



Patient Participation Report 2013/14

Produced for the Patient Participation DES 2013/2014

Carole Clothier March 2014

INTRODUCTION

The aim of the Patient Participation Scheme DES is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by their practice.

The objectives are:

- To encourage and reward practices for routinely asking for and acting on the views of their patients.
- Involving patients in decisions that lead to changes to the services provided or commissioned either directly or as gatekeeper to other services
- Promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs)
- Seek views from practice patients through the use of a local practice survey
- To share outcomes of the engagement and views of patients by publishing on the practice website
- Maintain excellent access to services

PATIENT REFERENCE GROUP

As a Practice, we decided that we have used a “virtual” Patient Reference Group. This was deemed the most appropriate way to liaise with our patients and was the method we used since 2011/12.

We continue to use the following methods to recruit members to our Patient Reference Group:

- Recruitment forms in waiting room and on reception desk
- Clinical staff given a record sheet to suggest names of patients
- Clinical staff given recruitment forms to hand out to patients
- Message on screen in waiting room asking for patients to join our group
- Recruitment forms sent to Sunrise Senior Living

ACTIONS FROM THE 2012-2013 PATIENT REFERENCE GROUP REPORT

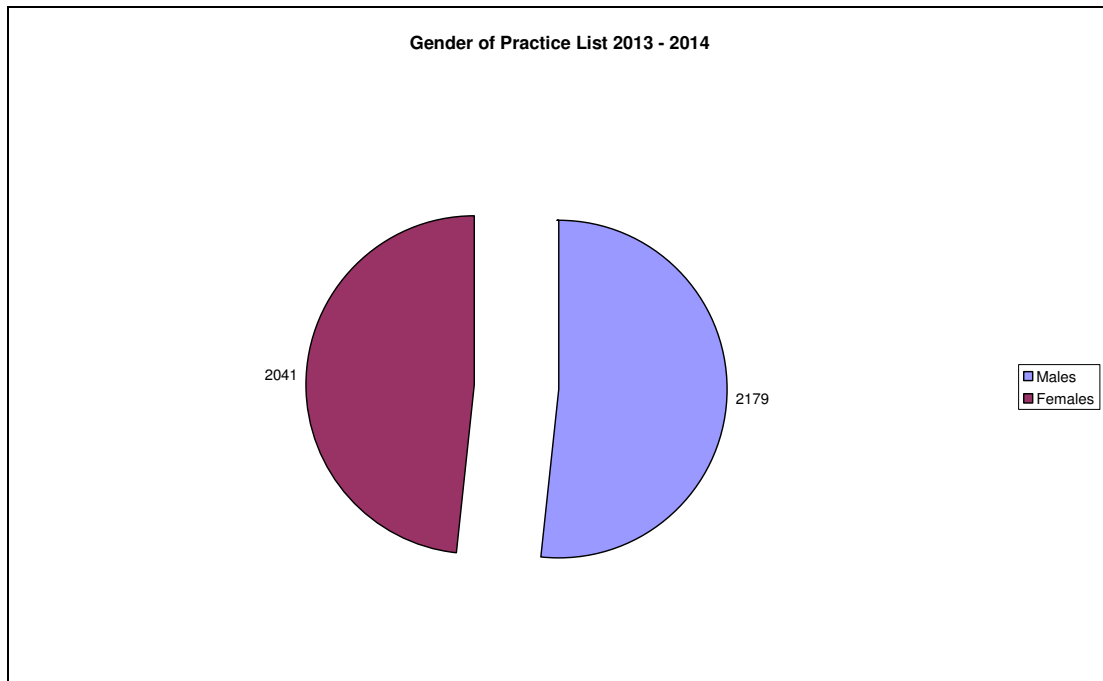
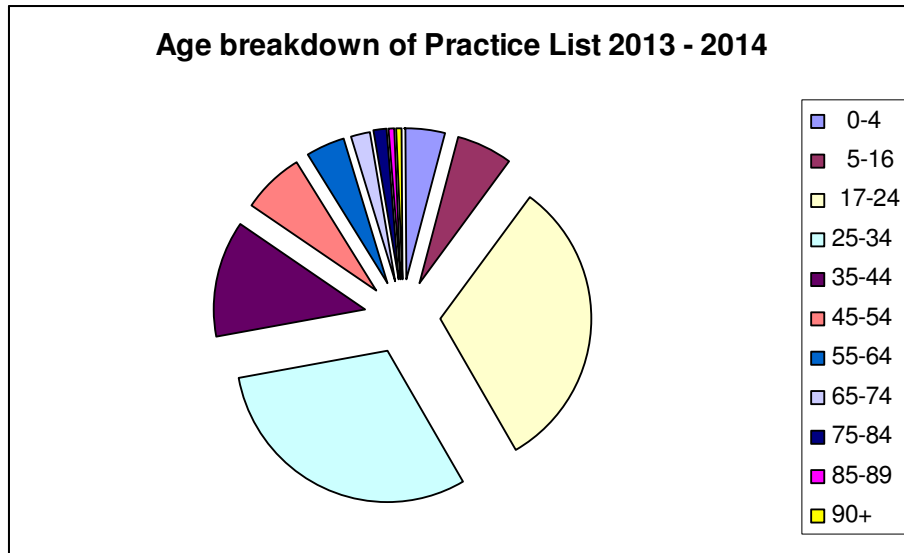
Our 2012 – 2013 Survey report has been made available on our website and in the waiting room for patients to access.

