

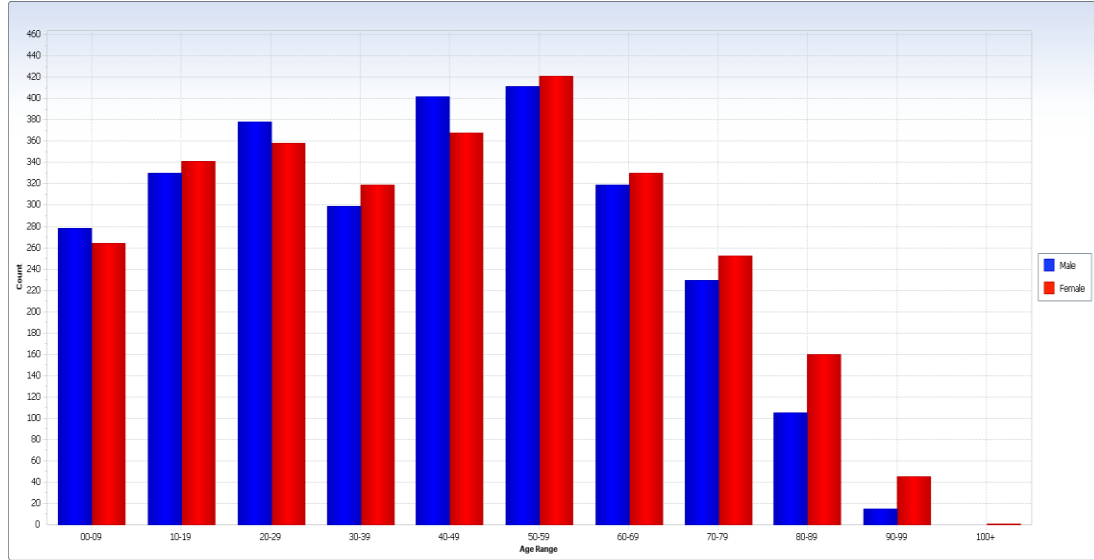
**Oakland Medical Centre**

**Patient Participation Report 2013/14**

**Stage one – validate that the patient group is representative**

<b>Practice population profile</b>		<b>Oakland Medical Centre</b>	
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:			
<b>Age</b>	<b>Sex</b>	<b>Ethnicity</b>	
	M            F		
0-9	278        264	White British=68.9%	
10-19	330        341	Indian Subcontinent=15.2%	
20-29	378        358	Other White=5.7%	
30-39	299        319	Afro-Caribbean=3.9%	
40-49	402        368	Other Black=2.6%	
50-59	411        421	Other=3.7%	
60-69	319        330		
70-79	229        252		
80-89	105        160		
90-99	15          45		
100+	0            1		
<b>Patient Representation Group (PRG) profile</b>			
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile			
<b>Age</b>	<b>Sex</b>	<b>Ethnicity</b>	
	M            F		
20-39    0	0            0	70% White British	
40-59    1	0            1	20% Asian	
60-69    6	3            3	10% Afro-Caribbean	
70-79    2	2            0		
80-89    1	1            0		
<b>Differences between the practice population and members of the PRG</b>			
Describe variations between the group and what efforts the practice has made to reach any groups not represented			
<p align="center">The remit of the PRG group has always been to represent patients and their needs. The practice has 10 current members of the PRG and their ethnicity is highlighted above. The ethnicity it can be seen is broadly similar to the current practice ethnicity.</p>			
How did the practice ensure that every effort was made to get a representative number of patients on the group?			
<p align="center">We displayed a notice in the reception area clearly indicating the information about PPGs and how patients could get involved. Patients were also actively encouraged to</p>			

join. Information regarding PPG's was also added to the practice leaflet and website. Although there has been only 10 current members, the group mix broadly reflects our current patient population demographics. The practice continues to actively recruit members from all ethnic backgrounds. There is under representation of the working age group and through the practice website we wish to recruit more virtual patients so that their needs too can be reflected.



