

Dr Kashoty
Clay Lane Health Centre

Local Patient Participation Report 2013/14

Introduction

Dr Kashoty has been practising from Morris Avenue Surgery, a surgery located in Wyken, Coventry, since 1991 and recently moved to purpose built premises on Clay Lane in Coventry. Our list size is currently 3,300 patients.

The practice is keen to have patients at the heart of every major decision at the practice having and we have embraced the patient participation directed enhanced service (DES) as an opportunity to develop this.

Dr Kashoty has always welcomed feedback from patients and our priority is to continue to improve our services for the benefit of our patients.

The practice has benefited from significant patient and public support during a significant move to new premises and views the patient participation DES as an ideal catalyst for this with the development of a new practice website to provide improved opportunities for communication and engagement with patients.

Step 1) Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)

A patient participation group was formed in early 2011 as part of the patient participation DES and currently has twelve active members of which four are males and eight are females. There are six members aged over 55 and six members aged under 55 with two members aged under 35. Seven members describe themselves as white British, two members as Indian and three as 'other white'. Seven members of the group have 'long term medical conditions'.

The practice have compared the demographics of its patient participation group to that of its practice population and found that the relatively young and patients without long term conditions are under-represented.

Having researched the matter it is clear that this is a common problem with traditional patient participation groups as the relatively young tend not to attend surgery as often and consume less GP practice resources.

The practice has taken steps to try and rectify this to ensure that the patient participation group is representative of its registered patients by advertising the group on the practice website and in practice newsletters to recruit new members.

Following feedback from patients the practice has also created a 'virtual patient participation group' where consultation and engagement can take place electronically with the practice.

Step 2) Agree areas of priority with the PRG

The practice held a patient reference group meeting on 18th October 2013 to establish priorities for the 2013/14 patient survey.

The group agreed the following key areas of priority for the survey:

- Assess patient satisfaction with access to GP appointments, particularly the balance of 48 hour appointments and book in advance appointments since the move to Clay Lane and increased list size
- Embrace new technologies particular text reminder services and online services. Assess current utilisation of existing text reminder service and scope further expansion.
- Assess number of patients with access to the Internet and the demand for online appointment booking and repeat prescription ordering with a view to introducing and promoting these services to improve both patient experience and practice efficiency
- The new premises have a fantastic community room that is greatly under-utilised. Investigate community uses for this room, in particular clinical speakers providing educational talks for patients.

The survey questionnaire can be found in **appendix one** at the end of this report.

Step 3) Collate patients views through the use of a survey

The practice administered the survey both via the practice website and on paper form available from reception. It was agreed that the survey should be made available both electronically and in paper format through the months of November 2013-December 2013 to ensure a good, representative survey response.

In total 169 patients responded to our patient survey and we are delighted with this excellent return rate. The full results of the survey are available to view in **appendix two**.

Step 4) Provide PRG with opportunity to discuss findings and reach agreement with the PRG on changes to services

The PRG met on 20th January 2014 to discuss the results of the patient survey and agree actions. Below is a summary of the findings and conclusions from that meeting:

The group were very pleased with the survey response rate with 169 responses received in total and note that the demographic spread of respondents closely matching the overall patient demographics of the practice patient population (**appendix three**).

The group were very pleased with the positive results enjoyed by the surgery with 88% of respondents rating the practice as good to excellent with 80% confirming they would be likely to recommend the practice to a friend.

The results showed that 70% of patients confirmed they were able to see a doctor within two working days and 65% confirmed they were able to book a doctor more than two days in advance with 81% of patients stating they rated this as good to excellent.

The PRG were pleased to note that the majority, 67%, of respondents received text reminders from the surgery and that 77% supported the further expansion of this service.

The survey 76% of patients had access to the Internet and 60% would use an online appointment booking service and 66% would use an online prescription service.

The PRG are rather disappointed to note that only 36% of respondents would consider attending speaker meetings in the new community room

Step 5) Agree action plan with the PRG and seek PRG agreement to implementing changes

Survey Finding	Agreed Action	Action by who	Action by	Date complete
Patients would like improved ability to see a doctor within two working days	Revision to appointment system to ensure good 48 hour availability and review with PPG	PM	31/01/2014	31/01/2014 Review 30/04/2014
Patients would like SMS services and would support their expansion	Practice to work with EMIS to develop SMS service	PM	31/03/2014	
Patients would like the ability to order prescriptions online and book appointments	Continue online prescription ordering service and introduce online appointment booking and promote	PM	31/01/2014	31/01/2014
Further investigate uses for community room, ?room hire / charity use etc	Liaise with local community groups and advertise community room ?social media	PM	31/1/2014	31/01/2014

Opening Hours

The practice opening hours are:

Monday 8:00am - 6:30pm
Tuesday 8:00am - 7:30pm
Wednesday 8:00am - 6:30pm
Thursday 8:00am - 6:30pm
Friday 8:00am - 8:00pm

Patients can contact us by telephone: 02476 437087

By email: morris.admin@nhs.net

Practice website: www.claylanehealthcentre.co.uk

Step 6) Update on action from 2012/13 local patient participation report

Following the results of the 2012/13 local patient participation report the following has been completed:

- Move to new premises complete and work continuing with Coventry Clinical Commissioning Group to introduce phlebotomy services to health centre but currently no additional funding for this
- On-site counsellor now working at the practice for patients
- Practice website developed and new domain purchased following move to Clay Lane Health Centre



**Dr Kashoty
Clay Lane Health Centre
Patient Survey 2013/14**

The doctors and staff at Clay Lane Health Centre work hard to provide patients with the highest quality healthcare. We are always keen to learn how we can improve our service to you and how you perceive our surgery and staff so have devised a **short survey** that should hopefully take no longer than a couple of minutes to complete.

Q1) Overall how would you rate your experience of Clay Lane Health Centre?

Excellent Very Good Good Acceptable Poor Very Poor

Q2) How likely are you to recommend our practice to friends or family if they needed similar care?

Extremely likely Likely Neither likely nor Unlikely Unlikely Extremely Unlikely

Appointments

Q3) Thinking about the last time you wanted to see a DOCTOR fairly quickly. Were you able to see a doctor on the same day or in the next 2 working days the surgery was open?

Yes No

Q4) Thinking about the last time you tried to book ahead for an appointment with a DOCTOR. Were you able to get an appointment more than 2 working days in advance?

Yes No

Q5) Overall, how would you rate the availability of DOCTOR'S appointments at Clay Lane Health Centre?

Excellent Very Good Good Acceptable Poor Very Poor

Q6) Thinking about the last time you tried to book an appointment with a NURSE. Were you able to get an appointment more than 2 working days in advance?

Yes No

Q7) Overall, how would you rate the availability of NURSES appointments at Clay Lane Health Centre?

Very Good Good Acceptable Poor Very Poor

Text Message Reminders

Clay Lane Health Centre currently offers a text message reminder service and are considering the expansion of this service to include reminders for patients when their medication or long term condition review is due. Sending text messages instead of letters where possible will help the practice reduce its carbon footprint and reach patients more efficiently.

Q8) Do you currently receive our text message reminders?

Yes No

Q9) Would you support the expansion of our text message service to include patient reminders?

Yes No

PLEASE TURN OVER

Online Patient Services

Clay Lane Health Centre is committed to the development of systems to improve the service offered to our patients. We are considering the expansion of our online appointment booking and prescription ordering service and we are interested to understand the likely demand for this service

Q10) Do you have access to the Internet either at home or at work?

Yes No

Q11) Would you use an online appointment booking service?

Yes No

Q12) Would you use an online prescription ordering service?

Yes No

Community Meeting Room

Clay Lane Health Centre has a large community meeting room located on the first floor. We are keen to maximise the use of the meeting room for the benefit of the local community.

Q13) Would you consider attending an speaker meeting in our community meeting room?

Yes No

Q14) Do you have any other suggestions for the use of our community meeting room?