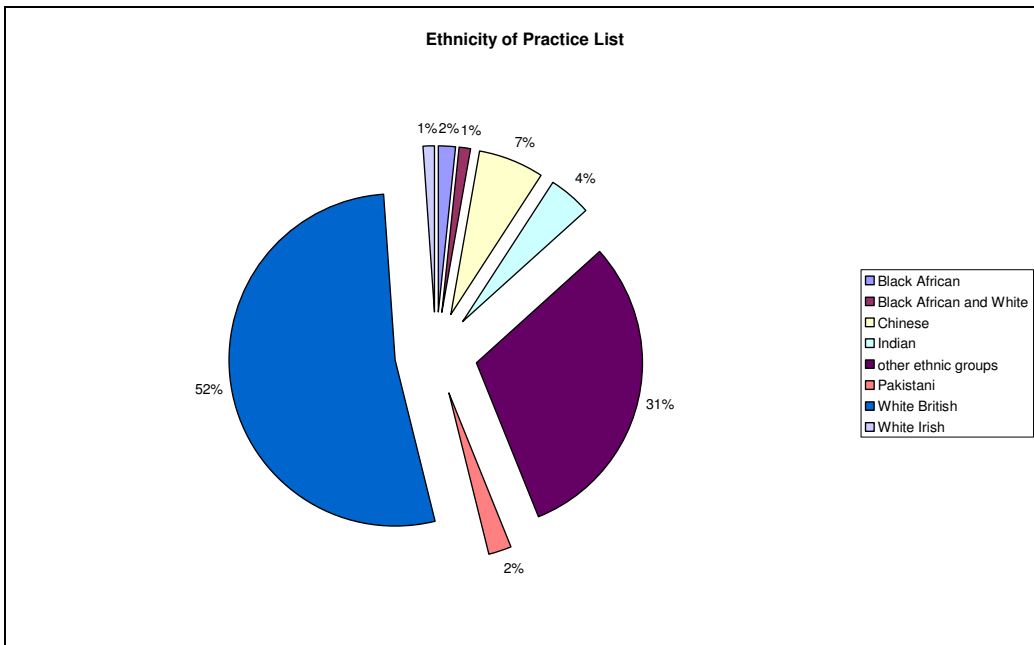
Action	Achieved/progress
Publicise on line booking in waiting room, (already on website & in practice leaflet) and ask reception staff to highlight facility using an information sheet	Sign-up sheets are available in the waiting room and clinical staff have supplies in their rooms to hand out to patients. Posters up in waiting room
Surgery is to be re-decorated and re-carpeted in key patient access areas	This work was completed in summer 2013
Investigate patients being able to view records on-line via EMIS Access and set up a “trial” with a PPG member	Not yet achieved due to potential computer software upgrade and transfer to WEB
Waiting room magazines to be reviewed and more varied choice to be made available	Magazine choices reviewed and streamline, health related magazines available and literature
Text reminders to be sent out to patients for booked appointments via MJOG	Actioned via MJOG, now available to patients
Facility for patients to cancel appointments via text to be provided	Not yet action, awaiting guidance from software supplier
Review notice boards to provide more targeted information to link with relevant health campaigns	Reviewed and health campaign topics regularly updated eg stop smoking

2012 – 2013 PATIENT REFERENCE GROUP

PROFILE OF PRACTICE LIST

We have many different ethnicities recorded on our computer system (3774 in total) which is a reflection of the hard work of reception staff in coding this information when patients register. The charts below summarise the gender, main ethnic and age groups within the Practice list.



