

UNIVERSITY MEDICAL CENTRE

Patient Participation



PATIENT SURVEY REPORT

The Annual Review

INTRODUCTION

The University Medical Centre (UMC) is a GP Practice on the campus of the University of Kent, Canterbury. We have a practice population of approx 14,000 patients with 75% being 18-24 year olds.

With a high percentage of our patient list being students studying at the University we have a Virtual Patient Participation Group (PRG). We have found this the most appropriate and effective way to engage with as many as our patients as possible. Patients who express an interest to join our Virtual Patient Participation Group (PRG) are contacted electronically for engagement/feedback/suggestions. Joining the group is made easy by submitting form on website or in paper form at the Medical Centre. There is also a Comments/Feedback Box available at Reception Desk for all to be able to comment without signing up to the group. Our virtual PRG consists of both students and non-students to ensure both views are reflected.

The Medical Centre staff meet regularly with the Student Welfare Officers at the University of Kent and during one of these meetings in 2012 it was decided that a survey of the Medical Centre's services should be carried out to determine awareness of services on campus and ensure that these services are delivered efficiently and effectively to our patients. This year is no different and with the help of Megan Wells, (PRG Rep and Vice President – Welfare) we developed our third annual patient survey. Megan also represents our PRG at relevant Consortium Meetings hosted by the Clinical and Commissioning Group for Canterbury (C4G). As Canterbury has a high prevalence of students it is vital that student healthcare needs are met.

There have been significant changes to both the NHS and the University Medical Centre (UMC) in the last year. The PRG felt that the survey would be a good opportunity to get feedback about new services offered by the Medical Centre as well as incorporate suggestions from the previous survey results and gage improvement from last year. The following areas were chosen:

- Medical Centre Communication
- Sexual Health Services at UMC
- Mental Health Services at UMC
- Changes to UMC

WHAT HAPPENED NEXT?

An online survey was developed and was open for three weeks (27th January 2014 to 14th February 2014)

A link to the survey was circulated in the following ways:

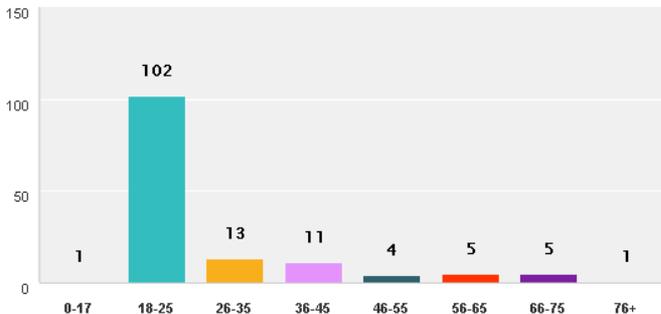
- Survey link published to our practice website – www.kent.ac.uk/medical
- Survey link promoted on our Twitter account which is followed by our population - @UoK_Twitter
- A link to the survey was added to the University of Kent Staff and Student Intranet
- Paper copies of the survey available in the Medical Centre's reception area
- Feedback and Comments Box is prominently displayed in the reception area for continued patient feedback.

For those patients who were already members of the virtual PRG, the Medical Centre e-mailed them a link to the survey.

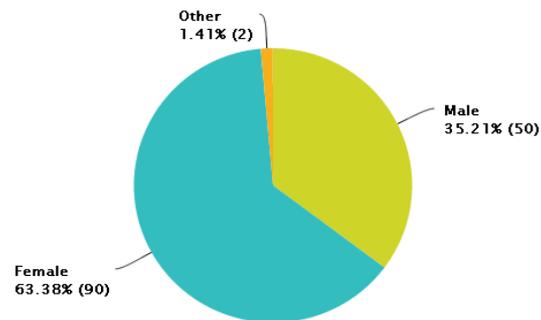
RESPONDENTS

- The survey received **142** responses.
- **61%** of survey respondents were First, Second, Third or Fourth year students
- **31%** of survey respondents were Non-Students, **66%** of these staff and **33%** not connected to the University in any way.
- **63%** of respondents were female.
- **85%** of respondents were registered with the Medical Centre.

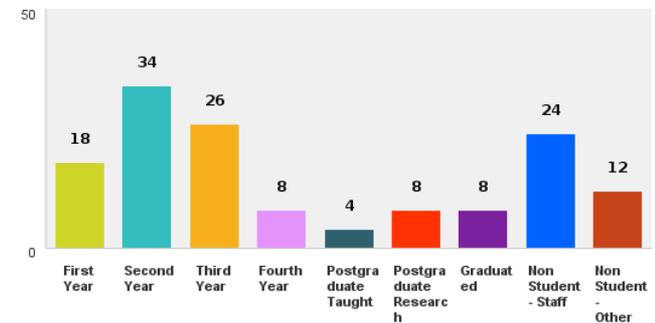
Age



Gender



Respondent



PREVIOUS SURVEY

16% of respondents took part in last years Survey – ‘The Follow Up Appointment’.

