

**Template for Information to be included in Local Patient Participation Report**

**Stage One – demonstrate that the patient group is representative**

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the practice population below:-

**Total Practice Population**

Survey Year	Age								
	Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
2012	898	570	702	747	856	737	709	364	180
2013	1002	586	735	746	872	733	706	354	139

Gender	2012	2013
Male	2884	2948
Female	2879	2925

Specific care groups

Specific Care Group	2012	2013
Learning Dis	22	21
Carers (registered pts)	35	29

Michelle Hartley  
March 2013

## Patient Reference Group

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the Patient Reference Group membership below:-

<b>Age</b>								
<b>Under 16</b>	<b>16-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
0	4	8	14	19	20	22	8	0

<b>Gender</b>	<b>No.</b>
Male	42
Female	53

<b>Ethnicity</b>											
<b>White British</b>	<b>Irish</b>	<b>Mix Carribean</b>	<b>Mix African</b>	<b>Mix Asian</b>	<b>Indian</b>	<b>Pakistani</b>	<b>Bangladeshi</b>	<b>Black Carribean</b>	<b>African</b>	<b>Chinese</b>	<b>Other</b>
90	1	0	0	1	0	3	0	0	0	0	0

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

<b>Specific Care Group</b>	<b>No. of Patients</b>
Nursing Homes	0
Learning Dis	1
Carers	2

## Development of the Patient Reference Group

### **2012**

- Posters were displayed in the surgery to assist recruitment
- The practice website, Facebook & Twitter were also used to help recruit patients from 'younger categories'.
- The practice newsletter was used to enlist patients.
- The practice held a 'Practice Open Afternoon 2012' with the help of the local press to recruit new members.

The practice produced a spreadsheet to keep an on-going tally of the membership to the reference group. From this we could, at any one time, identify discrepancies in the representation to assist the Practice in recruitment from the under represented groups.

### **2013**

As above, ongoing efforts to promote the PPG.

- PPG have a specific noticeboard in the surgery
- Minutes of meetings displayed on website ([www.ourdoctors.co.uk](http://www.ourdoctors.co.uk)) & noticeboard in surgery
- New patients joining practice are given information about the PPG and how they can join.
- Quarterly meetings held with the PPG-agendas distributed to the virtual group for invitation to meeting

## Survey – 2013

Following the action plan from 2012, the Practice, together with the PPG agreed the questions for the 2013 survey. This was discussed at a Patient Participation Group meeting and a draft questionnaire was sent to the virtual PPG for comments, before the final survey was agreed.

The purpose was to ascertain the satisfaction with the outcomes and actions from the previous year's action plan.

- Patients were asked specific questions relating to their experience at the surgery (in line with the GPAC survey).
- Questionnaires were handed to each patient attending the surgery over a one week period. Patients could complete a sheet confidentially to pass comments back to the practice.
- A 'virtual patient group' was contacted via email and asked to complete the questionnaire
- The 'virtual group' were also given the option to email comments back to the practice.

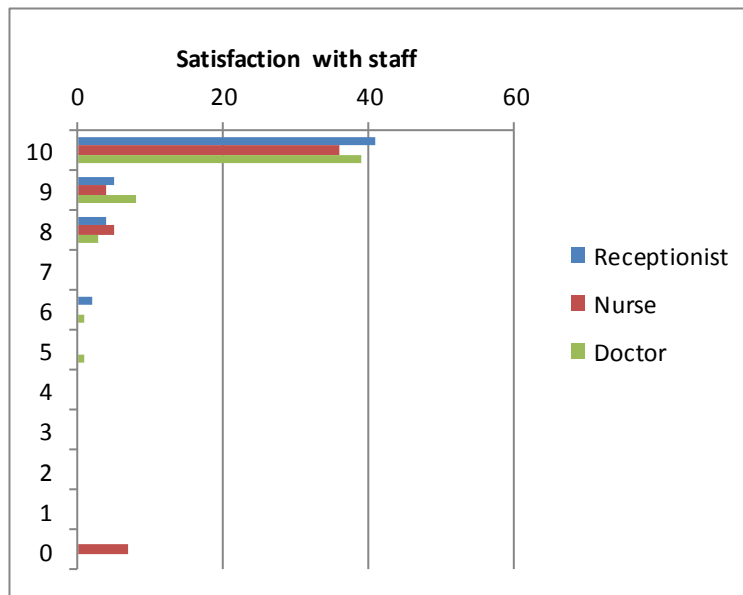
A total of 145 questionnaires were handed out over the week. The response rate was **57%**

The responses were analysed in surgery by the practice manager in order to produce this report.