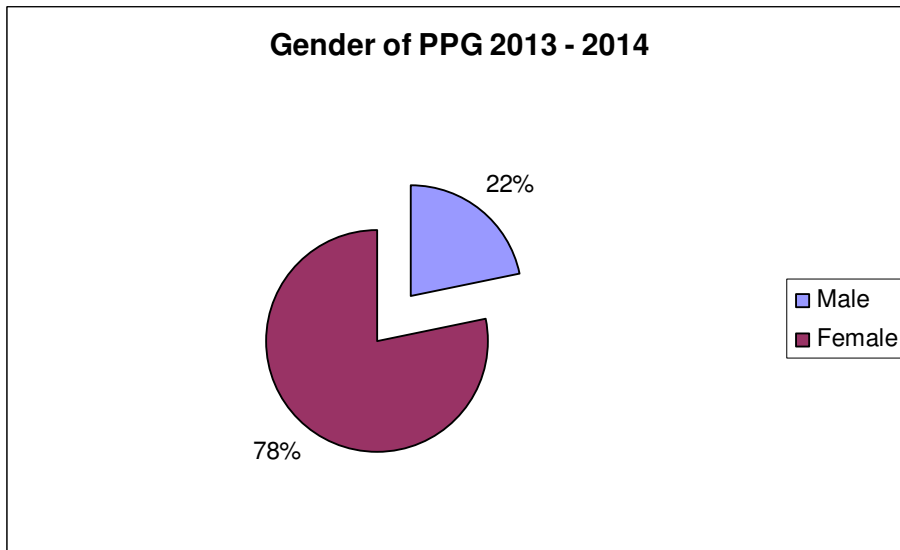


PROFILE OF PATIENT REFERENCE GROUP

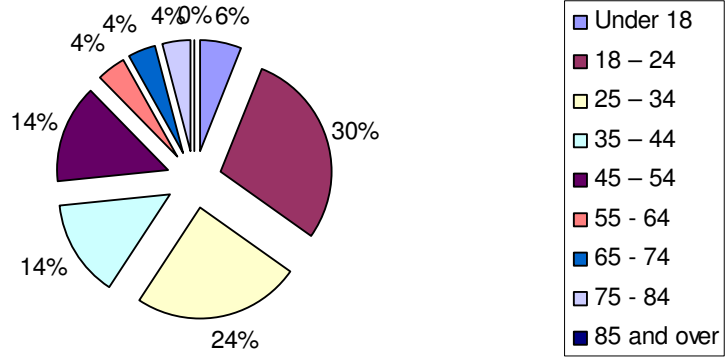
We have continued to build on the membership of our PRG from 2012 – 2013 and we have again matched the profile of our PRG with the overall age/ethnicity profile of the Practice as a whole.

We realised that the age distribution and ethnicity in our PRG did not match and we therefore agreed to actively recruit to the following group, which is on-going.

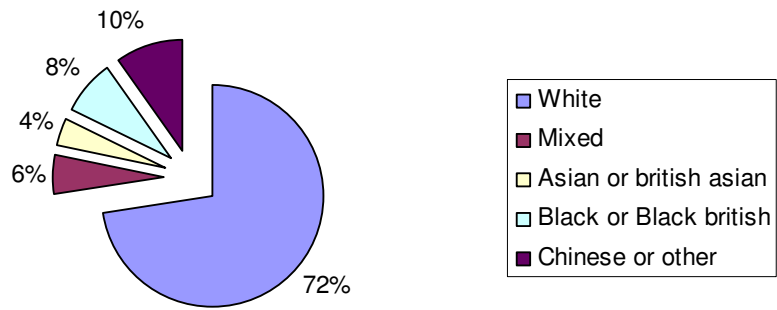
- Male patients



Age of PPG 2013 - 2014



Ethnicity of PPG 2013 - 2014



AGREEING AREAS OF PRIORITY WITH THE PRG

In order to agree areas of priority with our PRG, we sent out an email on 5th February 2014(see below) to the members asking for priority areas from the following topics which were selected from the BMA list of priorities:

Dear Patient Participation Members,

We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think our key priorities should be when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on?

- Clinical Care
- Getting an appointment
- Reception issues
- Opening Times
- Other (please detail fully)

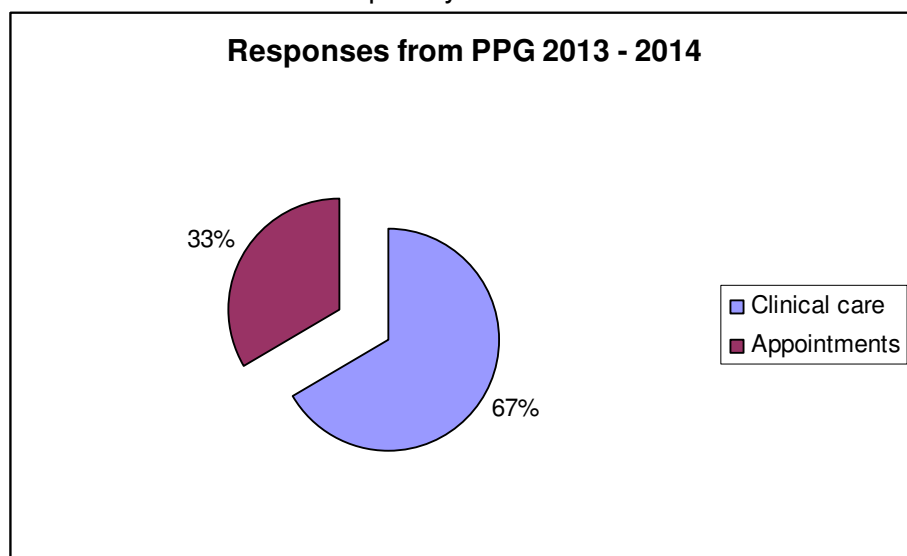
We look forward to hearing from you, and if possible no later than Tuesday 18th February 2014.

Kind regards.

