



# Wolseley Medical Centre



Patient Participation Group

15<sup>th</sup> January 2014



## Agenda for today

- Welcome and Introductions
- Purpose of the meeting
- Discussion on the following:-
  - National Patient Survey Results
  - Accident and Emergency attendances
  - Care Quality Commission Visits to practices
- Meeting Frequency – Quarterly, 6 monthly, once a year ?
- General feedback on surgery

# GP PATIENT SURVEY PRACTICE REPORT



## Overall, how would you describe your experience of making an appointment?

Very good	53	42%
Fairly good	45	35%
Neither good nor poor	15	12%
Fairly poor	13	10%
Very poor	0	0%
Good (total)	98	77%
	127	

## Is your GP surgery currently open at times that are convenient for you?

Yes	116	91%
No	6	5%
Don't know	6	4%
	128	

## Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	44	34%
Fairly easy	50	38%
Not very easy	23	17%
Not at all easy	11	9%
Haven't tried	3	3%
Easy (total)	94	72%
	131	

## How helpful do you find the receptionists at your GP surgery?

Very helpful	65	50%
Fairly helpful	59	45%
Not very helpful	3	2%
Not at all helpful	3	2%
Don't know	1	0%
Helpful (total)	124	95%
	131	

## How often do you see or speak to the GP you prefer?

Always or almost always	29	39%
A lot of the time	13	17%
Some of the time	28	36%
Never or almost never	6	8%
Not tried at this GP surgery	0	0%
	76	

**Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?**

**Giving you enough time:**

Very good	67	52%
Good	51	39%
Neither good nor poor	12	9%
Poor	0	0%
Very poor	0	0%
Doesn't apply	0	0%
Good (total)	118	91%
	130	

**Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely	96	74%
Yes, to some extent	28	21%
No, not at all	2	2%
Don't know/can't say	4	3%
	130	

**How long after your appointment time do you normally wait to be seen?**

I don't normally have appointments at a particular time	2	2%
Less than 5 minutes	22	17%
5 to 15 minutes	83	65%
More than 15 minutes	17	14%
Can't remember	4	3%
	128	



**Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?**

**Involving you in decisions about your care:**

Very good	59	46%
Good	55	42%
Neither good nor poor	8	6%
Poor	2	2%
Very poor	0	0%
Doesn't apply	5	4%
Good (total)	114	88%
	129	

**Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, would definitely recommend	73	57%
Yes, would probably recommend	39	31%
Not sure	6	5%
No, would probably not recommend	5	4%
No, would definitely not recommend	0	0%
Don't know	4	3%
	127	



## Accident and Emergency attendances

Practice has to review attendances at HRI

Check for:-

- Frequent Flyers – people who have attended 5 or more times in 12 months
- Inappropriate Attendances - People that could have been dealt with by practice
- Action Plan to Hull CCG stating what we will implement

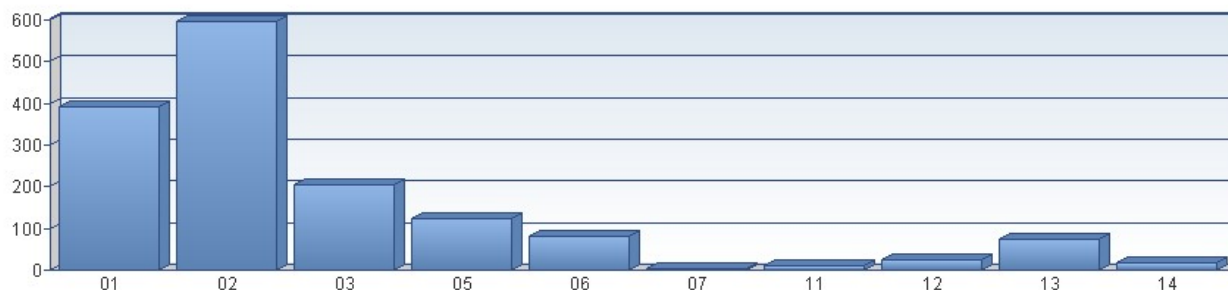


Notes on this Data

## A & E Attendances by Disposal

Practice: Wolseley Medical Centre (B81047)  
 Provider: Hull + East Yorkshire Hospitals - RWA (RWA)

Year: 2013/2014  
 Month: All  
 Drilldown to: GP  
 Show by: Month



Code	Disposal	Description	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
01		Admitted To Hospital Bed/became A Lodged Patient	38	55	45	59	40	42	51	37	25	-	-	-	392
02		Discharged - Follow Up Treatment By GP	67	79	87	65	75	47	87	61	29	-	-	-	597
03		Discharged - Did Not Require Any F/Up	29	28	22	26	18	26	20	20	14	-	-	-	203
05		Referred To Fracture Clinic	9	13	15	16	30	16	11	11	4	-	-	-	125
06		Referred To Other Out-patient Clinic	7	7	9	14	11	8	11	11	3	-	-	-	81
07		Transferred To Other Health Care Provider	-	-	-	-	1	1	1	-	-	-	-	-	3
11		Referred To Other Health Care Professional	-	2	1	2	2	1	1	1	-	-	-	-	10
12		Left Department Before Being Treated	1	2	3	3	7	2	5	2	1	-	-	-	26
13		Left Department Having Refused Treatment	13	9	10	16	6	7	6	4	4	-	-	-	75
14		Other	2	-	2	3	3	1	2	1	3	-	-	-	17
<b>TOTAL:</b>			<b>166</b>	<b>195</b>	<b>194</b>	<b>204</b>	<b>193</b>	<b>151</b>	<b>195</b>	<b>148</b>	<b>83</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1529</b>

