

Argyll House Surgery
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Patient Participation Group report
(including patient survey results)

Background

Argyll House is committed to a Patient Participation Group for 2011 – 2013.

Our initial aims in 2011 / 2012 are to establish a group (this must consist of patients registered at this surgery), discuss and agree with the group key areas that they would like to take forward. To get a wider view of these key areas a patient survey will be made available for completion both in the surgery and via the website. These results will then be discussed and an action plan agreed with the PPG to implement changes directly relating to the survey findings and agree any changes that are planned with the PPG. All actions that are carried out as a result of this will be publicised and the resulting achievement.

In order to get the PPG established leaflets were placed in the surgery on the reception desk where patients sign in, collect prescriptions and drop off repeat requests, so in a prominent position. Although the leaflets were regularly being taken there was no response. Staff including GPs and reception were asked to put patient names forward that the practice manager could contact directly. This resulted in a higher uptake but could still be improved. In 2012 we will work towards trying to run a virtual group along side as well as trying to reach those patients who may like to join but, struggle to get out, and don't have access to a computer. These may be reached by telephone or even via post to be able to include a wider population.

We knew it would be difficult to get some groups of people to attend and to ensure that we covered this was recognised early on and highlighted by the external consultant that we used when we were first looking at setting up the PPG. It was agreed with the local PCT and CCG on the Island that we would concentrate on involving patients who were interested in joining. The 'hard to reach groups' would be looked at through the CCG groups in the coming year. Also there are already some organisations in place such as Link, Local Council, St Mary's Hospital already have a patient group and there are smaller charitable organisations that also have regular meetings.

We first met in early February. We had three attendees all white British and 60+. Initially there was no particular topics or items that they had strong views about so we looked at general issues that have come up in previous surveys and particular comments that reception are often heard explaining several times in day. We agreed in our survey we would look at access, repeat prescriptions and the waiting room. Under the access heading this was to include surgery opening times, the ability to book ahead, DNA rates (did not attend) and also that we are a relatively new training

practice. Prescriptions, related to how patients processed their repeats (via surgery, pharmacy etc) and the waiting room was an open ended question regarding general improvement. We agreed we would look at the telephone system mainly and access in respect of opening hours. The questions were put together by the practice manager and required only simple yes/no answers mostly so that the results could be analysed easily without be masked with lots of additional free text. We produced 200 surveys that we given out in the surgery to any patients that either attended for an appointment or just came in to collect something. We also left some blank surveys on the desk in the waiting room and a number of those were also completed with a return rate of 57% (114 surveys returned).

Survey results from March 2012

When did you last visit the surgery?

- ◇ In the last month = 53%
- ◇ Last 2-6 months = 37%
- ◇ More than 6 months ago = 10%

We appreciate that at 8am the telephone lines into the surgery are very busy. Would you prefer to get an engaged tone when the lines are busy or would you like to see a call waiting system introduced? (We would still retain our existing telephone number)

- ◇ Remain with engaged tone = 46%
- ◇ Call waiting queue = 54%

Each month we have a number of appointments that are wasted due to patients not attending and or failing to cancel them. In January 2012 we lost 80 appointments. Would you be interested in the surgery having a text messaging system to remind you of your appointment?

- ◇ Yes = 69%
- ◇ No = 31%

The surgery is open from 8am to 6.30pm Monday to Friday (we do not close for lunch), with additional early hours on Wednesday and Thursday starting at 7am. Did you know these were the surgery hours?

- ◇ Yes = 51%
- ◇ No = 49%

Did you know that you can book appointments up to 3 months ahead for all our nurses and GPs?

- ◇ Yes = 39%
- ◇ No = 61%

If the GP requests that you have a blood test, where do you usually go for this?

- ◇ Ryde Outpatients = 82%
- ◇ St Mary's Hospital = 18%

If you are on repeat medication, how do you request more medication when the time is due?

- ◇ Drop request off at the surgery = 43%
- ◇ Drop request off at the pharmacy = 30%
- ◇ Post your request to the surgery = 1%

- ◇ Pharmacy handle all that on your behalf = 26%

Are you aware that Argyll House Surgery is now qualified as a training practice for doctors wishing to specialise in general practice and what is required of the practice for us to be able to do this?

