

Patient Participation DES for Open Door Surgery 2013-14

Step 1: Developing a Patient Reference Group (PRG)

How we recruited patients for our PPG

Before 2011 the Open Door Surgery had a longstanding but basic PPG in place which had consisted of 3 volunteer individuals that had shown an interest in getting involved.

There was no formal meeting structure in place; meetings would be carried out on an ad-hoc basis when a number of important items needed to be discussed regarding patient matters.

The purpose of the 2011-2013 DES was to develop a structure that both reflects and gains the views of our practice's registered patient population and to obtain feedback from a cross section that is as representative as possible.

While there were challenges in exactly replicating our patient demographic, we attempted to recruit patients in the following manner:

- Seeking advice from Wandsworth LINK:

We set up a meeting with Roger Appleton, executive of Wandsworth LINK.

He was extremely useful in advising how best to proceed with developing and staging our patient group. He gave us examples of recruitment ideas from his local practice and has agreed to sit in on one of our patient group meetings to offer suggestions and advice.

The following recruitment methods were discussed with him.

- Poster advertising:

We placed posters in the waiting rooms of both surgeries, asking patients to get involved if interested. The time and date of the next meeting is shown and a contact member of staff named.

An example of the poster is shown on the next page.

A number of patients were recruited through this method.

Join the Open Door Surgery Patient Group!



Date and time of next meeting:

Location:

Open Door Surgery,
47 Boundaries Road,
Balham,
London SW12 8EU

For more information please contact:
Dr S K Mittal or Dr S K Dutta

Have YOUR say in the running of your GP surgery by joining our Patient Participation Group!

The patient group and GPs meet every few months to discuss how to improve services and communication, assist with health campaigns and ensure the needs of all the patients are met.

If you would like to get involved, why not pop along to the next meeting to meet the staff and find out about becoming a member?

- Targeting of patients with specific medical experiences:

As a practice we felt that it would be very beneficial to have patients that used different practice services to be members of our patient group in order to offer feedback.

For example, patients that were diabetic could offer us insight into how they perceived the service we offered our diabetic patients. Other patients included: those with chronic respiratory, renal or heart disease, those using the anticoagulation service, patients that were primary carers for housebound patients, those suffering chronic pain, and those with mental health problems.

Any suitable patients were identified by GPs opportunistically during routine consultations and given information about how to join our PPG.

We feel that having patients with different medical experiences will also assist us in the future with an 'expert patient' program, in which individuals can offer advice and help educate patients with similar conditions.

- Website advertising:

We have recently developed a website and information regarding how to join our PPG has been placed on here as well.

- Virtual PPG:

There are some patients that would like to get involved in our group but cannot commit to attending our meetings on a regular basis. These may include housebound patients, those that work/study, or full time carers/parents.

