



VINE HOUSE HEALTH CENTRE

**LOCAL PATIENT PARTICIPATION
REPORT**

MARCH 2012

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INTRODUCTION

This document is a detailed report of the work undertaken this year by Vine House Health Centre in recruiting a representative Patient Reference Group (PRG) to help seek the views of our patients through the use of a GP Patient Survey. The outcome of that engagement is contained in this report which will be published on our website, made available in hard copy format in our waiting room and sent to our Primary Care Trust.

DEVELOPING OUR PATIENT REFERENCE GROUP (PRG)

Before attempting to recruit our PRG, we set up a Planning Team consisting of one GP, the Practice Manager, the Assistant Practice Manager and our Head Receptionist. We met to discuss the objectives of setting up our PRG, what time and resources we had available, what format our PRG would take, for example a virtual group or a face-to-face group, and deciding on our method of approach. We discussed the ways in which we could ensure that our PRG was representative of our registered patients and how we would approach our patients and invite them to participate.

Initially we looked at our practice demographics (Appendix 1) so that we could gain an understanding of our practice profile. To do this, we looked online at neighbourhood statistics at the Office for National Statistics and also reviewed data from our own clinical system. We have only been collecting ethnicity data for the past four years, so you will note from the chart in Appendix 1 that this amounts to just over 900 patients from our practice list of almost 12,000. This data is now being collected routinely at new patient registration. We also looked at specific groups such as those in the care homes that we look after, patients with learning difficulties and their carers, the housebound and members of our local travelling community

In order to recruit patients to form our PRG, posters (Appendix 2) were put up in our waiting room and in consulting rooms, flyers with a sign-up form (Appendix 3) were made available at reception and also for the doctors to give out personally to their patients during consultations. These flyers were also included in our new patient registration packs and taken by our INR nurse during home visits to give to her housebound patients as well as by doctors carrying out home visits. Flyers and a covering letter were sent to the managers of the care homes that we look after, sent to all the patients on our Learning Disability Register and also to the person in charge of our local travellers site. The same information was also made available on our website and in 'Grapevine' our in-house newsletter.

Following our recruitment drive, 44 patients signed up to be members of our PRG and the demographics of this group can be found in Appendix 4. Encouraging patients to join the PRG is an ongoing process and we hope that we will see the group grow as we move into our second year. The overwhelming majority of the PRG had email access and it was therefore decided that we would become a virtual group. However, in order to avoid discriminating against those who do not have access to the internet, we also correspond with two members of the PRG by post. We have set up an email contact register (Appendix 5) and a post/phone contact register (Appendix 6). These appendices are just examples in order to preserve the confidentiality of our PRG.

AREAS OF PRIORITY TO BE INCLUDED IN SURVEY

Initially our in-house Planning Team looked at our GP balanced scorecard for July 2011 and recent results from the National GP Patient Survey carried out from April 2010-March 2011. We also reviewed our Complaints Folder to see if there were any trends emerging that should be addressed.

The next step was to engage the PRG in thinking about what key priorities they felt needed to be included in the local practice survey. An email/letter was sent to the PRG giving some examples of questions asked and results received from the most recent National GP Patient Survey. Attached was a form to complete to seek their views as to whether certain areas of concern should be included in the survey (for example: the appointment system, telephone system, clinical care, opening times, facilities and services, staff etc) and whether they had specific comments or suggestions of questions that should be asked. The responses from the PRG are recorded in Appendix 7 and helped to form the basis of the local patient survey.

CONDUCTING A PATIENT SURVEY AND COLLATING PATIENT VIEWS

The patient survey questions focussed on local patient issues as agreed with the PRG. Use was made of resources such as the National Association of Patient Participation (NAPP) website to ensure that the survey was clearly set out and that the questions were asked in a balanced and unbiased way. The final version of the survey was compiled in-house and produced on paper and electronically. The electronic version was available on our website and the paper version available at reception and also taken to housebound patients during visits and posted to our patients living in care homes, at the local travellers site and those on the Learning Disability Register.

From a total of 570 surveys either taken or posted, 315 were completed and returned, 10 of which were void. A statistical summary of the survey results can be found in Appendix 8.

CONSULTING WITH THE PRG TO DISCUSS SURVEY FINDINGS

The results of the survey were emailed to the virtual PRG and also sent to the postal PRG members for their comments. The PRG was also invited to attend a meeting at the surgery to discuss face to face the statistical survey results and also other written comments which had been received from patients in response to an invitation to make "any other comments". These mainly fell into three categories:

- privacy/confidentiality at the reception desk
- the telephone system
- the appointment system

A meeting was held in February to which 6 members of the PRG attended along with 4 members of staff. Points arising from this meeting along with comments from other members of the PRG helped to form the basis of a proposed Action Plan (Appendix 9).

