

**Patient Participation Group: Report**

<b>Practice Details</b>	
Practice Name	Otterfield Medical Centre
Practice Code	E86027
Completed By	Jugpal NIJJAR
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<b>Practice Profile</b>		
Patient List Size	<b>6,327</b>	
Practice Population	Figures	Percentage
0 – 4	495	7.45%
5 – 16	997	15.00%
17 – 24	762	11.47%
25 – 34	1082	16.28%
35 – 44	1046	15.74%
45 – 54	863	12.99%
55 – 64	553	8.32%
65 – 74	428	6.44%
75 – 84	286	4.30%
85 – 89	78	1.17%
Over 90	56	0.84%
Male Patients	3,257	50.51%
Female Patients	3,070	49.49%
<b>Ethnicity</b>		
British or Mixed British	2097	33.14%

Irish	17	0.27%
White and Black Caribbean	72	1.14%
White and Black African	35	0.55%
White & Asian	37	0.58%
Other Mixed	75	1.19%
Indian	1269	20.06%
Pakistani	109	1.72%
Banladeshi	23	0.36%
Carribbean	27	0.43%
African	43	0.68%
Chinese	45	0.71%
Any Other	13	0.21%
Not recorded	2465	38.96%

### Stage One – Develop a Patient Reference Group (PRG)

Patient Reference Group profile		
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile		
Number Members	8	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -	2	
35 – 44 -		
45 – 54 -		
55 – 64 -		
65 – 74 -	4	1
75 – 84 -	1	
Over 84 -		

Ethnicity		
White	6	
Mixed		
Asian or Asian British	2	
Black or Black British		
Chinese or other ethnic group		
Other (e.g. no of carers/ no of unemployed/retired etc)	2 - Employed 6 - Retired	

**Differences between the practice population and members of the PRG**

***Please describe variations between the practice population and the PRG.***

We already had a Patient Group and continued with meetings on a quarterly basis. We found it difficult to recruit younger people and from Asian ethnic group. As we provide medical cover to Nursing and Residential homes, managers from these homes will be invited to attend future meetings. PPG focussed on the followings.

- Access (Surgery and telephone)
- Opening hours
- Extended hours
- Repeat medications
- Prescribing budget
- A&E attendance
- Complaint procedure
- New premises development.

***If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?***

To promote the PPG the following was undertaken:

- The Practice compiled PPG leaflets and placed these at main reception
- The Practice compiled PPG posters and placed these in the practice
- Receptionists highlighted the PPG and leaflets to patients
- Clinicians promoted the PPG during consultations
- During Chronic Disease review clinics the PPG was promoted
- The practice now has a section on the website dedicated to PPG

## Stage Two – Validate the survey and action plan through the local patient participation report

### Priorities

***Please describe how the PRG agreed what the priorities were e.g. included in the local practice survey***

At the PPG meeting the PPG members agreed the areas of priority were appointments, consultations, opening times and contacting the practice.

The survey we carried out covered areas of: receptionists and appointments, opening times, seeing the doctor of your choice, how good was the last GP you saw, how good was the last nurse you saw, care from your doctor/nurse, patient information and a comments section.

## Stage Three – Collate patient views through the use of a survey

### Patient Survey

***Describe how the questions were drawn up for the survey***

At the PPG meeting, initial discussion on the practice survey took place. The PPG members agreed on the General Practice Assessment Questionnaire (GPAQ). Previously the practice have carried out GPAQ surveys and found it to be useful as it covers areas relevant to the General Practice.

GPAQ V3 is now available to encompass Directed Enhanced Service (DES) for Patient Participation through local surveys.

***How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)***

The survey commenced in October 2011.

The questionnaires were placed on the main reception desk. Poster were displayed near the questionnaires and throughout the surgery asking any patient in the surgery to complete one. In addition, reception staff asked patients to complete the questionnaire when they attended front desk reception; receptionists regularly gave out announcements asking patients to complete one and members of the PPG also assisted by handing out the questionnaires to patients.

330 completed questionnaires were received.

### ***What were the survey results?***

	<b>Patient Survey October 2011</b>	<b>Mean score</b>	<b>GPAQ Benchmark</b>
2	Satisfaction with Receptionists.	74	75
3	Satisfaction with opening hours	63	63
4	Satisfaction with availability of particular doctor	62	58

5	Satisfaction with availability of any doctor	67	67
7b	Satisfaction with waiting times at the practice	54	73
8a	Satisfaction with phoning through to practice	54	57
8b	Satisfaction with phoning through to doctor for advice	49	56
9b	Satisfaction with continuity of care	62	66
10a	Satisfaction with doctor's questioning	73	75
10b	Satisfaction with how well doctor listens	73	77
10c	Satisfaction with how well doctor puts patient at ease	73	78
10d	Satisfaction with how much doctor involves patient	73	75
10e	Satisfaction with doctors explanation	75	77
10f	Satisfaction with time doctor spends	70	73
10g	Satisfaction with doctors patience	72	76
10h	Satisfaction with Doctors caring and concerns	74	77
12a	How well Nurse listens to what you say	75	77
12b	Quality of care Nurse provides	78	78
12c	How well the Nurse explains your problem or treatment	75	77

