

Dr P J Robinson and Partners

Patient Participation

Report and action plan – including patient survey results

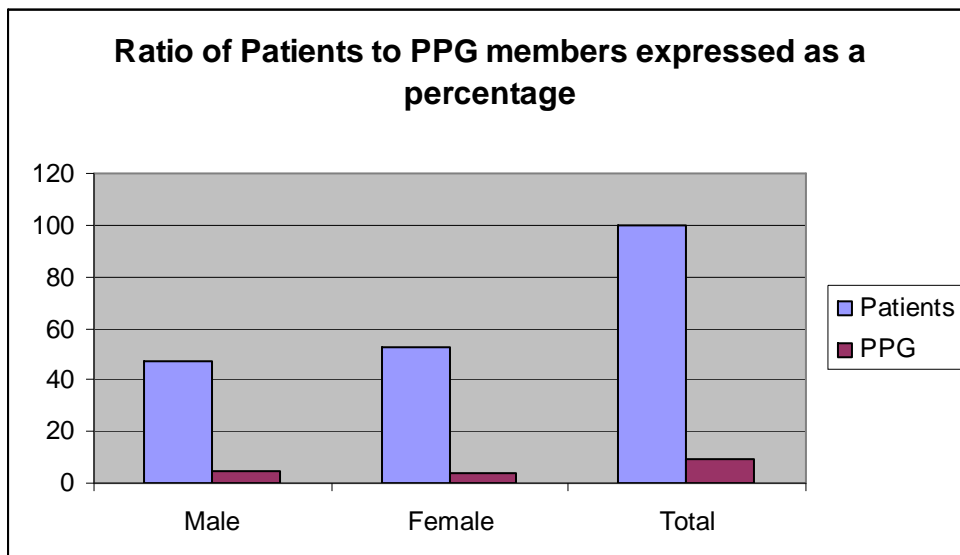
In the autumn of 2011 we were asked to take part in a Patient Participation scheme, the purpose of the Patient Participation scheme is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

This includes patients having their views taken into account when decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services.

The scheme aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local practice survey.

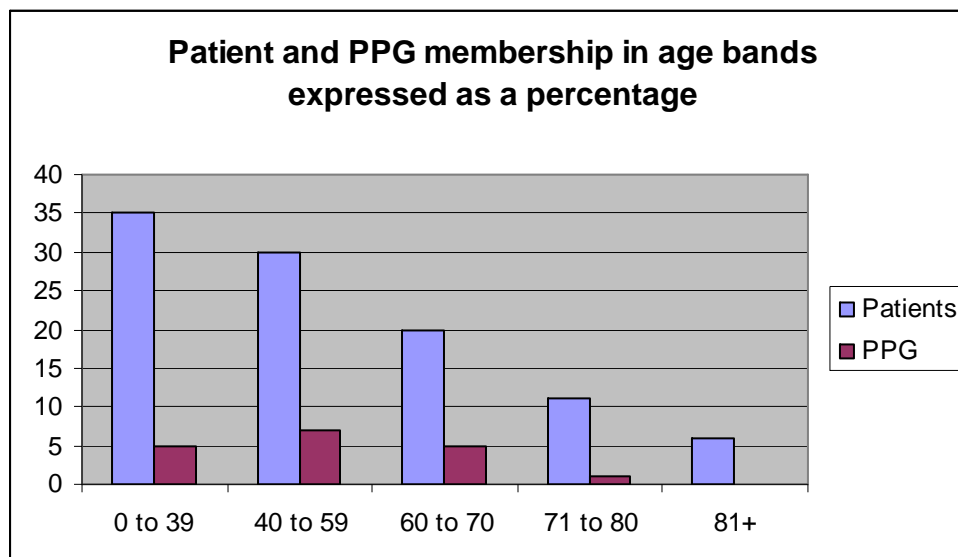
As the practice covers an area of over 250 sq miles and has surgeries in many villages we felt that in order to be representative of all of those patients in all of those locations we needed to have a system to recruit members accordingly. We felt that by writing to the Parish Councils of the larger villages we would achieve that aim. This method was discussed with the Chairman of LINKs (Local Involvement Network) who agreed that this was an appropriate way to ensure demographic representation for our first meetings. The Chairman of LINKs, who is also a patient of the practice, agreed to Chair the first meeting. Posters asking for patient representatives were also placed in waiting rooms and at various local venues e.g. local play groups, post offices etc. The response from the parish councils was very positive and the result was that the group was able to form very quickly.

