

Manor Field Surgery

LOCAL PATIENT PARTICIPATION REPORT 2012/13

Introduction

The practice has implemented the Patient Participation Group to involve patients in the decisions about the range and quality of services provided by the practice

The Patient Reference Group

The practice has continued to encourage new members to join its Patient Reference Group (PRG) and has displayed information in the reception/waiting area. Reception staff and clinicians have also actively tried to encourage more patients to join the group. We have tried to be representative of the practice population but have had the most difficulty in recruiting younger members onto the PRG despite trying to engage and encourage this category of patients to be involved. We now have an additional four new members on the PRG although two members have not yet attended a meeting. We have continued to hold our PRG meetings on a weekday at 6.00 pm in order to attract patients who work or who are in education, but also had to consider the retired members who may prefer not to attend later in the evening. The PRG consists of eleven members with the majority of age ranges being covered including people who are in various economic groups.

Description of how the Practice and Patient Reference Group reached an agreement on the issues and priorities for improvement in services to patients

The practice held a meeting on 6th December 2012 and was very keen to encourage members of the group to give their suggestions and ideas for areas where improvements to service could be made and then we went through the practice priorities and issues. It was agreed with the group members that the main area which the practice would focus on this year was the repeat prescribing service and future of this service, as this was also one of the areas raised by the group at a previous meeting, including the possibility of electronic prescribing as the way forward. It was agreed that the repeat prescribing service form the basis for the local practice survey questions.

A suggestion was also raised by a member of the PRG that it would be helpful for the practice to provide information on local services which may not be available to patients under the NHS i.e. Chiropractors, Physiotherapists, Chiropodists etc. This was discussed at the meeting and the practice agreed to look into this further.

Description of how the Practice collated patient views through the use of the local practice survey and informed the Practice Reference Group of the findings

The practice used an electronic survey machine device containing a number of questions around the repeat prescribing service, following discussion at the PRG. The machine was placed in front of the reception counter and was in place for a period of one month between mid December 2012 and mid January 2013. The receptionists were very pro-active in encouraging patients to take part in the survey, especially patients who had come to collect their repeat prescriptions. A total of 136 responses were received which were analysed by the PCT and the results fed back to the practice. The PRG met again on 7th February 2013 to discuss the findings of the practice survey.

Description of how the practice provided the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG of changes to services (SURVEY RESULTS ATTACHED)

At the PRG meeting, the practice made available a copy of the charts showing the results and statistics from the questions in the local survey. The practice went through the questions with the group members and concluded the following:

- ✚ Patients generally seemed happy with the repeat prescribing service with regard to accuracy, reliability and being easy to understand and therefore it was felt that no changes are required to this process.
- ✚ We looked at the future of the repeat prescribing service and asked patients in the survey if they would like to have their prescriptions authorised for a year in advance by a GP so they could collect their prescriptions directly from the pharmacist rather than placing an order each time with the practice. 71.43% of patients were in favour of this service and group members felt very positive about this being implemented.

Description of how the practice agreed an action plan with members of the PRG setting out the priorities and proposals arising out of the local practice survey

After discussion with the PRG, the practice agreed an action plan at its meeting on 7th February 2013 resulting from the findings of the local practice survey – as follows:

- ✚ The practice will work on the future of the repeat prescribing service, concentrating on the implementation of a 'repeat dispensing' service for patients who are suitable to have their medication authorised for a year in advance by the GP. This system will benefit patients in not having to place an order at the practice every month as the patient will be able to collect their medication directly from the pharmacy when due. The GP will work closely with the pharmacist at Maltby Services Centre and will assess suitability for patients who are on regular 'stable' medications.
- ✚ Electronic Prescribing Service (EPS) – this will be implemented in the practice during March 2013 as a 'pilot' practice and group members were enthusiastic about the benefits to patients of this service. EPS is a 'paperless' repeat prescription service which will be suitable for patients on regular repeat medications who use the same pharmacy each time to collect their medications.

