

LISTER MEDICAL CENTRE

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PATIENT PARTICIPATION REPORT 2014/15

Background

At Lister Medical Centre one of our priorities is to review the quality of access and care provided by the Practice and to reflect upon the feedback provided by patients relating to our current service provision.

We currently operate core GMS hours 08:00-18:30, Monday to Friday, but no longer provide extended hours. Our services and opening times are well documented in our practice leaflet and our website www.ListerMedicalCentre.com

In February 2012 we carried out our first Patient Survey using the Electoral Reform Services. They are one of the UK's leading independent suppliers of ballot and election services with a 100 year old reputation for integrity and excellence.

We have now used the same survey over the past 3 years to ensure that we can reflect on whether improvements in the service have been made, and enable consistency in survey type and question format. This was also felt to be important to the patient group following consultation with them.

Patient Sample

We currently have a well-established Patient Reference Group (PRG) known as the Friends of Lister House. This has been active since 1993, and holds quarterly meetings to discuss areas relating to current service provision of the practice. This group has, historically, attracted retired members of our patient list. They actively fund raise for the surgery and we are grateful for the support of the Friends over the years. These meetings are also supported by a senior clinician, practice manager and reception manager.

We also have an Electronic Group (Virtual Patient Participation Group) which was created earlier in 2012. The VPPG was a means of engaging a broader spectrum of our practice population particularly the younger commuters, parents, housebound and ethnic minority groups. We actively seek further members to join our VPPG by advertising on the website and a poster campaign in the surgery.

In order to engage further with ethnic minorities, we had worked closely with the integrated support services. This voluntary organisation has been running for several years in Harlow with the aim of helping new migrants to the Harlow area integrate more easily into local society and to gain appropriate access to NHS services.

Methodology & Planning of Survey

At the beginning of November 2014 in preparation for the latest survey a letter was created and sent to the Patient Participation Groups seeking their opinion as to whether there were any additional questions or issues that they wished to add to the questionnaire. The Patient Reference Group (PRG) and the Virtual Patient Participation Group (VPPG) were given until the 17th November 2014 to respond.

A poster campaign was also present in the surgery encouraging all patients to provide their views on what they considered to be key areas for the practice survey.

The overwhelming majority of responses stressed the importance of keeping the same Questionnaire as previously to assess whether any significant changes or improvements had been made. Furthermore most felt that the survey carried out earlier in the year covered most issues relating to patient experience of the surgery.

Fieldwork

On 10th December 2014 the practice began distributing hard copies of the surveys and the survey was also available electronically via our website. This was well publicised in the surgery to try and optimise patient response. This process continued until the 9th January 2015 at which point 500 surveys were distributed and 26 people had responded via the Internet. The Electoral Reform Service then provided us with the analysis of the data on 27th January 2015.

Data analysis

Of the 500 surveys that were distributed 268 of these were completed fully and could therefore be used in data analysis. In addition 26 surveys completed via the internet. The sample profiled indicated that the majority of responders were female and in the 35-54 year category. They were largely of a Caucasian background although we did have some from the Black and Ethnic minorities. 113 patients who completed the questionnaire had a long-standing condition.

Results (please refer to survey)

Looking at the results of the survey, each question was scored on a scale of zero to ten with 10 being the most favourable score. 78% of our patients felt that they would recommend our surgery to a friend. This reflects a decrease from the previous year (85%).

A further question relating to how patients rate their last visit to the surgery was also asked and a number of sub-questions which can be found in the survey.

The areas where patients had reduced satisfaction were relating to the physical environment of the surgery and perceived competence of the doctor.

There is a slight overall decrease in satisfaction compared with previous years.

The 'free text comments' from patients have once again been extremely good. Over 99 made a comment at this question.

Following the publication of the results a meeting was held on the 11th February 2015 with our PRG to discuss the findings and to propose and agree an action plan for the future.

Reflection on last year's action points

- **Telephone queues:** We are still pro-actively working to improve our performance in this area
- **Reception queues:** Having multi-skilled staff available to assist the reception team in particularly busy periods has improved the service offered.
- **Physical environment:** Waiting areas re-decorated: notice boards refurbished and regularly updated. Artworks by local artists have improved the visual ambience of the Practice.

Action Points 2015

- **Disabled Parking:** Concerns were flagged by our Virtual Patient Participation Group. As this is an area outside of our control it was not included within the survey, however, as this would greatly improve access to our disabled patients we have taken this forward with Essex County Council and are currently waiting for a response.
- **Waiting Area:** To reduce footfall in this small overcrowded area we aim to actively promote the Electronic Prescribing Service (EPS) as currently only 4,064 of our patients use this service. Our current list size is 18,372.
- **Non-Intrusive background music:** To improve patient confidentiality when speaking with the receptionist and make the area more relaxed.
- **Appointments:** Following the survey we are now recruiting for additional members of the reception team which we hope will help to improve telephone response times.
- **New Build:** Planning permission was approved in December 2014. The Partnership is pushing to move this project forward with the minimum of delay. However there are a number of agencies involved over whom we have no control.
- **Telephones:** Contracts have been signed and within 12 weeks the 0844 number will no longer be used and we will only have a local rate number.

Summary

The survey has now been running for three years, over this time it has identified trends and areas of good practice and areas of concern that we can refer to when looking at ways of improving the service.

Examples of good practice:

The way you were treated by the receptionist

Remains consistently high in the high from 88% to 87% now 87%

Being able to see a doctor quickly

Has improved over the years from 68% to 72% now 75%

Examples of areas of concern:

The physical environment of the surgery

This has fallen each year from 74% to 68% now 66%

Getting through on the phone quickly

Changed from 51% improved to 56% fell back to 51%

We are a large practice catering for 18,372 patients. We are actively working to change and increase our telephone system and staffing levels. We constantly aim to improve the environment of our current building, until we get our much needed new building.

Melanie Ansell
Business Development Manager
March 2015