

UNIVERSITY MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

ANNUAL REPORT & ACTION PLAN 2014-15

Introduction & Recruitment of the Patient Participation Group

Review on how and why the Patient group was established:

The University Medical Centre Patient Participation Virtual (Email) Group was established in October 2011. Recruitment pathways to actively encourage patients to participate in the new group led to discussions between the Medical Centre and various student bodies within the University.

Support in securing further new contacts within various University Departments was achieved and the reasoning behind why the Medical Centre wished to create a patient group and what was hoped to be achieved from doing so was communicated successfully. Advice was sought regarding a best practice approach to be adopted to help inspire interest from the student population and how we could actively encourage participation in what would become the patient representative voice of the University Medical Centre.

It was extremely beneficial that the new University contacts included staff within the student union and various student support groups. Taking advice from knowledgeable University staff well placed to disseminate information to students has proved to be a positive step in helping the University Medical Centre recruit from our registered student patient population.

The task of recruiting members from our local residential patient population outside of the University was met by simple advertising within the Practice and by on-going face to face discussions both in the Practice and at health promotion events. There has to date continued to be a positive interest resulting in a well-balanced membership which includes older and employed patient representatives complimenting the younger student demographic to successfully retain our Patient Participation Representative Group.

2014/15: Patient Participation Group - Update:

The University Medical Centre Patient Group will always need to reflect a changeable membership due to the large number of patients registering with the Practice each year when the new academic student intake enrolls in the University. In order to ensure patient group numbers are maintained when students move away it has been essential to continue advertising the opportunity to participate in the Practice's patient group and to allow new members to join at any time. This has continued throughout 2014 and also now in to 2015 with the Practice inviting patients to join the virtual group. The Patient Participation application form is updated every January and this has now been added to the University Medical Centre's Website front page to ensure there is better visibility of the patient group to those who may wish to apply to join and become a member.

The Primary Care Assessment Framework 2014/15 has identified that the University Medical Centre's percentage in new registrations and patient turnover has been measured as approximately 32% which is a slight decrease from the 35.45% previously reported 13/14. This could suggest that patients from the University (both staff and students) are choosing to remain registered with the Practice whilst they may leave their studies or work placement at the campus but however continue

to reside within the Bath locality. This regular turnover in patient registration numbers continues to support the need for the Practice to ensure the Patient Participation Group remains open for new membership to help maintain representation from all groups of our patient demographic.

Alongside recruitment of new members to the Patient Group, most of whom are new University students, the Practice has also managed to retain membership from our local residential patient population and also University staff registered as patients with the Practice. This sustained membership has helped to provide some stability and consistency whereby more established members of the group are well positioned to review the changes and improvements that have been considered or implemented by the Practice over the last few years.

Continuity of membership working in harmony with the new student patient representative helps to make the Practice aware of issues, concerns or feedback that may differ depending on the individual patient type – that is priorities to be considered for change or improvement could vary depending on whether a patient was a local resident, a University member of staff or a student. The ability to have input from such a wide and diverse patient community is extremely important and helps the Practice to recognise areas for focus when we review and look to improve our primary care service provision.

Why a Patient Participation Virtual (Email) Group and how this has evolved?

Taking in to account expert knowledge from our University contacts it was deemed that a Patient Participation Virtual (Email) Group would be the most appropriate option to introduce over and above a face to face patient representative group.

With a predominantly young patient demographic registered with the Medical Centre it is apparent that patients engage very well with this virtual method of communication. It was considered that a virtual email forum would act as ongoing encouragement to our younger patients to participate who may otherwise have been deterred had there only been the option of a physical group. It was also understood from previous attempts to introduce a patient forum at the Medical Centre that the younger population would be much more likely to participate in far greater numbers if a virtual group was established.

Whilst the patient group has remained in the form of a virtual representative, moving in to 2013 and 2014 the Practice has also had an element of physical engagement on an ad hoc basis. This has been made available to help and offer support to the on-going needs of our very diverse patient population and the Practice would like to continue to encourage the possibility of a more established physical patient group if patients are happy and willing to partake in this way. Whilst currently most patients have preferred to continue with virtual participation, the option to engage face-to-face remains available to offer a combination of virtual and physical patient group representation.

