

ECCLESBOURNE MEDICAL CENTRE

PATIENT PARTICIPATION 2014 - 2015

STEP 1 – SETTING UP A PATIENT REFERENCE GROUP (PRG)

On the 26th September 2014 our practice staff team held a meeting to discuss ways of consulting patients, as to their views of the services provided and future improvements to be made by The Surgery. We agreed that the most appropriate way to gain patient's opinions was to conduct a survey, and to use our existing Patient reference group (PRG). The Surgery also decided to offer new patients the chance to join our PRG group and become new members.

As our registered list size is 9,306 patients, our aim was to form a PRG of 15 or more patients. Our PRG could then assist us in the design and format of the survey. We hoped to provide as many patients as possible with the opportunity of joining our group, in order to create a wide section of our practice population. We aimed to include patients from a broad mix of age groups, gender, different ethnic, cultural, patients with mobility impairments and social backgrounds. To achieve our representative group, we designed a Poster (Attached 1) which was displayed to patients in the waiting rooms at the surgery. This Poster explained the purpose and benefits of joining our PRG, and asked patients who were interested in joining, to ask the Reception Team for an Application Form and to complete this with their email addresses if they had one set up and available.

During the month of forming our new PRG, we successfully gained 7 more new members on top of the 12 we already have. Only 6 of these patients preferred to be contacted by email and the remaining 13 by paper form on surgery visits or post.

STEP 2 – AGREEING UPON AREAS OF PRIORITY WITH OUR PRG WHEN DECIDING ON QUESTIONS FOR OUR PATIENT SURVEY

In October 2014 we held a meeting at the Practice with our existing and new PRG members to discuss meeting dates and the top three priority areas, which were the following:-

- **(PRIORITY 1)** To introduce an emergency telephone triage system to ensure we offer more emergency appointments for our patients on the same day. This is evidence based on our survey, please see link below.
- **(PRIORITY 2)** To discuss the electronic prescription service we have been offering and how this can be improved, due to a low majority of patient complaints to the staff. This is evidence based on our survey, please see link below.
- **(PRIORITY 3)** To discuss the online system that allows you to request medication, book, cancel or view your appointments, due to a low majority of patient's complaints. This is evidence based on our survey, please see link below.

These three points have been discussed first due to the priority and have been already implemented into the Practice in November 2014 onwards, which reflects in the Action Plan and are being reviewed regularly.

In February 2015 we sent emails to our PRG who gave email addresses, (**Attached 2**) and handed this out to the remaining PRG members on visiting the surgery, asking for their feedback on which questions they would like to see included in the survey and also within 7 days, as well as the above three priority questions that had already been agreed by the Practice staff and the PRG.

Once all feedback from our PPG had been received we held a staff meeting and also a meeting with our Patient Reference Group members (PRG) and agreed on the 8 questions to form our patient survey, including the three top priority questions already implemented. Those questions are as follows:

Patient Survey Questions

Link to Survey via Survey Monkey:-

<https://www.surveymonkey.com/r/NGQX7DW>

| | |
|----|--|
| 4 | How satisfied are you with being able to get an appointment with a GP. |
| 5 | How satisfied are you with being able to get an appointment with the Practice Nurse. |
| 6 | If you have contacted the surgery within the last 12 months, how satisfied were you with your contact with Reception staff. |
| 7 | If you have visited the practice recently, how satisfied were you with the cleanliness and decoration of the premises. |
| 8 | We offer an online system that allows you to request medication, book, cancel or view your appointment. If you have used this service how satisfied were you. (PRIORITY 3) |
| 9 | The practice offers an Electronic Prescription Service, where we send your prescription to a nominated pharmacy. If you currently use this service, how satisfied are you with the way the service operates (PRIORITY 2) |
| 10 | Would you like the practice to operate a zero tolerance policy for patients who display aggressive behaviour |
| 11 | How satisfied are you with the current telephone triage system that allows patients who require an emergency appointment access to a GP on the same day. (PRIORITY 1) |

STEP 3 – SURVEYING OUR PATIENTS – THE RESULTS

We prepared the survey on survey monkey. And once the survey was drawn up we prepared to offer the survey to our PRG members at the end of the working week 20th March 2015. We sent the survey via emails to patients with email addresses and the remainder was given out in paper form to all members on their visits to the surgery.