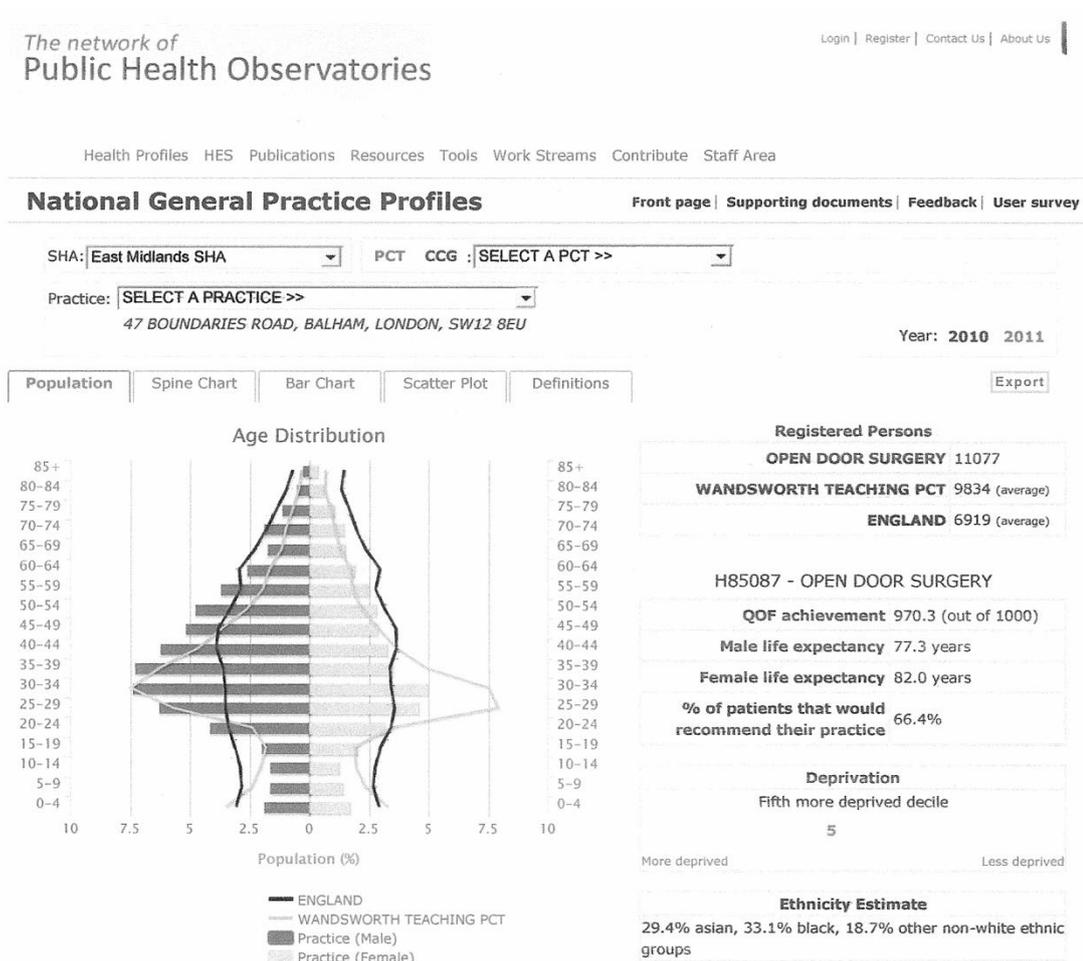
We have agreed to form a separate list of these patients with whom we can interact via telephone, email or post. We can forward them minutes from our meetings and they can offer feedback and suggestions in a similar manner.

It may be easier to get a representative sample of our practice demographic in this manner, especially for younger patients that may wish to get involved.

- Targeting patients from different socio-economic, age and ethnic backgrounds:

Our practice consists of roughly 10,000 patients (recent figures), of which roughly a third each are from black and asian groups, while another 20% are from non-white ethnic groups.

As you see from the data below, from the Association of Public Health Observatories (APHO): <http://www.apho.org.uk/pracprof/> we have a higher than average proportion of males from 25-55 compared to other Wandsworth practices, and significantly more so than the national average.



We should attempt to recruit more patients from this group in particular, which tend to be notoriously difficult to engage.

Other potential problems stem from a language barrier as so many of our patients do not speak English as a first language and therefore will be reluctant to attend meetings.

For some of these patients it may be possible to engage them via the virtual patient group in Hindi/Urdu/Bengali/Panjabi, as this is spoken by some of the practice team.

Other groups that maybe difficult to recruit are those with mild learning disabilities and those with mental health problems.

We are actively targeting suitable patients from these groups as their learning about their specific needs and having their feedback would be invaluable.

Our latest Patient Participation Group Profile

After recruiting patients using the above methods we now have a total of 15 patients in our PPG (Feb 2014).

Patient Group Profile

Gender

Male	5
Female	10

Age

30 – 44	2
45 – 54	6
55 – 64	5
65 – 80	2

Ethnicity

Black Caribbean	2
South Asian	7
White British	4
White Other	2

Our last patient group meeting was on 20th February 2014.

Seven patients were able to make it on the day, together with three GPs.

The minutes from this meeting are to be found on our practice webpage.

We were able to get patients with a mixture of clinical conditions such as diabetes, COPD and asthma. A couple are carers too, for housebound patients and those with learning disabilities. A couple of our patients already sit on the local board for patients and as such are in a good position to direct and advise the group regarding new developments and key areas of discussion.

