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| **ABBEY MEDICAL CENTRE LOCAL PATIENT PARTICIPATION REPORT**  **2012- 2013** |
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| **Lynch Shirley** |
| **25/03/2013** |
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A Direct Enhanced Service (DES) is an optional service that surgeries can provide. It is an additional service that is outside of their main contract. It applies to England only and is due to run for two years from April 2011 to March 2013.

The key objectives are set out below and can be found in the supporting documentation at

http://www.nhsemployers.org/Aboutus/Publications/Documents/Patient-participation-directed-enhancedservice.pdf

Key objectives

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in 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 DES 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. The outcomes of the engagement and the views of patients are to be published on the practice website.

There are six steps to follows:

**Stage 1 Establish a PPG**

**Stage 2 Agree areas of priority with the PRG**

**Stage 3 Collate patient views through the use of survey**

**Stage 4 Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes**

**Stage 5 Agree action plan with the PRG and seek PRG agreement to implement changes**

**Stage 6 Publicise actions taken and subsequent achievement**

The practice in conjunction with Abbey Medical Centre Patient Participation Group has taken on the DES for this year. This document forms step 6 which states that a Local Patient Participation report must be produced and published on the practice website as well as being sent to the Primary Care Trust. It will also be sent to the members of the PPG and displayed in the waiting room. One of the criteria of the DES is to publish the practice opening times and the method of accessing services throughout the core hours as part of the report.

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| **Patient Participation Report 2012/13** | | | | | | | | |
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| **Stage One** |
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| **Practice Population:** | **5059** | |  | | | | |
|  | | | **Sex:** | **Male** | **2535** | **Female** | **2524** |
| **Age:** | **Under 16's** | **1020** |  |  |  |  |  |
|  | **17 - 25** | **510** | **36 - 45** | **663** | **56 - 65** |  | **525** |
|  | **26 - 35** | **727** | **46 - 55** | **642** | **66 +** |  | **972** |
| **Ethnicity:** |  | **Caribbean** | | **67** | *other: Pakistani* | | **210** |
| **British, Mixed British** | **3988** | **African** | | **80** | *other: Asian* | | **120** |
| **English** | **8** | **Mixed Black** | | **1** | *other: Irish* | | **14** |
| **Scottish** |  | **Chinese** | | **51** | *other: Bangladeshi* | | **18** |
| **Welsh** |  | **Japanese** | |  | *other: Black* | | **9** |
| **Indian, British Indian** | **70** | *other:* | |  | *Other :Not stated* | | **292** |
| The ethnicity report above is taken from our clinical system, but is not an accurate record due to the fact that we have only been recording ethnicity over the past 3 years. We have at present recorded 97.4% ethnicity status.  Are there any specific Minority Groups within the Practice population? No | | | | | | | | |

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| **Stage**  **One** | **Patient Representative Group Profile (PRG)** | | | | | | |
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|  |  | |  | | | | |
|  | | | **Sex:** | Male | 2535 | Female | 2524 |
| **Age:** | **Under 16's** |  |  |  |  |  |  |
|  | **17 - 25** | **2** | **36 - 45** |  | **56 - 65** |  | **5** |
|  | **26 - 35** |  | **46 - 55** | **1** | **66 +** |  | **5** |
| **Ethnicity:** |  | **Caribbean** | |  | *other:* | |  |
| **British, Mixed British** | **12** | **African** | |  | *other:* | |  |
| **English** |  | **Mixed Black** | |  | *other:* | |  |
| **Scottish** |  | **Chinese** | |  | *other:* | |  |
| **Welsh** |  | **Japanese** | |  | *other:* | |  |
| **Indian, British Indian** | **1** | *other:* | |  | *other:* | |  |

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**The Practice has taken the following steps to recruit and to ensure it is representative of the practice profile?**

A number of different ways were used to recruit patients to the PPG which are as follows:

● PPG News letter produced every 2 months

● Verbal invitation by PPG members at various practice events, particular Breast Cancer Awareness Day – ‘Pink Day’

● Advert on PPG notice board within surgery

● Information on practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org)

● PPG members attended flu vaccination clinics and approached patients with explanation about the PPG and tried to encourage membership

The PPG since forming (September 2011) has seen some changes of members. We lost our initial Chairman and one other member felt that the group was not for them. The group has since had two new members one of which has taken the lead as Chairman and has proved a very committed Chair who also gives a lot of his time. The other member joined when reading the recently produced newsletter by the PPG.