The graph below shows the membership of the group in relation to the patient base:



The age range of the group was initially older but this reflects our rural practice population quite well. In order to reach younger members we advertised this need to our patients and approached several to join the group – the result was that we managed to get two new members who are parents of young children.

The graph below shows the ratio of PPG members in relation to patient in each age band



The first Meeting of the Patient Participation Group (PPG) was held on the 1st November where it was agreed that our interim Chairman would Chair future meetings. Membership and recruitment to the group was discussed and it was agreed that we would continue to recruit members to this group. Posters were again displayed stating this and asking for new members. Health Visitors and Practice Staff have also been asked to help with recruitment to the group. The Practice Manager and a member of the Practice Reception Team are also members of the group. Also discussed was the production of a newsletter and the carrying out of a patient survey. It was agreed that the members would receive an email with model survey documents for discussion at the next meeting.

The next meeting was held on the 7.12.12 when one new member, the father of young children, had joined the group. A further application was discussed and agreed.

In the interim a practice newsletter, which is available in all practice premises, was produced explaining about the function of the PPG and giving contact details of its members so patients could have the opportunity to discuss any issues with them and those issues could be discussed at a meeting of the PPG.

At the meeting on the 7th December it was agreed that the group would like to use the national GPAQ survey template in order to be able to benchmark the practice results against others. It was agreed that the survey would be given to patients when they attend for appointments and they would be asked to

complete it after visiting the doctor or nurse. A stamped addressed envelope would be provided to those who could not complete it whilst still on the premises. It was agreed that a target of 200 surveys proportionate to all four sites would be sufficient. It was agreed that the start date for distribution of the surveys would be Tuesday 10th January 2012 and it was envisaged these would be completed by the end of the month. The aim would be to collate results in time for the next meeting.

At the next meeting on the 31.1.12 the group agreed that the current membership of the group was sufficient to represent patient views and still be of a manageable size although any other approaches by patients would still be considered. Pam Saltmer (Practice Manager) put forward a suggestion that perhaps the group should now consider recruitment to a virtual group who could be contacted via email to comment on various ideas and be able to feed new ideas into the group this way. This was discussed and agreed. It was also agreed that any members of the virtual group should be invited to attend a meeting of the group if they had a specific issue or idea that they wished to discuss.

It was agreed that the previous methods of recruitment be applied to the virtual group programme. One member offered to engage with the schools at which he is presently a governor in order to reach parents who may be interested in joining the virtual group.

The results of the survey (Appendix A) were discussed at this meeting and at a subsequent meeting on the 1st March 2012 and the following action plan was devised and agreed:

1. Only 5.1% of patients said they book appointments online and 18.9% (including those who already do) would like to book their appointments online – **Action:** Publicise online functionality. This has been subsequently publicised in the Spring Edition of the practice newsletter (Appendix B)
2. 6.9% of patients said they would like to be able to access appointments on Saturdays – this is already available – **Action:** Publicise this. This has been subsequently publicised in the Spring Edition of the practice newsletter (Appendix B)
3. It was commented on by a member of the group that the spread of the respondents age groups were more even than would have been anticipated. **Action:** to look at practice profile for comparison. 8000 registered patients a sample of 200 surveys were collated = 2.5% of the practice population
Responses:

1	Under 16	1.1%
2	16 to 44	21.7%
3	45 to 64	34.9%
4	65 to 74	26.5%
5	75 or over	15.9%

Practice Profile – registered patients'

Age Range	Male	Female
0 - 15	587	572
16 - 44	1035	1037
45 - 64	1161	1271
65 - 74	545	595
75+	416	569

The above shows that although fairly well spread it is not strictly representative of the age profile of the practice but it was dependant upon practice attendances at the time of carrying out the survey.

4. 100% of patients described themselves as White. It is agreed that the majority of our population is indeed predominantly white but that the questions does not describe the ethnicity of a person nor relate to their health needs. **Action:** At next GPAQ consideration should be given to tailoring the question to ethnicity rather than skin colour.

5. Comments made by patients were recorded at the end of the survey results document and all agreed that these are in general very favourable.