AGREEING AN ACTION PLAN WITH THE PRG

The proposed Action Plan was emailed to the virtual PRG and also sent to the postal PRG members for their comments. A good response was received with very helpful and constructive points for consideration in implementing proposed changes arising out of the local practice survey. Revisions were made to the proposed Action Plan and an actual Action Plan (Appendix 10) circulated for further comment. Minor changes were again made and the PRG thanked for all their hard work.

PUBLISHING RESULTS

This report has been prepared following collaboration over the past year with the PRG as detailed above. The report will be published on our website at www.vinehouse.org and will be made available to our wider patient community via email, posted to those patients we initially contacted in our care homes, our local travellers site and on the Learning Disability Register, distributed to housebound patients during visits and paper versions made available in the waiting room at the surgery.

Posters will be displayed as and when changes are implemented (Appendix 11) to highlight ongoing progress. Updates will be added to our website on a rolling basis and printed in 'Grapevine', our practice newsletter.

For further general information, our practice opening times and methods of obtaining access to our services can be found in Appendix 12.

Report compiled by: Joanne Johnson

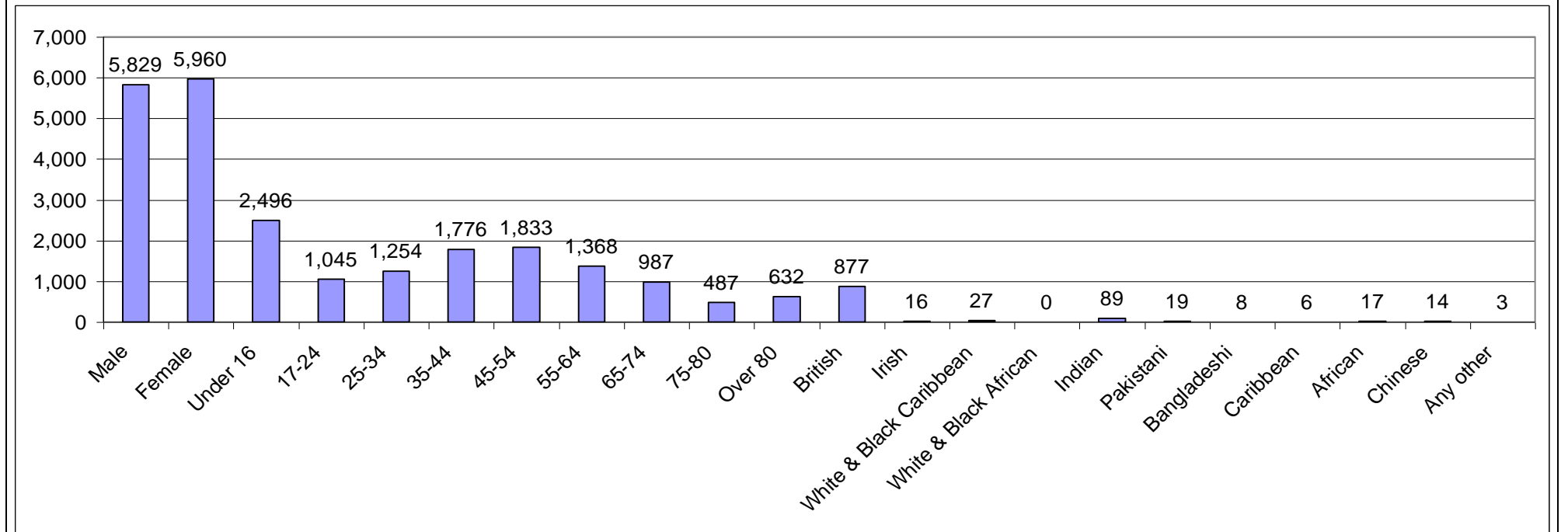
Title: Assistant Practice Manager

Date: 2nd March 2012

Practice Demographic Population

Appendix 1

Gender		Age									Ethnicity										
Male	Female	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-80	Over 80	White		Mixed		Asian or Asian British			Black or Black British		Chinese	Other
											British	Irish	White & Black Caribbean	White & Black African	Indian	Pakistani	Bangladeshi	Caribbean	African		
5829	5960	2496	1045	1254	1776	1833	1368	987	487	632	877	16	27	0	89	19	8	6	17	14	3



VINE HOUSE HEALTH CENTRE

Would you like to have your say
about the services provided at
Vine House?

We want you!

Please join our Patient Reference Group –
ask at Reception for more information or to sign up to
join



Information is also available on our website –
www.vinehouse.org

Thank you for your support in helping us to improve the service we provide to you.

