

**FOXHILL MEDICAL CENTRE**  
**PATIENT PARTICIPATION REPORT 2013**

The patient participation group at Foxhill has been running for over 25 years, it is called the Healthy Living Group.

Meetings are held roughly every two months but can be called ad hoc when problems arise and need the involvement of the patients. During the development of the new premises for Foxhill Medical Centre there have been numerous meetings held particularly around premises issues.

At these meetings there have been discussions and decisions around colour scheme, room layouts, public area layouts and public art. The input of the patients has been invaluable and appreciated.

It was agreed that the patient questionnaire should happen once we were in the new building so that users views could be obtained; hence the survey didn't take place until February/March 2013.

The survey was held over a four week period to hopefully capture different patient groups and their ideas/views/comments.

The results were collated by the Practice Secretary and are available below:

**275 SURVEYS WERE COMPLETED OVER A 4 WEEK PERIOD**

**AGE RANGE**

<16	7
16-20	15
21-30	26
31-40	46
41-60	96
61-75	39
>75	16
No response	30

**GENDER**

MALE	81
FEMALE	161
No response	33

**1. HAVE YOU USED THE APPOINTMENT CHECK IN SCREEN?**

YES	51
NO	220
No response	4

**WAS THE SCREEN EASY TO USE?**

YES	41
NO	5
No response	5

- 74 people commented that they weren't aware of it
- 12 people commented it wasn't working
- 3 people commented they prefer to go to desk and speak to someone
- 3 people said there was no one at the reception desk

## 2. IS THE PATIENT CALL SCREEN HELPFUL?

YES	189
NO	13
No response	73

## IS IT EASY TO HEAR?

YES	143
NO	18
No response	41

## 3. ARE THE DIRECTIONAL SIGNS IN THE BUILDING CLEAR AND EASY TO FOLLOW?

YES	271
NO	0
No response	4

- 3 people suggested to have more coloured signage including directional arrows
- 3 people suggested larger lettering
- Other comments were that there is no entrance sign, we need more signs and that there shouldn't be a sign that says counselling rooms as it is not very confidential for patients

## 4. IS THE SEATING COMFORTABLE & SET OUT APPROPRIATELY?

YES	271
NO	0
No response	4

### Suggestions:

- Arrange all seats so they face the call screen
- Not all space is utilised
- Not much for kids
- Seats could be higher

## 5. HAS TELEPHONE ACCESS IMPROVED?

YES	153
NO	48
No response	74

## WOULD YOU PREFER TO:

BE HELD IN A QUEUE	116
RECEIVE ENGAGED TONE	79
No response	80

## IF YOU WERE ASKED TO HOLD WAS MUSIC PLAYED OUT?

YES	77
NO	24

A meeting was held on 28 March to discuss the findings of the survey and formulate an action plan. The HLG discussed each question and response in turn and added their own views and opinions

The Action Plan agreed with all present at the meeting:

- Immediately purchase socket covers and place in **ALL** sockets on ground floor
- All community group rooms also need socket covers so to be purchased and fitted
- Obtain magazines for each table in waiting area
- Look at cost of Wi Fi in waiting room and feasibility
- Prepare signage to highlight self-checking in screen
- Train staff to point self check in screen out to patients
- Consider having a member of staff in the waiting room at busy times to show patients how to use check in screen
- Talk to staff about friendliness at future reception worker group meeting
- Look into how we arrange to have music in the waiting room
- Contact PRS to find out the costs involved in having music playing
- Check with patient call screen company if we can download different health messages and possibly our own
- Display the results of the survey in the waiting room and on the website
- Report back at the meeting on 15 May to confirm actions undertaken