

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 Xray 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 8.30am to 6.00pm although telephone lines are open 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. Each Doctor and Nurse have a range of appointments that can be booked in advance or on the day.

The Patient Group

The 'Friends of Loxwood' have been established for some years and have provided the practice with support in many ways, from coffee mornings for MacMillan, helping out at flu clinics, to the most recent mammoth task of fundraising to provide a generator to ensure that services can continue to be provided during the many power cuts that occur in the area. The doctors, nurses and all staff are very grateful for the help and support of the group.

In 2011 the practice has advertised, by way of paper slips, for patients to become members or the group, many patients have become virtual members. These are patients that are happy to help and support the practice by email surveys but that do not necessarily want to attend meetings. This ensures that a wide range of patients are represented.

The Group and Virtual Group consist of the following a range of patients between the ages of 18 and 90 both male and female. The Virtual group is an ever growing group as it is open to all patients at the practice, there are currently 163 contacts in the group.

The Survey

The practice and group decided to focus the first questionnaire on appointments because of the following factors. The planned retirement of the Senior Partner, withdrawing from extended access and the results of the National Survey for the practice.

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.

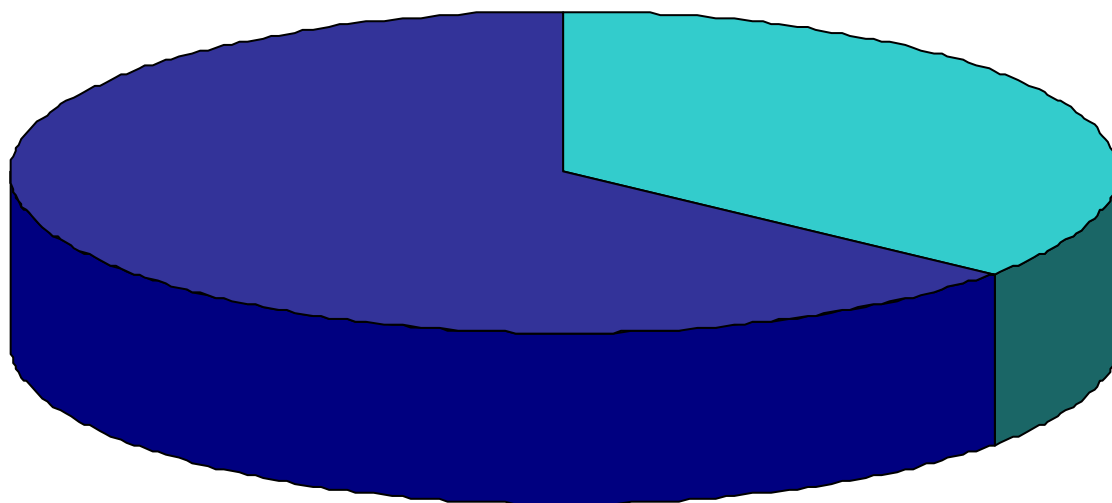
The survey was accessible for all patients via a link on the practice website, was emailed to the virtual group and available in the waiting room for patients that visited the practice.

Based on 3 WTE GPs we calculate that we would need to receive 150 survey responses. 172 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.