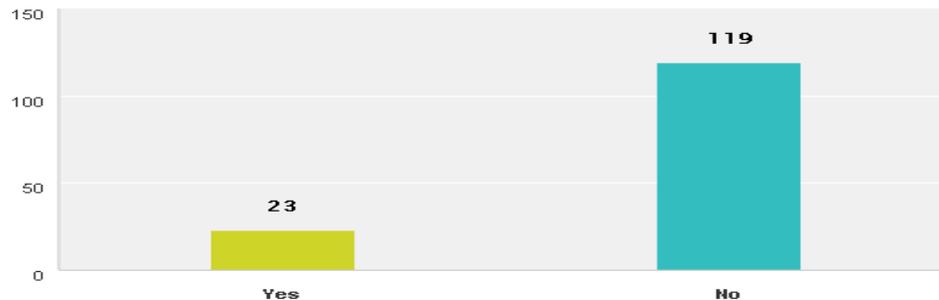
This is a 6% increase on last year’s patients having taken part in the 2012 Survey titled ‘Give your Medical Centre a Health Check’.

Copies of all previous reports can be found on our website.



Did you take part in last years Medical Centre Survey titled 'The Follow Up Appointment?'

Answered: 142 Skipped: 0

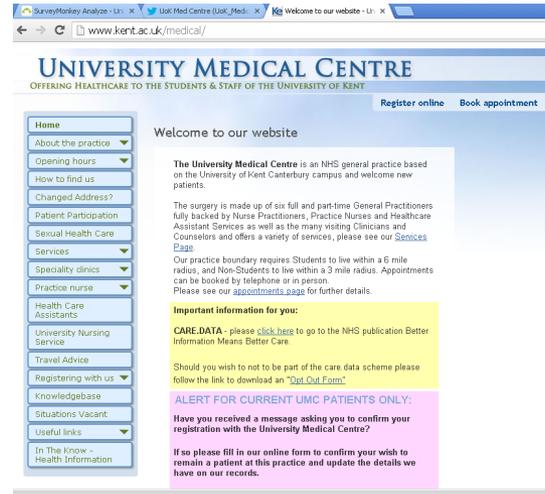


COMMUNICATION

We try our best to communicate to our patients in various different ways:



