



Partners: Drs P A Cox, A N Purnell, R G Crispin and B M Arnold
Salaried GP: Dr V M Lane



The Clanfield Practice

South Eastern Hampshire
Clinical Commissioning Group

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Opening times:

Monday to Friday 8am – 6.30pm

In addition, The Surgery is open from 7am on Tuesday, Wednesday & Thursday.
Pre-booked early morning appointments are available as well as a full reception service.

Please ring 111 if the surgery is closed and you need medical attention before the surgery reopens.

PATIENT REFERENCE GROUP REPORT 2013/14

Developing the patient group

Clanfield Surgery is a small family Surgery with approximately 7700 patients set in a semi -rural location. The Surgery has 4 Partners and 1 salaried GP and is supported by 3 Practice Nurses, reception and administration staff.

The Practice set up a Patient Reference Group in 2011 and worked proactively to recruit patients to the group. The aim of the group was to provide support and feedback to the Practice, be a critical friend and ensure a forum exists for patients to be involved with and influence Practice Policy.

The Practice contacted all members of the Patient Reference Group to ensure they were happy to continue to be part of the group. Any patients who no longer wished to participate were removed from the email forum list.

The Practice used the following methods to recruit further members:

- Reception staff gave out information leaflets and application forms to any patients attending the surgery for a period of time.

- The Practice pro-actively marketed the reference group and virtual group on their website.
- Posters were put up in the waiting room and reception inviting patients to join the patient reference group.

The application form included:

- Questions relating to gender, age, ethnic background, and how often they visited the Practice.

Demographics

	<u>Patient Group</u>	<u>Surgery</u>
Male	56%	49.9%
Female	44%	50.1%
Ethnicity – White British	100%	97%
Age under 24	10%	27%
Age 25 – 44	26%	20%
Age 45 – 64	47%	31%
Age 65 +	17%	19%

To try and obtain a group which is reflective of the Practice demographics, a text message was sent out to groups of patients to try and encourage them to join. For example we had very few members in the younger age groups so they were sent text messages. The Practice has very few patients whose ethnicity is not White British but these patients were directly approached in surgery.

Agreeing priorities for 2013/14

The members of the patient group were invited to attend a meeting at the Surgery on 7th October 2013. Members were also asked for suggestions of areas they would like the Practice to address this year which would be discussed at the meeting.

24 patients attended the meeting which was chaired by Dr Rupert Crispin, Lead GP for patient experience and Julie Craig, Practice Manager.

The actions agreed last year were discussed:

- The seating in the waiting room has been replaced with wipe clean surfaces.
- Patients could now register for online access to booking and cancelling appointments, and online repeat prescription requests. This service is now up and running.
- A suggestions notice board was discussed at a previous meeting but it was felt that a suggestions box would be more suitable. This would be available to all patients to make comments without the need of having to attend PRG meetings or speak to the Practice Manager.
- Photo board showing key staff – Julie is in the process of getting this set up. It will also be made available on the website.
- Disabled access through main doors – this will be addressed but relies on some of the funding from the housing development.

Areas of priority for 2013/14 were also discussed and the following areas agreed:

- Accessing out of hours services – the practice would like to know how much patients know about who to turn to when the surgery is closed and how the Practice can help patients be better informed about this.
- Satisfaction with consultation for Doctors and Nurses – although Doctors need to do this as part of their annual appraisal & revalidation every 5 years, it is also felt to be very good for self reflection. The Nurses do not currently need this but it was felt to be good practice to get feedback from patients.

Collating views through a survey

A written survey was developed for both the priority areas agreed at the meeting.

Both surveys were sent out to the Patient Reference Group by email using Survey Monkey. This method provided 32 responses so to provide a more accurate reflection of patient views, copies of the surveys were also given out to patients attending the surgery.

By the end of January 2014, a total of 100 surveys had been completed.

The results of the surveys are attached as a separate document.

Discussing the findings

All members of the patient group were issued with the results of the surveys and invited to a meeting on 24th February 2014. This meeting was chaired by Dr Rupert Crispin and Julie Craig, Practice Manager and 15 members of the group attended. The results of the survey were discussed.

Overall the Practice was very happy with the results but highlighted a couple of concerns:

- 2% of patients felt that the Doctor / Nurse would not keep their information confidential or that they could trust the Doctor / Nurse – it was felt that this could have been the result of confusion caused by the wording of the question.
- Only 50% were aware of the correct Practice opening times.

The following comments were made by patients who attended the meeting:

- Some questions were badly worded
- Reception team should have been included in the question relating to how polite they are.
- Was it really necessary to give percentages to one decimal point?

The “What service” leaflet created by the Practice which is hoped will help patients decide where to go for treatment was discussed. The aim is to make the leaflet available in the waiting room, to be given to new patients and be available on the website.

The following comments were made:

- Use of publisher – most patients cannot access so use a more accessible programme if making available electronically
- Split words – to be amended

- Sentence re: contact NHS 111 to get advice on where to get treatment felt to be too wordy
- Alternatives to A&E i.e. Petersfield Minor Injuries Unit, include address including post codes and website address.

Agreed actions by the Practice and PRG

1. In future, any draft questionnaires and reports will be sent to a couple of patients for comments prior to sending out to the whole group.
2. A new notice informing patients of the Surgery opening times will be designed.
3. The "what service" leaflet will be transferred to a more accessible format.
4. Amendments will be made to the leaflet before being made available to patients.

These actions have been sent to all members of the PRG to seek approval before publishing.

Publishing of results

The results of the survey and actions taken have been publicised

- In the waiting room
- On the practice website