

John Smith Medical Centre

# Our Local Patient Participation Report

The Patient Participation DES

# Contents of this Report

## Patient Participation: YOUR SAY

- a. A Profile of our Patient Reference Group (PRG)
- b. Making our PRG Representative
- c. Identifying the Areas of Priority with our PRG
- d. Getting our Patients' Views: Conducting the Survey
- e. Sharing the Results with our PRG to form an Action Plan
- f. John Smith Medical Centre: Our Action Plan
- g. Summary of our Local Practice Survey Results
- h.
  - i) More detail on the actions we intend to take
  - ii) Actions we have already taken following the survey
- i. Accessing John Smith Medical Centre: Our Opening Hours
- j. Extended hours at John Smith medical Centre

# Patient Participation: YOUR SAY

We want all patients at John Smith Medical Centre to have a say in shaping and improving the healthcare we provide so this year we have taken part in the Patient Participation Direct Enhanced Service (PP DES).

We asked our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) to help us identify the main areas of interest for the surgery so that we could conduct a local practice survey and get our patients' views on what needs to be improved. We were also particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting the local practice survey, we reviewed the results with our PRG and asked them to work with us to put together an Action Plan for the coming 12 months in order for us to develop any areas identified as needing improvement.

Our PRG is open to all patients registered at John Smith Medical Centre and you are welcome to join at any time. Our enthusiasm to engage our patients is always ongoing. Just ask a member of staff for more information.

# a. A Profile of our Patient Reference Group (PRG)

Our PRG currently consists of 10 members; ranging from ages 20 to 69. they consist of 4 males and six females. Seven of the members are white British and three are of black African origin. Seven member are on our chronic register and one is on mental health register. A patient profile is available on our website [www.thepracticeplc.com/johnsmithMC/yoursay](http://www.thepracticeplc.com/johnsmithMC/yoursay)

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group more clear for everyone involved.

## **Members and Virtual Members**

We know that attending the PRG meetings we hold every 3 months does not fit everyone's schedule, so we are keen to involve patients as 'virtual' members of our PRG as well. We engage with these members by sending them minutes from the meetings and asking for their feedback via email. Currently we have 0 virtual members in our PRG.

## **Size of our Group – It's not quite there yet.. but we want our PRG to be as big as possible!**

We want to hear from everyone. We have employed several methods to recruit, promote and grow our PRG (see Making our PRG Representative) but have struggled to get as much interest as we would like. If you are interested in joining or have any ideas on how to increase our members, please let us know.

## b. Making our PRG Representative

In order to help understand our patient population, we compiled a Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1<sup>st</sup> languages, our top three chronic diseases, learning disabilities, mental illness, physical disability, drug use and care home patients. All of this was also broken down into age bands and gender.

Recruitment for our PRG was designed to try and engage patients from across our Patient Population Profile because we are determined to make the group as representative of our registered patient population list as possible. To do this, we have employed several methods to engage the different categories of patients at our surgery. Including:

Word of mouth, having our admin and clinical staff ask patients if they would be interested in joining.

Jayex board- information regarding PRG is on the Jayex board

All of our recruiting methods promoted both becoming a member and becoming a virtual member.

Our group is still not as big as we would like it, nor as representative, so we will continue using these and any other identified methods to encourage any patients interested in having a say in their healthcare provision to join the group.

## c. Identifying the areas of priority with our PRG

We wanted to make sure the questions we asked in our local practice survey were relevant and that any areas specific the group thought we needed to improve were included.

To do this, we held a PRG meeting on 09/12/2011 to discuss and agree which issues had priority. The minutes of this are available on our website [www.thepracticeplc.com/johnsmithMC/yoursay](http://www.thepracticeplc.com/johnsmithMC/yoursay)

As a starting point, we referenced the GP Patient Survey used last year for the Quality Outcomes Framework. We asked our PRG if they felt these questions were relevant for our local survey and removed any questions that were felt to not be needed. We wanted to ensure patients did not feel we were taking up more of their time than necessary!