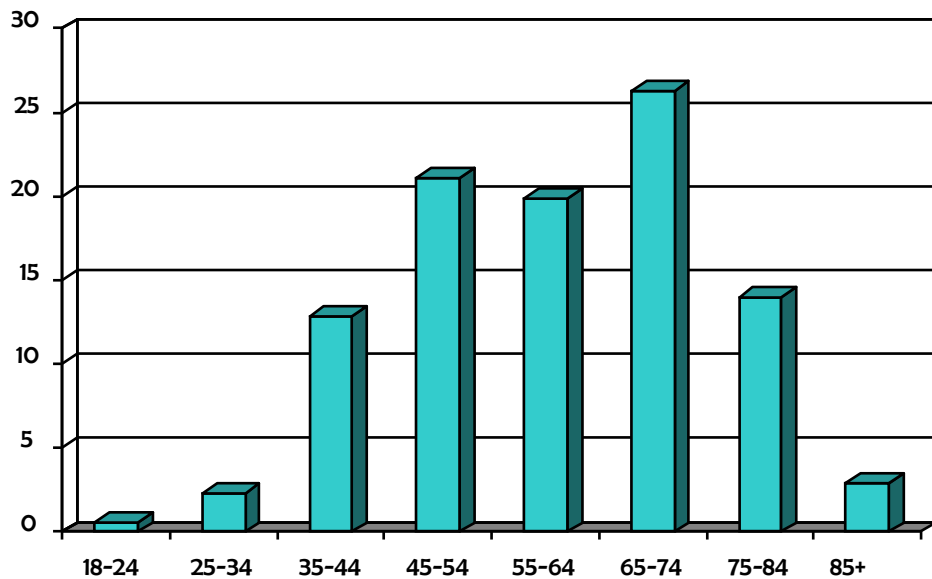
The percentage of men and women that completed the survey is shown below.



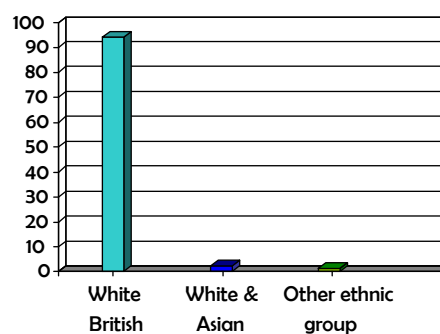
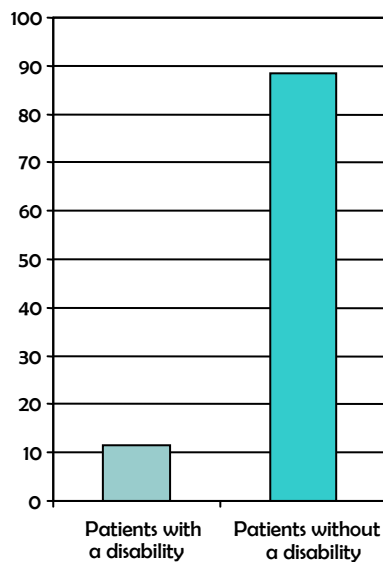
■ Men 34.7%

■ Women 61.8%

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



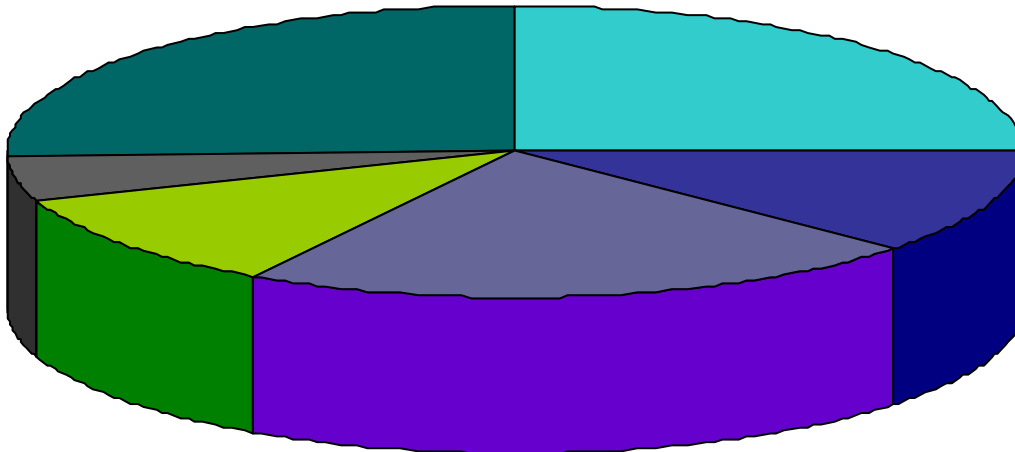
The graph below shows the ethnicity of patients that completed the survey. It shows that the survey was completed by mainly white British, with some representation from white Irish, Any other white background, white & Asian, C. Asian or Asia British, Bangladeshi and Any other ethnic group. This is representative of the local population.



