

Evelyn Medical Centre

Patient Participation Report 2012

Opening Hours. The Evelyn Medical Centre in Hope is open from 8.00 am till 6.30 pm on Tuesday to Friday and is open from 8.00 am until 7.30 pm on Monday. We offer appointments under the extended hours scheme with both doctors and nurses between 6.30pm and 7.30 pm on a Monday evening. Our Hathersage Branch Surgery is open each weekday morning between 9.00 and 12.30, appointments are booked through our Hope site, Tel: 01433 621557. For full details please see our website or practice leaflet.

Out of Hours Service. Our surgery is closed on evenings, weekends and Bank Holidays. It is also closed on the 2nd Monday afternoon of each month between 1 pm and 4 pm for training for the whole Practice team. If you require urgent advice or a home visit please ring our main number 01433 621557. You will hear a recorded message and then you will be automatically transferred to our out of hours service.

Our Practice Support Group (PSG) started in April 2006 and has run bi-monthly since that date. We have tried to make these meetings interesting and informative for the group by having speakers both from within the surgery and from other services and organisations who offer services to the surgery and patients. Our PSG were particularly active when there was a threat to the Podiatry service in the Valley and we are happy that Podiatry are now based in our Hathersage Branch Surgery for three afternoons per week. They are also active in attending consultative meetings of the North Derbyshire Clinical Commissioning Group.

Age Group	Practice Population		Practice Support Group	
	Male	Female	Male	Female
5-24	10.2%	10.2%		
25-44	10.5%	10.8%		
45-64	16.8%	16.4%	11%	17%
65-84	9.7%	11.7%	11%	50%
85-90+	1.2%	2.5%	11%	

We currently have 18 regular attendees to our PSG meetings. We have 4 men and 8 women in their 70s and 80s, 2 men and 3 women in their 60s and 50s, and 1 woman in her 40s. 99% of our practice

population are from a White ethnic Group and for 99.5% English is their first spoken language. Our PSG are of White ethnic groups and all speak English as their first spoken language. We have tried to recruit more representative members through the questionnaire and via our practice newsletter. If you are interested when reading this report please do come and join us. You will find details within our surgeries.

Our PSG met in June 2011 to agree their priorities and to approve the draft questionnaire. They listed their priorities as:-

- The availability of appointments
- Care close to home
- The availability of talking to a doctor on the phone

We have taken great care to ensure that our questionnaire was representative of our practice population. It has been completed by patients in relation to the age and gender make up of our patient list. Please see the attached documents for the results of the practice survey and for the comments our patients have made.

Our PSG have considered these results and have agreed an action plan for the practice to consider. Please see the action plan below and the practice response.

Practice Support Group - Action Plan February 2012

At the meeting of the group on 22 February, 2012, the members present reviewed the results of the Patient Questionnaire started in Autumn 2011. The group offered the practice their congratulations on such good results overall. From their discussions and evaluation of the questionnaire they have decided on their action plan for the practice to consider.

- 1) To actively promote the confidential area in Hope where patients can talk to a member of staff.
- 2) To address the negative comments about the music and radio, the group agreed with the practice plan to purchase a TV and use it for Health Promotion messages.
- 3) To buy some books for the waiting room giving amusing tales about why the doctor might be running late.

- 4) To ask the practice manager to discuss the findings of the survey with the admin and clinical staff at the next protected training session, to address in particular –
 - Opening times
 - Waiting room – layout and the results of the survey
 - Length of waiting times
 - The difficulties of our appointment system for those who work
 - To remind the reception staff to keep them informed if a clinician is running late
- 5) The practice manager will feedback from those discussions to the next meeting of the group.

Practice Response to the Practice Support Group Action Plan
February 2012

The practice would like to thank all the patients who contributed to the questionnaire. It has enabled us to understand which parts of our service are appreciated and where we can consider changing our procedures to address some of the concerns and difficulties our patients have expressed. We would also like to thank our Practice Support Group for their time in considering the results and agreeing an action plan for the practice to address.

Here is our response:-

- 1) We will promote the availability of a confidential area in Hope where a patient can discuss sensitive matters with a member of staff. We will do this by displaying signs and promoting the service through our newsletter. Our staff will offer that space to anyone expressing a need to discuss matter privately.
- 2) We were already considering purchasing a TV to display Health Promotion messages and offered that idea to the Patient Group. They thought that was a good idea and we will implement that suggestion.
- 3) We have bought the suggested books for the waiting room and will consider what we will do about magazines. We will continue to gratefully accept any donated by our patients.

- 4) We have had a whole team meeting about the main concerns of opening times, the availability of appointments and the time our patients have to wait. In particular, our survey has highlighted the difficulties faced by people who work in accessing our services. It is also difficult for those who work outside the Valley. This summer we are hoping to be able to change to a new clinical computer system and we hope our patients will bear with us if we experience teething troubles. This should, however, give us a much more sophisticated appointment system and we feel that this would be a good time try to bring in appropriate changes. We will consult our Practice Support group about any suggested changes. If necessary, we will consult our PCT about any proposed changes.

We will attempt to have more appointments available for internet booking at this stage and would recommend to our patients that they call at the surgery to enable us to register them for access to the internet service. This will give the ability to book appointments when our phone lines are not open and to order repeat prescriptions.

- 5) We have considered the comments regarding the displays in the waiting room and we will have a programme of themed displays which we will replace periodically. We have listened to our patient comments about the experimental changes to the seating in the Hope waiting room and have reverted to the original layout.
- 6) Our staff will keep patients informed if a doctor is running late, if that is the case upon their arrival and if it continues during the surgery.