the patient survey, and collating views

The patient survey questions were composed based on the issues that the PRG had predominantly agreed on. The Community Voices Starter Guide, from the National Association of Patient Participation Groups website was useful as a guide to help formulate our survey questions, and questions were asked in a balanced and unbiased way.

The final survey was printed on paper.
A copy of the survey is available (Appendix 5)

The survey was placed in reception, and copies were posted to patients who are housebound. Reception staff and clinicians actively encouraged patients of varying demographics to take part. 70 questionnaires were received back, with 0 that were void.

Key points from the survey:

- Online appointments and script requests were popular- these will be activated once the staff have been trained
- Text message reminder were popular
- Overall patients are happy with the clinical care they receive
- Many patients would like the surgery to be open on a Saturday

A statistical summary of the survey results can be found in Appendix 6.

Useful comments were obtained from the survey that were both positive and negative, and these will be discussed at our next Practice meeting.

4. Provide PRG with opportunity to comment and discuss findings of local practice survey

A summary of the survey results were sent to the PRG members via e-mail, with comments welcomed. Due to a lack of time a meeting was not held. If funding for the PPG DES continues we would like to have one this summer to enable our PRG to help formulate our plans in developing the surgery.

A meeting was held within the practice to discuss the survey results between the Partners and PM and to discuss the comments received from the PRG members. An action plan was decided upon (Appendix 7).

5. Agree with the PRG an action plan

The PRG members agreed with the following changes/improvements:

- Activate text message reminders for those who want them
- Enable a facility to book appointments online- our new website allows this, but the staff need training
- Enable ordering repeat prescriptions online- our new computer system allows this, but the staff need training
- At our next practice meeting we will discuss having a Saturday surgery, but this is likely to be influenced by the changes in our funding over the next year

6. Publishing Results

The PPG report was published on the practice website (www.abbotswoodmedicalcentre.co.uk) at the end of March 2014. In addition we will be publicising the action plan with posters "You said, We did"; and meanwhile offering patients to join the PRG group for next year.

Posters will be displayed to inform patients of the upcoming changes.

The practice opening hours are:

Monday	08:00 - 18:30
---------------	---------------

Tuesday 08:00 - 19:30 18.30- 19:30= Extended hours

Wednesday 08:00 - 18:30

Thursday 08:00 - 19:30 18.30- 19:30= Extended hours

Friday 08:00 - 18:30

You can call the surgery to speak to a receptionist between 8am and 6.30pm each day. We have an automated telephone service at all other times. For urgent problems when the surgery is closed please call 111.

Once again thank you to all who took part. If any patient would like to discuss their views, concerns or comments with a member of the PRG or staff team, please leave your contact details at reception.

The positive comments about reception staff, our nurses and the doctors have been fed back to these staff and we thank you for these.

Appendices

Appendix 1

PERCENTAGE OF RESIDENT POPULATION IN ETHNIC GROUPS

Percentage of resident population in ethnic groups	Watford %	Herts %	England %
White	86.0	93.7	90.9
White Irish	2.9	1.7	1.3
Mixed	2.1	1.4	1.3
Asian or Asian British	8.2	3.0	4.6
Indian	2.4	1.6	2.1
Pakistani	4.6	0.7	1.4
Bangladeshi	0.3	0.3	0.6
Other Asian	0.9	0.4	0.5
Black or Black British	2.7	1.2	2.1
Caribbean	1.5	0.6	1.1
African	1.0	0.5	1.0
Other Black	0.2	0.1	0.2
Chinese/Other Ethnic	1.1	0.8	0.9

Source: Office for National Statistics 2001 Census

Appendix 2: Virtual Patient Reference Group list (example)

Reference	Name	E-mail address	Set up in virtual group
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

16			
17			
18			
19			
20			

Appendix 3:
Analysis of Patient Reference Group Profiling:

Gender		Age								
Male	Female	Under 18	19-24	25-34	35-44	45-54	55-64	65-74	75-84	85 plus
17	23	0	3	7	10	9	4	3	2	2

Ethnicity											
White British		Mixed White & Black-		Asian or Asian British-			Black or Black British-		Chinese or other-Chinese		Other
White British	Irish	Caribbean	African	Indian	Bangladeshi	Pakistani	Caribbean	African	Chinese or other-Chinese	Other	
30	2	0	0	4	0	2	1	0	1	0	

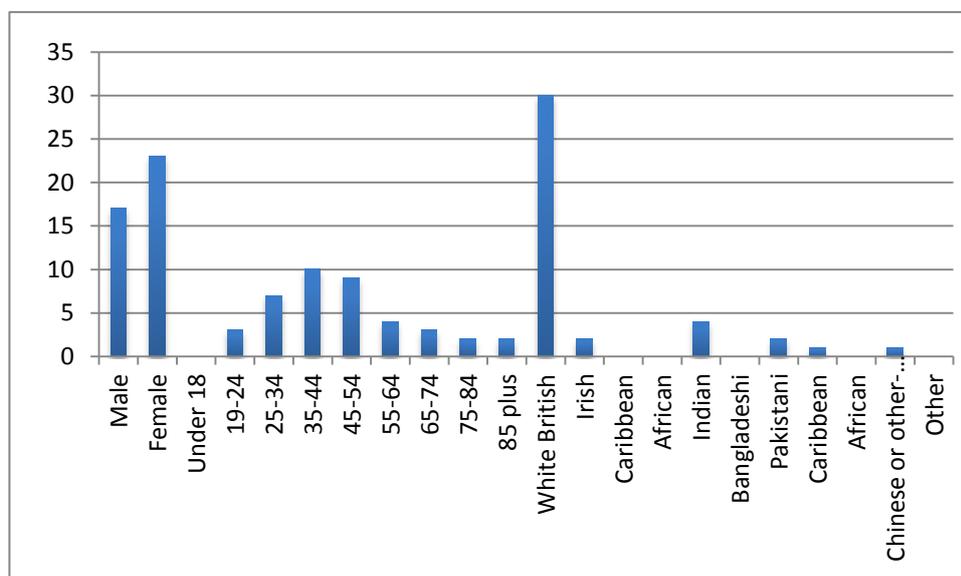


Figure 1 - Patient Reference Group Population

Appendix 4:
Priority area survey

Area	No. of responses
Clinical Care	25
Getting an appointment	23
Online services	3
Reception issues	3
Opening times	5
Parking	2

Appendix 5:

Abbotswood Medical Centre: PATIENT SURVEY 2014

Please tick or circle your preferred response:

Getting an appointment

1. How do you normally book an appointment to see a doctor or nurse at the surgery	In person	By Phone	By Fax	By e-mail		
2. Which of the following methods would you prefer to use to book an appointment at the surgery?	In person	By Phone	By Fax	Automated phone service (24 hours/day)	Online	No preference
3. Would you like to be reminded about an appointment you have booked by text message?	Yes			No		
4. In the past 6 months how easy have you found the following:						
a) Getting through on the phone?	Haven't tried	Very easy	Fairly easy	Not very easy		
b) Speaking to a doctor on the phone?	Haven't tried	Very easy	Fairly easy	Not very easy		
c) Obtaining test results on the phone	Haven't tried	Very easy	Fairly easy	Not very easy		
5. Would you find a Saturday morning surgery with appointments with a GP useful to you?	Yes			No		

Clinical Care

6. When did you last see a doctor or nurse at the surgery?	In the past 3 months	Between 3 and 6 months ago	More than 6 months ago		
7. Did you have confidence in the doctor or nurse you saw?	Yes	No	Don't know/can't say		
8. The last time you saw a doctor or nurse at the surgery, how good were they at the following?					
Giving you enough time	Very good	Good	Poor	N/A	
Asking about you symptoms	Very good	Good	Poor	N/A	
Involving you in decisions about you care	Very good	Good	Poor	N/A	
Treating you with care and concern	Very good	Good	Poor	N/A	
Treating your problem seriously	Very good	Good	Poor	N/A	
Overall how would you rate the care you received?	Very good	Good	Poor	N/A	

