

# The White Horse Medical Practice

## 2013/14 Report about the development of the Practice Patient Participation Group

The White Horse Medical Practice is a busy medical practice working from a purpose designed building which is shared with the Primary Health Care Team and a neighbouring smaller practice.

The Practice team consists of 8 doctors (3 partners and 5 salaried GPs), 4 Practice Nurses and 3 Health Care Assistants along with a team of admin and dispensary staff. We have a thriving dispensary and are allowed by the NHS to dispense to approximately half of our 10,200 patients. Local patients collect their prescriptions from town centre pharmacies.

We work very closely with the primary health care team, with District Nurses, Health Visitors, Podiatrists and Physiotherapists based on site. We have a number of visiting specialists who use rooms at the practice to see our patients.

The Practice is open from 8.00 am until 6.30 pm Monday to Friday. There are at least 4 GPs working each day running morning and afternoon surgeries as well as home visits for housebound patients. Additionally there are two Practice Nurses each day and two Health Care Assistants also running surgeries every morning and some afternoons. There is an extended hours surgery on a Monday evening from 6.30 – 8.00 pm where two GPs and two Practice Nurses are available.

Patients are able to telephone or call in to book an appointment when the practice is open or alternatively we do have an automated telephone booking service and an on-line booking service for GP surgeries which can be accessed at any time. We have also recently extended the on-line service to include repeat prescription ordering.

The Practice now has a very active Patient Participation Group. The PPG has its own website at [www.whitehorsepracticeppg.org.uk](http://www.whitehorsepracticeppg.org.uk). The “core” group, of 8 members, meets four times per year. The group organised and ran a Health Summit in the autumn where one of our partners, Dr Bartholomew, gave an update on Commissioning in Oxfordshire with particular emphasis on the Faringdon area. Those who attended then broke off into small discussion groups. The event was successful and a second Summit is planned for later this year where the Group hope to involve an outside speaker.

With the help of the Patient Participation Group, the practice conducted a patient survey, asking a random sample of 99 patients who attended the surgery or the health summit. The questions focused on the services offered or that could be offered by the Practice.

The results of the survey were as follows:

Question	Percentage Agreed
Would patients like to see more treatments offered at the Medical Centre in Faringdon rather than going to Oxford or Swindon Hospitals?	82%
Are more doctors required at the Medical Practice?	78%
Are more physiotherapists required in the Medical Centre?	87%
Would patients be happy to see nurse for minor illness rather than a doctor?	94%
Would patients like to receive appointment reminders via text?	46%
Would patients be happy for their email address to be used by the Patient Participation Group?	46%

The White Horse Medical Practice team would like to thank all those patients who took part in the survey. The team has looked at the survey results and the comments that were made and propose the following plan of action:

- To continue to apply for all services as they are tendered by Oxford Clinical Commissioning Group and Oxfordshire County Council
- To maximise opportunities for extra funding to employ extra doctor time.
- To lobby for more physiotherapy provision locally.
- To consider the possible role of Nurse Practitioners (nurses who can prescribe) when appointing new clinical/nursing staff.

Regarding texting appointment reminders, the Practice ran a short trial for nurse appointments only during October to December. This was felt to be very useful in reducing the number of patients who forgot or did not turn up for their appointments. Therefore the Practice has now adopted a texting appointment reminder system for all appointments. We are continually striving to keep patient's medical records up-to-date with correct email addresses and mobile telephone numbers and patients can pick up a slip from reception to complete to ensure that their contact details are correct.

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