

PARK GROVE SURGERY

Local Patient Participation Report 2013

Background

Park Grove Surgery is a fairly large, friendly practice based near the centre of Barnsley. We currently have a patient list size of approximately 8200. The practice has three Partners, Dr Bridger (male), Dr Chikthimmah (male) and Dr Tadi (male) and we have a salaried GP Dr Shad (female). We also have three Advanced Nurse Practitioners and two Practice Nurses.

We set up the Patient Participation Group in order to both reflect and gain the views of our registered patients. We advertise both in house and on our website for interested members. We also sent out letters to a random cross section of patients on the list to invite interest in taking part in the group. In order to broaden the membership we also have "E Members" that take part via email as they find it difficult to attend due to work and other commitments.

Practice Population

The majority of our Practice Population are White British however we have a small number of Asian, Chinese, Polish, Turkish and Dutch patients. The gender of the patients at the practice is almost split 50/50 and the age ranges are as follows:

16-24yrs 11.4%	25-34yrs 11.9%	35-44yrs 12.6%	45-54yrs 14.8%
55-64yrs 13%	65-74yrs 10.3%	75yrs + 0.09%	

Patient Group

Our patient group is made up of 13 members ranging from 30 years to 78 years. The majority of members are white british and we also have an asian member. To enable more members to join our group, it is made up of face to face members and "E" members who correspond and feedback via email due to busy lifestyles.

We have been able to capture the views of the groups not represented in the Patient Group through the survey and continue to advertise on the website and in practice for new members.

Agreed Areas of Priority

A meeting of the Patient Group was held on 18.02.12 to agree areas of priority that needed to be addressed in the patient survey. Following lengthy discussion the group identified four areas of priority, as follows:

- **Appointments** – As a whole the group agreed that the appointment system still required further improvement. That the staff did not explain the system properly and that they didn't offer the various options available such as telephone advice.
- **On Line Services** – to promote more especially to new patients, good feedback received regarding this service.

- **Advanced Nurse Practitioner Service** – to provide education to patients further regarding this service

Patient Survey

The group agreed to use the survey from last year but to add in a question regarding the Advanced Nurse Practitioner service.

The quantity of surveys to hand out was discussed. It was advised last time that the guidance was 25 for every 1000 patients and another member suggested 10% which would mean 800 surveys. The group agreed that 400 would be sufficient and that these should be shared out between both branches.

It was discussed how it would be better to hand out at reception as you would be seeking the views of the patients that use the service as it wouldn't be appropriate to ask patients that don't use the service regularly.

Results of the Survey

The group met again on the 18.03.12 to review the findings. The surveys taken from both branch surgeries were tabled into graphs so that the patient group could look at the information easily.

The group discussed the results of each question in the survey and compared this to last year. The results also showed that we had captured a cross section of patient's age, gender and ethnicity (see results).

Summary of findings

A lot of the survey mirrored that from last year however the changes are summarised below:

- When asked how easy it was to get an appointment for the day/time you wanted there had been an improvement from last years survey
- It showed that more patients were unaware that the surgery offered late evening appointments
- A new question was added this year asking if patients would be happy to see an Advanced Nurse Practitioner if it meant being seen sooner and the vast majority of patients were happy to see an ANP
- There were more patients this year that were unaware if they had multiple issues to discuss with the Doctor then to book more than one appointment
- The vast majority of patients were happy or extremely happy with the reception staff however the extremely happy numbers had dropped since last years survey
- There was still a large volume of patients missing appointments for various reasons
- More patients were aware that you can book an appointment on line this year
- There was increased awareness of ordering prescriptions on line
- There were still more females that completed the survey this time rather than males
- The age range of patients surveyed fitted the same pattern as last year but more did not answer at all this time

We also discussed some of the comments:

- Patients requested toys in the waiting area but advised that they have to be made of a certain material and have a cleaning schedule, the group also agreed that the waiting area wasn't really big enough
- One comment requested information regarding surgery hours, making appointments and duty doctor, this information is available on the website and in the practice leaflet however we cannot give duty doctor information as this is subject to frequent change
- Patients said that they didn't want appointments to go to on line users first, the group was advised that this does not happen and that whatever is available on line is the same as what is available for the staff
- There was a comment that would like an appointment with the family doctor, we discussed reasons for attending and perhaps more appropriate to see an Advanced Practitioner
- Patients didn't like talking through the glass screen, we discussed how this is there for staff safety and that there is a sign up to say that if you would like to talk privately please ask
- Patients wanted to be texted with their appointment reminders, discussed how a confirmation is sent when the appointment is booked and that staff should be sending reminders the night before but to make sure staff are doing this to help with the non attendance rates
- Website not working, we discussed how we had just changed providers for this and hopefully should be working ok shortly
- Patients wanted more staff on the phones in a morning, discussed and this is something we can look at arranging
- Requested all medications to be on the same prescription, discussed how some have a bar code and is beyond our control how they are printed, discussion around electronic prescribing and how this is being piloted by a few practices in Barnsley at the moment before being launched to all practices.

Action Plan

An action plan was tabled and reviewed with the Patient Group. The actions taken from the survey and timescales were agreed (see Action Plan) and the group are to meet again to assess whether the changes have made a difference.

There were no issues raised in the survey that we could not address.

Practice Opening Hours

Park Grove

The practice at Park Grove is open Monday to Friday 8.30 to 6.00pm however receptionists are available on the phone from 8.00am.

We also offer extended hours until 8.00pm Mondays and Thursdays.

Roundhouse

The branch surgery at Roundhouse is open Monday to Thursday 8.30am to 12.15pm then 1.45pm to 5.00pm and Friday 8.30am to 12.15pm.

We also offer extended hours until 8.00pm on Wednesdays.

Publication

This report will be distributed in practice and is available on our website at www.parkgrovesurgery.co.uk