

**BERE REGIS
PATIENT
PARTICIPATION
GROUP (PPG)**

Results of patient survey
undertaken 2011

BERE REGIS PATIENT PARTICIPATION GROUP

Results of 2011 Patient Survey and Feedback from Bere Regis GP Practice

Response to Survey

226 completed survey forms were returned, representing almost 400 patients:

- More than half aged over 60
- More than 100 aged between 21 and 59
- Less than 30 aged under 21.
- Represents 10% of patients with most respondents being aged over 60

Overall Feedback from Practice

Most of the questions were restricted to areas where the practice has a direct responsibility but the survey does highlight some misconceptions about the management of running a NHS practice. We are generally very happy with results and comments to individuals have been conveyed to them.

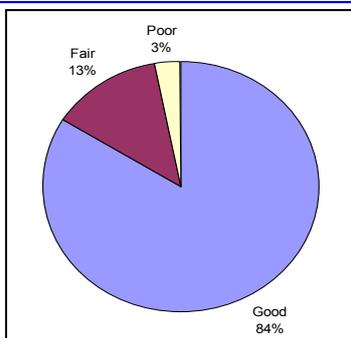
Future funding for the PPG which we value to be addressed by allocating to the Group some of the monies the Practice will receive from Patient Participation Directed Enhanced Services (DES) as a result of this survey and some further work.

Rating of Services

Main

(1358 responses) – 15 services including GP consultations, advice and assessment, Nursing, Blood Tests, Dispensing were rated:

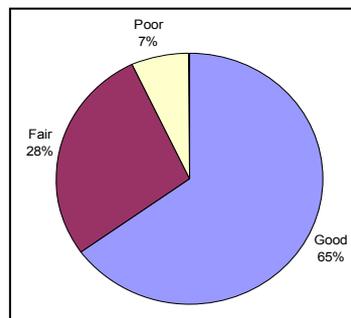
Good 84%
Fair 13%
Poor 3%



Other

(178 responses) - covering District Nursing, Health Visiting, Midwifery, Chiropody, Citizens Advice Bureau were rated:

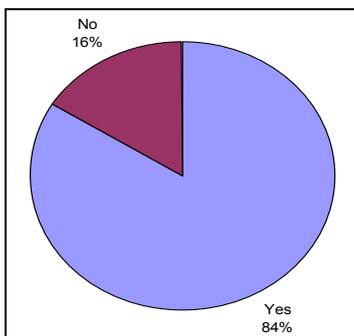
Good 65%
Fair 28%
Poor 7%



Feedback from Practice on Services

Services under our direct control were rated the highest and where there are problems they relate to areas of service for which the PCT is the designated provider using the surgery as a site to deliver them:

- ◆ Access to Chiropody and Counselling is controlled by the PCT
- ◆ Midwifery is controlled by Poole Hospital and there is no consistency of service
- ◆ Health Visiting and District Nursing are not managed by the Practice but by Dorset HealthCare University NHS Foundation Trust and shared throughout Purbeck. There have been cutbacks, commissioning of service is being separated from delivery of service and it is feared that there will be a lack of rural provision.



Rating of Appointments

There were 591 responses to the question about the ease of seeing/speaking to a doctor of choice, maintaining continuity of doctor and was enough time allowed for last consultation. 84% said they had no problems and 16% said they did have.

Feedback from Practice on Appointments

Improvements have been developed over the past 3 years including telephone triage which determines the priority of patient access based on severity of condition.

There are also nurse designated appointments, same day appointments as well as open surgeries.

Co-ordinated appointments have been developed, access to doctors and nurses has been improved via flexible length appointments and proactively managing any backlogs.

The Practice is open to other ideas for change but would need specific feedback, which is not really evident from the survey, such as having an evening extended surgery.



Rating of Premises

57 responses said they are fine, efficient, welcoming comfortable, reasonable, whilst 16 said the waiting room needs brighter décor, new carpet, recovered seats etc. 18 said a confidential area is needed at reception.



Feedback from Practice on Premises

The responses reflect the limitations of a building which has served well for over 25 years. The premises are owned by the partners who receive rent from the NHS for providing primary medical care services and we need to be realistic given the overall NHS budget problems. There are space limitations and needs for 2 further consultation rooms, a further clinical room, increased office/ staff facilities and coping with future legislation requirements. We have

worked hard over the last 5 years to try to find solutions but without success, given that there is no prospect of increasing patient numbers as no major housing development is planned for Bere Regis.

There are design problems to address to be able to provide a confidential area in Reception which will in turn mean adjustments to the Waiting Room and Dispensary. We will seek the help of the PPG to try to overcome these problems.

