

SIBFORD SURGERY K84065 PATIENT REFERENCE GROUP DES 2013/2014

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 and has continued to grow since then. The group now has two females and four males. Advertising for new members carries on throughout the year within the surgery, on prescriptions and on the website. This resulted with two new members this year. The age varies within the group but is anything between 50 and 75 with a mean age of 64. Some work full time and others part time, a few are retired.

The first meeting of the year was held on 14th November 2013. The following items were placed on the agenda and approved by the PRG for discussion.

- Minutes of last years meeting
- CQC Impact on patients
- Additional 3rd party health/lifestyle links on the website
- Patient logins to website
- GP Holiday cover
- OOH Service – happy? Access?
- Phone System
- 2013/14 Survey – Removing point 8
- Any changes to practice policies
- Horton treatment Centre Tour, if PRG would like to
- Removal of Emergency Abdominal Surgery and Emergency General Surgery
- Complaints received by the practice

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PATIENT REFERENCE GROUP DES 2013/2014

These are the minutes from that meeting:

Minutes of PRG Meeting 14.11.13

- Minutes of last years meeting were gone through. All changes had taken place where necessary and were appropriate.
- CQC Impact on patients – SR extended his sympathies at the extra workload and potential expense. Should we inform patients of this new thing? I advised them that there were posters in the waiting room and links on the website.
- Additional 3rd party health and lifestyle links on the website. We checked this because it was thought to have been done last year. Upon checking it was all up to date with links and telephone numbers. To let me know if you think of anymore you would like to see on the website.
- Patient's being able to log in to access their own medical records and improving online access. At the point of the meeting this was decided to be quite a large undertaking. However today I received an email that patient access to their summary care record and to be able to make and cancel appointments would be part of the new GP Contract from April 2014. Details to follow as and when they come in.
- GP Holiday cover – it was felt that when Dr Haskew was on holiday for two weeks – there was not an alternative for female patients to see a female doctor for female problems. I asked the males present if they felt this was a problem when Dr Spackman was on holiday and they did not feel that it was. A way forward is unclear but JS will discuss with the partners.
- OOH – The group wanted to know if we could tell patients that there is a GP in out patients department, I said that each OOH call would be directed through 111 and it was up to them to advise patients where to go. The question was then raised could a patient attend A&E and ask for the GP OOH Service? I said I would look into this for them.
- Phone system – when we upgrade please can we think about having a push button system as in press '1' for an emergency, '2' for appointments etc. I said we definitely would!
- Practice survey was discussed and changed as per the groups' discussions. (see survey below).
- Changes to practice policies – Christmas prescriptions – a notice has been put up now (earlier than in previous years) to remind patients to order drugs for Christmas. Theft of Charity Boxes – as all three of the boxes have been stolen over the last 2 months – we have decided to keep boxes out of sight of visitors to the practice and patients wishing to make donations should ask reception for the necessary tins.
- Removal of Emergency Abdominal Surgery – PMc wanted to know the doctors views on this. The group generally felt this was not within the remit of the PRG but PMc feels it is a patient disservice. Where would a burst appendix be seen?
- Complaints received by the practice – these were reviewed and it was felt that they were not too bad and had been dealt with appropriately. The issue of confidentiality was raised and the group would like to see notices around the practice suggesting if patients wanted more privacy then to ask for it. SB mentioned that sometimes conversations in reception could be overheard and that receptionists should be aware of the volume of their voice. JS to reiterate this to them.
- AOB – retirement notice – please give at least a months notice to patients or in the case of longer notice periods (say 3 months) then the group would like patients be informed for 2 months. Lone working – following the spate of thefts of the charity boxes it was suggested that if alone in the practice then the doors should be locked with a door bell fitted so that the person at the door could be identified before they entered the building. JS to take up with the partners. Charity Boxes – can they be made 'fixed' so that they cannot be stolen. Again JS to take up with the partners. Can we let patients know that doctors will be on holiday? Another for discussion.

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The survey was given out to patients randomly who attended the practice throughout the latter part of November and all through December. Over 75 were anonymously completed and returned to a sealed box on reception.

The Survey

Thank you for taking the time to take part in our survey. Please can you tick the box which best answers the question, with a rate of 1 – 5 using the following key:

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Average
- 4 - Satisfied
- 5 - Very satisfied.

	1	2	3	4	5
1. Access to appointments for doctor and/or nurse					
2. Reception staff					
3. Telephone access					
4. Doctor consultation					
5. Nurse consultation					
6. Dispensary services					
7. Waiting room environment					
8. Confidentiality					
9. Our website (www.sibfordsurgery.co.uk)					

If you have answered dis-satisfied to any question – please elaborate here. Please also use this box for any comments particularly anything which you feel could help us to improve our service.

