

Local Patient Participation Report

Loxwood Medical Practice

Loxwood Medical Practice is a three partner rural dispensing and training practice in West Sussex.

We have 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 SystemOnline. Each Doctor and Nurse have a range of appointments that can be booked in advance or on the day. Nurse Triage appointments are now available most days, if you are unsure if you need to see a GP (available for patients over 5 years of age)

The Patient Group

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.

Since 2011 we have encouraged patients to become virtual members by way of email. We have well over 250 members now and this will only increase over time. 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

Following on from last year's survey it was decided to look at what had been implemented, patients awareness of changes and if there were noticeable improvements.

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.

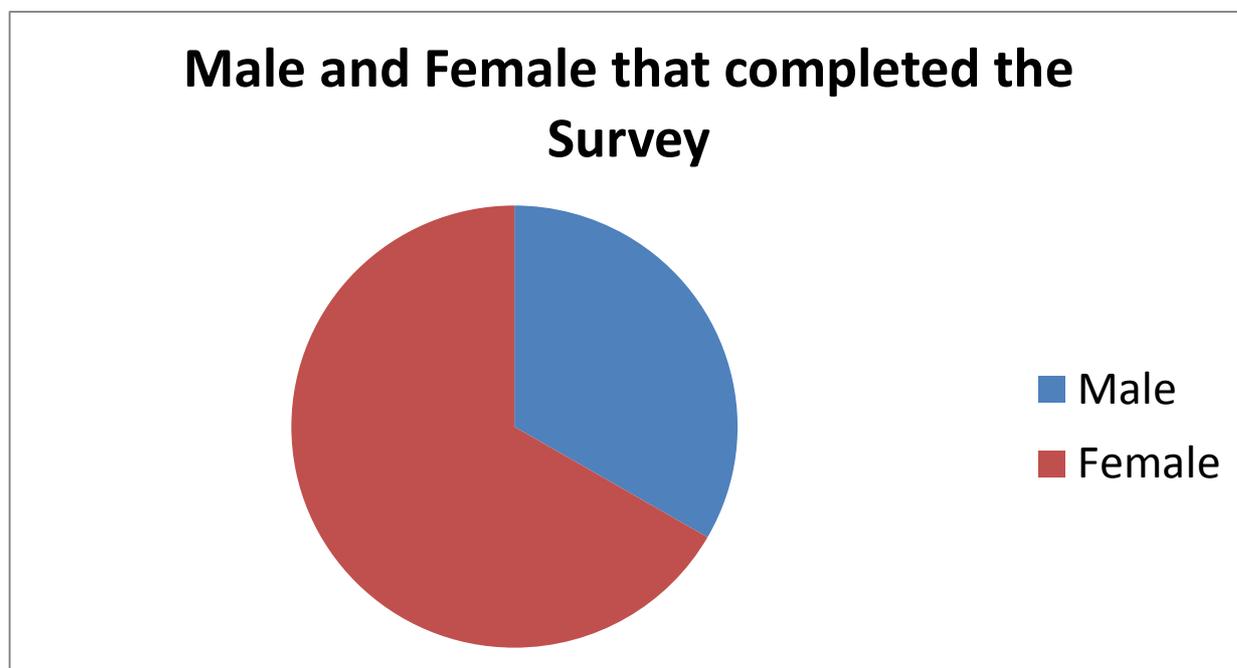
The survey was accessible for all patients via a link on the practice website, was emailed to the virtual group and available in the waiting room for patients that visited the practice.

Based on 3 WTE GPs we calculate that we would need to receive a minimum of 150 survey responses. 215 replies to the survey were received.

