

**BILDESTON HEALTH CENTRE  
D83006**

**Patient Participation Report 2013/14**

## 1. Our Patient Participation Group

### Profile of members of the Patient Participation Group

There are currently approx 51 virtual members of the group, with 14 core members, with profiles as follows:

13	Female	17-44 – incl single parents
25	Female	45 – 64
4	Female	65 - 74
1	Male	17-44
4	Male	45 – 64
4	Male	65 – 74

### Current Age Sex Report of Bildeston Health Centre

Age	Male	Female
0-16	588	532
17-44	904	913
45-64	1036	1083
65-74	472	517
75 and over	353	395

Our group is predominantly a virtual one but has a key core of members who meet regularly with minutes, reports and surveys posted to the remainder of the group, to their personal email address, and also on the Bildeston Health Centre website.

Details of the PPG and an invitation to the join the group is included with the New Patient Registration Form and on the Bildeston Health Centre Website, details are advertised in the building and also in local Parish magazines.

During the year since the last patient survey, the group has met on a regular monthly basis, as the group was established quite late in the day, after the retirement of the previous Senior Partner and Practice Manager.

## **Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey**

The PPG of Bildeston Health Centre routinely meet each month, virtual members are sent copies of the Agenda and also Minutes of the Meetings. The Practice Survey was discussed over meetings in July and September 2013. Specific issues raised in the Action Plan of the last Survey were discussed and completed.

Members of the PPG were in attendance at the practice during the annual Flu Clinics to monitor patient opinions, and also to raise awareness of the group.

Issues suggested were discussed and noted, with comments made by virtual members included at the next meeting.

### **Step 3. Details and Results of the Local Practice Survey**

The Bildeston Health Centre Practice Survey was carried out during the month of October 2013

The Practice Survey was advertised locally, in the surgery, in local Parish magazines, on the surgery website and was also made available in paper form at the reception front desk. Paper surveys were distributed to outlying villages, and also to housebound patients, if requested.

Members of the Group attended morning surgery intermittently to interact with patients and raise awareness of the Group and also the Survey. They were also in attendance at the annual Flu Clinics.

The main issues from the survey do not arise from the responses. These are in line with national feeling and show that there is an overall desire that accessibility to a known and trusted doctor is the ideal.

Dr Jane Fairweather  
Dr Mark Hainsworth  
Dr David Clark  
Dr Louise Beale



Bildeston Health Centre  
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### BILDESTON HEALTH CENTRE SURVEY OCTOBER 2013

**Please answer the questions by indicating YES / NO**

Where would you like your primary health care to be?

- |  |          |
|--|----------|
| 1. Surgery                             | YES / NO |
| 2. Workplace provider                  | YES / NO |
| 3. Pharmacist (high street or surgery) | YES / NO |
| 4. Walk-in Center                      | YES / NO |
| 5. Phone Call Center                   | YES / NO |

Should visiting A&E be the last port of call for non life threatening issues YES / NO

If the surgery is your preferred choice who do you wish to see?

- |                        |          |
|------------------------|----------|
| 1. Your Usual GP       | YES / NO |
| 2. Any GP              | YES / NO |
| 3. Locum or trainee GP | YES / NO |
| 4. Practice Nurse      | YES / NO |

Do you use the Surgery web site? YES / NO

Would you like to make your appointment by e-mail? YES / NO

Do you have any suggestions to improve things at the surgery?

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The government are continually reviewing the way in which the patient can access primary health care and are currently suggesting using external franchises to provide specialist clinics eg. diabetes, asthma. Your GP would no longer be able to provide these services as in the out of hours service which has been outsourced to 111. You may see a different provider for each complaint.

Do you think that this is a good idea? YES / NO

Are you aware of specialist clinics held at the surgery  
e.g. COPD, diabetes, liquid nitrogen YES / NO

This questionnaire is anonymous

Are you male/ female? MALE / FEMALE

Age range:

0-20

20-40

40-60

60-70

70-80

80 plus

Which area do you live in: eg; Hitcham

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**BILDESTON HEALTH CENTRE  
PRACTICE SURVEY 2013 - RESULTS**

**Where would you like your primary health care to be?**

<b>Surgery</b>	<b>327</b>
<b>Workplace</b>	<b>25</b>
<b>Pharmacy</b>	<b>35</b>
<b>Walk in Centre</b>	<b>37</b>
<b>Phone centre</b>	<b>12</b>

**Should A& E be the last port of call unless it is a life threatening condition?**

<b>Yes</b>	<b>245</b>
<b>No</b>	<b>47</b>

**If the Surgery is your preferred choice who do you wish to see?**

<b>Your GP</b>	<b>257</b>
<b>Any GP</b>	<b>125</b>
<b>Locum/trainee</b>	<b>55</b>
<b>Practice nurse</b>	<b>72</b>