Christine Jones – Practice Manager

Working together to improve your healthcare

All personal information received will be handled in the strictest confidence and in
accordance with the Data Protection Act 1988

WE WANT YOU

Join up now & have your say

Vine House Health Centre
87-89 High Street
Abbots Langley, WD5 0AJ

TEL: 01923 262363

EMAIL: enquiries@vinehouse.org

WEBSITE: www.vinehouse.org

PATIENT
 REFERENCE
 GROUP



INTRODUCTION

Dear Patient

We would like to know how we can improve our service to you and to help us with this we are setting up a Patient Reference Group. The purpose of the Group is to ensure that patients are involved in decisions about the range and quality of services provided by this practice. The Group will initially help to shape our annual practice survey. Once the practice has had a chance to analyse the results of this survey, there will be an opportunity for the Group to comment on and discuss the findings with the practice. Following these discussions, an action plan will then be produced and agreement reached as to how any recommendations may be developed. The practice will then publicise actions taken (and subsequent achievement) in the form of a Local Patient Participation Report which will be published on our website.

We aim to gather a number of patients from as broad a spectrum as possible to get a truly representative sample of responses. We need everyone - young people, workers, retirees, people suffering from long-term conditions & people from non-British ethnic groups.

If you are interested in being involved in the Patient Reference Group or would like to find out more, please complete the sign-up form, detach it from this leaflet and either leave it at reception or post it to the address on the front of this leaflet. You can find out more information or you can complete a sign-up form by visiting our website - www.vinehouse.org

Many thanks for your assistance.
 Christine Jones, Practice Manager

FAQ's

What is a Patient Reference Group?

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services that its patients need.

What is the purpose of me joining this group?

We want to ensure that the people who use our services are able to have their say. Your opinion matters to us, the people who use the services are the best people to tell us what works & what improvements we could make.

How are you likely to contact me?

It is envisaged that the Group will be a virtual group using email to communicate. It is therefore vital that you do have access to email. If however, you do not have access to the internet, we are happy to correspond by post. Should there be a need to meet face-to-face then meetings will be arranged at the surgery.

Will the questions be medical or personal?

We will only ask questions relating to the practice & the services we provide.

Who else will be able to access my contact details?

As always, all information you provide to us will be kept safe & secure, they will only be used for the purpose you have provided them for & they will not be shared with anyone else.

What if I sign up & leave my contact details but then decide I no longer wish to be involved?

If at any time you change your mind & no longer wish to be involved, let us know in writing & we will remove your contact details from our list.

SIGN-UP FORM

NAME:	
ADDRESS:	
HOME TEL No:	
MOBILE:	
EMAIL:	

Please complete your email address, if you have one, as this is our preferred method of contacting you.

(The information requested below will help make sure that we receive feedback from a representative sample of our patients)

How would you describe how often you visit the surgery?