Overall

11. In general, what is your overall satisfaction with the surgery?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
12. Would you recommend our practice to others	Yes	No	Maybe		

Appendix 6:
RESULTS of patient survey 2014:

Getting an appointment:

Getting an appointment	Total
1. How do you normally book an appointment to see a doctor or nurse at the surgery	
In person	4
By phone	70
By Fax	0
By e-mail	0
2. Which of the following methods would you prefer to use to book an appointment at the surgery?	
In person	0
By phone	63
By fax	0
Automated phone service	4
Online	10
No preference	
3. Would you like to be reminded about an appointment you have booked by text message?	
Yes	55
No	15
4. In the past 6 months how easy have you found the following:	
a) Getting through on the phone?	
Haven't tried	6
Very easy	43
Fairly easy	8
Not very easy	
b) Speaking to a doctor on the phone?	
Haven't tried	14
Very easy	33
Fairly easy	20
Not very easy	3
c) Obtaining test results on the phone	
Haven't tried	26
Very easy	20
Fairly easy	20

Not very easy	4
5. Would you find a Saturday morning surgery with GP appointments useful to you	
Yes	45
No	25
Clinical Care	
6. When did you last see a doctor or nurse at the surgery	
In the past 3 months	46
Between 3-6 months ago	23
More than 6 months ago	1
7. Did you have confidence in the doctor or nurse you saw?	
Yes	63
No	7
I don't know	0
8. The last time you saw a doctor or nurse at the surgery, how good were they at the following?	
Giving you enough time	
Very good	53
Good	15
Poor	2
N/A	0
Asking you about your symptoms	
Very good	45
Good	20
Poor	5
N/A	0
Involving you in decisions about your care	
Very good	45
Good	20
Poor	5
N/A	0
Treating you with care and concern	
Very good	47
Good	18
Poor	5
N/A	0
Treating your problem seriously	
Very good	45
Good	20
Poor	5
N/A	0
Overall how would you rate the care you received?	
Very good	45
Good	20
Poor	5

N/A	0
9. In general, what is your overall satisfaction with the surgery?	
Very satisfied	50
Fairly satisfied	10
Neither satisfied nor dissatisfied	2
Quite dissatisfied	5
Very dissatisfied	3
10. Would you recommend our practice to others?	
Yes	55
No	15
What things could the practice do better/Any other comments or suggestions	
- Online services such as scripts/appnts	
- Phone consultations/Skype	
- Automated checking system needs fixing	
- Increase times of nurse availability e.g Saturday	
- Advice on various health checks for preventing diseases/illnesses	
- More flexibility with apnt times	
- Get blood results at more flexible times	
- Saturday opening	
- Earlier apnts	
- More lighting in waiting room	
DEMOGRAPHICS	
Male	38
Female	52
Under 18	11
19-24	9
25-34	14
35-44	21
45-54	23
55-64	6
65-74	5
75-84	4
85 or under	5
White British	56
Irish	7
Mixed White & Black-	
Caribbean	7
African	0
Asian or Asian British-	
Indian	5

Bangladeshi	1
Pakistani	2
Black or Black British-	
Caribbean	2
African	1
Chinese or other- Chinese	3
Other- please state.....	7
Don't want to state	0
TOTAL RESPONSES	70

Appendix 7:

What	How	Who	When	Comments
Enable online repeat script ordering	Emis Access	Sara Khan (GP)	June 2014	
Enable online booking of appointments	Emis Access	Sara Khan (GP)	June 2014	
Saturday morning GP surgery	Start at 8am	Partners & PM	Discuss at Partners Meeting June 2014	
Advertise results of PPG and Action plan	Posters	Sara Khan (GP)	April 2014	
Discuss test results communication	Increase times	Partners & PM	Discuss at Partners Meeting June 2014	
Discuss comments from survey	Staff meeting	All staff	Staff meeting May 2014	
Advertise surgery opening hours & new website	Posters, website, Facebook group, update NHS Choices website	Sara Khan (GP)	April 2014	
New checking in machine	Order	Abdul Khan (GP)	May 2014	

Proposed Action Plan

Welcome to Abbotswood Medical Centre.

