

Patient Participation Report

Stage One

1

Practice Population:		4177					
		Sex:	Male	2158	Female	2019	
Age:	Under 16's	841					
	17 - 25	519	36 - 45	567	56 - 65	472	
	26 - 35	546	46 - 55	655	66 +	577	
Ethnicity:		Caribbean		<i>other: Indian</i>		26	
British, Mixed British	4127	African		<i>other:</i>			
English		Mixed Black		<i>other:</i>			
Scottish		Chinese	14	<i>other:</i>			
Welsh		Japanese		<i>other:</i>			
Indian, British Indian		<i>other: Polish</i>	10	<i>other:</i>			
Are there any specific Minority Groups within the Practice Population?							
There are no specific minority groups within our practice.							

2

Patient Representative Group Profile (PRG):							
		Sex:	Male	5	Female	7	
Age:	Under 16's						
	17 - 25	1	36 - 45		56 - 65	3	
	26 - 35	4	46 - 55	1	66 +	3	
Ethnicity:		Caribbean		<i>other:</i>			
British, Mixed British	12	African		<i>other:</i>			
English		Mixed Black		<i>other:</i>			
Scottish		Chinese		<i>other:</i>			
Welsh		Japanese		<i>other:</i>			
Indian, British Indian		<i>other:</i>		<i>other:</i>			
What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?							
<p>The following methods are used to invite members to join the PPG:</p> <ul style="list-style-type: none"> • Practice website. • Practice Leaflet. • Posters in reception. • Information on prescriptions. • Personal invitation. <p>We also advertised the PPG at the end of the patient survey, which was given to a wide category of our registered patients inviting anyone interested to apply to join the PPG.</p> <p>To improve access and support for a broad spread of members we are varying our meeting days to a Saturday morning and a Wednesday evening. This will hopefully encourage those who work to attend. We will also ensure the GP's and Nurse inform their patients of the PPG.</p>							

3

Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?	
Currently the PPG has 14 members, comprising 12 patients, one GP and a Practice Manager. There are no ethnic	

minorities in our patient group, but the GP is Chinese. We have very few ethnic minorities in our patient list. The age span of the PPG is 19 to 83 with 43% men and 57% women. We feel that this represents our practice population very well.

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG)

We are going even further to make our PPG representative; we already have a patient who is suffering from cancer and also a patient in a wheelchair just joining the group. We will continue to encourage other ethnic groups to join as outlined in question 2.

Stage Two

Agreeing Priorities

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How has the practice sought the PRGs views of priority areas?

A PPG meeting took place on the 26th November 2011 to discuss the priority areas for the practice survey. The PPG requested the following areas to be included in the survey:

- Mandatory questions – age, sex and ethnicity. The group also discussed the common question that seems to be included on all questionnaires of sexual orientation and the group unanimously agreed that unless it is a mandatory requirement it should not be included. The group felt that this would discourage patients from completing the questionnaires even though they are anonymous.
- Access to appointments – Getting through on the telephone both for appointments and advice, ease of making appointments, whether on day and time requested, also categorising the appointment – was it an urgent, on the day or a pre-booked request – was the patient satisfied.
- Reception – Are reception staff helpful, polite and friendly?
- Privacy in reception – Do you feel your conversation can be overheard in reception? Does this matter to you?
- Seeing GP or Nurse – Who did patient see? Was patient seen at the appointment time? Was the health professional courteous, polite and was patient satisfied with the treatment and advice given?
- What do you think we do well at our practice?
- What do you think we could improve on?
- How do you think we could do this?

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Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

Following the meeting the GP put together a draft version of the survey based on the feedback from the PPG both in writing and in our meeting. The priorities for the new survey were therefore based on the PPG.

The draft survey was sent to the members of the PPG via email and post for their comments. Each member of the PPG sent back their comments and the GP and the Practice Manager made the additional changes to the survey to reflect the PPG's comments.

Stage Three

Survey

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How has the practice determined the questions used in the survey?

The practice determined the questions used in the survey by using our previous national survey and simplifying the answers so that they could be graded 1-5 in most cases. We took the advice of Julie Andrews not to make the survey too long or arduous so as not to confound our practice group. The questions reflected the priority areas already selected.

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How have the priority areas been reflected in the questions?

The priority areas in the survey were reflected as follows:

Access to the GP or Nurse questions 5-8 and 12; Reception and privacy questions 2 and 9; GP and Nurse consultation questions 11, 13, 14, 15, 16 and 17.

The survey questionnaire included two open ended questions where the patients could express their views and suggestions. The last part of the questionnaire asked all patients to leave contact details if they would like to join the PPG. The first part of the questionnaire asked the sex, age and ethnic background to give a fair representation of the population.

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Describe the Survey - How and when was the survey Conducted?

120 surveys were distributed to the patients. As there are 2 GP's in the practice we decided to do 60 surveys for each GP. The surveys were completed during the week commencing the 4th January 2012 (4 days and at all times the surgery was open).