Description of how the practice has taken on issues and priorities as set out in the Local Patient Participation Report 2011/12

In the 2011/12 Local Patient Participation Report, the practice agreed to take forward two action points with the PRG as being priorities in order to improve services for patients:

- ✚ **Implementation of an SMS Text Message Reminder Service aimed at reducing the number of patients who do not attend for their appointment (DNAs)** – This service was introduced in June 2012 and has been positively accepted by patients. The practice did an audit which was as accurate as possible, taking a two month period October to November 2011 compared with the same period in 2012 and the results showed an improvement in general appointment slots from 593 DNA's in 2011 to 259 DNA's in 2012. The practice is pro-active in asking patients for their up-to-date mobile phone numbers and adding mobile phone numbers to patient's records where this information is not recorded.
- ✚ **Implementation of practice nurses carrying out medication reviews at a patient's annual nurse review for certain medical conditions** – This service was introduced in the Autumn of 2012 following nurses being trained by a GP to carry out medication reviews in certain patients at the time they attend for their annual review appointment. This change has been positive in saving a number of GP appointments where previously the patient would have needed to be seen by both a GP and a nurse, and also benefits the patient in only having one attendance at the practice. Protocols have been put in place for the nurses to follow in

order to undertake the medication reviews and the nurses will also consult a GP if they require further clinical guidance whilst the patient is in the surgery.

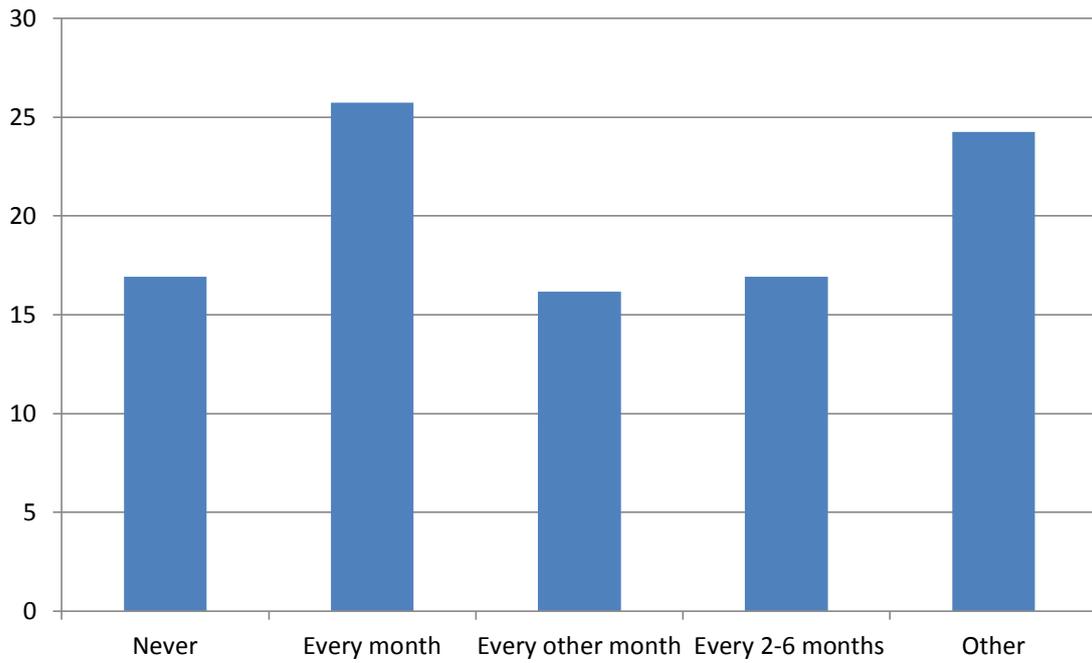
Description of how the practice will publicise the Local Patient Participation Report and update the report on subsequent achievement

- ✚ The practice will publicise its Local Patient Participation Report on the NHS 'Choices' Website at: www.nhs.uk (follow the link to GP Surgeries and Manor Field Surgery)
- ✚ A copy of the Report will be made available to Rotherham PCT
- ✚ A copy of the Report will be sent to all members of the PRG
- ✚ A copy of the Report will be displayed on the practice notice board in the waiting room
- ✚ The Report will be updated when subsequent achievement has been attained, notifying the patients of the practice and Rotherham PCT