We serve Abbots Langley and the surrounding area. Our aim is to provide quality healthcare to the local community.

Opening Times:

Monday	8am-6.30pm
Tuesday	8am-7.30pm
Wednesday	8am-6.30pm
Thursday	8am-7.30pm
Friday	8am-6.30pm
Saturday	CLOSED
Sunday	CLOSED

The practice is **closed** on Saturdays, Sundays and on Public Holidays.

The surgery is open for the collection of prescriptions, letters and to make appointments as per opening times above.

How to see your Doctor

General surgeries are run between 8:30 am and 6:30pm **by appointment only**.

Appointments are for 10 minutes.

Please telephone **01923 673060** to make routine appointments. For ongoing problems it is advisable to see the same doctor each time you come, however not all doctors are here at all the surgery times.

If you want to see a particular doctor and your problem is not urgent, you may have to wait until an appointment is available. Urgent problems will always be dealt with on the same day. Please be sure to inform us if you cannot use a booked appointment. Non-attendance means that everybody has to wait longer.

Telephone Consultations

Some problems can be dealt with over the phone and therefore we are able to offer telephone consultations. The best time to call is after morning surgery between 11am and midday each day.

Special Appointments (Extended Hours)

We offer the following appointments

Tuesday each week: 6:30 pm – 7:30pm

Thursday each week: 6:30pm – 7:30pm

These appointments are reserved for commuters and the elderly patients who rely on their working relatives to bring them to surgery and are by **appointment only**.

Practice Nurses

Our Practice Nurses are highly qualified and experienced members of our team who hold their own clinics and can advise on healthy lifestyle and a wide variety of problems. Advice and information can be provided about traveller's health along with a wide range of immunisations for foreign travel. We can offer the following services, by appointment:

- New Patient Checks
- Ear syringing
- Wound dressings & removal of stitches
- Flu and Pneumococcal vaccinations
- Children's and travel vaccines
- Pre-pregnancy counselling
- Chronic disease reviews (asthma/diabetes/blood pressure checks)
- Dietary advice
- Injections e.g B12
- Cervical smears

District Nurses

District Nurses provide care to patients in their homes. They can be contacted by telephoning the surgery and asking for a message to be sent.

Health Visitors

Health Visitors give advice help and support to mothers, newborn babies and children under five. Our local teams may be contacted on **01923 894147**

Antenatal Care

We provide a full range of ante and post-natal care for our patients and share this care with our local midwives and hospitals. Local midwifery services are now run on a team basis and clinics are run at the surgery on a weekly basis, on Thursday mornings.

Disabled Patients

We are able to offer ground floor, wheelchair accessible consulting and treatment facilities to those of our patients who cannot manage the stairs. Please inform the receptionist when you make an appointment so arrangements can be made.

Cervical Smears

Routine cervical screening in this area is undertaken according to national guidelines. Smears are performed by nurses and

female doctors. When booking an appointment please inform the receptionist that a smear is to be done.

Family Planning

Family planning services are provided by all the doctors and nurses. We are happy to advise on contraceptive methods. Dr Sarah Khan is able to insert contraceptive implants and coils.

Children's Health

The practice provides routine screening at 6-8 weeks of age to all our youngest patients. This will coincide with the first immunisations and the routine postnatal consultation. This examination forms part of the programme of health checks offered by the Health Visitors and ourselves.

You will be sent a letter with the date to bring your child for his first check and for his/her immunisations. We are keen that all our young patients should be fully protected.

