

GROSVENOR MEDICAL CENTRE

PATIENT REFERENCE GROUP REPORT

There is now a widespread realisation that patients' views are not optional but essential to achieving high quality care. Patients offer a complementary perspective to that of clinicians, providing unique information and insights into both the humanity of care (such as dignity and respect, privacy, meeting information needs, waiting and delays, and cleanliness of facilities) and the effectiveness of health care. Given that, apart from when they face life threatening events, patients are generally seeking alleviation of symptoms, reduced disability, and improved quality of life, it makes sense to involve patients as they, rather than clinicians, are the ones who can report on these aspects of their health.

Measuring patients' experiences of care and treatment highlights areas that need to improve to provide a patient-led healthcare service. Patient feedback consists of the views and opinions of patients and service users on the care they have experienced. Healthcare organisations can gather patient feedback in a variety of ways including surveys, audits, comments and complaints. Staff members who work directly with patients can also offer a useful perspective.

This report summarises the development and outcomes of Grosvenor and Gresty Brook Medical Centres patient reference group (PRG) in 2013/14 including the annual patient survey, discussion of survey outcomes and the ensuing Action Plan.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

1 Profile of practice population and PRG

Practice population summary

Grosvenor and Gresty Brook Medical Centres have 13582 patients, 6811 male patients and 6771 female patients. The most common age range is 20-29. The ethnicity of our patients is mainly British.

PRG profile

The practice now has seven members on our patient group 4 male and 3 female. The report for 2013/14 noted that the practice will continue to actively raise awareness of the group to encourage patients to fill in expressions of interest forms. Once these have been received our panel members agreed to meet with any potential applicants to advise them of the work that is done by the group and the value of their potential contribution

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There has therefore been a concerted effort over the last twelve months to recruit new members. The practice held a coffee evening in June to which prospective members could come and meet current panel members and the practice team who work with the panel. Posters advertising the evening were put up in both surgeries and a number of patients registered their interest to attend on the night. Unfortunately it was a beautiful June day and evening and no-one attended on the night. However over the ensuing months a number of patients have signed up and joined the panel which is very positive in view of the ever changing health environment. The practice has periodical meetings as and when there is a need for them, usually three a year but has regular email contact with panel members.

We have a virtual patient group of 29 members who we email information to and ask their views. We have 17 female and 12 male members. These members are kept up to date by receiving copies of minutes from Patient Panel meetings. These minutes are also put onto the practice website.

Age

The age range of our group is 31 – 79

0 patients 20 – 29

5 patients 30 – 39

4 patients 40 – 49

9 patients 50 – 55

3 patients 60 – 69

8 patients 70 - 79

Ethnicity

Mainly British

Regularly visit the practice

Regularly to occasionally

2 Process used to continue to recruit to our PRG

To recruit to our PRG we:

- Have posters in the practice and on the Patient Panel Board (attached appendix i)
- Email patients who express an interest and keep them informed if they join the virtual group (attached appendix ii). Minutes of meetings held are always circulated to panel members who attend and to the virtual panel members
- Put information on the practice website that patients can access about the Patient Group and minutes of meetings so any patient visiting the website can read and understand the contribution of the panel at Patient Panel meetings (attached appendix iii)

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- Staff speak with patients if they make an enquiry at the reception desk and advise how to express an interest

The practice will continue to actively trying recruit more members to attend the group that meets but the virtual group is provided with minutes from meetings held so are regularly kept up to date. The group has varied the times of the meetings (afternoons and evenings) in 2013 and 2041 to see if this encourages more people to attend but recognises that patients have busy lives.

3 Priorities for the survey and how they were agreed

Quantitative research techniques such as surveys enable the gathering and analysis of a large number of views about certain issues. They generate numerical data about the number of people who think about a topic in a particular way.