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:

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|---|------------------------------|
| 1. Access to appointments for doctor and/or nurse | 91% rated excellent |
| 2. Reception staff | 93% rated excellent |
| 3. Telephone access | 92% rated excellent |
| 4. Doctor consultation | 93% rated excellent |
| 5. Nurse consultation | 92% rated excellent |
| 6. Dispensary services | 93% rated excellent |
| 7. Ambience of the waiting room | 90% rated excellent |
| 8. Confidentiality | 92% rated excellent |
| 9. Our website (www.sibfordsurgery.co.uk) | 58% rated the website |

Here are the comments:

If you had a clock
Your toys are good
Didn't know you had a website
Incredible service
Haven't accessed website
I think you are very helpful
I think we are very lucky to have our own
surgery and pharmacy in the Sibfords.
Not looked at website
Do not use website - computer illiterate
A marvellous surgery
All perfect
I'm not aware of website so cannot comment
It would be helpful if you had a clock
Great service that we are lucky to have
Marvellous surgery and all staff fabulous -
sorry didn't know you had a website

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The PRG group met on Thursday 23rd January 2014 to discuss the results of the survey and concluded the following:

On the whole the practice scored well at over 90% on all areas. The whole group felt there were no problem areas within the surgery and patients continued to receive a high quality service.

Here are the minutes from that meeting:

- New member – the group welcomed the newest member.
- Minutes of the last meeting were gone through and the following discussed:
 1. GP Holiday cover – advising patients

The doctors felt this was a good idea when they were taking longer holidays such as 2 weeks+. I would now put a notice up in these circumstances.
 2. Female patients with male GP when EH on holiday

Most gynae problems were not urgent and could wait to see female doctor, for sexual health and contraception, there is always a drop in clinic in Banbury at Orchard Health Centre (put link on website) – gynae emergencies were a very rare occurrence and in these circumstances patient would be encouraged to see either GP. The group felt that male patients would not have a problem seeing a female GP. SB raised the issue that not all problems were ‘gynae’ but felt better to see a female doctor. During holidays each partner covered the other now so in an urgent situation, the only solution would be to see the doctor here at the time.
 3. Can a patient attend A&E and ask for GP OOH Service – Dr Spackman would take this to the next OCCG meeting.
 4. Removal of emergency abdominal services at HGH – This was a quality issue at the HGH and will not affect patient care. Appendix surgery would be referred to the JR regardless of urgency. Further discussion on this is planned at the meeting Peter advised us of.
 5. Lone working – this is a rare thing and the situation continues to be monitored. There is normally more than one person on the premises so is not a major problem.
- Poster from PMc for the meeting regarding the future of the HGH – this is now on the website and in the waiting room following the groups decision that it should be put up.

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- Survey Results – these were as follows: 2013/2014

ACCESS	RECEP	PHONE	DOCTOR	NURSE	DISPEN	W/R	CONFID	WEBSITE
91%	93%	92%	93%	92%	93%	90%	92%	58%

The results the year before were: 2012/2013

94.50%	95.70%	92.50%	95.80%	95.10%	93%	91.20%	94.50%	37.9
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The results came back lower this year than the previous year. The group felt that there was a lot of confusion on the scoring on the survey as some had rated us 1 (lowest possible score) all the way and then when I telephoned to find out what had happened, they had meant to say 5 (highest possible score) all the way.

Overall the group felt that scores remained high and were happy to see an increase on the website scoring. The group expressed that there were no concerns at all from the practice and a good service was always achieved.

- Tour of the treatment Centre – 07.02.2014 – 11.30am

It was arranged that we would meet at 11.30am in the reception of the treatment centre on the above date and time. Lunch would be provided. Everyone seemed keen to attend. I will remind everyone nearer the time.

- AOB

Timing of next meeting – can it be later afternoon or evening so that the newest member could attend. The group were happy to do this (please can absent members advise me of their thoughts) – also the frequency of the meetings – should we have more? The group felt we should with so many changes afoot. It was therefore decided to meet again in April – after the new GP contract had been released. Date and time tbc.

Wifi – had been installed at the practice which would enable patients and staff to be able to connect to it when here. However, JS is still waiting for the second part of the installation which would enable us to go live. Update as and when they come in.

CQC Meeting in Banbury on 24.02.2014 – public meeting – details again tbc.

Care.data – SB had received information and wanted to opt out – so did the rest of the group. They also wanted to opt out of the Oxfordshire Care Data record but remain in the Summary Care Record.