

Abbotswood Medical Centre  
12 Katherine Place  
Abbots Langley  
WD5 0BT

Dr A.M Khan & Dr S. Khan

---

# Abbotswood Medical Centre

## Patient Participation Group Report

### March 2013

#### **Contents:**

Pages 1-4: Report

Pages 5-14: 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.*

---

## **I. 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 develop a virtual patient participation group, with the aim being for this to be representative of our population.

We obtained an understanding of our practice profile 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. Last year's PPG report had an action point of recruiting some younger members to the PRG, which was a priority this year that we fulfilled.

Reception staff and clinicians were asked to discuss with patients whether they would like to be involved with the PRG. Last year we advertised using posters, however we didn't find many came forward through this route, and that a more direct approach was necessary. Over the course of a week e-mail addresses were obtained of patients who were interested in being involved. A group of 45 patients was formulated, which we felt was appropriate to our patient population of 4070.

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

#### **Building upon the Year 1 report:**

- **We now have a practice website which is updated regularly**
- **Telephone consultations are part of our daily practice**
- **The practice leaflet was last updated January 2013 (in Appendix 8)**

## **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: Clinical Care, Getting an appointment, Online services, Reception issues, Opening times and Parking. We also asked for specific comments or suggestions.

We wanted to build on our experiences last year and formulate a more 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 3 priority areas:

1. **Online services,**
2. **Getting an Appointment**
3. **Opening times.**

### **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. 100 questionnaires were received back, with 3 that were void, and not all patients filled in every section.

*Key points from the survey:*

- A high majority of the patients who responded were satisfied with the process of obtaining an appointment
- However, over half of the patients are interested in booking appointments online, obtaining repeat scripts online, and 71% patients would be keen to receive a text message reminding them of their appointment
- Over half of the patients (55%) did not know of our opening times
- A high majority are satisfied with our opening times; however 30% of patients felt that early morning surgeries would be of benefit
- 98% of patients were satisfied with the service the surgery offers

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

### **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, but we would like to plan for this next year.

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:

- Enable a facility to book appointments online
- Enable ordering repeat prescriptions online
- A new computer system (EMIS Web) is being installed in June, and as part of this we will be installing Emis Access which will enable these online facilities. The new computer system will also enable us to send text messages as reminders for appointments; as nearly a third of patients did not want this we will make the text messaging facility optional
- At our next practice meeting we will discuss having a morning surgery starting at 8am

### **6. Publishing Results**

The PPG report was published on the practice website ([www.abbotswoodmedicalcentre.co.uk](http://www.abbotswoodmedicalcentre.co.uk)) at the end of March 2013. 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, especially in view of a high proportion of those who were surveyed not knowing the opening hours of the surgery. We also plan to start up a Facebook group to advertise useful information.

The practice opening hours are:

<b>Monday</b>	08:00 - 18:30	
<b>Tuesday</b>	08:00 - 19:30	18.30- 19:30= Extended hours
<b>Wednesday</b>	08:00 - 18:30	
<b>Thursday</b>	08:00 - 19:30	18.30- 19:30= Extended hours
<b>Friday</b>	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, doctors and the cleaner have been fed back to these staff and we thank you for these.

---

## **Appendices**

### Appendix I

#### **PERCENTAGE OF RESIDENT POPULATION IN ETHNIC GROUPS**

<b>Percentage of resident population in ethnic groups</b>	<b>Watford %</b>	<b>Herts %</b>	<b>England %</b>
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*