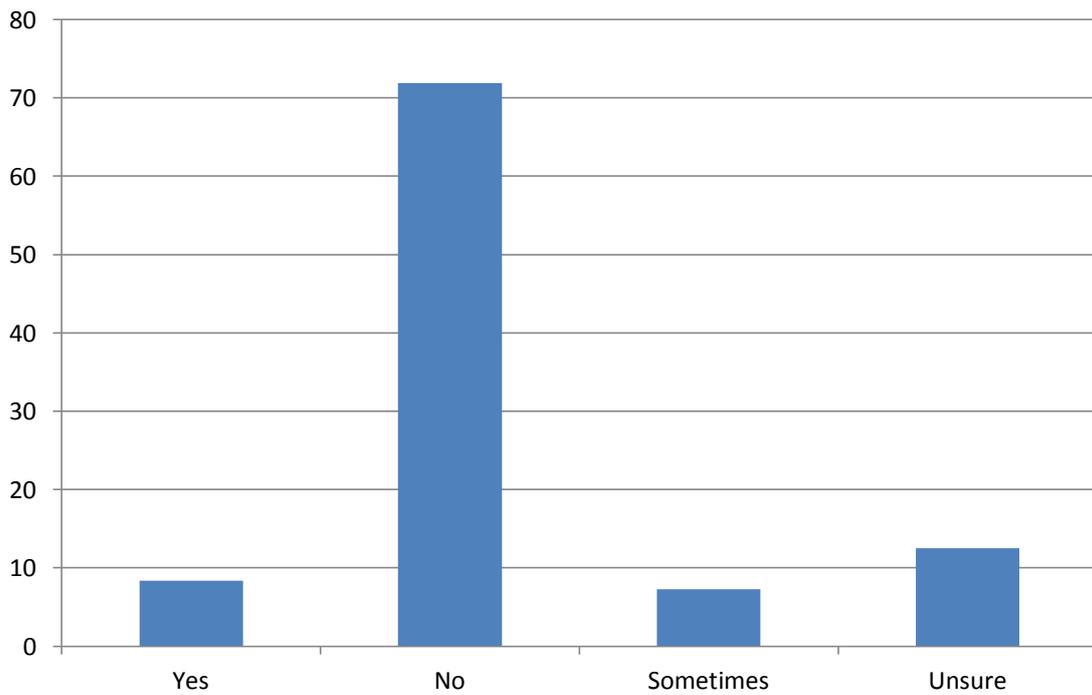
Details of the practice opening hours and how patients can access services during core hours