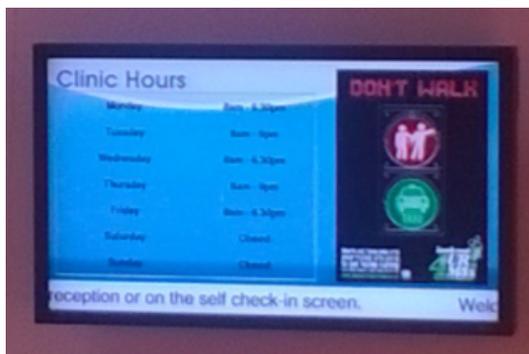
TWITTER



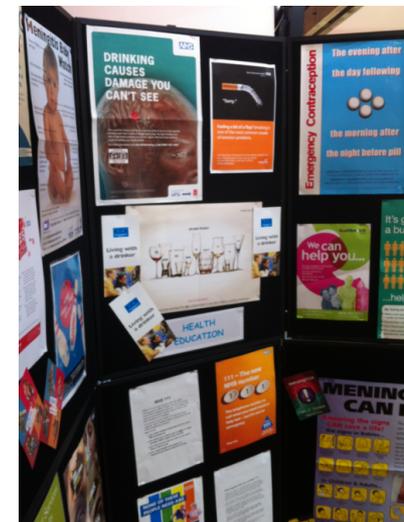
WEBSITE



FACEBOOK

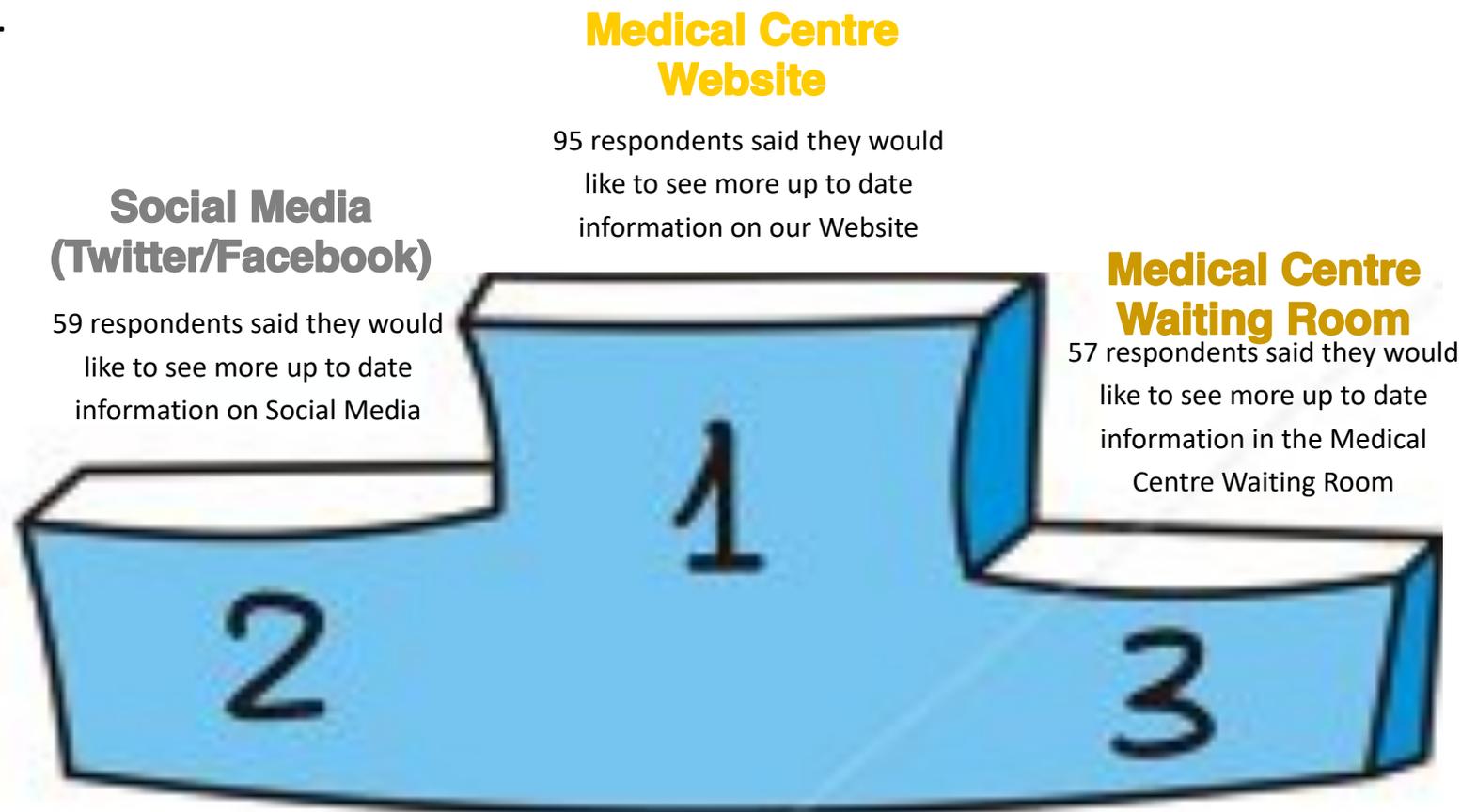


MEDICAL CENTRE WAITING ROOM



COMMUNICATION

We wanted to find out how aware our patients are of the different ways we communicate in order to ensure that we continue to communicate in the most effective ways. The PRG felt that the various different options made for better communication with our population but we wanted to know which one was preferred. Respondents were able to select more than one option.



SOCIAL MEDIA

With Social Media being so popular at present we include this as one of our methods of communication. We have 260 followers on our Twitter feed.

☐ 30% of respondents said that they were aware that the Medical Centre has a Twitter account; 60% of these respondents already follow us on Twitter.

☐ 45% were not aware we used Twitter but do use it themselves.

☐ 23% of respondents do not use Twitter.



Given that only 23% of our respondents do not use Twitter we will continue to promote our Twitter Feed. We hope to increase our followers to 500 by March 2015.

SEXUAL HEALTH SERVICES

At the University Medical Centre, we are passionate about offering services that meet the needs of our population. With the high number of students registered at the University Medical Centre one of our priorities is to offer a robust Sexual Health service. Sexual Health services at UMC have changed over the last 2 years with the introduction of our Asymptomatic Screening service 'Express Clinic'.

We now offer a 'Three Tier' service which includes:

1. The Mercury Clinic (Level 2 Enhanced Service)
2. The Express Clinic (Asymptomatic Screening)
3. Chlamydia Screening

We asked our patients which of the three services they were aware of...