We also emailed our PRG members with a copy of the Survey with email addresses, and telephoned the members without email addresses and ask if they could collect their copy.

We are very pleased to have received 279 completed surveys during that period.

The analysis of the survey results was completed on 26th March 2015. Our team at The Surgery were delighted with the results. Not only were so many patients describing how happy they were with the surgery and the services we provide, some patients also added further comments to their questionnaires which were extremely complimentary. Obviously, we had a low majority of negative answers of which is reflected and actioned in our Action Plan.

Please see the results of the above survey questions shown below:

Results of Patient Survey Questions:

| <i>Questions:</i> | <i>Percentage:</i> |
|--|---------------------------|
| 4. Number of patients answered satisfied | 77.5% |
| 5. Number of patients answered satisfied | 87.5% |
| 6. Number of patients answered satisfied | 85% |
| 7. Number of patients answered satisfied | 84% |
| 8. Number of patients answered satisfied | 47% |
| 9. Number of patients answered satisfied | 61% |
| 10. Number of patients answered YES | 86% |
| 11. Number of patients answered satisfied | 60% |

The results showed that overall; the majority of patients were in agreement with the services that we provide and to future services and improvements to be implemented to the surgery.

These survey results were printed and put up in all three Reception areas, and also printed and put on the notice boards which are outside the Practice on both sites, for patients to view who completed the paper version of the survey for the Practice.

(Attached 3)

STEP 4 – DISCUSSING THE RESULTS WITH OUR PRG

Although the vast majority of our patients were happy with our practices services, there were a low majority of patients that had negative comments, we hope to be able to address these comments and improve our services even further. We considered this an opportunity to seek agreement from our PRG that our aim to improve the surgery's overall image and level of service was positive and acceptable.

On the 26th March 2015 we contacted our PRG again by email, providing the results of the survey. (Attached 4) We also prepared a paper version which we handed out to PRG members who did not have email addresses.

On the 27th March 2015 we held a meeting with our PRG and discussed the results of the survey ensuring that all members are in agreement with the results. We also displayed the poster on the entrance door and in the waiting area for all registered patients information.

We also discussed our FFT (Friends and Family Test) questions that we have been handing out to patients since this was implemented in January 2015. This is a standard question asking our patients if they would recommend a friend to our services.

These results are evidence based and the FFT link is below: -

<https://nww.cqrs.nhs.uk/achievement/manual/achievement/sp/choose/2014/195?sospid=332269>

STEP 5 – AGREEING AN ACTION PLAN WITH OUR PPG

On the 25th March 2015 we drafted an Action Plan to ensure the best way in which to implement further improvements and services to the surgery which would better meet the needs of our patients. We emailed the draft to all PRG members with email addresses, on the 26th March (Attached 5) also gave copies to other PRG members that we telephoned to collect a draft copy asking if they were in agreement.

We held a further meeting on the 27th March with the PRG members to discuss the Action Plan and the result was again very successful and all members were in agreement and found this action plan acceptable.

The overall result was that the PRG members found the action plan acceptable and were in agreement.

We decided to implement our plan, with the timescale that our improvements would be completed by December 2015.

Patients have expressed their appreciation that they have been listened to, and are pleased to have helped make a positive difference within Ecclesbourne Medical Centre.

STEP 6 – PUBLISHING OUR PATIENT PARTICIPATION REPORT ON-LINE

This report was published on 31st March 2015 website

<http://www.ecclesbourneandrodingvalley.nhs.uk/>

Miss Abi Turner

Deputy Practice Manager

Ecclesbourne and Roding Valley Surgery

(Attachment 1)



Dr Oraelosi & Partners

PRACTICE PATIENT PARTICIPATION GROUP

Do you want to improve health and health services in your local community?

Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

Do you want to help shape and improve services and even get involved in shaping and delivering new and exciting services?

If you answered YES to any of the above questions then you may be the right person to join our *NEW Practice Patient Participation Group*.

Let us hear about your experiences, views and ideas for making services better.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

If you are interested, please ask for the Practice Patient Participation Group Application Form at Reception.

If you have any questions or queries please do not hesitate to contact Miss Abi Turner (Deputy Practice Manager)

On

0208 504 2126

(Attached 3)

DR ORAELOSI & PARTNERS PATIENT SURVEY 2015

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