



Locality Health Centre
Patient Participation Group Report
March 2014



This has been the third year of the patient participation group. During the year we have met six times to exchange information between patients and practice staff. The group has focussed on improving information for patients including the development and publishing of a new more detailed patient booklet. The other area for discussion has been how to encourage patients to take more responsibility for their own health.

The patient group are also instrumental in helping design, carry out and analyse the annual in house patient survey.

Profile of the patient group and steps taken to ensure the group is representative of the practice population.

The group and the practice are still trying involve younger people in the patient group. We have contacted Children's Centre and talked with the midwife to encourage younger patients to join the group. In addition we have updated our posters and message on the patient waiting screen

Current membership:

Total	12
Male	4
Female	8

Ethnic background	12 White British
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Age:	18-24	0
	25-34	1
	35-44	2
	45-54	1
	55-54	3
	55-56	2
	65-74	3

How did the practice and the patient group identify and prioritise issues for the local practice survey.

In the planning meeting for the patient survey there was general agreement that we should use the same questions so that we can get an accurate year on year comparison. The only addition was to ask a specific question to elicit more views about opening hours.

How the practice obtained the views of registered patients

The survey was based on the previous year with minor changes to one question to gain a greater range of answers than just 'yes' or 'no'.

The survey is then carried out during the course of a week (10th – 14th February). Information is displayed in the surgery in the week leading up to the survey and during the survey week. Paper questionnaires are handed out by receptionists and volunteers from the patient reference group. The volunteers are on hand to assist people if they have any literacy difficulties filling in the forms. All volunteers receive training on confidentiality and approaching patients.

Most patients are encouraged to fill in the questionnaire whilst they are in the waiting room and others are approached if they are using other facilities such as the café or library.

Feedback regarding carrying out the survey indicated that having other volunteer/patients on hand made it feel accessible and that it would be listened to.

A total 125 forms were returned.

Steps taken to discuss findings and action plan with the patient group

The survey results were discussed at the patients group. Patients were pleased and impressed with the generally high levels of satisfaction. Improvements were noticed in most areas and in particular with the comments about how patients felt treated by clinicians. The patient group members felt this was due to having far fewer locums this past year and therefore greater continuity of care.

The group looked at the **Action Plan 2013-14** Areas for Improvement identified last year and the practice reported on progress. This is summarised below:

Appointment System

Maintain the ratio of same day and pre booked appointments

Monitor and adjust as necessary

Review any changes including patient feedback

Achieved

- *The ratio is with a higher number of same day appointments to pre-bookable creates best access. There is a high level of DNA for pre-bookable and this waste clinician and other patients time.*
- *This is constantly monitored and often adjusted on a week by week basis depending on season, bank holidays and clinician availability.*

Continuity of Clinician

Reduce number of locums

Inform patients about how systems work

Achieved

- *There was a big reduction of use of locums during the year*
- *Information about continuity of care is in new Patient Booklet and reception staff are trained to explain to patients*

Waiting Times

How to use the practice, information leaflet

Investigate using the TV screen to let patient know about waiting times

Receptionist to keep patients informed if waiting times are increasing

Achieved

- *New Practice Information Booklet produced in collaboration with patient group and all practice staff*
- *Screen now asks people to talk to reception if they are waiting over 20 minutes*
- *Some receptionists let patients know if a clinician is running late. Sometimes front desk are unaware of an emergency. **Aim to keep front desk informed***

Patient information

New practice leaflet

How to use the practice information leaflet

Better use of TV screen to give more local information

Achieved

- *New Practice Information Booklet produced in collaboration with patient group and all practice staff*
- *TV screen has more information about the practice and activities in the centre.
More information to be added to the screen this year*

Privacy at reception desk

Investigate a perspex screen to form a barrier as people queue.

Not Achieved

- **Cost has so far precluded this.**

The Group then considered priorities for next year and these are summarised in the table below.

Action plan 2014-15

Area for improvement	Action	Who
Continuity of Care	Retain GP's	MG
Privacy in reception	Further investigate screening Investigate more private way of managing samples	MG SAS
On line services	Introduce on-line prescriptions Investigate on line bookings	SAS
Patient information	Clear and simple information about self-management Investigate ways of running a campaign about self-management which goes beyond just information Aim to keep front desk informed of any delays to appointments so that patients in waiting area can be updated. Further local information to be added to patient screen	SAS MG SAS SAS

Summary of findings from survey

Patients were asked 14 questions overall and given the opportunity to add further comments.

87% of patients who completed our survey found it easy or fairly easy to get through to the practice on the phone

99% of patients who completed our survey thought the receptionists were helpful or very helpful when contacting the surgery.

We believe the recruitment of new receptionists with improved training such as de-escalation, has led to higher satisfaction with receptionists. We aim to maintain this standard

There were improvements in all areas of clinical contact by nurses and GP's. We believe this is due to retention of clinical staff, improved supervision of the nursing team and a 'team' approach from all clinicians. We aim to improve this further through supervision and the GP appraisal system.

We asked specifically for comments about opening hours and 96% of patients who responded said they were fairly or very satisfied with current opening hours. One comment was received about the possibility of being open on a Sunday because 'A&E is traumatic'. This doesn't indicate a need to change opening hours but we do need to keep publicising the ABC use of NHS services.

The full results from the survey are set out below.

