

Ardingly Court Surgery

Patient Participation Report 2013/14

Ardingly Court Surgery is open 8.15am to 1pm and 2pm to 6pm Monday to Friday. The practice also offers extended hours opening on a pre-bookable basis one morning a week (Wednesday 7-8am) and one Saturday morning a month. Access to services can be obtained in person or via the telephone (01273 688333). There is also internet access for ordering repeat prescriptions and booking routine appointments.

Telephone lines are open 8.30am to 1pm and then 2pm to 6pm. Between 8-8.30am and 6-6.30pm the phone line instructs patients to call the surgery emergency line for any medical emergencies – the patient will then be put through to a GP (if appropriate). Between 6.30pm and 8am NHS 111 provides out of hours cover.

Profile of Members of Patient Participation Group (PPG)

The Practice PPG currently has 32 registered members. In order to canvass as much of our population as possible, our survey this year was made available for completion by all patients and collected in the surgery as well as online through our website. It can be seen from the Practice Profiling template that of the patients who completed the survey, we are still under represented in the under 24 category. The practice has continued engagement with the 'Right Here' organization in order to try to publicise the PPG as well as advertising on the website and in the practice to try and increase engagement in this category.

In order to try to make our PPG as representative as possible the practice advertised this survey widely to patients on the website and within the surgery. The practice has endeavored to engage all categories of patient.

The practice is in an area of high deprivation which may affect engagement in PPG participation. We also have a relatively high number of patients with Mental Health and Substance Misuse issues. The practice also serves a number of local nursing homes.

The practice has planned its survey with the PPG directly this year, before surveying all patients and then discussing the results with the PPG and agreeing action points for the year.

The practice emailed and posted (where this preference was stated) to its PPG members to canvass views. Return email or SAE were provided for feedback, as well as a "survey monkey" survey. For patients not in the PPG, they completed the survey either online, or in the surgery. The survey was advertised widely in

surgery and on the website in order to reach as many patients as possible (106 patients completed it in total).

Following on from last year, the below areas were agreed for action, and we identify below if they were achieved:

- Patient confidentiality in the waiting room. This can be difficult due to the size of the practice. The practice has already introduced music being played to try to counteract this. A further option to be implemented this year is to advertise that patients are able to request a private room if they are uncomfortable discussing matters at the desk. The practice will also train the receptionists to ensure they are aware of this.
 - o This action has been completed. It is still an ongoing issue but we are doing as much as we can within the limitations of the surgery size.
- Text messaging results, and also appointment reminders. From the survey it was identified that this was particularly popular for test results. These can be opted out of if people did not wish to receive these. This had been identified last year as a target but due to a change of computer systems it had to be put on hold. The practice will now proceed with this and implement it in the coming year.
 - o This has been rolled out and is becoming increasingly popular with patients for both appointment reminders and test results.
- Online appointment booking and prescription requests. These are currently being offered but appear to be underused and could help reduce telephone demand and aid access to the appointments that patients want. There will be a drive to advertise these more widely with the aim of increasing patient satisfaction in terms of communicating with the surgery and also accessing the surgery.
 - o We have continued to promote this and now have 23% of patients signed up.

Action points identified with our PPG for 2014

Actions below to be completed by the GP practice by no later than 31st March 2015:

- Appointment booking (part 1). The survey identified that 8.57% of respondents said they booked their appointments online currently, but 56.82% stated they would book 'on the day' appointments online if they could. Of those not satisfied with our telephone system (24.07%), the key area identified for change was having more lines open. The practice has already doubled the amount of incoming lines so it would not be possible to open any more, however we could make these 'on the day' appointments available for online booking. This would appear to be a good way of trying to address this issue, as if people could book

their appointment online then there would be less people contacting the surgery for an appointment by telephone each day. Agreed for action with the PPG.

- Appointment booking (part 2), only 53% of respondents stated they were able to book an appointment more than 2 weekdays in advance. This response is contradicted by the evidence in our appointment system which clearly shows appointments are available up to a week in advance. We believe this may be due to patients getting into a cycle of contacting the surgery in the morning and only being offered appointments for that day, and not being aware that booking in advance is an option. We would propose that the appointment booking system is clearly explained and promoted within the surgery and on our website, and also re-educating our staff to ensure these pre-bookable appointments are being offered (including at 8.30am where there is a high volume of calls and hence why this might be being overlooked). Agreed for action with the PPG.

- Repeat prescription requests, currently 20.78% stated they request their medications online, however 72.29% said they would consider requesting it this way in future. We would again propose we advertise this service to patients more, as clearly there is a gap between people using the service and people that would like to use the service. Agreed for action with the PPG.

- Check in screen - although patients fed back that they liked this system for registering their arrival, there was a reasonably high amount of comments that the system does not always work, which causes frustrations. The practice would propose looking into updating or replacing this as patients appear to like the system, when it works. Agreed for action with the PPG.