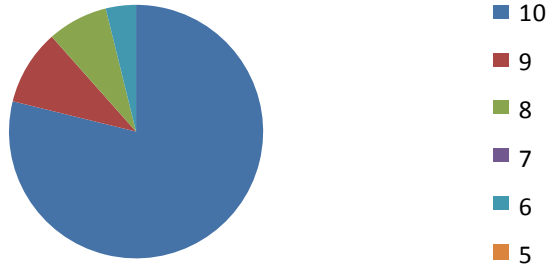
## RESULTS

The questionnaire reflected on the following:

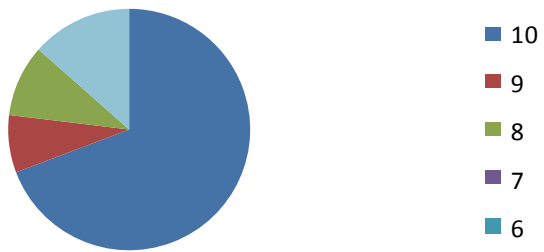
1. Patients were asked to reflect on their recent visit to the surgery & asked to rate the receptionists, nurses and doctors on a scale of 1-10 (1 = terrible, 10 = excellent) 0 = not applicable



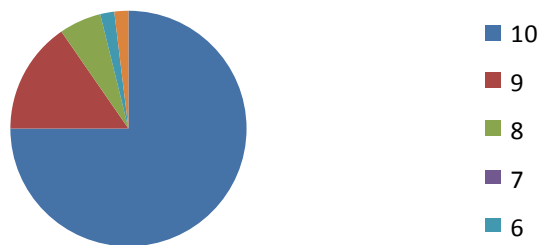
### Receptionist



### Nurse

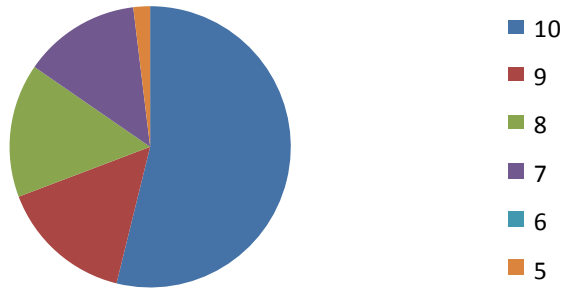


### Doctor

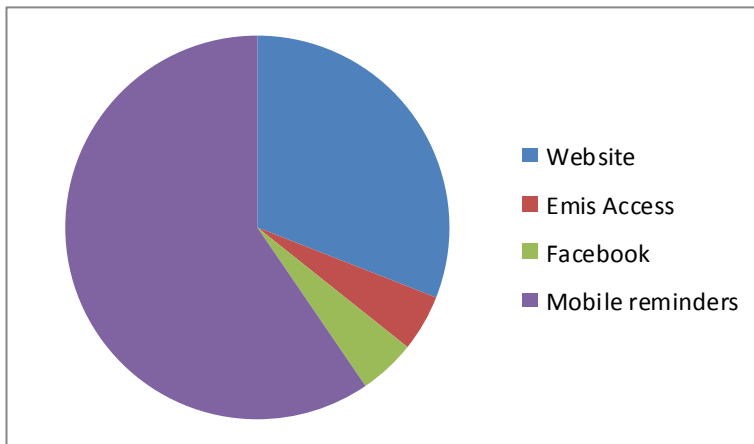


2. The waiting areas had undergone extensive improvements following feedback from the previous year's PPG survey. Patients were asked to comment on the waiting room facilities.