Violent or Abusive Patients

In order to ensure the safety and welfare of the staff and patients of the surgery, we operate a zero-tolerance policy regarding abuse or violence from patients or relatives. We reserve the right to remove such patients from our list with immediate effect.

Registration

To register as a patient ask at reception for details. You will be asked to fill in a health questionnaire. We will also invite all new patients for a consultation within 6 months of registering. The practice does not discriminate on the ground of: race; gender; social class; age; religion; sexual orientation or appearance; disability or medical condition.

Prescriptions

If you take regular medication, we can issue you with a slip to use when you request a **repeat prescription**. Your doctor will review your medication and may ask to see you before further prescriptions are issued. Please give 2 full working day's notice for each prescription. We regret that telephone requests will not be accepted. In some cases we can arrange for a prescription to be delivered to a chemist of your choice.

Home Visits

Home visits are available for patients who are too ill or disabled to attend the surgery. You may be asked to discuss with the doctor the most appropriate place for you to be seen.

If you are requesting a home visit, please make sure that you telephone **01923 673060** between 9:00am and 10:00 am.

Out of Hours Emergencies

If you urgently need to speak to a doctor out of surgery hours, please telephone **Herts Urgent Care: 03000 33 33 33**. You can also get urgent help by dialling: **111**. Alternatively telephone the Surgery on **01923 673060**. The answer-phone will give you the number of the out of hours medical service that covers our patients.

Your Health Care

We try our hardest to provide first-class health care to all our patients. We are always open to suggestions as to how our service can be improved. If we fall short of your expectations, suggestions or complaints about us should be made either in person or in writing to Mrs R Khan, our Practice Manager. A copy of our in-house complaints procedure may be obtained from her on request.

Primary Care Trust

Abbotswood Medical Centre is a general medical practice within the area of West Herts Primary Care Trust. The Trust is located at Charter House, Parkway, Welwyn Garden City, Herts, AL8 6JL. The Patient Advice and Liaison Service is also at Charter House. Tel: 01707 390855

Complaints

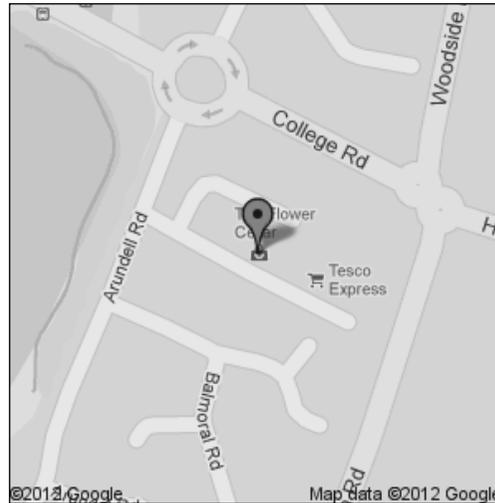
We strive to give the best care to our patients. If however you do not feel satisfied please feel free to discuss with our Practice Manager or write to the West Herts PCT.

Confidentiality

We keep all your health information confidential and secure. Your information maybe used for management and audit purposes. Your medical records are only available to healthcare professionals involved in your care. We do not release your records to any other person or agency without your consent. You have a right to see your records, please contact the Practice Manager for this.

Location of the Surgery:

Abbotswood Medical Centre is located in Katherine Place (off College Road) next to Tesco.



ABBOTSWOOD MEDICAL CENTRE

Patient Information Leaflet

Dr A Mashkoor Khan
MBBS, DTMH (UK)

Dr (Mrs) Vivienne Markeson
MBBS (UK)

Dr (Ms) Sarah Khan
MBBS, BSc (Hons), MRCGP, DRCOG, DFSRH

**12 Katherine Place
College Road
Abbots Langley
Herts
WD5 0BT**

**Tel: 01923 673060
Fax: 01923 681643**

www.abbotswoodmedicalcentre.co.uk