



Cookham Medical Centre News

Summer 2012

Published for CMC by the Patient Participation Group (PPG)

Problems with memory – need some help?

So what did I go upstairs for? How many of us say that to ourselves on a fairly regular basis. This is normal for busy older people. Some of you will have come to the Patient Participation meeting in 2009 “*Just forgetful or something more*”, an evening aiming to discuss subjects ranging from memory loss to dementia. The early signs of dementia are problems with memory, thinking, language (such as repetitive questions). Later on this may lead to feeling challenged by day to day activities like dressing, eating and financial matters.

The most important factor to prevent further deterioration is to stay socialising with friends and family, enjoying conversation, laughter and going out and about as long as possible, as well as keeping active in the house. There may come a time when you need contact with caring colleagues with experience of this problem. Support may be helpful.

Rendezvous at Elizabeth House provides a wonderful break for carers and their loved ones. This cheerful afternoon has been running every Thursday between 3-5 pm for 3 years now, meeting the needs of a growing number of people suffering from dementia related conditions. If you are someone who would benefit from a relaxing Rendezvous afternoon with people who care and understand, why not come along, or to find out more about us, telephone Rose Coop on 07938 723615.

Patient Questionnaire 2012

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.

- **73% of you live within walking distance. Only 30% come on foot, nearly 70% choosing to come by car. As one of the most frequent comments is about car parking, there seems to be an opportunity here!**
- **On average you see a doctor five times a year and a nurse three times. If you are typical, that would equate to 40,000 doctor appointments a year or 190 every day.**
- **Nearly 80% of you take medicines regularly.**
- **43% of you are normally in Cookham during the working day.**
- **65% of you have a “favourite” doctor**
- **One in eight of you is a carer.**
- **83% of you have access to the internet, implying that about 1000 people don't!**

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 Thursday 21st June, in the surgery waiting room, starting at 6.30 p.m. It is hoped that many of you will be able to join us.

Not yet a Friend of the Surgery? See Page 3 to find out why the AGM is a special opportunity for you!

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 Hon Secretary, Chris Oxtoby (chris.oxtoby@btinternet.com or 01628 670705). If you would like to discuss what is involved, please contact our Chairman Brian Schirn (b@schirn.fsworld.co.uk or 01628 521809).

Patient Participation Groups will be more involved in local health decisions in the future, as well as facilitating health information and patient involvement. This exciting opportunity needs active involvement from all sectors of the community. Don't assume that you can leave it to someone else!

PATIENT QUESTIONNAIRE (Continued)

• Over half of you are not aware of the Patient Participation Group (PPG). Many of you are not sure if we can represent your needs. 59% are unaware that the PPG organises health information evenings.

We have now prepared a leaflet, which will be available in the waiting room, telling you about us and what we do.

• Nearly half of you do not see this newsletter.

Why not take a copy for a friend or neighbour who might like to read it?

• Only 16% of you have joined the E-mail group "Friends of Cookham Surgery".

As 83% of you have internet access we would urge you to join this free information resource. (See Page 3)

• 16% of those who completed the questionnaire at the surgery regarded their visit as an emergency.

16% is a high figure for emergencies. It may be that the only options Routine or Emergency did not give you opportunity for an appropriate response. We will modify the question next time.

• 8% had come to order a repeat prescription.

It is planned that repeat prescriptions will be available on-line, reducing the need for such visits.

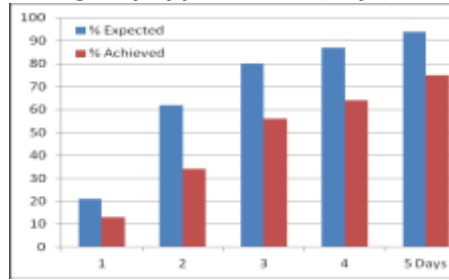
• 25% of you are happy with the system for booking appointments on Monday mornings. 35% find it difficult.

• 9% always have difficulty making an appointment by telephone, with a further 17% having difficulty on occasions.

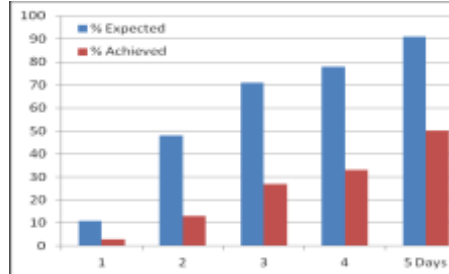
• Making an appointment in person is regarded as rather easier, but 23% have not tried to do so.