48 Patients stated they were aware of 'The Mercury Clinic'.

37 Patients stated they were aware of 'The Express Clinic'

78 Patients knew that we offered 'Chlamydia Screening'

49 Patients stated that they were not aware of any of the services named.

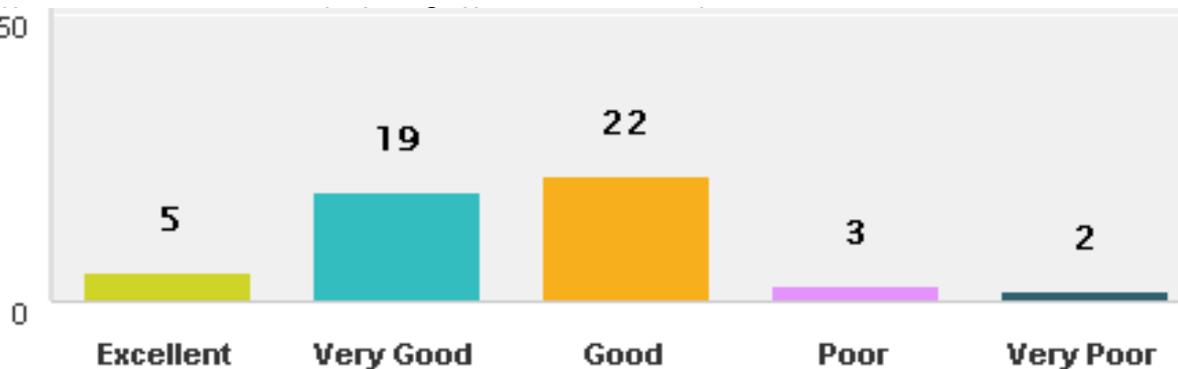


THE MERCURY CLINIC

Given the high demand for an appointment in the Mercury Clinic that our reception staff experience we were surprised that, in total, only **33%** of respondents said they were aware of The Mercury Clinic.

The Mercury Clinic is for patients with concerns or worries who may also be experiencing symptoms or be a known contact of a Sexually Transmitted Infection. The clinic is run by an experienced Specialist Sexual Health Nurse Practitioner who is able to offer full STI screening and examination.

The Mercury Clinic is currently open Tuesdays 9.00am til 5.30pm and Thursdays 12.00pm til 8.30pm during University term time only. We wanted to find out how our patients rated access to this clinic. When respondents were asked to rate from Very Poor to Excellent

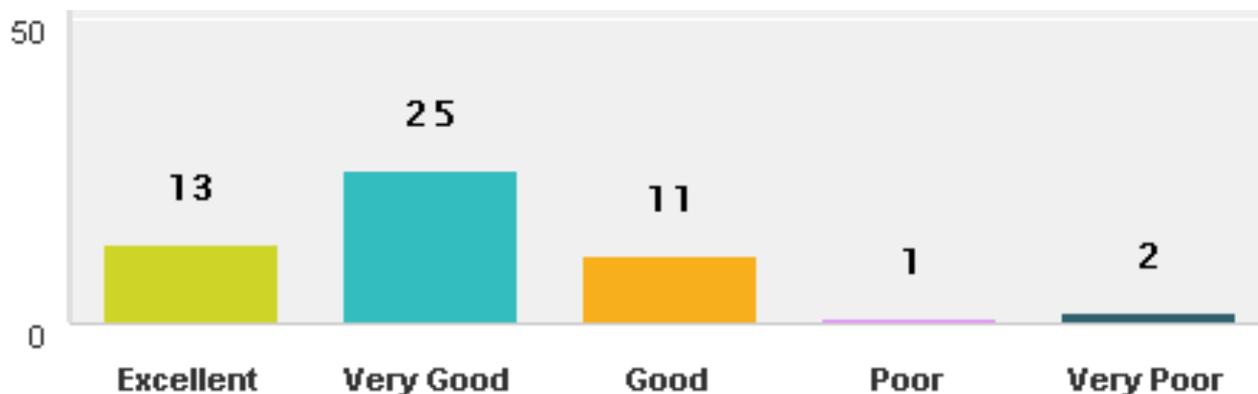


THE EXPRESS CLINIC

The Express Clinic was a new service introduced at the end of 2012. Now that the service has been up and running for over a year we wanted to find out how aware our patients are of the clinic.

37 of **142** respondents said that they were aware of the Express Clinic. This is only **26%** of total respondents. The Express Clinic is for Asymptomatic patients only, who would like routine screening for Chlamydia, HIV and Syphilis. This clinic is not accessible for patients whom present a higher risk due to the further testing needed. We offer this service Monday to Friday 9.00am til 6.30pm all year round.

When reviewing survey results we were pleased to see that **38** out of **52** respondents who answered the question rated the access to the service as **Excellent** or **Very Good**. This is **73%**.

