

**PATIENT PARTICIPATION REPORT**

**2013/14**

**33**Practice Code:

**C84065**

Practice Name:

**Abbey Medical Centre**

|  |  |  |  |
| --- | --- | --- | --- |
| **An introduction to our practice and our Patient Reference Group (PRG)** | | | |
| **The Practice** - The practice is housed in a purpose built surgery in 1993, situated in Beeston. We look after around 5,100 patients who are from a wide variety of social backgrounds. The building is spacious and light with plenty of room for the demands of modern general practice.  The Team - There are 3 GP Partners, one salaried GP, two practice nurses, one practice manager, one reception manager and 7 admin/reception staff  **Attached Staff** – Phlebotomists, Midwife, District Nurses & Health Visitor  The practice also receives community support services via Nottingham West Consortium, of which the practice is a member. The service consists of: specialist nurses in the field of: heart failure, COPD, community matron & a diabetic nurse.  **Patient Participation Group**  The Patient Participation Group has been established over the past 3 years. The group is made up of volunteers who meet every two months with members of the practice (one GP, Practice Manager & one admin team member) to discuss matters arising relating to patient experience.  We try to make the group representative of the practice population however it has proven difficult to recruit younger members to the group.  The purpose of the group is to encourage patient feedback to the practice to enable us to develop our services in line with the priorities and expectations of our registered patients.  This is done by members speaking with our patients generally through contact at the surgery, helping with patient questionnaires, organising social events eg: coffee mornings and charity events. PPG members have also visited the local Sure Start.  During the past year (April 2013 – March 2014) members have met 6 times.  During these meetings the following issues have been discussed:  A&E attendance  Carers  Dignity & Respect Survey  Fund Raising Events  Nottingham West Consortium - budgets etc  Coffee mornings at the surgery  Disabled Go  Report from Patient Reference Group Meetings with CCG | | | |
| Establishing the Patient Representative Group. This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile. | | | |
|  | Practice population profile | PRG profile | Difference |
| **Age** | | | |
| % under 18 | 22% | 0 | -22% |
| % 18 – 34 | 24% | 0 | -24% |
| % 35 – 54 | 27% | 9% | -18% |
| % 55 – 74 | 21% | 82% | +61% |
| % 75 and over | 6% | 9% | +3% |
| **Gender** | | | |
| % Male | 50% | 36.4% | -13.6% |
| % Female | 50% | 63.6% | +13.6% |
| **Ethnicity** | | | |
| % White British | 86% | 91% | +5% |
| % Mixed white/black Caribbean/African/Asian | 6% | 9% | +3% |
| % Black African/Caribbean | 1% | 0 | -1% |
| % Asian – Indian/Pakistani/Bangladeshi | 5% | 0 | -5% |
| % Chinese | 1% | 0 | -1% |
| % Other | 1% | 0 | -1% |
| These are the reasons for any differences between the above PRG and Practice profiles: | | | |
| The group is made up of interested people who have put themselves forward to support the Practice  The Practice PPG recognises the need to engage with all sections of the patient group and regards every patient as a constituent of the PPG. There are more female (10) than male (3) members of the PPG - which differs from our practice profile, which is more or less a 50/50 split.    In the past year, membership has been severely hit by the death of our former vice-chairman, the moving away from the surgery of a founder-member and the ill-health of our chair-man. One new member was recruited at our Movember coffee morning but we really do need more.  The group still has more members between the age 55 - 74 year group and at the present time female members are dominant within the group.  The practice and PPG members have actively encouraged all patients (different age groups / ethnic groups / gender / etc) to join the PPG.  Younger patients are not represented on the group despite our best efforts to include them, when patients are fit and healthy they do not attend surgery and have little interest in joining such groups.  For all the hard work of members and the practice in promoting the group, there still does seem to be a lack of interest in joining the group. | | | |
| In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers: | | | |
| Unemployment has been relatively low in Broxtowe in recent years. Self-employment is high relative to the regional and national average. Broxtowe has resident-based earnings well above the county and regional averages. The practice has looked at working patterns and is actively encouraging younger patients to attend meetings by holding meetings both during the day and in the evening to make it more accessible.  Carers: presently 75 registered at the practice = 1.5%. Carers are encouraged to register, especially young carers, in order to get the support they need. One member of the PPG that we are aware of is a carer.  The practice has a ‘carer champion’. This person ensures notices, leaflets etc are up-to-date and displayed in the waiting area for any person to pick up. The champion will also ensure the practice team are aware of any changes/legislation that may take place. | | | |
| This is what we have tried to do to reach groups that are under-represented: | | | |
| We have continued to try and identify patients from unrepresented groups to invite them to join the patient group.  A number of different ways were used to recruit patients to the PPG are as follows:  PPG Newsletter produced every 2 months -see website for Newsletters: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org)  Verbal invitation by PPG members at various practice events, particular Movember prostate cancer awareness week  ● 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 encouraged patients  ● We put a message on our Jayex Calling Board periodically to encourage new members.  Existing members have encouraged new members by approaching them during: coffee mornings, helping with patient questionnaires and fund raising events.  We have previously advertised our group in the local press. | | | |
|  | | | |
| The survey this year was set via The Patient Reference Group which is made up of one or two members from each GP Practice's Patient Participation Group. The PRG is part of Nottingham West CCG which our practice is a member of.  To set the 2013/14 survey the PRG group agreed that a sub-group should be set. The group agreed that their priority area is access and that is what the survey will be focused on. The sub-group agreed to work with practice managers to ensure they have an input into the survey. The sub-group presented 2 draft copies of the proposed survey to all 12 practices within Nottingham West CCG asking for comments/amends so that the survey could be approved by PPG members represented by their practice.  See draft copies of the survey – appendix 1 & 2.  Our PRG representative presented to PPG members during September’s meeting a draft copy of the survey for our members to approve. The draft survey was discussed and members all agreed that the priorities set were in-line with our previous surveys. The results will be analysed by the PRG. | | | |