Comments and Suggestions

Clay Lane Health Centre are keen to innovate and improve and we would be most grateful if you could provide any further comments or suggestions below:

About you

Q15) Gender

Male Female

Q16) Age

Under 16 17-24 25-34 35-44 45-54 55-64 65-74 75-84 85-89 Over 90

Q17) Ethnicity

English Irish Scottish Welsh White other African Caribbean Black other Chinese
Indian Pakistani Bangladeshi Asian other Other (please specify): _____

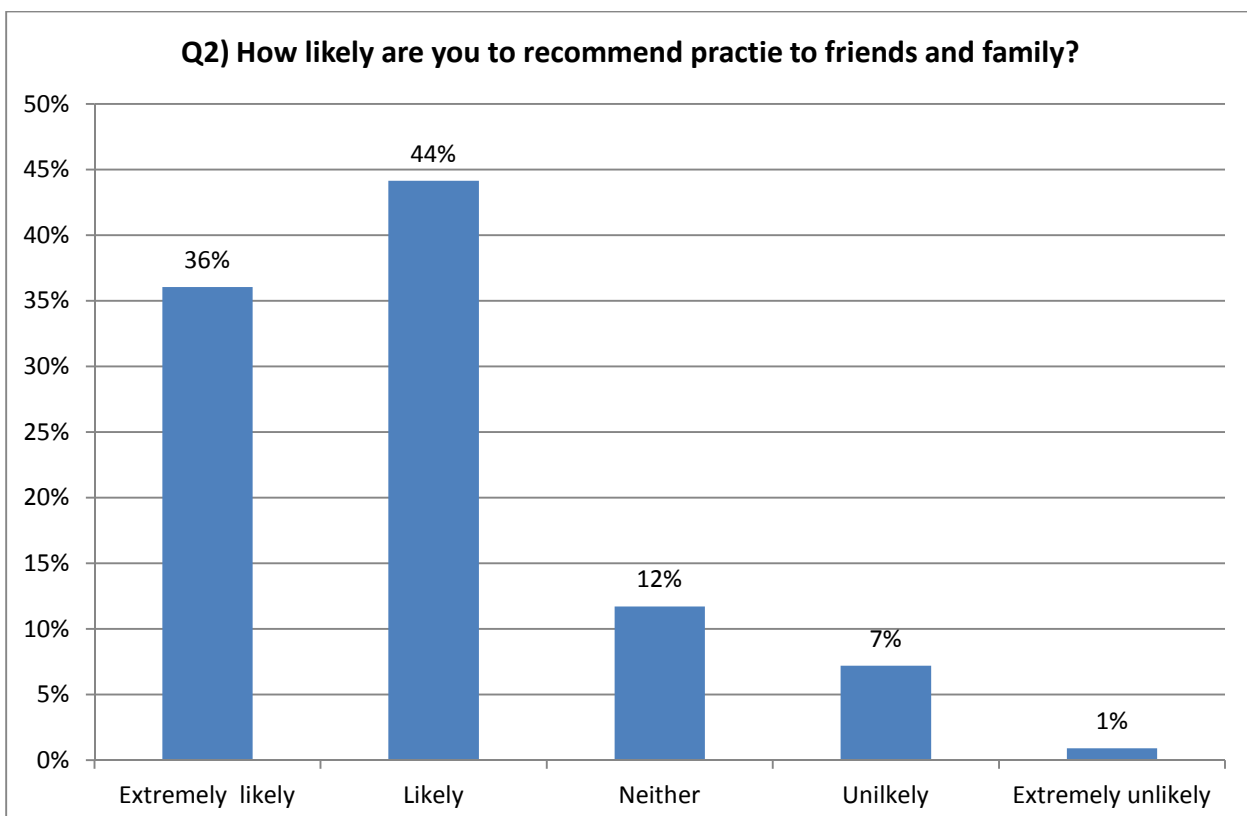
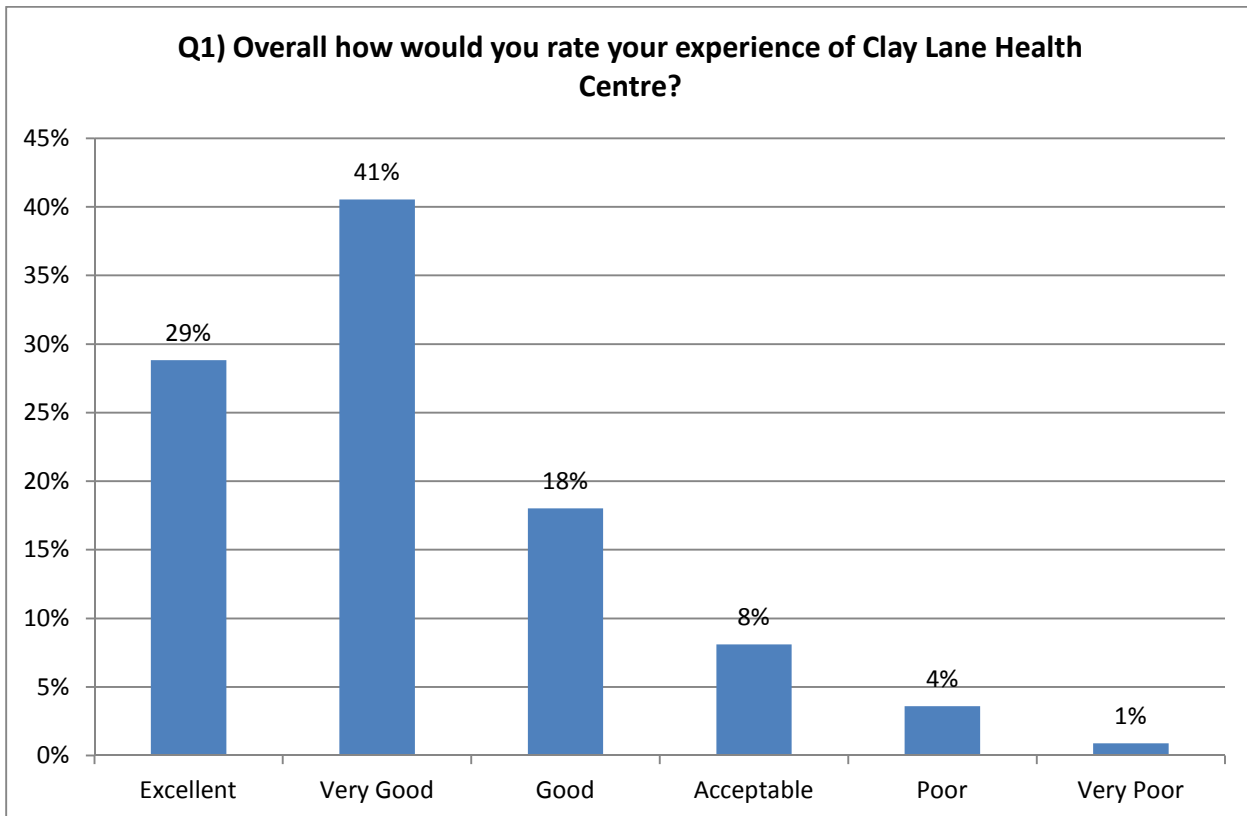
Q18) Do you have a long term condition i.e. asthma, diabetes, heart disease

