

<b>St Michael's &amp; The Beehive</b>		
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<b>On behalf of ST. MICHAEL'S PARTNERSHIP</b>		

## Patient Participation Group Annual Report 2012-13

### Introduction:

Our Patient Participation Group was first established in 2007 to ensure that our patients are involved in decisions about the range and quality of services provided and, over time commissioned by their practice, either directly or in its capacity as gatekeeper to other health and social care providers

### Practice Background

St Michael and the Beehive is a 5 (3.5 FTE) Doctor Partnership serving the needs of c. 7300 patients in and around the local community of Twerton in Bath.

Twerton has a population of approximately 5905<sup>1</sup>. The BANES local authority Local Futures research describes Twerton as an area of multiple deprivation with proportionately higher levels of people aged under 45, a higher than average proportion of lone parent households, proportionately higher levels of unemployment and proportionately lower levels of qualification & skills and poor health including obesity, binge drinking, smoking, and lower than average life expectancies.

### Our Patient Group:

We currently have 7 members of our Patient Participation Group (PPG) who meet on a quarterly basis to represent the interest of our wider list of Patients. Membership of this group has decreased from 12 in 2012, for a variety of reasons, but this has been offset by our ongoing work on our virtual group (see below). The PPG is chaired by Richard Moore, a retired local businessman, who challenges and supports Group members to achieve positive outcomes for the Patients at our Practice. In 2011\_12 we established an email link ([Friendsofstmichaelsandbeehive@hotmail.co.uk](mailto:Friendsofstmichaelsandbeehive@hotmail.co.uk)) to encourage other Patients to make electronic contributions to the group. During 2012\_13 we actively promoted membership of a virtual patient participation group, and have obtained 29 email addresses from patients who have been interested in receiving information about the group electronically.

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1. ["Twerton". UKCrimeStats.com.](http://www.ukcrimestats.com)  
[http://www.ukcrimestats.com/Neighbourhood/Avon\\_and\\_Somerset\\_Constabulary/Twerton.](http://www.ukcrimestats.com/Neighbourhood/Avon_and_Somerset_Constabulary/Twerton)  
 Retrieved 2012-01-12.

The profile of the Practice/Group in 2013 was as follows:

Practice population profile		PRG profile group		PRG profile virtual group	
Number of patients		Number in the face to face group:		Number in the virtual e-mail group	
7294		7		29	
<b>Age</b>					
% Under 16	22	% Under 16		% Under 16	
% 17 - 24	12	% 17 - 24	14	% 17 - 24	11
% 25 - 34	16	% 25 - 34		% 25 - 34	5.5
% 35 - 44	13	% 35 - 44	14	% 35 - 44	33
% 45 - 54	14	% 45 - 54		% 45 - 54	33
% 55- 64	10	% 55- 64	14	% 55- 64	11
% 65 - 74	7	% 65 - 74	44	% 65 - 74	5.5
% 75 - 84	4	% 75 - 84		% 75 - 84	
% Over 84	2	% Over 84	14	% Over 84	
<b>Ethnicity</b>					
PRG profile group		PRG profile group		PRG profile virtual group	
White		White		White	
% British Group	96.68	% British Group	85.70%	% British Group	100%
% Irish	0.22	% Irish		% Irish	
Mixed		Mixed		Mixed	
% White and Black Caribbean	0.53	% White and Black Caribbean		% White and Black Caribbean	
% White and Black African	0.22	% White and Black African		% White and Black African	
% White and Asian	0.18	% White and Asian		% White and Asian	
Asian or Asian British		Asian or Asian British		Asian or Asian British	
% Indian	0.68	% Indian	14.30%	% Indian	
% Pakistani	0.06	% Pakistani		% Pakistani	
% Bangladeshi	0.06	% Bangladeshi		% Bangladeshi	
Black or Black British		Black or Black British		Black or Black British	
% Caribbean	0.45	% Caribbean		% Caribbean	
% African	0.34	% African		% African	
Chinese or other ethnic group		Chinese or other ethnic group		Chinese or other ethnic group	
% Chinese	0.2	% Chinese		% Chinese	
% Any Other	0.38	% Any Other		% Any Other	
<b>Gender</b>					
% Male	49.60%	% Male	41.67%	% Male	38
% Female	50.40%	% Female	58.33%	% Female	62

We feel that this sample is representative of our wider Patient List Profile but in 2013\_14 we will be actively seeking to recruit new members to the face to face group and the virtual email group.