The group wished it to be recorded that they felt that the practice should be very proud of the results of this survey and that the doctors and staff should be congratulated on the quality of service that they provide. Pam mentioned that the results would be shared with staff and discussed at the staff meetings.

General

Recruitment to the Virtual Patient Group is ongoing and all means possible are being employed to increase the number of patients whose views can be taken into account. Two new members to the core group in the target range have been agreed at the last meeting. A Spring Newsletter has been created (Appendix B) along with leaflets explaining the remit of the Virtual patients group (Appendix C). This document and all Appendices are available on the practice website and in surgery premises.

Members of the group:

Leo McGrory	leomcgrory1968@yahoo.co.uk	01723 864222	
Julie Janes	julie_janes@hotmail.com	01723 859743	
Kay Stockill	botterills@hotmail.com	01723 859613	
Robert Peacock	rspeacock@btinternet.com	07871306646	
David Porter	porter david1940@gmail.com	01751 474719	
Lesley Clargo	lesley.clargo1@btinternet.com	01723 862306	
Keith Taylor	k.taylor@btinternet.com	01723 863554	*
Clare Barker	clarejbarker@hotmail.co.uk	07977 658086	*
Pam Saltmer	pam.saltmer@gp-b82063.nhs.uk	01723 863100	
Carol Wrack	carol.wrack@gp-b82063.nhs.uk	01723 863100	

* New members at 6.3.12 – not yet attended meetings.

Summary of Evidence

Survey results

Appendix A

Spring Edition of Practice Newsletter

Appendix B

Virtual Patient Group Leaflet

Appendix C

West Ayton and Seamer

Surgery Opening Hours and Access Arrangements

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Bartlett	09.00 – 11.00 15.00 - 18.00	8.30 - 10.30 16.30 - 18.00		09.00 – 11.00 16.00 - 17.30	
Dr Ames	16.00 - 18.00		8.30 - 10.30 16.00—18.00		
Dr Reay	08.30 – 10.30 16.00—18.00	08.30 – 09.50 10.30 – 11.30 (s) 15.30—17.50	8.30—10.30 16.30—18.00	08.30 – 9.50 10.30 – 11.30 (s) 16.00 – 18.00	08.30 – 11.00
Dr Hobkinson	8.15—11.00	8.15—11.00	10.30—11.50 (s) 15.00—18.00		08.15 – 11.00 15.30—18.00
Dr Krill	8.50—9.40 10.30—11.30 (s) 15.00—18.00			8.30 - 10.30 16.00—18.00	8.30—9.40 10.30—11.30 (s) 15.00—18.00

Snainton and Thornton Dale

Surgery Opening Hours and Access Arrangements

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Robinson	08.30—10.30 15.00—18.00	15.00—18.00	08.30—09.30 <i>11.00—12.00</i> <i>(T/D)</i>		8.30—10.30 15.00—18.00
Dr Cappleman	<i>9.00—10.50</i> <i>(T/D)</i> 15.30—18.00	8.30—9.30 <i>11.00—12.00</i> <i>(T/D)</i> 3.30—18.00		08.30— 10.30 15.30— 18.00	
Dr Coppack	08.30 - 10.30 15.30 - 18.00		8.30—10.30 15.30—18.00	15.30— 18.00	8.30—9.30 <i>11.00—12.00</i> <i>(T/D)</i>

The surgeries are closed on Bank Holidays.

All surgeries are by appointment

SATURDAY MORNINGS

We are able to offer a limited number of routine appointments to see a GP on Saturday mornings. We are also able to see patients with urgent problems.

Telephone Access

Appointments	West Ayton and Seamer	1723 863100
	Snainton and Thornton Dale	01723 859302
Dispensary	West Ayton	01723 864553
	Snainton	01723 859302

When the practice is closed, and you require medical attention please phone the Surgery number and you will be transferred to the Out of Hours Service.

Website

The practice has a website www.ayton-snainton.co.uk which contains lots of useful information. You are able to request your repeat medications and make appointments using a secure link from the website, please contact reception to receive you username and password.

Dispensary

The practice is able to dispense medication to our patients who live more than a mile away from a chemist. The dispensary staff also deal with most aspects of repeat prescriptions and can assist with the majority of queries that you may have about your medication. Please use the above numbers to contact dispensary. When the surgery is closed for bank holidays there will be a notice available with the duty chemist opening times.