

The Villa Medical Centre

PATIENT REFERENCE GROUP REPORT 2012/13

This report summarises the development and outcomes of The Villa Medical Centre Patient Reference Group (PRG) in 2012/13.

It contains:

1. Priorities for the 2012/13 patient survey and how they were agreed with the PRG.
2. Method and results of patient survey.
3. Changes in services required as a result of the patient survey (agreed with PRG).
4. Action plan detailing priorities and proposals agreed with PRG.
5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013).

1. Priorities for the survey and how they were agreed with the PRG:

As a group we felt we should survey the patients on current Practice targets and aims. One of these aims is to reduce unnecessary A&E attendance. We therefore agreed that it would be a good idea to survey patients to get an idea on what they thought warranted a visit to the A&E Department.

2. Method and results of patient survey:

The Practice Manager agreed to put together some questions and forward to the group for their comments and suggestions. The survey was then carried out using an online survey tool, SurveyMonkey. Copies were also given out at the Macmillan Coffee Morning in September. The survey ran for two weeks in September 2012, we had 51 responses and their results were as follows:-

1. Which of the following illnesses/problems would you attend the A&E Department with?

- a) suspected broken bones – 88%
- b) toothache – 0%
- c) dog bite – 57%
- d) suspected meningitis – 78%
- e) repeat medication – 0%
- f) all of the above – 4%

It was good to see that the majority of patients would use A&E appropriately, e.g. suspected broken bones and meningitis. However, more than half of those responding would visit if bitten by a dog. Whilst this would be appropriate if you were seriously injured, it would not be appropriate if it was just because you felt you needed a tetanus injection. The local minor injury/walk-in centre, or our own Practice Nurse would be a better option.

We were really pleased to see that nobody ticked the repeat medication box alone, however, 4% of patients responded that they would attend for all of the problems, possibly meaning they would attend A&E whatever the reason, life threatening or not! We now have to manage the healthcare budget for our patients and have to ensure the money is spent in the right areas.

2. How much do you think the surgery gets charged if you attend A&E, give your details in, but then decide not to wait?

- a) nothing -16%
- b) £20 - 27%
- c) £84 - 49%
- d) don't know - 4%
- e) blank - 4%

The cost is in fact £84! Once you give your details in, we are charged whether you stay or not! This is the lowest fee charged by the hospital and usually means only advice was given. We actually pay this amount for most A&E attendances, which mean that most attendances are probably for very minor incidents and another service would have been more appropriate.

3. Which services do you think could be the first port of call for minor non-life threatening illnesses/problems?

- a) GP – 65%
- b) Pharmacy – 37%
- c) A&E – 2%
- d) Out of Hours Service – 20%
- e) All Day Health Centre – 22%
- f) Minor Injury Unit – 10%
- g) Walk In Centre – 39%
- h) Blank – 2%

Any of the above services should be the first port of call for non-life threatening illnesses/problems, **APART FROM THE A&E DEPARTMENT!** We would ask you to consider carefully who you seek help from for minor ailments.

4. How much do you think it cost The Villa Medical Centre from April 2011 to March 2013 for patients attending the A&E Department?

- a) nothing – 14%
- b) £2,000 – 8%
- c) £50,000 – 35%
- d) £143,187 – 33%
- e) don't know – 2%
- f) blank – 8%

The answer is £143,187! Whilst a lot of this money is well spent on treating seriously injured patients, most of it could be saved and spent more appropriately on patient care in the Surgery, for example, more GP and Nurse hours!

5. Are you aware of the alternative services available to you, both during surgery hours and when we are closed?

- a) Yes – 92%
- b) No – 6%
- c) blank – 2%

3. Changes in services required as a result of the survey (agreed with PRG):

(Include summary of discussions on findings of patient survey with PRG).

4. Action plan detailing priorities and proposals agreed with PRG:

You said...	We did...	The result is...
Involve the patients more and try and improve communication	Agreed to be part of a PPG interactive website pilot	An up and running interactive PPG website, which has a link on the Practice website, 1 of only 3 PPG's to have one in the country!
Develop a virtual group	Changed our new patient health check form to ask permission to pass email	Over 30 patients have agreed for the PPG to contact them by email and keep them

	addresses on, also actively increase the number of email addresses we hold for currently registered patients and seek permission to also pass these on	informed of news and updates
Host a coffee morning	The PPG hosted our annual Macmillan Coffee Morning, instead of the Practice staff	Raised approximately £150 whilst also raising awareness of alternatives to the A&E Department and the PPG itself

6. **Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013).** www.villamedicalcentrewirral.nhs.uk

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