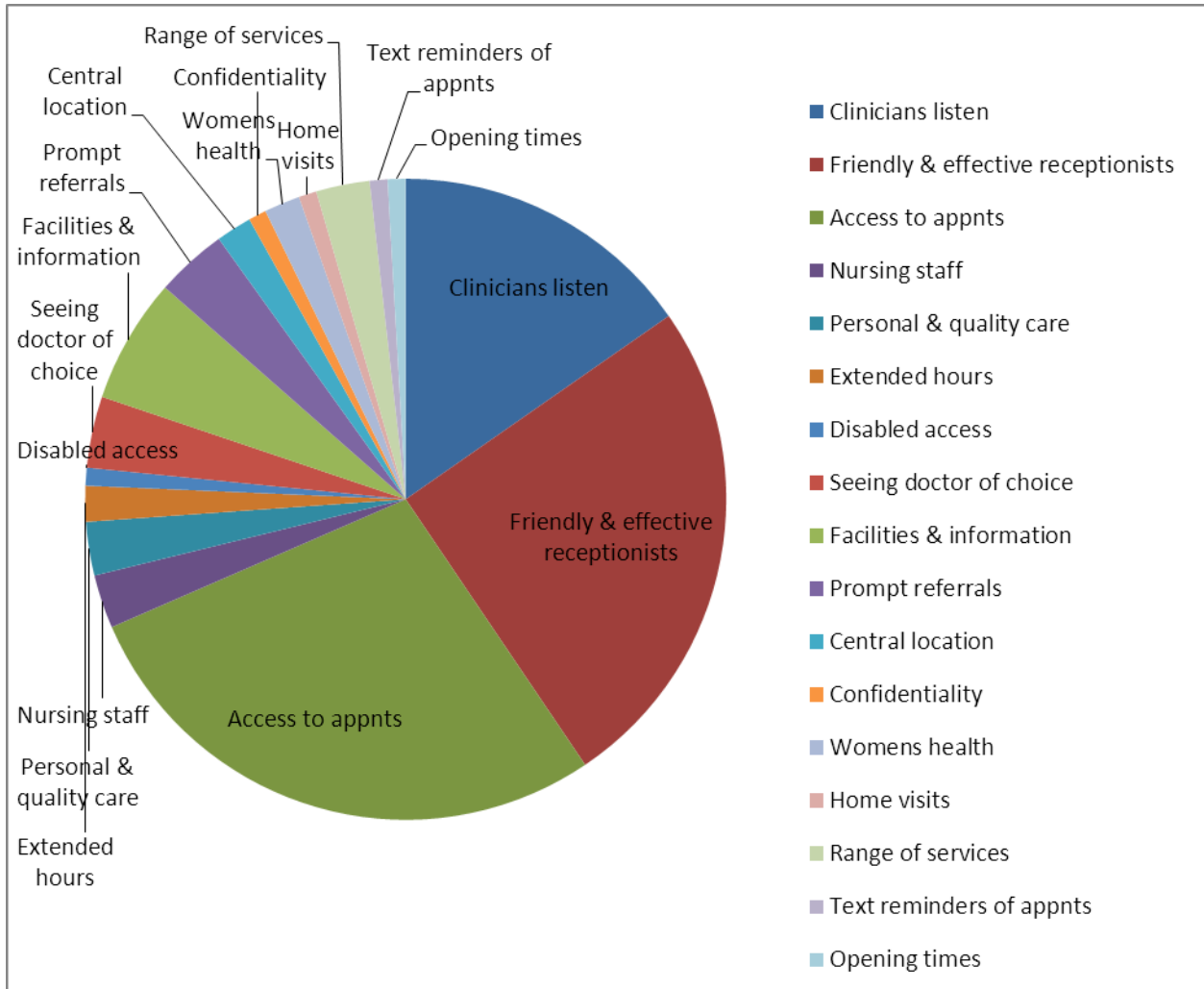
### Improvements to waiting areas



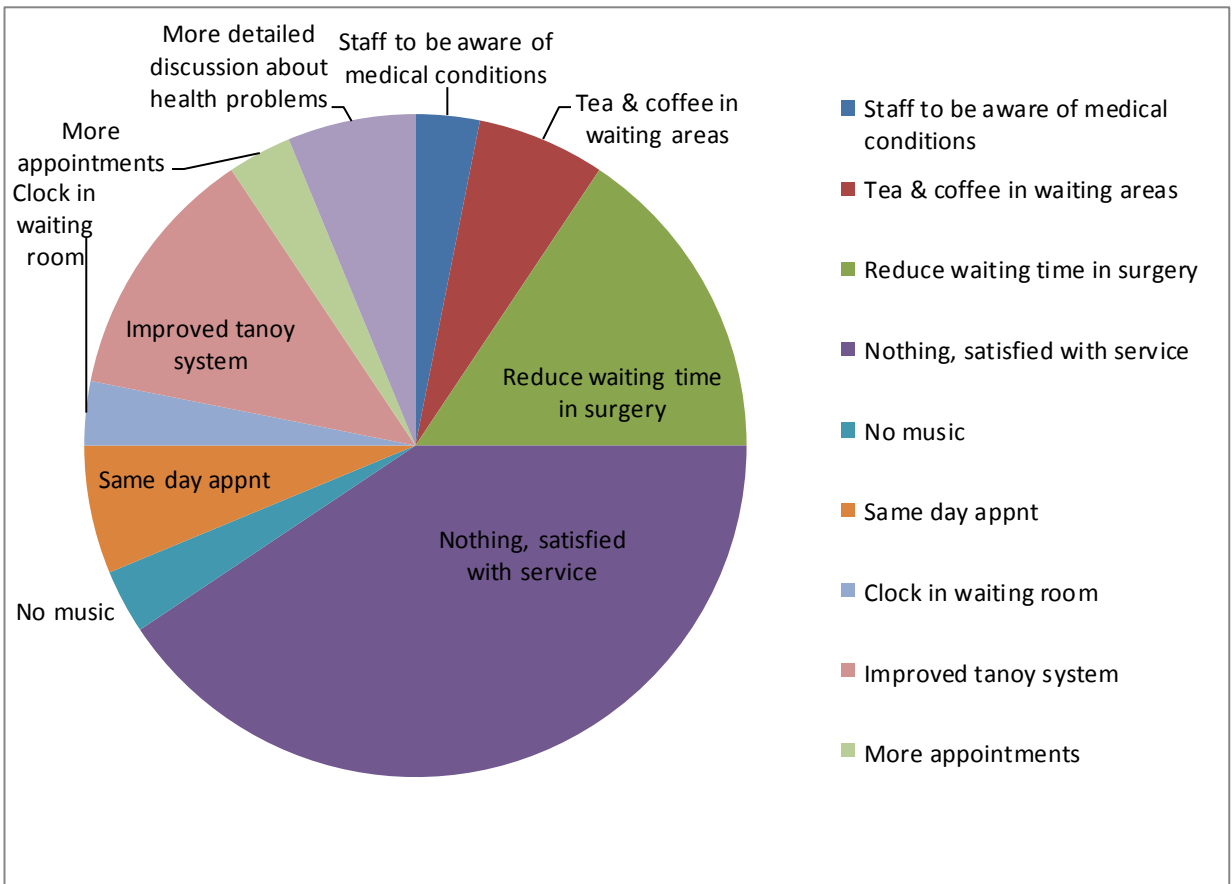
3. We asked patients if they used the various forms of media and services available at the Practice.



4. We asked patients what were the 3 most important things about this Practice?



5. We asked patients to comment on what improvements they would like to see at the Practice.





*Provide details of how the practice discussed the results of the survey with the Patient Reference Group.*

The results are advertised in the newsletter, on website, email virtual PPG and posters in surgery. Items were added to the agenda of the PPG meetings, but the outcomes of the survey were very pleasing with only two items needing auctioning (clock in waiting room & consider options for tanooy system).

## **Action Plan**

1. **Appointment blocks** to be introduced & trialled to enable the clinicians to have 'catch-up' time during surgeries to reduce the running over of surgeries and reduce the inconvenience to patients having to wait to be seen
  - CONTINUED FOLLOWING PATIENT SATISFACTION SURVEY – following results, the group were able to conclude that the waiting time for patients waiting in the waiting room to be called into surgery had improved following the introduction of 'blocks'. There were still some issues with one clinician highlighted by a number of patients. A clock in the waiting room was recommended.
2. **Late for appointment Policy** to be amended and patients who are late\* to be given the option of either rebooking or being asked to wait until the doctor has the opportunity to see them during or at the end of surgery. \*discretion to be used if patients persistently abuse the service.