- Regularly
- Occasionally
- Very rarely

YOUR GENDER

Male Female

YOUR AGE

Under 16 17 - 24

25 - 34 35 - 44

45 - 54 55 - 64

65 - 74 75 - 80

Over 80

ETHNIC BACKGROUND

WHITE

British Irish

MIXED

White & Black Caribbean White & Black African

ASIAN OR ASIAN BRITISH

Indian Pakistani

Bangladeshi

BLACK OR BLACK BRITISH

Caribbean African

CHINESE OR OTHER

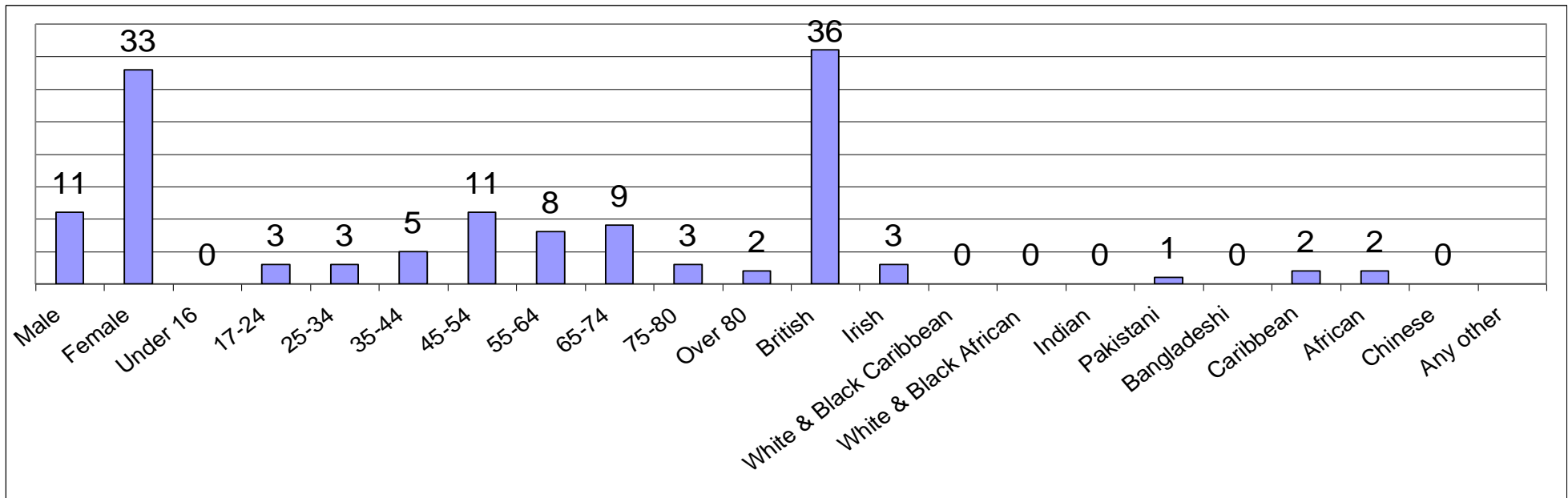
Chinese Any other

We will not respond to any medical information or questions received via this form. This information will not be used for any other purpose, in accordance with the Data Protection Act 1998. This Act gives you the right to know what information is held about you and sets out rules to make sure this information is handled properly.

Practice Reference Group Population

Appendix 4

Gender		Age									Ethnicity										
Male	Female	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-80	Over 80	White		Mixed		Asian or Asian British			Black or Black British		Chinese	Other
											British	Irish	White & Black Caribbean	White & Black African	Indian	Pakistani	Bangladeshi	Caribbean	African		
11	33	0	3	3	5	11	8	9	3	2	36	3	0	0	0	1	0	2	2	0	0



EXAMPLE

Email contacts

Reference Number	Name	Email address	Set up in contact group?
01			Yes
02			Yes
03			Yes
04			Yes
05			Yes
06			Yes
07			Yes
08			Yes
09			Yes
10			Yes
11			Yes
12			Yes
13			Yes
14			Yes
15			Yes

EXAMPLE

Post/phone contact

Reference Number	Name	Address	Phone number

Priorities to include in survey

Priority Area	Number of responses	Total
Appointment system	√√√√√√√√√√√√	13
Telephone system	√√√√√√√√√√√√	13
Clinical Care	√√√√√√√√	8
Opening Times	√√√√√√√√	8
Facilities and Services	√√√√√√√√√√	10
Staff	√√√√√√√√√√√√	11

THE GP PATIENT SURVEY SUMMARY REPORT

Surveys completed: 315 out of 570

Report Date: 5 January 2012

A. APPOINTMENT SYSTEM			
Question 1: Do you know you can book a routine appointment to see a doctor at the surgery in a number of ways? Please tick all that apply			
In person	Yes	272	86.35%
	No	8	2.53%
	Not stated	35	11.11%
By phone - speaking to a receptionist	Yes	262	83.17%
	No	5	1.59%
	Not stated	48	15.24%
By phone – using automated system	Yes	206	65.40%
	No	27	8.57%
	Not stated	82	26.03%
Online	Yes	156	49.52%
	No	69	21.90%
	Not stated	90	28.57%
Question 2: Which of the following methods would you prefer to use to book an appointment at the surgery? Please tick all that apply			
In person		125	39.68%
By phone		228	72.38%
By fax		1	0.32%
Online		67	21.27%
No preference		19	6.03%
Question 3: Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor within two working days?			
Yes		185	58.73%
No		78	24.76%
Never tried		7	2.22%
Not stated		45	14.29%
Question 4: If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that? Please tick all that apply			
There weren't any appointments		102	32.38%
Times offered didn't suit		29	9.21%
Appointment was with a doctor who I didn't want to see		29	9.21%
Another reason		9	2.86%
Question 5: Last time you tried, were you able to get an appointment with a doctor more than 2 weekdays in advance?			
Yes		169	53.65%
No		70	22.22%
Never tried		30	9.52%
Not stated		46	14.60%
Question 6: Have you always managed to get an appointment on the same day when you consider the matter to be medically urgent?			
Yes		188	59.68%
No		36	11.43%
Never tried		47	14.92%
Not stated		44	13.97%

