

Local Patient Participation Report

Loxwood Medical Practice

Loxwood Medical Practice is a three partner rural dispensing and training practice in West Sussex. We have just over 5500 patients who are based in Loxwood, Ifold and the surrounding villages and farms.

Our population is average in terms of the distribution across the age brackets. Many patients live in isolated areas and transport can be an issue.

There has been a doctor in Loxwood for at least half a century; initially, the practice was single handed but has expanded both in terms of the number of partners and the size of building.

The practice is based in a small Sussex village on the border with Surrey. We are at least 40 minutes from the nearest hospital.

We send patients mainly to the St Richards Hospital and the Royal Surrey County Hospital. We occasionally use the Princess Royal, Worthing and Redhill hospitals. We have tertiary referral centres at Portsmouth and London. Some patients attend local clinics or X-ray at Horsham.

Due to our rural location, ambulance arrival times are on average, 19 mins. We have to deal with more medical emergencies than the average practice as patients are often brought to us in preference to a long drive to Casualty.

We are a dispensing practice that currently dispenses to 98% of our practice population.

The Practice opening hours are from 8.00am to 6.30pm. All consultations are by appointment and can be booked by telephoning the surgery on 01403 753499 or 01403 752246 or by booking online using SystmOnline. Each Doctor and Nurse have a range of appointments that can be booked in advance or on the day. Nurse Triage appointments are available most days, if you are unsure if you need to see a GP (available for patients over 5 years of age)

'Friends of Loxwood'

The 'Friends of Loxwood' was established many years ago and have provided the practice with support in many ways, from coffee mornings for MacMillan, helping out at flu clinic's, we continue to benefit from the generator which the group fundraised for, amongst other things. We are also fortunate enough to have received donations from the Alfold and Loxwood sickness relief fund and the Lions for items that enhance services that we can offer to our patients locally.

Since 2011 we have encouraged patients to become virtual members by way of email. We have well over 350 members now and this is ever increasing. We find that patients are happy to help and support the practice by email surveys and feel part of the practice without necessarily attending meetings. This ensures that a wide range of patients are represented. We send out newsletters and welcome patients emailing back comments and suggestions. The Virtual Group consist of a range of patients between the ages of 18 and 90 both male and female and is open to all patients of the practice.

The Survey

This year we decided to look at ease of getting appointments, opening times, level of support by Nurses and Doctors

Patient Dynamics Limited produced the survey and collected the results on behalf of the Practice. Surveys that were completed on paper were collected at the surgery and input onto the computer, copies have been kept for inspection purposes.

The survey is designed to measure patient's satisfaction / experience and to highlight areas that the practice can improve.

The survey was accessible for all patients via a link on the practice website, was emailed to the virtual group and available in the waiting room for patients that visited the practice.

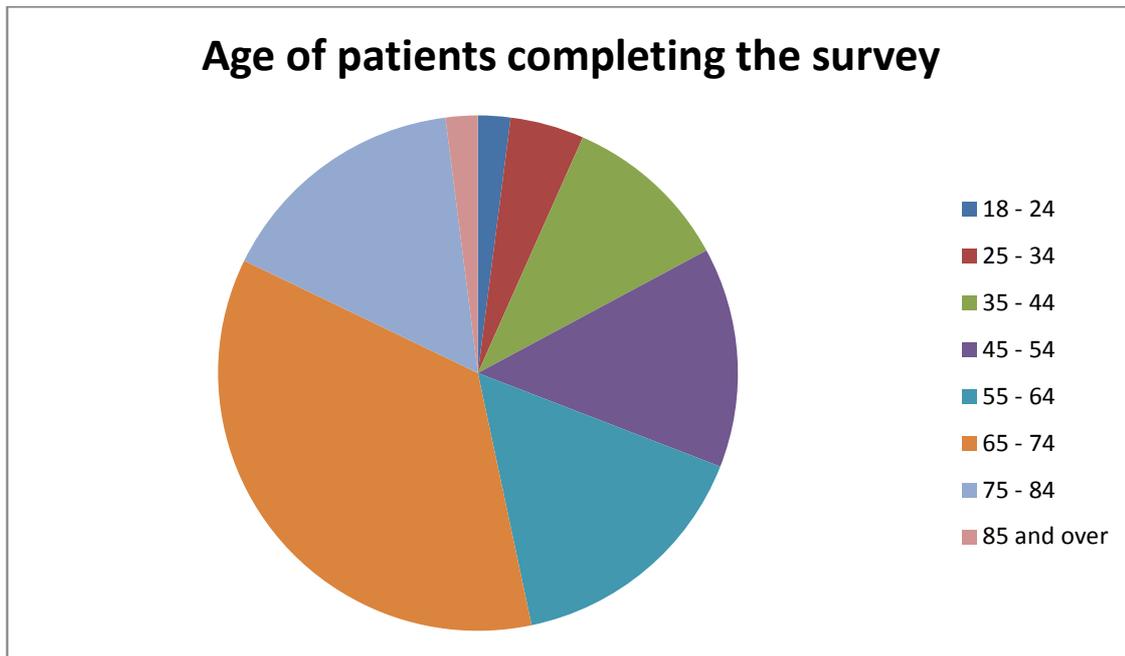
Based on 3 WTE GPs we calculate that we would need to receive a minimum of 150 survey responses.

