

Windrush Surgery - Banbury

Patient Participation Group Developments – 2014 - 2015

Introduction and Practice Profile

Windrush Surgery is in the centre of Banbury, less than 500m from the Cross of nursery rhyme fame. The practice has been established for over 45 years and we are currently three partners with approximately 8000 patients. We are based in our main surgery, an elegant extended Edwardian town house. We have a branch surgery at Bradley Arcade where we practice several days a week.

The partners, Dr Debra Wignell, Dr Simon Bentley and Dr Kiran Kommu are supported by a friendly, happy team of receptionists, administrative staff and nurses. Our other additional doctor is Dr Elizabeth Strachan who has been with us since March 2014. In an effort to address issues of access to appropriate care we have taken the innovative step to take on an Emergency Care Practitioner who sees and triages patients who would otherwise take up GP appointments.

We believe strongly in a well-integrated Primary Health Care Team and work closely with our attached District Nurses, Health Visitors, Midwives, CPNs, Palliative Care Nurse, Counsellor and visiting Drug and Alcohol Abuse Counsellor.

The practice patient profile mirrors the OCCG average. In terms of the geographical area, covered by the practice, it contains pockets of deprivation which are amongst the highest levels, not just in Oxfordshire, but nationally.

Opening Hours

The surgery is open Mondays	7:20am – 6.30pm
Tuesday to Friday	8.30am – 6.30pm
Mondays & Wednesdays (for blood tests)	7.30am – 8.30am

Routine consultations take place	
Mondays	7:20am – 12noon and 3.30pm – 5.50pm
Tuesday to Friday	8:30am – 12noon and 3.30pm – 5.50pm

Some urgent appointments are available each day (on the day) the surgery is open. We are experimenting with Mondays being 'book-on-the-day' from March 2014.

How to access services

Patients can use several channels to contact the practice or find out about services. These are:

- **Telephone** (01295) 251491
- **Fax** (01295)277706
- **Website** www.windrushsurgery.co.uk
- **EMIS Access** To book appointments and order repeat prescriptions. Over 16's only.
- **In person** At reception
- **In writing** To the practice address

Profile of the Patients' Participation Group

The group has now been established for over 8 years. It is an 'actual' group rather than a 'virtual' group and currently consists of 11 members with a range of conditions (or not), backgrounds and ethnicity. There are 8 women and just 3 men, a balance that needs to be adjusted a little. There is a wide range of ages amongst the group, being spread between 41 and 87 and we are aware that we need to recruit some younger members. The group broadly reflects the practice population.

Patient Participation Group - Priorities

The most significant and consistent issue year on year is access to the appointments and in particular the perception that patients aren't able to book appointments in advance. Other issues to do with the building and its facilities were also remain of concern as well as 'did not attend' (DNA) rates. However the securing of a substantial grant for building upgrading in late 2012 and with architect plans and other preparatory work on the building taking place, the agreed priority focus is to continue with efforts to improve the access to appointments or deal with the perception that access is difficult. This remains the priority after unavoidable delays to the programme caused by the legal and financial implications of a partner having left the practice during the year.

Practice Survey – How views were collected

This year an independent local patient survey (CFEP UK Surveys) was commissioned similar to that which was done 2 years ago; the purpose being to allow us to compare the two.

Questionnaires were randomly distributed over a spread of different surgery types and times to get a good spread of the patients.

How the Patient Participation Group were informed of and able to discuss the findings

The members of the group had the opportunity to discuss the findings and contribute towards an agreed action plan, some face to face others by telephone due to circumstances. Again there was a high level of agreement over the areas identified by the survey and the group and ideas and issues discussed which formed the basis of the action plan below. The main issues have remained the same for a few years.

Patient comments received in the survey informed the action plan

A summary report was discussed with the patient group at a meeting held in the main Surgery.

Patients felt that;

- They didn't get enough choice over which clinician they saw
- They wanted the ability to see a doctor or nurse within 48hours
- Waiting times could be long, they wanted them to be more consistent
- That more choice over date and time of appointments should be offered
- More information could given on staying healthy and self help
- Issuing reminders about appointments could be better
- A dramatic turn around in the perception of the reception team, prompting one patient to comment that there has been a 100% improvement!

The issue of the building and its grounds needing attention has been an ongoing priority which is being addressed. This came up regularly in the survey and is accepted and 'in-hand' and so not repeated here.

It is accepted that at Windrush we have taken on a big challenge to upgrade the premises and our capacity for additional significant change in this period remains limited. Our plans arising from this year's survey and consultation are again perhaps less ambitious than they might otherwise be. The Action plan from 2012-2013 and that from 2013-14 remain relevant and the practice continue to work towards achieving the outcomes.

The plan reflects the views of the patients and the practice that access in all its forms is the priority for the coming year/s. We want to free-up GP time to see those patients which cannot be dealt with in another way or by another clinician in the practice. This is why we are strengthening the nursing team and looking at our processes that frustrate patients and staff alike in this plan. The whole focus is to improve access to medical services whether it is through self-help, nurse practitioner, paramedic practitioner or a GP. By increasing flexibility of clinic times, choice of clinician and advice, patients will benefit.

Action Plan for 2014-2015

Summary Action plan 2014-2015
Link the upgrade to the website with the building upgrade to achieve a total 'refresh' feel to the practice
Employ a paramedic practitioner to triage urgent appointment requests, carry out visits and run minor illness clinics
Train a practice nurse to 'prescribing' standard to make the nursing team more independent
Trial 'book-on-the-day' sessions/clinics
Commission a report on how we handle repeat prescriptions

John McGowan – Practice Manager