

FERRYBRIDGE MEDICAL CENTRE

Minutes of Focus Group Meeting held on
Monday 5 March 2012

Welcome

Wendy and Ian were welcomed to the meeting as new members of the group.

Patient Survey

The main purpose of this meeting was to review the results of the Practice Survey and develop an action plan.

It was noted the survey had been handed out in all surgery areas including the branches and to date 378 completed questionnaires had been returned. The work undertaken by Kevin was acknowledged and he was thanked for enabling the survey to be completed quickly by spending time in the Practice handing out questionnaires to patients and helping them complete them.

The outcomes of each of the questions were considered and the following points noted.

Q 1 – How did you book your last appointment?

It was noted that 8% appointments are now booked on line. The group felt this was to be encouraged and queried how many appointments were available on line as their experience was at times there were not many available? Moira commented that there were no nurse appointments available for booking on line. KW advised it was difficult to include nurses' appointments as the skills of the nurses and the time required for each procedure varied and this could not be reflected in the slots available.

The numbers booking on line at each surgery were also considered. Kevin asked for clarification as to whether patients registered at branches could book at Ferrybridge and vice versa without being transferred to that surgery. KW advised patients would not be transferred if they chose to book at a different branch. However, Ferrybridge patients were not encouraged to take appointments at the branches as this would restrict access for patients registered at the branch. The Group felt this should be made clearer and patients reminded that they can register to book on line. This should be included in the next patient newsletter.

Q 2 – Telephones

It was noted that 72% of respondents felt their call had been answered within 2 minutes. The Group felt this was reasonable. It was also acknowledged that the decision to change to the new telephone system in September had been justified with 75% of respondents rating the system as better than the old system. This was reinforced by the Focus Group members.

Q 3 – Did you find it easy to make an appointment on line?

Of those patients who responded to this question 66% said Yes and 34% said No.

Queries were raised around the clarity of this question as it was unclear whether those who did not find it easy were referring to the process of booking or to the lack of availability of appointments.

Q 4 – did you receive an appointment in a reasonable timescale?

94% of patients felt they received an appointment at Ferrybridge, 91% at Byram and 90% at Castleford.

Q 5a – Was the appointment with the GP of your choice.

	Yes	No
Ferrybridge	82%	18%
Byram	91%	9%
Castleford	77%	23%

Some concern was expressed about the continuity of care. The experiences of some of the group were that if the GP asked them to return in 4 weeks there was not always GP appointments on the system and they would have to ring a few days later to then find availability limited. This was identified as an area for improvement.

Q 5b - Was the appointment with the Nurse of your choice?

	Yes	No
Ferrybridge	94 (85%)	16 (15%)
Byram	9 (75%)	3 (25%)
Castleford	4 (44%)	5 (56%)

Q6a – the last time you saw a Doctor at the Surgery how was the Doctor at giving you enough time?

There was some discussion around the length of appointments, with 10 minutes not always long enough and that some GPs would only deal with one condition whilst others would give the time required. The group commented that in their experience only the GP can give a 20 minute appointment, which meant that you had to see a GP first and then book a second appointment to get a 20 minute appointment. It was agreed this was a waste of appointments. Kath advised this should not be the case but acknowledged it is currently not easy to book a 20 minute appointment owing to the set up of the surgeries with alternating embargoed and routine appointments to maximise choice and availability of appointments. The Receptionists found it difficult to get two appointments together that could be changed into a 20 minute appointment. It was agreed the process should be reviewed.

Q6b – How good was the Doctor at asking about your symptoms?

Very good – 58% Good – 38% poor - 1%

Q6c – How good was the Doctor at listening?

Very good – 59% Good – 36% Poor – 1%

Q6d – How good was the Doctor at explaining tests and treatments?

Very good – 52% Good – 34% neither good -3% Poor – 1%
Nor poor

Q6e – How good was the Doctor at involving you in decisions about your care?

Very good – 47% Good - 34% neither good – 9% Poor – 1%
Nor poor

Q6f – How good was the Doctor at treating you with care and concern?

Very good – 57% Good – 34% neither good – 6% Poor – 1%
Nor poor

Q6g – How good was the Doctor at taking your problems seriously?

Very good – 57% Good – 34% neither good – 7% Poor – 1%

Q12 – Do you feel you have enough privacy at the Reception Desk?

The Group had strong feelings about the lack of privacy on the reception desk at Ferrybridge, which was why the question was included on the questionnaire. This was confirmed in the responses received. Kevin had proposed a way of improving confidentiality by directing the queue better at the desk, but Kath was unsure whether fire regulations would allow. It was noted that there was not enough space between the entrance door and the desk and patients felt crowded whilst speaking to the Receptionist. The Group were keen that options to improve confidentiality should be pursued. Concerns had also been highlighted at Byram surgery by patients.

Q13 – Are you happy with the cleanliness of the surgery?

All surgeries scored 100% yes on cleanliness.

Q14 – Do you think that the choices for obtaining repeat prescriptions work well?

97% of patients thought the choices for repeat prescriptions worked well. However, the Group highlighted that patients had commented that the online service does not always work and that some patients struggle with the answer machine.

Q15 – Do you think the Drop in Blood Clinic works well?

Yes 96% No 2%

The Group agreed the Drop in Blood Clinic worked well, comments from the survey highlighted that on occasions the sessions could be very busy.

Q16 – If you could change anything to improve the running of this surgery what would it be?

The Group reviewed the comments detailed (45 in total) and identified the following as key themes.

- Happy with the way it is run
- Make the desk more private/improve location of desk and automated check in at Ferrybridge
- Either more flu sessions or a ticket system to better manage flow (make it easier for people with poor mobility to sit and wait their turn) as the sessions are busy.
- Insurance notes take a long time.
- Opening hours and appointment availability

Q17 – Other Comments

The Group acknowledged the comments which confirmed the requirements of the action plan. It was agreed the practice would also review all these comments for reference and any follow up action required.

Action Plan

The Group agreed and prioritised the following action points.

- 1 Explore options to improve privacy on Reception at Beauforth House and relocate the automated check-in to a more accessible location.
- 2 Review the online services to include:
 - Confirming the number of appointments available and publicising the registration for online services in the next newsletter. Promote the guidance of booking appointments at other surgeries.
 - Gaining further clarification on whether the patients are encountering difficulties booking appointments owing to system issues or availability of appointments.
 - Check online prescription ordering and ensure where possible medications are brought in line so only ordering once per month instead of several times.
- 3 Explore increasing the timescale for booking in advance for GP appointments to 4 weeks, or identify a mechanism to get advance appointments booked if not available on the system to enable better continuity of care.
- 4 Review how appointments are booked for patients requiring extra time in a consultation.
- 5 Ensure staff give their first name when answering the phone.
- 6 Explore feasibility of introducing further services suggested by patients eg Nail Cutting, ultrasound etc.
- 7 Explore if any improvements can be made to the toilets at Byram.
- 8 Review how flu sessions are managed to improve flow through surgery.

The Next Steps

Finalise the Action plan and share with the Group for comment.

Provide summary of results in newsletter, on website and display in surgery.

Practice to review survey results.

Complete actions required by Patient Participation Enhanced Service.

Date and Time of Next Meeting

The next meeting would be held on Monday 20 April at 2.00 pm at Ferrybridge Community Centre.