

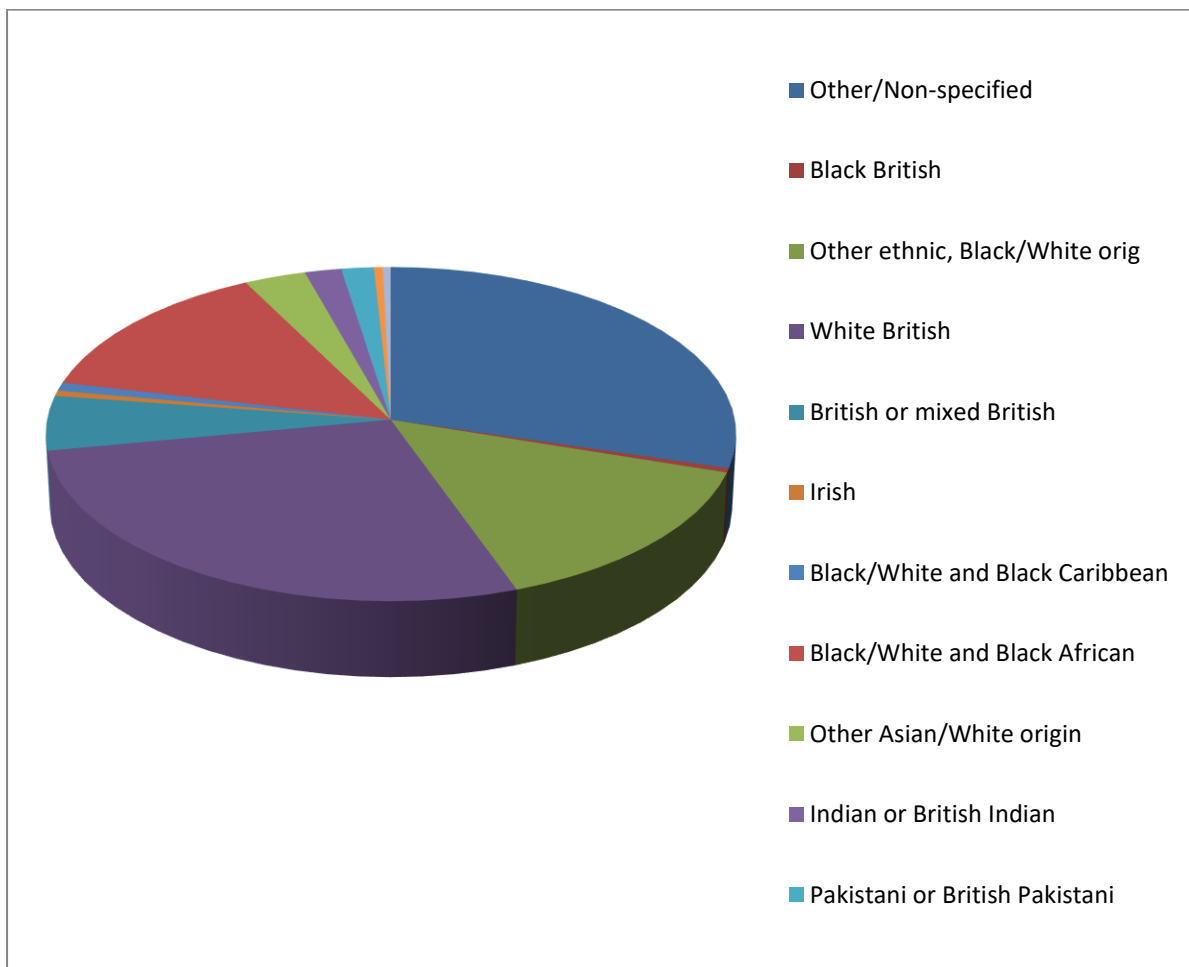
## Ashfield Medical Centre Report

Ashfield Medical Centre took part in the Patient Participation Group (PPG) Des to enable us to work with patients and help the practice understand the patients' views. It was felt that this would enable patients to have more input in to how the services can be developed to best meet their needs.

Ashfield Medical Centre currently has just over 12000 patients and this has grown steadily throughout the year. The demographics of the surgery show that 49% of our patients are female and 51% are male. Of this 34.6% are under 25, 50% are aged 25 - 59 and 15.4% are 60 or over.

