



Cookham Medical Centre News

Summer 2013

Published for CMC by the Patient Participation Group (PPG)

Welcome to the new Practice Manager Miles Dagnall

Miles comes from a background in the justice sector and we welcome him to Cookham Medical Centre. He started his new post in May 2013. He will be issuing regular bulletins from the Medical Centre, which will include the Action Plan resulting from the Patient Questionnaire

Your Comments .. (new comments box soon to be put up in the waiting room)

The disabled space was blocked by people parking in front of the window PPG response:

The white lines have been re-painted in the car park, and no issues have been reported since. (Thank you to Miles for sorting this out!)

Ovarian Cancer Screening invitations are not the best use of money and not targeted at right people Practice response:

This service comes from the Berkshire Health Authority and is not in any way controlled or influenced by CMC.

Some services seem to have moved away from CMC to St Marks? Practice response:

We are not aware of any services being moved away from the Medical Centre. Details of all clinics can be found on our website.

Patient Questionnaire 2013

The results have now been analysed. How have your comments been received and what difference will they make?

The following analysis assumes that respondents are representative of patients as a whole.

What we learned about you.

- The average age of people who completed the questionnaire was 66 years old. 38% of you were aged between 50 and 69. Only 2% were below 30 years old.
- 67% of you are able to walk to the Medical Centre
- On average you see a doctor five times a year and a nurse four times. This is one more nurse visit a year than last year, which explains some of the pressure on our nurses.
- Nearly 60% of you have a long term condition that needs monitoring regularly.
- 60% of you can normally see a doctor during the working day, but for those who find it difficult, early mornings seem to be most popular.

Continued overleaf/

Cookham PPG AGM

As required by its constitution, the Patient Participation Group gives notice of the forthcoming Annual General Meeting.

This will be held on **Tuesday 16th July 2013**, in the surgery waiting room, starting at **7.00 p.m.** It is hoped that many of you will be able to join us.

Local organisations with an interest in health and/or local community affairs are eligible to nominate a member of the PPG committee. In addition up to six individuals will be elected to serve on the committee. To nominate representatives or individuals please contact our Chairman, Brian Schirn (b@schirn.fsworld.co.uk) on 01628 819460, or Secretary, Chris Oxtoby (chris.oxtoby@btinternet.com)

Join our email group "Friends of Cookham Surgery" and stay in touch with newsletters, bulletins and events. Please tear off this strip and pass it to a receptionist, or place it in the Comments Box

email address: _____

PATIENT QUESTIONNAIRE (Continued)

• Of those who completed the questionnaire, 3% regarded their last visit as an emergency and 22% had a new illness or condition.

The action plan allows for an increase in Doctor's appointments, and also a review in the types of appointments available.

• 15% had come to see a nurse on their last visit and 27% were there for a blood test (so demand on nursing staff has risen)

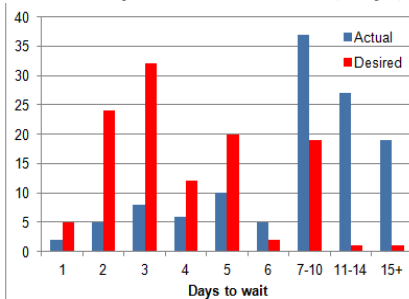
CMC hopes to increase the nursing appointments offered and is currently recruiting extra nursing staff to cope with the extra demand.

• 59% found it easy, to make an appointment in person with only 5% finding it difficult.

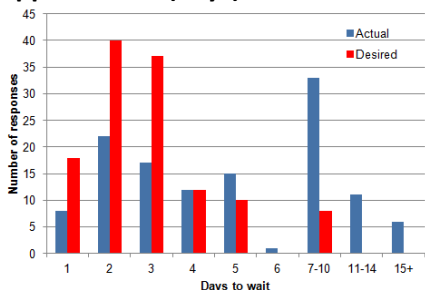
• 15% of you had difficulty making an appointment by telephone, which is an increase.

The appointments system is frequently reviewed to try to optimise access for those who need it most, and CMC are reviewing the procedure for handling telephone calls as part of their action plan.

Wait for a particular doctor (days)



Time from booking to non-emergency appointment (days)



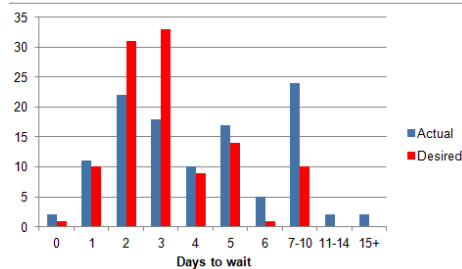
• On average, you are waiting 10 days to see a 'favourite' doctor, but would find 4 days acceptable

• When making a non-urgent appointment for a doctor 60% of you had to wait less than 6 days. 94% of you felt that waiting 6 days or less

was acceptable.

It would seem then that expectations are largely being met, but should be improved further if more doctor hours can be found and if people were prepared to see a doctor other than their favourite.

Wait for a nurse appointment (days)



• The average wait for a nurse appointment is 5 days, but most people would like it to be 4
The increased demand for nursing appointments has become more of a problem over the last year. Another nurse is being recruited, extra phlebotomy appointments are being put in, and nurses will begin to take on more chronic disease management.

• 90% of you found the time of your most recent appointment acceptable. Only 9% considered it inconvenient.
Comments from patients who felt improvements are needed are being considered in detail.

• Rating of the doctor's performance during a recent consultation remains very good. 53% feel the service offered if very good, and only 3% felt it was poor.

• 70% of you gave full marks for thoroughness, listening, involving you in decisions and informing you. About 89% of you gave at least 5 out of 6.

Less than one person in 30 scored performance at less than 3 out of 6.
Although these results show a high degree of satisfaction, there is clearly an opportunity for improvement. Did patients giving low scores let the doctor know how they felt at the time?

• 92% of patients considered that the doctor gave them enough time (up from last year), with a further 7% nearly satisfied.

• 42% of you were not aware that

you can request a 20 minute appointment.

This is more than last year, so people may be forgetting! CMC intends to improve communication with patients as part of its action plan. Appointment lengths seem to be an area that isn't getting through.

• The average wait to be seen after your appointment time is exactly as it was last year, at 20 minutes, but more of you (10%) wait over half an hour. A lucky 45% are seen within fifteen minutes.

• Most people (57%) do not find the wait a problem and 3% consider it unacceptable.

This shows that the practice policy of giving patients as long as they need rather than keeping rigidly to time still meets with the approval of the majority.

• Urgent calls and emergencies are handled with a preliminary discussion on the telephone with a doctor. 37% of you haven't yet needed this service, but of those who had 73% were happy with the service.

• 93% of patients responding felt that their emergency appointment was dealt with effectively by a GP.

• 89% of you know that you can ask for telephone advice from the doctors

Thank you to those people who completed the questionnaire on line. This saved us time, money and reduced our carbon footprint considerably.

• 84% of you preferred completing the questionnaire online. 2% had problems completing it online
Comments made have been noted. For those unable to use a computer, the paper version of the Questionnaire will remain available next year.

• Only 2% of respondents were below 30 years old.

This is something we'd like to improve on next year.

Look out for the first CMC bulletin, which will contain the action plan, already written, following in depth consultation with the PPG.