**Locality Health Centre February 2014
Results from in house patient survey**

Q1 How easy to get through to practice on phone		Percent	Very and fairly	<i>Last Time</i>
Very easy	46	37.4%	87% (88%)	39.6%
Fairly easy	61	49.6%		48.4%
Not v easy	14	11.4%		7.4%
Not at all easy	2	1.6%		2.1%
Haven't tried	0	0.0%		2.5%
Total	123			
Q2 How helpful Receptionists				
Very helpful	72	60.5%	99.2% (93.7%)	55.3%
Fairly Helpful	46	38.7%		38.4%
Not very helpful	1	0.8%		3.9%
Not at all helpful	0	0.0%		1.4%
Don't know	0	0.0%		1.1%
Total	119			
Q3 How do you book?	In person	By phone	Doesn't Apply	Total
	53	82	3	138
	38.4%	59.4%	2.2%	
<i>Last time</i>	36.0%	63.0%	0.9%	
Q4 How prefer to book	In person	By phone	Online	Doesn't Apply
	74	86	19	9
	39.4%	45.7%	10.1%	4.8%
<i>Last time</i>	28.9%	55.3%	9.1%	6.7%
Q5 How easy to get an appt. or speak to practice nurse		Percent	Very and fairly	<i>Last time</i>
Very easy	25	21.4%	86.4% (82.4%)	32.0%
Fairly easy	76	65.0%		50.4%
Neither easy or hard	13	11.1%		10.9%
Not at all easy	3	2.6%		6.8%
Haven't tried	2	1.7%		2.3%
Total	117			
Q6 Have you been able to see or speak to a GP within 48hrs				<i>Last time</i>
Yes	101	89.4%		84.7%
No	12	10.6%		15.3%
Total	113			

Q7Have you been able book ahead more than 2 days			Very and fairly easy	<i>(Changed question)</i>
Very easy	26	22.2%	76%	73.4%
Fairly easy	63	53.8%		
Neither easy or difficult	16	13.7%		
Fairly difficult	7	6.0%		
Very difficult	5	4.3%		
Total	117			

Last time you spoke to GP or Nurse how good was the following?

Q8a Giving enough time			Very & Good	<i>Last time</i>
Very good	67	54.9%	90.1% (84.9%)	43.7%
Good	43	35.2%		41.2%
Neither good nor poor	9	7.4%		12.7%
Poor	2	1.6%		1.4%
Very poor	1	0.8%		1.1%
Doesn't apply	1	0.8%		
Total	122			

Q8b GP Listening			Very & Good	
Very good	67	55.4%	92.6% (87.3%)	47.9%
Good	45	37.2%		39.4%
Neither good nor poor	6	5.0%		7.8%
Poor	2	1.7%		2.8%
Very poor	1	0.8%		2.1%
Doesn't apply	1	0.8%		
Total	121			

Q8c GP Explaining			Very & Good	
Very good	54	45.8%	90.7% (86.6%)	44.9%
Good	53	44.9%		41.7%
Neither good nor poor	10	8.5%		10.9%
Poor	1	0.8%		0.7%
Very poor	0	0%		1.8%
Doesn't apply	5	4.2%		
Total	276			

Q8d GP Involving			Very & Good	
Very good	59	50.0%	89% (88.6%)	35.9%
Good	46	39.0%		52.7%
Neither good nor poor	12	10.2%		7.7%
Poor	1	0.8%		2.2%
Very poor	0	0.0%		1.5%
Doesn't apply	2	1.7%		
Total	118			

Q8e Care and Concern			Very & Good	39.4%
Very good	57	48.3%	92.4% (86%)	45.7%
Good	52	44.1%		11.3%
Neither good nor poor	7	5.9%		1.4%
Poor	1	0.8%		1.1%
Very poor	0	0.0%		
Doesn't apply	1	0.8%		
Total	118			

Q9 Overall Satisfaction				<i>Last time</i>
Very good	70	57.4%	92.6% (92.1%)	60.9%
Good	43	35.2%		31.2%
Neither good nor poor	8	6.6%		6.1%
Poor	1	0.8%		1.1%
Very poor	0	0.0%		0.7%
Total	122			
Q10 opening hours				
Very satisfied	67	55.8%	96.6% (91.7%)	48.7%
Fairly satisfied	49	40.8%		43.0%
Neither satisfied/dissatisfied	3	2.5%		7.2%
Fairly dissatisfied	1	0.8%		1.1%
Very dissatisfied	0	0.0%		0.0%
Not sure when GP is open	1	0.8%		
Total	120			

Comments:

Opening times:

- Possibility of Sunday opening as A&E is traumatic
- 8.00am to 6.00pm (opening times wanted – we are open 8.00am-6.30pm)
- maybe later 1 or 2 evenings a week or 1-2 hrs on Sundays

Opening hours of the practice and how patients can access service through the core hours

The Locality Health Centre is open Monday to Friday 8.00 -18.30. The practice offers extended hours on Monday evenings 18.30 – 20.00 and once a month on a

Saturday morning 9.00 – 11.30am. This enables patients in education or work an alternative time for appointments.

Patients can make appointments by phone or calling in to the practice. The practice also has a text messaging system to remind patients about their appointments.

Details of extended hours and which health care professional is available.

The practice offers extended hours on Monday evenings 18.30 – 20.00 and once a month on a Saturday morning 9.00 – 11.30am. These are pre-bookable appointments. The health care professional available at these times is a GP or nurse.