The Practice has a large number of patients in the 'At-risk' groups. i.e. Asthma, Diabetes, CHD and COPD.

Ethnicity statistics are shown in the chart below, as recorded within our clinical system.



Ashfield Medical Centre's PPG was set up several years ago under the name of 'Friends of Ashfield'. They have since changed their name to better identify themselves in line with other national groups.

The meetings take place every 6-8 weeks at the Practice. They are rotated between different days of the week to encourage better attendance. At each meeting there is a GP present, and the Practice Manager also attends. The meeting dates are advertised on our website as well as on our calling board in Reception.

The surgery is actively trying to encourage new members to join the PPG, both on new registration forms and for any patients registering for online access to the surgery.

The minutes are available to the PPG members via email and to the general public on our website.

If patients do not wish to be an active member of the group, they can be a virtual member; this enables them to receive any updates and the minutes of meetings via email.

The Practice runs an annual survey alongside the PPG to establish the areas of focus. The survey was distributed by the reception team to any patients attending the surgery. A box was provided by the PPG members to collect the anonymous forms, and the survey was also available for completion online. A summary of the results can be found at the end of this report.

The Practice and PPG have regular meetings. The main areas of concern from the survey were:

1. Telephones – Not being able to get through easily at core times of the day.
2. Appointments – On the day booking can be difficult.
3. Privacy at the reception desk

We have contacted our telecoms company regarding the call waiting system. We are awaiting a quotation for the relevant package to update our telephone system.

We have looked at the appointment booking on the day and it has become clear that patients were often not aware of the option to pre book appointments.

A sign has been displayed near the reception desk asking patients to stand back to allow privacy.

Ashfield Medical Centre is open from 8.00am – 6.30pm Monday –Friday; appointments can be booked via the telephone, in person and online (if registered for this facility). A text message is sent to each patient when they book their appointment as confirmation and another one 24 hours before as a reminder.

## Ashfield Medical Centre Survey Summary

### 1. Making an appointment

The survey shows that the majority of patients are booking their appointments via the phone. This is proving to be dissatisfying, as the phones continue to be extremely busy at peak times.

As mentioned in the above report, we are awaiting a quotation from the telecoms provider for any relevant work to update the telephone system. We have also taken on more staff members and adjusted working hours to better facilitate busy times.

Overall, patients seem to be satisfied about booking future appointments. We did find that some patients were not aware that future booking was available. This should become clear with more use of the new online facility. We are hoping that when SystmOnline is being used to its full potential, the phones will become less busy as well.

When patients couldn't get an appointment, it was mostly due to not being able to have one that suited the day/time they wanted. A lot of these patients opted to have the appointment they were offered. It was interesting to see that NO patients opted to see a pharmacist, even though they run a very efficient 'Minor Ailments' scheme, that we have been advertising. We hope this service will be more utilised in the future.

### 2. Experience of your last visit/contact with the Practice

Most patients appear to be satisfied with how they are treated at reception and by the GP's. This seems to be consistent, which we are pleased about. All staff members are updated annually with a customer services course, of which we hope, will continue to make a pleasant experience for patients when they visit/call the surgery.

### 3. Repeat Prescriptions

A lot of repeat prescriptions are brought into the surgery by the patients. The other popular option is via the pharmacy. The ordering and accuracy of the prescriptions has mostly proved to be satisfying.

### 4. Keeping Well

Previous information evenings have been very beneficial to patients and we are keen to hold a few more throughout the year. 30% of patients would like to be better informed about Back Pain. A close 2<sup>nd</sup>, with 26% was Stress/Depression. We look forward to hosting these information evenings in the near future.

## 5. Patient Participation

It was sad to see that the majority of patients did not know that we have a PPG here at Ashfield Medical Centre. We met with the PPG chairperson and came up with a few ideas on how to recruit more members. It was suggested that we should approach newly registering patients by giving them the option to join the PPG when they first register. We hope to get the attention of existing patients with the application for SystmOnline.

