



## Locality Health Centre

### Patient Participation Group Report



**March 2012**

This year the Locality Health Centre formed a patient Participation Group to help improve the service, listen to patients' views and inform patients about how the practice works.

As part of this the group have been involved with the practice in developing and carrying out a patient survey. We have then discussed the results and together worked out some areas for improvement over the coming year. Below are the details of this process.

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

The group is not fully representative or reflective of the patient population. In particular it does not have many younger people involved. The group consists of people who have shown an interest in being involved and have the time.

Current membership:

Total	11
Male	5
Female	6
Age	
Ethnic background	10 White British

The practice has looked at attracting more young people (33% of practice population under 16), however under 18's are in education, are less confident in groups and for the majority would need to have a dedicated way if involving them.

There was a wide publicity campaign with leaflets circulated, posters produced and invitations on the patient information screen in the waiting area and around the whole Centre.

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

The practice held 2 meetings with the patient group to look at areas of interest. Patients were asked to reflect on their own experiences and what mattered to them about the service they received. These were identified as broad categories;

welcoming, friendliness of staff, access to the practice, quality of service from clinicians and overall satisfaction.

### **How the practice obtained the views of registered patients**

Based on the areas the patient group identified the practice devised a questionnaire to be carried out with patients using the service over a two week period.

The questions were based on the national survey questions to provide ease of comparison with other data collected locally and nationally. In addition as an Alternative Provider of Medical Services (APMS) contract holder there were some questions that could provide information for the Key Performance Indicator monitoring.

Posters and screen information was used to let patients know that an anonymous patient survey was going to take place over a two week period. It was emphasised that the intention was to gather information in order to improve the quality of service for all patients.

Patients from the group volunteered to help carry out the survey. They were given a basic training in how to approach people and obtain their views. All volunteers also signed a non-disclosure agreement form to ensure patient confidentiality was upheld.

Patients were asked whilst they were in the waiting room if they would be happy to participate in the local survey. The survey took part at all times of the day in an attempt to reach a wide a range as patients as possible. Efforts were made to identify particular groups such as the 'No Worries' young people's sexual health clinic. Also people using other facilities in the centre such as the café or the library were approached if they were a registered patient.

Patients supported some people who had difficulty reading and writing. Using local people to promote the survey worked well as feedback form patients indicated it felt less formal and of importance.

The survey was carried out during the period 16th – 30th January 2012.

In retrospect this was a difficult time to carry out the survey as it coincided with the introduction of a new appointment system, a GP training afternoon, and a whole day based on paper systems as the practice computer server was renewed.

A total of 402 surveys were returned to the practice. These were then analysed by the practice.

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

The survey findings and a draft Practice action plan were taken to a patient group meeting. The meeting looked at the survey results, analysis and comments made by patients. The patient group confirmed that the areas identified for improvement coincided with their own experiences and with the range of verbal comments they had received when carrying out the survey.

Members had another week to consider the draft action plan and contact the Practice Manager if there were any further changes. The report was also circulated to other members who could not attend the meeting.

## **Summary of findings from survey**

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

Questionnaire responses showed highest scores for helpfulness of receptionists, satisfaction with opening hours and overall satisfaction of the service. Lowest scores were for seeing or speaking to a clinician in 48 hours and being able to book more than 2 days ahead.

The most frequent comment received was about the excellent service and helpful friendly staff. The highest areas of concern were the waiting time in the waiting room, not being able to see the same GP, too many locums and not liking being asked by reception staff about what reason they need to have an appointment.

## Action plan

Area for improvement	Action	By When	Who
Appointment System	Review Appointment system Research and identify options to improve patients' experience Involve all staff to ensure team approach Implement changes Monitor and adjust as necessary Review changes including patient feedback	April   April – July June	SAS
Waiting time	Review appointment system (see above) Remove 'Sit and wait' consultations Introduce same day booked appointments Keeping patients informed of any unexpected delays	April   April onwards	SAS
Seeing same clinician	Recruit permanent GP's Reduce locums Wherever possible book regular locums Reduce number of Did not attend (DNA) appointments <ul style="list-style-type: none"> <li>• Display number of wasted appointments each week</li> <li>• Remind patients when they book in advance the importance of keeping their appointment or letting us know if they cannot attend</li> <li>• Contact patients who DNA to let them know the impact</li> </ul>	Immediately On going   April onwards	SAS
Patient understand and value the questions reception ask when booking appointments	More training for receptionists on how to ask the questions Inform patient representative group of why the questions are asked Produce patient information to explain why reception asks questions.	April May May	SAS