We have approached Action for Hearing Loss (RNID) our nursing home to seek either a patient or patient's representative to join the group at our next meeting, and the Partners are going to be approaching individuals aged between 25-34 to seek to bolster our representation from younger patients.

### **Methods of Communication:**

- The main Patient Participation group meets quarterly to discuss issues that relate to Patient Services.
- Information about our Patient Group is also available on our website, in our Practice Leaflet and on our Patient Notice Boards in the reception areas of both St Michaels and the Beehive Surgeries.
- The virtual group is contacted by email
- And all patients can contact the group can be contacted via [Friendsofstmichaelsandbeehive@hotmail.co.uk](mailto:Friendsofstmichaelsandbeehive@hotmail.co.uk)

### **2012-13 Key Achievements:**

During this year our Patient Participation Group has helped the practice to achieve the following:

- Highlighted the need for some remedial repair work to our car park at our Beehive Surgery – which was undertaken in February 2013
- Highlighted the need for the car park at the Beehive Surgery to be tied up (and maintained). This has been added to our Cleaner/Caretaker job accountabilities.
- Worked together to revise the format of the Practice Patient Leaflet.
- Worked together to agree the content and process for the 2013 Patient Questionnaire and met to review its findings and develop an action plan
- Visited Bedminster Practice Patient Participation Forum, to benchmark our approach and gather new ideas. Bedminster is in another PCT area but the practice represents a similarly deprived geographical area.
- Discuss the requirements of the Care Quality Commission and learnt about St Michaels CQC action plan.
- Raised funding through the sale of 'Friends of St Michael's' pens and through home grown flower sales and enabled the practice to purchase 3 blood pressure monitors which have been loaned out to over 50 patients and due to the more accurate readings they have provided prevented the need for the patients to be prescribed unnecessary medications.
- Nominated the practice for the Pride of Bath GP Surgery of the Year – which we won in March 2013 and secured a £1500 prize. This money will be spent with the permission of the patient group as part of the 2013\_14 action plan – see below.

### **Patient Participation Group 2013 Questionnaire:**

#### **Background:**

The Patient Participation group met on 1<sup>st</sup> October 2012 to discuss the content and approach for the 2012\_13 patient survey. The Group wanted to ensure that the 2013 questionnaire built on the achievements of the September 2011 questionnaire, which the patient group had encouraged patients to complete in the waiting room and had resulted in 41 questionnaires being completed – 21 at St Michaels and 20 at the Beehive.

The Group reviewed a draft copy of the CFEP questionnaire and decided that they liked its broader approach, to the one used in 2012 and felt that it would be useful to look more broadly at the Patient experience to identify areas of improvement. The Group also asked

that the reception team and doctors be involved with distributing the questionnaire in an attempt to increase participation rates over the previous year.

The practice agreed to sanction the cost of using the CFEP questionnaire.

The questionnaire was distributed to patients in February 2013 by doctors and reception staff and we received 232 responses this year – which the patient group were very pleased with, as they felt that this enabled them to represent a wider patient view than they had achieved in previous years. The questionnaires were sent off to CFEP to enable them to anonymously collate the findings and produce a report.

The report and analysis was returned by CFEP on 13<sup>th</sup> March 2013, and it was subsequently distributed to the virtual patient group and the members of the Patient Participation Forum on Friday 22<sup>nd</sup> March to enable them to consider the findings and offer feedback to the practice.

The practice met with the Patient Participation Group on 25<sup>th</sup> March 2013 to review the results and to prioritise an Action Plan for 2013\_14.