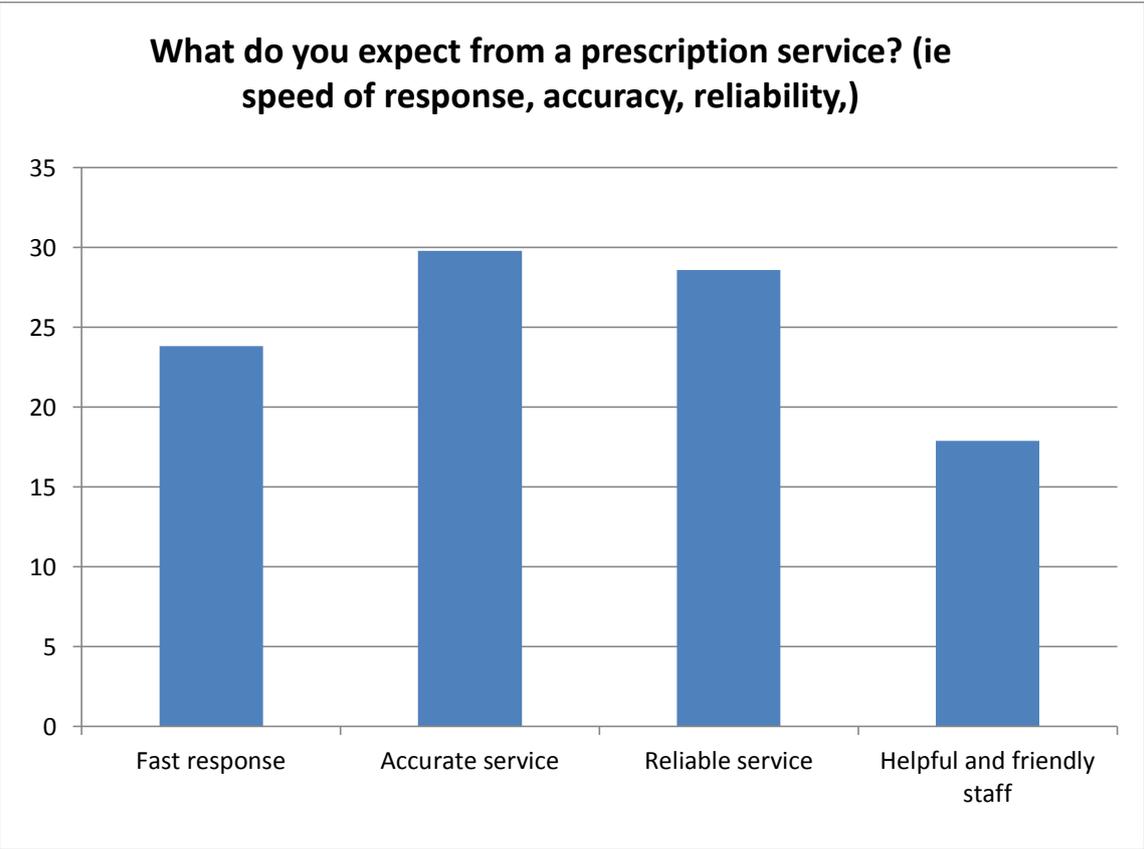
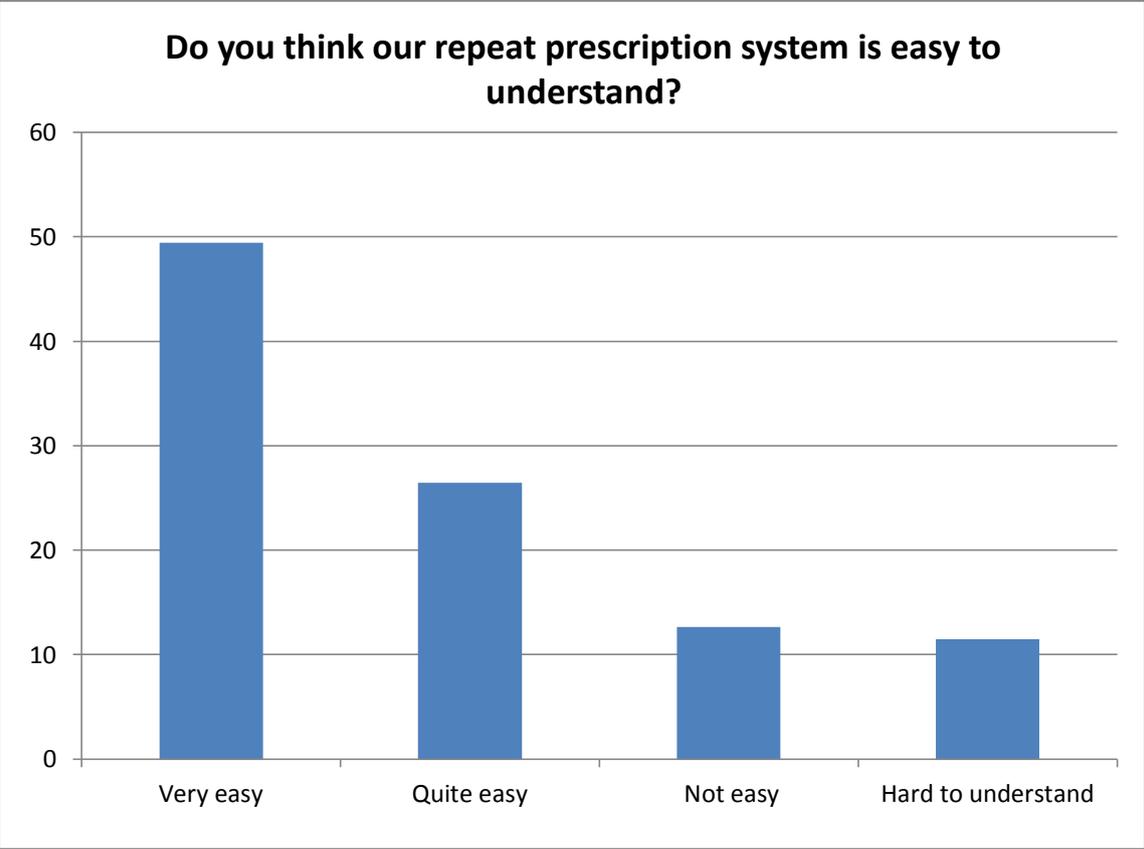
Patients can access services between our core hours (8.00 am to 6.30 pm) either by telephone or at the surgery premises. The practice offers 'Extended Hours' GP appointments between 6.30 pm and 7.00 pm on Monday, Tuesday, Wednesday and Friday evenings

Do you order repeat prescriptions?