Patient experience surveys are the best method of gathering feedback when the practice wants to know the views of a large number of people. They allow the practice to study patterns and trends and to see how common certain experiences are. When compared with previous year's data they show if a problem is occurring more or less frequently over time and the types of people who seem most likely to experience it. The Practice survey questions are always developed with patients on the panel before they are used to ensure they are appropriate.

This therefore gives the opportunity to ensure that the survey is directed to what is important to patient. When obtaining feedback from patients and service users it is key to focus on their main areas of concern. There are eight quality dimensions which, have been found to be the most important to patients which are:

- fast access to reliable health advice
- effective treatment delivered by trusted professionals
- participation in decisions and respect for preferences
- clear, comprehensible information and support for self-care
- attention to physical and environmental needs
- emotional support, empathy and respect
- involvement of, and support for family and carers
- continuity of care and smooth transitions

The practice is like any other organisation – feedback is welcomed, both positive and negative, and the practice does wish to work through any problems the patients may be experiencing

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Patients can give feedback about the care they receive. Positive comments can reassure the GPs and practice staff that they are doing a good job. Feedback about experiences can also help the practice to change or enhance its systems and services to benefit all of its patients. Negative feedback can be used constructively by the practice, particularly if patients provide suggestions on how to improve or avoid similar situations in the future. When problems arise the practice wishes to resolve them as a priority.

Patient experience is a crucial part of quality healthcare provision. What patients think and say about the practice affects the practice reputation. Understanding what patients feel like when receiving a service means the practice can do more of what patients value, and less of what they don't. With the help of patients, and working a little differently, the practice can enable patients to use the services to be more involved with and supportive to the practice.

Patients can help the practice understand how the messages the practice gives about illness, health and lifestyle are received and understood. Patients not only have a view on the services provided by the practice, they can offer a valuable insight into to how to:

- reduce waste
- streamline processes
- improve quality and safety of care
- save time and money
- increase effectiveness

To determine the priorities for the survey we:

- Contacted members via email as we already have PRG contact details stored from their initial expression of interest (see attached appendix iv)
- Put forward suggestions from patients who had attended the practice
- Emailed patients/PRG (see attached appendix v)

In December 2013 the patient panel meeting met with the practice to review the 2013 Action Plan and progress made along with various changes to the practice. In August 2013 the practice had had their inspection visit from the CQC and the patient panel were present. The outcomes and learning from the inspection were shared with the panel. Information was also provided on the current work the South Cheshire Clinical Commissioning Group was undertaking which updated patient panel members on the changes to the NHS. A member of the Patient Panel had attended a local PPG event promoting patient services on line and key areas were discussed at the meeting. There was also a Practice Nurse update which included reporting the success of the 2013 flu campaign with the running of the Saturday immunisation sessions.

The meeting also established the priorities for the next survey and draft survey questions were drawn up. Once the Practice had established the priorities the practice developed the questions using:

- Previous surveys for ideas
- New questions that were suggested
- Making changes to questions already used to tailor them for a more appropriate response

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New changes to the practice contract in 2014-15 will see the introduction of the Family & Friends Test from Dec 14. There will be an expectation for practices to offer all patients the opportunity to complete the Friends and Family Test & to publish results. This was discussed in the Practice Nurse update at the meeting and in anticipation of this for 2013/14 the Patient Panel, in consultation with the practice's Senior Nurse, agreed to have some questions in the survey which reviewed the patient's experience with the nurse. Previous surveys had only focused on the GP consultation only but it was agreed that the patient experience within a consultation with a member of the nursing team was just as important. Also this is something that is being focused on nationally so the survey provided the ideal opportunity to introduce this new question.

Also further changes to the practice contract in 2014-15 will see the introduction of the Patient on line services. This had been highlighted by the Patient Panel member who had attended the PPG event. From April 14 practices are expected to promote and offer patients the opportunity to book appointments on line, order repeat scripts on line and gain access to their record. The practice already offers the option for patients to register to book appointments on line and to order repeat scripts. Over the last twelve months this has been advertised in the waiting room at both surgeries and GPs have provided information slips to patients who have enquired about this facility. The number of patients registering has been increasing slowly.