**Bar Chart Showing Current Practice Demographics**

**Stage two – validate the survey and action plan through the local patient participation report**

**Survey**

Describe how the priorities were set

The PRG focussed on the following areas;

- Access
- Opening Hours
- Extended Hours
- Reception- Patient Interface
- Clinical Care
- Premises

Having looked at various national Surveys it was agreed that the General Practice Assessment Questionnaire (GPAQ) was thorough, covering all of the above points and was thought to be reliable and practical.

How were the views of registered patients sought?

Anonymous forms handed out to patients attending for appointment

How were the questions drawn up?  Standard nationally validated questionnaire as used by many other practices
How was the survey conducted?  The most recent survey was conducted over three weeks in February 2014. The questionnaires were placed in the main reception desk and patients were actively encouraged to complete them. Posters were displayed on the main waiting room notice board and at the electronic arrival board ensuring it was clearly visible to all.
What were the survey results?  See Attached report

**OAKLAND MEDICAL CENTRE – PRACTICE QUESTIONNAIRE – 70 PATIENTS SURVEYED**

Q1	How good was the GP at - Putting you at ease?	Very good	good	satisfactory	Poor	Very poor	Does not apply
		<b>58</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
Q2	Being polite and considerate?	Very good	Good	Satisfactory	poor	Very poor	Does not apply
		<b>54</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Q3	Listening to you?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>54</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Q4	Giving you enough time?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>54</b>	<b>14</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>
Q5	Assessing your medical condition?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>51</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
Q6	Explaining your condition and treatment?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>47</b>	<b>16</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>
Q7	Involving you in decisions about your care?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>45</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
Q8	Providing or arranging	Very good	Good	Satisfactory	Poor	Very poor	Does not apply

	treatment for you?						
		<b>44</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>
Q9	Did you have confidence that the GP is honest and trustworthy?	Yes definitely	Yes to some extent	No not at all	Don't know/can't say		
		<b>64</b>	<b>5</b>	<b>0</b>	<b>0</b>		
Q10	Did you have confidence that the doctor will keep your information confidential?	Yes definitely	Yes to some extent	No not at all	Don't know can't say		
		<b>64</b>	<b>3</b>	<b>0</b>	<b>3</b>		
Q11	Would you be completely happy to see this GP again?	Yes	no				
		<b>68</b>	<b>0</b>				
Q12	How helpful do you find the receptionists at your GP practice?	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know	
		<b>58</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	
Q13	How easy is it to get through to staff at your GP practice on the phone?	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
		<b>22</b>	<b>30</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>0</b>
Q14	How easy is it to speak to a doctor or nurse on the phone at your GP practice?	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
		<b>9</b>	<b>25</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>22</b>
Q15	If you need to see a GP urgently, can you normally get seen on the same	Yes	No	Don't know/never needed to			

