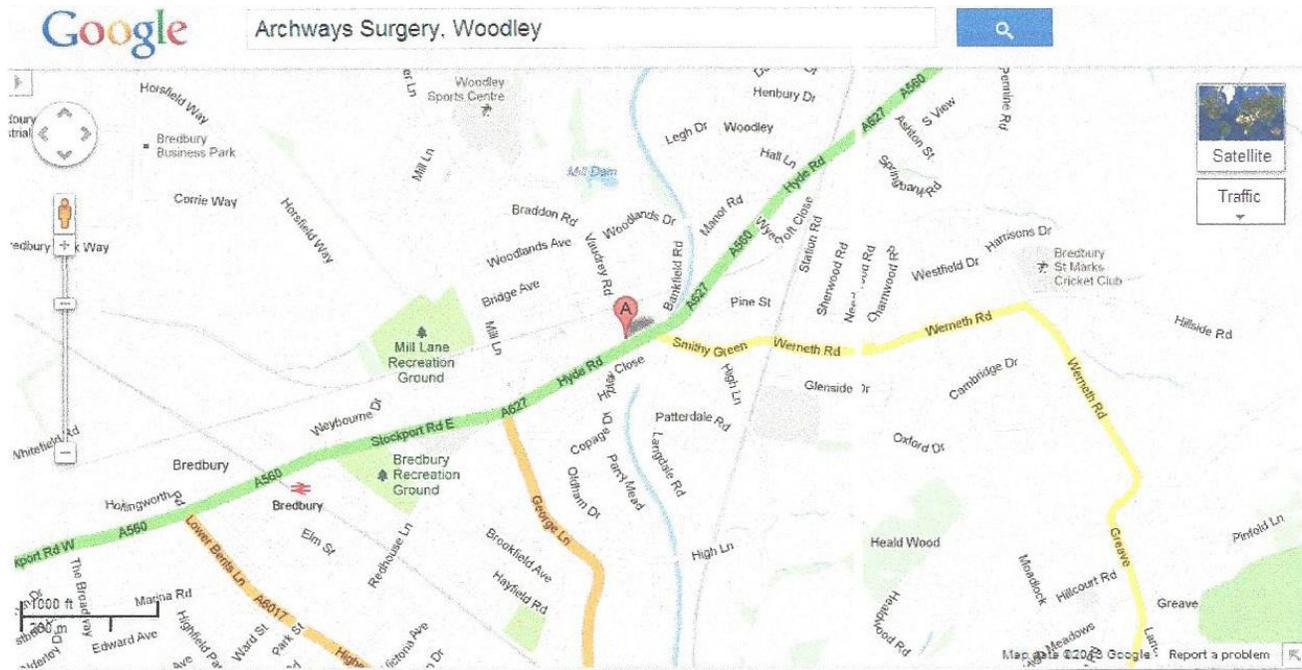


Archwood Medical Practice



Patient Group & Action Plan 2015

Archwood Medical Practice location & background



Archwood Medical Practice is part of the Woodley Health Centre and have been located in the health centre since June 2011. Archwood merged with Dr Chanda’s practice in April of 2012 to form Archwood Medical Practice.

Prior to this we were known as Archways Surgery and were based in Romiley. The name change came from the move to Woodley and the fact we wished to keep some of our old identity – hence “Arch” from Archways and “Wood” from Woodley to form the new surgery Archwood.