|  |
| --- |
| Designing and undertaking the patient survey  This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document) |
| As outlined above the PRG worked closely with all 12 practices within Nottingham West CCG and all agreed that 2013/14 would be based on access.  During September 2014’s PPG meeting all members had a copy of the proposed survey and discussed each question to ascertain if they were appropriate for our practice.  Please see final version on practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org) |
| How our patient survey was undertaken:  The survey was undertaken in-house between 11–15 November 2013. Copy of the survey for patients to download was placed on the practice website for 3 weeks. The practice wanted to make sure as many patients as possible completed a survey. Prior to the survey taking place the practice advertised that the survey would be taking place – notices were placed within the waiting room and also on the practice website. Members of the PPG came into the surgery during surgery times throughout the week encouraging patients to complete the survey. They gave out electronic handheld devices, but also helped disabled patients complete the survey.  If a patient felt they could not complete the survey whilst visiting the practice they were given a stamped address envelope to take home, complete the survey in their own time and return to the practice. This worked very well.  Practice staff took an active part too they were encouraging patients to complete the survey and were placing surveys on seats within the waiting room. Patients were also encouraged via advertisement to complete the survey on-line. |
| Summary of our patient survey results:  During the survey week 150 questionnaires were given out randomly during patient consultation.  The practice received 170 responses which indicated that patients did complete the survey on-line.  Main points to come out of the survey are as follows::  81% of patients say it is easy to get through to the surgery. More patients prefer to telephone to make an appointment.  85% are happy with the surgery hours  Most patients are very satisfied with reception staff  60% of patients felt they are overheard when speaking with receptionists at reception, but are not unhappy about this. 20% of patients do not feel this is a problem  62% of patients stated they do not normally have to wait longer than 15 minutes to see a clinician  64% preferred to see a particular GP of their choice  90% of patients said they would recommend our surgery to other people  Copies of the results were circulated to all PPG members and patients were informed of the results via practice newsletter and hard copies were left in patient waiting area. A full copy of the survey and report can be found on the practice website |