Rating of Staff

Responses for Doctors

Excellent 28
V Good 28
Good 65
Fair 5
Poor 4

Responses for Nurses

Excellent 30
V Good 32
Good 73
Fair 2

Responses for Reception

Excellent 24
V Good 27
Good 75,
Fair 8
Poor 3

Responses for Dispensary

Excellent 26
V Good 28
Good 75
Fair 3
Poor 2

Feedback from Practice on Staff

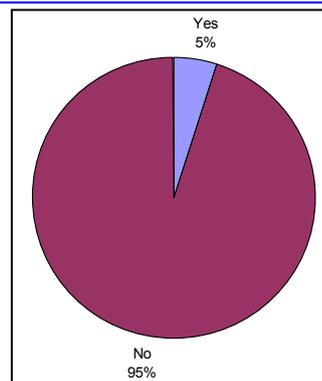
Our highly experienced staff have many specialist skills and are regarded enviously by other practices.

There is a high staff to patient ratio and the Practice has invested heavily in staff training, both financially and in time for education, and will continue to do so. No opportunity is lost to let practice staff know they are highly valued and all participate in the running of the Practice.



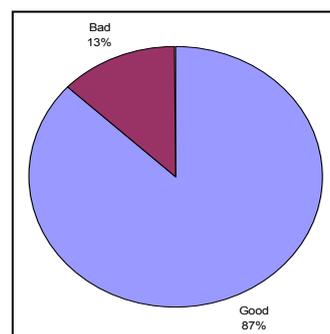
Rating of Access

There were 578 responses about access to surgery, hospital clinics and for collecting medication. 95% said they had no problems whereas 5% said they did have.



Rating of Clear Communication

There were 591 responses about communication from the surgery, hospital clinics, on discharge from hospital, the surgery website, leaflet and newsletter. 87% said communication was clear with 13% saying it was not. Communication from hospital clinics was the lowest rated.



Comments on Dispensary Service

23 responses made suggestions covering Monthly/Quarterly prescriptions, email repeat prescription, card e-payment, posted medication, privacy when collecting. There was some mention of omissions, inaccurate, out of stock, closing at lunch time inconvenient if working, takes too long but the dispensary is appreciated.



Feedback from Practice on Clear Communication

The Practice would like to make it clear that there are problems with hospital communications in terms of accuracy and timeliness. Dorchester Hospital's communications are poor but they are not alone. Presently there is much daily chasing of hospitals and the Practice would welcome extra help from the PPG to achieve improved standards.

Much practice information is disseminated by Newsletter and email. The Practice would like the PPG to takeover the publication and distribution of the Newsletter using email as much as possible. The Practice would welcome having to provide articles on topics nominated by patients.

Feedback from Practice re comments on Dispensary Service

Close to 6000 prescribed items per month are dispensed and we think the best possible service for a patient is one that is fully integrated, whereby prescribing and the dispensing of prescriptions is reviewed in conjunction with a patient's medical information. However, chemists review medication without access to the patient's medical information!

We have to operate within PCT directives which are usually about cost containment. The PCT does

not allow quarterly prescriptions and the legal responsibility of prescribing is with the prescriber i.e. the individual GP or consultant at the hospital.

Our turnaround time for issuing prescribed drugs is favourable and we use up to 3 wholesalers, but they sometimes have shortages.

The Practice has invested heavily in electronic equipment to ensure prescribed drugs are correctly issued, but with manual checks as well.

There are pros and cons for a delivery service but no plans for one. The PPG may wish to explore this further.

Other Suggestions from the Survey and Feedback from Practice

Well man/woman clinics including Diabetes, Cholesterol for 50+ (annual check) and (60+65+), more preventative medicine?

Answer - Diabetes and Cholesterol checks are already carried out, when there is a clinical need. However, the Practice is open to suggestions for health education events and meetings covering requested health topics.

Background music in the waiting room?

Answer - No, it requires a Broadcasting licence and was unpopular in the past.

Electronic information board?

Answer - No, too impersonal, a surgery is not like a post office!

Water dispenser?

Answer - Yes it could be provided but this will cost

Hand wash at entrance?

Answer - This is already provided



Weekly outreach surgery?

Answer - No. It is unaffordable given the sophistication of equipment used in present day surgeries.

Only able to discuss one ailment at a time?

Answer - No. Patients are given the time they need clinically and staff try to anticipate this when making appointments

Conclusions reached by PPG from Survey Results

The PPG could organise health events on behalf of the Practice if there is an appetite for them.

The PPG needs to grow and become more representative demographically via Patient Participation Directed Enhanced Services (DES).

PPG wants to continue working with GP Practice Team to help with the continual development and improvement of services.

Feedback from Practice re Conclusions

The PPG is now well established and is to be congratulated!!

Future funding of the PPG is to be addressed at least partially by Practice given that the survey was able to be completed only because of an anonymous donation.

The PPG must expand representation particularly across age ranges and geographically.

We would like the PPG to have a major role in publishing and delivering the Newsletter with support from the Practice.

We would like the PPG to act as support, help to deliver health promotion events and give public voice to issues when the Practice is concerned and has issues with other service providers of health, social care and education. The failure by Dorchester Hospital to adequately review the content of Hospital Discharge Notes causing delay in aftercare and treatment of serious conditions has already been identified as such an issue.

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