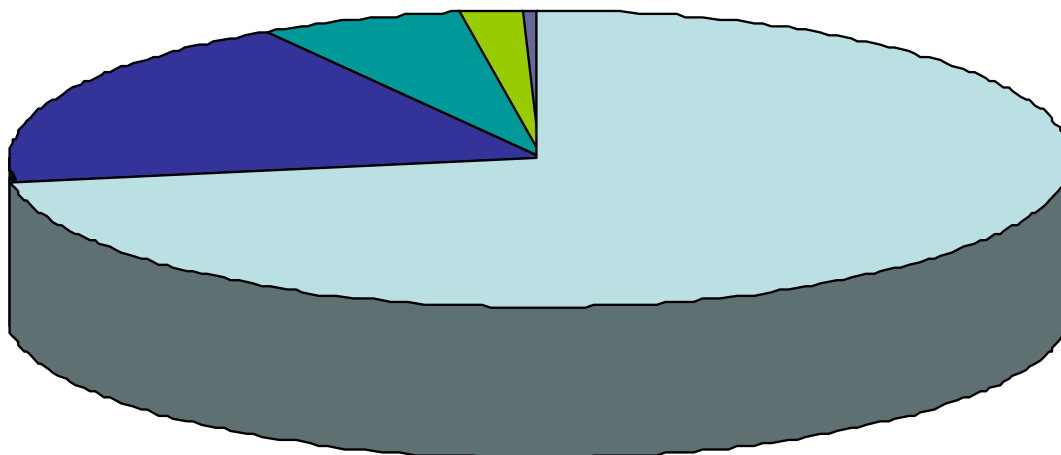
79.2% were completed by patients without disability and 10.4% with a disability.

The Results

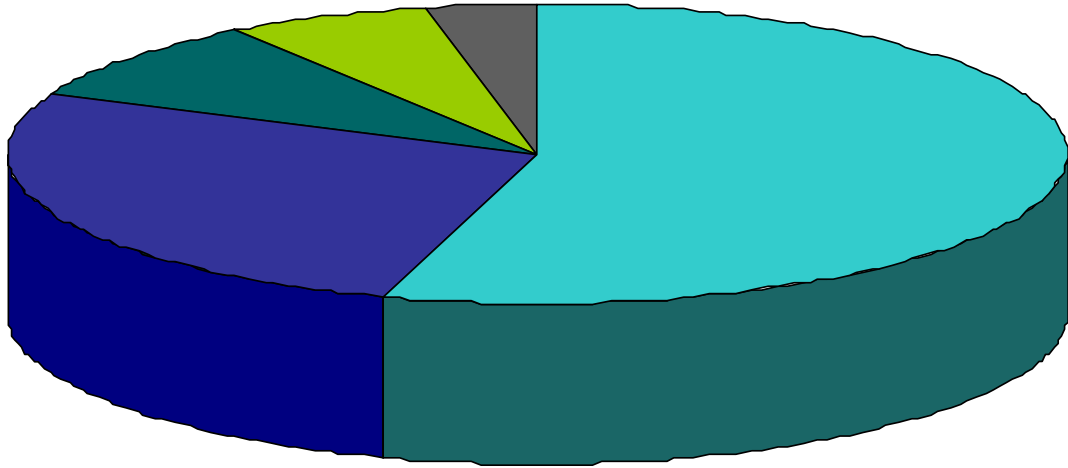
How quickly can you see the doctor of your choice



How quickly can you see any doctor



How far in advance would you like to book your appointment?