How have we engaged with our Patient Community?

The Medical Centre continues to engage with the University community by actively participating in the Annual Freshers' Fair on campus and offering a two week new student patient registration period at the Practice every September. Participation in ad-hoc health promotion activities at the Practice and on-site at various locations within the University campus continue with requests for representation at the student union organised campaigns such as their 'Think Fair' already in place for April 2015. These health promotion campaigns which often focus on different health awareness

areas relevant to the student community are supported by Medical Centre staff whenever possible and we maintain a keen commitment to continue to participate in such events.

The Practice believes in the importance of participation in the University events as continual ad-hoc engagement and communication helps to achieve input from our diverse patient demographic. The different ways in which we continue to engage with our patients ensures that the views and opinions from all representative groups that make up our patient community can be obtained and not only from patients who regularly attend the Practice.

The virtual Patient Participation Group helps us to obtain important feedback to direct a focus on what should be considered as priority areas for future developments as we look towards continued improvement.

University Medical Centre Practice List Size, Profile & Population Type 2015:

The University Medical Centre has **11,800 patients currently registered as of March 27th 2015.**

The Practice registered patient list changes almost daily with larger fluctuations in patient numbers recorded from late June each year when students leave and de-register from the Practice. Patient numbers fluctuate dramatically once again each September when approximately 3,000 new students from the University's annual academic intake register with the Practice. Most recent analysis identified a 32.07% turnover of patients on the Practice's registered list each year in 2014/15.

The Practice continues to deliver all core primary care services to local residents and to the University community which includes students and staff. Student patients make up the largest proportion of the Practice's patient list.

Practice Profile: Gender (March 2015)

- 6,472 patients (55 %) are Male
 - 5,328 patients (45%) are Female
- 11,800 Patients**

Practice Profile: Age (March 2015)

- 0.7% aged up to and including 16
- 77.11% aged between 17-24
- 17.15% aged between 25-34
- 2.64% aged between 35-44
- 1.3% aged between 45-54
- 0.65% aged between 55-64
- 0.25% aged between 65-74
- 0.1% aged between 75-84
- 0.1% aged over 84

Practice Profile: Ethnicity (March 2015)

- 69% represent the White British ethnicity profile group
- 3% represent the White and Black Mixed ethnicity profile group
- 0.4% represent the White and Black African ethnicity profile group
- 8% represent the Asian / Mixed British ethnicity profile group
- 1.6% represent the Black British or African ethnicity profile group
- 15% represent the Chinese ethnicity profile group
- 3% of patients represent the other ethnic origin profile group

Patient Participation Representative Group Profile 2015:

The Patient Participation Group currently consists of 21 members as follows:

Patient Participation Group: Gender (March 2015)

- 13 patients (62%) are Male
- 8 patients (38%) are Female

Transgender Patients: The University Medical Centre supported and advised the student community who set up a Transgender Support Group in 2012/13. The Practice is actively helping to make patients and students aware that this group has been established by continuing to promote the availability of this group to patients and visitors to the Practice.

Although the Practice does not currently have any transgender patients in the current patient participation representative we will continue in ad-hoc engagement with the Transgender Support Group and are hopeful that participation may be taken up at a future date.

Patient Participation Group: Age (March 2015)

- 0% aged under 16
- 30% aged between 17-24
- 14% aged between 25-34
- 14% aged between 35-44
- 24% aged between 45-54
- 10% aged between 55-64
- 4% aged between 65-74
- 4% aged between 75-84
- 0 patients are aged over 84

Patient Participation Group: Ethnicity (March 2015)

- 68% represent the White British ethnicity profile group
- 4% represent the White and Black Mixed ethnicity profile group
- 4% represent the White and Black African ethnicity profile group
- 8% represent the Asian / Mixed British ethnicity profile group
- 4% represent the Black British or African ethnicity profile group
- 8% represent the Chinese ethnicity profile group
- 4% of patients represent the other ethnic origin profile group