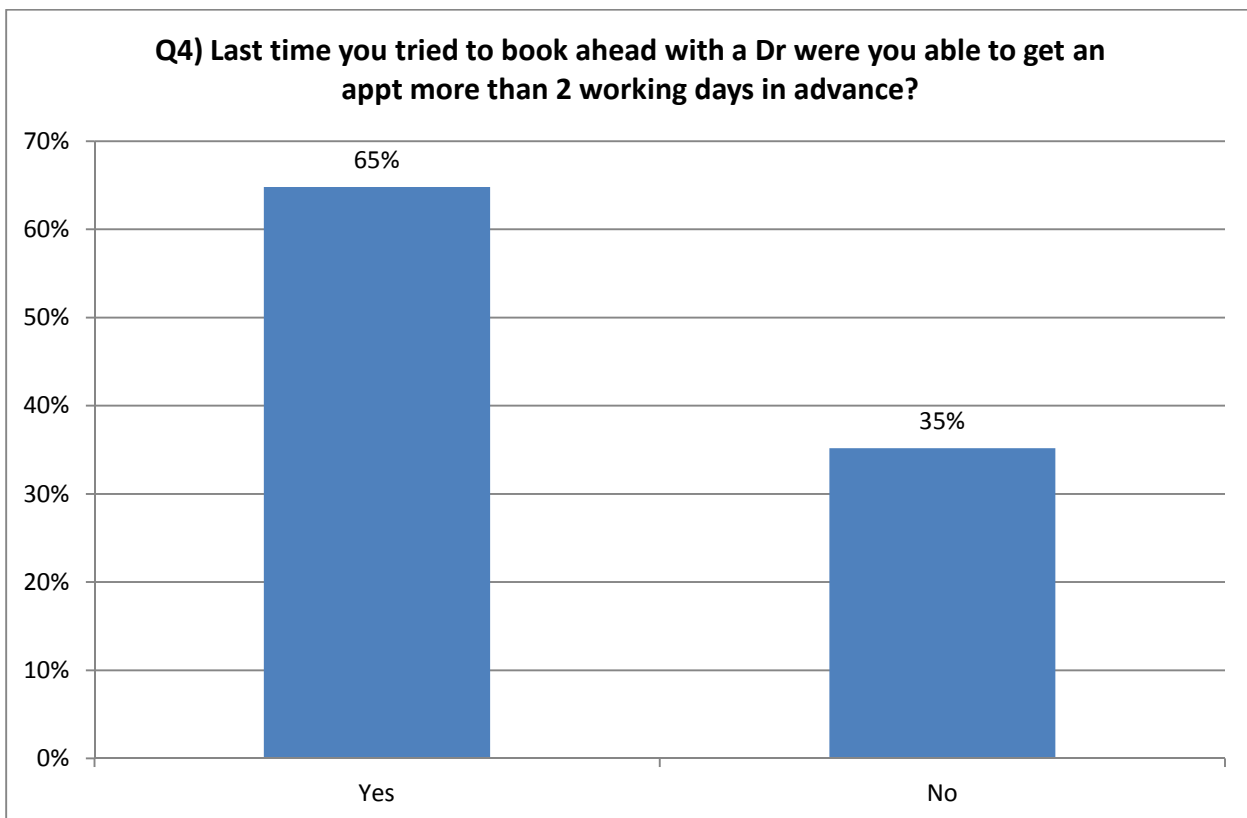
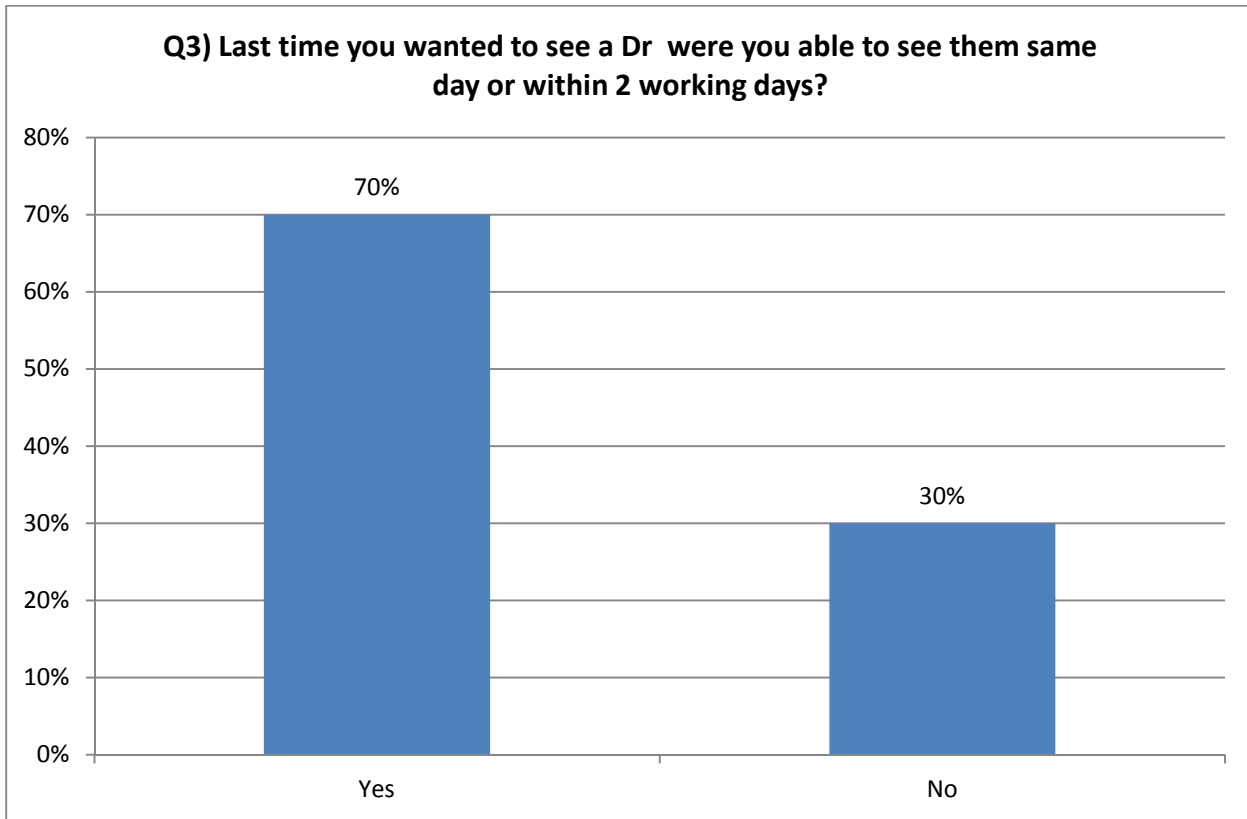
Yes No