Age, sex and ethnicity

Whilst the survey was open to all age ranges, male and female it was not completed by any patients under 18 years old.

From those that completed and stated male or female 34.5% were male and 65.5% female.

The graph below demonstrates the age range that completed the survey.

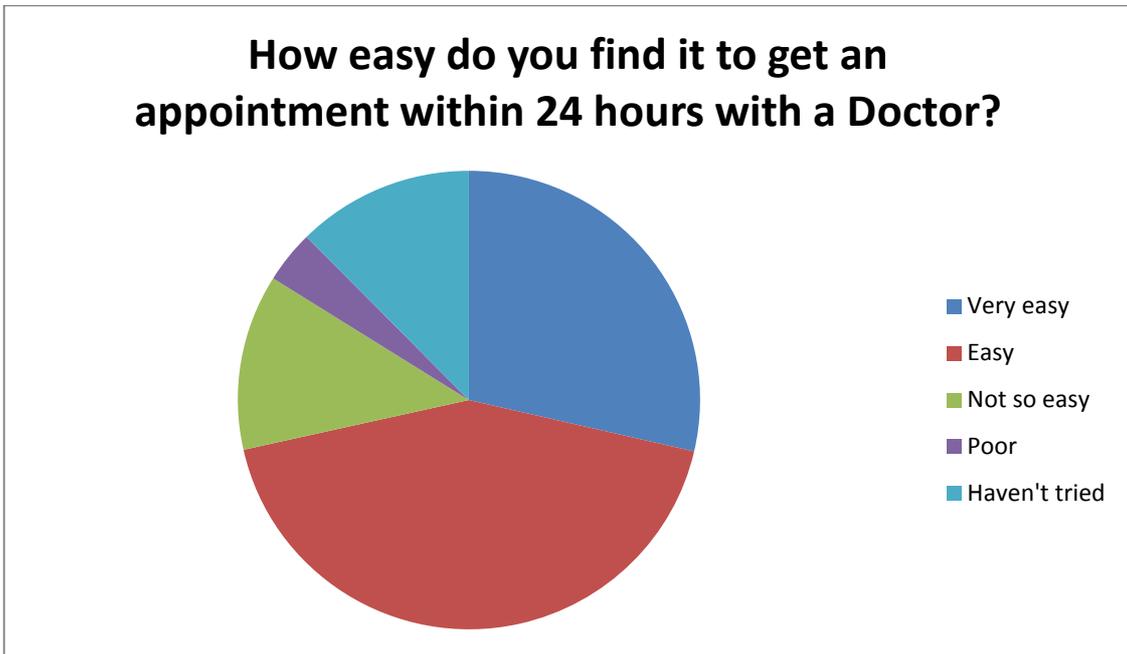


The ethnicity of patients that completed the survey shows that the survey was completed by mainly white British, with some representation from other white background, White & Black African and other Asian background. This is representative of the local population.