Carole Clothier
Practice Manager

RESPONSES RECEIVED FROM THE PRG

The chart below details the priority areas received from the PRG



OBTAINING THE VIEWS OF OUR REGISTERED PATIENTS

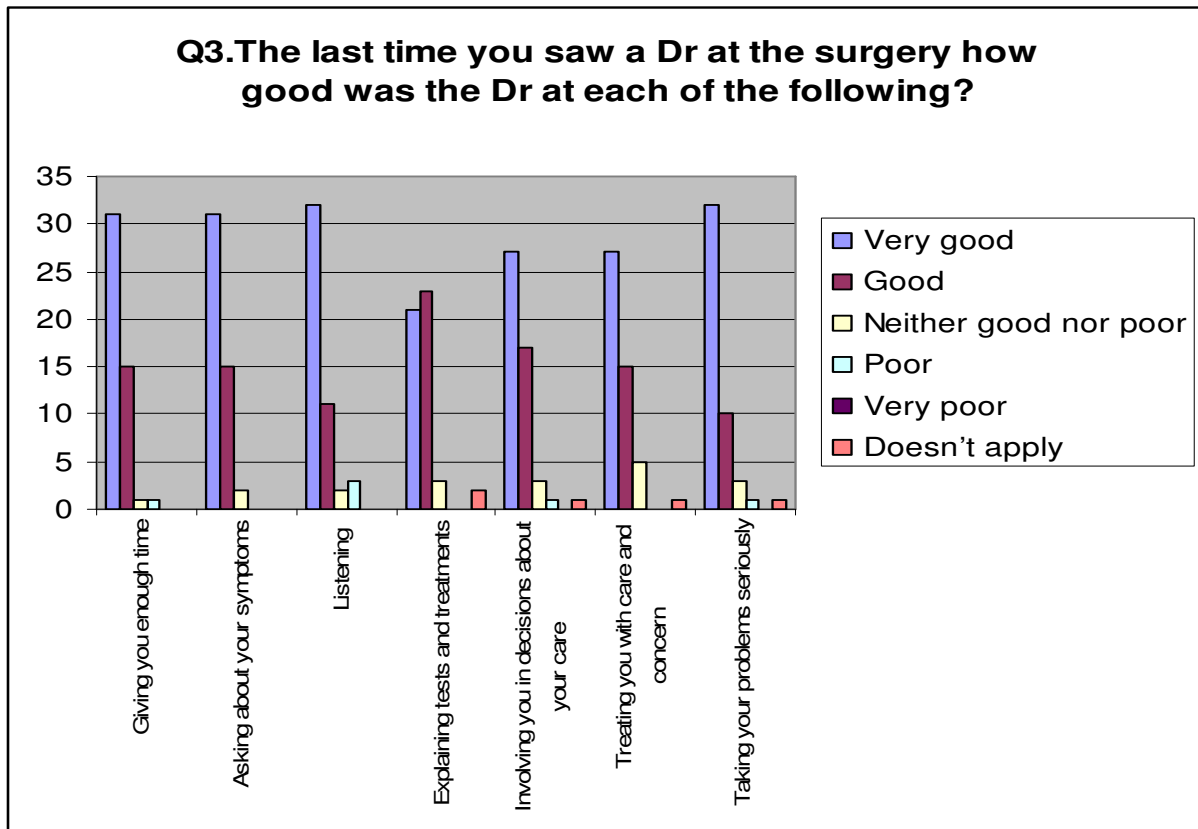
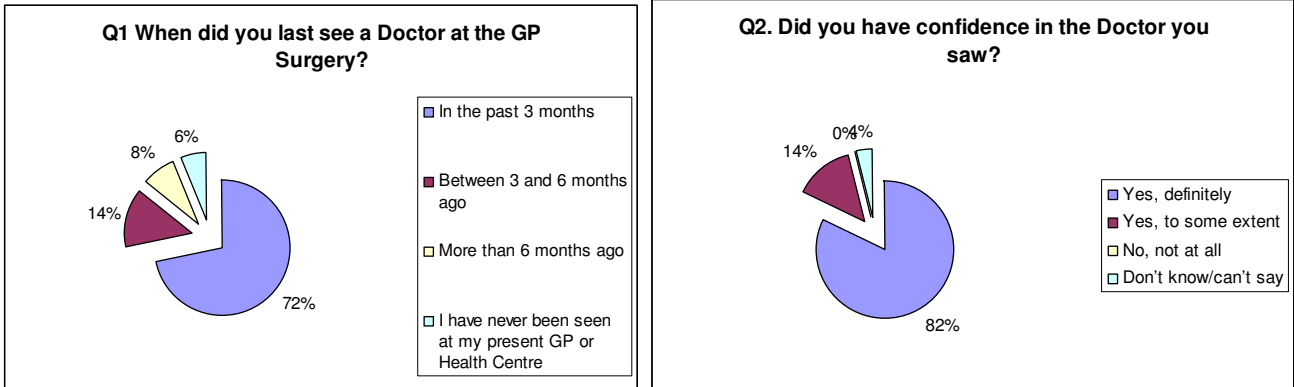
From the responses received from our PRG, the priority areas identified were:

- Clinical Care
- Getting an appointment

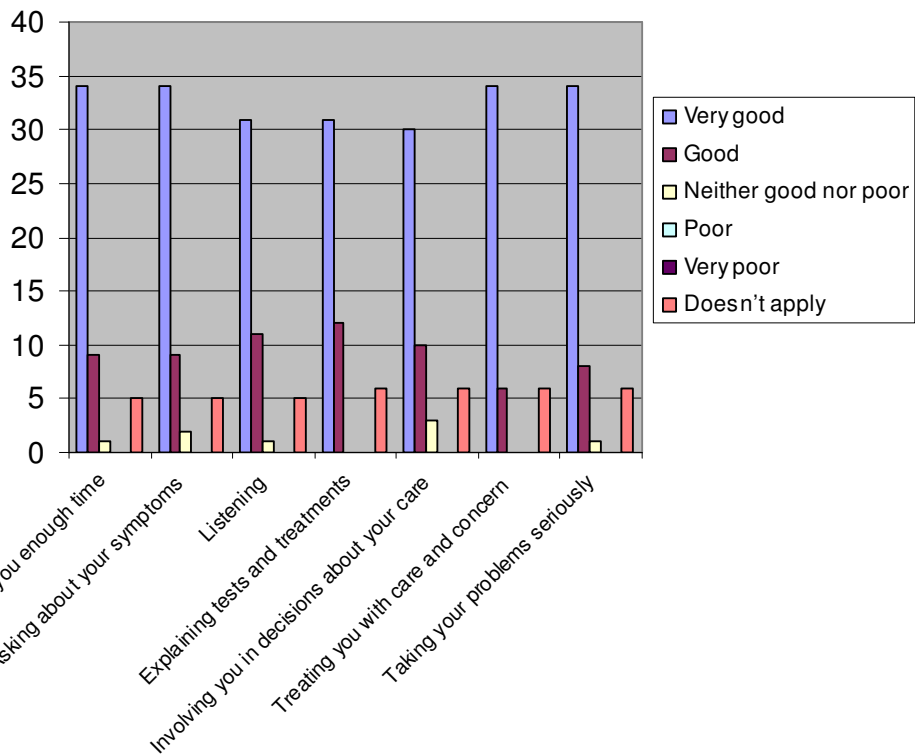
We therefore designed a Patient Survey Questionnaire; using questions from the previously validated National Questionnaires to cover these two areas (see Appendix 1)

We handed these out in reception and are continuing to do so. Results are detailed in the following graphs

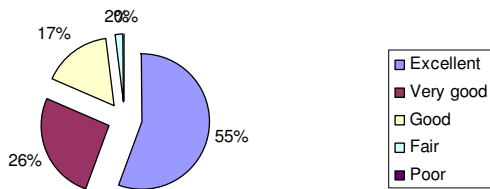
Clinical Care



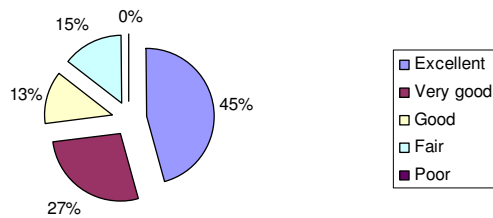
Q4. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following



Q5. Overall, how would you rate how well the doctors and nurses worked together?

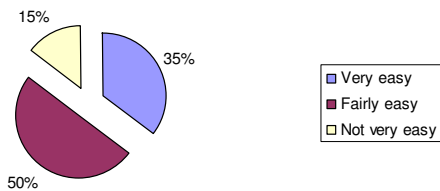


Q6. Overall, how would you rate the care you received?

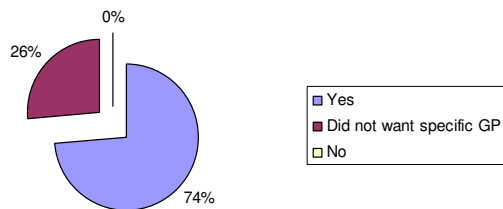


Appointments

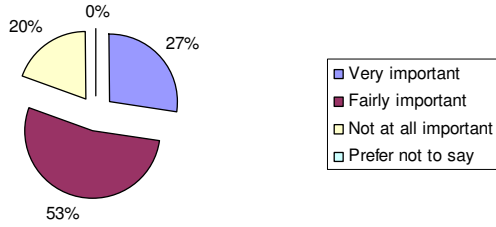
Q1. How easy is it to get an appointment for the time you want?



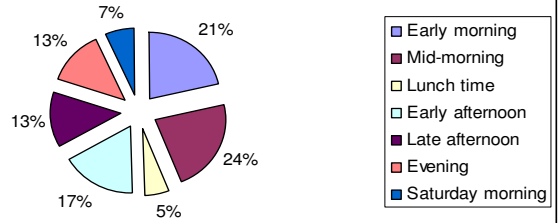
Q2. Are you able to see the GP you want to see?



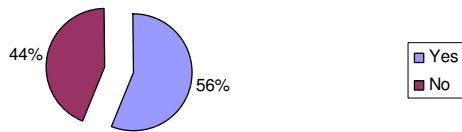
Q3. How important is it to you that you see a specific GP when coming to this Practice?



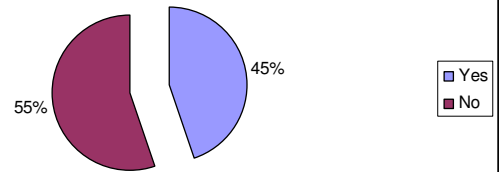
Q4. When would be your preferred appointment times?