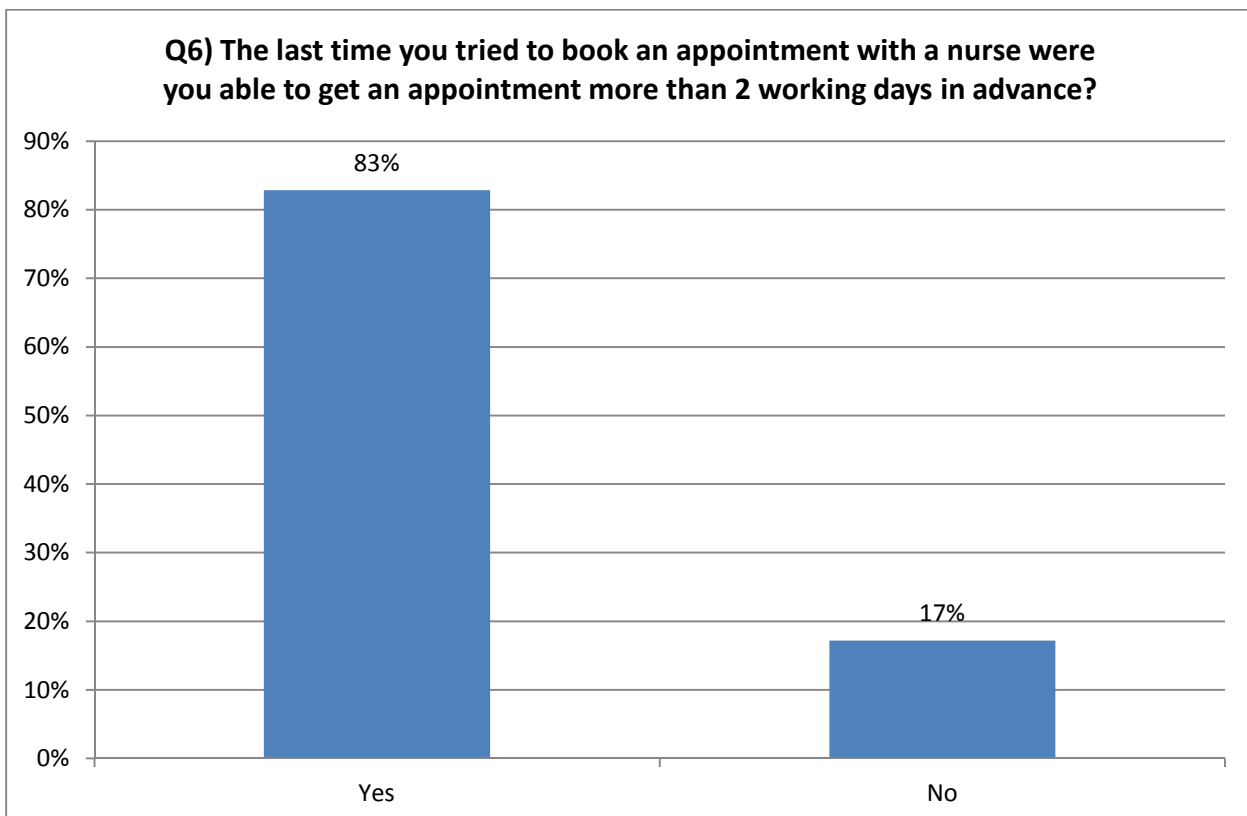
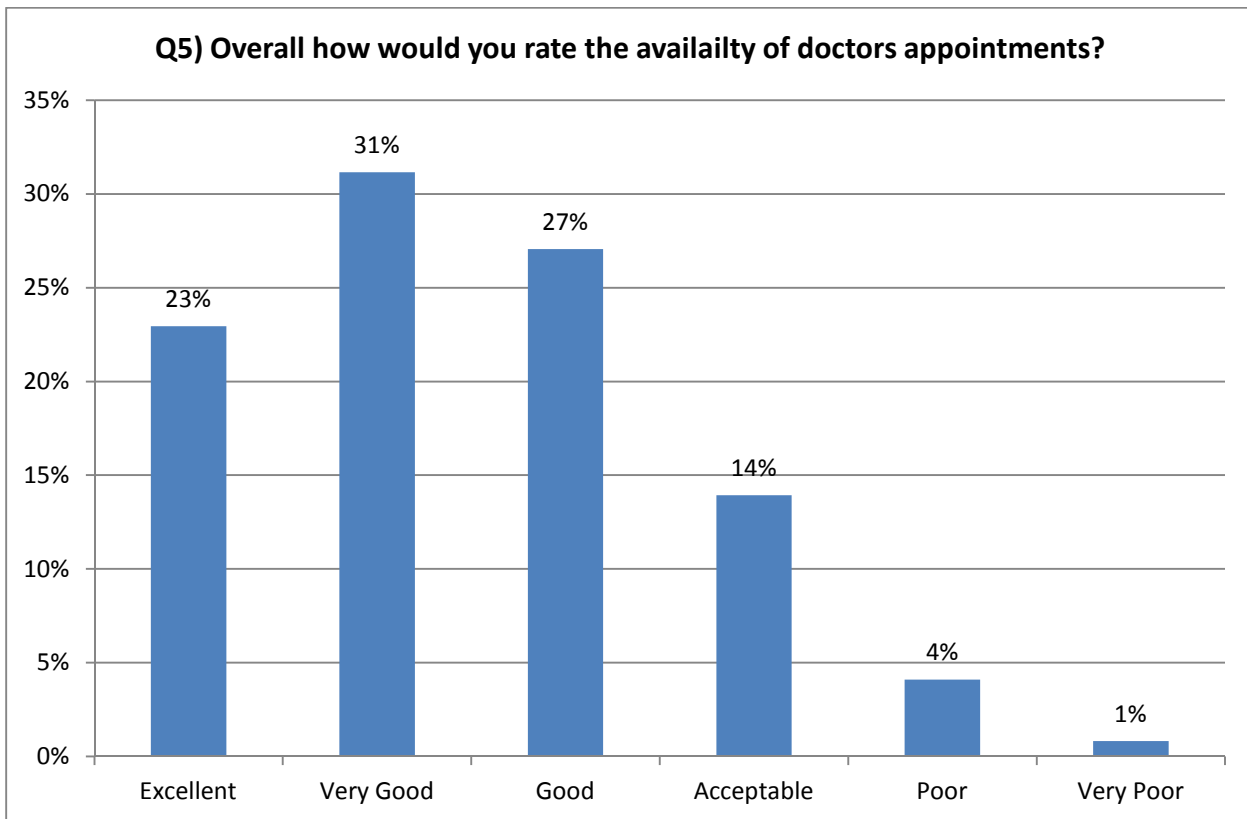
THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY – YOUR VIEWS ARE IMPORTANT TO US