The PPG presentation had been promoting the use of on-line services as the way forward for patients with embracing the opportunities that new technology was now offering. The patient panel agreed that this was an important progression and expressed an interest in putting some questions into the 2013/14 patient survey to ascertain a snapshot of patient understanding and awareness. This was also agreed by the practice. The full minutes of the meeting are attached.



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The final draft questions were to be circulated to other panel members and when finalised, the questionnaire would be drawn up ready for the survey to be conducted in January 2014. The minutes of this meeting were circulated as usual to Patient Panel members and put onto the practice website. Minutes for the December 2013 are attached.



Z:\Caroline Harley\
PPG\PPG Dec 2013.dr

4 Method and results of patient survey

The Practice subsequently carried out the survey using:

- Internet-gp (our website company)
- Paper forms available in reception at both locations
- Email to patients/PRG with a link to the online questionnaire (Appendix vi)

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The survey was carried out from 20th January – 31st January 2014.

Survey results

In January 2014 the Practice carried out a Practice Survey asking patients for their views on practice issues. Patients were surveyed on similar issues in the 2013 questionnaire along with some new questions covering new NHS developments e.g. Family and Friends Test and Patient on-line services. The practice had also, as a result of the 2013 survey, re-introduced a Saturday morning surgery at the Gresty Brook branch surgery site.

Over the last year each Saturday there has been either two GPs or one GP and a Practice nurse providing pre-bookable surgery appointments. The re-introduction of the Saturday surgery was at the request of the patient panel after reviewing the 2012-13 Patient survey results. The practice took their request on board and with the support of the GPs and the Practice Nurses had enough volunteers to run the Saturday surgeries. These have been well received by the patients and although advertised at the beginning i.e. April 2013 in the surgery and on the practice website it was unknown as to how many patients were aware of these appointments. Therefore a question ascertaining patients awareness of the Saturday surgery was added to this year's questionnaire.

The final survey that went out to patients is as below:



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148 questionnaires were completed by patients from Grosvenor Medical Centre, Gresty Brook Medical Centre and also on our website.

As can be seen from the survey patients were asked a variety of questions about access to our Surgeries and appointments with the doctors. Once the survey was finished the survey results were collated as below:



H:\patient panel\
Patient Survey Result

NB percentages reported reflected the boxes ticked by the patients. On some occasions patients did not feel able to make a response and therefore indicated this. As a result it may be that the responses highlighted do not add up to 100%:

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Survey Highlights

Direct comparison questions:

	2014	2013
Q1) Getting through on the telephone		
Positive experience	45%	27%
Negative experience	52%	69%

Although better than 2013 the practice would have hoped for more of an improvement. An extra part time receptionist was recruited to cover Monday and Tuesday morning the two busiest mornings in February 2013. In September 2013 the practice also took on two Apprentices as part of a national scheme. Part of the experience the Apprentices were to gain whilst at the practice was dealing with customers – in general practice this is the patients. From December 2013 they have been assisting on the front desk but as this survey was undertaken in January 2014 it may be too early to see if this has made an improvement in the ease of getting through on the telephone.

	2014	2013
Q2) Time calling the practice - before 9 am	57%	69%
- 9 – 11 am	31%	18%

Patients are not all calling at the start of the day which is encouraging as this does make it difficult to get through. Hopefully those calling slightly later are still able to get appointments which the practice will have to monitor on an on-going basis.

	2014	2013
Q3) Ability to get an urgent appointment	68%	58%

More people were accommodated for an appointment on the day when they rang rather than calling and not getting an appointment. This was an improvement from the previous year. The practice had reviewed the spread of available GPs, partners and Salaried GPs, to try and focus on key days. The practice had also been increasing the number of appointments released as being available on the day to meet the demand from patients who tend not to plan their care in advance or have a need to be seen straight away to address their problem. The practice still has the sit and wait emergency clinic once all routine appointments go so that no-one who feels they need to be seen on the day is turned away.