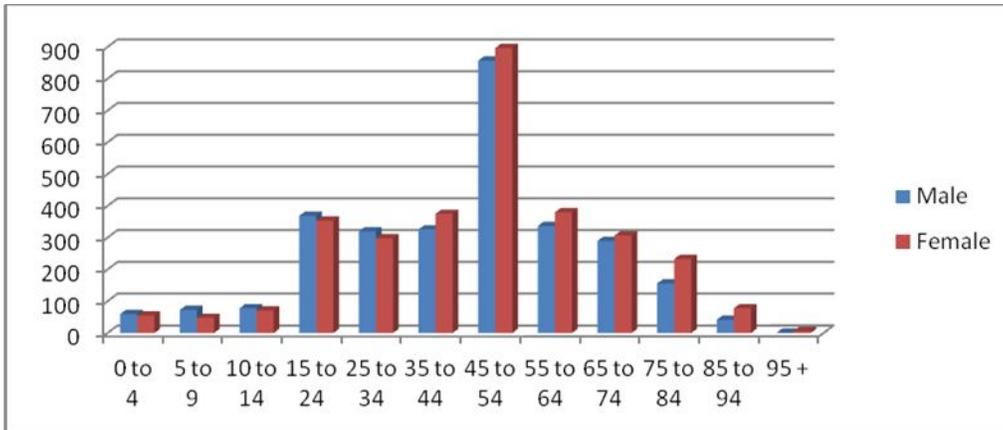
Current 2014 / 2015 Opening Times for Archwood Medical Practice

	Open	Close	Extended Hours
Monday	8.00am	7.30pm	6.30pm – 7.30pm
Tuesday	7.30am	7.00pm	6.30pm – 7.00pm
Wednesday	8.00am	6.00	NEW PM OPENING
Thursday	8.00am	6.30pm	
Friday	8.00am	6.30pm	
Saturday	9.00am	12.00 noon	Last Saturday of each month

Extended hours are run on Monday & Tuesday evenings and all sessions are made up of a mixture of pre-bookable appointment and on the day appointments for all doctors. Nurse and HCA appointments are available to book 3 months in advance.

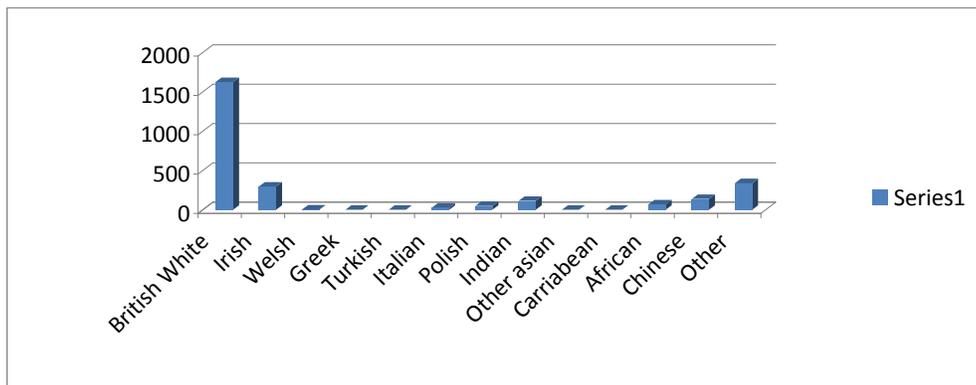
Surgery telephones open at 8.00am daily and are available until 6.00pm daily although we do transfer the telephones to an emergency line between 12.30pm – 1.30pm although the reception desk is manned by staff during this period and emergency calls will be taken by staff.

Patient Demographics – March 2015



With a list size of currently 6089 Archwood Medical Practice is made up of a spectrum of age ranges with the highest band falling into the 45 – 54 age range.