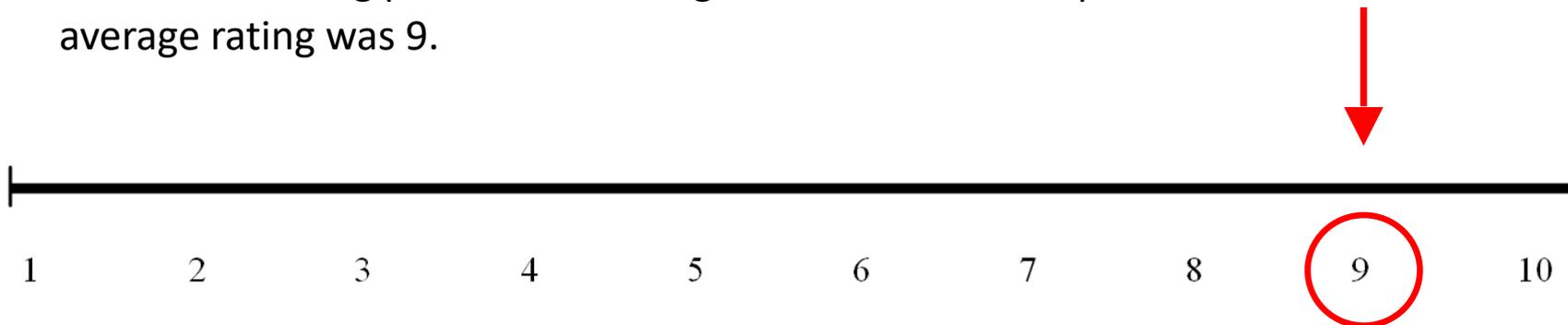


SEXUAL HEALTH SERVICES

The third tier to our Sexual Health Service is the National Chlamydia Screening Programme. This allows 18-24 year olds to drop in and collect a screening kit at any time they like. **40%** of respondents who answered this question were aware that we offer this service.

When asked if 'you or a friend' has ever accessed Sexual Health Services at the Medical Centre **47** of **135** respondents who answered the question said **YES** they had accessed services (**35%**).

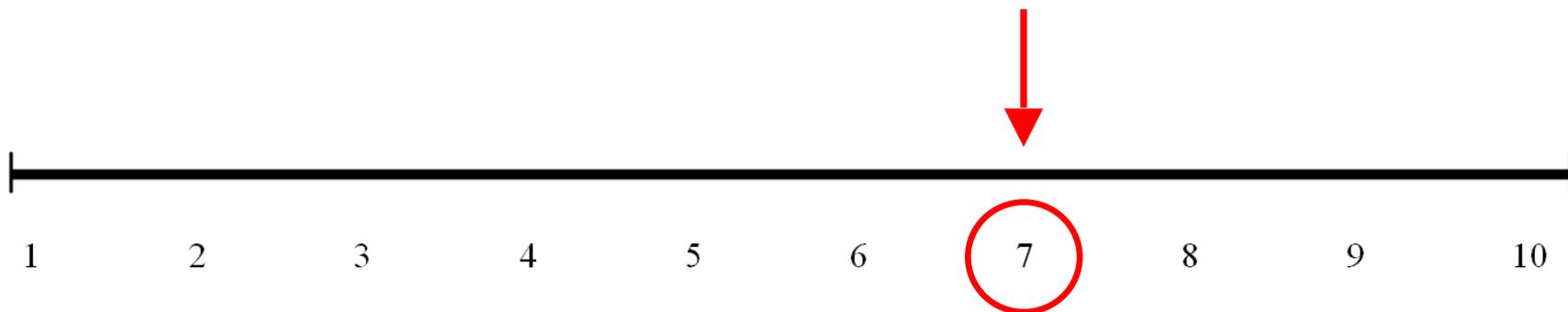
We then asked those who had accessed the service to rate the service on a scale of 1-10 with 1 being poor and 10 being excellent. We were pleased to see that the average rating was 9.



MENTAL HEALTH SERVICES

At the University Medical Centre we see a high prevalence of Mental Health related illness. In order to meet the needs of our patients we offer a variety of Mental Health Services to support both our students and non-students. We wanted to find out how aware our patients were of these services and if they knew how to access them for help.

When asked, **40%** of respondents had accessed Mental Health Services at UMC themselves or had a friend that had accessed them. These respondents then rated the service in the same way as Sexual Health Services. We were encouraged to see that the average rating was 7.