Question 7: Did you know, you can cancel your appointment with the doctor in a number of ways?			
In person	Yes	253	80.32%
	No	2	0.64%
	Not stated	57	18.09%
By phone - speaking to a receptionist	Yes	262	83.18%
	No	2	0.64%
	Not stated	51	16.19%
By phone – using automated system	Yes	162	51.43%
	No	67	21.27%
	Not stated	86	27.30%
Online	Yes	115	36.51%
	No	109	34.60%
	Not stated	91	28.89%
Question 8: Would you like to be reminded about your appointment by text message?			
Yes		119	37.78%
No		151	47.94%
Not stated		45	14.29%
B. TELEPHONE SYSTEM			
Question 9: In the past six months, how easy have you found the following? Please put a tick in one circle for each question			
(a) using the new automated system?	Haven't tried	88	29.94%
	Very easy	66	20.95%
	Fairly easy	55	17.46%
	Not very easy	41	13.02%
	Not at all easy	23	7.30%
	Not stated	42	13.33%
(b) speaking to a doctor on the phone?	Haven't tried	176	55.87%
	Very easy	35	11.11%
	Fairly easy	27	8.57%
	Not very easy	23	7.30%
	Not at all easy	2	0.64%
	Not stated	52	16.51%
(c) speaking to a nurse on the phone?	Haven't tried	229	72.70%
	Very easy	7	2.22%
	Fairly easy	13	4.13%
	Not very easy	11	3.49%
	Not at all easy	5	1.59%
	Not stated	50	15.87%
(d) obtaining test results by phone?	Haven't tried	101	32.06%
	Very easy	85	26.98%
	Fairly easy	64	20.32%
	Not very easy	13	4.13%
	Not at all easy	1	0.32%
	Not stated	51	16.19%
C. CLINICAL CARE			
Question 10: Is there a particular doctor you prefer to see at the surgery?			
Yes		204	64.76%
No		60	19.05%
Not stated		51	16.19%

Question 11: How often do you see the doctor you prefer?			
Always or most of the time		117	37.14%
A lot of the time		48	15.24%
Some of the time		60	19.05%
Never or almost never		5	1.59%
I don't have a preference		36	11.43%
Not stated		49	15.55%
Question 12: How well do you know which days of the week your doctor is available?			
Very well		58	18.41%
Quite well		72	22.86%
Not at all well		129	40.95%
Not stated		56	17.78%
Question 13: The last time you saw a doctor at the surgery, how good do you think the doctor was at each of the following? Please put a tick in one circle for each question			
(a) Giving you enough time?	Very good	177	56.19%
	Good	72	22.86%
	Neither good nor poor	10	3.17%
	Poor	4	1.27%
	Very poor	2	0.64%
	Doesn't apply	1	0.32%
	Not stated	49	15.55%
(b) Asking about your symptoms?	Very good	170	53.97%
	Good	88	27.94%
	Neither good nor poor	7	2.22%
	Poor	2	0.64%
	Very poor	0	0.00%
	Doesn't apply	1	0.32%
	Not stated	47	14.92%
(c) Listening?	Very good	179	56.82%
	Good	73	23.17%
	Neither good nor poor	8	2.54%
	Poor	1	0.32%
	Very poor	1	0.32%
	Doesn't apply	2	0.64%
	Not stated	51	16.19%
(d) Explaining tests and treatments?	Very good	146	46.35%
	Good	84	26.67%
	Neither good nor poor	11	3.49%
	Poor	2	0.64%
	Very poor	0	0.00%
	Doesn't apply	21	6.67%
	Not stated	51	16.19%
(e) Involving you in decisions about your care?	Very good	134	42.54%
	Good	86	27.30%
	Neither good nor poor	20	6.35%
	Poor	1	0.32%
	Very poor	2	0.64%
	Doesn't apply	24	7.62%
	Not stated	48	15.24%

(f) Treating you with care and concern?	Very good	177	56.19%
	Good	70	22.22%
	Neither good nor poor	8	2.54%
	Poor	2	0.64%
	Very poor	1	0.32%
	Doesn't apply	6	1.90%
	Not stated	51	16.19%
(g) Taking your problems seriously?	Very good	164	52.06%
	Good	81	25.71%
	Neither good nor poor	8	2.54%
	Poor	6	1.90%
	Very poor	1	0.32%
	Doesn't apply	3	0.95%
	Not stated	52	16.51%
14. Question 14: The last time you saw a nurse at the surgery, how good do you think the nurse was at each of the following? Please put a tick in one circle for each question.			
(a) Giving you enough time?	Very good	149	47.30%
	Good	75	23.81%
	Neither good nor poor	9	2.86%
	Poor	2	0.64%
	Very poor	0	0.00%
	Doesn't apply	26	8.25%
	Not stated	54	17.17%
(b) Asking about your symptoms?	Very good	95	30.16%
	Good	71	22.54%
	Neither good nor poor	17	5.40%
	Poor	2	0.64%
	Very poor	1	0.32%
	Doesn't apply	77	24.44%
	Not stated	52	16.51%
(c) Listening?	Very good	114	36.19%
	Good	73	23.17%
	Neither good nor poor	16	5.08%
	Poor	2	0.64%
	Very poor	0	0.00%
	Doesn't apply	56	17.78%
	Not stated	54	17.14%
(d) Explaining tests and treatments?	Very good	104	33.01%
	Good	68	21.59%
	Neither good nor poor	22	6.98%
	Poor	3	0.95%
	Very poor	0	0.00%
	Doesn't apply	61	19.36%
	Not stated	57	18.09%