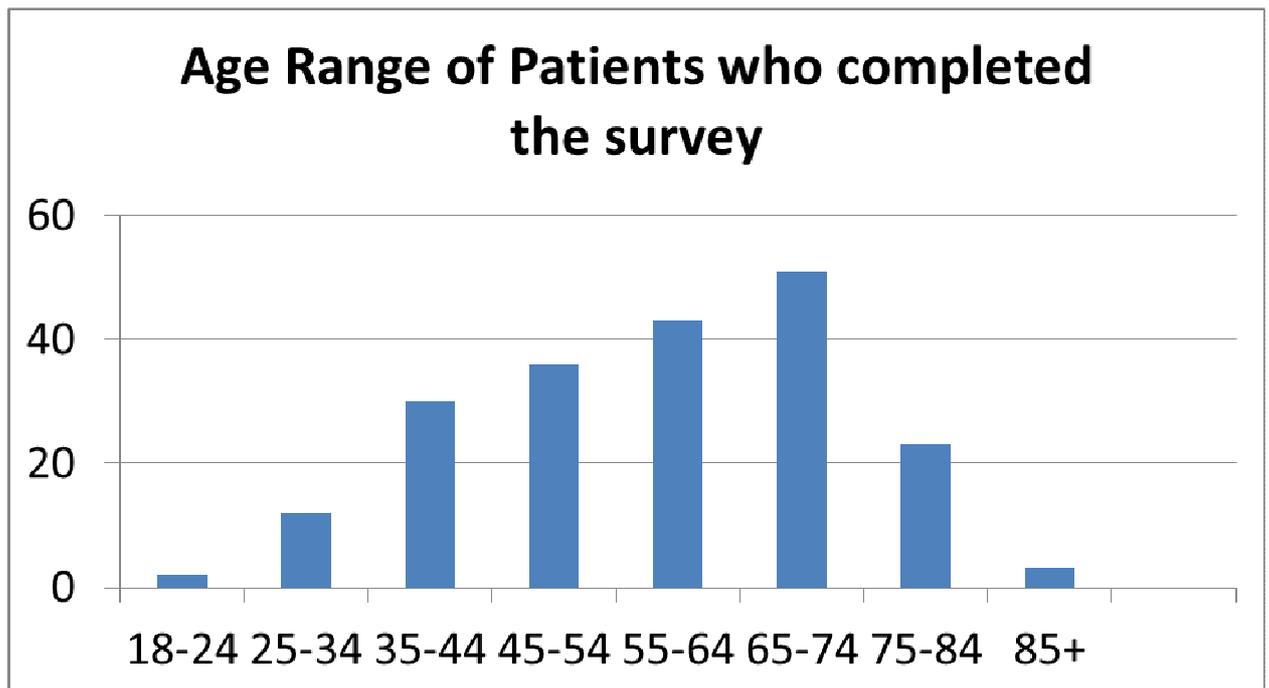
Age, sex and ethnicity

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

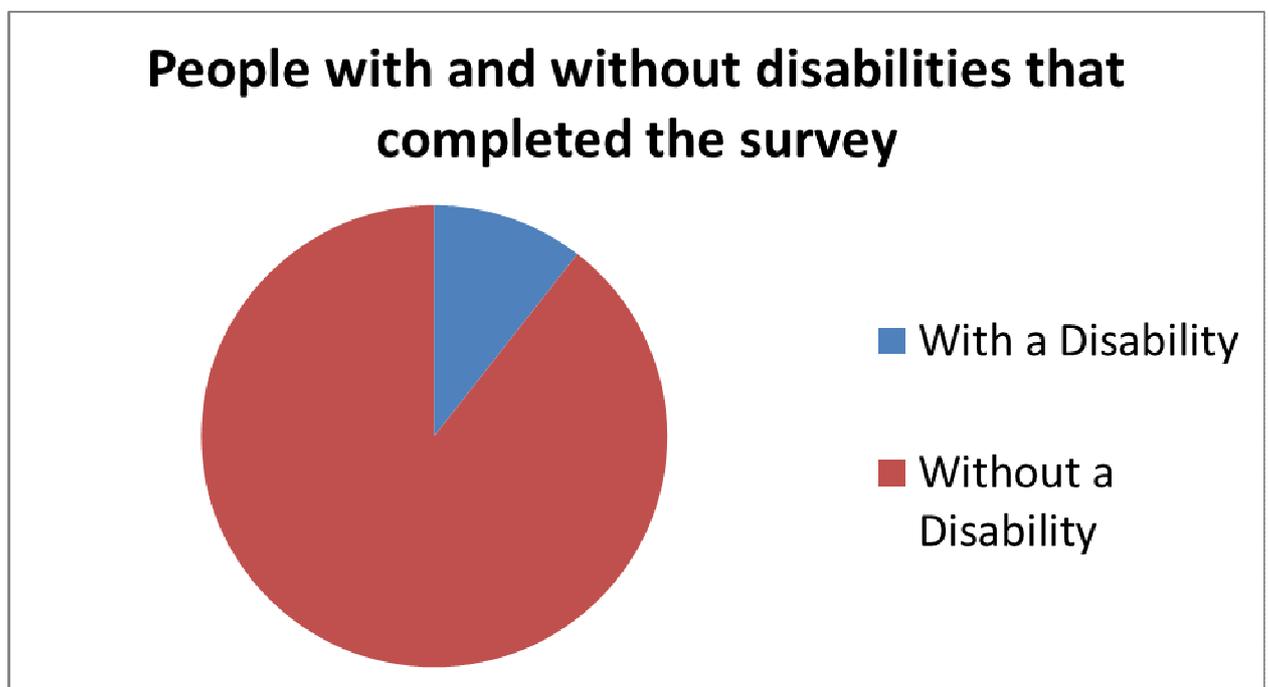
From those that completed and stated male or female 31% were male and 62% female.