We offer the following services:

University Medical Centre Psychological Therapies (CBT & Counselling Service)

- University Medical Centre Mild to Moderate Eating Disorder Service
- University Medical Centre Student Psychosexual Counselling Service
- University Medical Centre Student Psychiatric Liaison Service

MENTAL HEALTH SERVICES

We asked which services respondents were aware of. Respondents were able to select more than one service. A total of **131** respondents answered the question.

70 respondents (**53%**) said they were aware of the University Medical Centre Psychological Therapies (CBT & Counselling Service)

21 respondents (**16%**) said they were aware of the University Medical Centre Mild to Moderate Eating Disorder Service

16 respondents (**12%**) said they were aware of the University Medical Centre Student Psychosexual Counselling Service

24 respondents (**18%**) said they were aware of the University Medical Centre Student Psychiatric Liaison Service

52 respondents (**40%**) said that they were **NOT** aware of any of the Mental Health Services offered at the University Medical Centre

MENTAL HEALTH SERVICES

We asked respondents; 'For those Mental Health services that you were aware of – if the need arose would you know how to access them?'

50% of respondents said they knew how to access either **ALL** of them or **SOME** of them.

50% of respondents said that they were **NOT SURE** how to access any of the Mental Health Services.

- University Medical Centre Mild to Moderate Eating Disorder Service
- University Medical Centre Student Psychosexual Counselling Service
- University Medical Centre Student Psychiatric Liaison Service



The above 3 services can only be accessed via referral from your GP.

- University Medical Centre Psychological Therapies (CBT & Counselling Service) can be accessed without a referral from your GP.

UMC PSYCHOLOGICAL THERAPIES

University Medical Centre Psychological Therapies has been running since December 2012. This is a service commissioned by NHS Kent and Medway in which we were successful in gaining the contract in order to help us meet the demands of patients needing support with Anxiety and Depression.

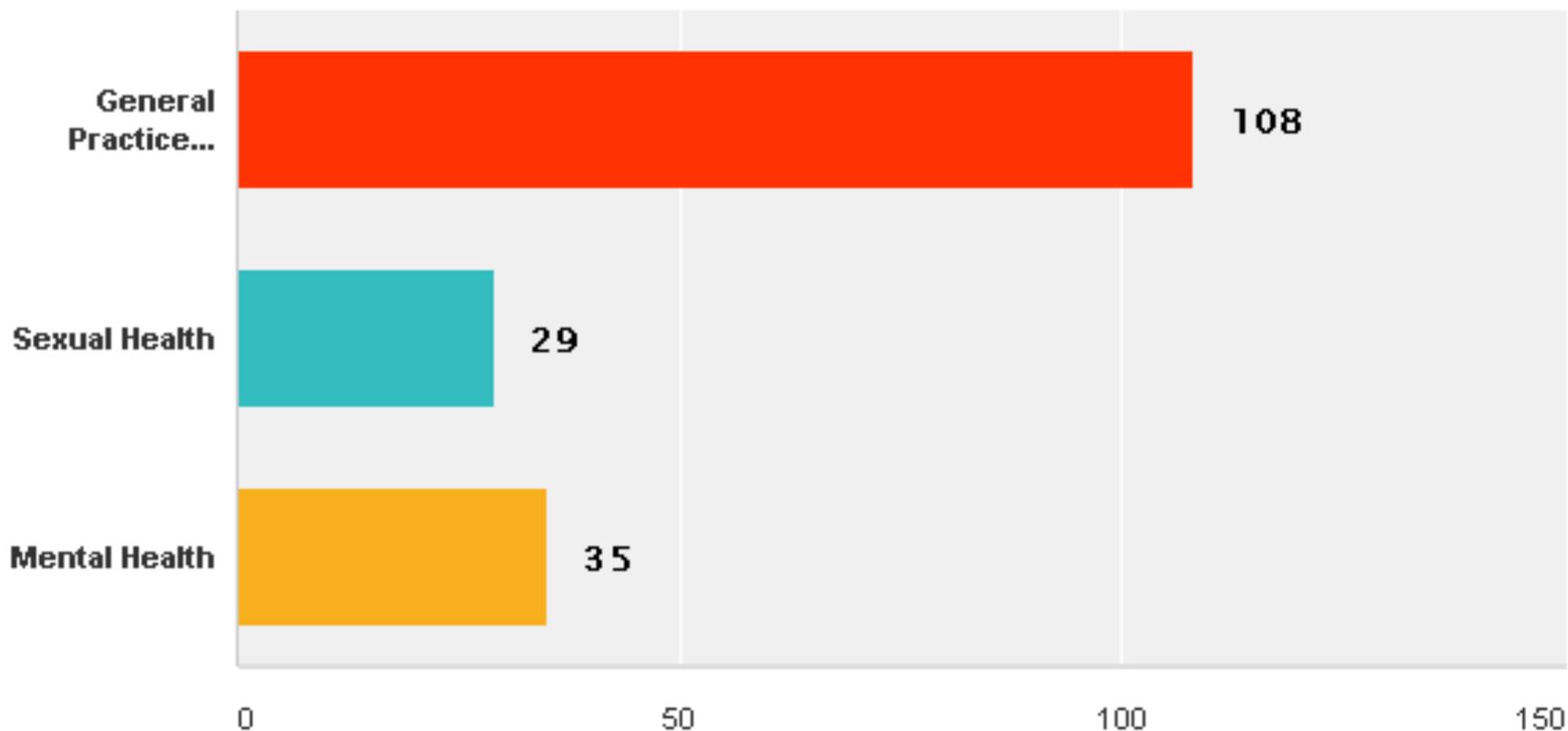
Patients who feel they need help or support with Anxiety and Depression **DO NOT** need to see their GP to access this service. They can **SELF REFER** by telephoning 01227 469338.

