

# Mayfield Medical Practice

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## **Patient Participation Group Report 2019-20**

### 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's Dr K Krishan, Dr S Krishan and 3 other doctors work at the Practice, 2 Advanced Nurse Practitioners, 2 Practice Nurses, a Healthcare Assistant and a phlebotomist who all 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 8,700 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](mailto:enquiries@mayfieldmedicalpractice.nhs.net)

Online Access to Medical Records, Booking and Cancelling Appointments and Repeat Prescriptions via the practice website.  
[www.mayfieldmedicalpractice.nhs.uk](http://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 21 (23 prev) active patient members of which 8 are men and 13 are women. There are 12 members aged over 55 and 7 members aged under 55, 2 under 30. 9 describe themselves as White or White British, 5 members as British Mixed, 3 Indian or British Indian, 1 Chinese, 2 Other White. 8 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 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 again increased GP sessions and have a newly qualified practice nurse who we have trained. This has helped with an increase in demand throughout the year.

The practice moving forward again into 2020/21 will continue with QOF+ (Quality and Outcomes Framework Plus) for our patients who either have a chronic disease or for who we are trying to screen to see if they may be pre-chronic disease. Some areas included Pre-Diabetes and Obesity. We are excited to add these additional areas to our on-going recall and review system for our patients and are starting to see good outcomes.

## Practice Survey 2019-20

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. 117 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 90% of the respondents rating the practice good or excellent for quality of receptionists, 87% at understanding doctors treatment and explanation of treatment towards them, 96% felt the quality of care provided by the practice nurses was high and 90% 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 2019-20 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 and this remains something that we will continue to try and invest in over the coming year. We are currently working with the CCG to install the new infrastructure required for the upcoming changes to the telephone system. This is a large piece of work for the CCG so we will work closely with them over the year.

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. We have made inroads into this across the year and will continue to promote.

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 year has seen an increase in the amount of appointments that we offer across these sessions and the patients have seen the benefit. We are currently undertaking a programme with NHS England to look at the potential recruitment of a trainee nurse for 2020. If successful we will be one of 10 practices in the West Midlands to secure a nurse.

#### 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 continue to look into appropriate systems 2019-20	On-going, funding dependent
Telephone system infrastructure investments	Work with the CCG and local IT in installing the required network	Senior management team	During 2020 March 2020	
Encourage younger/additional members on to the PPG	Younger member/members on PPG TV Campaign (Waiting rooms)	All staff Management	Continue to look into systems 2020-21	Stretch goal to continue to promote
Electronic Opening Doors to Surgery and Internal Fire Doors (Surgery is already DDA Compliant)	Awaiting Next Allocation of funding	Senior management team	Awaiting Next Allocation of funding	Awaiting Next Allocation of funding
Promote Online Services for practice populations	Advertise and encourage patients to use service. All appts to be made available to be booked online	Senior management team Senior management team		March 2020 March 2020

## Detailed Results Table

	Male	Female	Overall
<b>Number of Questionnaires</b>	<b>50</b>	<b>67</b>	<b>117</b>
<b>GP</b>			
Q1 Putting you at ease?	88.3	95.0	91.6
Q2 Being polite and considerate?	94.4	95.0	94.7
Q3 Listening to you?	87.5	95.3	91.4
Q4 Giving you enough time?	93.4	94.8	94.1
Q5 Assessing your medical condition?	86.7	95.0	90.8
Q6 Explaining your condition and treatment?	80.0	94.5	87.3
Q7 Involving you in decisions about your care?	66.7	94.7	80.7
Q8 Providing or arranging treatment for you?	73.3	94.1	83.7
Q9 Confidence that the GP is honest and trustworthy?	93.3	94.4	93.8
Q10 Confidence that the Dr will keep your information confidential?	92.9	100	96.4
Q11 Would you be completely happy to see this GP again?	92.9	100	96.4
<b>Nurse</b>			
Q30 Putting you at ease?	100	98.2	99.1
Q31 Giving you enough time?	100	98.6	99.3
Q32 Listening to you?	93.3	97.9	95.6
Q33 Explaining your condition and treatment?	93.8	97.1	95.4
Q34 Involving you in decisions about your care?	92.9	96.2	94.5
Q35 Providing or arranging treatment for you?	92.3	94.3	93.3
Q36 Would you be completely happy to see this Nurse again?	100	100	100
<b>Practice</b>			
Q12 How helpful do you find the receptionists at your practice?	93.8	85.0	89.4
Q13 How easy is it to get through to the practice on the phone?	83.6	89.1	86.3
Q14 How easy is it to speak to a doctor or nurse on the phone?	86.6	63.2	74.9
Q17 How easy to book ahead?	93.4	94.1	93.7
Q21 How do you rate how quickly you were seen (partic. Dr)	81.3	80.0	80.6
Q23 How do you rate how quickly you were seen (any Dr)	80.0	76.5	78.2
Q25 How do you rate how long you waited	88.2	87.5	87.8
Q37 Understand your health problems	93.8	94.1	93.9
Q38 Cope with your health problems	94.1	94.1	94.1
Q39 Keep yourself healthy	83.4	93.8	88.6
Q40 Overall, how would you describe your experience?	86.7	94.1	90.3

## Detailed Results Table – Continued

	Under 45	Over 45	Overall
<b>Number of Questionnaires</b>	<b>18</b>	<b>109</b>	<b>127</b>
<b>GP</b>			
Q1 Putting you at ease?	75.0	96.5	85.7
Q2 Being polite and considerate?	87.5	96.8	92.1
Q3 Listening to you?	83.3	96.5	89.9
Q4 Giving you enough time?	100	96.1	98.0
Q5 Assessing your medical condition?	85.7	96.0	90.8
Q6 Explaining your condition and treatment?	85.7	92.6	89.1
Q7 Involving you in decisions about your care?	83.4	84.0	83.7
Q8 Providing or arranging treatment for you?	60.0	88.5	74.2
Q9 Confidence that the GP is honest and trustworthy?	100	96.1	98.0
Q10 Confidence that the Dr will keep your information confidential?	100	92.3	96.1
Q11 Would you be completely happy to see this GP again?	88.3	96.3	92.3
<b>Nurse</b>			
Q30 Putting you at ease?	100	95.4	97.7
Q31 Giving you enough time?	88.9	95.4	92.1
Q32 Listening to you?	85.7	95.4	90.5
Q33 Explaining your condition and treatment?	88.9	95.2	92.0
Q34 Involving you in decisions about your care?	87.5	95.6	91.5
Q35 Providing or arranging treatment for you?	85.7	95.6	90.6
Q36 Would you be completely happy to see this Nurse again?	100	100	100
<b>Practice</b>			
Q12 How helpful do you find the receptionists at your practice?	85.7	96.7	91.2
Q13 How easy is it to get through to the practice on the phone?	88.9	92.3	90.6
Q14 How easy is it to speak to a doctor or nurse on the phone?	66.7	76.9	71.8
Q17 How easy to book ahead?	83.4	97.3	90.3
Q21 How do you rate how quickly you were seen (partic. Dr)	50.0	87.5	68.7
Q23 How do you rate how quickly you were seen (any Dr)	60.0	82.1	71.0
Q25 How do you rate how long you waited	86.1	91.3	88.7
Q37 Understand your health problems	83.4	96.5	89.9
Q38 Cope with your health problems	83.4	95.8	89.6
Q39 Keep yourself healthy	83.3	96.0	89.6
Q40 Overall, how would you describe your experience?	85.7	96.0	90.8