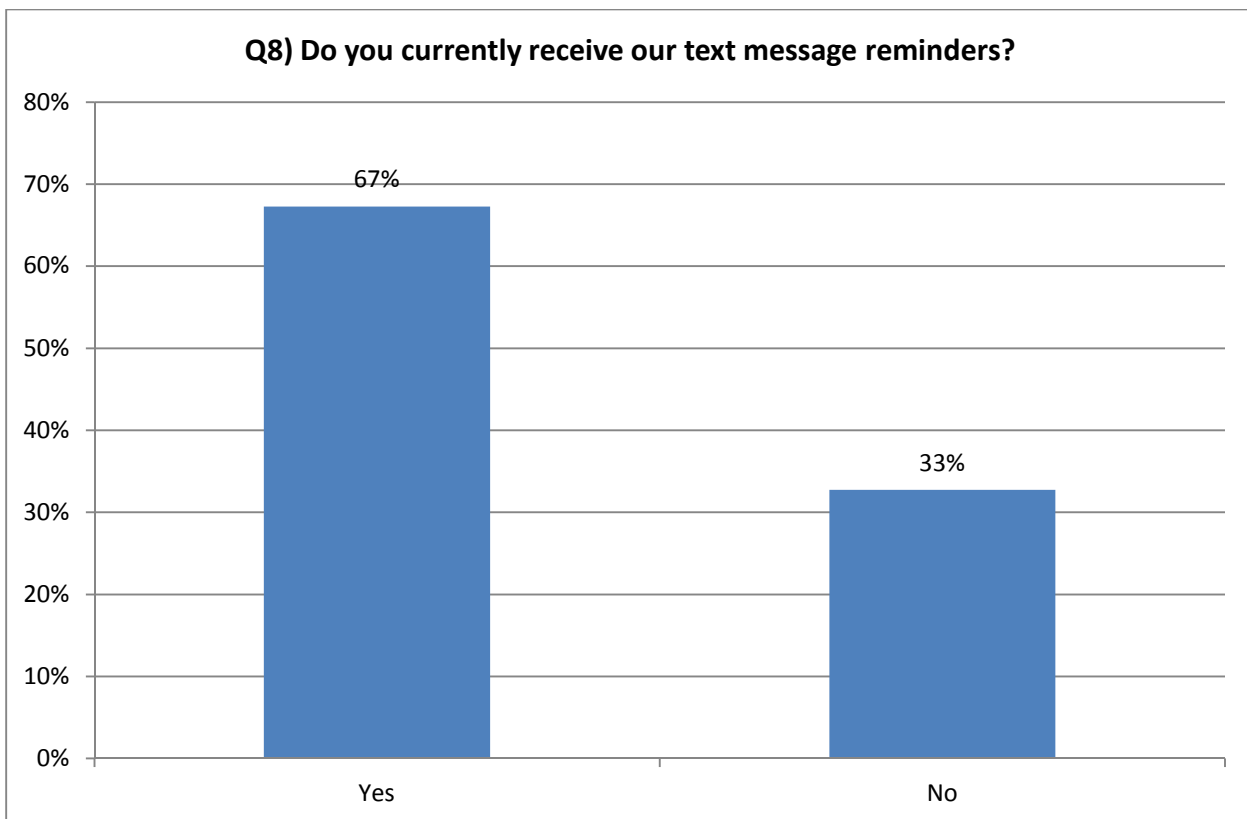
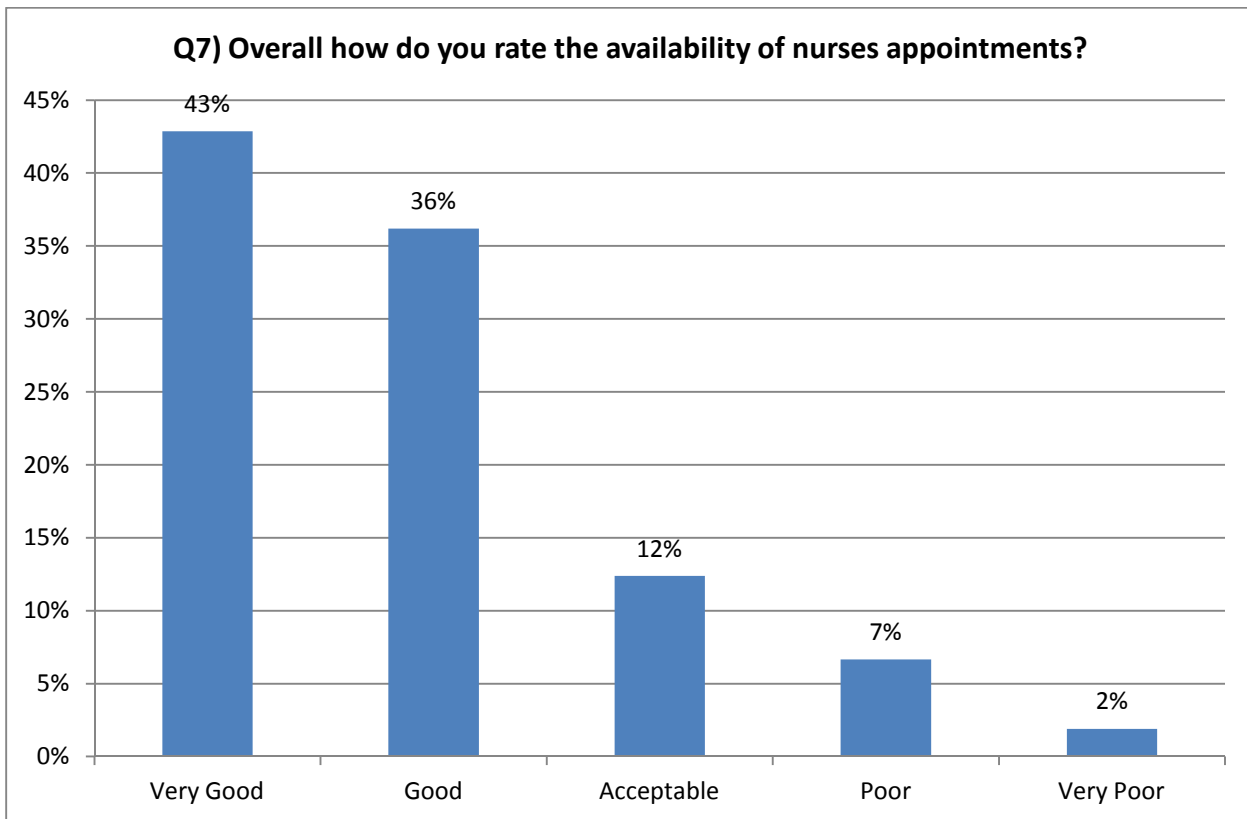
**Dr Kashoty
Clay Lane Surgery**

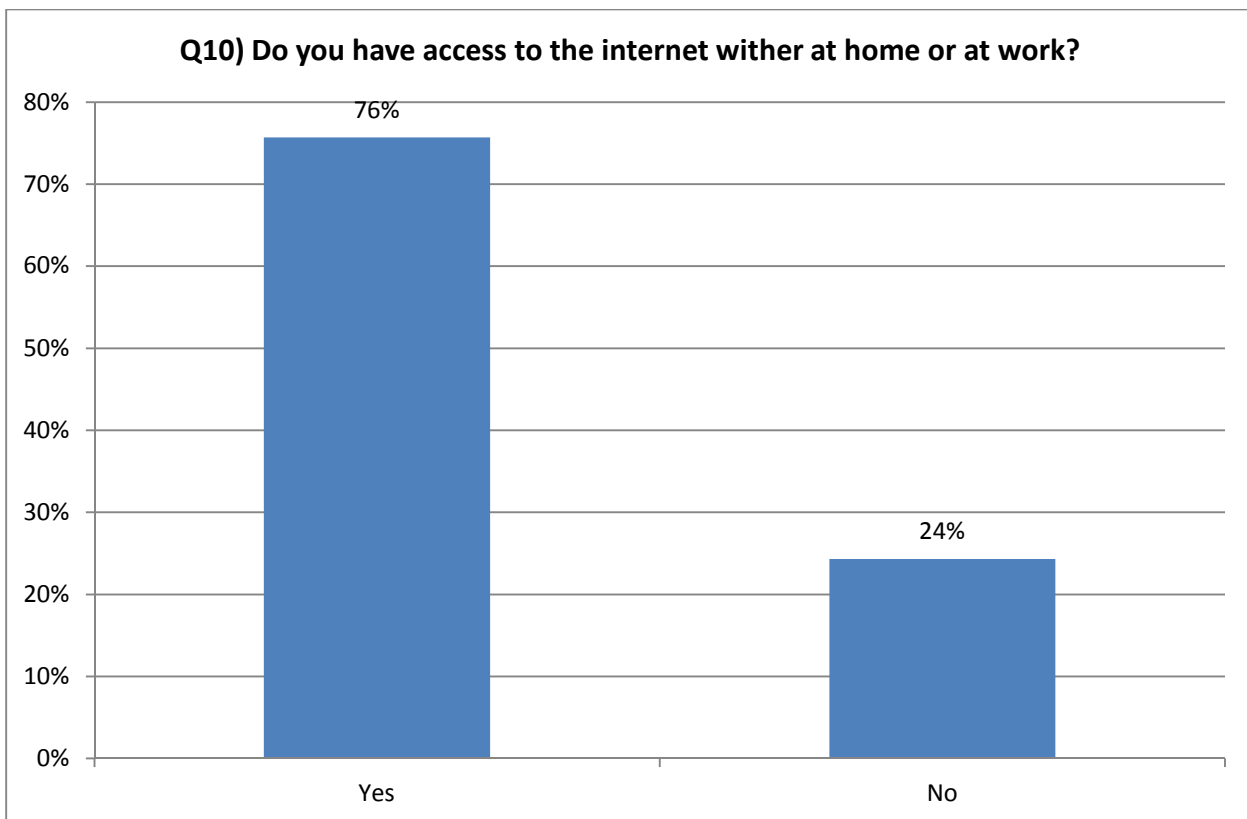
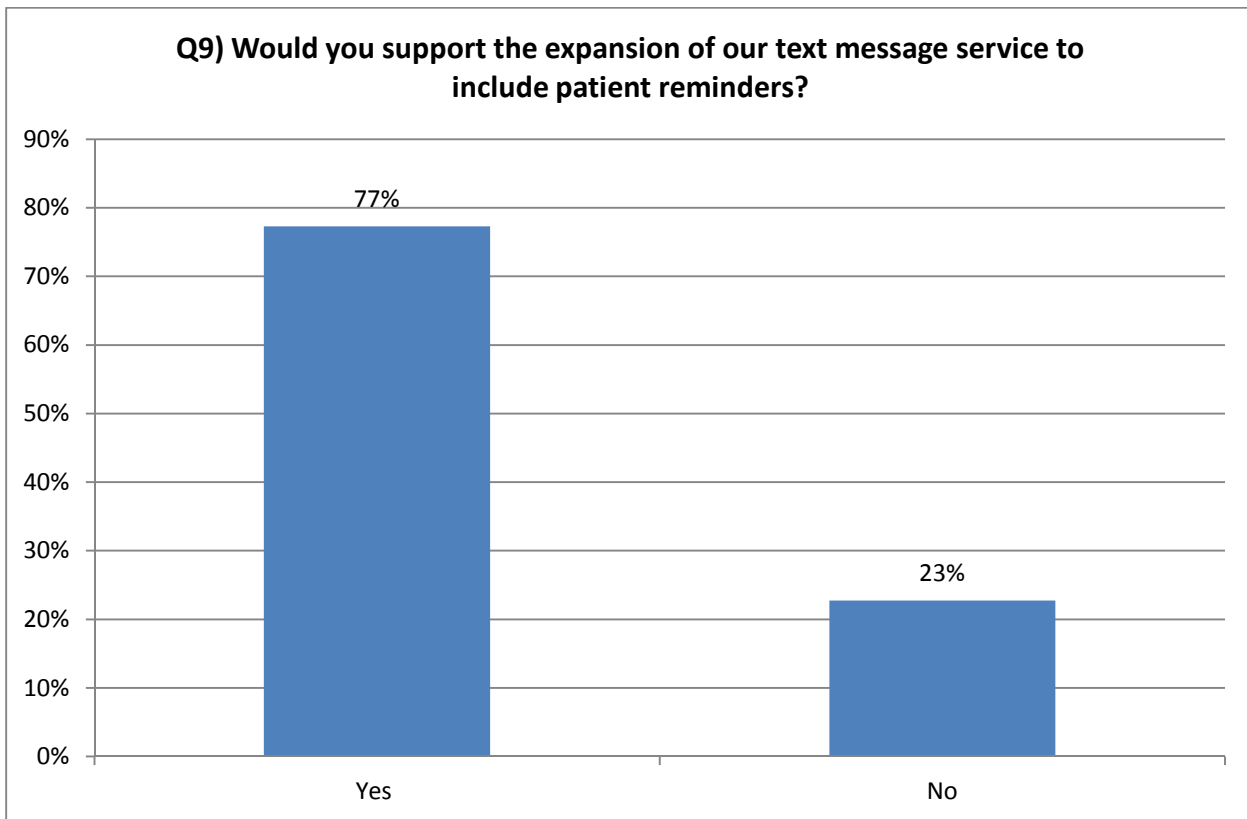
Patient Survey Results 2013/14