Ethnicity Demographics – as of March 2015



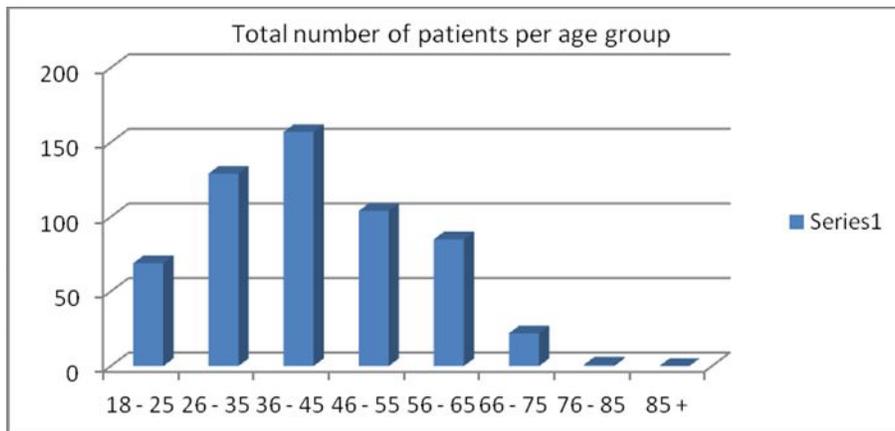
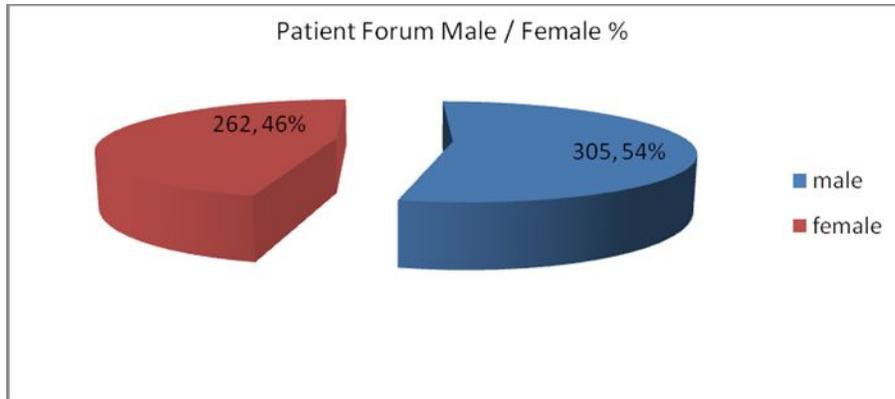
Currently we have 2697 patients registered that have Ethnicity recorded on their records and we are continuing to work on this data collection with all new registrations providing their ethnicity status. The above graph gives an indication of our Ethnic grouping.

Patient Participation Group Members

Patient Participation Forum is made up of 439 patients who are all registered onto the Archways Forum website. This forum is open to any currently registered patients at Archwood Medical Centre and is accessed at the following web address: <http://www.archwaysforum.co.uk/>

Patients request to join the forum group by registering onto the archways forum site. This then sends a confirmation request e-mail to niciones@nhs.net (administrator of the forum). Details are then checked to confirm they are a patient at the surgery, all current details are correct and if so access is given to the website.

Demographics of Patient Forum – March 2015



Patient Feedback 2015

A patient satisfaction survey was undertaken in February 2015 to look at what areas Archwood Medical Practice was good in and what areas we needed to look at to improve on.

This survey was completed via surveymonkey.net. This survey was passed to patients in the following ways to ensure that we got a high response from as many patient areas as possible.

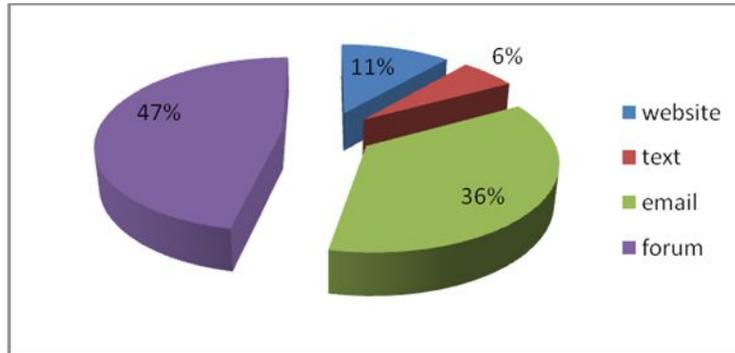
Sent via email to all patients who had an e-mail registered with the surgery

Uploaded to the Archwood Medical Practice website: <http://www.archwayspractice.co.uk/>

Sent as hyperlink to all patients registered with a mobile via MJOG text service

Returned Responses

A total of 298 responses were returned to the practice split below into % return for each area



Archwood Medical Practice



Patient Participation Group Action Plan 2015

Your Responses

From the responses and analysis of the survey returns it was noted the following areas of interest:

Current opening times:

- 79.22% of responding patients stated the current opening times were convenient
- 20.78% of responding patients stated the current opening times were not convenient

Of these 20.78% the following changes were requested for more convenient opening times.

