

Mayfield Medical Practice

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Patient Participation Group Report 2017-18

Introduction

Mayfield Medical Practice consists of two different sites. Mayfield Medical Centre on 272 Willenhall Road, Wolverhampton, WV1 2GZ and Cromwell Road Surgery on Cromwell Road, Bushbury, Wolverhampton, WV10 8UT.

The Lead GP Dr Krishan and 3 other doctors work at the Practice and 2 Advanced Nurse Practitioners, 2 Practice Nurses, a Healthcare Assistant and a phlebotomist who work across both sites.

Cromwell Road Surgery was purpose built in 1987 and Mayfield Medical Centre in 2006. The Practice has a list size of approximately 7,700 patients.

The Practice has an active Patient Participation Group which was set up in 2012 and this group has now established regular meetings. The Practice welcomes feedback from patients and our priority is to improve our services for the benefits of our patients.

Resulting scores are designed to prompt and encourage the improvement of care in practices where there are perceived signs of weakness in relation to benchmark in a particular category and we are pleased to enclose below the relevant copy of our report which summarises our achievement highlighting where more work is needed. To address this we will produce our action plan to work to during the coming months.

Practice Opening Hours:

Monday 8.00 am – 7.00 pm
Tuesday 8.00 am – 6.30 pm
Wednesday 8.00 am – 8.30 pm
Thursday 8.00 am – 7.00 pm
Friday 8.00 am – 6.30 pm

Patients can contact us by telephone on:
01902 351666 - Mayfield Medical Centre
01902 784784 - Cromwell Road Surgery

By email at:
enquiries@mayfieldmedicalpractice.nhs.net

Online Access to Medical Records, Booking and Cancelling Appointments and Repeat Prescriptions via the practice website.
www.mayfieldmedicalpractice.nhs.uk

The Practice offers extended hours appointments on Wednesday evenings up to 8.30pm

Patient Participation Group (PPG)

Mayfield Patient Participation Group has currently 23 (15 prev) active patient members of which 9 are men and 14 are women. There are 12 members aged over 55 and 8 members aged under 55, 3 under 30. 15 describe themselves as White or White British, 4 members as British Mixed, 3 Indian or British Indian, 1 Black Mixed British. 9 members of the group have 'long term medical conditions.

The Practice has compared the demographics of its patient participation group to that of its practice population and found that the relatively young and patients without long term conditions, ethnic minorities and under 35's has increased slightly over previous years.

The Practice will continue to advertise and actively seek new members for the group. The Practice will continue to advertise on the website and posters in the Practice in an attempt to recruit new members. The Practice will be specifically advertising for new members from categories of patients currently under-represented in this way this coming year.

Demographics continue to show that those registered with an email address are relatively young and tend not to have long term conditions or attend surgery often. Nevertheless these patients have still been targeted for the group.

Other Actions and Notes

We have analysed and improved our clinical staffing across this year. We have increased GP sessions, have a new practice nurse and a trainee practice nurse. This has helped with an increase in demand throughout the year.

The practice moving forward into 2018 will implement our review of extended hours. Since the last review the practice has seen an increase of the overall list size and a change in demand for services and appointments during these additional hours. The practice will improve access into these extended hours by utilising both GP's and Advanced Nurse Practitioners.

The practice successfully secured additional funding for further additional clinical sessions during the months of December 2017 to March 2018. These sessions were added at peak times and are 2hr GP clinical sessions for all patients of the practice to use. They are proving to be very successful and well subscribed.

The practice has contacted over 929 patients who have a valid email address and most stated that they were interested in the new Virtual PPG with only 20 opting out. This is a new concept and an addition to the existing PPG to share and inform patients. Sharing information with patients in this way should help with patients that are unable to attend meetings and allow them to share their views and opinions easier and most importantly stay informed about their practice.

Practice Survey 2017-18

The PPG agreed for the GPAQ Practice Survey 2015 R2 to be used and administered to patients. It was available in reception and waiting areas. 116 patients responded to our survey.

The full results of the survey are available to view on our Practice website and hard copies made available in the waiting room. Areas of priority were identified.

The group discussed the results of the survey and were pleased with the positive results. Highlights of the results are that 93% of the respondents rating the practice good or excellent for quality of receptionists, 85% at understanding doctors treatment and explanation of treatment towards them, 96% felt the quality of care provided by the practice nurses was high and 85% rated they had an excellent overall experience with the practice. We are very happy with these results as they continue to show the continued excellent work of the clinicians and the continued excellent work of the staff.

The following areas of priority were agreed for the action plan.

Actions/Targets Taken from 2016-17 PPG Survey

Lack of telephone system capacity:

This is an on-going improvement for the surgery. During the year we were unable to secure adequate funding for improvements to the telephone system call waiting and handling.

Encourage younger members on to the PPG:

Staffs have been pro-active on reception in encouraging younger members to join the PPG. We have this year managed to make inroads into this matter. We have encouraged members into the under 30's and the 30-40 years old categories yet again. Many of our patients that fall into this category have chosen to share their email address with the practice so they will now be included in the Virtual PPG and receive updates regarding the practice this way.

Look & improve waiting times:

We constantly review our waiting times and access to the surgery. We are adding to the clinicians available during our extended hours by providing appointments with Advanced Nurse Practitioners. This is due to a change in demand during these extended hours sessions and by providing appointments when more suitable for patients, this should help improve access. We will continue to look at further improvements to our services as our patients needs change and evolve over this coming year.

