



Western Road Medical Centre

Patient Participation Group – Response to 2014 / 2015 Questionnaire

Thank you

Western Road Medical Centre would like to thank you for being part of our Patient Reference Group. Your feedback is valuable to us.

We are continually trying to do our best with your help, for our patients.

We are currently rated at 89.5% on NHS Choice website as “among the best”.

Our Patient Participation Group

We currently have 73 members on our Patient Participation Group (PPG). In previous years the group was a Patient Reference Group (PRG). This year we have met with a representative from the group to discuss how we can develop a successful PPG for 2015-2016.

The PPG comprises of:

Age Groups:		Gender:		Ethnicity	
Under 16	0	Male	8%	British Group	79%
17-24 years	2%	Female	92%	Other White	2%
25-34 years	16%			Indian	8%
35-44 years	16%			Chinese	4%
45-54 years	16%			Caribbean	2%
55-64 years	20%			Any other	4%
64-74 years	18%				
75 years and over	9%				

2014 / 2015 Questionnaire

In February we sent out a questionnaire to our Patient Reference Group asking them to give their feedback and suggestions on services which the surgery has set as a priority to improve.

These services are:

- On-Line Services Subscription
- Electronic Prescription Subscription
- Our Website
- Our E-mail box
- New Patient Registration

We would now like to advise you of the feedback we have received and the changes we are able to make to enhance our services to our patients.

Priority One – We asked

How can Western Road Medical Centre attract more patients to use On-line Services for booking appointments and ordering repeat prescriptions?

Your feedback:

- We could email / text any of our patients information on how to use the service and where to find the link on the website.
- Offer training to our patients on how to use the online services and more short notice appointments available online. Along with different language options.
- There was a concern that over ordering medication could arise, which would lead to drug wastage.
- Never use the service, prefer to hear a human voice.
- Found service long winded too many buttons and had to start again.
- Unaware of the service.

Our Response to your Feedback:

- Currently we are unable to email all of our patients with information of our services, due to the current clinical software. This could be an option we could use in the future. However we plan to text patients of this service.
- Due to our patient list size of over 15000, we are unable to offer individual or group training for online services. We do not have a computer that patients can access. However, all staff are willing to help individuals with any queries, over the telephone and at reception.
- We are currently looking to update our website to make online services easier to find.
- Online services are for routine appointments only; therefore they will show the same availability as if you spoke to a receptionist. Short notice appointments (emergency appointments) have to be booked over the telephone with a receptionist to ensure patients are allocated the correct appointment and all the correct information from the patient is collected.
- We are currently communicating with the creators of our practice website to find out about different language options available to patients.
- Repeat prescriptions can only be ordered when they are due; therefore staff would not over order medication. Patients are advised only to tick the medication that they require to avoid wastage. If any patients are unsure when ordering medication through the online services, staff are always here to advice and help.
- We are trying to get patients to sign up to online services, to book appointments and order prescriptions. This will then cut down on telephone calls to the surgery and will then allow patients that require talking to a member of staff the ability to get through on the phone quicker.
- We are looking at making the service easier to access.
- We will be updating all literature and posters to advertise the service.
- The online service will be advertised on the appointment cards.

Priority Two – We asked....

How can WRMC increase the number of patients using the Electronic Prescription Service (EPS)?

Your Feedback:

- Offer training for patients not familiar with the service.
- I cannot think of any other ways to advertise this service.
- Patients need confidence in the system – encourage feedback from users particularly those who experience difficulty or error/delay.
- On 2 occasions prescriptions ordered were that had not been sent to the Pharmacy and printed out on paper in the surgery. We were unaware this had happened.
- Advertising in the surgery must help a lot and the screen in waiting room the most effective way for more regular patients.
- A designated person 'friendly' person on duty during opening hours to speak to individual patients
- Advertising
- Posters advertising this are good maybe to put on blank page of prescriptions. Or played on the telephone while patients are waiting.
- A lot of the people who have repeat prescriptions are elderly and probably do not have access to a computer but if they can get their children/carers to set it up it is a good idea.

Our Response to your feedback:

- Our staff are trained to help any patients who require help using the service. We do not have the resources to have a designated member of staff for this service.
- The service did have some teething problems at first which have been resolved; we are also in the process of updating our technical equipment which should improve the amount of errors the system makes.
- Patients can be unaware that certain drugs can not go electronically EPS therefore to make more patients aware of this we are adding it to the sign up sheet, adding it to the website and a patient information leaflet.
- Controlled Prescriptions drugs that have to be prescribed on paper can be sent to the pharmacy as we provide a service that the pharmacy can pick up paper prescriptions. We need to inform patients of the combined service.
- We are also in the process on having a NEW patient booklet produced to inform patients of the EPS and pharmacy pick up service.