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

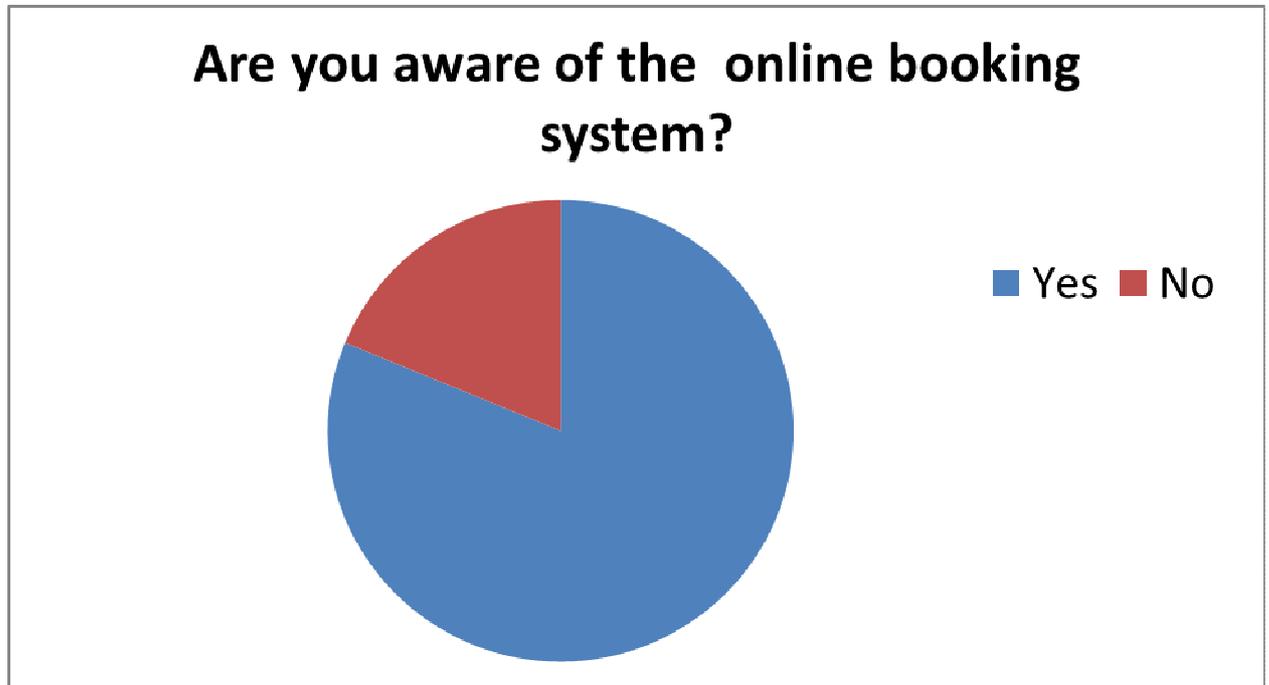


The ethnicity of patients that completed the survey shows that the survey was completed by mainly white British, with some representation from white Irish, other white background, mixed background, Indian and African. This is representative of the local population.