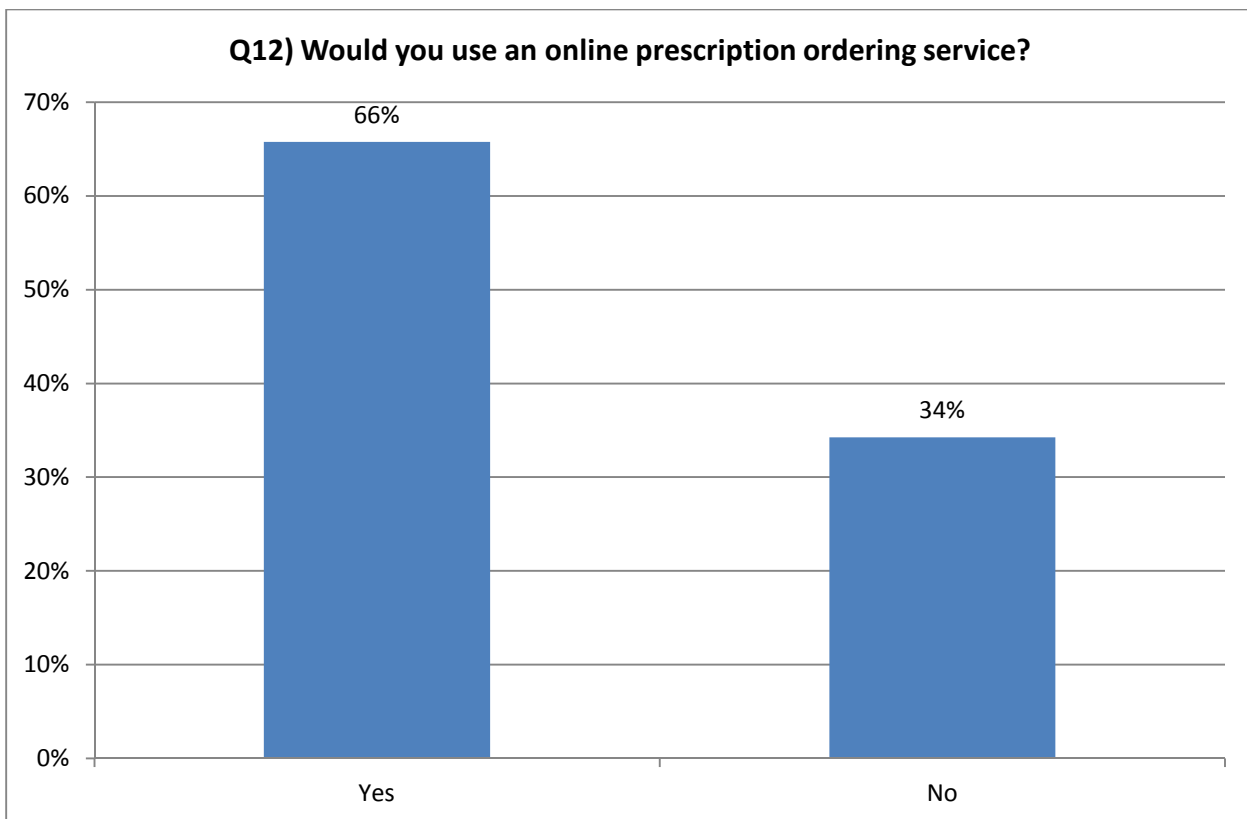


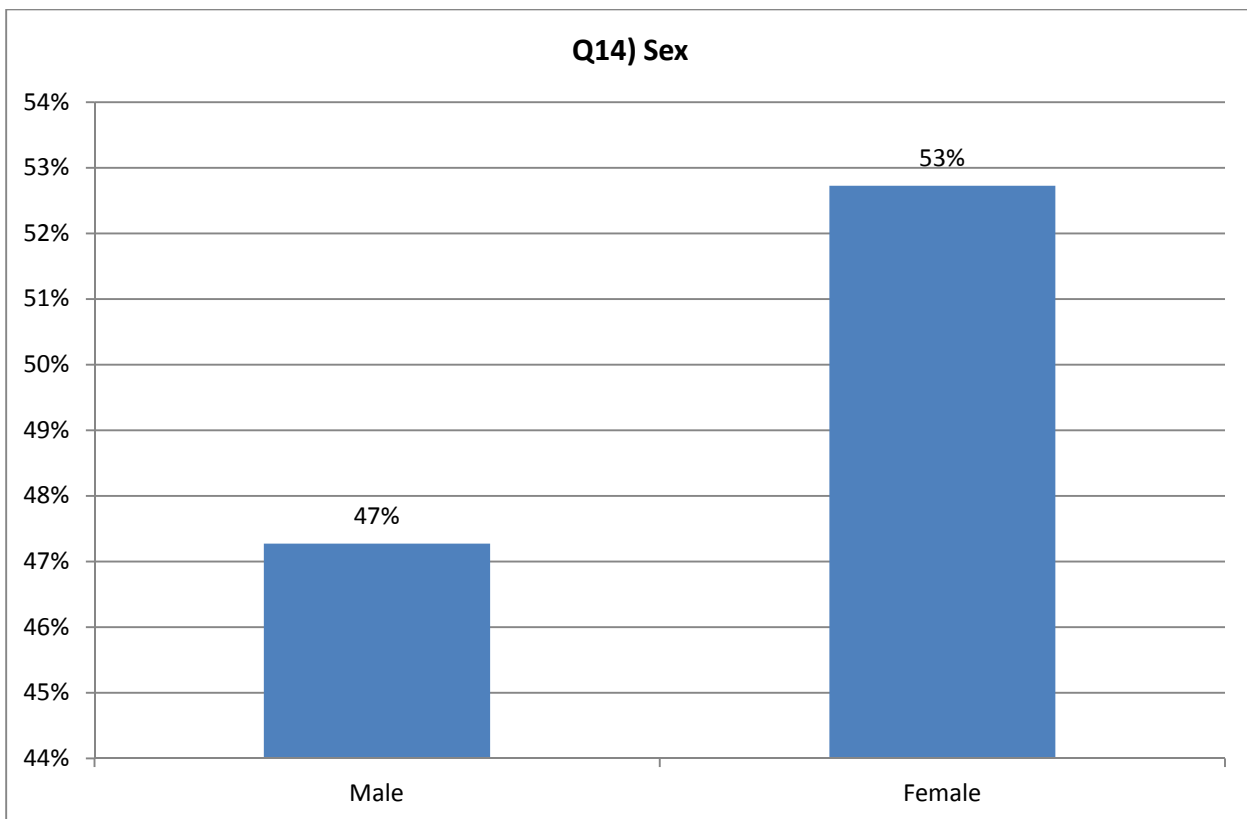
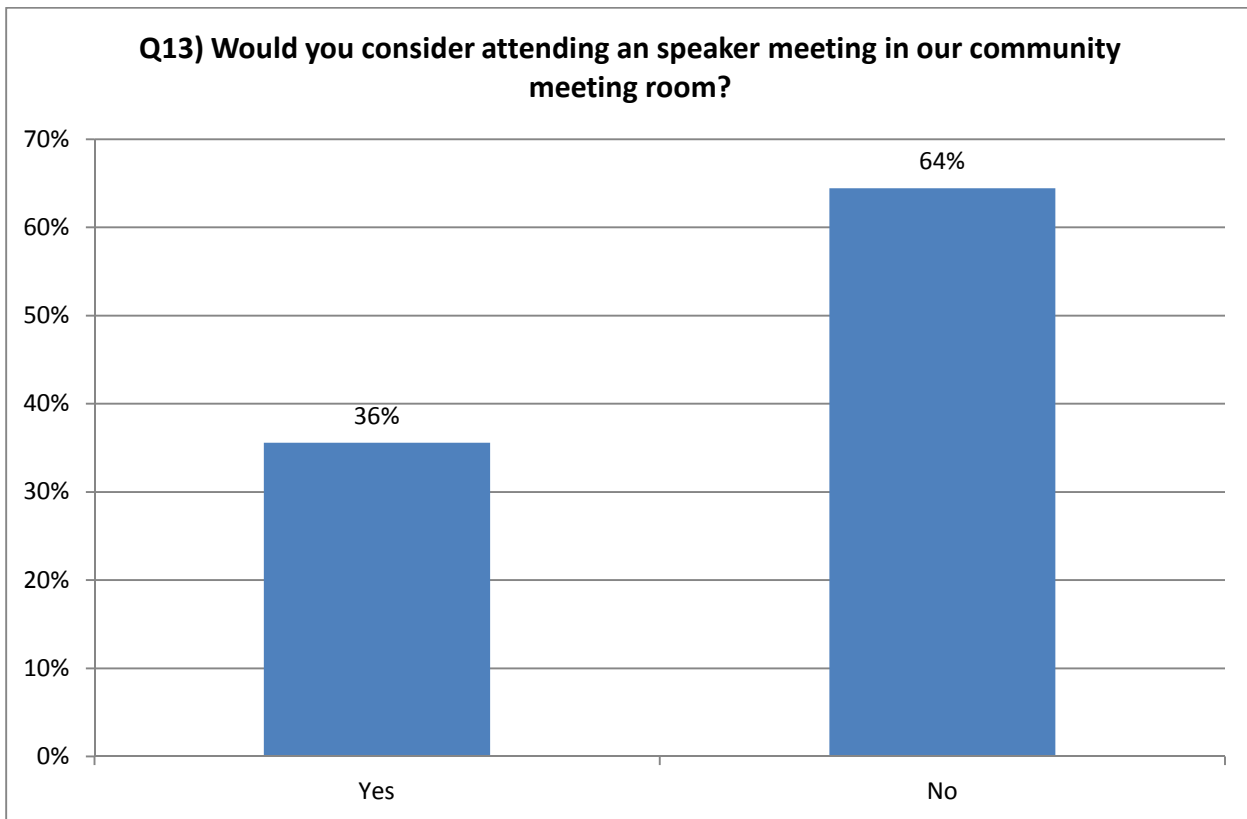