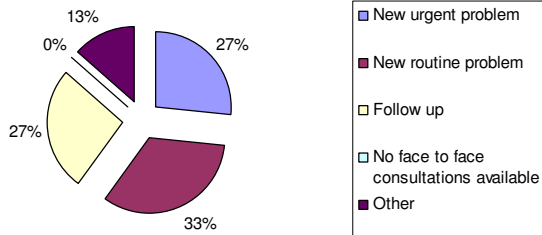
Q5. Did you know that you can book a telephone consultation with a GP whilst they are working in the Practice?



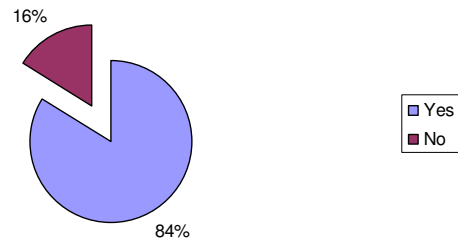
Q6. Have you ever had a telephone consultation?



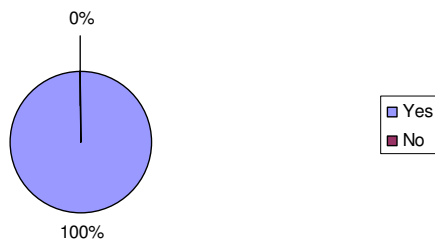
Q7. Was the consultation for?



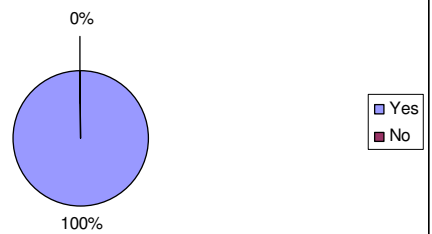
Q8. Did the GP phone when you expected?



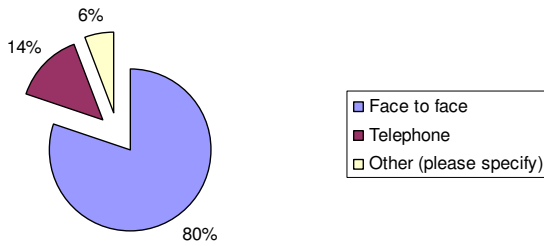
Q9. Was the GP able to deal with your problem by telephone?



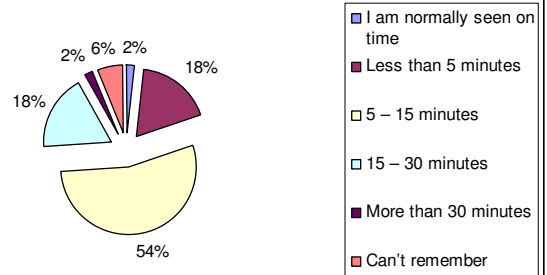
Q10. Would you use a telephone consultation again?



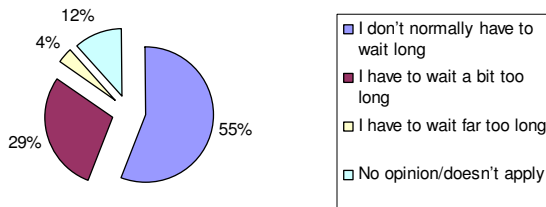
Q11. Which type of consultation do you prefer?



Q12. How long after your appointment time do you have to wait?

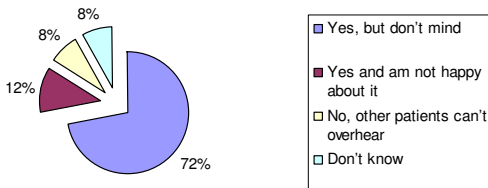


Q13. How do you feel about how long you normally have to wait?

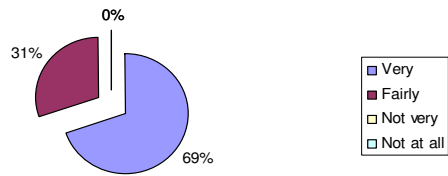


GENERAL

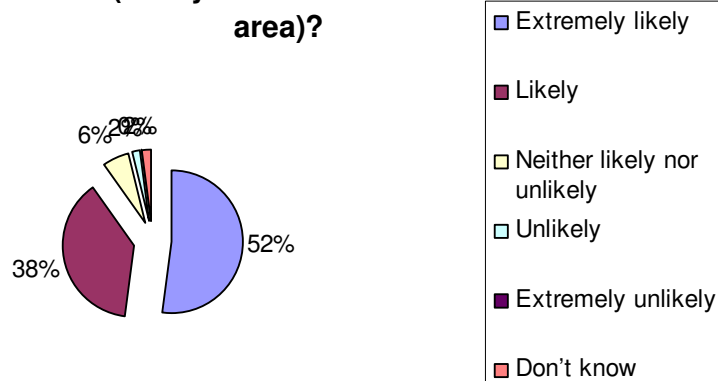
Q1. In the Reception Area, can other patients overhear what you say to the Receptionist?



Q2. How helpful do you find the receptionists at the Surgery?



Q3. How likely are you to recommend our Practice to friends or family if they needed similar care or treatment (if they lived within our catchment area)?