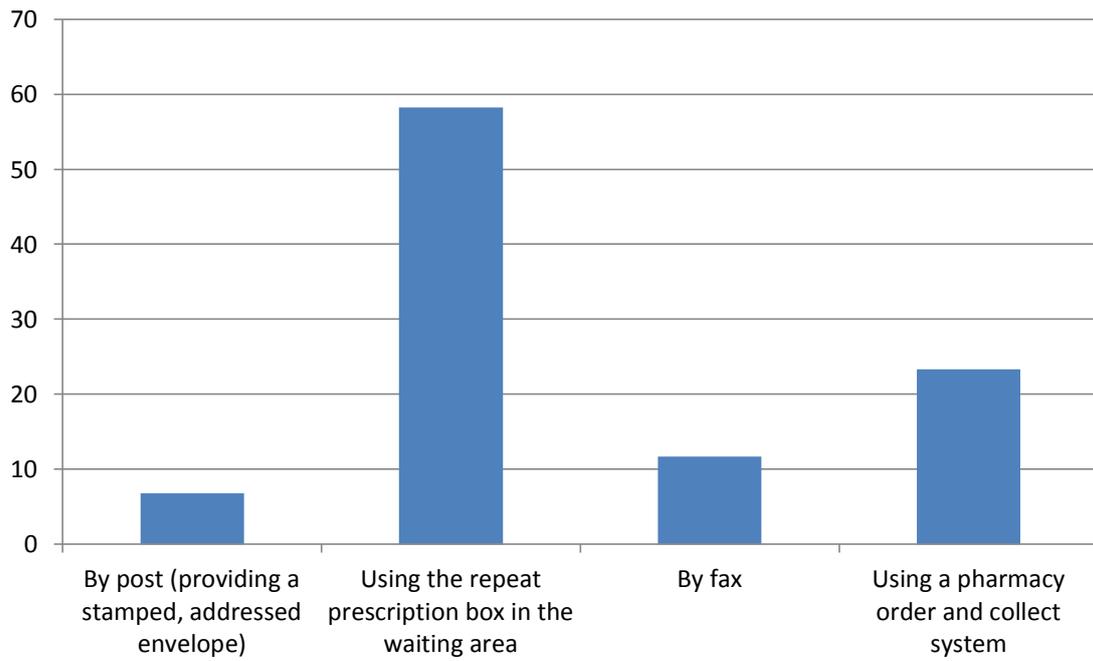


Does your pharmacist order and collect your repeat prescriptions?

