

SIBFORD SURGERY K84065 PATIENT REFERENCE GROUP DES 2012/2013

Our small, friendly practice was first established in the village of Sibford Gower more than 100 years ago. We have two doctors and a full complement of ancillary staff working from the surgery. There are facilities for the disabled, and a dispensary to supply medicines to most of our patients.

The practice is open from Monday to Friday from 8am until 6.30pm. There are sessions to see the doctor every day both morning and afternoon. The nurse is available for appointments on 4 mornings and 3 afternoons per week. The practice can be telephoned from 8am until 6.30pm to make appointments. You can call into the practice between these hours also to make appointments and collect prescriptions.

The patient reference group was formed in 2011 which consisted of five men and one woman. All existing members from 2011 were asked to consider staying on the group but two people decided not to do another year, which left us with three men and no women! Advertising for new members carried on throughout the year and one female patient requested to join the group, since then another two patients (one male and one female) have requested to join, but have missed the first couple of meetings so will be asked to attend later meetings. So the patient group as it is now stands at three men and one woman aged between 55 and 70.

The first meeting was held on 27th September 2012. The following items were placed on the agenda and approved by the PRG for discussion.

- Last years minutes
- PRG Members 2012
- Priorities for patients
- Any changes to practice policies
- Complaints
- Survey
- AOB

These are the minutes from that meeting:

Minutes of PRG Meeting 27.09.2012

- The minutes of the meeting from 14th December 2011 were gone through and the following points raised:
 - Dispensary – survey showed improvements this year but looking at that survey it suggested some people not happy with the wait times. 48 hours is always advised. Not sure if any further improvements can be made.
 - Patient information leaflet is now more accessible.
 - Blood results – posters have been put up in waiting room and nurses room to remind patients to phone for results in 2+ days.
 - Waiting for doctors doesn't generally seem to be a problem. Patients are advised if a doctor is running late either on check in or as a whole in the waiting room.
 - Website has been added to prescription.
 - Car park – no problems there now.
 - NHS Drugs losses – NHS Oxfordshire have had a massive drive to try and reduce this. Info shown to PRG, leaflets still available from

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reception and leaflets were put into prescription bags on any repeat orders. The result of this drive is unknown at the moment but as soon as we find out – we will let the PRG know.

- OTC Counter medicines such as Paracetamol, Ibuprofen and Aspirin, are patients taking prescriptions for these, can we suggest buying them to save the NHS money?
- Complaints box – not appropriate to move so it is still in the same place.
- Waiting times on phones is acceptable.
- OOH – there used to be no problems but one was reported as follows from a member of the PRG. This particular patient had called out of hours on a Sunday morning. He was advised that no GP was available and that he should go to A&E. He did and spent 5 ½ hours in the department for what he deemed was a minor problem and could easily have been sorted by a GP or nurse. JS to look into and feed back to PRG.

Priorities for patients

- The members felt that if an urgent appointment was required then patients should be seen. But overall felt that the service was always offered here. I explained that if all acute slots had been taken the doctor would call the patient and if that patient needed to be seen urgently then extra slots would be added to the day. Patients would always be seen if necessary on the same day.

Survey

- The 2012 survey was discussed and all the areas the group felt were important were added. A new format was approved by the members present. The survey would be sent to the absent members for their approval. GP's also to approve.

Any changes to practice policies

- none

Complaints received by the practice

- none

AOB

- Signposting – it was suggested we update the useful numbers on the website and also have a copy in the surgery for various organisations. Some that patients may find it hard to talk about to their GP, such as domestic violence (male and female groups), unwanted pregnancy in youngsters and in general, weight management/slimming groups, local gyms, alcoholics anonymous, gambling anonymous, drug problems, stress and anxiety, sexual health etc. Anything that would be useful.

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- It was suggested that to read an article written by a doctor in the local newsletter would be informative for patients and would enhance the village GP relationship. Would a GP consider writing a few paragraphs for the Sibford Scene? Perhaps just on topical things at the time i.e. Flu vaccines, winter approaching, anything really!! JS to discuss with GP's.
- NHS Reforms – a newsletter would be good to inform patients of the forthcoming changes. Practice to think about.

The meeting concluded and we arranged to meet on the 25th October to discuss the findings of the survey. If enough surveys have not been done by then we may well alter this date.

Unfortunately due to illness the meeting on the 25th October was postponed until Thursday 8th November at 1pm. The survey results will be discussed then.

The Survey

The survey which was agreed with the patient reference group was handed out to random patients as they came into the practice. It was filled out anonymously and returned to a sealed box on reception. This is a copy of the survey.

Thank you for taking the time to take part in our survey. We have changed the format this year so please can you answer the questions with a rate of 1 – 10, with 1 being very poor and 10 being excellent.

How do you rate the services of the following areas of our practice?

