

John Smith Medical Centre

Our Local Patient Participation Report

The Patient Participation DES – Year 3

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Patient Participation: YOUR SAY

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

We sought to improve how representative our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) is of our overall patient population and also asked our PRG to help us identify the main areas of interest for the surgery. We then conducted another local practice survey to get our patients' views on what needs to be improved. Once again, we were particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting this year's local practice survey, we reviewed the results with our PRG and asked them to work with us to put together this year's 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 on-going. Just ask a member of staff for more information.

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

Our PRG currently consists of 18 members; ranging from ages 42 to 76.

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group clearer for everyone involved. A copy of our PRG Terms of Reference can be found here: www.thepracticeplc.com.yoursay

Members and Virtual Members

We know that attending the PRG meetings we hold every 03 months does not fit everyone's schedule, so we are keen to involve patients as 'virtual' members of our PRG as well. Any patients wishing to participate as virtual members are engaged 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 another Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1st 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.

This Patient Population Profile can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

We have tried again to engage patients from across our Patient Population Profile as we are determined to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach the different categories of patients at our surgery. Including:

Posters around the surgery. An example of one of our posters can be found here:

www.thepracticeplc.com/johnsmithMC/yoursay

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

PRG stands run by our existing PRG members to promote the group.

PRG Invites left on reception desk for any patient to take and join.

PRG invites been introduced to New Patient packs.

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 our patients to join the group and will continue to encourage any patient who is interested in having a say in their healthcare provision.

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 to our surgery were covered if the group thought we needed to improve somewhere. We also wanted to be able to compare this year's results to last year's where possible.

To do this, we held a PRG meeting on 10.10.2013 to discuss and agree which issues had priority, using last year's survey as a starting point. Minutes of this meeting can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

A lot of feedback that we received by word of mouth last year was that the survey was too long, so at the meeting we asked our PRG to help us remove questions from last year's survey that were not felt to be necessary. We also asked our PRG to suggest additional questions that they felt should be added.

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 added questions on the following areas:

- Keep the comment box
- Remove the don't know questions
- Try and shorten the survey do we need the ethnicity and LTC details?
- Add the Dr's name they see and Nurse

d. Getting our Patients' Views: Conducting the Survey

Having put together this year's local practice survey with our PRG, we then collected the views of our patients using both paper surveys that we handed out onsite and electronically via an online option to complete and submit the same survey.

A copy of this year's final survey can be found at:
www.thepracticeplc.com/johnsmithMC/yoursay

Our surgery staff asked patients coming into the surgery from November until February to complete the survey.

Access to the online survey was also available throughout these months and publicised via posters and on the paper copy of the survey as well in case patients preferred the online option.

Our staff worked hard to engage as many patients as possible and we managed to get 247 number of surveys completed, gaining feedback from a total of 247 patients (the equivalent of 9.4% of our patient population).

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

We collated all the results from our completed surveys and held another meeting with our PRG on 27.02.2014 in order to share the findings of our patients' feedback. Minutes for this meeting can be found at: www.thepracticeplc.com/johnsmithMC/yoursay

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.

f. John Smith Medical Centre: Our Year 3 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 this year ("What you said").
- A brief comparison to last year's feedback if the same question was asked ("Contrast to Last Year").
- 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

Our full Action Plan is available at: www.thepracticeplc.com/johnsmithMC/yoursay

g. Summary of this year's Survey Results

We collated all of our Local Practice Survey results into one summary which we then 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 patients who did the survey and answered a question (Answered question).
- The number of patients who did the survey but skipped a question (Skipped question).
- Of the patients who answered each question, we showed how many patients ticked each answer option and the percentage for each answer option (Response Count and Response Percent).
- A pie chart or bar graph to demonstrate visually the responses for each question.

Our full Survey Results Summary for this year is available at:
www.thepracticeplc.com/johnsmithMC/yoursay

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

Section

1. Seeing or speaking to preferred GP? **ACTION**
2. How easy is it to get through on the phone at the surgery?
3. How helpful do you find the receptionists at your surgery?
4. Making an appointment

1: We will be asking patients who phone for an appointment do they have a preferred GP we will also be promoting Online booking more so that patients can see which GP they are booking for , this will be started with immediate effect.
This will be monitored and reviewed on a daily basis

Section

5. Waiting Time
 6. Experience during GP and Nurse Appointment **ACTION**
- Opening times
Overall experience

Action

Feedback positive and negative findings to clinicians and ensure they are delivering an excellent service.

This will be reviewed on a monthly basis via patient experience feed back postcards.

Section

9. Managing your health
10. OOH
11. Joining our PRG **ACTION**

We are keen to grow our PRG and will concentrate on promoting this more effectively.
We will be introducing a Notice Board especially for PRG Items

This will be reviewed on an ongoing basis.

h. ii) Progress following last year's Action Plan

Last we planned to the following to improve your experience for this year:

1: Review GP Appointments

2: Clearer sign posts for the John Smith Medical Centre

3: Encourage more patients to become members of the PRG

Review:

After reviewing our appointment system, we initiated telephone appointments, online access appointments and 6 emergency appointments each day.

There is now clearer sign posting both in Lodge Avenue and Keir Hardie Way identifying where we are.

We are still encouraging patients to become active members of our PRG Group and this will be continuous through this year also.

i. Accessing {Surgery Name}: Our Opening Hours

Opening Hours:

Monday 08:00am-19:00pm

Tuesday 08:00am-19:00pm

Wednesday 08:00am-20:00pm

Thursday 08:00am-16:30pm

Friday 08:00-19:00pm

Saturday Closed

Sunday Closed

Our reception staff are available via phone from the opening times above until half hour before shown on closing time.

These details are also available on NHS Choices and In our surgery leaflets, as well as on our website: There is information on the practice team, Registering as a new patient, Telephone advice, home visits

These details are also available on our website: www.thepracticeplc.com/johnsmithMC

j. Extended Hours at John Smith Medical Centre

John Smith Medical Centre currently operates extended hours
on: Wednesday Evenings until 20:00 hours

During these hours, patients have access to A GP and a Nurse

Extended hours are only by appointment and can be booked
via the phone , face to face or on line.

So What's Next?

Over the next 12 months, we will be putting our new Action Plan into place and making all the improvements we can having identified the areas of priority for our site...

...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.
- + 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