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	2014	2013
Q4) Getting an ordinary appointment - Same day	24%	19%
- 1-2 days	9%	19%
- 3-7 days	24%	23%

More people got a routine appointment on the day they rang reducing a further wait.

	2014	2013
Q5) How did patients rate this? Excellent	18%	17%
Good	34%	27%
Fair	24%	26%
Poor	15%	24%

In virtually all areas there was an improvement on last year's performance which is encouraging. However it is recognized that there is still potential to improve on this further.

	2014	2013
Q6) Consultation meeting needs of patient Yes	97%	92%
No	3%	6%

This is an excellent improvement on last year and is encouraging for both the existing doctors and the new doctors who have joined the practice.

	2014	2013
Q8) Helpfulness of the receptionist Good	92%	86%
Not good	6%	14%

Again this is a good improvement on last year. There has been a new receptionist join the current team along with the support of the Apprentices which has aided the team in having more people available to deal with front desk queries and telephone calls. Potentially this has provided the staff with that little extra time to deal with the patients and their queries to assist patients appropriately.

	2014	2013
Q9) Opening hours Positive	77%	66%
Negative	3%	5%

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Again this was encouraging that patients felt the opening hours were appropriate for their needs, particularly in the last year the practice had re-introduced a Saturday morning surgery at the Gresty Brook Branch surgery in April 2013.

New questions added for the 2013/14 survey:

Would you recommend the Practice Nurses to your friends and family?

Extremely likely & likely (i.e. yes)	75%
Unlikely & extremely unlikely (i.e. No)	13%

This was an extremely positive response for the first time that this question has been asked and sets a benchmark measure for re-surveys of this question. However on discussion the practice was not sure that patients fully understood the question.

Did you know that the Gresty Brook surgery was open on a Saturday morning for pre-bookable appointments?

Yes	No
36%	63%

Despite the high uptake of the appointments the response of the survey was very disappointing which indicates that there is a significant need to re-advertise this service to patients as it is highly likely that this would improve patient satisfaction further.

Did you know that these on-line services were available at the surgery?

	Yes	No
Appointment booking	41%	59%
Ordering a repeat prescription	36%	64%

If the following services were available would you use them?

	Yes	No
Emailing/sending a message to the surgery	62%	38%
Updating your personal details e.g. address	72%	28%
Viewing any part of your records	74%	26%
Checking your test results	80%	20%
Do you think online options would offer a Better service?	83%	17%

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The positive approach from patients to embracing new technology is encouraging.

Despite the opportunity to book an appointment and ordering a repeat prescription on line being available as a service, and being promoted, a high percentage of patients who completed the survey were not aware of this. Therefore it is important for the practice to promote this again.

However it is difficult to gauge from the survey, as it is anonymised, as to which sectors of the patient population completed the survey i.e. did any vulnerable people complete the survey? Did people who do not have English as their first language or who people whose literacy levels are not good with understanding questions complete the survey? Potentially on promoting the service different methods of communication may need to be considered.

Overall the survey results were better than last year and potentially indicative of a lot of hard work that has been undertaken over the last twelve months to improve the appointment system, to re-introduce the Saturday surgeries and to promote the patient available on line services. This work is still on-going as there are a large number of patients who are unaware of these services that would subscribe to them. The practice will therefore need to consider how to re-promote and advertise these services in the near future. It was also positive to see that the helpfulness of receptionists had improved along with the high positive percentage response to the nursing team. These are areas that the practice recognises could still be improved further and will be part of training focuses in 2014/15.