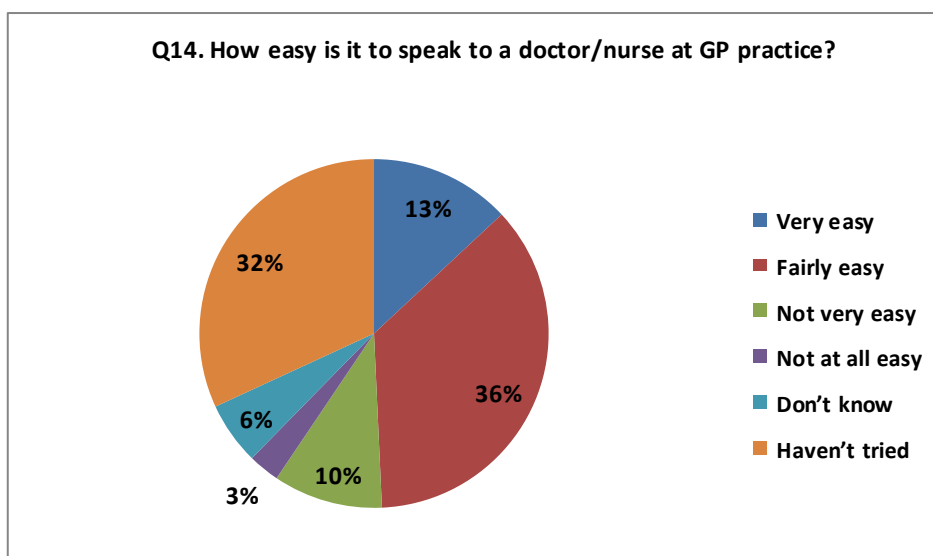
	day?						
		<b>48</b>	<b>13</b>	<b>8</b>			
Q 16	How important is it to you to be able to book appointments ahead of time in your practice?	Important	Not important				
		<b>58</b>	<b>8</b>				
Q 17	How easy is it to book ahead in your practice?	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
		<b>24</b>	<b>32</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>
Q 18	How do you normally book your appointments at your practice?	In person	By phone	Online	Doesn't apply		
		<b>20</b>	<b>62</b>	<b>1</b>	<b>0</b>		
Q 19	Which of the following methods would you prefer to use? to book appointments at your practice?	In person	By phone	Online	Doesn't apply		
		<b>21</b>	<b>59</b>	<b>16</b>	<b>1</b>		
	Thinking of times when you want to see a particular doctor?						
Q 20	How quickly do you usually get seen?	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know never tried	
		<b>28</b>	<b>25</b>	<b>7</b>	<b>2</b>	<b>7</b>	
Q 21	How do you rate how quickly you were seen?	Excellent	Very good	Good	satisfactory	Poor	Very poor
		<b>18</b>	<b>20</b>	<b>16</b>	<b>7</b>	<b>1</b>	<b>1</b>
Q 22	Times when you are willing to see any doctor, how quickly	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know never tried	

	do you usually get seen?						
		<b>47</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>4</b>	
Q 23	How do you rate how quickly you were seen?	Excellent	Very good	Good	Satisfactory	Poor	Very poor
		<b>19</b>	<b>28</b>	<b>14</b>	<b>3</b>	<b>0</b>	<b>1</b>
Q 24	How long did you wait for your consultation to start?	Less than 5 minutes	5-10	11-20	21-30	More than 30 minutes	There was not set time for my consultation
		<b>17</b>	<b>21</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>1</b>
Q 25	How do you rate how long you waited?	Excellent	Very good	Good	Satisfactory	Poor	Very poor
		<b>16</b>	<b>14</b>	<b>17</b>	<b>12</b>	<b>8</b>	<b>1</b>
Q 26	Is your GP practice currently open at times that are convenient to you?	Yes	No	Don't know			
		Go to Q28					
		54	5	8			
Q 27	Which of the following additional opening hours would make it easier for you to see or speak to someone?	Before 8 am	At lunchtime	After 6.30pm	On Saturday	On Sunday	None of these
		<b>11</b>	<b>6</b>	<b>11</b>	<b>14</b>	<b>3</b>	<b>7</b>
Q 28	Is there a particular GP you usually prefer to see or speak to?	Yes	No – go to 30	There is usually only one doctor in my surgery – go to 130			
		<b>44</b>	<b>24</b>	<b>0</b>			
Q 29	How often do you see or speak to the GP you prefer?	Always or almost always	A lot of the time	Some of the time	Never or almost never	Not tried at this GP practice	
		<b>14</b>	<b>13</b>	<b>18</b>	<b>2</b>	<b>0</b>	
Q 30	How good was the nurse you last saw,	Very good	Good	Satisfactory	Poor	Very poor	Does not apply