- Before 8am – 9.09%
- Lunchtime appointments – 2.27%
- After 6.30pm – 38.64%

Outcome:

Currently we offer 7.30am start times with the nursing staff and late evening GP, Nurse and HCA appointments three nights per week. Unfortunately due to Archwood Medical Practice being located within with in the Woodley Health Centre we are unable to offer earlier or later appointments.

At the moment lunchtime appointments are not feasible due to the work that the GP's need to complete outside of patient surgery hours. These additional duties are Home visits, Pathology results, Hospital letters and Minor surgery.

Additional Wednesday afternoon surgery is also now available with the surgery open until 6pm.

Booking Appointments

- 81.3% of patients contact the surgery by telephone to arrange appointments
- 3.7% book in person by attending at the reception area
- 15% of patient are using the on-line appointment booking system

Outcome:

Archwood Medical Practice looked at this response on board and we are currently looking to increase our on-line appointment availability. We are also looking at more pro-active campaign to inform and help patients with on-line access. For patients who have activated an on-line account they will from April 2015 be able to access their basic medical information as deemed appropriate by the medical staff.

This additional module will also link direct to a patient's medication allowing prescriptions to be requested on-line by a patient without having to come into the surgery to request repeat medication. This service is offer by the clinic supplier and further information can be found at this link to the "waiting room"

<http://www.thewaiting-room.net/>

Staffing:

The majority of patient replies stated the following on the staff;

- 72.12% stated reception staff were Very Helpful
- 87.2% stated they definitely have trust and confidence in the GP's
- 90.91% stated they definitely have trust and confidence in the Nursing staff

Telephone Service:

It was raised by patients in the “improvement questions” that sometimes it is very hard to get through on the telephone.

Outcome;

This is something the practice is aware of and has started to work on improving. To help with this additional hours were created to ensure that between 8am – 1pm there are 3 reception staff available at all times. This helps to ensure that Archwood Medical Practice can keep 2 lines open for patients calling the surgery on 0161 426 5800.

A report pulling together times/number of calls etc was prepared in December over a four week period. This helped to identify where we need to improve staffing levels to ensure that more calls are answered. Patients indicated they would prefer to be held in a queue instead of receiving an engaged tone / unanswered call, unfortunately as the surgery telephone system is managed by Stockport CCG at present the surgery is not able to offer this service. We have also advised external services such as Pharmacies of alternate numbers to call to ensure that the main surgery line is not kept tied up.

We are also advising all patients not to call the surgery for test results and we will contact patients if there is any follow up required. We hope that this move will also ensure less calls coming through to the surgery reception line, thus ensuring the lines are not kept busy advising patients of normal test results

The surgery also offers patients the option to email queries or questions through to the Archwood Medical Practice email address. This email is checked constantly during the open hours of the surgery by the reception staff with patient queries passed to the relevant medical staff. Emails from patients that we receive at present include:

- Cancellation of appointments
- Home Blood Pressure readings
- Questions on medical conditions
- Routine appointment requests

Emails can be sent to: stoccg.archwoodsurgery@nhs.net

Telephone on Reception;

It was highlighted by a number of patients in the “improvement questions” that they are able to overhear all that is said by reception staff whilst in the waiting room.

Outcome:

Due to the seriousness of this Archwood Medical Practice have now allocated an office away from the main reception area to ensure calls coming into the surgery are dealt with in a confidential manner. Calls will still be answered on the main reception when busy times deem this necessary.

Waiting Times;

Waiting times were highlighted by many of the responses due to the length of time patients have to wait beyond their appointment times.

