

Patient Participation Report

Stage One

1						
Practice Population:		9311				
		Sex:	Male	4593	Female	4718
Age:	Under 16's	2011				
	17 - 25	1120	36 - 45	1463	56 - 65	945
	26 - 35	1071	46 - 55	1408	66 +	1293
Ethnicity:		Caribbean	12	Asian		19
British, Mixed British	5661	African	4	Pakistani		12
English	26	Mixed Black	6	other: white		622
Scottish	6	Chinese	14	Unknown		2833
Welsh	0	Japanese		other: mixed		18
Indian, British Indian	13	Irish	8	other:		41

Are there any specific Minority Groups within the Practice Population?

No

Validating that the patient group is representative of the practices population base. **Payment Component 1**

2						
Patient Representative Group Profile (PRG):						
		Sex:	Male	9	Female	19
Age:	Under 16's					
	17 - 25	3	36 - 45	4	56 - 65	7
	26 - 35	3	46 - 55	4	66 +	7
Ethnicity:		Caribbean				
British, Mixed British	22	African				
English		Mixed Black				
Scottish		Chinese				
Welsh		Japanese				
Indian, British Indian				Unknown		6

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

At the start of the process the practice had a group that met on Thursday lunch times. This was a well established group that wanted to keep meeting at this time but because of the time it met, it struggled to attract those at work. The practice has therefore established a virtual group that is kept informed and contributes to discussions and issues via email. Patients have who have expressed an interest in how the practice can improve have been invited to join either group and both groups have been advertised on the practice website and the patient group is advertised on the Jayex board. Patients who have expressed an interest have been invited to join whichever group would best suit them. This has enabled a more diverse group of patients to be involved. The figures above reflect the combination of these two groups. There is now a better spread of ages than there previously was and there are more men involved.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

3 Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?

The practice does not have many patients from ethnic minorities and this is reflected in the PRG, though of course it would be good to have involvement of those from ethnic minorities.

The PRG has high proportion of women (about two thirds). Whilst this clearly doesn't reflect the practice population it is closer to the use of practice services; about 60% of appointments are used by female patients.

Likewise the age of the PRG is not completely reflective of the patient population as a whole and has a disproportionate number of members who are 56+. However, again this does more accurately reflect usage of services. For example 14% of the population are over 65 but these patients use around 22% of appointments (not including visits) and 25% of the PRG and in this age category.

The PRG reflects a good spread of the patient population and where it is uneven, it generally reflects the weight of demand on services. This is not surprising as patients who use the services more will be more inclined to be involved in shaping those services.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

4 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)

As the existing group had been functioning well for a number of years, meeting regularly on Thursday lunch times, it was agreed to keep the current group in its present form. However, it was acknowledged that many patients would like to have and say and be involved even if they couldn't attend the meeting. It was therefore agreed that a "virtual" group would be setup. This group would be sent the agenda and information about what was to be discussed in the meetings beforehand. They would be able to contribute via email and their views would be included in the discussions. They would receive copies of the minutes and would have opportunities to respond to these.

Patients who had expressed an interest in the group but had been unable to attend were invited to join this virtual group. The patient group was advertised on the practice website and patients who expressed an interest were invited to join either the meeting or the virtual group. Other patients were also invited to join on an ad hoc basis by the practice manager and members of the group, particularly where patients would help fill gaps in group demographic and where patients had expressed an interest in how the practice could be improved.

Care was also taken when conducting the survey to make sure a wide range of patients took part. The survey was conducted in the practice and was also available online. Patients who had signed up to the text messaging service received a text to tell them about this survey and ask them to take part.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

Patient Participation Report

Stage Two

Agreeing Priorities

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

The priority areas to look at were agreed at a meeting with the Clipstone Patient Group on 21st July 2011. This was before the virtual group had been formed so the discussion was just with the group that meet at the health centre. The Practice Manager and the Head Receptionist were present at the meeting so they were also able to feed in areas where the practice had received feedback and was aware there was a desire for improvement.

Validate through the local patient participation report. **Payment Component 2**

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

Different priority areas were considered at the meeting on 21st July. Most of the suggestions came from members of the group and some from the practice.

The practice was beginning the process of considering whether a new building is required to meet the health needs of the local population for the next 20-30 years. The Practice Manager asked that this be included in order to assess how patients feel about the current health centre and possible areas of improvement. There was agreement that this was worth including, particularly in regard to having more services available at a new health centre such as a pharmacy

The repeat prescription service was agreed as an area to look at. Its an important of care for many patients (about half of all patients have some kind of repeat medication). It was agreed to look at what ways patients prefer to order medication, whether patients would be interested in services that remind them about ordering and whether the practice could reduce the maximum time taken to provider prescriptions from 72 hours to 48 hours.

Access to doctors and nurses was the third area identified to look at. Some members of the group had found telephone consultations very helpful and wondered if more could be made available and this service increased? There was interest in being able to book appointments online to make appointment booking easier and more convenient and also interest in being able to contact healthcare professionals via email.

The group agreed that these should be the 3 priorities for the patient survey.

Validate through the local patient participation report. **Payment Component 2**

Stage Three

Survey

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

It was agreed with the group on 21st July that the Practice Manager would produce a draft survey for the next meeting based on the priorities and specific areas discussed. When the group met again on 7th September he presented a draft survey to the group for their comments. The questions and content were discussed and some alterations agreed. The Practice Manager used this discussion to finalise the survey.

Validate the survey through the local patient participation report. **Payment Component 3**

8

How have the priority areas been reflected in the questions?