#### Questionnaire Results:

The responses to the questionnaire demonstrated that when compared with practices of a similar size:

- 90% of all patient ratings about this practice were good, very good, or excellent.
- 72% of patients are satisfied with our opening hours (this is above the national average of 66 )
- 71% of patients were satisfied with Telephone access (this is above the national average of 61 )
- 74% are satisfied with their appointments (this is above the national average of 67 )
- 65% see a practitioner within 48 hours (this is above the national average of 62 )
- 57% see a practitioner of choice (this is the same as the national average of 57 )
- 61% are able to speak to practitioners on the phone (this is above the national average of 59 )
- 69% find the waiting room comfortable (this is above the national average of 65 )
- 63% are satisfied with the time they wait for their appointments (this is above the national average of 55 )
- 86% are satisfied with their visit to their GP (this is above the national average of 80 )
- 87% found the greeting to be warm (this is above the national average of 81 )
- 88% felt listened to (this is above the national average of 82 )
- 87% were satisfied with the explanations they received (this is above the national average of 80 )
- 86% felt reassured (this is above the national average of 79 )
- 88% were confident with the GPs ability (this is above the national average of 82 )
- 87% felt able to express their concerns (this is above the national average of 80 )
- 89% felt they were shown respect (this is above the national average of 83 )
- 84% considered that there was enough time made available for their appointment (this is above the national average of 74 )
- 85% felt that they had been shown consideration (this is above the national average of 78 )
- 85% felt that they had been shown concern (this is above the national average of 79 )
- 85% felt that they had been shown how to help themselves with their illness (this is above the national average of 78 )
- 88% would recommend the doctor/nurse to others (this is above the national average of 81 )
- 81% felt the reception staff were friendly (this is above the national average of 75 )
- 81% felt that there was respect for their privacy/confidentiality (this is above the national average of 74 )
- 78% felt there was enough information about services (this is above the national average of 71 )
- 71% felt they knew how to make complaints (this is above the national average of 65 )
- 74% felt that they had access to information about how to prevent their illness (this is above the national average of 68 )
- 73% were happy with the practice appointment reminder systems (this is above the national average of 66 )
- 73% felt able to ask for a second opinion should they so wish. (this is above the national average of 66 )

A selection of qualitative comments made by patients includes:

"I am totally satisfied, the staff and doctors are excellent and always make time for you, even when they are really busy. This is the best surgery ever! Always feel lucky to be in St Michaels. Receptionists good."

"Text messages or email reminders about appointments would be good"

"The car park could be bigger/more or allocate spaces. The chairs could be more comfortable"

"No improvements required"

"Appointment booking"

The above results were also reviewed in conjunction with the results from the BANES PCT Urgent Care Access survey which was also completed in February 2013.

### Patient Survey of Access

Of the 836 patients who were asked to participate in the survey, 423 patients responded.

The results can be summarised as follows:

- 90% of patients describe their experience of making appointments with their GP/Nurse as either Fairly Good or Very Good
- 63% do not consider it is difficult to contact the surgery by phone
- Of the 26% who found it difficult to contact the surgery by phone, 90% found it most difficult to get through to the surgery between 8am and 10am and/or on a Monday
- 56% find it possible to book a same day appointment most of the time or always
- 81% find that they can book appointments around their family and other commitments within 3 days
- 45% of patients wanted to be able to speak to their doctor within 24 hours and a further 11% of patients wanted to be able to see or speak to their doctor within 48 hours
- 69% of patients were able to book an appointment to see or speak to their GP/Nurse
- 40% of patients were able to see a GP/Nurse the same day, a further 40% of patients were able to see a GP/Nurse on the next working day/within a few days
- 71% of patients are seen within 10 minutes of their appointment time
- 96% of patients find their appointment times convenient
- Of the 93 patients who did not attend an appointment that they had not cancelled:
  - 5% went to A&E
  - 18% no longer needed the appointment as the problem had got better
  - 37% had just forgotten about it
  - 21% were prevented from attending due to other commitments
  - 9% couldn't get to the surgery
  - 10% tried to contact the surgery but couldn't get through
- 77% of patients have never had to request a home visit.
- Of those patients who had requested a home visit 64% were seen within 4 hours, and a further 19% were seen the same day
- With regard to access, generally patients consider:
  - Access to be good, with the surgery in walking distance and/or on a bus route.
  - Parking in the surgery car park is thought to be limited but patients acknowledge there is a reasonable amount of on street parking locally
  - Would prefer to have automatic doors and/or no internal doors on the surgery entrances (especially for those with pushchairs/wheelchairs)