Patient Participation Group: General (March 2015)

The University Medical Centre has actively encouraged membership from the wide section of our patient demographic. The Patient group currently consists of the following members:

- Employed local residents
- Employed University Staff
- Retired local residents
- Mature University students
- Undergraduate University students
- Postgraduate University students
- Student Union group volunteers

Aims & Objectives of the Patient Participation Group / Patient Feedback / Surveys:

The intention of the Patient Participation Group is to ask for patients' views on a range of subjects relating to the Medical Centre. This will help us understand what is important to our patients and we can share what we are able to deliver. Patient involvement, input and feedback helps contribute to the on-going developments in the primary care services we are able to offer and helps provide a focus on the structure of any changes to be considered for implementation in the future.

The aim is for our patients to have a voice where the group can potentially have some positive and constructive influence and involvement in future planning to improve the services available. The Participation group facility acts as a communication vehicle for patient feedback which is a benefit for all of our registered patient population which is not designed to concentrate on individual care.

Patients feel that they are more involved with their Medical Centre and when we launch new surveys we are able to obtain views on all aspects of the service that we deliver. Our patients still feel it is important to gain a general overview in the surveys we run for all aspects of the Practice from the role of the receptionists and medical secretaries who greet, inform and assist our patients, to the role of the clinicians offering a wide range of primary care medical services.

PATIENT FEEDBACK 2014/2015

PATIENT SURVEY RESULTS FROM FRIENDS & FAMILY TEST 2014 / 2015:

197 patients have provided feedback to the Practice Friends and Family survey questionnaire since this was launched at the University Medical Centre in December 2014:

To date the overall combined responses received indicate that 82% of all patients who completed the survey were extremely likely or likely to recommend the Practice to their Friends & Family.

Age & Gender of Patients responding to Survey

The Friends & Family Test is an anonymous survey so the patient demographic data for this particular source of patient feedback is unavailable

Comments received from patients completing the survey questionnaire included some of the following statements (December 2014 - March 2015):

- Awesome
- Staff are always very friendly and no matter how busy they are they always make time for you
- Very impressed
- Lovely receptionists!!
- Always a good experience
- Managed to sort out all my issues today even though I had not made an appointment.
- Thank you so Much!
- Waiting time

Themes and Feedback about how the Practice could improve

- Improve check in service to implement an automated check in system
- Waiting time could be improved

UNIVERSITY MEDICAL CENTRE ACTION PLAN UPDATE - 2015:

| Priorities | Desired Outcomes | Notes | Status |
|---|---|--|---|
| Online Appointment Booking System for Patients | Patient requests for on-line appointment booking was a common theme over the last year and this has now been launched and is available via the University Medical Centre's website | <p>The Practice has gone live with an online appointment booking system enabling patients to register for online access to book and cancel appointments. The 'Patient Access' web based tool can be accessed via the University Medical Centre's website and patients can register for online access here: https://patient.emisaccess.co.uk/Account/Login?ReturnUrl=%2f</p> <p>In addition to the online appointment booking system patients can also view summary information from their medical record once registered for online access to the Practice clinical system</p> | <p>This is now a live and available set up. The on-line appointment booking system launched in March 2015.</p> <p>Available to register for the on-line appointment booking using Patient Access</p> |
| Patient Waiting Room Reception Area New Patient Toilet and baby change facility Refurbishment Project for new Minor Surgery & Treatment Room | <p>Continued improvements made to the patient information that is made available in the waiting room.</p> <p>A refurbishment project was performed from December 2014 through to March 2015</p> | <p>The Practice will continue with themed notice boards for display of patient information. Reception staff undertake a weekly review of posters and patient information leaflets available on display and where possible may adapt to offer appropriate themes specific to the Practice patient demographic (sexual health campaigns, mental health awareness and support groups available, vaccination programmes, travel clinics etc...)</p> <p>Redecoration of the Practice waiting room was completed the previous year and in December 2014 a new premises project was undertaken to completely reconfigure the patient treatment room. This project is now almost complete with the treatment room having undergone a complete refurbishment. In addition to this project there is also now a new patient toilet area which has been created to offer a larger room that also includes a baby change table.</p> | <p>The patient reception waiting area was redecorated and repainted in the previous year.</p> <p>Consideration of the patient environment demonstrates the Practice is taking on-going actions to address issues that may be raised in patient surveys that are conducted on an annual basis.</p> |