1 week

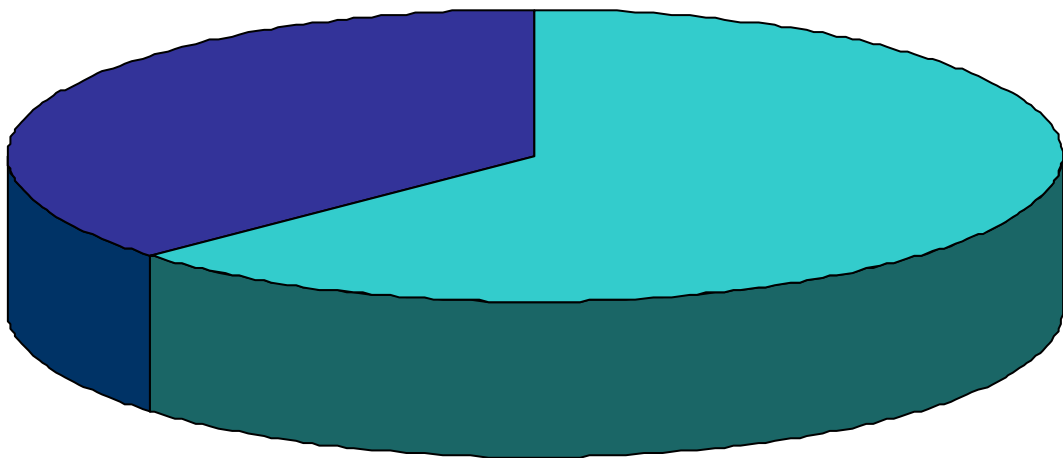
4 weeks

2 weeks

5 weeks

3 weeks

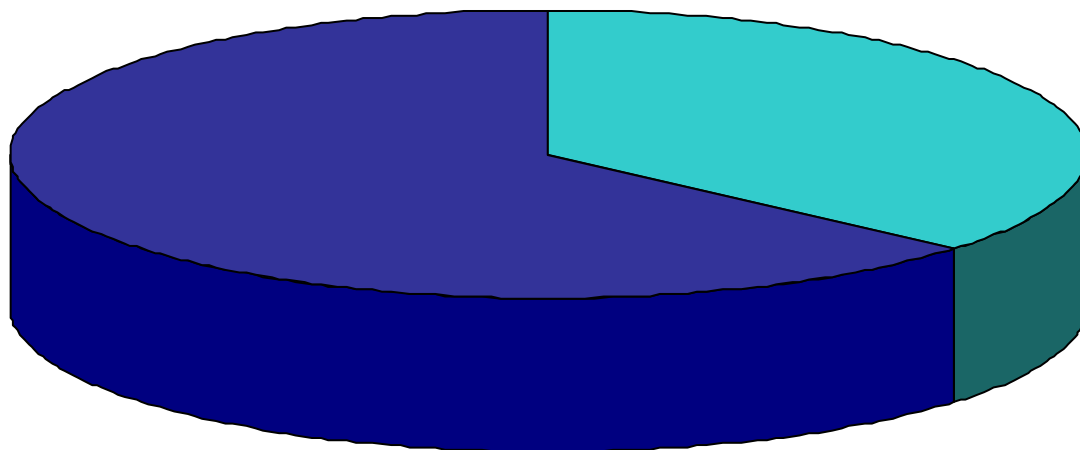
Would you like to be able to book your appointment on-line?



Yes

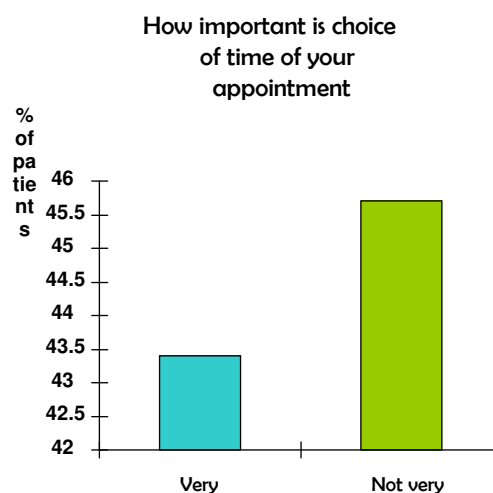
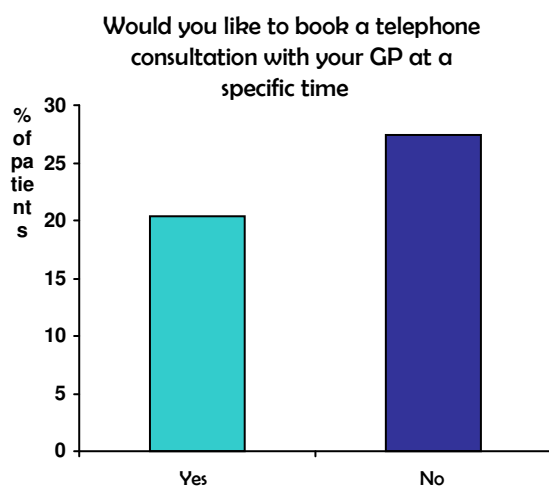
No