- When asked if there was anything else patients wanted to add about access to the surgery suggestions for consideration included:
  - More doctors need to be trained to remove implants.
  - Maybe add an intercom for people to request assistance
  - Consider making appointments available at lunchtimes for those who work
  - Don't like "ring on the day"
  - Please open the windows in the surgery they are always locked shut and germs love heat. Seeing as there are a plethora of sick people around, change the air.
  - Nurses should improve knowledge about diabetes.
- Additionally a significant number of patients highlighted their satisfaction:
  - I have always found all staff to be friendly and efficient when they have called or changed or checked times of appointments. The surgery itself is located near public transport routes and the car park has ample space for the number of patients requiring the facility
  - I had a very positive experience with both the dr and receptionists, thank you.
  - The practice is very good getting children in quickly
  - Very helpful receptionists
  - Been with the surgery many many years and everyone is really helpful and friendly
  - Keep up the good work
  - Receptionist, nurses and doctors all very well-mannered and helpful doing a difficult job
  - Glad to be a patient here

### Combined Patient Participation Group Action Plan for 2012\_13

The Patient Group decided to use all of the findings from both questionnaires to inform the development of the 2013\_14 Action Plan.

The following action plan is therefore based on the views of 655 patients, or c.9% of practice list size:

- Publish the questionnaire findings on our website and make copies available in our waiting rooms
- Review the Patient Appointment booking service, and:
  - Consider releasing Clinic Rotas for up to 6 weeks in advance
  - Review the no. of incoming telephone lines that are available for use during peak hours, and align with that a call waiting/queuing system – to prevent patients getting an engaged tone and needing to ring back again – which can cause frustrations.
  - Promote our 'on-line' appointment booking service more actively
  - Review our text message appointment reminder service policy
- Review the Patient's reception experience, to include:
  - Clearer signage in the Patient Car Parks
  - Allocate marked bays for both ordinary and disabled cars
  - Apply for a licence to enable the surgery to play appropriate/relaxing music in the Reception Areas in place of the TV screen.
  - Investigate the cost of updating the chairs in the reception areas to ensure that they are comfortable, appropriate for older patients and compliant with CQC requirements
  - Review the functionality and appropriateness of the surgery entrance doors

(NB The patient group has confirmed that the monies that we have raised during 2012\_13 can be allocated to this aspect of the Action Plan)

- Review the Patient Forum Membership and:
  - Follow up on the invitation extended to the RNID seeking a new member who is able to represent Nursing Home residents/Patients with disabilities.
  - Actively seek to recruit some new members, particularly in the age group 25-34 and 45-54 yrs
  - Run a campaign to increase the no.s of patients who wish to be kept in touch via email.
- Support the Patient Group Chairman in joining the National Association of Patient Participation (N.A.P.P.)
- And, in the words of one patient, encourage Doctors and Staff to *'keep up the good work'*

**Our Opening Times are:**

<b>St Michaels Surgery</b>	<b>Beehive Surgery</b>
Monday, Tuesday, Wednesday & Friday 8:30 - 6:00	Monday – Thursday 8:30 - 6:00
Thursday 8.30 – 2.00	Friday 8:30 – 1.00pm
Open for one evening per week until 7:30pm	
Alternate Saturdays - 8:00 – 11:30	

Patients may book appointments with Doctors or nurses by ringing the surgery, at the reception desk, or online via our website.

Our list is open to new patients from across the Bath and surrounding areas.