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| <p>Appointment waiting times and Length of clinical Appointments</p> | <p>To ensure that patients are being given the appropriate length of time for appointments</p> | <p>Audit reviews of the appointment availability for all clinicians in the Practice were conducted in 2013 and this was again reviewed in July 2014 to ensure that the appropriate length of time was being provided to patients as determined by the reason for attending.</p> | <p>The Practice introduced telephone triage Nurse Practitioner assessments as from October 2013. This extra same day triage access has helped to address some of the same day demand and has also helped to reduce patient waiting times where possible</p> |
| <p>Telephone Access to the Medical Centre</p> | <p>To improve patient access to the University Medical Centre</p> | <p>An audit of the number of telephone calls taken on the reception desk over a period of six weeks in January and February 2013 identified that Monday mornings were by far the busiest time for calls coming through</p> <p>A further audit in January 2014 and the Access survey conducted in February 2014 also confirmed that Monday mornings experienced the busiest time with the volume of telephone calls in to the Practice.</p> <p>The Medical Centre was re-cabled with an enhanced network provision in February 2014 which will act as the support for the Practice to roll out a new telephone system.</p> | <p>The new system is in the process of being procured with telecoms provider Comms Plus to provide additional telephone lines in to the Practice and the system which will link in to the existing network infrastructure.</p> <p>This new and enhanced telephone service will offer more functionality in the service provision for callers and with new network points now installed throughout the premises this should allow for an increased number of telephone lines to be made available</p> |

The University Medical Centre's Patient List continues to remain open to all new patients who reside in Bath and the surrounding areas within our Practice boundary.

The University Medical Centre Opening Hours are as follows:

Weekdays:

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| Monday | 08:00 – 18:00 |
| Tuesday | 08:00 – 18:00 |
| Wednesday | 08:00 – 18:00 |
| Thursday | 08:00 – 18:00 |
| Friday | 08:00 – 18:00 |

Extended Opening Hours:

Appointments are available on a pre-booked basis to see a doctor or a Nurse Practitioner on Saturday mornings at the Practice when a 5½ hour appointment session is offered which runs from 08:00 through to 13:30. The Practice has increased the number of hours that are made available for extended hours appointments to reflect the increased patient registered list size since 2012.

Booking Appointments:

Patients may book appointments to see a doctor, nurse practitioner, practice nurse or health care assistant by ringing the Medical Centre or attending at the Practice in person and booking directly with the reception desk.

Online Appointment Access:

Patients are now also able to book or cancel their appointments online via the Patient Access portal which has been made available via the University Medical Centre's website since March 2015.

In addition to this patients who register for on-line access may also view a summary of their medical record, view allergies and medication. Repeat prescriptions have been able to be requested online via the Practice website since 2011.

Urgent Care & Same Day Access

The University Medical Centre offers Urgent Care appointments during the core primary care hours from Monday through to Friday. There is always an on-call duty doctor available to see emergency patients and there are no limitations on the number of emergency patients that can be seen.

The duty doctors on-call shift patterns run from 08:00 to 13:00 in the morning and from 13:00 to 18:00 in the afternoon during the weekdays.

When there is greater demand for GP appointments and patients require to be seen the same day they may be offered a telephone appointment with the duty doctor or the nurse practitioner who will arrange to see the patient if deemed necessary.

Since September 2014 access to a Nurse Practitioner for same day urgent assessment appointments has also been made available for morning and afternoon clinical sessions. This is to help support the urgent same day demand to help provide continued access for the patient population.