Priority Three - We asked

How can we improve the Website? Is there information you would find useful we could add to the website, do you find it easy to navigate around the website?

Your feedback:

- I find the website very informative and easy to use. A direct link to vision on-line might be useful if you don't already have one.
- The site seems more than adequate.
- Promote the automated appointment service
- The website is easy to navigate and helpful, perhaps if there was a way patients could log into their own secure site and access test results at their own convenience, i.e. when the surgery is closed.
- I have never used the website. From your description it appears to cover the same areas as a booklet available at the surgery. I do appreciate that the booklet can not be revised as frequently as the website.

Our Response to your Feedback:

- We have got a direct link to vision on-line services on the website we are in the process of making it more visible.
- We are in the process of updating the website to promote the on-line services more clearly.
- We are looking at taking off any outstanding information that may not be relevant.
- The NEW Patient booklet will be added to the website once we have received it.

Priority Four – We asked....

Can we devise a Code of Conduct for the use of the e-mail box?

Your Feedback:

- Maybe a coloured flagging system could be used in this instance. Windows 8 have this already in place if used it may save time if, for instance, an e-mail is classified as urgent to enable a more immediate response.
- An email code of conduct works both ways. From personal experience I would like to receive replies/acknowledgements to e-mails I have sent to the Practice.
- An email code of conduct seems a good idea. It would be nice to know what problems emails can solve, the time and level of reply one can expect.
- A code of conduct could ensure that more urgent enquiries were dealt with first, also perhaps a telephone response where deemed necessary.

Our response to your Feedback:

- A code of conduct for patients and staff would make this very valuable service more effective and save time for staff. It could guide patients and staff to understand what the E-mail box is suitable for.
- We do not have a system that can currently flag or colour code as windows 8 would do, we are in the process of updating our technology and therefore we maybe able to do this in the future.
- We will be adding an auto-reply to all e-mails received.
- The auto-reply for prescription and appointment requests will direct patients back to the on-line service.

Priority Five – We asked...
How can we improve our New Patients Registration?

Your feedback

- All things considered Western Road Medical centre is doing a good job.
- An on-line form to be completed and printed off to be brought in with ID might save time.
- Staff might benefit by visiting other doctor's surgeries/ practices and gain experience of how other establishments are run and how they deal with issues.
- We have not had experience of the new patient registration – however what you do seems a good idea.
- Perhaps this could be done on-line
- Is it possible to obtain medical records from a previous practice so that there is a record of medications that the new patient needs, so that there is a continuation of their treatments?

Our response to your feedback:

- We have updated our registration forms – taking out any questions that are not used in the registration process therefore using less paper, taking less of patient's time to complete.
- The registration form has been re-ordered to follow the way it is inputted into the system to save the administer time on admin.
- The consent for carers form has been taken off every application reducing paper.
- Training for the receptionist staff.
- A checklist to follow for guidance for the reception staff and a way of communicating with the registration administrator.
- It is not possible for patients to complete registration forms online as we have to see original proof of identification.
- When a patient registers at our practice, all of their medical history including their medication is electronically sent. This ensures we have a full record of the patient's notes.

Our Action Plan

- Text our patients with a message informing them of the benefits of on-line services.
- Update our website to make the links to on-line services more visible.
- Communicate with the creators of our practice website to discuss different language options available.
- Continue to increase the numbers of patients joining on-line services.
- Update our posters in the waiting room.
- Update our patient booklet and appointment cards to promote the benefits of on-line services to patients.
- On- going training for our staff on the benefits and any changes to on-line services.
- Update forms for vision on-line services, electronic prescribing service (EPS) – advising patients of the services available including medication that can / can not be ordered on-line.
- Adding to our website information about what medication can / can not be ordered by EPS and why. Making patients aware of the different ways different medication can be prescribed.
- Auto reply and no reply response to emails received to the practice.
- Adding to the patient booklet information on EPS and pharmacy collection services.
- We are going to add our new patient information booklet to the website.
- Updated our Patient Registration Forms and process.
- We will continue to take feedback from our patients through our Friends and Family Test, our suggestion box, complaints and commendation letters.
- In 2015 / 2016 we plan to become more active with our Patient Participation Group. Meeting every 3 months and continuing to keep them informed on any changes and update happenings within our practice. This will continue to provide a benefit to all our patients.