Knightwick Surgery

Patient Participation Group

Report
February 2015
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Introduction

Knightwick Surgery’s Patient Participation Group was set up in 2012 to promote discussion between patients and staff regarding the services provided by Drs Bywater, Salter & Hinton.

Previous meetings have focused on the results of patient surveys, promotion of Flu Clinics and confidentiality in the waiting room, amongst other issues.

The latest meeting was held on 25th February 2015 and was attended by 9 members of the Patient Participation Group, Dr Elizabeth Hinton, Kate Parkinson (Practice Manager) and Wendy Cunningham (Receptionist).

The items scheduled for discussion were:

1. Online access to Patient Records
2. Probable CQC visit
3. Comments and suggestions collected from the recently implemented Friends & Family test.
Online Access

Knightwick Surgery already gives access to online appointment booking and repeat medication ordering. From 1st April 2015, we are obligated to provide access to enable patients to view their medical record online. The minimum requirement is for Medication, Allergies and Adverse Reactions.

Discussion took place regarding the existing online access, the difficulties experienced by some patients using the online medication ordering system and the implications of accessing medical records online – particularly with regards to parents and carers.

The difference between online patient access and the Summary Care Record was clarified for the patient group during this discussion. The benefits and security of online medication ordering was highlighted.

It was agreed by the group that the following actions were sensible:

- Encourage as many patients as possible to use online access, particularly for ordering medication. Suggestions included leaflets enclosed with medication, advertising in local Parish magazines, further use of digital display screen and direct contact with those patients not yet registered for online services.

- Decide on a case by case basis whether to allow carers access to their ward’s records. This will be at the GP’s discretion and will take into account the mental capacity of the patient to express their wishes.

- Parents should not have an automatic right to view their child’s record even if that child is less than 16 years old.

- Some patients may wish to have access to more than the 3 basic categories of their medical record. This may be granted at the discretion of their GP and monitored accordingly. This type of access would require additional security measures to be set up for each individual.
CQC Inspection

The role of the Care Quality Commission was explained. One member of the group had experienced a CQC visit in her capacity as a provider of residential care for people with learning disabilities.

The group was informed about the NHS Choices website, which has the facility for patients to leave reviews of the surgery. The CQC take all comments from patients into account when inspecting a surgery. The group felt this site should be more widely publicised.

It is believed that the CQC will be inspecting GP surgeries throughout South Worcestershire during April – June this year. If Knightwick is to be inspected, we will receive two weeks’ notice and asked to provide various documentation prior to the visit. The CQC usually ask to speak with representatives from the PPG.

All members present are happy to be called in to meet the Inspectors. They could not envisage any problems with the visit.
Friends & Family Test (FFT)

The concept and purpose of the Friends & Family Test were explained to the group. Although most of them had already completed a form, they had not realised that this was an ongoing exercise. It was suggested that this should be promoted more widely to encourage patients to engage on a regular basis.

A discussion took place regarding the comments received on the FFT forms. These had fallen into three categories – Medication / Dispensing, Appointments and General issues.

The following points were agreed by the group:

- For future meetings, ensure that the views collected are expressed as a percentage of total replies, in order to gauge the depth of feeling on any one issue.

- It is unreasonable for patients to expect a standard turnaround time of less than 2 working days for repeat medication. It was felt by the group that urgent requests are always accommodated and acute medication is obviously dispensed at the time of consultation.

- Allowing telephone requests for medication would only be practical if there was a dedicated phone line and staff member. Patients should be encouraged to order online. Any patient who has difficulty with other methods of ordering are already accommodated by surgery staff. All members of the group were vehemently opposed to any telephone system that required them to select from a menu in order to speak to a member of staff.

- It was felt that patients must accept that it is not always possible for the clinical staff to run on time. The inconvenience of waiting to be seen is lessened by the knowledge that the staff give patients the necessary amount of time. A quality service is more important than waiting a few minutes longer.

- Although patients are sometimes asked to ring back the following day for an appointment, it was felt by the group that there was little room for improvement in the appointment system. Any urgent cases are always accommodated.

- It is unnecessary to mark out the parking bays further than they already are. It was felt this would then lead on to requests for dedicated disabled and mother & child spaces, when there is neither the need nor capacity.
- Signs stating ‘Drop off Point only’ should be erected at both sides of the lane outside the entrance. This would deter ramblers and other road users from parking opposite the ramp, so reducing access for disabled patients, ambulances and deliveries.

- The radio has been removed from the waiting room due to escalating licence costs. This was not considered to be essential for confidentiality issues. The digital display screen acts as an efficient distraction and it was felt that the majority of patients show appropriate consideration for others in this regard. The facility for private consultation with Reception or Dispensary staff could be highlighted more.
Conclusion & Actions

The PPG felt that Knightwick Surgery provides a good service to its patients. There is always room for improvement however, and at this time it was felt that the following actions should be implemented:

1. Promote the use of online medication ordering

2. Roll out patient access to medical records in line with the recommendations of the group

3. Publicise the NHS Choices website and request feedback for the surgery

4. Purchase of appropriate sign to prevent blocking of entrance

5. Promotion of ‘private’ facility for patients at Reception desk
Demographics

Knightwick Surgery Patient Gender Mix (by %)

Patient Participation Group Gender Mix (by %)

Legend:
- Male
- Female