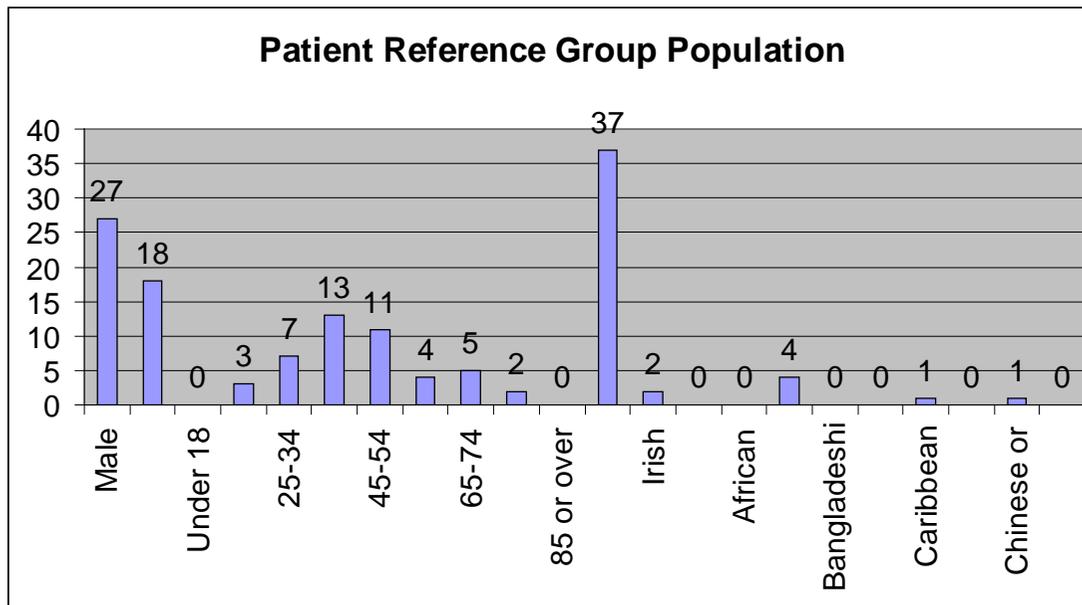
Appendix 2: Virtual Patient Reference Group list (example)

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:

**Patient Reference Group Population**

Gender		Age										Ethnicity							
Male	Female	Under 18	19-24	25-34	35-44	45-54	55-64	65-74	75-84	85 or over	White British	Irish	Mixed White & Black-	African	Indian	Bangladeshi	Pakistani	Black or Black British-	
27	18	0	3	7	13	11	4	5	2	0	37	2	0	0	4	0	0		



Appendix 4:  
Priority area survey

Area	No. of responses
Clinical Care	5
Getting an appointment	14
Online services (e.g ordering repeat prescriptions/booking appointments)	27
Reception issues	6
Opening times	12
Parking	2

Appendix 5:

## Abbotswood Medical Centre: PATIENT SURVEY 2013

www.abbotswoodmedicalcentre.co.uk

Please circle the answer which you feel is most relevant to you:

### 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. 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		

### Online Services

4. Would you like to be reminded about an appointment you have booked by text message?	Yes	No	I don't know
5. Would you find it useful to be able to book appointments online?	Yes	No	I don't know
6. Would you find it useful to request repeat prescriptions online?	Yes	No	I don't know

### Opening Times

7. Do you know we are open from 8am until 6.30pm, including lunch time, Monday to Friday (excluding bank Holidays)?	Yes	No			
8. How satisfied are you with the opening hours at the surgery?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
9. In the past 12 months, have you ever put off going to see a doctor because the surgery times are inconvenient for you?	Yes	No			
10. Would you find an early morning surgery with doctor's appointments at 8am of benefit to you?	Yes	No			

### Overall

11. In general, what is your overall satisfaction with the surgery?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
---	----------------	------------------	------------------------------------	--------------------	-------------------

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential:

**Are you:** Male Female  
**How old are you?**  
 Under 18 19-24 25-34 35-44 45-54 55-64 65-74 75-84 85 or under

**What is your ethnic group?**  
 White British  
 Irish  
 Mixed White & Black- Caribbean  
 African  
 Asian or Asian British- Indian  
 Bangladeshi  
 Pakistani  
 Black or Black British- Caribbean  
 African  
 Chinese or other- Chinese  
 Other- please state.....