The survey began with general questions about patient demographics and general views on the practice to enable proper analysis of the results. The survey then explained why the survey was being conducted and that there different areas of potential improvement. The remainder of the survey was broken up into distinct sections with questions about each area of potential improvement. The survey ended by asking which of the 3 areas of improvement they would most like to see happen.

Please attach a copy of the questionnaire

Validate the survey through the local patient participation report. **Payment Component 3**

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

The survey was conducted from 31st October - 9th November 2011 using software and equipment owned by the PCT. A link to the survey was placed on the practice website, a "big guy" computer was in the practice during the period which enabled patients to answer questions using a touchscreen computer and on a few mornings members of the patient group came into the practice and used some "little guy" computers (small, handheld touchscreens) to ask patients in the waiting room to answer the survey.

Validate the survey through the local patient participation report. **Payment Component 3**

10

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

Patients who came into the health centre during the period had the opportunity to take part. There was particularly good uptake on the mornings when members of the group took part. This naturally provided a good cross-section of patients. All patients who had signed up to the text messaging service (1000+) received a text message telling them about the survey and inviting them to go to the practice website to take part. Patients who were going on the practice website to order medication or for other reasons would have seen the survey as it featured prominently on the home page.

Validate the survey through the local patient participation report. **Payment Component 3**

Patient Participation Report

Stage Three continued

Survey

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How has the practice collated the results?

The software used for the online survey and the survey done in practice automatically collated the results, although it divided them into the two sections.

Validate the survey through the local patient participation report. Payment Component 3

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How were the findings fed back to the PRG?

The detailed results were emailed to the virtual group and gone through at the meeting of the patient group. Key results and analysis were also presented highlighting positives and clear areas for the practice to work on. The results were also made available on the practice website under the PRG section of the website and some headlines on the front page.

Validate the survey through the local patient participation report. Payment Component 3

Stage Four

Results

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Please describe survey results:

The most encouraging and positive result was that 84% of patients that answered the survey said that the care they received from the practice was good, very good or excellent.

Regarding the building most patients consider it to be good and don't think the practice needs to get a new building. However patients were interested in the possibility of improved parking and a pharmacy on site if a new building development did take place.

Feedback for the prescription service was not so positive - more patients found it poor or only fair than found it very good or excellent. Many patients occasionally run out of their medication because they forget to order on time and many would be interested in a service which reminded them of when to order. Many would find it helpful if prescriptions could be guaranteed in 48 hours rather than 72.

Most patients find access to doctors and nurses reasonable but many more patients said they found it difficult or very difficult and very few found it easy. There was a lot of interest in increased use of telephone appointments and also the ability to book appointments online

When patients were asked which area they would most like to see improvement, nearly 70% said access to GPs and nurses

Validate the survey and findings through the local patient participation report. Payment Component 4

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Explain how the PRG was given opportunity to comment?

The results were presented at the patient group meeting and the results were discussed and reflected upon. The virtual group received the results by email and had the opportunity to comment on the results by email.

Validate the survey and findings through the local patient participation report. Payment Component 4

15

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

The results of the survey were very clear regarding where improvements should be made. These did not require a drastic change in how services are provided but improving access to those services.

Validate the survey and findings through the local patient participation report. Payment Component 4

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

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Patient Participation Report

Stage Four continued

Results

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

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Stage Five

Action Plan

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

In the same meeting the results of the survey were presented, the action plan was discussed and agreed. The results and possible actions were also emailed to the virtual group prior to this meeting so they were able to comment and make suggestions. The results of the survey and the questions asked gave very clear indications of what improvements patients would like to see and there was agreement about these changes.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

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

It was agreed at the patient group meeting that the practice would work on improving access to GPs and nurses as this was the clear priority from the survey. Specifically it was agreed that more time would be set aside for pre-booked telephone appointments with doctors and nurses and that the practice would setup online appointment booking. The online system was demonstrated to the group and would enable patients to book and cancel appointments, change their details, order prescriptions and ask questions of the practice. Certain appointments wouldn't be available online, e.g. urgent appointments but as many as possible would be made available.

These new services would be advertised online, on prescriptions and letters from the practice, with posters and on the jayex board.

It was agreed that the new services would be made available as quickly as possible and would be reviewed at the next group meeting.

Please include a copy of the action plan (Including how proposals will be implemented)

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

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

The clearly indicated areas for improvement could be addressed without difficulty. The only area that was suggested that was more difficult was emailing doctors. There was less interest in this service anyway but something like this is possible with the online system as patients can ask questions of the practice, indicate the way they would like to receive a response, and where appropriate questions could be addressed to doctors.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

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

Yes the group has agreed the changes. It has not been necessary to inform the PCT of these changes.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

Patient Participation Report

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 report will be presented at the PRG meeting on Thursday 26th January, emailed to the virtual group, made available on the website and made available as hard copies in practice.

Date Posted on Website: 27th January 2012

Additional statement to support report publication. Payment component 6

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Additional Information

Opening Times

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

The practice is open from 7am to 7pm Monday to Friday as well as till 8.30pm on some Tuesdays and 9am to 1pm some Saturday mornings. Reception is open from 8am to 7pm. Services can be accessed in person, via the phone or via online appointment booking

Additional statement to support report publication. Payment component 6

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

Patients can regularly see nurses from 7.30am most Mondays, Wednesdays and Fridays. On one or two Tuesday evenings (till 8.30pm) patients can see nurses or GPs. A GP can be seen most Thursday mornings from 7am and GPs and nurses can be seen about one Saturday morning every month or so.

Additional statement to support report publication. Payment component 6

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

DES Component	Section attained in							
One	1	2	3	4				
Two	5	6						
Three	7	8	9	10	11			
	12							
Four	13	14	15	16	17			
Five	18	19	20	21				
Six	22	23	24					