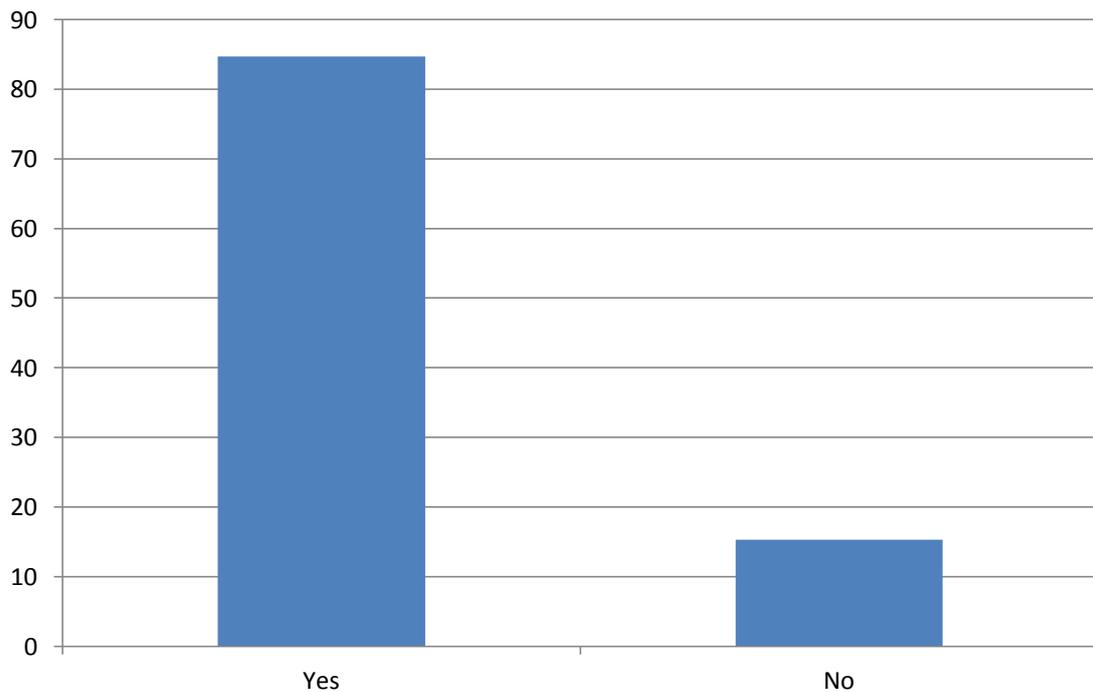


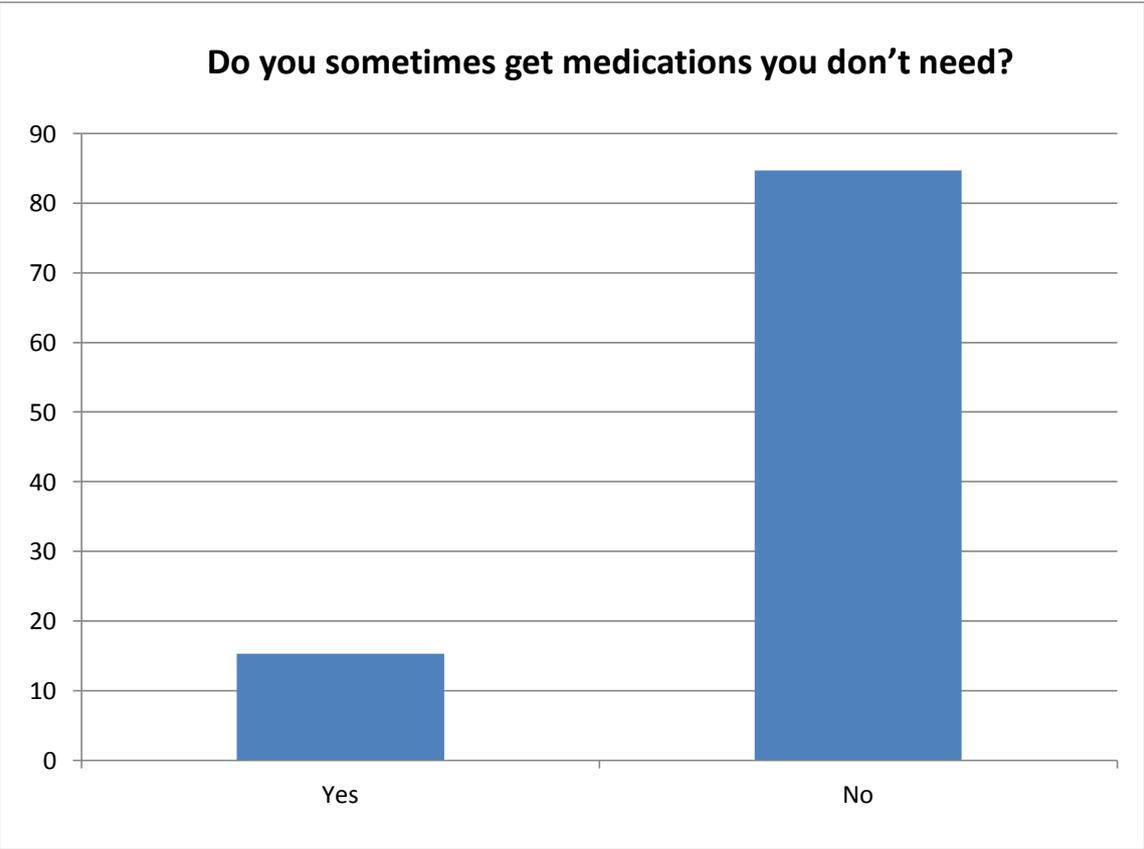
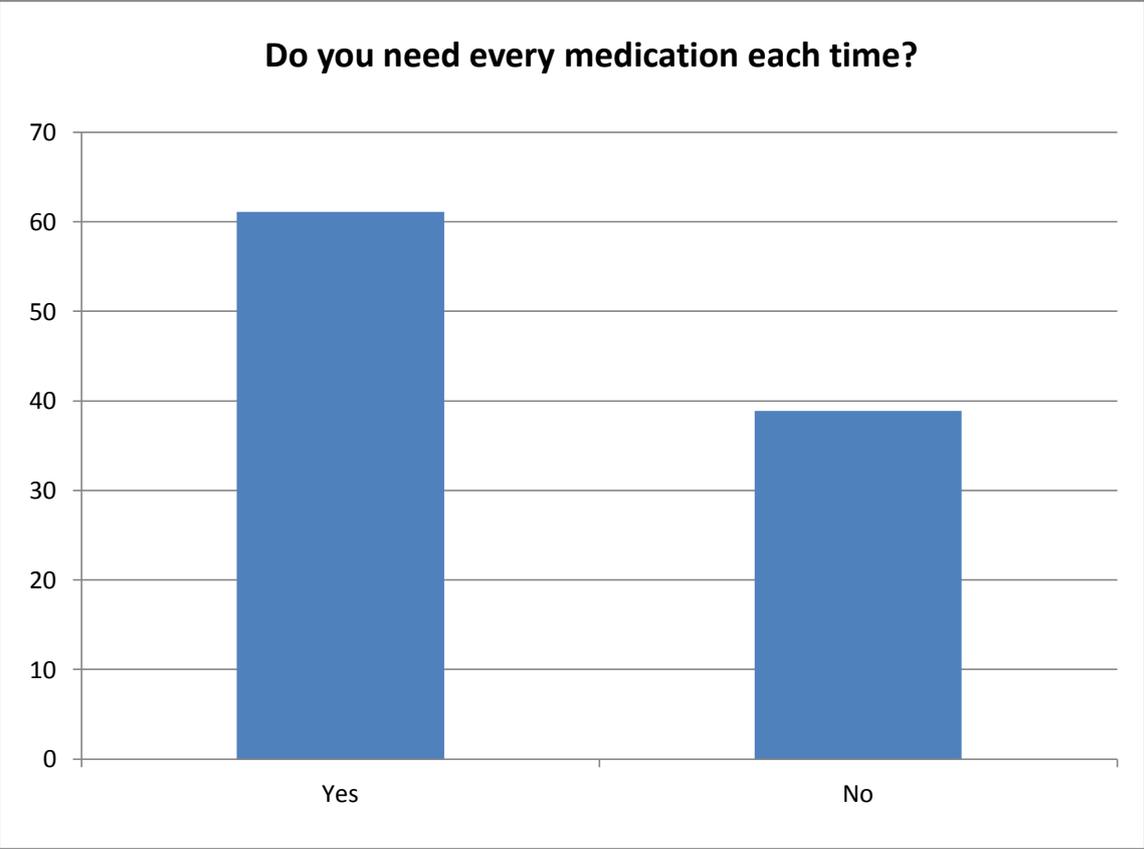