When asked, only **25%** of patients knew they could self refer to the service.

We also offer Psycho-Educational Workshops that can be accessed via the service which cover topics such as 'Stress Management' and 'Exam Stress'. The need for an 'Exam Stress' workshop was something that was identified during a meeting with our PRG, recognising that a high proportion of our student population seek support from the GP during Exam time when they are feeling anxious, worried or stressed. However when we asked respondents if they were aware that we offered these workshops only **9%** said **YES.**

UNIVERSITY MEDICAL CENTRE

We asked which services at the Medical Centre patients had used; [122](#) respondents answered the question ([86%](#)) and were able to select more than one answer. As expected, the vast majority of patients had used General Practice services, Mental Health services were the second most widely used followed closely by Sexual Health services.



ALCOHOL

During our meeting with our PRG we discussed the topic of Alcohol. As a practice, we feel that we have seen an increase in alcohol related injuries and illnesses here at the Medical Centre. Megan Wells also highlighted that Alcohol can be a problem on campus and the University have put several things in place to support students who may have problems with alcohol. We wanted to find out if respondents knew where and how they could access support re alcohol services if they needed to. Here are some of their answers:

- *“Call Medical Centre or Campus Watch if during the night”*
- *“By calling 999 in a great emergency or making an appointment for less serious injury”*
- *“GP and Alcoholic Anonymous”*
- *“Not Sure”*
- *“Don’t Know”*
- *“Via Student Union”*
- *“Medical Centre or Nurse in Keynes”*
- *“GP or Wellbeing Centre”*
- *“A&E”*
- *“Speak to friends”*

IMPROVEMENTS

We asked what improvements/changes patients would like to see at the Medical Centre in the next year. Here are some of the respondents answers:

- “More awareness of it’s services”
- “Make it easier to book appointments”
- “Repeat prescription request via email or web form”
- “More appointments”
- “Inform you when test results are in”
- “Ability to make an appointment in advance and not have to wait til the day”
- “Stop making us tell receptionists our problems”
- “Open Saturdays and Sundays”
- “More accessible to off campus students”
- “More concern over Mental Health”
- “Quicker waiting times for Mental Health patients”
- “Open one day a week in Medway, Kent Medway students are in need of a decent student Medical Centre”
- “GPs to keep to a better time schedule”

LAST YEARS AIMS

At the end of the 2012/2013 Survey Report titled 'The Follow-Up Appointment' we agreed on 5 aims to be implemented in the last year.

1. Open telephone lines at 8am

Following a recommendation from our previous Patient Participation Group survey our phone lines have been open from 8am since September 2013. We re-surveyed how patients felt about telephone access this time round. We discovered that less than half of total respondents were aware that we had extended our opening times for the telephone lines. **51%** said that they **WERE NOT** aware of this. Of those that were aware, **53%** said that they felt there had been an **IMPROVEMENT** to telephone access since this change

2. Ensure Doctors ask if in appropriate place to talk when returning calls

The duty Doctor undertaking triage or any Doctor telephoning a patient now routinely asks if the patient is in an appropriate place to talk when returning calls or contacting patients.

LAST YEARS AIMS

3. Promote Social Networking (Twitter)

We now have 260 followers which is double the amount we had this time last year (115). 45% of respondents said that they used Twitter but do not currently follow us. With further promotion we hope to gain more followers to our Twitter feed with an aim of 500 followers by March 2015.

4. Meet with University Representatives to discuss informing Students re Concession letters

We have met with Tutors/Tutorial Co-ordinators to discuss the role of Medical letters. Greater communication should come from students and the University. We are only able to supply supporting evidence.