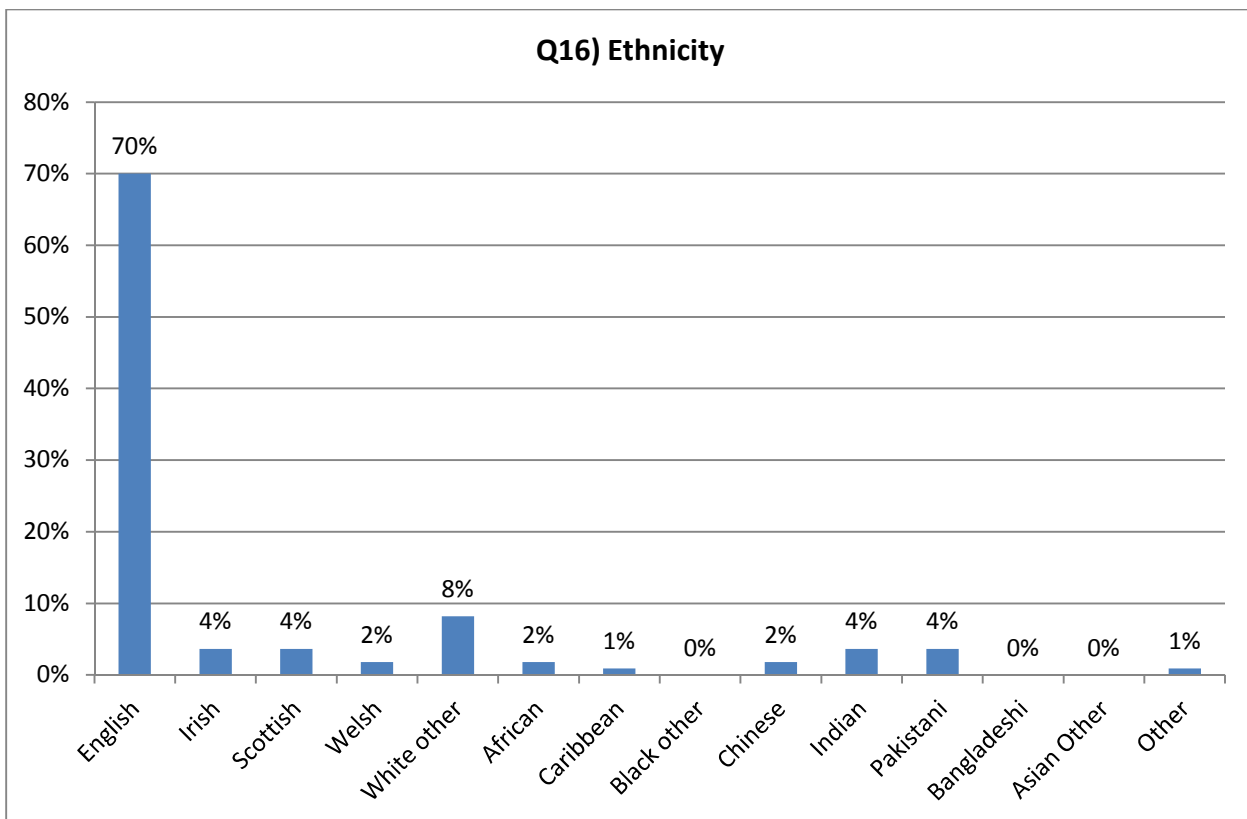
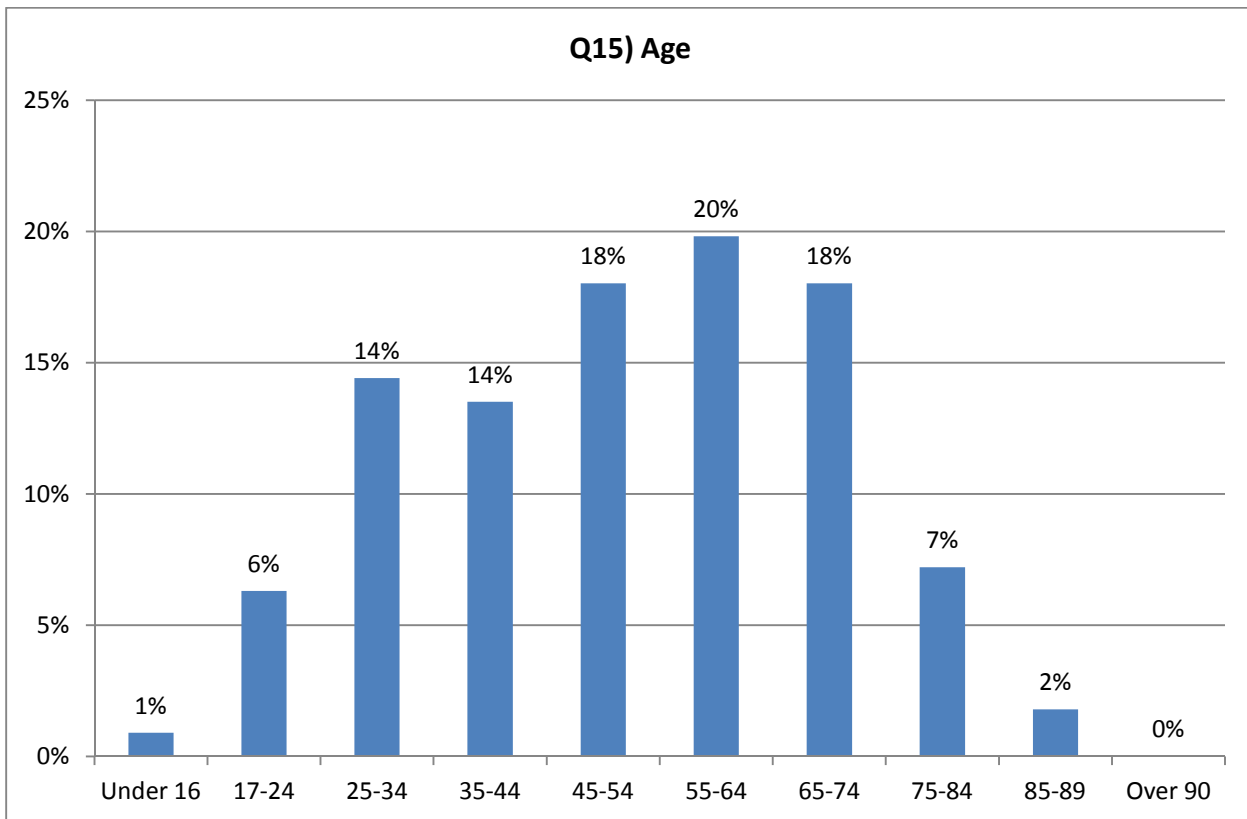


