



Locality Health Centre

Patient Participation Group Report



March 2013

This has been the second year of the patient participation group. During the year we have met five times to exchange information between patients and practice staff. One of the main tasks has been to plan, carry out and respond to the patient survey. This year we held it in September 2012 as it is a busy time of year.

After analysing the information the patient group met with the Practice manager and the Chief Executive to look at patient priorities for the practice plan for next year.

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

Our practice has an average of just over 5000 patients but in an area of high turnover over this changes all the time.

The current Patient Group has 10 -15 members varying from meeting to meeting. The surveys were filled in by 285 registered patients using the surgery.

Despite efforts to involve younger people it seems they are not finding it easy to attend meetings.

Current membership:

Total	10
Male	4
Female	6

Ethnic background 10 White British

The practice has looked at attracting more young people (33% of practice population is 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 of involving them.

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

This year we had one planning meeting with the Patient Participation Group and there was general agreement that we should ask the same questions as the previous

year so as a direct comparison could be made and the priorities had remained the same.

How the practice obtained the views of registered patients

The questionnaire was based on last year with minor improvements to layout and clarifying one or two questions to gain better data.

Information was placed in the surgery and on the patient information screen to let patients know there was an anonymous survey taking place during the week.

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 from patients indicated it felt less formal and of importance.

The survey was carried out during the period 3rd – 7th September 2012.

A total of 285 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 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.

The following were identified as key areas for practice development from a patient perspective:

- More privacy at reception
- Information about waiting times
- Increase the numbers, particularly of young people on the patient group
- Board with pictures identifying staff
- 2 sided information leaflet on how to use the practice
- Update the practice leaflet
- Better use of the tv information display, e.g.more local information, local support groups
- Access to Health Trainers

Summary of findings from survey

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

Answers were very consistent with the last survey with highest scores for helpfulness of receptionists, satisfaction with opening hours and overall satisfaction of the service. Improvements were made in making an appointment or speaking to a practice nurse and being able to see a clinician within 48 hours.

There were slight decreases with satisfaction of patient's experience of GP's. However as the patient group pointed out we have been heavily dependent on locums this year as we struggled to recruit to GP vacancies.

The most frequent comment was about overall satisfaction with the service. There 6 comments about the difficulty of getting an appointment time at the time the patient wanted and 5 comments about the lack of GP continuity.

Action plan 2012 -13 Report on achievement

Area for improvement	Action	By When	Achieved
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	Yes Yes Yes Yes Now on-going
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	As above Yes Yes Yes
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"> • Display number of wasted appointments each week • Remind patients when they book in advance the importance of keeping their appointment or letting us know if they cannot attend • Contact patients who DNA to let them know the impact 	Immediately On going April onwards	Yes Yes Yes Partial
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	Yes Yes Yes

Action plan 2013-14

Area for improvement	Action	By When	Who
Appointment System	Maintain the ratio of same day and pre booked appointments Monitor and adjust as necessary Review any changes including patient feedback	On going	SAS
Continuity of Clinician	Reduce number of locums Inform patients about how systems work	May On-going	All staff
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	April July On -going	MG SAS Rec
Patient information	New practice leaflet 'How to use' the practice information leaflet Better use of TV screen to give more local information	April April June	SAS/MG MG SAS
Privacy at reception desk	Investigate a perspex screen to form a barrier as people queue.	July	FB

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Results from in house patients survey - September 2012

Q1 How easy to get through to practice on phone		Percent	Very and fairly	
Very easy	113	39.6%	88%	
Fairly easy	138	48.4%		
Not v easy	21	7.4%		
Not at all easy	6	2.1%		
Haven't tried	7	2.5%		
Total	285			
Q2 How helpful Receptionists				
Very helpful	157	55.3%	93.7%	
Fairly Helpful	109	38.4%		
Not very helpful	11	3.9%		
Not at all helpful	4	1.4%		
Don't know	3	1.1%		
Total	284			
Q3 How do you book?	In person	By phone	Doesn't Apply	Total
	116	203	3	322
	36.0%	63.0%	0.9%	
Q4 How prefer to book	In person	By phone	Online	Doesn't Apply
	95	182	30	22
	28.9%	55.3%	9.1%	6.7%
Q5 How easy to get an appt. or speak to practice nurse		Percent	Very and fairly	
Very easy	85	32.0%	82.4%	
Fairly easy	134	50.4%		
Neither easy or hard	29	10.9%		
Not at all easy	18	6.8%		
Haven't tried	6	2.3%		
Total	266			
Q6 Have you been able to see or speak to clinician within 48hrs				
Yes	209	73.9%		
No	39	13.8%		
Not applicable	35	12.4%		
Total	283			