Outcome;

GP appointments are only 10 minutes long. Due to the demand we have increased our number of appointments to ensure that you can see a GP on a daily basis. Unfortunately it is not always possible for the GP to keep to time. Various other issues impact on the length of time they run behind. These can be due to high volume of home visits, leading to late start of pm surgery, triage cases that need to be slotted in between booked patients due to the medical urgency. Patients that have a number of concerns that take longer than the set ten minute appointment slot. The ten minute appointment slot is something we are set as a government requirement and we are aware that GP's on occasions do run over this time allocation. This is because the medical staff at Archwood are there to listen, care and treat patient issues. We do not feel that it is appropriate to ask a patient to re-book another appointment to discuss additional issues.

Prescriptions:

The patient survey highlighted that patients do feel that the turnaround time for prescriptions is relatively long. Currently we do process any routine prescription within 48 hours.

Outcome:

Archwood Medical Practice receives between 200 – 300 prescription requests daily. This volume of work has increased along with the demands placed on the practice to ensure that we are prescribing appropriately. These prescriptions need to be issued by administration staff, checked by the Doctors and sent or filed away for collection by the patient. We have now allocated 2 members of the admin team to work on these requests daily, helping to ensure a quicker turnaround for your prescription. Archwood Medical Practice also has the new Electronic Prescribing Service available which enables your prescription to be sent electronically to the pharmacy of your choice. This enables a quicker more efficient prescription service for patients whilst reducing administration time for staff. This also means that the patient does not need to return to the surgery to collect the prescription – they can attend direct to the pharmacy.

If you would like to know more on this please see

<http://www.connectingforhealth.nhs.uk/systemsandservices/eps>

If you wish to sign up for this service please contact the surgery or speak to your local chemist to register.

Communication:

The patient survey highlighted issues with patient communication and how changes / updates are passed to patients.

Outcome:

A Patient Newsletter is produced on a 3 monthly basis which will be uploaded to the Website, sent as link in a text message along with also being e-mailed out to patients who have registered an email address with the surgery. It will also be printed with hard copies available in the waiting room. We hope this will help keep patients informed on what Archwood Medical Practice is doing along with including patient information on this. Archwood Medical Practice now also have a television within the waiting area which will broadcast patient information and any relevant updates.

Friends & Family Testing

This government requirement came into place in January 2015 and allows patients more regular feedback to the surgery. Archwood patients have two methods available to them for feeding back how they feel the surgery is running.

MJOG – text response

Patients will randomly receive a text message from the surgery MJOG system after a visit to allow the patient to provide feedback and score the surgery. This is totally randomised and confidential.

Friends & Family Feedback

Forms are available in reception and from all the clinical staff to allow patients to provide feedback and score the surgery. Again this can be confidential if you wish.

This information is collated on a monthly basis and then uploaded to a central system for monitoring and reporting purposes.

General Waiting Area

Patients have expressed concern around the patient waiting areas. They are very uncomfortable and not accommodating for patient's needs.

Outcome:

Unfortunately the waiting room is not something that the surgery can control although we will work further with the patient group on this to identified specific issues. These will then be taken back to the building management company.

Overview

Overall the patients who responded to the survey gave the following results:

- 43.61% of responses rated Archwood Medical Practice as Excellent
- 38.96% of responses rated Archwood Medical Practice as Very Good

On recommending the surgery to family and friends by the new Friends & Family test:

- 86.4% of responses indicated they would definitely recommend Archwood Surgery

Overall Outcome & Follow up action

Overall the outcome of the patient survey and the input from the patient forum group was good. Further work will be undertaken now with the Patient Forum Group to identify next steps and areas of priority.

Surgery Actions:

Work with the patients on the following areas:

- ✚ **More availability for online appointment booking**
- ✚ **Continued improvement on Prescription turnaround times**
- ✚ **Improvement on Telephone access when available**
- ✚ **Improvement on Waiting Times when attending appointments**
- ✚ **Continued improve with patient communication**
- ✚ **Improved Customer Service and patient experience**