|  |
| --- |
| Analysis of the patient survey and discussion of survey results with the PRG  This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed: |
| How the practice analysed the patient survey results and how these results were discussed with the PRG:  As stated previously this year’s survey was carried out centrally by Nottingham West Patient Reference Group. The PRG presented individual results to each practice.  Having looked at the results the practice did not consider that there were any areas for concern, but all agreed to continue to focus on ways of treating our patients with courtesy and respect.  The patient survey results were circulated to all PPG members prior to a PPG meeting held on: 22.01.14. PPG members all agreed too that there were no areas for concern. All agreed that the overall responses were very pleasing.  One member of the group who usually analyses our survey results stated that there could be no comparison with results last year because this year’s survey was so different. Questions this year were similar but not the same, so this made things more difficult to compare. Regarding the comparison this year with a Mori poll of patients from our surgery the age range of Mori poll respondents was younger and more men answered. Results from our survey of patients attending surgery, the age range was older and there was a majority of women. Also there were not so many employed respondents as in the Mori survey.  The results were discussed in more detail looking at each question individually. All agreed that due to a new question being introduced (being overheard at the reception desk) we would focus on the results of this to ascertain if any improvement could be made.  See full survey results and patient comments on practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org) |
| The key improvement areas which we agreed with the PRG for inclusion in our action plan were:  How can we improve privacy when a patient is attending surgery at reception?  The PPG members and practice staff agreed though to look at ways of giving patients some privacy whilst visiting reception.  As outlined above the overall results of the survey were very pleasing which indicated that our patients were happy with the practice. |
| We agreed/disagreed about:  We agreed that the practice manager would look at ways of improving patients’ privacy whilst at reception |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ACTION PLAN | | | | | |
| How the practice worked with the PRG to agree the action plan:  At the meeting held on 22.01.14 it was agreed that the overall response from the survey was very pleasing and patients were happy with the practice in general.  As stated above the main concern was for patient’s privacy whilst attending surgery, especially at reception | | | | | |
| We identified that there were the following contractual considerations to the agreed actions:  No contractual changes needed to be changed or considered. | | | | | |
| Copy of agreed action plan is as follows: | | | | | |
| Priority improvement area  eg: Appointments, car park, waiting room, opening hours | | Proposed action | Responsible person | Timescale | Date completed (for future use) |
| Privacy whilst patients attending surgery, especially at reception | | Practice Manager will look into ways of protecting patients’ privacy whilst at reception. | Practice Manager | 2 months | **Completed January 2014.**  **An information floor stand has been placed in reception asking patients to stand behind the stand to respect the privacy of the patient in front of them in the queue at the reception desk. The notice also informs patients about the availability of a private room to discuss confidential matters.**  **Information has also been placed in the practice newsletter + notice boards** |
| Review of previous year’s actions and achievement  We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan: | | | | | | |
| Action Plan for previous year 2012/13 is as follows: 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.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **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 |  | | | **Focus Area**  **On-line Prescriptions** | | **Action** | **Person responsible**  **Time Scale** | | A large percentage of patients would like to order their prescriptions on-line | | 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’ **Completed All patients can order their prescriptions on-line** | | **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  **Still outstanding due to the fact appropriate questionnaires are not available. Patients can complete practice questionnaire though via the practice website. PM will look at this again later during 2014 and liaise with our clinical system** | | **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 | |  |   “You said ……….. We did ………… The outcome was ………”  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. This has now been introduced  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 check-ups. 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 | | | | | |
| Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year’s action plan these are detailed below:  There were no disagreements | | | | | |
| Publication of this report and our opening hours | | | | |
| This is how this report and our practice opening hours have been advertised and circulated:  Copies of the report will be made available in the patient waiting room for patients to read and take away.  A summary of the survey was placed in February’s newsletter.  A copy of the report will be displayed on the PPG notice board  Copy of the report, survey, patient comments will be placed on the practice website: [www.abbeymedicalcentre.org](http://www.abbeymedicalcentre.org) | | | | |

|  |
| --- |
| Opening times  These are the practice’s current opening times (including details of our extended hours arrangements) |
| Monday, Tuesday, Wednesday & Friday 08:30 – 18:45  Thursday 08:30 – 1:00  We do not offer extended hours  The practice opening hours and surgery times are published in the practice leaflet, and on the practice website  Opening hours are also on the main entrance doors |

**Appendix 1**

**Draft survey questions – 8.07.13**

1. **How do you usually book your appointments to see a GP or Nurse?**

*In person Telephone Online Doesn’t apply*

1. **Which of the following methods would you prefer to use to book an appointment with a GP?**