Would you like the surgery to contact you via text messaging?



- Yes
- No

Working patients



Seeing the Doctor of your choice. The survey shows that 64% of respondents thought that seeing the Doctor or their choice was good, very good or excellent and 20% thought it fair.

Seeing any Doctor. The survey shows that 87% of respondents thought that the ability to see any Doctor was good, very good or excellent and 6% thought it fair.

Patients wanting to be seen outside the surgery hours that are currently provided proved interesting with 15% wishing to be seen between 8am and 8.30am, 14.5% between 8.30am and 9am, 16.5% between 5.30pm and 6pm, 20% between 6pm and 6.30pm and 33% at the weekend.

Telephone consultations proved interesting in that this service has been offered for quite some time but only 36.7% of the patients surveyed knew that this was available.

We looked at the IT side of appointments with 63.1% of patients wishing to be able to book their appointment on-line. Only 36.5% of patients would like text messaging reminders.

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 Patient Group and the Practice representatives met on 14th March and discussed the results above and the comments that were made by the patients. The survey results were emailed and any suggestions welcomed. The group felt that communication with the patients was important as a lot of things can be resolved by patient awareness.

We agreed that no action was required at present with regards to seeing the Doctor of choice or any Doctor as the results highlighted that patients were happy with access.

With regards to patients wanting to be seen outside the normal surgery hours, this would be something that could be looked at in the future and would require further discussion as it would have a huge impact on staffing levels and consequently require significant additional funding. The practice had offered a Saturday morning surgery previously which was not used to full capacity.

It was agreed to implement on-line booking as a trial to establish if this proved popular. This could potentially alleviate the pressure on the telephone system for patients that prefer to telephone for appointments.

We discussed the options of text messaging; the survey shows that the majority of patients that completed the survey would prefer not to have text reminders although the group agreed that this is something for the future.

With communication in mind, the group decided that a practice newsletter should be produced and be available on the website, in the surgery and possibly at the local post office and village stores, therefore reaching a wide range of the population, including those that do not currently use the services at the practice. This would mean that the public would therefore become more aware of services such as telephone consultations that are available.

We also discussed the patient waiting area as this was a change that we have made

recently following patient feedback regarding confidentiality. The group agreed that the new layout was an improvement.

This report will be available to patients via the website, emailed to the virtual group, posted to those that attended the PPG meeting and be edited for use in the first patient newsletter.

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The Plan

Action	Who will be involved in the action	Action and Completion by	Further action
On-line booking will be made available using one Doctor as a trial for a period of 6 months, we hope that this will also relieve the pressure on the telephone system	Dr Brian Goss will be the Doctor who will have appointments available for on-line booking	The Practice Manager and her Assistant will investigate and implement on-line booking by end of May. It will be advertised to the patients in the newsletter, on the website and by notices in the practice.	6 to 8 months after implementation we will review the uptake by patients also reviewing DNAs. We will add other Doctors to on-line booking if it proves successful
Communication – A newsletter to be produced to increase patient awareness of the Website, telephone consultations and other services that are available at the surgery	The entire Practice team along with the patient group will have input into what is published in the newsletter.	The Practice Manager and her Assistant will produce a newsletter for the patients. The first newsletter will be distributed around the villages in April/May and an advert published in RH14 magazine, this will inform patients where the newsletter can be collected. RH14 magazine is delivered to every household in the RH14 area	To discuss with the patient group if it was felt that the newsletter was successful and to decide how many per year should be produced.