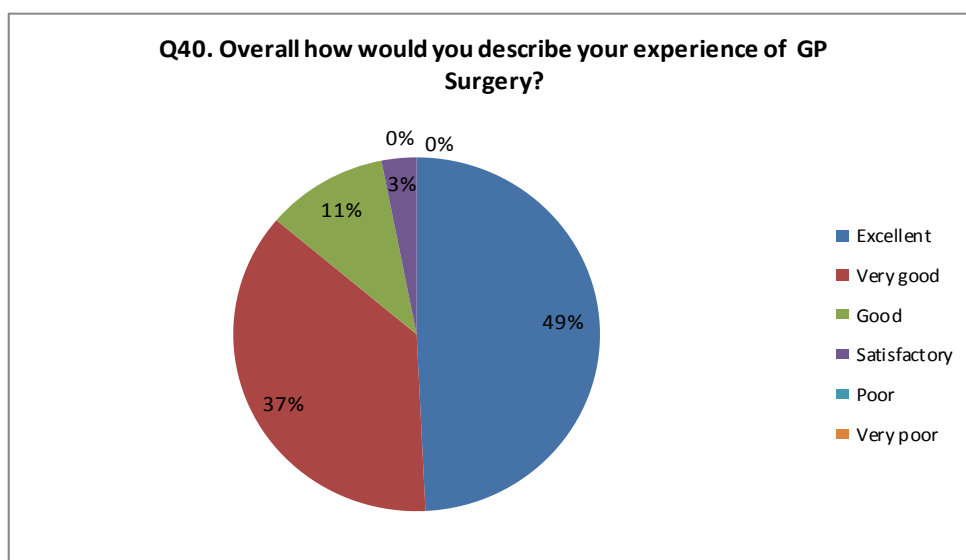
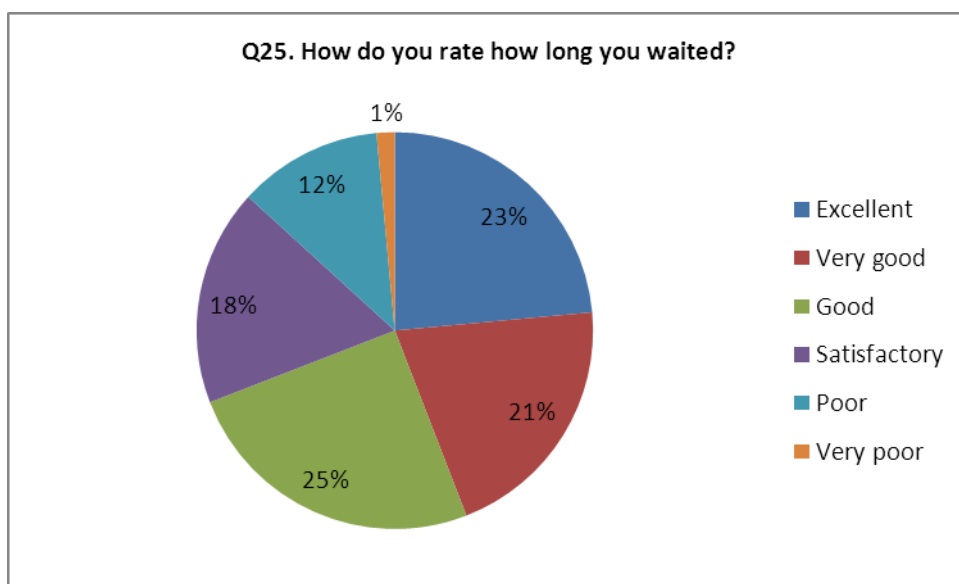
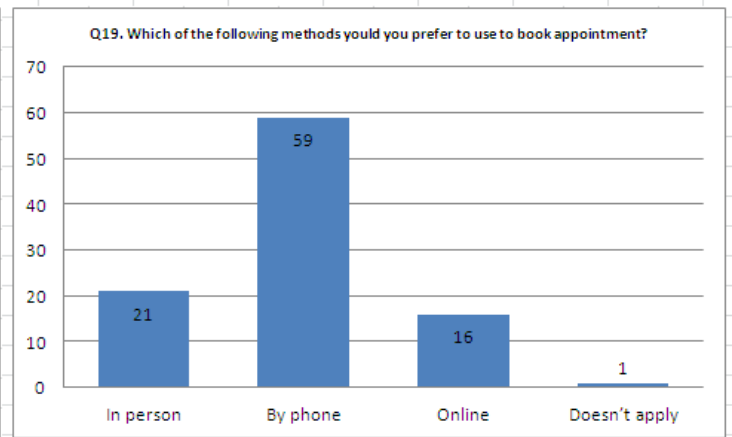
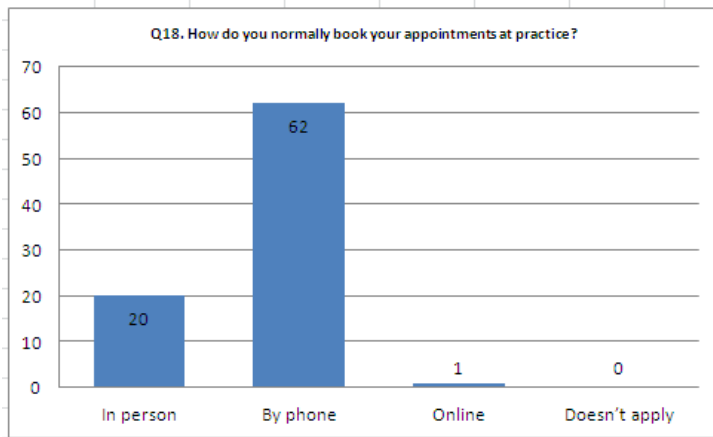
	putting you at ease?						
		<b>39</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>
Q 31	Giving enough time?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>37</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
Q 32	Listening to you?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>37</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Q 33	Explaining your condition and treatment?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>35</b>	<b>15</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
Q 34	Involving you in decisions about your care?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>34</b>	<b>16</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
Q 35	Providing or arranging treatment for you?	Very good	Good	Satisfactory	Poor	Very poor	Does not apply
		<b>31</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>
Q 36	Would you be completely happy to see this nurse again?	Yes	No				
		<b>50</b>	<b>0</b>				
	Thinking about the care you get from your doctors nurses overall, how well does the practice help you to						
Q 37	Understands your health problems?	Very well	Unsure	Not very well	Does not apply		
		<b>56</b>	<b>5</b>	<b>0</b>	<b>3</b>		
Q 38	Cope with your health problems?	Very well	Unsure	Not very well	Does not apply		
		<b>54</b>	<b>0</b>	<b>6</b>	<b>7</b>		
Q 39	Keep yourself healthy?	Very well	Unsure	Not very well	Does not apply		
		<b>47</b>	<b>10</b>	<b>0</b>	<b>8</b>		
Q 40	Overall how would you	Excellent	Very good	Good	Satisfactory	Poor	Very poor