5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed with the Patient Panel on Wednesday 12th March 2014 to get comments from the PRG for and action plan to be drafted and agreed. The minutes of the meeting are below:



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The agreed action plan is attached (appendix vii). The main actions were:

- Publicise our questionnaire results online
- Publicise our questionnaire results in our surgeries
- Publicise the Saturday surgeries
- Publicise the opportunity for patients to register to book appointments on line and to order repeat prescriptions
- Identifying vulnerable people for support
- Using the website and TV screen at Gresty Brook to promote self help and health promotion

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- Make a useful notice board in the waiting room
- Do a Nurse specific questionnaire
- Reviewing the mix of appointments
- Encouraging patients to keep their details up to date

Areas where we could not achieve what the PRG wanted were:

- Have the ability to book appointments on line for the Practice Nurse

There were significant changes to our services in these areas:

- N/A

These were agreed with the NCB on N/A.

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6 Progress made with the action plan

A summary of the progress as of 20 March 2014 is:

You said...	We did...	The result is...
Publicise our questionnaire results online	Type up report and upload to our website	Complete
Publicise our questionnaire results in our surgeries	Poster for waiting room to inform patients of results	Complete
Identify vulnerable patients	Add a box to the new patient questionnaire	On -going
Review the mix of appointments available	To regularly review the number of appointments available on the day, in the short-term and long term	On-going
Publicise Saturday surgeries	Poster for waiting room and on the website	Complete
Make it easier for the patient to find the doctor's room	Whiteboard for waiting room	For discussion
Use the TV screen at Gresty Brook to display health promotion material	Power point presentation to be designed	On-going
Separate Nurse questionnaire	Design a Practice Nurse Questionnaire	On-going
Advertise that patients can book appointments on line and order repeat scripts on line	Poster for the waiting room	Complete
Display self help information in the waiting room and on the	Using leaflets from NAPP	On-going

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website		
Re-design Patient Questionnaire	Will review when the next questionnaire is compiled	On-going
Make a useful notice board	Use current board and divide so that important notices can be clearly visible	On-going
Encourage patients to keep their contact details up to date	Panel member to design a poster	On-going
Have a leaflet ready for patients outlining important contact numbers, using services appropriately and alternative services	Design a leaflet ready for the flu clinic attendance	On-going

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7 Confirmation of our opening times

As a result of the survey we have not changed out opening times. They are:

Grosvenor Medical Centre

Monday to Friday 8am– 6.30pm

Gresty Brook Medical Centre

Monday to Thursday 8am – 6pm

Friday 8am - 5pm

Saturday 8.00am – 11.30am

You can call the surgery Monday to Friday 8.00 – 6.30 pm

The surgery reception is open 8am – 6pm. Gresty Brook: Saturday 8.00am – 11.30am

Surgery times are 8.45am – 10.45 and 3.30pm – 5.50pm

Gresty Brook: Saturday 8.00am – 11.30am

We are open weekdays and Saturday Mornings you can make routine appointments to see the doctor or nurse weekdays at Grosvenor and Gresty Brook and Saturday mornings at Gresty Brook.

Outside of these times please call 01270 273666

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Appendices i – vii below.



Your Practice needs **YOU** to join the “Patient Participation Group”

Objectives of the PPG

- ✓ Influence NHS Services and Practice policy
- ✓ Represent the Practice population
- ✓ Promote patient needs
- ✓ Liaise with doctors, patients, and staff
- ✓ Feedback to the community
- ✓ Suggest facility improvements



The PPG needs more volunteer members to obtain new ideas
The PPG meets 4 or 5 times per year at convenient times
Please contact Rachel Lloyd at the Practice to express your interest

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Appendix ii (a)

Lloyd Rachel (NHS SOUTH CHESHIRE CCG)

From: Lloyd Rachel (CENTRAL AND EASTERN CHESHIRE PCT)
Sent: 11 December 2013 14:20
To: [REDACTED]
Subject: Patient Group

Hi Rachel

Thank you for your interest in our patient group. I have sent your email address to our members so they can get in touch with you.