The PPG group is now well established for 18 months. Mr David Cameron and Mrs Susan McNab continue the role of Chairman and Secretary of the Group.

The practice continues to promote our Patient Participation Group. A dedicated PPG notice board has been established in the patient waiting room and also a dedicated page on the practice website has been developed outlining what the group is all about, asking for new members and stating what the aim of the group is.

The notice board also advertises the next meeting and asks patients if they have any issues they wish to raise; they can contact the communication secretary.

**Comparison of our PPG with our practice profile and the difference between the practice population and membership of the PPG**

Our PPG has worked very hard this year and as a result we have the following members:

There are 13 regular members of the PPG, who are joined on a rota basis by surgery staff, including doctors.

● One of our members is from the Pakistani community

● One is partially sighted

● One uses a wheelchair.

● One is a carer

● A mix of male and female patients

● Most members are in the older bracket and we would like to recruit some younger members

● A 55 year old male who is co-opted onto the group to analysis results of patient surveys

● A 25 year old who wants to be co-opted onto the group when issues are raised or discussed that relate to their peers

● A new member has just joined the group aged between 17-25

The practice patient demographic is detailed on our practice clinical system. The practice has a mixed ethnic mix and this is reflected in the structure of our PPG.

We do have a slightly higher ethnic group of patients from Pakistani, but also have a higher degree of older patients registered which also reflects in the structure of our PPG.

Many patients have not readily been interested in joining the group and much hard work has gone into encouraging interest. We do accept that our PPG is not completely representative of our patient population – and is unlikely to ever be nevertheless we will continue to recruit as best as we can.

**Differences in the above section and the efforts we have made to communicate with groups not represented**

We have tried very hard to recruit parents of young children, patients from different cultures to try to get a representative sample of patient participants. We have changed our meetings to alternate between an afternoon meeting and an evening meeting to try to increase numbers. We have also advertised the group by poster and in our recently produced newsletter, produced by Secretary of the PPG.

Two of our members will be going shortly into our local Sure Start to give information relating to A&E attendance.

The Group is also pursuing the idea of an occasional get-together for patients.

Both these ideas will help to promote the group and help to recruit new members of different cultures and ages.

**STAGE TWO**

**Agreeing Priority Areas**

The practice obtains the views from PPG members by being involved and attends PPG meetings. There is always one GP, (on a rotation basis) practice manager, reception manager and another member of staff, either a nurse or admin staff that also attend PPG meetings. Last year the PPG met six times and in September 2012 decided to increase the frequency of meetings from every three months to every two in order to give more opportunity to raise issues.

Priority areas that have been discussed and where the PPG members have been involved over the year are as follows:

Patient Survey

A&E Attendance

Dignity & Respect Survey

Carers

Flu Clinics

Breast Awareness

Privacy at Reception

Leaflets in different languages

**Patient Survey**

The survey, results and action plan for 2011/12 were revisited. All identified actions for this period have been implemented. They are as follows:

**Focus Area: Appointment System**

● Appointment system has been changed, so that more routine pre-bookable appointments are available. We hope this will improve the availability of a specific doctor.

● The Practice Manager will investigate whether additional late appointment capacity can be identified

**Focus Area: Getting through on the telephone**

● The Practice Manager will investigate the cost of having a new telephone system that will incorporate:

\*Advise callers of their position in the queue

\*Show breakdown of incoming calls at different times of day to help with staff deployment

\*Comfort message that may include information, especially concerning on-line appointments

**Focus Area: On-line Bookable Appointments**

● The Practice Manager will investigate the practice computer system to ascertain whether on-line bookable appointments are feasible

**Focus Area: Repeat Prescriptions**

● The Reception Manager will investigate whether it is feasible to have a 24hr turnaround for repeat prescriptions

At the November 2012 meeting the PPG and practice members discussed and agreed the priorities that should be addressed within the patient survey.

The PPG members felt that the practice should focus on reaching out to the younger generation in relation to the services we provide. It was felt that the younger generation do not come into the surgery as often as other patients, mainly due to time constraints i.e. working.

Members felt on-line services via the practice website was the way forward as the younger generation was more likely to use services available.