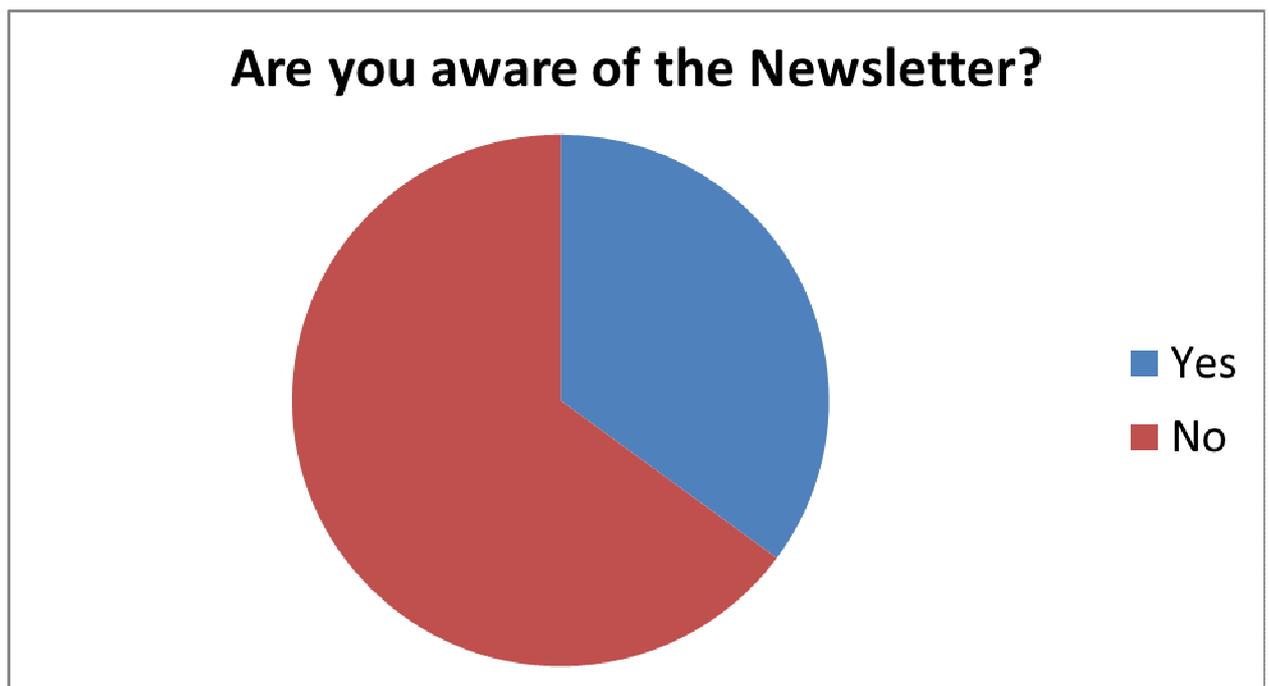


Less than a quarter of the completed questionnaires were completed by people that consider that they have a disability.