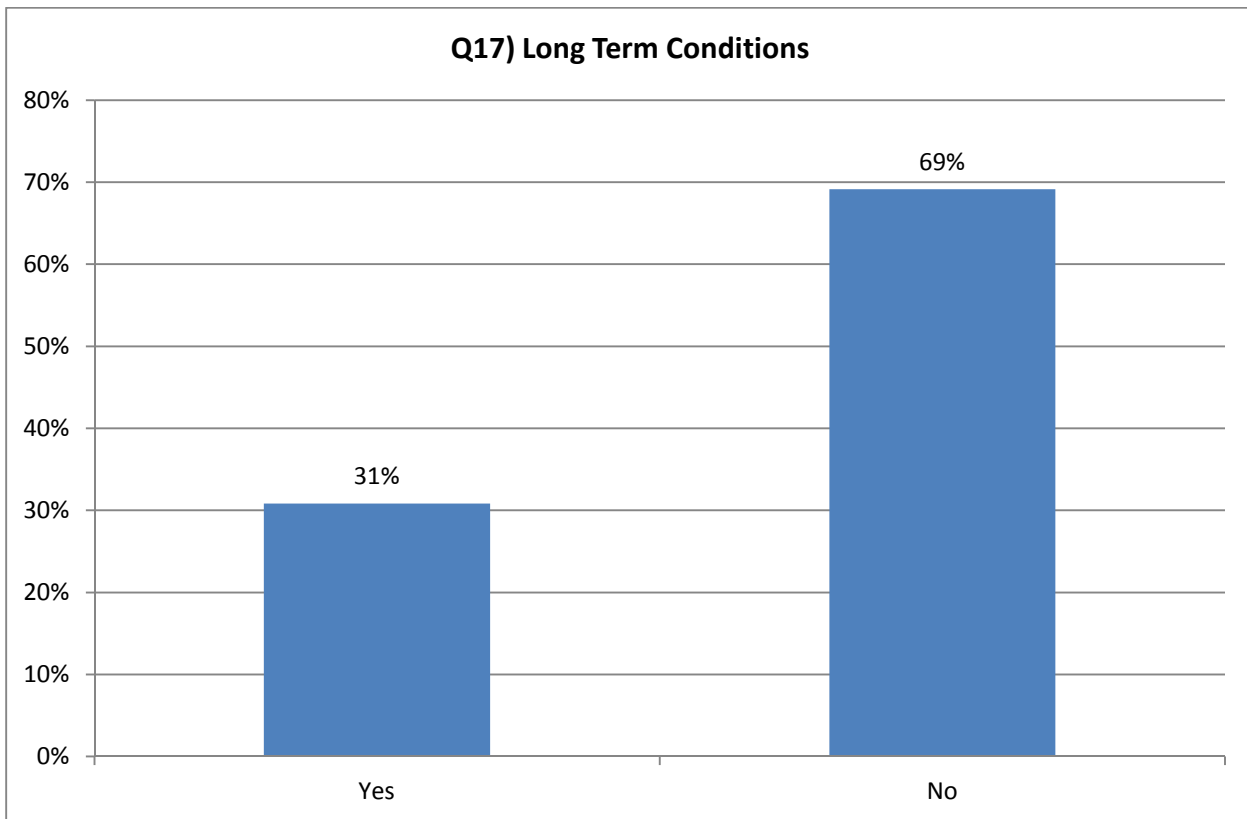












Dr Kashoty
Clay Lane Surgery

Patient Demographics Comparator

	Survey Population		Practice Population
Sex		Sex	
Male	47%	Male	53%
Female	53%	Female	47%
Age		Age	
Under 16	0%	Under 16	14.7%
17-24	6%	17-24	11.6%
25-34	14%	25-34	12.0%
35-44	14%	35-44	9.4%
45-54	18%	45-54	22.1%
55-64	20%	55-64	15.4%
65-74	18%	65-74	8.3%
75-84	7%	75-84	5.1%
85-89	2%	85-89	1.1%
90+	0%	90+	0.4%
Ethnicity		Ethnicity	
British or mixed British	70%	British or mixed British	83.2%
Irish	4%	Irish	0.6%
Scottish	4%	Scottish	0.7%
Welsh	2%	Welsh	0.3%
White other	8%	White other	4.6%
White and Asian	0%	White and Asian	0.6%
African	2%	African	0.3%
Caribbean	1%	Caribbean	0.1%
Chinese	2%	Chinese	0.6%
Indian	4%	Indian	8.3%
Asian other	4%	Asian other	0.9%
Other	1%	Other	0.4%
Long Term Conditions		Long Term Conditions	
Yes	31%	Yes	19.9%
No	69%	No	80.1%