**STAGE THREE**

It was agreed to keep the same structure of the survey as last year as a bench mark has been set via previous results using the same questions. This way the practice can ascertain if improvements are being made. It was agreed though to including addition of 2 questions regarding accessing services provided by the use of the practice website. The questions are as follows:

Patients will be asked if they would like to order repeat prescriptions online

Patients will be asked if they would like to complete patient questionnaires online

Members felt the above questions would:

Relieve pressure on the telephone lines by helping patients to access appointments freely

Patients that work will have more access to services being provided via the website

It is hoped to reach the younger generation that they may complete patient questionnaires more readily

**Patient Survey**

The survey was then undertaken during the last week of November. Notices were placed on notice boards and a notice was also placed on the practice website, explaining how and when the survey was taking place.

Two hundred questionnaires were distributed during the week. Reception staff placed questionnaires randomly on seats within the waiting room.

PPG members were on hand throughout the week to encourage patients to complete the questionnaire once seen by a clinician, but also to help patients (who required help) to complete the questionnaire. This was done sensitively and confidentially. At no time did any member of the PPG state their own views to patients concerning the practice. All questionnaires were anonymously completed.

One hundred and sixty four questionnaires were returned to the practice by either our collection box in the waiting room or via a stamped address enveloped provided to patients who attended surgery, but did not want to complete on the day.

**How the Results were Collated**

Hard copies of the completed survey were manually entered in to the practice clinical system via excel to complete the data analysis.

A report was then produced via Mr James (co-opted onto the PPG for this purpose) outlining percentages and total numbers completed.

**Summary of Key Results +Results of additional 2 questions**

Responses reflect multiple answers to a particular question.

**Q: How do you rate the times the surgery is open?**

|  |  |  |
| --- | --- | --- |
| **Responses** | **Patients felt this was good/very good** | **Patients felt this was poor** |
| **165** | **76%** | **1.2%** |

**Q: What additional hours would you like the surgery to be open?**

|  |  |  |
| --- | --- | --- |
| **Responses** | **Patients stated weekend** | **Patients stated none, I am satisfied** |
| **179** | **31.8%** | **38.6%** |

**Q: If you need to see a GP urgently, can you normally get seen the same day?**

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| --- | --- | --- |
| **Responses** | **Patients stated YES** | **Patients stated No** |
| **147** | **75.7%** | **5.1%** |

**Q: How easy do you find it to arrange to speak with a doctor or nurse?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Responses** | **Patients stated reasonable** | **Patients felt easy** | **Patients felt poor** |
| **158** | **51.7%** | **26.5%** | **6.8%** |

**Q: if you could request a prescription on-line would you use this service?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Responses** | **Patients stated Yes** | **Patients stated No** | **Patients stated did not know** |
| **156** | **51.3%** | **29.5%** | **19.2%** |

**Q: If you could complete a patient questionnaire on-line would you use this service?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Responses** | **Patients stated Yes** | **Patients stated No** | **Patients stated did not know** |
| **154** | **44.8%** | **39%** | **16.2%** |

**Please see full results on practice website:** [**www.abbeymedicalcentre.org**](http://www.abbeymedicalcentre.org)

**STAGE FOUR**

**Survey Results Discussed with PPG**

A meeting was scheduled for 23 January 2013, with the PPG to discuss the survey results and agree ways of implementing changes. Prior to the meeting all members were given copies of the results of the questionnaire along with comparison from the previous year’s results. Members were asked to view the results ready for the meeting in January 2013.

Mr James who had analysed the results gave his report on his findings. He said that this year there was the added advantage of having the previous questionnaire of a year ago to compare findings. Despite about 50 fewer people having filled in the report this year and at a different time of year, he stated the results overall were pretty similar.

The full results were presented to PPG members and an open discussion took place with members and with representatives from the practice.

**Opening Hours**

A high percentage of patients were happy with practice opening hours but a small number wanted week-end opening hours.

**Patients not seeing a GP of their choice**

The results revealed that some patients feel they are not getting to see the doctor of their choice on the same day. The practice manager discussed with the group that this was probably due to the fact that the same number of appointments were being covered by four doctors instead of three.

PPG Chairman stated that seeing the same doctor for continuity of care was an issue at all surgeries, but only a small number of Abbey patients thought this service poor.

If patients are willing to see any doctor, nearly 70 out of 158 who answered said they were seen the same day or the next working day – patients rated this as good or better.

**Urgent Appointments**

In terms of urgent appointments, our results were very impressive; only 8 out of 126 patients (who answered this question) did not manage to be seen the same day. This meant that 94%

of patients were seen the same day if they considered it urgent, even if they rang the surgery in the afternoon.