The Results

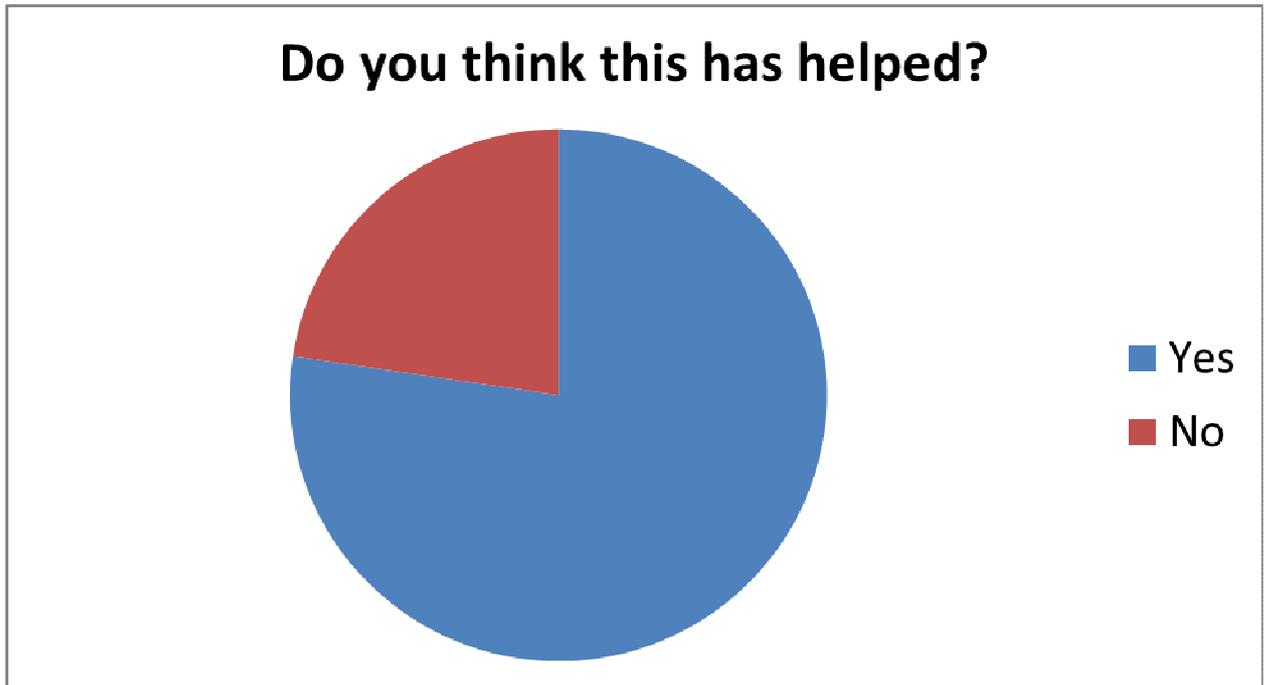


80.5% of the population surveyed are aware of the online booking facility but only 37.2% have registered to use the facility



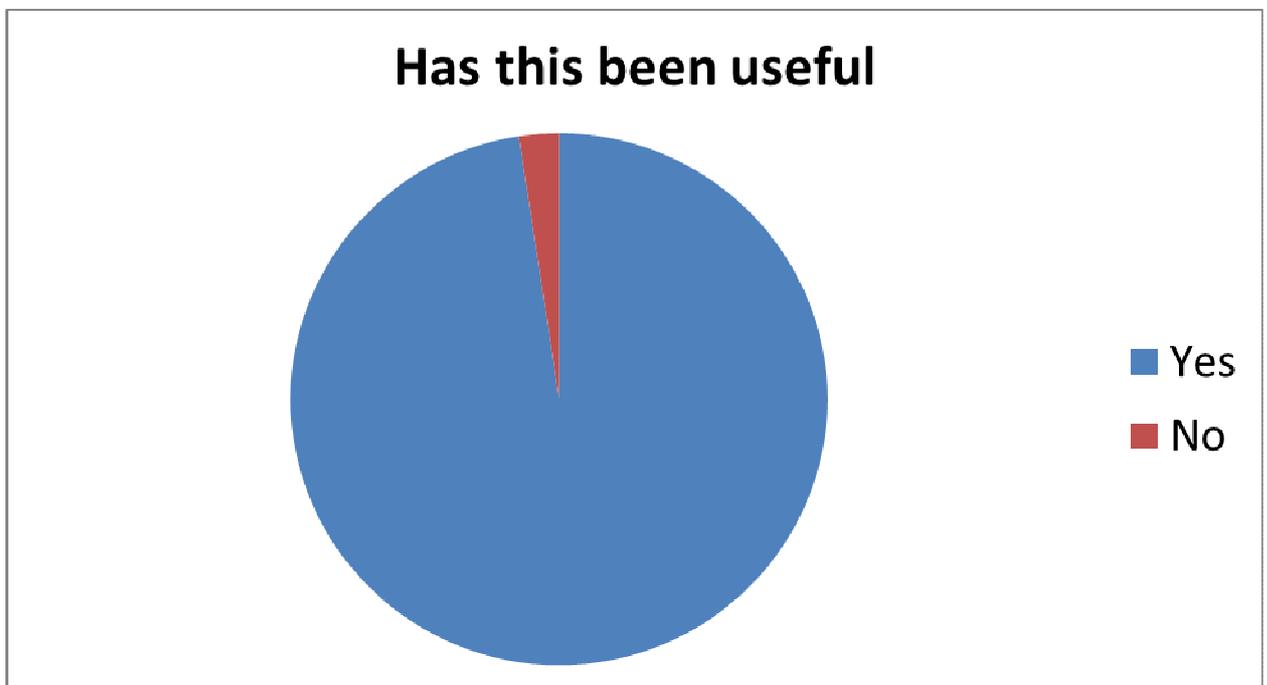
34% of patients are aware of the newsletter that is produced for patients, out of the 34%, 30.2% felt it was informative.