**Do you use the internet/web site?**

<b>Yes</b>	<b>120</b>
<b>No</b>	<b>163</b>

**Are you happy to make appointments using the internet?**

<b>Yes</b>	<b>92</b>
<b>No</b>	<b>189</b>

**DO you have knowledge of the Specialist clinics held?**

<b>Yes</b>	<b>195</b>
<b>No</b>	<b>104</b>

**What clinics would you like to see?**

**Eye, Pain, Parkinsons , Rheumatology ,Well woman , Osteoporosis**

**DO you think the government should use outside franchises?**

<b>Yes</b>	<b>55</b>	<b>No</b>	<b>224</b>
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<b>Males</b>	<b>75</b>	<b>Females</b>	<b>133</b>
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**Age Range**

<b>0-20</b>	<b>4</b>
<b>20-40</b>	<b>13</b>
<b>40-60</b>	<b>55</b>
<b>60-80</b>	<b>183</b>
<b>Over 80</b>	<b>32</b>

**BILDESTON HEALTH CENTRE  
PRACTICE SURVEY 2013 - COMMENTS**

**Extend morning surgery  
Some form of back up supply  
More morning appointments  
More Doctors needed  
Water dispenser for people with coughs  
Clearer information about appointments (if you need to book us in open surgery, book double appointments so you can see the nurse as well)  
Parking  
Still have problems sending in prescriptions  
Doctors should regularly visit the housebound  
Numerous positive comments**

**VILLAGES**

**Thorpe Morieux  
Wattisham  
Hitcham  
Lavenham  
Nedging  
Willisham  
Whatfield  
Kersey  
Towards Sudbury !**

**Ringshall  
Bildeston  
Gt Finborough  
Battisford  
Brent Eleigh  
Chelsworth  
Offton  
Monks Eleigh**

**Kettlebaston  
Brettenham  
Somersham  
Hadleigh  
Lindsey  
Nedging Tye  
Gt Bricett  
Elmsett**

#### **Component 4. Discussing Survey Results with the Patient Reference Group (PRG)**

The Survey results were collated, a short report written and both of these were emailed to all members of the PPG, for any comments and discussion at the next meeting.

No comments were received.

At the PPG meeting of 26<sup>th</sup> March 2014, the survey was again discussed.

#### **Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)**

The general response to the Survey was positive, with an overall recommendation that the surgery should endeavour to maintain the status quo. It would seem that our patients prefer to use the surgery as the main focus of health care delivery, keeping health care separate from their daily lives. Their preferred health care working remains the doctor, their usual GP. Also the internet is not used to access information by many of the patients.

Only recommendation from the PPG as a whole, was that the survey be simplified next time.

The PPG, core and virtual members, were emailed a copy of the survey, the results, comments and also a short report by the Lead GP. They were asked for their comments, complaints and suggestions. After the meeting on 26<sup>th</sup> March the minutes, action plan and report were emailed to the core and virtual members of the PPG, and also published on the practice website.

Parking as ever is always mentioned. We cannot increase the parking slots as space is finite. Our neighbouring public house has declined requests to use their car park during morning surgery. To minimise parking issues we could move to booked appointments at morning surgery but this would be unpopular, as shown in previous surveys when patients were offered this choice.

As a result of the previous survey, we re-organised the car-park and managed to increase the amount of bays by three. We have provided a cycle rack to encourage local patients to use alternative means of transport, and we have put up posters around the practice encouraging more able bodied patients to make use of the market square car park.

We will be changing our clinical computer system later this year, and this will mean that we can offer patients online appointment booking and electronic prescriptions.



## Step 6. Publishing the Local Patient Participation Report

### 6.1 Are there any further actions that have occurred from the:

#### 2012/13 Action Plan

**Supervision in the Waiting room** A sign has been placed on the waiting room screen, reminding patients to be responsible for their charges and also to be aware of their environment, with poorly and/or injured patients

**Waiting time for appointments** A full time Salaried GP has been employed, although one of the partners has gone down to half time hours of 2½ days per week. This does mean that we have 3 x full time GPs, 1 x half time GP and 1 x FY2 doctor. Future plans for Nurse Practitioner for chronic disease management etc

**Parking** Signs have been circulated asking more able bodied patients to park in the market place car park

### The opening hours of the Bildeston Health Centre are:

08.30 - 18.30 hrs

The phones are taken back from the Out of Hours provider, HARMONI, at 8.00 am. The partners are usually at their desks and available for telephone calls from 8.00 am. The front doors are opened at 8.20 am, with Open Access morning surgery commencing approximately 8.30 am.

At Bildeston we run an Open Access system for morning surgery, whereby patients do not have to make an appointment, they simply turn up. Sometimes this can mean a wait, but previous Practice Survey's have addressed this issue, and patients would prefer to sit and wait, than to have to wait an indefinite length of time for an appointment. This is the preferred choice of many patients, as shown in previous patient surveys, as being the best compromise in health care delivery.

At the moment we are in the process of changing Clinical Systems from INPS Vision to SystemOne, so are unable to provide online appointment booking or electronic prescriptions.

Patients can email their repeat requests direct to the dispensary, or place in the dispensary letterbox or send a fax.

Bildeston Health Centre provide their extended hours at Saturday morning surgery. This is run as follows:

Saturday                      0900 – 1200 hrs

During these hours, Out of Hours emergency cover is provided by HARMONI, and the practice does not take incoming phone calls. Saturday morning surgery is booked appointments only, with extra slots made available for walk-in patients.