Step 2: Establishing Key Areas of Priority

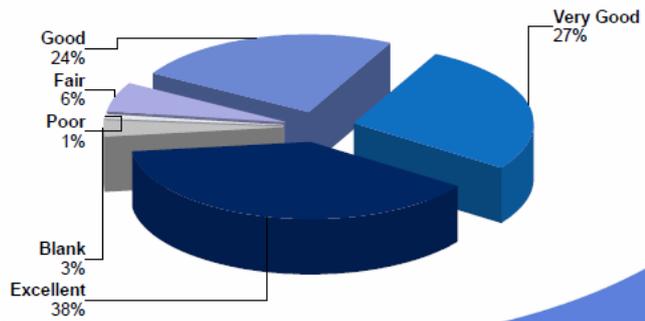
Amongst other issues, the “Patient Participation Enhanced Service” was explained to patients. We discussed the need to promote and engage patients through the use of a Patient Reference Group and to seek the views of the surgery population through the use of local patient surveys. We had a discussion about what the patients thought the key areas of priority at the practice were. Patients gave their thoughts and the following key areas were highlighted and agreed upon for the patient survey:

- 1) Ease of access to a GP in emergency cases
- 2) Difficulty booking appointments in advance
- 3) Access to telephone consultations
- 4) Courtesy and confidentiality of reception staff
- 5) Waiting time to see a GP once at the surgery
- 6) Satisfaction with the GP consultation

The first patient survey was carried out in Dec 2012 – a summary of the results is found below and the full report has been published on our website.

90%

of all patient ratings about this practice were **good, very good or excellent**

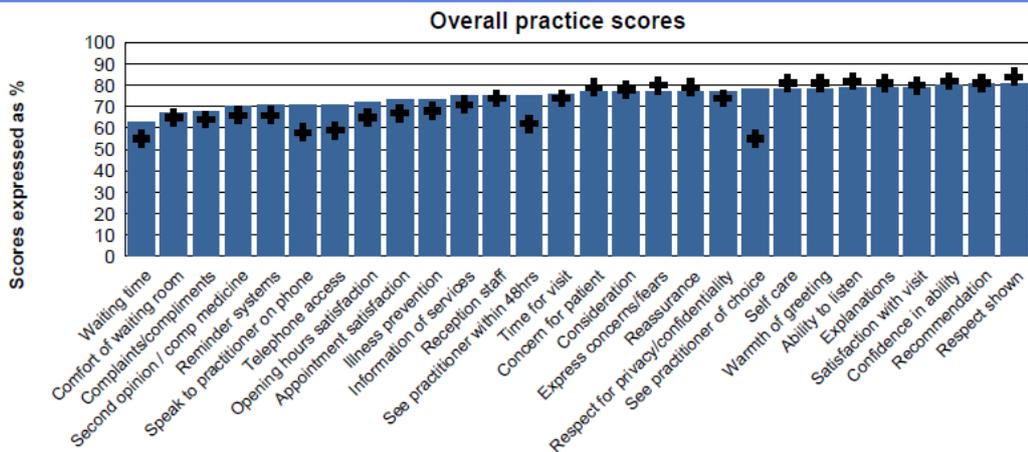


Thank you for your participation in this survey

Patient Experience
Survey Results 2012/2013
Open Door Surgery



"Striving towards excellence"



At our August 2012 PPG meeting we agreed that we would carry out the same survey again in December 2013.

Step 3: Carrying out another Local Practice Survey

We contacted CPEF UK Surveys, with whom we had developed an 'Improving Practice Questionnaire' previously.

This was a 28 question questionnaire covering the areas of priority and other general questions about the surgery, together with an area for feedback.

The questionnaire is shown below:

Improving Practice Questionnaire



0 4 0 5 A

Org ID

Survey ID

Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

About the doctor/nurse (whom you have just seen)	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ↶



0 4 0 5 B

About the doctor/nurse (continued...)