Members felt this was very encouraging.

**Speaking to a Doctor on the phone**

On the question of speaking to a doctor on the phone, more patients say they have made use of this service this year. The Chairman asked the GP at the meeting “how the doctors felt about this service” and the GP stated”it could be useful and save a lot of time”

**Access to GP’s & Nurses**

On access to doctors and nurses, a high percent of patients thought it was reasonably, easy or very easy. A small number of people rated this as good or very good.

**Repeat Prescriptions & Patient Questionnaire on-line**

The two new questions in this year’s survey were on whether people would use an on-line service for repeat prescriptions and whether they would like to answer questionnaires on-line.

There was a 51.3% yes for repeat prescriptions on-line and 44.8% would answer questionnaires on-line.

**Patient Comments**

The PPG members looked at comments made by patients in relation to the survey. One member stated “it seems that the practice was not doing a lot wrong”.

Members also commended staff involved in one comment, which said “if it wasn’t for the thoroughness of the nurse I would not have had my heart problem sorted”

Please see all comments made by patients on practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org)

**Proposed areas for action**

The PPG discussed the survey findings in detail and agreed changes to services which are as follows:

Members felt that due to the fact the results were very similar to the previous year, no significant changes identified, and that the practice has fulfilled all the requirements outlined in the action plan from the previous year, the way forward would be to focus on two new questions introduced to the patient survey.

● Patients will be asked if they would like to order repeat prescriptions online

● Patients will be asked if they would like to complete patient questionnaires online

Members felt the above questions would:

● Relieve pressure on the telephone lines by helping patients to access appointments freely

● Patients that work will have more access to services being provided via the website

● It is hoped to reach the younger generation that they may complete patient questionnaires more readily

No significant changes which required PCT approval were planned from the survey.

No contractual considerations need to be discussed with the PCT.

The Committee thanked Mr James who presented the results for his hard work and help yet again with the questionnaire and the excellent result tables.

**STAGE FIVE**

**Action Plan**

At the PPG Meeting in January 2013 PPG members along with practice representatives agreed actions that related to the survey results and the practice agreed with PPG members to implement changes.

PPG members were in full consultation with the practice. There were no elements or concerns raised by the survey that could not be discussed.

As outlined previously above PPG members felt the way forward this year was to focus on the results of the two new questions introduced to the patient survey – on-line prescriptions and on-line questionnaires.

The practice agreed to implement an action plan. The action plan is attached and also displayed separately on the practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org)

**STAGE SIX**

**Comments raised from Patient Survey 2011/12**

**Is there anything particularly good about your health care?**

You Said:Care, consideration of Doctor and Staff. Also helpful in explaining symptoms of my health

You Said: Both Doctor and nurses give attention to your problems sympathetically

You Said The service at this practice is generally of a good standard. I have found all doctors to be very approachable and of a good standard

You Said: Well organised practice – excellent

You Said: Normally able to see my Doctor of choice within a couple of days

You Said:Friendly staff and a small area for children to play

**Is there anything that could be improved?**

You Said: Just waiting times, been left waiting for an hour before

Reply: We have made a point of receptionists informing patients when a clinician is running more than 20 minutes late. This seems to be working well

You Said: Access to Doctor by phone could well prevent unnecessary visits

Reply: Patients can speak to a clinician after morning surgery. This is advertised within the practice leaflet

You Said: Only the ease of repeat scripts, but being able to order online would be great

Reply: The practice has plans to introduce this service during 2013/14

You Said: When I need an appointment it’d be nice to get one within 2 days

Reply: We make every effort for patients to be seen within 2 days. Sometimes we get things wrong especially if we have a clinician on holiday and cannot get a locum doctor to cover the surgery. We pride ourselves that patients can book appointments well in advance (up to three months). Patients will always be seen if they feel it is urgent to be seen the same day

You Said: Service could be more proactive in calling in patients for annual checkups. Calling people in for flu jabs individually.

Reply: We do have a re-call system in place to contact patients that have not attended for their annual check-up etc. We also place messages on repeat prescriptions and clinicians do remind patients during consultation about up and coming appointments.

You Said: Yes, when you phone for an appointment why do they say phone the next morning, just fit them in the next available free appointment.

Reply: You can book an appointment up to 3 months in advance. If all routine appointments have gone for a particular day, then we do ask the patient to contact the surgery the following day as more appointments are often released in the morning. This is to give patients who become ill over night the opportunity to book an appointment

There were no disagreements from PPG members and the practice team in relation to actions that have been discussed within the action plan.