  - THIS WAS NOT PART OF THE SURVEY AS IT WAS AGREED THAT THE QUESTION WOULD ONLY RELATE TO A SMALL NUMBER OF PATIENTS – to continue as the reception staff reported this was an improvement to the information they provided.
3. **Waiting area redesign** for back door waiting area. Currently the back door leads directly onto the waiting area & results in cold and uncomfortable conditions for patients. The proposal includes adding a partition to the waiting area so that the public accessing the surgery are not walking through the waiting area and that the heat will be retained.
  - MOST PATIENTS AGREED THAT THE IMPROVEMENTS THAT ENHANCED THE FACILITIES – SOME COMMENTED THAT WE NEEDED AN IMPROVED TANOY SYSTEM
4. **Double appointments** – the promotion of double appointments for those patients who feel that the standard 10 minutes would not be sufficient.
  - CONTINUE TO OFFER AND PROMOTE THE USE OF DOUBLE APPOINTMENTS
5. **Displaying survey results** – the survey resulted in many positive comments about both the services and staff. It was agreed that a poster displaying the results and comments should be made for all patients to see in the reception area.
  - RESULTS ON DISPLAY IN WAITING AREA FOR PATIENTS
6. **PPG meeting** – the group agreed the importance of establishing a patient group to feedback on current services and utilise the opportunity to have an input into the commissioning of new local services. This will enable robust communication links between patients, commissioners & providers of health & social care.
  - QUARTERLY MEETINGS HELD AT THE SURGERY – DATE & TIME FOR NEXT MEETING