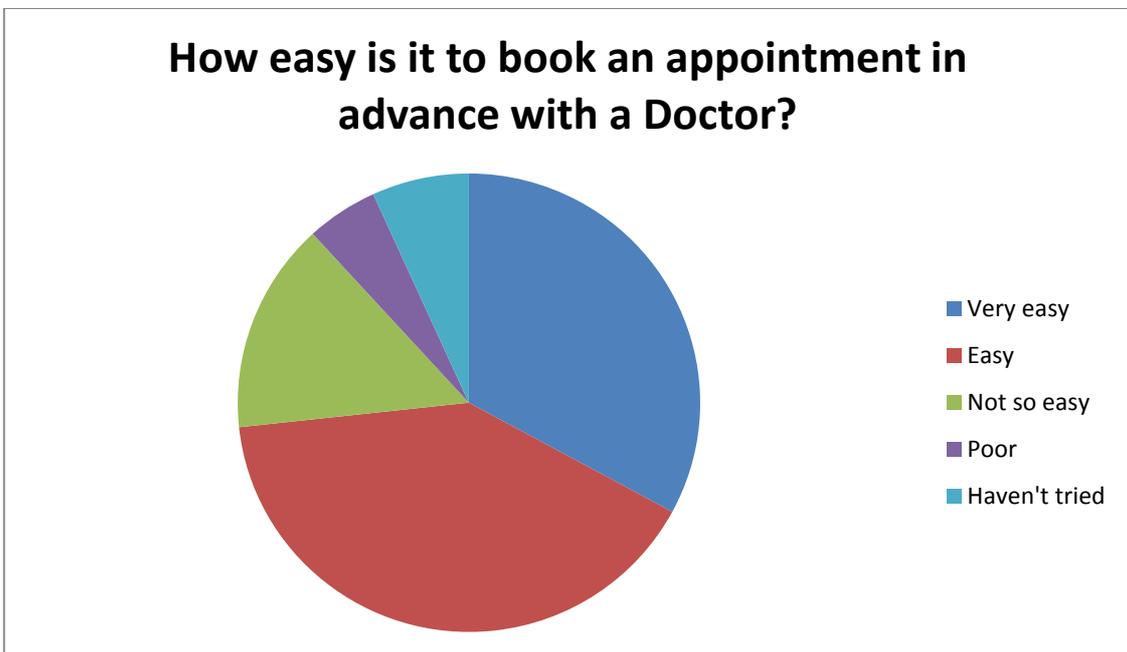
Less than a quarter of the completed questionnaires were completed by people that consider that they have a disability.

The Results

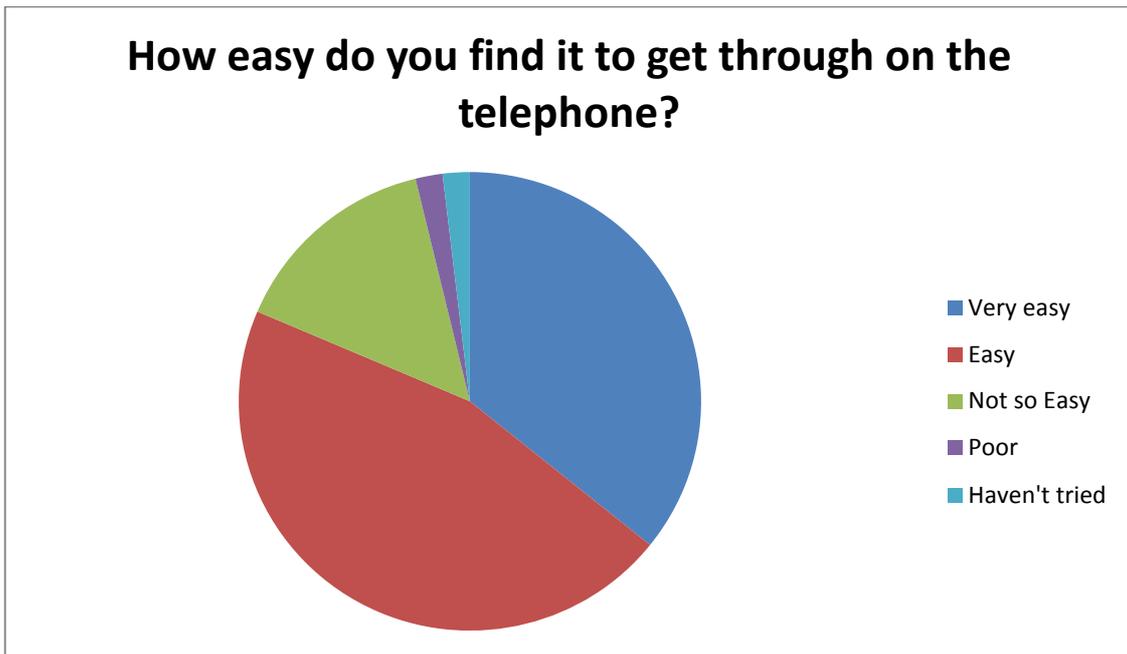
From the graph below you will see that the majority of patients find it easy to get an appointment with a Doctor within 24 hours.