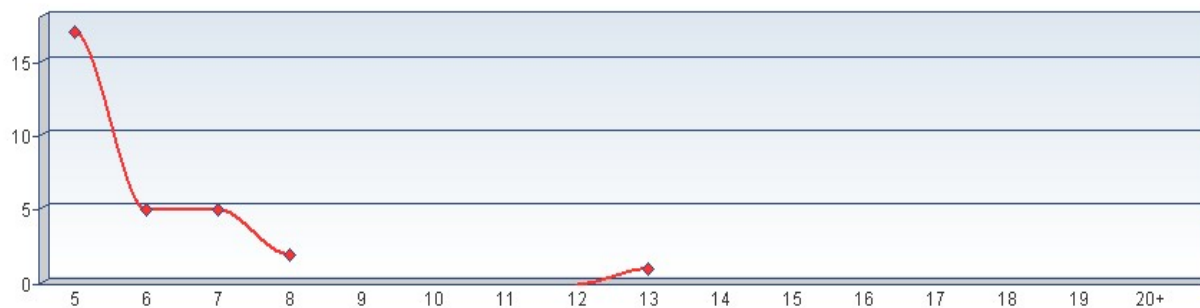


Notes on this Data

### A & E Frequent Flyers: No of Attendances per Patient in last 12 months by Provider

Drilldown to:    
 Show by:

Practice: Wolseley Medical Centre (B81047)



Code	Provider	Description	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20+	Total
RWA	Hull + East Yorkshire Hospitals - RWA		17	5	5	2	-	-	-	-	1	-	-	-	-	-	-	-	30
<b>TOTAL:</b>			17	5	5	2	0	0	0	0	1	0	0	0	0	0	0	0	30

Search |


# What CQC do

- CQC are the health and social care regulator for England
- CQC register and monitor all health and social care providers in the country to ensure they meet agreed standards
- They have brought 22,000 providers into the system and primary care is the final part to register
- Registration only happens once it is **not** an annual process – after registering the focus moves to monitoring compliance



# Legislation

- CQC, their role and responsibilities are set out in the Health and Social Care Act 2008
- It sets out 'Regulations' – requirements for quality and safety that all providers must meet as well as the registration process
- Not complying with the regulations is an offence



Health and Social Care Act 2008

CHAPTER 14

CONTENTS

PART 1

THE CARE QUALITY COMMISSION

CHAPTER 1

INTRODUCTORY

1 The Care Quality Commission  
2 The Commission's functions  
3 The Commission's objectives  
4 Matters to which the Commission must have regard  
5 Statement on user involvement  
6 Transfers of property, rights and liabilities  
7 Meaning of "health and social care services" in Chapter 1

CHAPTER 2

REGISTRATION IN RESPECT OF PROVISION OF HEALTH OR SOCIAL CARE

*Introductory*

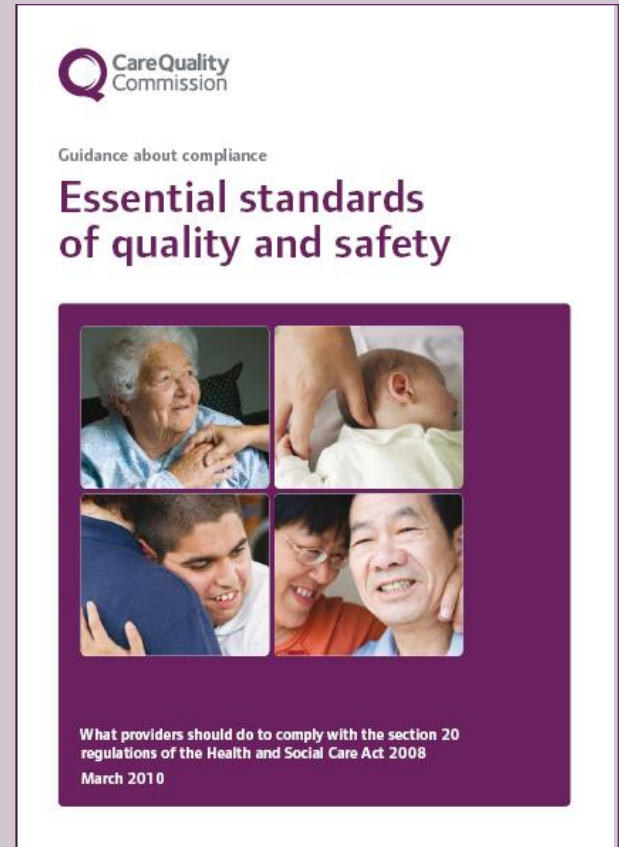
8 "Regulated activity"  
9 "Health or social care"

*Registration of persons carrying on regulated activities*

10 Requirement to register as a service provider  
11 Applications for registration as a service provider  
12 Grant or refusal of registration as a service provider

# The essentials standards

- CQC has produced a document called the Essential standards
- This clarifies what it means to meet the regulations set by the Government
- The standards do not change between sectors – but some will be more relevant to primary care



# CQC registration and standards

**There are 16 essential standards of quality and safety, which come under five main areas of care:**

- Treating people with respect and involving them in their care
- Provision of care, treatment and support that meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

- People can expect services to meet essential standards of **quality**, protect their **safety** and **respect** their dignity and rights, **wherever care is provided, wherever they live**
- People have a right to **choice** and to know that **providers** are **held accountable**
- Registration is the first part of regulation



# Feedback on Practice



- Practice Manager Update
  - Newsletter
  - Website
- Patient feedback
  - Problems experienced
  - Any positives to report
  - Any suggestions for change