Kind Regards

Rachel Lloyd

Grosvenor Medical Centre
Grosvenor Street
Crewe
Cheshire
CW1 3HB

Tel. 01270 256340

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Appendix ii (b)

Lloyd Rachel (NHS SOUTH CHESHIRE CCG)

From: Lloyd Rachel (CENTRAL AND EASTERN CHESHIRE PCT)
Sent: 19 November 2013 16:32
Subject: Patient Group Meeting

Dear Patients

We are arranging a Patient Group Meeting on the 4th December 2013 at 6pm at Grosvenor Medical Centre. Please let me know if you would like to attend.

Kind Regards

Rachel Lloyd

Grosvenor Medical Centre
Grosvenor Street
Crewe
Cheshire
CW1 3HB

Tel. 01270 256340

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Appendix ii (c)

Lloyd Rachel (NHS SOUTH CHESHIRE CCG)

From: Lloyd Rachel (CENTRAL AND EASTERN CHESHIRE PCT)
Sent: 11 December 2013 14:37
Subject: Minutes from Patient Group Meeting 4th December 2013
Attachments: PPG 4th Dec 2013.doc

Dear Patients.

Please find enclosed with this email the minutes from our recent meeting which was on Wednesday 4th December at 6pm. I will also upload them to our website later today.

Kind Regards

Rachel Lloyd

Grosvenor Medical Centre
Grosvenor Street
Crewe
Cheshire
CW1 3HB

Tel. 01270 256340

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Patient Group

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Appendix iii

Patient Group

Patient Participation Report

Previous Years

Local Patient Participation Report 2013 >

2013 Questionnaire Results >

2013 Patient Participation Report >

Sign up to our Patient Participation Group

Sign up for our Patient Group >

History Of Our Patient Group

Setting up the patient panel

We advertised the post for patient group members in the local newspaper in September 2005, we had four replies and we invited these patients for an group meeting in October 2005. In the meeting had informal chat about the role of the patient group and we also showed the patients around the practice where they got to meet our staff and got an insight to the work the practice carries out.

Activities of the patient panel

In March 2006 the group got their own notice board in our reception area with information about the members, what there role is and how to contact them. They also chose information about local services and practice information to advertise.

We produced a patient group newsletter in May 2006, which also included information about the members in a bit more detail, there aims as patient representatives, surgery opening times and contact information and useful telephone numbers. This was followed up in March 2007 with the results of the patient survey about additional opening hours.

After the advertising from notice board and newsletter we had interest from another two patients who joined our group, but unfortunately one member had to leave due to work commitments, but we did have another patient join shortly after.

In our meetings we have discussed:

- The new build at Gresty Brook
- The Contents of our Practice Brochure
- The launch of our Website
- The Production of a Patient Participation Group Newsletter
- Information to go in waiting room
- National Change – White Paper
- Setting up an email account for the practice to contact patients
- Availability of Doctors appointments, the balance between same day and advanced appointments

The group have also been involved in our Patient Surveys about the practice opening times and the national patient questionnaire. We discussed issues that arose from the results of these to try and better our service.

Attempts to widen representation

We have also set up an email account on separate database for us to store patient emails and send out information about the practice. We collected 17 patient email addresses and sent the first lot of information out to patients in October 2011. The email included details on the

<http://www.grosvenormedicalcentre.org.uk/nrg.htm>

17/02/2014

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Patient Group

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Appendix iii

appointment system change, information about our Patient Group as well as how to join and we asked if anyone would like to help us by giving their views on the practice. With the responses we hope to gain extra members of the Patient Group and have patients we can approach to ask their opinions. Whilst people have come forward over time we have also had patients leave the group for personal reasons. The numbers involved have remained small and the practice would like to widen representation.

Future plans to engage with patients

We will conduct a survey and collate information to find out if we can make any changes to make our services better for patients and for the practice we are hoping to get the survey on the our website and in the surgeries at the beginning of January and to gather all information and present to the Patient Group in February.