	Poor	Fair	Good	Very good	Excellent
18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19 The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20 The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21 The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

About the staff

	Poor	Fair	Good	Very good	Excellent
22 The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23 Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24 Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

Finally

	Poor	Fair	Good	Very good	Excellent
25 The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26 The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27 The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28 The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male	Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No	How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years
---	---	---	--

Thank you for your time and assistance

SAMPLE ONLY
PLEASE DO NOT COPY

The questionnaires were handed out to patients as they arrived for their appointments during January 2014. In total 247 questionnaires were submitted, some had incomplete answers.

Patient Demographics

Gender

Male	112
Female	124

Age

Under 25	29
25 – 59	130
60+	73

Period Registered at Practice

Less than 5 years	63
5-10 years	58
>10 years	111

The results were collated and analysed for us by the CFEP team, a copy of which is to be found on our practice website.

At the next PPG meeting on 20th February 2014 we gave a copy of these findings to each of the attendees. We were then able to discuss the findings and help develop an action plan.

Step 4 : Discuss findings of local practice survey

On the whole the results of the survey were very encouraging, with **93% of our patients rating our surgery as good, very good or excellent**, an improvement from the 90% a year earlier.

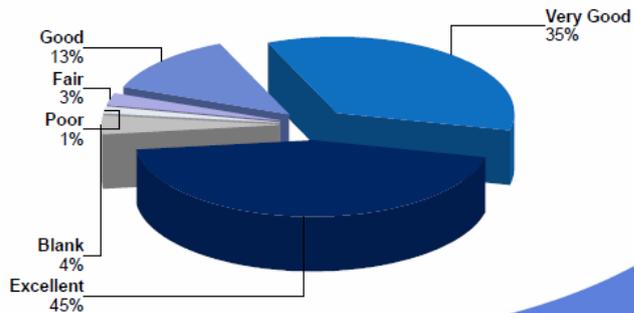
Key findings:

- We have improved in every area since the last survey in October 2012.
- Compared with similar practices, every score was ABOVE the national average, in most cases far above.

- Our highest rated areas were for practitioner satisfaction and accessing a GP.
- The lowest rating areas were for waiting time and comfort of waiting room, but these were still FAR above the national average score.
- There were very few negative comments left – the feedback was overwhelmingly positive.

93%

of all patient ratings about this practice were **good, very good or excellent**

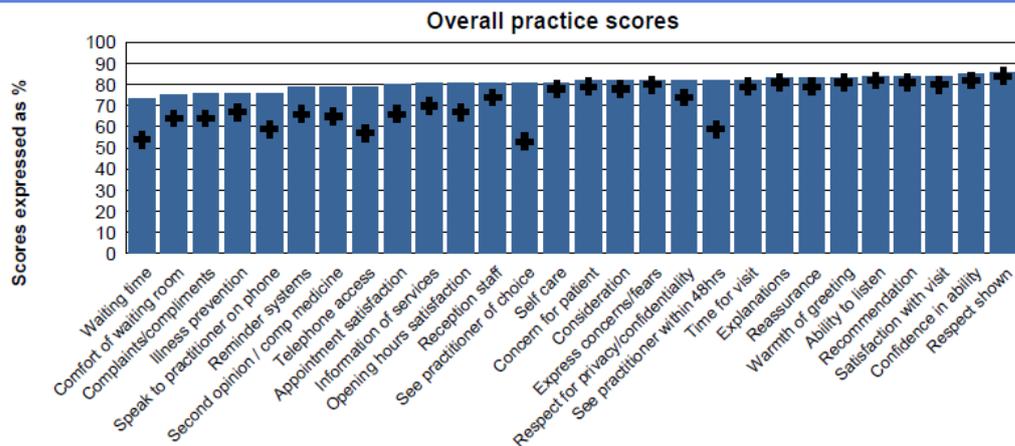


Thank you for your participation in this survey

Patient Experience
Survey Results 2013/2014
Open Door Surgery



"Striving towards excellence"



The areas in which we deviated most from the national average (we were significantly higher in all cases) were:

- Seeing a practitioner of choice (81% vs 53%)
- Seeing a practitioner within 48hrs (82% vs 59%)
- Telephone access (79% vs 57%)
- Waiting time (73% vs 54%)

We were not lower than the national average in any areas, which was especially pleasing.