(e) Involving you in decisions about your care?	Very good	80	25.40%
	Good	59	18.73%
	Neither good nor poor	20	6.35%
	Poor	1	0.32%
	Very poor	0	0.00%
	Doesn't apply	96	30.48%
	Not stated	59	18.73%
(f) Treating you with care and concern?	Very good	122	38.73%
	Good	82	26.03%
	Neither good nor poor	14	4.44%
	Poor	4	1.27%
	Very poor	1	0.32%
	Doesn't apply	36	11.43%
	Not stated	56	17.78%
(g) Taking your problems seriously?	Very good	112	35.55%
	Good	63	20.00%
	Neither good nor poor	14	4.44%
	Poor	1	0.32%
	Very poor	1	0.32%
	Doesn't apply	68	21.59%
	Not stated	56	17.78%
Question 15: Do you know that you can book directly to see a nurse for the following?			
<i>Please tick all the circles that apply</i>			
Blood pressure check	Yes	152	48.25%
	No	93	29.52%
	Not stated	70	22.22%
Smoking cessation advice	Yes	60	19.05%
	No	132	41.90%
	Not stated	123	39.05%
Urine testing for ? infection	Yes	105	33.33%
	No	112	35.55%
	Not stated	98	31.11%
Travel vaccinations	Yes	115	36.51%
	No	97	30.79%
	Not stated	103	32.70%
D. OPENING TIMES			
Question 16: Do you know, we are open from 8.00 am until 6.30 pm, including lunch time, Monday to Friday (excluding Bank holidays)?			
Yes		211	66.98%
No		48	15.24%
Not stated		56	17.78%
Question 17: How satisfied are you with the opening hours at the surgery?			
Very		119	37.78%
Fairly		87	27.62%
Neither satisfied nor dissatisfied		29	9.21%
Quite dissatisfied		23	7.30%
Very dissatisfied		3	0.95%
Not stated		54	17.14%

Question 18: In the past 12 months, have you ever put off going to see a doctor because the surgery times are inconvenient for you?			
Yes		59	18.73%
No		200	63.49%
Not stated		56	17.78%
E. FACILITIES AND SERVICES			
Question 19: How easy do you find getting into the building at the surgery?			
Very easy		221	70.16%
Fairly easy		39	12.38%
Not very easy		2	0.64%
Not at all easy		0	0.00%
Not stated		53	16.82%
Question 20: If you have disabilities, how easy or difficult do you find it to move around the surgery?			
Very easy		30	9.52%
Fairly easy		32	10.16%
Fairly difficult		6	1.90%
Very difficult		0	0.00%
Not relevant		61	19.36%
Not stated		186	59.05%
Question 21: How clean is the surgery?			
Very clean		146	46.35%
Fairly clean		106	33.65%
Not very clean		9	2.86%
Not at all clean		0	0.00%
Don't know		2	0.64%
Not stated		52	16.51%
Question 22: In the Reception Area, can other patients overhear what you say to the receptionist?			
Yes, but don't mind		155	49.21%
Yes, and am not happy about it		84	26.67%
No, other patients can't overhear		7	2.22%
Don't know		16	5.08%
Not stated		53	16.82%
Question 23: If the answer is yes to the above question, would background music help with confidentiality?			
Yes		94	29.84%
No		151	47.94%
Not stated		70	22.22%
Question 24: Is the signage adequate for you to find your way around the surgery?			
Yes, very clear		204	64.76%
Satisfactory, but could be improved		57	18.09%
Very confusing		5	1.59%
Don't know		3	0.95%
Not stated		46	14.60%
Question 25: Do you know there is information available in the waiting room and online with regards to prevention and treatment of common ailments and illnesses?			
Yes		230	73.01%
No		33	10.48%
Not stated		52	16.51%