*In person Telephone Online No preference*

1. **Would you like to see the practice open on a Saturday?**

*Yes No Don’t know*

1. **Practices closing on a Thursday afternoon** (question tbc, RM exploring internally)
2. **How would you rate the manner in which the reception staff treat you?**

*Very Good Good Fair Poor Not applicable*

1. **How do you feel about how long you normally have to wait to be seen for your appointment?**

*I don’t normally have to wait too long I have to wait a bit too long*

*I have to wait far too long Not applicable*

1. **Is there a particular GP you usually prefer to see or speak to?**

*Yes No*

1. **How likely are you to recommend this GP Practice to a friend or family member if they needed similar care or treatment?**

*Extremely likely Likely Neither likely or unlikely Unlikely extremely Unlikely Don’t know*

1. **If you could change one thing about your GP Practice, what would it be?**

*(open-ended)*

1. **Are you:**

*Male Female*

**11. Age Group:**

*Under 16 17-24 25-34 35-44 45-54 55-64*

*65-74 75-84 Over 84*

**12. Which of the following best describes your ethnic group?**

*White Black/Black British Asian/Asian British Mixed*

*Chinese Other*

**13. Your employment situation:**

*Full-time work Part-time work In education Unemployed*

*Permanently sick or disabled Retired Something else*

**Appendix 2**

# PRG Patient Survey (version 2)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Getting an Appointment:** | | | | |  |  | |  |
| 1. **How do you usually book your appointments to see a GP or Nurse?** | **In Person** | **Telephone** | **Online** | **Does not apply** |
|  |  |  |  |
| 1. **Which of the following methods would you prefer to use to book a GP appointment?** |  |  |  |  |
| **Opening Times:** | | | |  |
| 1. **Would you like to see the practice open on a Saturday?** | **Yes** | **No** | **No opinion** |
|  |  |  |
| **At the Surgery:** | | | | | |
| 1. **How would you rate the manner in which the reception staff treat you?** | **Very good** | **Good** | **Fair** | **Poor** | **No opinion** |
|  |  |  |  |  |
| 1. **How long do you have to wait at the surgery before your appointment?** | **Less than 5 minutes** | **5 to 15 minutes** | **16-30 minutes** | **30 + minutes** | **I can’t remember** |
|  |  |  |  |  |
| 1. **How do you feel about how long your normally have to wait for your appointment?** | **It’s okay** | **It’s a bit too long** | **It’s far too long** | **No opinion** |  |
|  |  |  |  |
| 1. **Is there a particular GP you usually prefer to see or speak to?** | **Yes** | **No** | **No opinion** |  | |
|  |  |  |
| 1. **How likely are you to recommend this GP Practice to a friend or family member if they needed similar care or treatment?** | **Extremely likely** | **Likely** | **Unlikely** | **Extremely unlikely** | **No opinion** |
|  |  |  |  |  |
| **Other Services:** | | | | | | | |
| 1. **If your GP Practice is closed, how would you obtain medical advice?** | **Self-Care** | **Pharmacy** | **A&E** | **NHS 111** | **Walk-in Centre** | **999** | **No opinion** |
|  |  |  |  |  |  |  |
| **Open-Ended** | | | | | | | |
| 1. **What is the best thing about your GP Practice?** |  | | | | | | |
| 1. **Please list any improvements you would you like to see at your GP Practice.** |  | | | | | | |
| 1. **What other services would you like to see from the practice?** |  | | | | | | |
| **About You:** | | | | | | | |
| 1. **Gender:** | **Male** | **Female** | **Prefer not to say** |  | | | |
|  |  |  |
| 1. **Age Group:** | **Under 16** | **17-34** | **35-54** | **55-74** | **Over 75** |  | |
|  |  |  |  |  |
| 1. **Which best describes your ethnic group?** | **White** | **Black/Black British** | **Asian/ Asian British** | **Mixed** | **Chinese** | **Other** | **Prefer not to say** |
|  |  |  |  |  |  |  |
| 1. **Your employment situation?** | **Full-time work** | **Part-time work** | **In education** | **Un-employed** | **Sick or disabled** | **Retired** | **Looking after family** | **Other** |
|  |  |  |  |  |  |  |  |

*Thank you for taking the time to complete this survey*