DEVELOPING AN ACTION PLAN WITH THE PRG

In order to give the PRG an opportunity to assist us to develop an action plan, based on the Practice Survey results, an email (see below) was sent to them on 5th March 2014 with the survey results.

Dear Patient Participation Group Members

We have now carried out the Patient Survey on the priority topics you highlighted to us which were:

- Clinical Care
- Appointments

We have pleasure in attaching the results of the survey for your information and comments.

We now need, with your assistance, to put together an action plan on how to address any areas of concerns highlighted from the Survey Results, and would appreciate your help with this.

Please can you look through each of the questions in turn and send us your suggestions on how we might improve the results when we next survey?

We are really grateful for your help with this and ideally would like to have a reply as soon as possible.

With many thanks,

Carole Clothier
PRACTICE MANAGER

We have not received any responses to date but have started to work on the following draft action plan:

DRAFT ACTION PLAN

We have developed the following draft action plan while we await comments from our PPG:

Action	Timescale	By Whom
Publicise availability of telephone consultations	Within 3 months	CC/reception staff
Review waiting times for patients with GPs and Nurses	Within 3 months	CC/NL
Review confidentiality arrangements in reception	Within 6 months	CC/NL

A copy of the Action Plan was sent to the PPG on 13th March 2014 via email see below:

Dear Patient Participation Group Members

Following on from our email of 5th March 2014, we would just like to remind you that we really value your comments Regarding the Survey results we sent to you and how we can improve.

In the meantime, we have pleasure in sending you this copy of our "draft action plan" based on the survey results and can assure you that we will be working on these action points over the coming months.

Action	Timescale	By Whom
Publicise availability of telephone consultations	Within 3 months	CC/reception staff
Review waiting times for patients with GPs and Nurses	Within 3 months	CC/NL
Review confidentiality arrangements in reception	Within 6 months	CC/NL

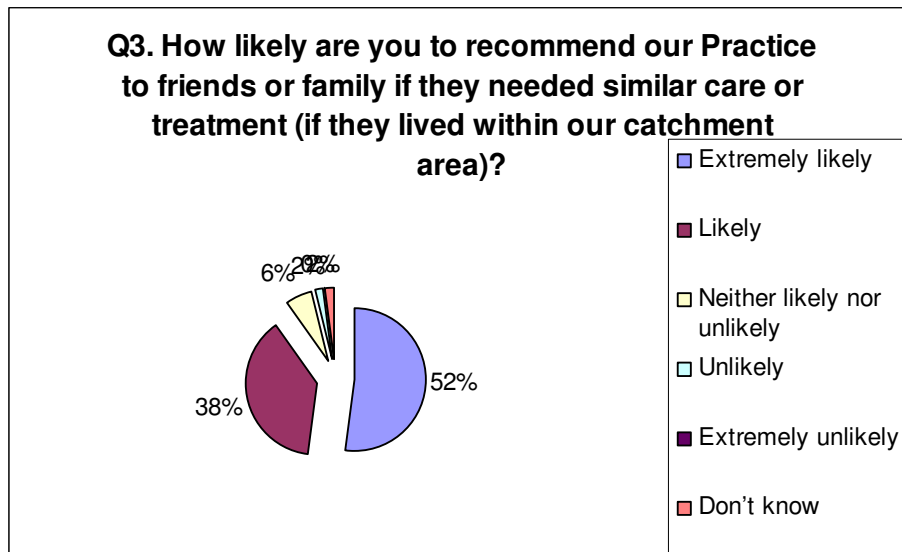
If you do have any other items you would like us to act upon, please do let us know.

With many thanks

Carole Clothier
Practice Manager

CONCLUSION

From the responses received via the Patient Survey, it would appear that patients are satisfied with the priority area chosen by the PRG, have a high level of satisfaction with the Surgery, and would be willing to recommend the Surgery.



The formation of the PRG and the subsequent Patient Survey has taken a lot of effort, but the results have been rewarding. We look forward to developing the PRG further and continuing to undertake patient surveys to further improve our understanding of the perception of our patients to the Surgery.


SURGERY OPENING HOURS

The surgery is open from 8.30 am – 6:30pm Monday – Friday these are the core hours, during this time please access the surgery on 023 80595545 or by email – SOCCG.HighfieldHealth@nhs.net

Wednesday 6.30pm – 8.50pm, and Saturday morning on a rota basis for extended hours service. Patients may obtain access to services within these hours by telephoning 023 8059 5545, booking on-line, or calling in to the Surgery and booking at reception.

The surgery does participate in the extended hours access scheme.

Appendix 1 – Patient Survey

	PATIENT SURVEY – JANUARY 2014
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SECTION 1 - THE CARE YOU RECEIVE FROM THE PRACTICE

Q1. When did you last see a Doctor at the GP Surgery?

In the past 3 months	0
Between 3 and 6 months ago	0
More than 6 months ago	0
I have never been seen at my present GP or Health Centre	0

Q2. Did you have confidence and trust in the doctor you saw?