- | | |
|---|----------------------|
| 1. Access to appointments for doctor and/or nurse | 1 2 3 4 5 6 7 8 9 10 |
| 2. Reception staff | 1 2 3 4 5 6 7 8 9 10 |
| 3. Telephone access | 1 2 3 4 5 6 7 8 9 10 |
| 4. Doctor consultation | 1 2 3 4 5 6 7 8 9 10 |
| 5. Nurse consultation | 1 2 3 4 5 6 7 8 9 10 |
| 6. Dispensary services | 1 2 3 4 5 6 7 8 9 10 |
| 7. Ambience of the waiting room | 1 2 3 4 5 6 7 8 9 10 |
| 8. The practice overall | 1 2 3 4 5 6 7 8 9 10 |
| 9. Our website (www.sibfordsurgery.co.uk) | 1 2 3 4 5 6 7 8 9 10 |

Please leave any comments in the box below

Thank you very much – please put your completed survey in the box provided on Reception

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The results of the survey are listed below:

1. Access to appointments for doctor and/or nurse	94.5% rated excellent
2. Reception staff	95.7% rated excellent
3. Telephone access	92.5% rated excellent
4. Doctor consultation	95.8% rated excellent
5. Nurse consultation	95.1% rated excellent
6. Dispensary services	93% rated excellent
7. Ambience of the waiting room	91.2% rated excellent
8. The practice overall	94.5% rated excellent
9. Our website (www.sibfordsurgery.co.uk)	37.9% rated the website 62.1% did not answer or were not aware of the website.

Here are the comments that people made.....

- Fantastic surgery with amazing staff who go over and above to make sure patients are happy. Couldn't fault the service if I tried.
- Amazing surgery
- Mildly upset at being told my appointment with Dr Spackman was a waste of an appt! I needed a blood test and the nurse was busy. Any chance of a finger prick INR testing machine - like they have at Shenington?
- I consider myself and family to be very fortunate to have such an excellent surgery near to where we live.
- We are very lucky to have this practice
- Sorry never used the website but you are all fab!! x :)
- Always an excellent and friendly practice
- Have been a patient at the surgery for many years whilst living locally and in Banbury. All of my family have enjoyed excellent support, advice and service from everyone here - Many thanks
- Cant comment on the website
- Limited parking but with small country parking - unavoidable!
- Never been on website
- Thank you for seeing me straight away :)
- Really pleased to have the surgery in the village. The ambience used to be fantastic when you had the classical music on as it was non invasive. Really don't like the pop music and I'm not elderly!
- Our son has autism and we feel that Sibford Surgery have done everything to accommodate his needs from getting an appointment to consultation with the doctor. In particular his doctor removed certain items from her room to make him as comfortable as possible and has also assessed him in the car. We are very pleased with the service we receive, that's why we come back to Sibford Surgery as we don't feel like just a number.
- Really Excellent

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- very good surgery, always helpful, friendly and personal. Thank you
- Only used it once to see if I could get repeat meds (as on your front door) but I couldn't - it said I had to telephone. I expect I misunderstood it which is not difficult with websites.
- Best practice I've ever used!
- Pleased with the service
- We feel we are very lucky in our surgery. Two excellent doctors, can get an appt within 2days, sooner if an emergency. We know from talking to other patients at different surgeries they have to wait 10 days or 2 weeks for an appt. The only disadvantage is for people with no means of transport as surgery is 2 villages away.
- Very helpful and patient friendly practice.
- The best most empathic practice ever
- Wonderful staff and atmosphere - nothing is too much trouble
- Always helpful and friendly and always accessible
- All 10's
- Very user friendly
- Most efficient service by all concerned. A very well done rightly deserved.

The PRG group met on Thursday 8th November 2012 to discuss the results of the survey and concluded the following:

On the whole the practice scored well at over 90% on all areas. But the following were areas where the PRG felt there could be some improvements:

Self monitoring INR Machines

- **Action plan:** JS to look at cost and discuss with the partners if this is a viable option. To keep the PRG informed.

The Survey Result

The Website

Many patients were not aware of the website. Since this held current information and updates it was decided that somehow we need to raise the profile of it.

- **Action plan:** As a village practice covering mainly villages it was suggested we use local village websites and ask them if we could add a link straight to our website. The villages of Sibford, Shenington, Swalcliffe, Wigginton, Brailes, Hook Norton, Bloxham, Bodicote and Great Tew were discussed as a main starting point. JS to liaise with village groups to see if they would consider doing this. Perhaps a computer in the waiting room set to the website? This could be an option and perhaps funding may be available – JS to look into.

The Waiting Room

This didn't score as well as the others although it was still quite high. The PRG felt that there were a lot of notices around, almost too many to read.

Action plan: Perhaps we could have a themed notice board monthly so that everything got an airing but would be clearer to read. They also felt that functions in the 'villages' should not be advertised.

OOH Procedure – to ensure information on the website and in practice leaflet.

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The PRG also discussed the minutes from the meeting on 27th September 2009.

- Signposting – putting lots of useful numbers on the website. In particular anything which a patient might find it difficult to talk to their GP about.

Domestic Violence (male and female)

Sexual Health

Unwanted pregnancy

Weight Management

Local Gyms

Alcoholics Anon

Gambling Anon

Drug problems

Stress and anxiety

In general, anything that would be useful to the patient. The group and Partners felt this would be an excellent idea and would be done it ASAP.