Please select all the ways to order your repeat prescription that you are aware of

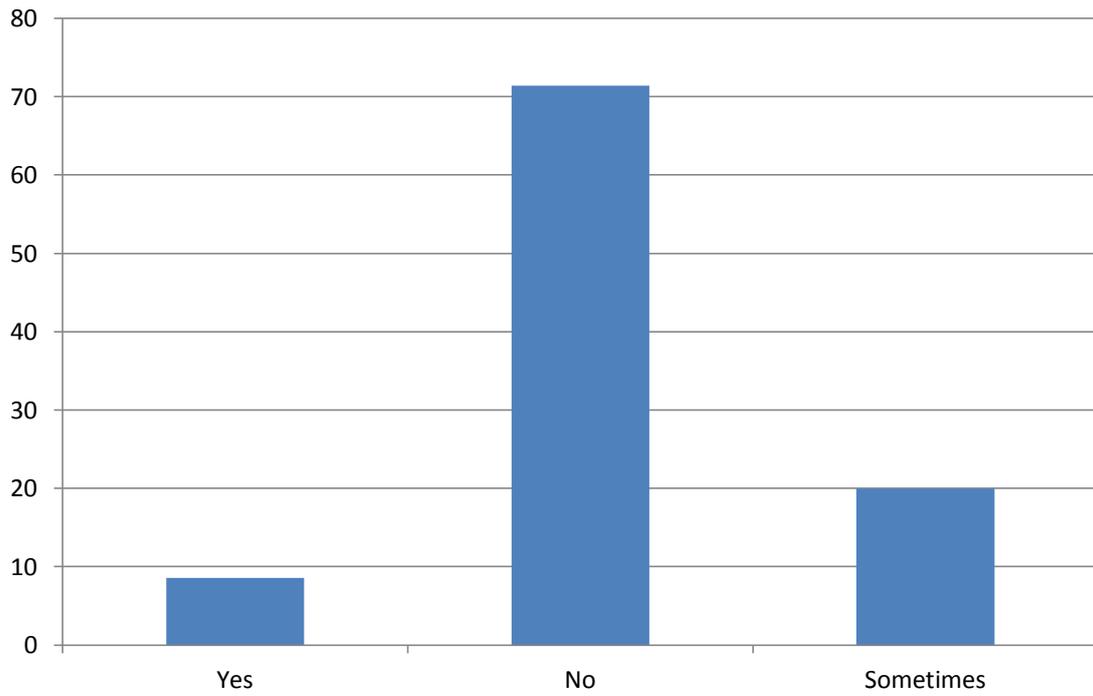


Do you have more than one item on your repeat medication list?

