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Patient Participation Report 31.3.2014

Practice Profile

Newbury Street is a long established G.P. practice operating under a PMS contract and (from April 2013) a licence from the Care Quality Commission.

We draw our patients from Wantage and Grove as well as the surrounding villages. We have 11,200 patients from all age groups and social backgrounds. Whilst most of our patients are recorded as “White British” we do also have a number of patients from other ethnic backgrounds.

We have 5 partners and three salaried doctors as well as a registrar (we are a training practice). In addition we have a very experienced nursing team backed by a small administration team.

The practice is open to patients from 8.30 until 6.30 Monday to Friday. In addition we are open to patients with pre-booked appointments on alternate Wednesdays and Thursdays until 8 p.m. and the first Saturday of the month from 9 a.m. to 12.00 noon. Both doctors and nurses are available at these extended hour surgeries.

The Patient Report Group

It was important to us that the patient group was as independent as possible so that they could decide on which areas of practice life they wanted to question and then to analyse the results of the survey. The practice contacted the patients and collated the results.

This year’s survey of patients began in September 2013 when we contacted our existing Patient Support Group (Link), members of last years survey group and also asked other patients to participate.

This year the group decided to ask questions to see how well some of the practice services were known to patients and also to get opinions on changes that may be made to how patients interact with their clinicians.

Finally we wanted to know to what extent patient support groups might be appreciated and used.

The survey that we distributed was as below.

Newbury Street Practice Patient Questionnaire 2014

Dear Patient

This year's questionnaire is designed to get your feelings and reactions to some changes that may be coming over the next months and years and also to ensure that you are aware of services and procedures in the practice.

Thank you for answering the questions, a report of the collated answers and any changes made to services as a result of the questionnaire will be published on our website <http://www.newburystreetpractice.co.uk> by the end of March.

Dr Rhodri Davies and Bob Lewis (Practice Manager)

(1)Were you aware of the following?

We are open for pre-booked appointments from 18-30 to 20-00 on alternate Wednesdays and Thursdays and on the first Saturday of the month from 9.00 to 12.00.

Yes NO

(2)Are you aware of the complaints procedure and how to complain to us?

(If not please see the notice board ask at reception or visit our website http://www.newburystreetpractice.co.uk/contact_us.asp)

Yes NO

(3)Would you be happy to have a consultation by telephone if, for example, it was a follow up from an initial face to face appointment with a G.P?

Yes NO

(4)Would you like to make more use of E-mail to contact your doctor? for example some patients already e-mail home blood pressure readings to us. This could be developed to include blood sugar results, weight loss etc?

Yes NO

We do need to ensure that patients are seen by the correct clinician (which may well not be their “usual doctor”)

(5)Would you be happy for ALL requests for appointments (apart from those requested by your doctor) to be screened (triaged) by a doctor by phone who would then agree the most appropriate course of action

Yes NO

Our Nurse Practitioner is experienced in dealing with a lot of “minor illnesses” for example coughs colds, sore throats, chest infections, ear problems, hayfever, rashes, bites, wounds, uti / cystitis, conjunctivitis. She is fully qualified to prescribe medications but will always seek the opinion of a G.P. if necessary.

(6)Would you be happy to see her instead of a G.P. for these sorts of problem?

Yes NO

Patient support groups are popular in some surgeries for patients with specific chronic conditions. They are led by a clinician and meet regularly to support and educate patients, help them meet others with similar conditions, swap experiences and help patients take on more self management of their conditions.

(7)Would you value such groups in Newbury Street?

Yes NO

If yes which groups might you support? (Please mark as many as you might use)

Diabetes Ischaemic Heart Disease Dementia

Carers Stroke Weight Loss

Other (Please say what)

Thank you

Newbury Street Practice

<http://www.newburystreetpractice.co.uk/>

The survey was sent by E-mail to 750 patients selected at random. A further 350 paper surveys were made available to be picked up by visitors to the practice and handed out by clinicians on a face to face basis to patients.

Of these we received back 81 by E-mail and 87 paper ones.

The results are as below (not all sections add up to 168 as some patients didn't answer all of the questions).

ONE	
Yes	88
NO	81
TWO	
Yes	64
NO	104
THREE	
Yes	155
NO	10
FOUR	
Yes	133
NO	34
FIVE	
Yes	116
NO	48
SIX	
Yes	161
NO	6
SEVEN	
Yes	118
NO	47
Diabetes	26
Ischaemic	14
Dementia	14

But 4 more would value them if they had a need

Carers	15		
Stroke	18		
Weight Loss	30		
Other	15	Parkinsons (2)	Cancer Sufferers and Family (1)
		Arthritis (1)	Depression/Stress (1)
		Chronic Pain (1)	
		High Blood Pressure (5)	Asthma (1)
		Joint Rep (1)	Migraine (1)
		M E (1)	

The conclusions drawn by the group from these collated results were;

- 1) We should publicise our extended hours availability and Complaints procedure more widely
- 2) That patients would be happy with the use of more telephone and E-mail contact with doctors.
- 3) A large majority of patients would be happy for all appointment requests to be screened by a G.P.(but we would need to be careful how we dealt with the 30% or so who were not happy)
- 4) Almost all respondents would be happy to see a properly trained nurse to deal with “minor illnesses”
- 5) Over 70% of patients were in favour of support groups.

In conclusion the patient participation group has asked the partners of the practice to explore ways that one or more support groups could be established and run to gauge uptake and to analyse how useful they are to participants.

The partners agreed to take up this suggestion and raise awareness of the items at 1 above.

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