- ◇ Yes = 43%
- ◇ No = 48%
- ◇ Would like more information = 9%

In what ways do you think the waiting room could be improved?

Responses included: Water cooler, Music, Brighter colour/redecorate, play area, coat hooks, plants.

At our follow up meeting in March we were surprised to read some of the results especially around opening hours. We agreed that as a result of the above findings, the following points would be actioned:

- ◇ The practice manager will look into a text messaging reminder service. We know they are used by other Island surgeries and also the local hospital has just set up the system.
- ◇ The practice manager to look into changing the telephone system to include a call waiting feature. To contact current telephone suppliers for more information.
- ◇ Address the issue of patients being unaware of opening times and booking ahead. There are posters etc in the surgery, it has gone on surgery newsletter several times and information in on website and in practice booklet but to get PPG to help with alternative ways/methods of communicating this information to patients.
- ◇ Use a notice board in the waiting room to display information about GP training and how it works.
- ◇ Discuss waiting room improvements further. This to be agreed and a programme put in place by the GP partners.

Mandatory reporting section

Argyll House Surgery opening hours:

Monday, Tuesday, Friday – 0800 – 1830

Wednesday and Thursday – 0700 – 1830

GPs *usual* working hours: (clinic times)

	AM	PM
Monday	Dr Martin Dr Poole	Dr Martin Dr Poole
Tuesday	Dr Martin Dr Poole	Dr Martin Dr Poole
Wednesday	Dr Martin Dr Seiger	Dr Martin Dr Seiger
Thursday	Dr Poole	Dr Poole

	Dr Seiger	Dr Seiger
Friday	Dr Martin Dr Poole Dr Aldric	Dr Poole Dr Aldric

Appointments may be made by telephoning the surgery on 01983 562955 from 0800 – 1830 Monday to Friday or by calling into the surgery between those hours.

Appointments for all clinicians can be booked up to 3 months (13 weeks) in advance. There is also an open surgery (sit and wait clinic) every Friday afternoon where no appointment is needed 1600 – 1730.

Messages can be left for clinicians also between the hours of 0800 – 1830 and they include messages regarding just passing on information and those that also request a return telephone call. The patient may be asked for some information to be able to pass onto the GP so the GP knows if they are required to make a return call.

Home visits request can be also made by telephoning 01983 562955. Requests for non-urgent visits should be received before 1100. All urgent requests that are received after this time will be handled by the duty GP when they are received and any additional non-urgent request will be seen the following day. Again patients may be asked for some information regarding why they have requested a visit to allow the GP to decide any other action that might also need to be taken.

The surgery offers extended hours appointments on Wednesdays and Thursdays between the hours of 0700 – 0800. These are pre-booked appointments and again can be booked up to 3 months ahead.

Practice Profile

The practice has a list size 4140 predominately white British with an almost exact split between male and female patients spread equally across the age bands. Our under 18s total 20% of the practice population and our 65+ totals 22% of the practice population. A more detailed breakdown of the age profile of the practice population is as follows:

Age Bands	Female		Male	
0-5	118	3%	137	3%
6-18	308	7%	280	7%
19-29	255	6%	267	6%
30-39	203	5%	199	5%
40-49	314	8%	315	8%
50-59	277	7%	251	6%
60-69	280	7%	293	7%
70-79	210	5%	185	4%
80+	154	4%	94	2%
	2119	51%	2021	49%

Ethnicity breakdown of practice population

White British	97.76%	✓
White other	1.28%	
Indian	0.12%	
Chinese	0.10%	

Other ethnic/mixed origin	0.24%
Black African	0.12%
Other Asian	0.24%
Bangladeshi	0.14%

Our PPG group now has 7 members and we are still actively trying to recruit having broadened our methods of involving patients if they wish to join us but are not able to get to the surgery or have access to e-mail. We would be more than happy to write or telephone individuals if they would like to part of the group and have included this information in our leaflet. We have recently done a big drive with our newsletter and more leaflets in the surgery but with no additional members recruited. The groups shown above in red and with a ✓ are the ones that are currently represented in the PPG group either face to face or via e-mail.