### ***Details and Results of the Practice Survey***

The main findings were:

- Receptionists: 74% of patients thought the receptionists were very helpful. This is equivalent to the national benchmark of 75% which was excellent.
- Opening times: 63% of patients said our opening times were convenient which all agreed was excellent. However, we will highlight opening times in the practice noticeboard as a reminder to all patients.
- Speaking to a GP/Nurse: 29% said very easy and 20% said fairly easy. The practice has reviewed the way it logs nurse calls and this has been changed to an easier system.
- Telephones: Getting through to the telephone is an issue. Steps have been taken to for three receptionists are to answer the phone especially during morning hours the busiest time.
- Pre-booking appointments: Patients feel it's important for them to pre-book appointments. Currently, all our extended hours appointments and four appointments AM and PM for each GP are pre-bookable one week in advance. We highlight this on prescriptions, posters in surgery, the practice brochure, the website and staff alert patients when they call the practice. It was suggested that we can also highlight this is via the practice website.
- On-line appointments: This facility is currently available, some patients said they would prefer to book appointments on-line.
- Seeing a GP: When asked how quickly a patient gets seen by a particular GP - 73% said same day or next, 14% 2-4 days. This was rated as excellent by 40% and very good by 30%. When asked how quickly a patient gets seen by any GP – 91% said same day or next and 3% 2-4 days. This was rated as excellent by 50% and very

good by 30%.

- Waiting for the consultation to start: 54% of patients were satisfied as opposed to 73% the national benchmark, this is mainly due to highly popular open surgery which is held three times weekly.
- Care received from the Doctors/Nurses: The practice scored high in ensuring patients understand their health problems, cope with their problems and keep them healthy.
- Comments Section: There were some positive and negative comments but overall the PPG felt the survey was positive.
- It was felt by the PPG that the GPAQ survey was the right survey to choose as this covered several areas.
- An action plan was then agreed with the PPG at this meeting.
- A full copy of the results of the patient survey can be found on the practice website.

***Describe any other methods in which the views of registered patients were sought.***

No other survey was conducted this year but the practice has a 'contact us' section on the website where patients can make any comments that are followed up by the practice.

**Stage Four - Provide the PPG with an opportunity to discuss the survey findings and reach agreement with the PPG on changes to services**

**Discussion of survey findings**

**Agreed Actions**

***How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?***

All PPG members were issued with a full copy of the results of the survey. At the PPG meeting the group discussed each question and results individually.

***Were there any disagreements?***

Comments were made about the waiting time at the surgery and telephone access. However expressed satisfaction in survey results as a whole.

***How were any disagreements resolved?***

- PPG was informed that the waiting time during booked appointment never exceeded 15 minutes. Understandably waiting time could be long during most popular open surgery. The group agreed with this explanation. After the survey, steps have been taken for three receptionists to answer the phone especially during morning hours the busiest time.

**Stage Five – Agree an action plan with the PPG and seek PPG agreement to implementing changes**

**Action plan**

***How did you agree the action plan with the PPG?***

The action plan was agreed with the PPG members at the meeting along with the Practice Manager. See attached action plan.

***What did you disagree about?***

There were no disagreements.

***Are there any contractual considerations to the agreed actions?***

No, there are no contractual considerations.

Please include a copy of the agreed action plan including a summary of any further action to be taken

**Stage Six – Publicise actions taken and subsequent achievements**

**Local patient participation report**

***Please describe how the report was advertised and circulated***

The report was published on the practice website and a hard copy is made available to the PPG members.

Include a copy of the report

***Please provide your website address and a link to where the report is located on the practice website***

[www.otterfieldmedicalcentre.co.uk](http://www.otterfieldmedicalcentre.co.uk) under the heading of 'Patient Group'.

**Opening Hours**

**Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.**

Opening Times

Monday	8am to 6.30pm
Tuesday	8am to 6.30pm
Wednesday	8am to 6.30pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm

Telephone Contact

We are accessible via telephone on our mainline number of 01895 452540 during the following times.

Monday	8am to 6.00pm
Tuesday	8am to 6.00pm
Wednesday	8am to 6.00pm
Thursday	8am to 6.00pm
Friday	8am to 6.00pm

Extended Hours

We offer extended hours opening times, which are all pre-bookable up to one week in advance, as follows:

Saturday	9am to 11am
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Patients can also contact the practice via the website, fax or post.

The surgery is closed on all bank holidays.

Out of Hours

Out of Hours cover is provided by Harmoni Ltd.