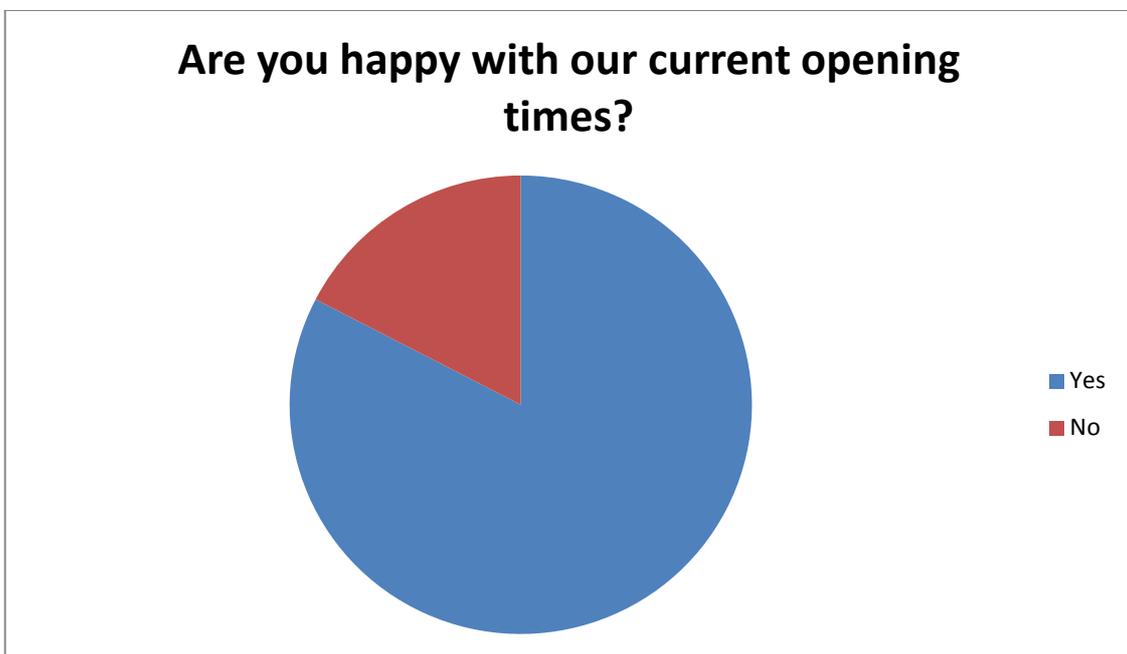
The majority of patients that completed the survey also found it easy to get an appointment in advance.



We introduced online booking to relieve the telephone system, the survey demonstrates that patients are finding it easier to get through on the telephone now. We will continue to promote the online system.

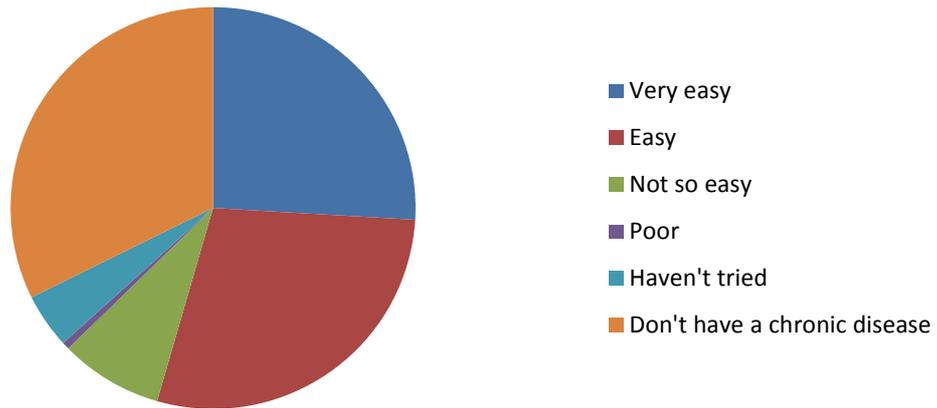


We asked our patients if they were happy with the current opening times and the survey results show that whilst not all patients are happy the large majority are.

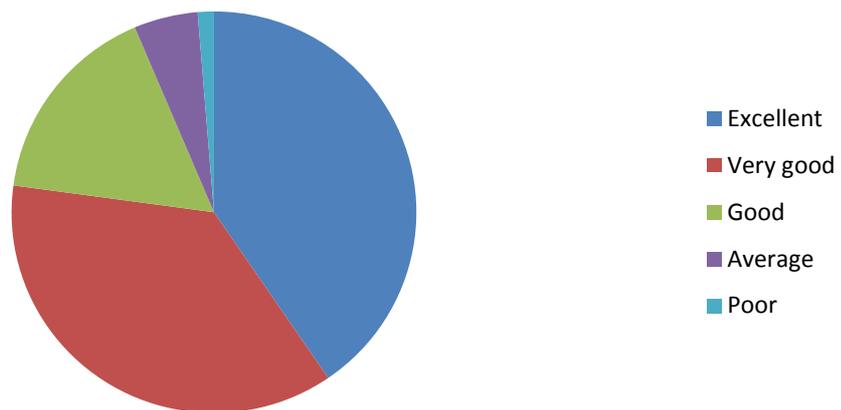


At the surgery we monitor patients with Chronic Diseases we wanted to establish how easy patients found booking convenient appointments and how they rated the level of support they received. We were pleased to see that the results were favourable.