We also asked our PRG if there were additional items that they wanted added into the questionnaire that were really specific to our surgery. The group were happy with the questions already on the survey.

In addition to this, we also sought input on the questionnaire from non-PRG members by asking a selection of random patients in the waiting room to give their feedback on the survey that we had put together.

## d. Getting our Patients' Views: Conducting the Survey

Having put together our local practice survey with our PRG, we then collected the views of our patients using both printed paper surveys that we handed out onsite as well as promoting an electronic option to complete the same survey online via Survey Monkey.

The availability of the paper survey plus the URL for the online Survey Monkey survey was displayed on posters, available to view on our website [www.thepracticeplc.com/johnsmithMC/yoursay](http://www.thepracticeplc.com/johnsmithMC/yoursay)

Our surgery staff asked patients coming into the surgery in December and the beginning of January to complete the paper survey.

Access to the online survey was also available and publicised from December via posters and on slips left on reception desk and was kept open for completion until the end of January/the beginning of February.

## d. continued. **Getting our Patients' Views: Conducting the Survey**

In order to make completing the survey as accessible to all of our list as possible, alongside the standard survey posters we also displayed a multilingual poster in five of our top languages and made sure our translation services and multilingual staff were available to help patients complete the questionnaire.

Our staff worked hard to engage as many patients as possible and we managed to get 205 number of paper surveys completed and 9 surveys completed online, gaining feedback from a total of 214 patients the equivalent of approximately 10% of our patient population.

The data for our paper surveys was collated by a company called Dialogue Solutions and the data for our online surveys was collated automatically by Survey Monkey. The figures from both our online and paper results were then combined for our overall results which we shared with our PRG.

## e. Sharing the results with our PRG to form an Action Plan

After collating all the results from both our paper surveys and online surveys we then held another meeting with our PRG on 10.02.2012 in order to share the findings from our patients' feedback.

We looked at the findings for each question to identify areas where the surgery is doing well and also areas where we can improve.

Where we found we could improve, we looked at what actions we might take and agreed actions with our PRG for us to carry out in the coming year in order to improve any aspects that we can, forming our Surgery Action Plan.

Our survey, the results and our action plan are all available to view on our website [www.thepracticeplc.com/johnsmithMC/yoursay](http://www.thepracticeplc.com/johnsmithMC/yoursay)

# f. John Smith Medical Centre: Our Action Plan

In order to make our Action Plan as clear as possible, we put together a clear table to populate with our PRG, showing:

- What each question on the survey was
- What our patients feedback was for each question ("What you said")
- Whether it was agreed with the PRG that action was or was not required in response to the feedback

and, if so,

- What action is to be taken
- By when

# g. Summary of our Local Practice Survey Results

We collated all of our Local Practice Survey results into one summary which we shared with our PRG when putting together our Action Plan (see previous page).

We displayed the findings for each question on separate pages, showing for each question:

- The number of online responses (Survey Monkey count)
- The number of paper responses (Dialogue Solutions count)
- The number of patients who skipped the question
- The total number of responses (TOTAL)
- The percentage for each answer option (for the number of patient who responded to the question, not including the number of patients who completed the questionnaire but skipped that question)
- A pie chart or bar graph to demonstrate visually the responses for each question

# h. i) More detail on the actions we intend to take

The area the practice have agreed to improve are:

## Section

1. Seeing or speaking to preferred GP
2. How helpful do you find the receptionist's at your surgery
3. If you were unable to get an appointment or the appointment was inconvenient, why was that?
4. What did you do on that occasion?
5. Overall how would you describe your experience of making an appointment?

## Action

1. Review allocation of GP appointments; check staff are asking patients, who their preferred GP is. Consider whether locum usage affects this.
2. Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness
3. Review and discuss appointment with clinicians to identify a more effective model might improve this. Consider if offering more on-the-day appointments as opposed to book-in-advance appointments might help.
4. Write to any patients using A&E incorrectly to minimise pressure on emergency care.
5. Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.

