

Patient Participation Report 2012/13

Description of the profile of the members of the Patient Reference Group (PRG)

The PRG consists of 10 members, who are all registered patients of the practice. There are 5 males and 5 females and the age range is from 31 to 82. 8 members are White British, 1 is Asian British and 1 is Black British Caribbean.

Steps taken to ensure that the PRG is representative of the patient population

Practice Population as of 31st March 2012 was 5655. The sex distribution is 2,758 (48.8%) male vs. 2,897 (51.2%) female, which matches the ratio of PRG members.

There are 4522 patients over the age of 20 in the practice, of these: 16% are less than 35 years old, 63% are within the 35-70 age cohort and 21% are more than 70 years old. The percentage of PRG members by the above age categories are 20%, 50% and 30% which is roughly the same distribution.

Initially the PRG consisted only of White British members, which constitutes 99.1% of the patient population. We identified that there needed to be representation of other ethnicities in the PRG and have managed to recruit 2 individuals from different ethnic backgrounds. The Patient Reference Group consists solely of registered patients of Greensward Surgery. We have had seven PRG meetings at the Practice and the minutes of these are circulated to the PRG members and their comments requested. In addition we have arranged virtual meetings and email communications to members who have been unable to attend.

The practice has an active Carers Forum, which meets on a monthly basis. The moderator provides feedback to the practice manager on a regular basis. The Carers Forum offers invaluable information and it ensures that the views of the carers and those who are cared for are adequately represented in the PRG.

We also proactively try to obtain feedback from disabled patients and patients with learning disabilities to improve the quality of service provision.

The PRG regularly reviews patient feedback in the comment book and our rating on the NHS Choices website.

Steps taken to determine and reach agreement on the issues which had priority, which were included in the local practice survey

2011/12

PatientDynamics Limited was commissioned to generate a bespoke survey based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. The survey was designed to measure patient satisfaction/experience and to highlight areas that the practice can improve. A draft version of the survey was discussed by the PRG on 11th November 2011 and their suggestions were included in the final questionnaire. The following broad topic areas were covered in the survey, as the PRG felt that it was essential to have a solid benchmark in order to develop the surgery for the future.

- Practice administration, Booking Appointments, Length of consultation
- Professional care: GPs, Nurses
- Practice matters, Online services, Waiting room

2012/13

The PRG was consulted regarding the methodology of the survey on 19th September 2012. Last year's survey template was retained as the survey tool was user friendly and the results were informative and action oriented. The PRG emphasised that utilising the same questionnaire would allow comparison with last year's result and enable the PRG to quantify whether the action implemented had made any impact on patient satisfaction.

Manner in which the views of registered patients were obtained

2011/12

The questionnaire developed by PatientDynamics Limited was a 4 page document containing 25 or so questions. Patients were encouraged to take part in the survey by completing the questionnaire, which was made available in both paper and electronic format. A total of 200 replies were received and analysed.

2012/13

It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between online replies and paper based questionnaires.

The PRG felt that the questionnaire should be distributed to all patients who attend the surgery in a given week. The survey commenced on 17th December 2012 and 77 completed questionnaires were received. Based on the PRG's preference, data entry and analysis was done in-house.

Steps taken to provide an opportunity for the PRG to discuss the findings of the survey and contents of the action plan

2011/12

The analysis of results was presented in the practice clinical meeting on 13th January and in the PRG meeting on 29th February 2012. The detailed report produced by PatientDynamics Limited was discussed along with few action points generated by the practice. The PRG members agreed that there was scope for further steps to be taken based on the results, which was incorporated into the action plan.

2012/13

The analysis of results was presented in the practice clinical meeting on 25th January and the PRG meeting on 06th March 2013. A summary of the findings and some action points were circulated to the members of PRG in advance of the meeting to ensure that the PRG had sufficient time to go through the information and suggest action points. During the meeting the PRG felt that the survey was a true indication of patient sentiment and reflected the overall improvement of the practice.

Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

2011/12

1. Offer online booking of the extended hours surgeries, initially on a trial basis, with a view to expand the service based on uptake.
2. Improve follow-up arrangements by increasing the proportion of advance appointments and ensuring that

there is a mechanism for GPs to utilise these.

3. Promote the services offered by the practice to patients during consultations.
4. Improve the practice leaflet and modify the website to reflect its current status, as the practice had gone through many changes since the last website was designed.

2012/13

1. Expand the online services so that a proportion of appointments are released for on-line booking.
2. Display the opening times of the surgery on the repeat prescription tear-off.
3. Offer more information both within the surgery and on the website, since it seems patients are not aware of all services offered: extended hours, minor surgery and joint injections and home visits.
4. Continue to work on a dynamic approach of adjusting the ratio of pre-bookable and book-on-the-day appointments to ensure that patients get to see the GP of their choice, whilst allowing urgent patients to get appointments without any problems.

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

2011/12

See attachment.

2012/13 Summary of findings

The methodology for the survey was discussed at the patient participation forum on 19th September 2012. It was decided that last year's template was to be reused and the questionnaire distributed to all patients who attended the surgery in a given week. The survey commenced on 17th December 2012 and 77 completed questionnaires were received. A summary of the findings are provided below.

Background information

62% of the returned questionnaires were from females. More than half the population who handed in the completed questionnaire were between the ages of 35-64. Nearly 99% described themselves as being in the "White" ethnic group and more than 10% identified themselves as being disabled. Fewer than 2% mentioned that they were carers.