Chronic Disease appointments - how easy do you find it to book a convenient appointment?

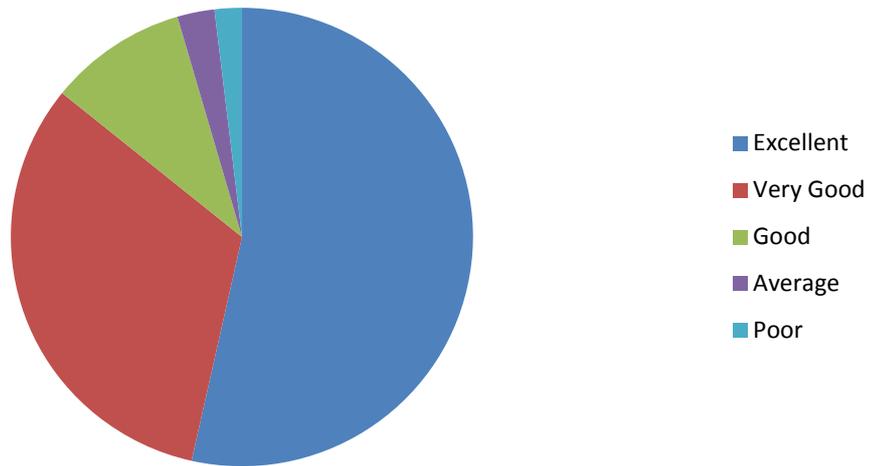


How do you rate the level of support given by the Practice Nurse/Doctor for your Chronic Disease?

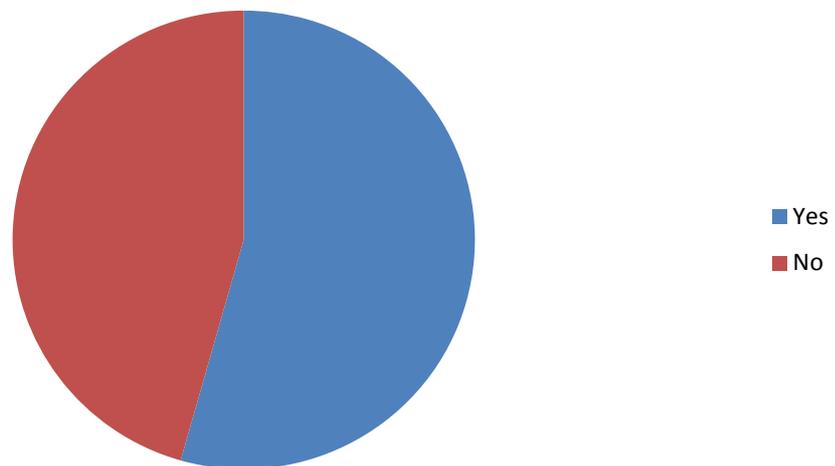


We also asked the patients how they rated the attitude and helpfulness of everybody at the surgery and whether patients would like to be involved in decisions about changes to the services we provide.

How to you rate the attitude and helpfulness of the Doctors/Nurses and staff?



Would you like to be involved in decisions about changes to the services we provide?



Discussions

The results were presented by Patient Dynamics and the practice. Discussions within the practice regarding the survey results highlighted some areas of improvement and some where it was felt that no immediate change was necessary at present.

The Virtual Group were emailed the results of the survey and any suggestions welcomed. There were no other suggestions other than as detailed in the plan below for the coming year.

This report will be available to patients via the website. The plan will be put into action and patients updated via the newsletter and website as well as displayed in the surgery.

Action Plan

<p>Appointments</p> <p>Just under a ¼ of patients found it 'not so easy or poor' to get an appointment within 24 hours and a similar amount of patients found it 'not so easy or poor' to book an appointment in advance</p>	<p>We would conduct an internal audit on duty doctor days to try to establish if there is anything we could do differently.</p> <p>We will continue to promote online facilities by information in the newsletter, on our website and in the surgery</p>
<p>Involvement</p> <p>Just under ½ of the patients surveyed would like to be involved in decisions about changes to the services we provide?</p>	<p>We will attempt to increase the amount of email addresses for patients so that mass communication can be directly sent to patients.</p> <p>We have recently started to post public awareness notices and information about our services in the local RH14 free magazine which is delivered to each household in the RH14 postal area.</p> <p>We will move the comments/suggestions box to a more prominent location within reception.</p>