National Survey Information

Patients expressed their views through NHS surveys which are displayed on the NHS Choices website in the performance and feedback section.

We recognised that there were issues and have implemented a new appointment system to address the specific issues. We have been closely monitoring the change and we believe it has made bookable appointments with any and specific doctors more accessible. We also feel we answer the phone more quickly. We plan to conduct a survey with the patient group to ask patients who have used the new appointment system if they think it has improved.

Making The NHS More Patient Focused

Your Practice needs your help to:

- Assist with the Patient Group (PRG)
- Answer email questions from the Practice and the PRG
- Decide what questions to ask a wider group of patients about the Practice and the services offered or required
- Present patient views

Please Sign up

- A balance of ages and experience of healthcare would be of real benefit
- Please print a form or ask at Reception
- Fill in your name
- Provide the Practice with your email address
- Tell us what type of help you are willing to give
- Finally bring into the surgery for the attention of Rachel

[Download the sign-up form >](#)

PPG Meeting Minutes

[04 December 2013](#)

[04 March 2013](#)

[15 January 2013](#)

[20 November 2012](#)

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Appendix iv

Patient Opinions

I would like the practice to hold my name and contact details to ask me how I would like services inside and outside the practice to develop

Please Tick

I would like to join / be informed about the patient group

I would like to help decide what to ask other patients about

I would like to be asked about practice and local services

Name

Address

Date of Birth

Email Address

I understand that the practice will hold this information in a separate register for the purpose of asking about the service it provides and with others commissions from other health care providers

Signed

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Appendix vi

Lloyd Rachel (NHS SOUTH CHESHIRE CCG)

From: Lloyd Rachel (NHS SOUTH CHESHIRE CCG)
Sent: 21 January 2014 08:58
Cc: Alex Robertson (alex@alex-robinson.co.uk); Barry Evanson (bevanson12@aol.com); Brian Hughes (barnabas43@hotmail.com); Catherine Edwards (c.edwards@tiscali.co.uk); Colin Yoxall (colindyoxall@hotmail.co.uk); David Mulliner (davemulliner@aol.com); Dorothy Rosher (dorothy@derosher.plus.com); Gillian Bennett (gill.bennett4@btinternet.com); Graeme Home (graemehome83@googlemail.com); Jean Ashpool (bj.ashpool@talktalk.net); Jeannie Jones (jeanniejones24@aol.com); John Monument (monument_5@msn.com); Kevin McAvan (kevinmcavan@yahoo.co.uk); Laura Burns (ladycat2701@aol.com); lynne.jones1@virgin.net; maggie_shaw@sky.com; Mary Gill (maryg11@hotmail.co.uk); Michelle Bromhead (bromhead@gmail.com); Michelle Krynicki-Jones (shellshock99@live.co.uk); nina.hammill12@btinternet.com; Nino Mastroianni (janetninomastroianni@googlemail.com); Peter Midgley (petegmp@midgleypr.freemove.co.uk); Rachael Keith (puddleduckplusone@yahoo.com); Rachel Coble (rachel.coble@yahoo.co.uk); Raymond & Josephine Mchugh (ray.mchugh@talktalk.net); Sarah Beamon (beamons@b-t-c.co.uk); Shirley Race (race31@btinternet.com); Stewart Waine (stewartwaine@yahoo.co.uk); Susan Meenan (bmeenan@talktalk.net); theravenphoenix@hotmail.com
Subject: Practice Questionnaire 2014

Dear Patients

We are running a Practice Questionnaire until Friday 31st January.