	describe your experience of your GP surgery?						
		<b>32</b>	<b>24</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>
Q 41	Would you recommend your GP surgery to someone who has just moved to your local area?	Yes definitely	Yes probably	No probably not	No definitely not	Don't know	
		<b>53</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>0</b>	
Q 42	Are you	Male	female				
		<b>28</b>	<b>39</b>				
Q 43	How old are you?	Under 16	16 to 44	45 to 64	65 to 74	75 or over	
		<b>0</b>	<b>26</b>	<b>22</b>	<b>8</b>	<b>10</b>	
Q 44	Do you have long-standing health condition?	Yes	no	Don't know can't say			
		<b>32</b>	<b>33</b>	<b>3</b>			
Q 45	What is your ethnic group?	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group
		<b>53</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>1</b>
Q 46	Which of the following best describes you?	Employed full or part time including self-employed	Unemployed looking for work	At school or in full time education	Unable to work due to long term sickness	Looking after your home family	Retired from paid work
		<b>41</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>17</b>

The pie charts and bar charts below show diagrammatic representations of questions for which action plans were made.







How did you did you agree the action plan with the PRG?

The full report was presented to the PRG and the findings were discussed.

What are the main findings/ proposals that can be implemented?

The overall view of the PRG was that the GPAQ survey demonstrated a very high approval rating for the Oakland Medical Centre. The PRG strongly echoed the above results and felt that the practice was running very smoothly and efficiently and they did not feel that any major change was required.

**Q.40** was particularly important as it assessed the overall patient experience of the surgery and showed **86.2%** rated the overall experience as **Excellent** or **Very Good** and **96.9%** rated it as **Good** or **higher**.

No one rated the overall experience as poor or very poor.

After considerable discussion it was felt that there may be some room for improvement in certain areas and this is outlined in the action plan below.

What are the findings/ recommendations that will not be implemented?

Please include reasons?

None

What are the actions that the practice intends to take / has taken in respect of the findings?

See action plan

Are there any contractual considerations to the agreed actions?

Not to our knowledge

### **Patient participation report**

Please describe how the report was advertised and circulated?

- The full report circulated to all PRG members
- Results uploaded onto practice web site
- The report has been publically displayed in all our waiting areas
- Copies were disseminated to all GPs, Nurses and Staff

### **Opening times**

Confirm opening times of the practice premises and method of obtaining access during core hours (Mon to Fri 8am to 6.30pm). This should include arrangements under extended hours where applicable.

- The surgery is open Monday to Friday from 08.50 to 18.00. There is a message handling service from 08:00 to 08:50 and 18:00 to 18:30 and the doctors are contactable during these times.
- The practice does not close during the day.
- The surgery provides pre-bookable appointments outside of the standard surgery hours every Monday evening from 18:30 to 20:00.
- The practice has been opening on Saturday mornings from 10:00 to 13:00 as part of the local winter pressure initiative.

### Action Plan

Priority For Action	Proposed Way Forward	Who Needs to be Involved	Review Date
<p><b>Telephone Access</b> Q.14 indicated that 20.9% patients felt that it was not easy to speak to a doctor or nurse on the phone.</p>	<p>At the end of each clinicians surgery the reception staff do list patients who wish to have a telephone conversation with a doctor or a nurse . It appears that patients are not aware of this service. It was felt that this needs to be promoted so that patients become aware and can utilise the service. Information has been added to the practice leaflet , displayed in the waiting room notice boards and added to the practice website.</p>	<p>Doctors, Nurses, Practice Manager and all Reception staff.</p>	<p>6 months</p>
<p><b>Online Appointment Access</b> Q 18 &amp; 19 highlighted that a not insignificant percentage of patients would also prefer to be able to book appointments online</p>	<p>The practice has for several months had online bookable appointments. It is clearly apparent that this information has not been widely disseminated and this needs to be addressed. Information will be displayed in the reception areas, on the call board and promoted by reception staff. The practice website already provides this information but the website needs to be more widely promoted.</p>	<p>Practice Manager and Reception Staff.</p>	<p>6 months</p>
<p><b>Waiting Times</b> Q24 &amp; 25. Reported that 11.5% of patients felt waiting times were poor or very poor. 88.5% were atleast satisfied with waiting times.</p>	<p>The PRG felt that patients were not updated adequately regarding waiting times before appointments. This may lead to added anxiety and frustration. It was felt that providing patients with current indicative waiting times would address this. The Clinicians do try to address most of the patients presenting issues and inevitably leads to them running late. However they will try and prioritise the most pressing issues so that waiting times are less.</p>	<p>Doctors, Nurses and Reception Staff</p>	<p>12 months</p>