5. Finalise negotiations re Eating Disorder clinic and inform patients when a services is available

Negotiations were finalised towards the end of August and the Mild to Moderate Eating Disorder Pilot Service commenced in September 2013. The service has been invaluable to patients that have accessed it and we have been informed by Canterbury and Coastal Clinical Commissioning Group that they will include the service in their Service Plan for 2014/2015. We will communicate with patients further when we have been updated. The pilot service will continue to at least July 2014 at present.

2014/2015 ACTION PLAN

1. Promote our Twitter Handle @UoK_Medical in the following ways:

- On TV screens in Medical Centre waiting room
- Add a link to our Twitter Handle on registration acknowledgement notices for new patients
- Add our Twitter Handle to patient notices that we display in campus accommodation
- Develop a programme of Tweets to be scheduled to run re services that we offer and important healthcare news and information

2. Raise awareness of our Sexual Health and Mental Health Services. We will do this in the following ways:

- Add information re these services to our Twitter Programme
- Display contacts for these services and where more information for them can be obtained on campus accommodation patient notices.
- Display opening times and information about these services on our TV screens in the Medical Centre waiting room
- Promote these services with the support of University Welfare Staff at Fresher's Fayre

2014/2015 ACTION PLAN

3. Help our patients better manage one of the most prevalent problems seen in practice at the University Medical Centre; Stress & Anxiety:

- ❑ Medical Centre staff to attend the Exam Stress Event hosted by the University during 12th- 23rd May 2014 and advise patients where and how they can access support.
- ❑ Promote the Exam Stress Workshop and Managing Stress Workshop that have been developed by our Psychological Therapies service to educate patients around how best to manage stress and anxiety.
- ❑ Workshops to be promoted via Leaflets and Posters displayed at the Medical Centre and on the University Campus.
- ❑ Workshops will also be promoted via our Twitter Feed.
- ❑ We will ensure that University Staff are aware of the workshops so that they are able to signpost patients who need support with Stress & Anxiety.

4. Support the University Welfare Team and Turning Point in promoting 'Responsible Drinking' during and event to be held in May:

- ❑ Promote the Alcohol awareness event to our patients.
- ❑ Offer supportive literature of where students can access help and support with alcohol problems

2014/2015 ACTION PLAN

5. Implement some of the 'Improvements' as suggested by survey respondents:

- ❑ “More awareness of it’s services” – We will try to increase awareness of all of our services via various methods of promotion.
- ❑ “Repeat prescription request via email or web form” – This functionality is already available and is already used by some patients. We will ensure we provide information to patients on appropriate repeat prescriptions of how they are able to request their repeat medication online if they wish to do so.
- ❑ “More concern over Mental Health” – As a practice we value the importance of having robust Mental Health services for our patients. We are always looking to further improve and add to the services that we offer when opportunities arise.
- ❑ “Stop making us tell receptionists our problems” – We ask that you give a brief description of the problem to our receptionists in order for them to make your appointment with the most appropriate member of staff. Please be reminded that all of our staff adhere to strict confidentiality policies and by giving them this information they are able to offer you a more efficient service.
- ❑ “Quicker waiting times for Mental Health patients” – We are always looking at ways to shorten the waiting times for our Mental Health services and appreciate that waiting can be a difficult time for patients. We are just in the process of expanding our Psychological Therapies workforce and hope that this in turn will bring down waiting times.

PATIENT FEEDBACK

“Your mental health services are excellent, keep it up”

“The Medical Centre is fantastic – the doctors and nurses are great and it’s a nice environment.”

“The service I had when I visited the Medical Centre due to a knee problem was excellent. I was seen by junior GP who should be complimented on her excellent assessment and professionalism. I went from being rather anxious (I very rarely go to the doctor) to actually (almost) having fun!

“As always – excellent all round”

Patient stated that she was grateful for all of the treatment she had received from us and commented positively on our professionalism and kindness.

“Excellent welcome and explanation of services – very impressive Medical Centre”

“Bike stands need upgrading – only two available and hard to spot. Didn’t keep bikes up straight. Centre should encourage health bike transport.”

REMINDER...

Practice Opening Hours Monday to Friday are:
8.00am to 6.30pm

Tuesday and Thursday evening opening hours (term time
only plus Easter vacation) for GP and Nurse Services:
6.30pm to 9.00pm

Contact Telephone Number during these opening times
is:

01227 469333

Thank you for your feedback on the medical services at the University of Kent. This enables us to continually improve our services and your engagement is much appreciated. We will continue on a regular basis to ask for feedback and review the improvements we have and will be making as a result of this successful report and subsequent surveys.

Thank you to Megan Wells, Welfare Officer at the University of Kent and our PRG for their continued involvement with the Medical Centre.