Areas of Priority and Agreed Action Plan

Survey Finding	Agreed Action	Action by who	Action by	Date Complete
Lack of telephone system capacity	Increase telephone capacity	Senior management team	To look into systems 2018	On-going, funding dependent
Encourage younger members on to the PPG	Younger member/members on PPG	All staff	July 2017	Complete - See Virtual PPG notes
Look & improve waiting times and availability of appointments with increased practice population	Analyse and assess current data	Senior management team	June 2017	Complete September 2016 (to be reviewed regularly)
Electronic Opening Doors to	Ascertain quotation for such systems	Senior management team	December 2017	Insufficient funds, application

<p>Surgery and Internal Fire Doors (Surgery is already DDA Compliant)</p>				<p>not granted by NHS England No further funds found</p>
<p>PPG Notice Board in Reception</p>	<p>Ascertain quotation for board</p>	<p>Senior management team</p>	<p>July 2017</p>	<p>December 2017 – Board now in place. Ideas needed from group.</p>
<p>Virtual PPG</p>	<p>Create group. Gather opt-outs. Initial email mailshot. Review effectiveness.</p>	<p>Management team</p>	<p>October 2017</p>	<p>Group created and recorded opt-outs from members November 2017</p> <p>Initial Mailshot sent December 2017</p> <p>On-going review</p>

Detailed Results Table

	Male	Female	Overall
Number of Questionnaires	56	60	116
GP			
Q1 Putting you at ease?	85.6	98.6	92.1
Q2 Being polite and considerate?	92.9	96.4	94.7
Q3 Listening to you?	85.7	98.1	92.0
Q4 Giving you enough time?	92.8	99.2	96.0
Q5 Assessing your medical condition?	85.7	95.2	90.5
Q6 Explaining your condition and treatment?	78.5	93.0	85.8
Q7 Involving you in decisions about your care?	64.3	99.3	81.8
Q8 Providing or arranging treatment for you?	71.4	92.9	82.2
Q9 Confidence that the GP is honest and trustworthy?	92.9	97.8	95.4
Q10 Confidence that the Dr will keep your information confidential?	92.3	98.3	95.3
Q11 Would you be completely happy to see this GP again?	100	100	100
Nurse			
Q30 Putting you at ease?	97.2	98.2	97.7
Q31 Giving you enough time?	97.5	98.6	98.1
Q32 Listening to you?	98.3	98.1	98.2
Q33 Explaining your condition and treatment?	96.2	97.1	96.7
Q34 Involving you in decisions about your care?	95.2	95.8	95.5
Q35 Providing or arranging treatment for you?	91.6	93.2	92.4
Q36 Would you be completely happy to see this Nurse again?	100	100	100
Practice			
Q12 How helpful do you find the receptionists at your practice?	96.1	97.3	96.7
Q13 How easy is it to get through to the practice on the phone?	89.6	93.3	91.5
Q14 How easy is it to speak to a doctor or nurse on the phone?	85.7	59.9	72.8
Q17 How easy to book ahead?	92.9	93.3	93.1
Q21 How do you rate how quickly you were seen (partic. Dr)	78.6	78.6	78.6
Q23 How do you rate how quickly you were seen (any Dr)	78.6	73.3	76.0
Q25 How do you rate how long you waited	87.2	86.6	86.9
Q37 Understand your health problems	91.5	93.4	92.5
Q38 Cope with your health problems	89.3	93.4	91.4
Q39 Keep yourself healthy	89.7	93.4	91.6
Q40 Overall, how would you describe your experience?	85.7	86.3	86.0

Detailed Results Table – Continued

	Under 45	Over 45	Overall
Number of Questionnaires	20	96	116
GP			
Q1 Putting you at ease?	80.0	88.0	84.0
Q2 Being polite and considerate?	90.1	95.8	97.9
Q3 Listening to you?	80.0	95.8	87.9
Q4 Giving you enough time?	92.1	95.8	97.9
Q5 Assessing your medical condition?	80.0	95.8	87.9
Q6 Explaining your condition and treatment?	80.0	91.7	85.9
Q7 Involving you in decisions about your care?	80.0	92.9	83.3
Q8 Providing or arranging treatment for you?	50.0	87.5	68.8
Q9 Confidence that the GP is honest and trustworthy?	92.5	95.8	97.9
Q10 Confidence that the Dr will keep your information confidential?	94.8	95.7	99.0
Q11 Would you be completely happy to see this GP again?	80.0	100	90.0
Nurse			
Q30 Putting you at ease?	97.2	98.2	97.7
Q31 Giving you enough time?	96.1	97.5	96.8
Q32 Listening to you?	96.3	98.1	97.2
Q33 Explaining your condition and treatment?	96.4	97.1	96.8
Q34 Involving you in decisions about your care?	97.6	98.9	98.3
Q35 Providing or arranging treatment for you?	97.7	95.0	96.4
Q36 Would you be completely happy to see this Nurse again?	100	100	100
Practice			
Q12 How helpful do you find the receptionists at your practice?	89.2	93.8	91.5
Q13 How easy is it to get through to the practice on the phone?	87.2	95.8	91.5
Q14 How easy is it to speak to a doctor or nurse on the phone?	60.0	75.0	67.5
Q17 How easy to book ahead?	80.0	95.8	87.9
Q21 How do you rate how quickly you were seen (partic. Dr)	40.0	86.9	63.5
Q23 How do you rate how quickly you were seen (any Dr)	33.4	80.0	56.7
Q25 How do you rate how long you waited	86.1	91.3	88.7
Q37 Understand your health problems	87.2	95.8	91.5
Q38 Cope with your health problems	79.1	95.8	87.5
Q39 Keep yourself healthy	82.6	95.9	89.3
Q40 Overall, how would you describe your experience?	80.0	95.8	87.9