Don't want to state

Appendix 6:  
RESULTS:

Getting an appointment	Total
<b>1. How do you normally book an appointment to see a doctor or nurse at the surgery</b>	
In person	31
By phone	69
By Fax	0
By e-mail	0
<b>2. Which of the following methods would you prefer to use to book an appointment at the surgery?</b>	
In person	18
By phone	56
By fax	
Automated phone service	2
Online	30
No preference	4
<b>3. In the past 6 months how easy have you found the following:</b>	
<b>a) Getting through on the phone?</b>	
Haven't tried	5
Very easy	51
Fairly easy	21
Not very easy	1
<b>b) Speaking to a doctor on the phone?</b>	
Haven't tried	34
Very easy	32
Fairly easy	15
Not very easy	0
<b>c) Obtaining test results on the phone</b>	
Haven't tried	49
Very easy	18
Fairly easy	15
Not very easy	1
<b>Online Services</b>	
<b>4. Would you like to be reminded about an appointment you have booked by text message?</b>	
Yes	71
No	21
I don't know	5
<b>5. Would you find it useful to be able to book appointments online?</b>	
Yes	60
No	21
I don't know	7
<b>6. Would you find it useful to request repeat prescriptions online?</b>	
Yes	57
No	26
I don't know	6

<b>Opening Times</b>	
<b>7. Do you know we are open from 8am until 6.30pm, including lunch time, Monday to Friday (excluding bank Holidays)?</b>	
Yes	41
No	50
<b>8. How satisfied are you with the opening hours at the surgery?</b>	
Very satisfied	50
Fairly satisfied	29
Neither satisfied nor dissatisfied	13
Quite dissatisfied	1
Very dissatisfied	0
<b>9. In the past 12 months, have you ever put off going to see a doctor because the surgery times are inconvenient for you?</b>	
Yes	8
No	79
<b>10. Would you find an early morning surgery with doctor's appointments at 8am of benefit to you?</b>	
Yes	26
No	61
<b>11. In general, what is your overall satisfaction with the surgery?</b>	
Very satisfied	61
Fairly satisfied	24
Neither satisfied nor dissatisfied	1
Quite dissatisfied	0
Very dissatisfied	0
<b>DEMOGRAPHICS</b>	
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
<b>TOTAL RESPONSES</b>	<b>100</b>

## **Appendix 7:**

### **Proposed Action Plan**

What	How	Who	When	Comments
Enable online repeat script ordering	Emis Access	Sara Khan (GP)	June 2013	
Enable online booking of appointments	Emis Access	Sara Khan (GP)	June 2013	
Early morning GP surgery for patients who work	Start at 8am	Rehana Khan (PM)	Discuss at Partners Meeting May 2013	
Advertise results of PPG and Action plan	Posters	Sara Khan (GP)	April 2013	
Advertise surgery opening hours	Posters, website, Facebook group, update NHS Choices website	Sara Khan (GP)	April 2013	
Set up Facebook group to inform patients of news/services	Facebook	Sara Khan (GP)	April 2013	

## 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:

<b>Monday</b>	8am-6.30pm
<b>Tuesday</b>	8am-7.30pm
<b>Wednesday</b>	8am-6.30pm
<b>Thursday</b>	8am-7.30pm
<b>Friday</b>	8am-6.30pm
<b>Saturday</b>	CLOSED
<b>Sunday</b>	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

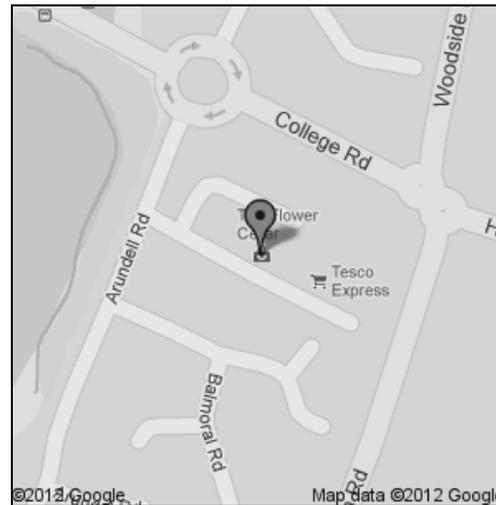
We strive to give the best care to our patients. If however you do not feel satisfied please feel free to discuss with our Practice Manager or write to the West Herts PCT.

### 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 Mashkoo Khan**  
MBBS, DTMH (UK)

**Dr (Mrs) Vivienne Markeson**  
MBBS (UK)

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

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

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

[www.abbotswoodmedicalcentre.co.uk](http://www.abbotswoodmedicalcentre.co.uk)