Access to surgery

5% of patients mentioned that they had some difficulty in moving around the surgery, which is a significant improvement from 10% last year. Around 40% patients visit the surgery 3-5 times a year. 94% found the opening times convenient. Positive comments included: "*I can always get an appointment when I want one.*" The extended opening hours on Monday also received special mention: "*late night opening times are convenient when working full time*" as well as "*early mornings and late evenings good for school times.*"

Practice matters

Nearly 80% of the patients can get through via telephone within a satisfactory time on all or most occasions. 99% found receptionists as helpful as they think they should be. 70% of patients were able to book an urgent appointment whenever they needed one and 65% were able to see their preferred doctor. 87% felt that they were given adequate time during the consultation. The percentage of patients answering 'never' or 'hardly ever' to these questions has declined dramatically when compared to last year. There was considerable variation in patient opinion regarding advanced booking; however the majority were requesting an appointment 2 weeks to a month in advance.

About your doctor

92% felt that the doctors listened to them, no matter how busy they were on all or most occasions. 97% felt they were treated with dignity and respect and 95% felt that they were treated as they thought they should have been during physical examination. 78% felt that the doctor knew about their medical history on all or most occasions. Nearly 90% felt that the GP knew the best treatment for them, gave enough information, provided opportunity to ask questions and explained matters in easy to understand manner.

About the practice nurses

85% felt that the nurse knew enough about their condition or treatment on all or most occasions. 84% felt that the nurse answered the questions asked and 98% felt that their explanation for any action was easy to understand. 62% felt that the nurse took appropriate action to deal with the reason for their visit whilst nearly 30% felt that there was no need to take any action as a result of their visit.

Other comments

- “Very happy with the surgery, I find all staff are usually most helpful and understanding.”
- “I feel the surgery has really improved over the last 6 months. The receptionists are really helpful and patient. The doctors are kind and willing to listen and help the best they can.”
- “One of the most well run doctors I have been with.”
- “It is busy here but I usually get an appointment when I need it. I find the staff pleasant and helpful. I recommend Greensward Surgery to friends.”
- “I always feel confident with the treatment I receive. The receptionists are always very pleasant and helpful and if you feel unwell their smiley faces are a pick me up. Thank you for the services you provide.”
- “Patient care in every department has improved quite dramatically in some areas - receptionist, availability of appointments, feel I am being listened to.”

Future Services

72% felt that the surgery should expand the online service to enable patients to book appointments. 60% of patients felt that they would like more information about the services offered at the surgery and 60% would prefer this information to be offered online compared to 30% who would like it in the form of leaflets.

Suggestions

- “The service has improved so much I can't think of anything.”
- “Waiting times could be improved but this cannot be helped if the doctors are now listening more so is understandable at times.”
- “Sometimes it would be more helpful for home visits to be more available.”
- “Minor surgeries, injection clinic (steroid).”
- “Possibly a late evening service for patients who work full time i.e. till 8pm for 1 night a week”

Action plan

1. Expand the online services so that proportion of appointments released for patients to book appointments.
2. Opening times of the surgery would be put on the repeat prescription tear-off.
3. Offer more information in surgery as well as website since it seems patients are not aware of all services offered: extended hours, minor surgery and joint injections, home visits.

4. Continue to work on a dynamic approach of adjusting the ratio of pre-bookable and book-on-the-day appointments to ensure that patients get to see the GP of their choice whilst allowing urgent patients to be able to get appointments without any problems.
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Details of the action taken as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

2011/12

- Patients were offered online access and proportion of appointments of extended hours' surgery has been released for online booking.
- The proportion of advance appointments was increased by 20% and a follow-up slip system was introduced so that clinicians could ensure that the patients needing follow-up had access to these appointments before leaving the surgery after their initial consultation.
- It was noted that there was a significant increase in patients requesting joint injections and minor surgery after these treatments were introduced in the surgery, which was due to patients promoting the service among their friends and family members.
- The practice leaflet was modified and attempts were made to update the website. It was found that re-designing the website was more feasible than updating the current site. New sign boards which displayed the opening hours prominently were designed and are displayed inside and outside of the practice premises.

2012/13

- Registration for online services has increased by 280% and there are plans to offer repeat prescription requesting links through the website soon.
- Opening times of the surgery added to the repeat prescription tear-off.
- The practice website has been re-designed.
- There is a dedicated administrative staff member who has been allocated to look at the GP appointments on a weekly basis and make the fine adjustments in the ratio of pre-bookable and same day appointments. Discussions have been held in the doctors meeting of 15th March 2013 to ensure more efficient methods to plan reviews whilst maintaining access to book on the day patients.

Opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Opening hours of the practice are from 7am to 8.30pm on Mondays and 8am to 6.30pm on other weekdays. The telephones lines open at 8am and patients have been advised that calls up until 9am will be reserved only for booking same day appointments.

The Nurses Helpline is open from 10-10.30am and 3.30-4.30pm. There is a dedicated nurse triage service both for morning and afternoon surgeries; which is accessed by patients who want to be seen on the day, after all the doctor's appointments have been taken. Those deemed necessary to be seen by a doctor, will be seen as an extra patient on the day.

Patients are encouraged to request home visits before noon so that the visits can be allocated amongst all doctors and appropriate action can be taken during the core opening hours.

As a result of recent renovation, disabled access to the surgery has been improved and new sign boards display surgery opening hours.

The times at which individual healthcare professionals are accessible to registered patients under the extended hours access scheme

The practice has signed up for the extended hours access scheme which provide GP appointments from 7am to 8am and 6.30pm to 8.30pm on Mondays.