## 6. Anything else you want to tell us about?

Please see below for the comments submitted on the survey:

>> *Could it be possible to have some sort of cover outside the main door so these patients waiting outside in the morning queuing for an appointment at 7.30am will be protected from the cold and rain. <<*

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>> *I am very happy with the way I am treated by the GP and receptionists <<*

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>> *I came for a review of my hypothyroidism last year and I was extremely unhappy with the treatment I received from Dr Sheikh. She seemed completely uninterested in how I was, did not listen to what I was saying and talked over me, saying something that was incorrect. I am not very happy with my health at the moment (menopause, overweight etc) but was so dissatisfied with my treatment that I have not been to see a doctor. I saw another doctor some months before as I had a UTI - he felt it was not severe enough to need antibiotics, which was fair enough. I saw Dr Cassidy when I joined the practice in February 2013 and he also seemed rather bored and disinterested. By contrast, the nursing staff I have seen for the blood test, smear and contact about my mammogram, as well as the reception staff I see when collecting repeat prescriptions, are all very efficient, polite, helpful and friendly. <<*

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>> *I feel that appointments shouldn't be wasted on coughs, colds and flu. Also i phone over 100 times when i need an appointment. i end up giving up half the time. you need a better system. <<*

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>> *I have seen this lovely practice go downhill in the last 6 years. Practically impossible to get appointments, then we have a message so many missed appointments? Fine then, when appointments are like gold dust! Is it the fault of the practice manager or the government? <<*

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>> *Improvement on booking for an appointment. I phone from 8am and when i get through by 8.30 i am told 'sorry fully booked, try tomorrow or I'll get your dr to call you. <<*

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>> *ITS GETTING HARDER AND HARDER TO GET AN APPOINTMENT OVER THE PHONE AS ITS GETTING HARDER TO GET THROUGH AND ITS NOT RIGHT TO HAVE TO GET TO THE SURGERY AT 7.30 IN THE MORNING IN THE HOPE OF GETTING AN APPOINTMENT ON THE DAY NEEDED,AND ITS NEAR TO IMPOSSIBLE TO GET TO SEE THE DOCTOR ON THE DAY YOU NEED, NOT EVERY ONE WILL KNOW IF THEY ARE GOING TO NEED A DOCTOR IN 3-4-5 DAYS TIME.PEOPLE ARE ILL WHEN THEY ARE ILL.THIS WOULD HELP AS TO NOT HAVING TO A&E OR THE WALK IN CENTRE <<*

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>> *my priority is continuity of care with the same gp who gets to know me, understands my medical history and cares about my health and welfare. <<*

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>> *Used too many characters, therefore comment incomplete. Six suggestions: 1. Making appointments For many years I found it easy to book ahead for the next day or two. And if I could not attend, I was scrupulous about cancelling. So I was distressed at the introduction of a system that permits appointments only on-the-day or else ten days or more ahead. And I was appalled to discover that I could only make appointments on-the-day, if I came in at 08.00 and stood outside in the queue – often in the cold and wet, usually with someone*

*coughing nearby. Never was I able to get into the telephone queue at 08.00. Once I rang fifty times before 08.30, and I still didn't get in. When I did get in a little later, all appointments with my doctor were gone. I would suggest upgrading the telephone queuing system so that patients always can get into the telephone queue straightaway in the morning. I would further suggest specifying the system so that it tells the patient where he/she is in the queue. 2. Cancelling appointments I wonder if this on-the-day booking system was brought in to deal with the large number of no-shows. If so, it seems to me inadequate for this purpose, judging by the continuing complaints from the Practice about no-shows. And it makes life harder for other patients. So I would suggest that a more effective system for bringing down the number of no-shows, would be to upgrade the telephone queuing system so that people can ring in easily to cancel appointments. I imagine that this would be the same upgrade as the one suggested above. I would suggest further that a dedicated mobile be introduced, so that patients can cancel appointments by text. I understand that another surgery in MK already is doing this. 3. Booking appointments online I certainly would use this system if it allowed me to book for one or two days ahead. But I am unlikely to use it as it stands, since it seems to require booking ahead by a minimum of ten days or more. I can't plan my illness*

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*>> things are getting better <<*

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## 7. About you

59% of the respondents were female, 32% were male and 9% left no response. The majority of patients that completed the survey were aged between 65 and 74 and were mostly White British.