**The report has been publicised as follows:**

The results of the patient survey that took place during a week in December 2012 has been publicised on the practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org)

References has also been made within the PPG’s February newsletter, several copies printed and left in waiting room for patients perusal

Full copies of results and action plan have also been printed and left within patient waiting room

The report was discussed at the PPG meeting in March. All PPG members will receive a full copy of the report.

A poster advertising the results and report has been placed on notice board within the surgery

A copy of this report has also been submitted to Nottingham West Clinical Commissioning Group

During 2012, the PPG have met 6 times during March 2012 – March 2013.

Dates are as follows: 13.03.2012 13.06.12 11.09.2012 15.11.12 23.01.12 21.03.13

The PPG continues to meet every two months.

**Practice Opening Hours – How patients can access services during core hours**

The practice is open between 08.30 am and 18.45 pm Monday, Tuesday, Wednesday & Friday

Thursday between 08.30 am and 13.00 pm. Patients can access services during these hours by telephone or calling into the surgery.

Direct Telephone access to reception staff is available between 08.30 am and 18.30 pm, Monday, Tuesday, Wednesday & Friday. Thursday is between 08.30 am and 12.30 pm.

Between 18.30 pm and 08.00 am, all calls received by the practice are diverted to our ‘Out of Hours’ Provider. This also happens at the weekend and on Bank Holidays.

Practice opening hours are displayed on:

● Practice website,

● Practice leaflet

● Front door of the practice.

● In the weather display cabinet on the outer wall of the building. This is so patients can view opening hours etc when the practice is closed; due to the fact the practice locks the gates of the premises

● Practice leaflets are also available within patient waiting area

● NHS Choices website

Patients can book appointments via:

● On-line via practice website

● Telephone the surgery and speaking to a receptionist

● Visiting the surgery in person and speaking to a receptionist

The practice does not offer extended hours at present.

**ABBEY MEDICAL CENTRE**

**PATIENT SURVEY 2012/13 - ACTION PLAN**

The results of the patient questionnaire completed towards the end of last year were presented at the January meeting of the Practice Patient Participation Group.

There were 166 questionnaires completed as opposed to just over 200 last year. This time fewer people over 75 had filled in the questionnaire and more in the 35 to 50 age range. A high percentage of patients were happy with the practice opening hours. A small percentage would have liked the surgery to be open at the weekend.

The following Areas were discussed with PPG members and the practice team represented at the meeting. This has been highlighted within the patient survey report.

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| **Focus Area:**  **Surgery Open on a Saturday** | **Action** | **Person responsible**  **Time Scale** |
| A small percentage of patients wanted weekend opening hours. Practice Manager pointed out that when the surgery was open on a Saturday before the introduction of NEMS the appointments offered were for emergency and not routine | No action at present.  GP’s felt that due to a small number of requests to open on a Saturday it was not feasible at this point in time |  |

|  |  |  |
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| **Focus Area**  **On-line Prescriptions** | **Action** | **Person responsible**  **Time Scale** |
| A large percentage of patients would like to order their prescriptions on-line | After discussion the Practice Manager stated that the practice computer system does offer the facility for patients to order their prescriptions on-line | The Practice Manager will investigate further and start the ‘ball rolling’  **6 months** |

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| **Focus Area**  **Patient Questionnaires** | **Action** | **Person responsible**  **Time Scale** |
| A large percentage of patients would like to complete questionnaires on-line | The Practice Manager also stated that the practice computer system does offer the facility for patients to complete questionnaires on-line | The Practice Manager will investigate further to ascertain what type of questionnaires is available and whether the practice can produce their own  **8 months** |

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| **Focus Area**  **Patient** **Choice of Appointments** | **Action** | **Person Responsible**  **Time Scale** |
| The questionnaire results revealed that 5% fewer patients were getting to see the doctor of their choice on the same day  The Practice Manager pointed out that this figure might have changed this year due to the fact that the same number of appointments were being offered but by four GP’s instead of three  It was also noted that if patients were willing to see any doctor, nearly 70 out of 158 who answered this question said they were seen the same day or the next working day and felt that this was a good service | No action at this point in time |  |

All agreed that this year’s results were very encouraging.

The practice needs to continue with improving the care we give to our patients both clinically and with a friendly approach

Produced by: Shirley Lynch – Practice Manager

February 2013