## Review

1. This will be reviewed by 30.04.2012
2. Next staff meeting 15.03.2012
3. This will be reviewed by 15.04.2012
4. This will be reviewed by 30.04.2012
5. This will be reviewed by 30.04.2012

# h. i) More detail on the actions we intend to take continued....

## Section

6. How long after your appointment time do you usually wait to be seen?
7. Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?
8. Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?
9. Overall how would you rate your experience of your GP surgery?
10. Would you recommend your GP surgery to someone who has just moved to the local area?
11. If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?

## Action

6. **Feedback findings to clinicians and discuss with them why appointments may run late. Identify if there is an education point for patients around booking 1 appt per 1 complaint. Put up posters to inform patients of booking more than 1 appt if they have more than 1 complaint.**
7. Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness
8. Feedback positive/negative findings to staff to help maintain high standard/increase staff awareness
9. Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.
10. Actions listed above, but also feedback overall positive/negative findings to staff to help maintain high level/increase staff awareness.
11. Put up posters to promote the additional clinics that are already run. Put up a suggestion box for additional clinics that could be considered.

## Review

6. **This will be reviewed by 13.05.2012**
7. Next staff meeting 15.03.2012
8. Next staff meeting 15.03.2012
- 9 ongoing
10. On going
11. **This will be reviewed by 31.05.2012**

# h. i) More detail on the actions we intend to take continued....

## Section

12. Do you know how to contact an out-of-hours doctor?
13. How do you feel about how quickly you received care from the out-of-hours GP service?
14. Overall how would you describe your experience of the out-of-hours service?
15. Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? (if yes please leave your details with a member of staff)

## Action

12. Promote access to OOH. Posters in waiting room and staff word of mouth. Consider adding details to telephone message?
13. Send summary of patient feedback to OOH provider for their review/comments.
14. .Send summary of patient feedback to OOH provider for their review/comments.
15. Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescription etc as well as looking to identify further methods for recruiting group members.

## Review

12. Review 30.06.2012
13. Review 31.05.12
14. Review 31.05.12
15. Ongoing

## h. ii) **More detail on action we've already taken**

The actions the practice has taken:

Staff are already asking patients which GP they prefer to see.

Staff are Informing patients when they come to desk that there is a OOH message on the telephone when they call in, when surgery is closed.

The OOH information is also on the Jayex board.

When we receive notification of A&E attendances we are now writing to the patients to inform them of the correct protocol of using A&E

# i. Accessing John Smith Medical Centre: Our Opening Hours

## Opening Hours:

Monday	08:30am-06:30pm
Tuesday	08:30am-06:30pm
Wednesday	08:30am-06:30pm
Thursday	08:30am-04:00pm
Friday	08:30-06:30pm
Saturday	Closed
Sunday	Closed

These details are also available on NHS Choices and In our surgery leaflets, as well as on our website [www.thepracticeplc.com/johnsmithMC](http://www.thepracticeplc.com/johnsmithMC)

There is information on the practice team

Registering as a new patient

Telephone advice

home visits

Types of appt (walk in book on day etc)

And other useful information on what the practice can offer patients.

# j. Extended Hours at John Smith Medical Centre

John Smith Medical Centre currently operates extended hours on Wednesdays from 4pm to 8pm. During these hours, patients have access to see their GP.

Patients are able to book appointments on the day, in advance or within 48 hours.

# So What's Next?

Over the next 12 months, we will be putting our Action Plan into place and making all the improvements we can having identified the areas of priority for our sit and we will continue to engage with our patients and our PRG!

- + We are going to keep recruiting patient members, to guide, shape and steer changes in the healthcare we provide.
- + We are going to try and make our PRG as representative of our patient population as possible and continue to try and recruit patients where representation of any particular group is lacking.
- + We are going to review our progress with the Action Plan and identify other areas of concern.
- + We are going to seek more feedback from our patients and put another Action Plan in place after that!

**We want ALL of our patients to have a say, will you have yours?**

Thank you to all our patients who have given up their time to give feedback or become a member of our PRG

# John Smith Medical Centre