The Seating in the waiting room has been rearranged following comments received regarding confidentiality.

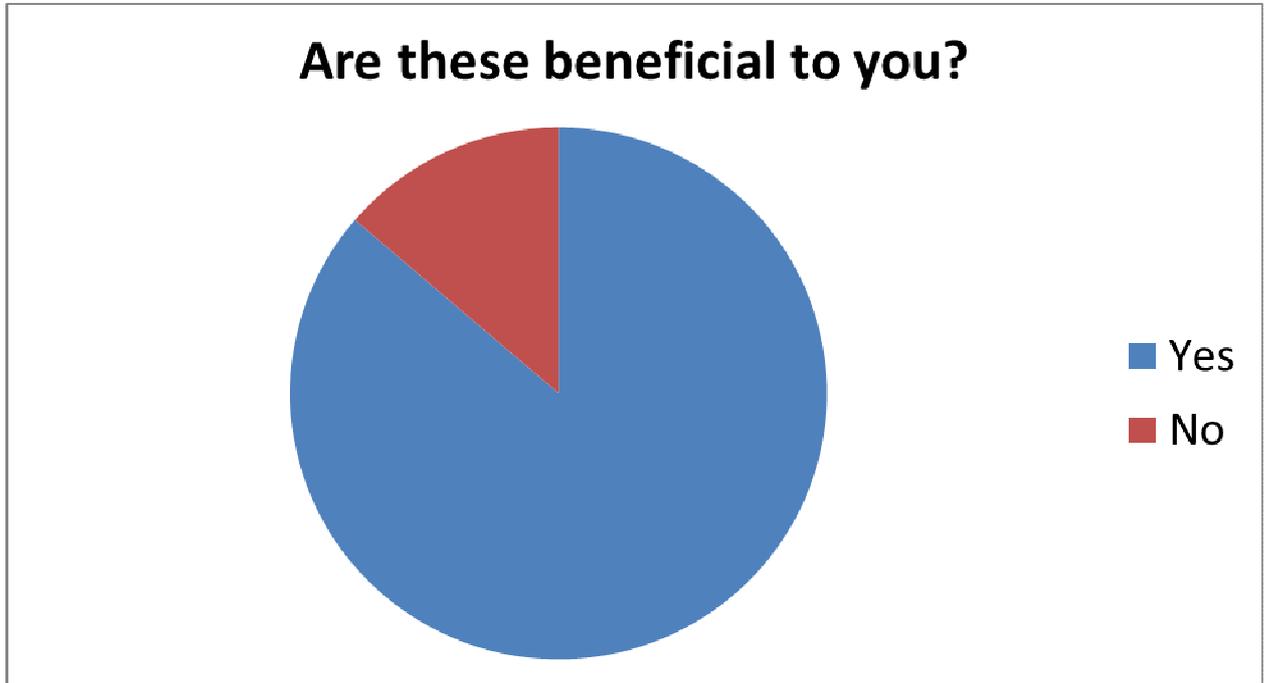


73% of patients that completed the survey felt that moving the seating area helped with confidentiality in the waiting room.