Question 26: How do you find out about information with regards to the surgery? Please tick all that apply			
Website		68	21.59%
Telephone		109	34.60%
Newsletter		63	20.00%
Email		6	1.90%
Notice Board		96	30.48%
Patient Brochure in waiting room		75	23.81%
Other		21	6.67%
Question 27: Do you know the following services are provided at the surgery? Please tick all that apply			
Minor surgery		136	43.17%
Dietician		98	31.11%
Smoking Cessation		84	26.67%
Counselling		76	24.13%
Phlebotomy		128	40.63%
Anticoagulation/INR Clinic		77	24.44%
Travel Vaccines		170	53.97%
F. STAFF			
Question 28: Do you find all staff professional and appropriate in their manner?			
Very		138	43.81%
Fairly		81	25.71%
Not very		7	2.22%
Not at all		4	1.27%
Not stated		85	26.98%
Question 29: How knowledgeable are the reception staff in dealing with your enquiry?			
Very		128	40.63%
Fairly		121	38.41%
Not very		14	4.44%
Not at all		1	0.32%
Not stated		51	16.19%
G. YOUR OVERALL SATISFACTION			
Question 30: In general, how satisfied are you with the care you get at the surgery?			
Very		190	60.32%
Fairly		73	23.17%
Quite dissatisfied		5	1.59%
Very dissatisfied		0	0.00%
Not stated		47	14.92%
H. SOME QUESTIONS ABOUT YOU			
The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential			
Question 31: Are you male or female?			
Male		87	27.62%
Female		184	58.41%
Not stated		44	13.97%

Question 32: How old are you?			
Under 16		1	0.32%
17-24		9	2.86%
25-34		22	6.98%
35-44		41	13.01%
45-54		42	13.33%
55-64		38	12.06%
65-74		42	13.33%
75-80		38	12.06%
Over 80		32	10.16%
Not stated		50	15.87%
Question 33: What is your ethnic group?			
White – British		243	77.14%
Irish		6	1.90%
Any other - please state	Malaysian Finland Irish American Romanian	4	1.27%
Mixed white & black – Caribbean		1	0.32%
African		4	1.27%
Asian or Asian British - Indian		2	0.64%
Bangladeshi		0	0.00%
Pakistani		0	0.00%
Black or Black British – Caribbean		1	0.32%
African		0	0.00%
Chinese or other – Chinese		1	0.32%
Any other		1	0.32%
Not stated		52	16.51%

Proposed Action Plan

What	How	Who	When	Comments
Improve front door access	Review access (currently one automatic door and one manual door) to see if any changes would improve access	Christine Jones, Practice Manager (PM)	To discuss at Partners' meeting in May 2012	
Increase disabled parking – no space available to increase number of bays on forecourt – currently one space	Purchase/make sign for disabled drop off zone in forecourt	Jo Johnson, Assistant Practice Manager (APM)	By end of April 2012	
	Confirm number and location of nearest disabled bays	Jo Johnson (APM)	By end of April 2012	
	Advertise all above information on website and in patient brochure in waiting room	Jo Johnson (APM) to update brochure and Jonathan Backhouse to update website	By end of May 2012	
Improve privacy/confidentiality at Reception Desk	Put up poster informing patients that if they wished to speak in confidence they should inform the receptionist. The lift lobby should be used in this instance	Jo Johnson (APM)	By end of April 2012	
	Reinforce the line on the floor and move the current poster requesting that patients wait there before approaching the desk if the desk is occupied. Perhaps also reinstate barrier.	Jo Johnson (APM)	By end of May 2012	

	Look at the possibility of erecting a perspex screen above the reception desk to help with reducing "leakage" of confidential details from the back office.	Christine Jones (PM) to visit neighbouring surgery to look at their recently installed screen and carry out costings.	To discuss at Partners' meeting in May 2012	
Increase awareness of services that can be directly booked with a nurse, ie smoking cessation, blood pressure check	Update the patient brochure in the waiting room	Jo Johnson (APM)	End of April 2012	
	Update the website	Jonathan Backhouse	End of May 2012	
Improve signage around building	Purchase a sign to indicate that we have a lift and where it is.	Christine Jones (PM) to organise	End of May 2012	
Assess difficulty in seeing indicator lights on automatic appointment board when the sun is shining	Look into the possibility of erecting a roof (sun shade) over the top of the board	Christine Jones (PM) to investigate practicalities and costings	To discuss at Partners' meeting in May 2012	

Action Plan

What	How	Who	When	Outcome
Improve front door access	Review access (currently one automatic door and one manual door) to see if any changes would improve access. Visit other premises to see what alternatives are available	Christine Jones, Practice Manager (PM)	To discuss at Partners' meeting in May 2012	
	To assist disabled access, look at the possibility of providing a press button labelled 'ring for assistance' wirelessly linked to the back office and also sounded at the door.	Jo Johnson, Assistant Practice Manager (APM)	To review following Partner's meeting in May 2012	
Increase disabled parking – no space available to increase number of bays on forecourt – currently one space	Purchase/make sign for disabled <u>drop off</u> zone in forecourt	Jo Johnson (APM)	By end of April 2012	
	Confirm number and location of nearest disabled bays	Jo Johnson (APM)	By end of April 2012	