AGREED AT EACH MEETING

7. **Agenda & minutes** to be produced for each meeting & minutes displayed on the surgery website and distributed to the members of the vPPG.
  - AGENDA & MINUTES PUBLISHED ON WEBSITE & DISTRIBUTED TO vPPG
8. **Directory of Services** – one of the first priorities outlined was the need for patients to be aware of the services currently provided in their practice. The practice does use various forms of conveying information including quarterly newsletters, website, facebook & twitter as well as poster displays around the surgery. However it was apparent that patients were still unaware of services available to them. The suggestion was to devise a 'Directory of Services'. The group were given the link to the local PCT website as an initial guide of enhanced services.
  - DIRECTORY OF SERVICES AVAILABLE ON WEBSITE, PPG NOTICEBOARD AND HANDBOOK AVAILABLE IN EACH WAITING AREA
9. **Promoting Services** – the PPG was asked how the practice could improve on ways of communicating with patients.
10. **Priority ideas** – the group wants to liaise with other PPGs both locally and nationally to consider areas of 'good practice'.
  - MEMBERS FROM YORKSHIRE STREET PPG ALSO MEMBERS OF THE BURNLEY PPG WHICH ALSO MEETS QUARTERLY

*Detail any findings or proposals arising from the local practice survey that have not been agreed as part of the action plan and the reasons why.*

The Practice has in the past had high achievement in the GPAC surveys and although it is important that we continued to provide patients with a forum to offer suggestions, at the same time remain realistic that the outcomes were also appropriate for the practice to be able to function at the same high level of service delivery.

The group did discuss the suggestion for open surgeries, however it was agreed that this would have a detrimental affect on the overall excellent access targets the practice currently achieves.

*Detail any proposals which impact on contractual arrangements.*

No proposals discussed to date impact on contractual arrangements.

**Local Patient Participation Report**

*Provide the practice website address on which the Local Patient Participation Report has been published. Please enclose a copy of the Local Patient Participation Report.*

www.ourdoctors.co.uk

## Opening Times

*Provide the opening hours of the practice and the method of obtaining access to services throughout core hours.*

- Monday – Friday 8.00 am – 6.30 pm – surgery open.
- Patients are able to telephone the surgery during the above hours – we do not put our service on answer machine during surgery open times.
- We do not use an automated answering service. Our phones are answered by the receptionists and have a 'pick-up' facility so that if the receptionists on front desk are busy, any of the admin staff can pick up (therefore up to 5 staff answering the phones).
- We also have a least 2 receptionists dealing with patients at front reception. This is to ensure that patients are dealt with efficiently and that they do not have to wait.
- Patients are able to email via our website and/or our email address 'scripts@nhs.net' or fax the surgery. We encourage the use of email or fax as a method for ordering repeat prescriptions. We only accept telephone prescription requests from the housebound, to release phones for incoming calls.
- We use a text facility to remind patients with mobile numbers of their appointments.
- Patients can request a telephone consultation with a doctor or nurse – these are offered each morning following surgery.
- Homevisit requests are taken throughout the day, however we do ask patients to telephone before 10am if possible.
- We offer appointments for a 4 week period. We do not ask patients to telephone back the following day, each phone call is dealt with at that time. We do not 'block' appointments which are only offered on the day. We do offer urgent appointments to those who request them but ask that they attend during the current surgery session (if it's urgent, then its urgent now!).
- We offer access to any doctor, the patient has the choice who they want to see.
- We utilise our nurses & HCA staff to offer chronic disease management which helps with the access to the GPs.

*If the practice has entered into arrangements to provide extended hours access please provide the times at which individual healthcare professionals are accessible to registered patients.*

- Extended hours are offered on Monday evenings or on a Thursday evening following a bank holiday – we try to keep these slots available for those patients who work and would otherwise struggle to attend during normal opening hours. We submit weekly reports to the PCT on the utilisation of these appointments.
- Monday 6.30 pm – 8.00 pm – GP & Practice Nurse available

Thursday 6.30 pm – 8.00 pm GP x 2 (this session is following a Bank Holiday Monday)