**Results from in house patients survey,  
Locality Health Centre January 2012**

<b>Q1 How easy to get through to practice on phone</b>			Very and fairly	
Very easy	158	39.6%	83.7%	
Fairly easy	176	44.1%		
Not v easy	44	11.0%		
Not at all easy	14	3.5%		
Haven't tried	7	1.8%		
Total	399			
<b>Q2 How helpful Receptionists</b>				
Very helpful	227	56.9%	94%	
Fairly Helpful	148	37.1%		
Not very helpful	19	4.8%		
Not at all helpful	4	1.0%		
Don't know	1	0.3%		
Total	399			
<b>Q3 How do you book?</b>	<b>In person</b>	<b>By phone</b>	<b>Doesn't Apply</b>	<b>Total</b>
	159	298	6	463
	34.3%	64.4%	1.3%	
<b>Q4 How prefer to book</b>	<b>In person</b>	<b>By phone</b>	<b>Online</b>	<b>Doesn't Apply</b>
	143	246	35	42
	30.7%	52.8%	7.5%	9.0%
<b>Q5 How easy to get an appt. or speak to practice nurse</b>			Very and fairly	
Very easy	123	31.9%	75.5%	
Fairly easy	168	43.6%		
Not v easy	58	15.1%		
Not at all easy	27	7.0%		
Haven't tried	9	2.3%		
Total	385			
<b>Q6 Have you been able to see or speak to clinician within 48hrs</b>				
Yes	285	72.0%		
No	68	17.2%		
Not applicable	43	10.9%		
Total	396			
<b>Q7Have you been able book ahead more than 2 days</b>				
Yes	268	67.0%		
No	96	24.0%		
Not applicable	36	9.0%		
Total	400			

**Last time spoke to GP or Nurse**

<b>Q8a Giving enough time</b>			Very & Good
Very good	241	60.7%	91.7%
Good	123	31.0%	
Neither good nor poor	26	6.5%	
Poor	5	1.3%	
Very poor	2	0.5%	
Doesn't apply			
Total	397		

<b>Q8b Listening</b>			
Very good	232	58.3%	89%
Good	122	30.7%	
Neither good nor poor	28	7.0%	
Poor	13	3.3%	
Very poor	3	0.8%	
Doesn't apply			
Total	398		

<b>Q8c Explaining</b>			
Very good	229	59.0%	88.9%
Good	116	29.9%	
Neither good nor poor	33	8.5%	
Poor	8	2.1%	
Very poor	2	0.5%	
Doesn't apply			
Total	388		

<b>Q8d Involving</b>			
Very good	167	44.4%	85.9%
Good	156	41.5%	
Neither good nor poor	43	11.4%	
Poor	7	1.9%	
Very poor	3	0.8%	
Doesn't apply			
Total	376		

<b>Q8e Care and Concern</b>			
Very good	206	53.2%	89.1%
Good	139	35.9%	
Neither good nor poor	34	8.8%	
Poor	7	1.8%	
Very poor	1	0.3%	
Doesn't apply			
Total	387		

<b>Q9 How satisfied with opening hours?</b>			Very & Good
Very satisfied	236	60.4%	92.8%
Fairly satisfied	127	32.5%	
Neither satisfied/dissatisfied	21	5.4%	
Fairly dissatisfied	7	1.8%	
Very dissatisfied	0	0.0%	
Not sure when GP is open			
Total	391		
<b>Q10 Overall satisfaction</b>			
Very good	231	58.8%	92.4%
Good	132	33.6%	
Neither good nor poor	24	6.1%	
Poor	3	0.8%	
Very poor	3	0.8%	
Total	393		

Male	109	28.1%
Female	279	71.9%
Total	388	
Age		
Under 18	13	3.4%
18-24	24	6.2%
25-34	80	20.7%
35-44	66	17.1%
45-54	50	12.9%
55-64	51	13.2%
65-74	51	13.2%
75-84	26	6.7%
85 and over	26	6.7%
Total	387	
Ethnicity		
White British	341	99.42%
Asian/Asian British	1	0.29%
Mixed/ Multiple ethnic group	1	0.29%
Total	343	

## Summary of comments

Excellent service helpful friendly staff	12	14%
long waits in waiting room	8	10%
not see same clinician each time/too many locums	6	7%
don't like being asked by reception why need an appointment	6	7%
Can't get an immediate appointment have to have call back	4	5%
Dentist would be good	3	4%
want more time with doctor	3	4%
prescription service needs to improve	3	4%
want online prescriptions and booking	3	4%
named gp (for hospital)	2	2%
cannot book for next month	2	2%
local and never rushed	2	2%
Reception book with nurse when I want GP	2	2%
more evening opening	2	2%
Some receptionists very helpful some not	2	2%
Reception overall good	1	1%
reception staff are good and work with me	1	1%
Receptionist can be rude	1	1%
No one on front desk sometimes	1	1%
Receptionst on front desk gets held up on phone and queue grows	1	1%
telephone answered too slow	1	1%
Queues can build up	1	1%
systems should be up and ready at 8.00am	1	1%
call backs not kept to	1	1%
can't get appt until after 3 days	1	1%
difficult to get appointment	1	1%
appointments always available	1	1%
want it open later	1	1%
Very good GP	1	1%
GP's and nurses kind and helpful	1	1%
care and concern depends on who you see	1	1%
don't like name on screen	1	1%
more chairs with arms on	1	1%
Information on who's who	1	1%
Chemist is convenient	1	1%
chemist to pick up prescriptions so it is ready	1	1%
Complaints resolved well	1	1%
I am very healthy	1	1%
new phone number too long	1	1%

## **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 I 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.