Below is a link to the survey. We would really appreciate if you have time to complete it, it only takes a minute

🔗The link to this survey is: <https://www.igpsurvey.co.uk/survey.php?sid=D68CA1>

Kind Regards

Rachel Lloyd

Grosvenor Medical Centre
Grosvenor Street
Crewe
Cheshire
CW1 3HB

Tel. 01270 256340

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Appendix vii

Grosvenor Medical Centre Patient Participation Survey Action Plan 12th March 2014

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
To identify vulnerable patients : Practice needs to know if they are housebound, in a residential or nursing home	Add a tick box question onto the new patient registration questionnaires asking if the patient is housebound or in a residential or nursing home	TV	One month	None	Due by May 2014
Practice Nurse appointments available to book on-line	Unfortunately there are difficulties in activating this as the procedures nurses undertake vary in length, require specific skills which not all the nurses have and some procedures can only be done when the patient has seen the dr first	N/A	N/A	N/A	N/A
Publicise our Saturday surgeries	Design a poster and put up in waiting rooms at Grosvenor and Gresty Brook surgeries. It is already displayed on our website.	Rachel	One Month	None	Separate posters for each site designed and placed in waiting room at Grosvenor and Gresty Brook. To be done before Easter

GROSVENOR MEDICAL CENTRE

Make it easier for patients to find the doctors room	Display a whiteboard in the waiting room with all the doctors names and what room numbers they are in	Caroline to discuss with GPs	One month	Cost of whiteboard	To be discussed at April 2014 Practice Meeting
Use the TV screen at Gresty Brook to display health promotion information	Make a power point presentation to put up and display on TV screen	ALS/VO	Three months		GPs have been identified and agreed to do work. Work due to commence April 2014
Practice Nurses to do a separate patient questionnaire	Design a Practice nurse questionnaire	Rachel/ Sister Vickers	Two months	None	Sr Vickers is currently trialing the patient questionnaire. The other practice nurse will run their questionnaire in due course
Advertise that patients can order online prescriptions and book appointments	Design a poster and put up in waiting rooms at Grosvenor and Gresty Brook surgeries. It is already displayed on our website.	Rachel	One month	None	Poster designed and placed in waiting room at Grosvenor and Gresty Brook. To be displayed by May 2014
Display self help information in waiting room and on our website	Trevor will forward Rachel the link to the self care forum so she can print various self help guides and place in waiting room	Rachel	On going	None	PPG member started research on NAPP website

GROSVENOR MEDICAL CENTRE

Re-design Patient questionnaire form	Redesign patient questionnaire to put newer questions at the start rather than end.	Rachel	Next time the questionnaire is drawn up	None	Patient panel meeting is planned for end of June/ early July when this will be discussed further
Make a useful information notice board in the waiting room.	Use a current notice board to divide patient posters in to easily readable sections	Rachel	Two months	None	Collecting Information to go on the notice board.
Encourage Patients to inform the surgery of their contact details	Design a poster and put up in waiting rooms at Grosvenor and Gresty Brook surgeries. Information is already displayed on our website regarding this.	Rachel/ Panel member	One month	None	Poster designed and placed in waiting room at Grosvenor and Gresty Brook. To be displayed by Easter
Publicise our questionnaire results online	Type up report and upload to our website	Rachel	2 weeks	I will use the data from the questionnaire to type up a report	Report already typed up and uploaded to website

GROSVENOR MEDICAL CENTRE

Publicise our questionnaire results in our surgeries	Poster for waiting room to inform patients of results	Rachel	6 weeks	I will use the data from the questionnaire to produce a poster	Poster designed and placed in waiting room at Grosvenor and Gresty Brook. To be displayed by Easter
<p>Reviewing the mix of appointments for patients:</p> <p>On the day</p> <p>In advance short term</p> <p>In advance long term</p>	There is currently a balance of appointments in each of the surgeries. A lot of patients do not plan their care so the balance errs to the on the day facility. The practice is trying to encourage patients to book in advance which will mean reviewing the capacity for this at both locations	Dr Spooner and Caroline Harley	On going	None	Reviewed every 4-6 weeks
Promoting helpful information for vulnerable patients	Produce leaflet with useful contact numbers, using services wisely & signposting patients to alternative services	Trish/Rachel	August ready for flu clinics	None	To be discussed at June/July Panel meeting ready for flu season