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What methods practice has used to enable patients to take part?

These were handed out by the receptionists to all consecutive patients who attended the surgery to see one of the GP's. We gave the surveys out before the consultation to allow the patients extra time to fill in their details. We made the surveys anonymous to encourage more comments.

Stage Three

continued

Survey

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How has the practice collated the results?

The completed questionnaires were collated together and analysed by the Practice Manager. The survey was tailored so that a score could be attained for each question. This was a similar format to the national surveys we used previously. The Practice Manager created 2 evaluations of the survey for each GP.

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How were the findings fed back to the PRG?

We posted the survey results to the PPG for them to comment at our PPG meeting held on the 21st January 2012.

Stage Four

Results

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Please describe survey results:

120 surveys were completed by a vast spectrum of patients split equally over the 2 GP's in the practice.

85% rated the cleanliness of the building above average.

The vast majority of patients found it easy to contact the surgery by telephone.

Out of the 120 patients surveyed, 84% rated the courteousness/helpfulness/politeness of the receptionists as good/excellent.

15% of patients have used the extended hours surgery and over 94% of these rated this service good/excellent.

On average around 80% of the patients were seen within 10 minutes of arriving at the surgery.

For a more in depth detail of the surveys carried out please see the practice website.

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Explain how the PRG was given opportunity to comment?

We arranged a meeting with the PPG on the 21st January 2012 to present the survey and discuss the findings and to identify any changes in provision that we could implement and to agree an action plan of priorities.

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What agreement was reached with the PRG of changes in provision of how service is delivered?

The following areas for improvement were discussed:

- The difficulty in trying to get through on the telephone to make an appointment.
- Repeat Prescription Service – Some patients find it difficult to come into the surgery to post their repeat prescriptions and would like a service where they do not have to attend the surgery to do this.
- Extended hours service – It was agreed that the extended hours need to be advertised as some patients were not aware of this service.
- The lack of light outside the building at night – One patient commented that the lighting outside the building was poorly lit.
- Surgery Leaflets – These leaflets are to be placed at a more visible place at reception.
- Life Channel TV – Patients would like the Life Channel TV operating.

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

None.

Stage Four continued**Results**

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Are there any Contractual considerations that should be discussed with the PCT?

None.

Stage Five**Action Plan**

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How did you consult with the PRG about the action plan?

At the meeting held on the 21st January 2012 actions were agreed.

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

The 3 priorities agreed with the PPG were:

1. Some patients find it difficulty to get through on the telephone to make an appointment. It was agreed that the Practice Manager will address the telephones and general reception with the receptionists ensuring all telephones are answered as soon as they ring.
2. Repeat Prescription Service. All patients currently have to come into the surgery to post their repeat prescriptions as there is no alternative. It was agreed that patients will now be able to order their prescriptions over the telephone one evening a week (Thursday 4:30pm – 5:30pm).
3. Extended Hours Service. It was agreed that some patients were not aware of the extended hours service the practice provides. The practice will advertise this service on repeat prescriptions, surgery leaflet, website and on the main reception.

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Were there any issues that could not be addressed? - if so please explain

The Life Channel TV system is not working in the reception area. The Practice Manager has contacted the Life Channel TV operators. The company has been brought out by a new provider and they are looking at funding for this and until funding is available the operators are unable to come out to maintain the TV. The Practice Manager has also looked into having a radio in the reception area, but this requires a public performing licence. It was noted that due to the lack of sound in the reception area the patients can hear other patients at the reception hatch and also conversations between staff members. The Practice Manager will see about free health educational DVDs we might be able to show.

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Has the PRG agree implementation of changes and has the PCT been informed (where necessary)

At the end of the meeting we agreed the priority list and also sent minutes to those who could not attend for comments.

Stage Six

Publication of Report

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Please describe how this report has been publicised/circulated to your patients and the PRG

The PPG report will be posted on the website and also advertised at the reception and posted to all the members of the PPG.

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Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Opening hours for the reception are 8.30am – 6:00pm weekdays. Appointments can be booked at reception either in person or by telephone – 01623 752312. When Dr Oza is on leave Dr Nam starts his surgery at 8:00am.

The practice leaflet and the website have information about the opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

Requests should be made as soon after 8.30am where possible so that we can try and offer an appointment the same day. We have a number of appointments that can be pre-booked up to two weeks in advance.

Appointment times as follows:

For the Doctors:

Monday - Friday
8.30am - 11.30am and 3.40pm - 5.40pm

For the Practice Nurse:

Monday - Friday
9:00am - 11.30am and 12.30pm - 4.00pm

For the Health Care Assistant:

Monday - Thursday
9.00am - 12.50pm

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

The practice is signed up to the Extended Hours DES. The practice has pre-bookable appointments for both a GP and a Nurse on one Wednesday evening 6:30pm – 9:00pm and one Saturday morning 9:10am – 11:40am per month.

Number of PRG meetings which have taken place since 1st April 2011

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