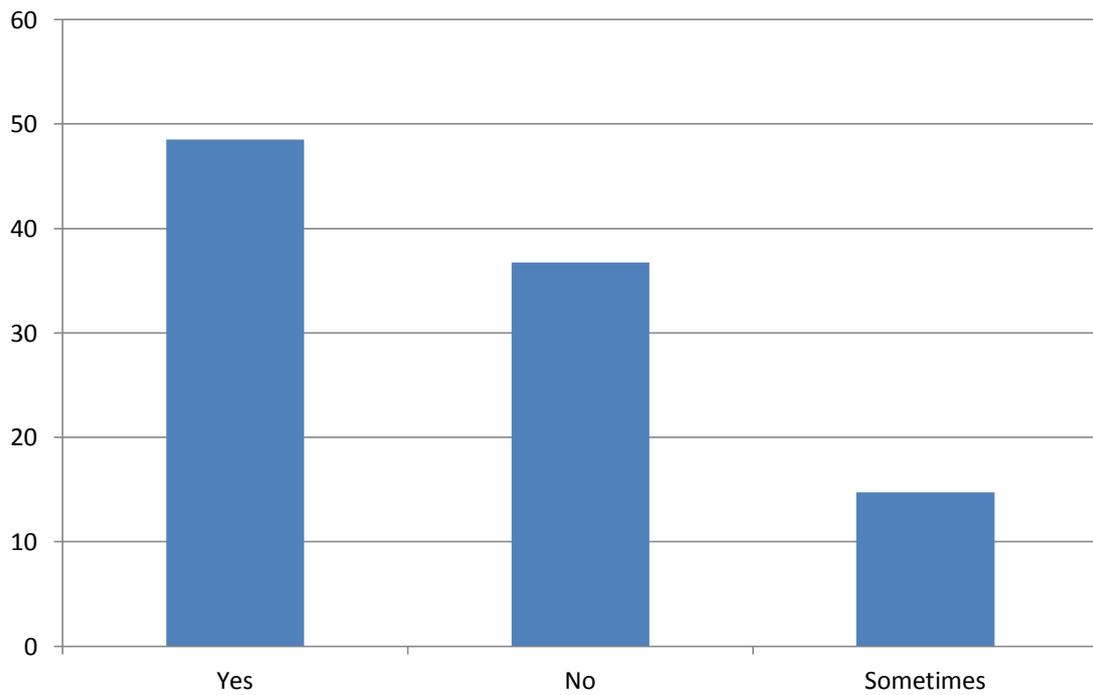




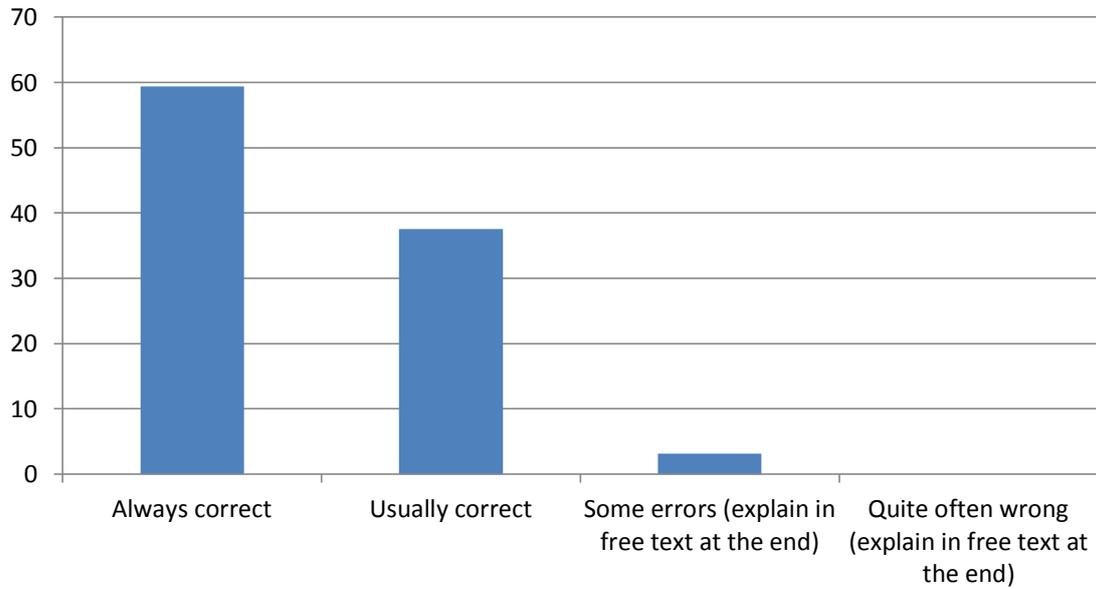
Do you have extra/surplus of some medications?



Do you run out of your medications at different times?



When you receive your repeat prescription from the surgery, is it correct?



In the future, would you like to have your prescriptions authorised for a year in advance by the GP, so that you can order and collect your medication direct from the pharmacy of your choice without having to order from the practice?