It was noted that patients seemed to be very satisfied with the ability to access the GP of their choice in decent time. As we provide an exclusively walk-in service at the main surgery we would not expect access to be a problem.

Patients seem to have become accustomed to having longer waiting times to see a GP as the walk-in service can become very busy at times. They generally accept that this is the payoff for same-day access.

Overall, areas in which we have seen the most change are shown in this table:

Last survey	This survey
Waiting time - 63%	73%
Opening hours satisfaction - 72%	81%
Second opinion/comp. medicine - 70%	79%
Reminder systems - 71%	79%
Complaints/complements - 68%	76%

There were no areas in which we performed less well than last time.

Step 5 : Publicise PPG actions taken and subsequent achievement

In order to complete the DES requirements practices must publish a Local Patient Participation Report on our website.

We have therefore now posted this report to www.OpenDoorSurgery.com and www.BecFamilyPractice.com under the 'Patient Group' section.

Step 6: Progress update on previous Action plan

The patient group discussed progress on the previous action plan, and an update is given below:

- Saturday morning clinic in Tooting

We have restarted the Saturday morning Tooting clinic, which is for both bookable and emergency appointments and which runs from 9am-1pm.

We will continue to offer this service while we have funding.

Balham will continue to offer a Saturday morning clinic for emergency cases.

Therefore, our opening hours, including extended opening hours will be as shown in the table below:

- Increase awareness of practice website

Website development is ongoing; we have introduced bookable appointments and repeat prescription requests on-line, and some patients have started to use this facility already.

All new patients are being told about the practice website and on-line facilities when registering.

GPs will opportunistically inform patients that may be most likely to use these facilities to draw attention to their existence.

- Refurbish Tooting branch waiting room

We have now refurbished the Tooting waiting room. It has been repainted, new colour coordinated notice boards have been put up and the displays de-cluttered.

Feedback has been very positive – the waiting area now looks more welcoming and spacious.

In summary:

Patient experience issue	What has been done to address this?
Tooting branch Saturday morning clinics requested	These have been commenced as long as funding remains
Declutter Tooting patient waiting room area	Area repainted, new aluminium notice boards placed
Online appointment booking and prescription requests	These are now accessible through the website.
Increase awareness of practice website	Newly registered patients being informed, new signage

Based on the latest survey findings the patient group is convinced that the Open Door Surgery has satisfied each of the action points agreed upon at the Feb 2013 meeting.

Step 7 : Forming an Action Plan with the PPG

After discussing the survey findings the PPG then discussed areas in which improvements could be made to our service.

- Some patients mentioned that they felt frustrated during busy clinics when not being kept informed as to how long they may be waiting to see their GP. We decided that this could be negated simply by having the receptionist constantly update patients – i.e. on how long the delay may be, whether their usual GP is away, whether emergency cases may be put in before them etc. We have agreed to discuss this with the reception team and introduce this immediately.
- Increase website awareness further through the use of signage. Signage will be arranged in both Balham and Tooting branches waiting areas with the names www.opendoorsurgery.com and www.becfamilypractice.com respectively. We can aim to have this done within the next 3 months.
- There have been concerns from patients regarding the government proposal to allow data to be shared from GP medical records. Some patients have asked how they can opt out from having any of their information shared so we will post a link to an 'opt-out' form on our webpage. However, we will make it clear that the practice is not recommending that they do opt out. As this is so topical at the moment it will be done immediately.

Therefore our action plan for the next meeting will be as below:

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable time frame?
Urgent	Receptionists to keep waiting room patients informed about delays/changes with regular updates.	All receptionists	To start immediately
Intermediate	To increase awareness of practice website by use of signage in waiting areas	Dr Sudip Dutta	Within 3 months
Urgent	Place link on practice webpage to download document for patients to opt out of medical record information being shared.	Dr Sudip Dutta Dr S K Mittal	Immediate