	Advertise all above information on website, on a poster and in the patient brochure in waiting room	Jo Johnson (APM) to update brochure and put up poster. Jonathan Backhouse to update website	By end of May 2012	
Improve privacy/confidentiality at Reception Desk	Put up poster, either on the wall behind the receptionist or on the front desk, informing patients that if they wished to speak in confidence they should inform the receptionist. The lift lobby should be used in this instance.	Jo Johnson (APM)	By end of April 2012	
	Reinforce the line on the floor and move the current poster requesting that patients wait there before approaching the desk if the desk is occupied, to a more prominent position.	Jo Johnson (APM)	By end of April 2012	
	For patients returning to the desk from the nurse, put up a notice at that side of the desk to ask them to please wait until the desk is free or to join the queue at the other side (if there is one).	Jo Johnson (APM)	By end of April 2012	

	Look at the possibility of erecting a perspex screen above the reception desk to help with confidentiality and to provide a protective barrier for reception staff	Christine Jones (PM) to visit neighbouring surgery to look at their recently installed screen and carry out costing	To discuss at Partners' meeting in May 2012	
	Look at the possibility of installing a door between the back office and the reception desk to help reduce "leakage" of confidential information from the back office.	Christine Jones (PM) to discuss with reception manager and look at costing	To discuss at Partners' meeting in May 2012	
Increase awareness of services that can be directly booked with a nurse, ie smoking cessation, blood pressure check	Update the patient brochure in the waiting room and put up a poster.	Jo Johnson (APM)	End of April 2012	
	Look at the possibility of erecting a weatherproof notice board outside the building where all types of information can be accessed even when the surgery is closed.	Jo Johnson (APM) to investigate practicalities and costing	To discuss at Partners' meeting in May 2012	
	Update the website	Jonathan Backhouse	End of May 2012	

Improve signage around building	Purchase a sign to indicate that we have a lift and where it is.	Christine Jones (PM) to organise	End of May 2012	
Assess difficulty in seeing indicator lights on automatic appointment board when the sun is shining	Look at the possibility of installing a blind (sun shade) over the top of the board or have film placed over atrium windows to reduce glare.	Christine Jones (PM) to investigate practicalities and costing	To discuss at Partners' meeting in May 2012	
Introduce educational sessions for patients	Look at the possibility of organising educational sessions for specific groups of patients (ie First Aid course for young mums)	Christine Jones (PM) to discuss with nurses and/or outside organisations	End of May 2012	

VINE HOUSE HEALTH CENTRE

Patient Reference Group

Thank You

**AS A RESULT OF YOUR SUGGESTIONS, WE HAVE MADE
THE FOLLOWING IMPROVEMENTS:**

PUT UP FURTHER SIGNAGE IN THE BUILDING TO
INDICATE THAT WE HAVE A LIFT AND WHERE IT CAN
BE FOUND

Thank you for your support in helping us to improve the service we provide to you.

Christine Jones – Practice Manager

Working together to improve your healthcare

If you wish to join our Patient Reference Group, please ask a member of staff or visit our
website for further information – www.vinehouse.org

VINE HOUSE HEALTH CENTRE

Opening Times

The surgery is open Monday to Friday (excluding Bank holidays) from 8.00 am until 6.30 pm and does not close for lunch.

Our Appointments System

Set out below is a summary of the appointments booking system here at Vine House.

Appointments can be made:-

- Via the reception desk
- By telephone on 01923 267755 - our automated system now allows 24 hour routine appointment booking
- Via the internet through our website www.vinehouse.org – you will need to register for this service. Please enquire at the desk

The computer system allows for appointments to be made:-

- For up to 4 weeks in advance
- For booking within 48 hours
- Urgent on the day appointments (these are not available via the internet)

We undertake to maintain a fair balance of the different appointments on offer and all receptionists will do their very best to accommodate your requirements. Please bear in mind that it may not always be possible to offer you exactly what you want, but we will do our very best.

Should you require Out of Hours assistance, please ring the surgery (01923 262363) and you will automatically be transferred to our Out of Hours provider.

What may help you also is to know when the doctors are scheduled to work. A normal working week will look like this, but don't forget that doctors attend study days and courses as part of maintaining their professional standards, take holidays and, unfortunately, sometimes they fall sick.

Dr Simmons:	Wednesday, Thursday & Friday
Dr Isaac:	Monday, Tuesday & Wednesday
Dr Williams:	Monday, Wednesday & Thursday
Dr de Souza:	Monday, Wednesday & Friday
Dr Carter:	Tuesday, Wednesday & Friday
Dr Kemp:	Monday & Tuesday
Dr Bell:	Monday, Tuesday & Thursday
Dr Jones:	Tuesday, Wednesday, Thursday & Friday