The appointments system is frequently reviewed to try to optimise access for those who need it most. Your comments will be considered when the system is next reviewed. It is the intention to introduce on-line booking, but this will need to ensure that those without internet access are not unduly disadvantaged.

• Time from booking to non-emergency appointment (days)



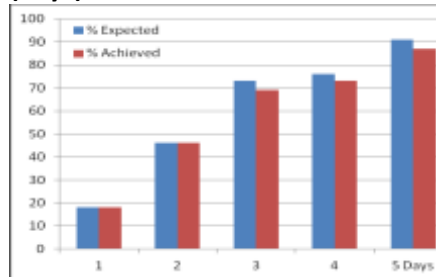
• Wait for a particular doctor (days)



Expectation is clearly higher than can be met. Comparison with other surgeries shows that the position in Cookham is better than most.

In a future newsletter we will provide a detailed response to this issue.

• Wait for a nurse appointment (days)



Your needs seem very close to being met!

• 87% of you found the time of your most recent appointment acceptable. Only 2% considered it inconvenient.

• 62% of people felt that no improvement was needed.

Hopefully comments from the 38% who felt improvement is needed, are included in the specific comments, which are being considered in detail.

• Rating of the doctor's performance during a recent consultation produced nearly identical results for all aspects of care. Almost 50% of you gave full marks for thoroughness, listening, involving you in decisions and informing you. About 80% of you gave at least 8 out of 10. Less than one person in ten scored performance at less than 5 out of 10.

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?

• 86% of patients considered that the doctor gave them enough time, with a further 11% nearly satisfied.

• 39% of you were not aware that you can request a 20 minute appointment.

• The average wait to be seen after your appointment time is just under 20 minutes. 6% of you wait over half an hour. A lucky 30% are seen within ten minutes.

• 65% 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 meets with the approval of the majority.

• Over one third of you are completely satisfied when you are referred. Two thirds gave at least 8 out of 10. Of the remainder only 6% scored 3 or less.

We will compare these figures with those collected in the next few years to see the effect of changes to NHS commissioning arrangements.

• 54% of you would use an on-line booking system for appointments. *It is the intention to introduce this service in the near future. Current booking options will remain in place.*

• 75% of you would use an on-line repeat prescription service. *This service will also be introduced in the near future.*

• 66% of you are prepared to register your arrival for an appointment on a terminal. *Funding for this facility has been approved and it will be in place soon. Changes to make access to the reception area easier and more pleasant are under consideration.*

• 57% of you would choose to book consultant appointments on-line. *This service requires changes to some hospital computer systems. Your response will be used to support action to make this happen!*



YOUR COMMENTS

I booked an appointment for 3.50 p.m., but was still waiting to be called an hour later. It was only when I questioned why this had happened, that any explanation was offered.

Name supplied

Practice response:

We are sorry that you were kept waiting so long and that you were not kept informed of the delay.

Reception staff have been asked to let people know if there is a delay when they book in for their appointment and to keep them informed about when they can expect to be seen.

PPG response

The survey results show that while 6% of patients wait for over 30 minutes, only 3% found their wait unacceptable. Some delays are unavoidable, but it is important that anyone kept waiting is aware of what is happening. In this case, when the patient was eventually seen, the doctor proved to be helpful and informative.

In last issue of this newsletter, you were invited to comment if you had any problem using the screen that indicates when it is your turn for your appointment. No further comments have been received. Enhancements to the display will be considered once a new IT manger has been appointed

Friends of Cookham Surgery – Stay in Touch

The number of you who have joined the e-mail list continues to grow. We will continue to make application forms available in the waiting room and have included a tear-off strip below.

WHY NOT ACT NOW - IT COSTS NOTHING!

Please drop the completed form in the Comments box. As well as receiving occasional information, you will be helping the practice to demonstrate that it is working actively to communicate with patients. This is a requirement for the practice to qualify for additional funding. Communications are about six times per year.

If you will not be visiting the surgery soon and would like to join the mailing list, please e-mail our secretary chris.oxtooby@btinternet.com

(You can unsubscribe at any time by advising the same e-mail address.)

A lot of useful information including times when the Medical Centre is closed for staff training can be found on the website at www.cookhamdoctor.co.uk

SPECIAL OFFER!

To encourage you to join the Friends of Cookham Surgery, the PPG is offering a prize, to be awarded to the person whose name is **drawn out of the hat at the AGM**. All "Friends" will be included in the draw, **including anyone who joins on the night!** The prize will be a voucher for a professional massage for the winner or their nominee. Further prize draws will be held in the future.



Please include me in the "Friends of Cookham Surgery".

E-mail address _____

Please tear off this strip and place it in the Comments Box