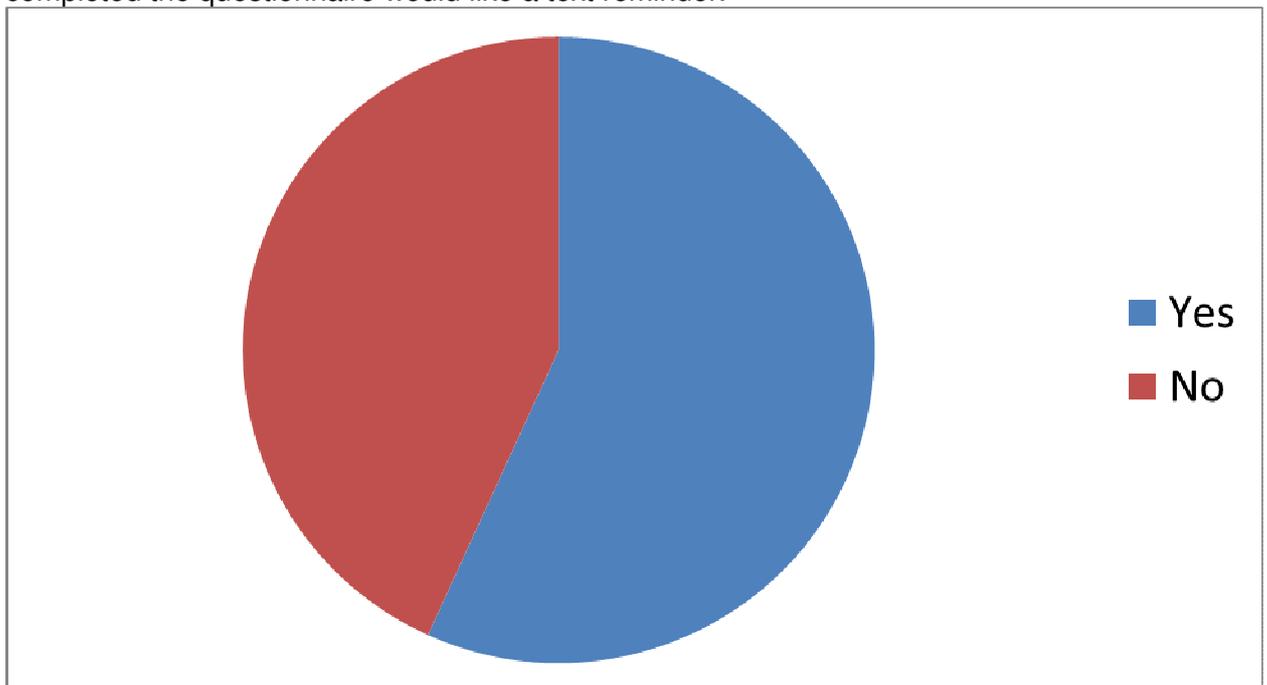
The Dispensary is now open all day, 94.4% of those patients that completed the survey found this useful.



Earlier and later appointments have been made available at various times throughout the week. 79.1% of those patient that completed the questionnaire found these beneficial.



Would you like to receive a text appointment reminder? Just over half of those that completed the questionnaire would like a text reminder.



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.

The Plan

Action	Who will be involved in the action	Action and Completion by	Further action
Increase awareness of the newsletter and input into the content of the newsletter	The practice team and suggestions from the virtual group and local groups	The Practice Manager and Assistant	Produce more regular newsletters
Communication – text reminders to be implemented	The practice team and registered patients over 18	The Practice Manager and Assistant	To monitor the use and potentially increase for general reminders such as flu clinics
To look at the Extended Access LES to offer more early and late appointments	Practice team	Practice Manager and Partners	To apply for the Extended Access LES