Total
329

Q7Have you been able book ahead more than 2 days		
Yes	193	67.5%
No	70	24.5%
Not applicable	23	8.0%
Total	286	

Last time spoke to GP or Nurse

Q8a Giving enough time			Very & Good
Very good	124	43.7%	84.9%
Good	117	41.2%	
Neither good nor poor	36	12.7%	
Poor	4	1.4%	
Very poor	3	1.1%	
Doesn't apply	2		
Total	284		

Q8b GP Listening			
Very good	135	47.9%	87.3%
Good	111	39.4%	
Neither good nor poor	22	7.8%	
Poor	8	2.8%	
Very poor	6	2.1%	
Doesn't apply	3		
Total	282		

Q8c GP Explaining			
Very good	124	44.9%	86.6%
Good	115	41.7%	
Neither good nor poor	30	10.9%	
Poor	2	0.7%	
Very poor	5	1.8%	
Doesn't apply	9		
Total	276		

Q8d GP Involving			
Very good	98	35.9%	88.6%
Good	144	52.7%	
Neither good nor poor	21	7.7%	
Poor	6	2.2%	
Very poor	4	1.5%	
Doesn't apply	9		
Total	273		

Q8e Care and Concern			
Very good	111	39.4%	86%
Good	129	45.7%	
Neither good nor poor	32	11.3%	

Poor	4	1.4%	
Very poor	3	1.1%	
Doesn't apply	3		
Total	282		

Q9 How satisfied with opening hours?			
Very satisfied	136	48.7%	91.7%
Fairly satisfied	120	43.0%	
Neither satisfied/dissatisfied	20	7.2%	
Fairly dissatisfied	3	1.1%	
Very dissatisfied	0	0.0%	
Not sure when GP is open			
Total	279		
Q10 Overall satisfaction			
Very good	170	60.9%	92.1%
Good	87	31.2%	
Neither good nor poor	17	6.1%	
Poor	3	1.1%	
Very poor	2	0.7%	
Total	279		

Male	82	30.7%
Female	185	69.3%
Total	267	
Age		
Under 18	14	5.1%
18-24	20	7.3%
25-34	52	19.0%
35-44	44	16.1%
45-54	53	19.3%
55-64	49	17.9%
65-74	22	8.0%
75-84	10	3.6%
85 and over	10	3.6%
Total	274	
Ethnicity		
White British	249	97.27%
Asian/Asian British	3	1.17%
Mixed/ Multiple ethnic group	4	1.56%
Total	256	

Overall experience very good	10	19%
difficulty getting appointment time I want	6	11%
Some of the receptionists appear abrupt	5	9%
Lack of continuity of GP's	5	9%
Would like Saturday or later appointments	3	6%
Problems with prescriptions	2	4%
Like to order prescriptions on line	2	4%
service deteriorated	2	4%
Thank you for care and treatment	2	4%
Most of the doctors and nurses very good	2	4%
After appointment with emergency nurse rapid response cannot be better in any surgery	1	2%
Sometimes takes a long time for phone to be answered	1	2%
Blood test cancelled. Lucky to get later appointment	1	2%
More help needed at weekends for disabled people	1	2%
I think this practice is excellent when it comes to care and appointments regarding children	1	2%
Having to wait 15 mins or more not good	1	2%
Dr 2 very good at taking time	1	2%
On an occasion not a caring attitude	1	2%
Don't like receptionists asking what is wrong	1	2%
More info about consultant reports	1	2%
would like to make appointments/ lab results on line	1	2%
I have no complaints about the surgery or its staff	1	2%
based on average some v good doctors others not	1	2%
would like to get coffee when waiting for surgery. Café shuts rather early	1	2%