Yes, definitely	0
Yes, to some extent	0
No, not at all	0
Don't know/can't say	0

Q3. The last time you saw a Dr at the surgery how good was the Dr at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	0	0	0	0	0	0
Asking about your symptoms	0	0	0	0	0	0
Listening	0	0	0	0	0	0
Explaining tests and treatments	0	0	0	0	0	0
Involving you in decisions about your care	0	0	0	0	0	0
Treating you with care and concern	0	0	0	0	0	0
Taking your problems seriously	0	0	0	0	0	0
	0	0	0	0	0	0

Q4. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	0	0	0	0	0	0
Asking about your symptoms	0	0	0	0	0	0
Listening	0	0	0	0	0	0
Explaining tests and treatments	0	0	0	0	0	0
Involving you in decisions about your care	0	0	0	0	0	0
Treating you with care and concern	0	0	0	0	0	0
Taking your problems seriously	0	0	0	0	0	0

Q5. Overall, how would you rate how well the doctors and nurses worked together?

Excellent	0
Very good	0
Good	0
Fair	0
Poor	0

Q6. Overall, how would you rate the care you received?

Excellent	0
Very good	0
Good	0
Fair	0
Poor	0

SECTION 2 – GETTING AN APPOINTMENT

Q1. How easy is it to get an appointment for the time you want?

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Not very easy	<input type="radio"/>

Q2. Are you able to see the GP you want to see?

Yes	<input type="radio"/>
Did not want specific GP	<input type="radio"/>
No	<input type="radio"/>

Q3. How important is it to you that you see a specific GP when coming to this Practice?

Very important	<input type="radio"/>
Fairly important	<input type="radio"/>
Not at all important	<input type="radio"/>
Prefer not to say	<input type="radio"/>

Q4. When would be your preferred appointment times?

Early morning	<input type="radio"/>
Mid-morning	<input type="radio"/>
Lunch time	<input type="radio"/>
Early afternoon	<input type="radio"/>
Late afternoon	<input type="radio"/>
Evening	<input type="radio"/>
Saturday morning	<input type="radio"/>

Q5. Did you know that you can book a telephone consultation with a GP whilst they are working in the Practice?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q6. Have you ever had a telephone consultation?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q7. Was the consultation for?

New urgent problem	<input type="radio"/>
New routine problem	<input type="radio"/>
Follow up	<input type="radio"/>
No face to face consultations available	<input type="radio"/>
Other	<input type="radio"/>

Q8. Did the GP phone when you expected?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q9. Was the GP able to deal with your problem by telephone?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q10. Would you use a telephone consultation again?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q11. Which type of consultation do you prefer?

Face to face	<input type="radio"/>
Telephone	<input type="radio"/>
Other (please specify)	<input type="radio"/>

Q12. How long after your appointment time do you have to wait?

I am normally seen on time	<input type="radio"/>
Less than 5 minutes	<input type="radio"/>
5 – 15 minutes	<input type="radio"/>
15 – 30 minutes	<input type="radio"/>
More than 30 minutes	<input type="radio"/>
Can't remember	<input type="radio"/>

Q13. How do you feel about how long you normally have to wait?

I don't normally have to wait long	<input type="radio"/>
I have to wait a bit too long	<input type="radio"/>
I have to wait far too long	<input type="radio"/>
No opinion/doesn't apply	<input type="radio"/>

SECTION 3 - GENERAL**Q1. In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	<input type="radio"/>
Yes and am not happy about it	<input type="radio"/>
No, other patients can't overhear	<input type="radio"/>
Don't know	<input type="radio"/>

Q2. How helpful do you find the receptionists at the Surgery?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>
Not at all	<input type="radio"/>

Q3. How likely are you to recommend our Practice to friends or family if they needed similar care or treatment (if they lived within our catchment area)?

Extremely likely	<input type="radio"/>
Likely	<input type="radio"/>
Neither likely nor unlikely	<input type="radio"/>
Unlikely	<input type="radio"/>
Extremely unlikely	<input type="radio"/>
Don't know	<input type="radio"/>

SECTION 4 – ABOUT YOU**Q1. Are you male or female?**

Male	<input type="radio"/>
Female	<input type="radio"/>

Q2. How old are you?

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

Q3. What is your ethnic group? (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)**A. White**

British	<input type="radio"/>
Irish	<input type="radio"/>
Any other white background	<input type="radio"/>

B. Mixed

White & Black Caribbean	<input type="radio"/>
White & Black African	<input type="radio"/>
White & Asian	<input type="radio"/>
Any other Mixed background	<input type="radio"/>

C. Asian or Asia British

Indian	<input type="radio"/>
Pakistani	<input type="radio"/>
Bangladeshi	<input type="radio"/>
Any other Asian background	<input type="radio"/>

D. Black or Black British

Caribbean	<input type="radio"/>
African	<input type="radio"/>
Any other Black background	<input type="radio"/>

E. Chinese or other ethnic group

Chinese	<input type="radio"/>
Any other ethnic group	<input type="radio"/>

SECTION 5 – OTHER COMMENTS**If there is anything else you would like to tell us about your experience at the Surgery, please do so here****THANK YOU FOR YOUR FEEDBACK, PLEASE RETURN THE COMPLETED FORM TO RECEPTION**