

## **PRACTICE NAME: PENKETH HEALTH CENTRE**

### **LOCAL PATIENT PARTICIPATION REPORT 2012/13**

This report summarises the development and outcomes of Penketh Health Centre Patient Reference Group (PRG) in 2012/13.

It contains:

1. Profile of the PRG.
2. Priorities for the 2012/13 patient survey and how they were agreed with the PRG.
3. Method and results of patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Action plan agreed with the PRG.
6. Confirmation of opening times

#### **1 Profile of the PRG:**

The PRG currently consists of 11 members.

- 1 female, white British, in the age group 19 – 30 withdrew her active membership of the group half way through the year due to changes in personal circumstances
- 2 male, white British, in the 31 – 50 age group, 1 being a working parent of young children and the other a carer for aged relatives and has a long-term health condition; 1 withdrew his active membership part way through the year due to changes in personal circumstances
- 1 female, white British, in the 31 – 50 age group, in employment who has a long-term health condition
- 2 female, white British, in the 51 – 64 age group – 1 is semi retired, 1 works
- 2 male, white British, in the 51 – 64 age group – 1 is retired, 1 works
- 3 male, white British in the 65 – 74 age group – all are retired

Approximately two thirds of the practice population are <55 yrs. Two thirds of the PRG group are >55yrs. Notices on the website and in the Practice building publicise the PRG and invite additional members in an effort to recruit a more representative mix . Additionally all patients who raise comments or complaints are actively invited to join our PRG, however there has been no uptake in recruiting in this way, as invariably patients inform us they cannot/are not prepared to give time to this.

#### **2 Priorities for the survey and how they were agreed with the PRG:**

##### **Appts System**

The practice has continued to receive complaints about the appts system since changing to more 'book on the day' slots last year. PRG members discussed the types of complaints and suggested we initiate a survey, giving patients options to choose an appts system more suited to their needs. They agreed that there would never be a solution that would satisfy all patients but that nevertheless we must canvass patients and aim to implement a system to satisfy the majority. The PRG also discussed the need to ensure patients are making appropriate use of the services offered by our GPs and nurses by producing a poster to inform them of the services nurses provide and those which patients do not need to consult a GP for, which as a consequence, should free up GP slots. Additionally they agreed patients need to be educated in the self-management of minor ailments and self-limiting conditions.

### **Patient Satisfaction Survey**

The PRG agreed the practice should conduct such a survey, to exclude questions about the appts system, as this was being surveyed separately, once the appts survey results are known and have been implemented. They agreed the focus should be on patients satisfaction with the way they are dealt with by reception staff and whether they were satisfied with the outcome of their consultation with their GP/nurse. They asked the practice to produce a draft survey questionnaire for them to review/amend at the next scheduled PRG meeting.

### **3 Method and results of patient survey:**

**Appts Survey:** The PRG agreed 3 option choices for the appts survey. They felt to offer more choices than this would create confusion and dilute preferences. The Survey forms together with information about the reasons for the survey were made available in the practice building, in the practice newsletter and on the website. The appts survey was conducted during Nov 2012, allowing time for the results to be collated and implementation of the preferred option from the beginning of January 2013.

8% of the practice population completed the survey:

- 55.5% chose option 1;
- 19% chose option 2; and
- 23% chose option 3.

The clear winner was option 1 i.e to stay with the existing system of mainly book on the day with some slots bookable 48 hours in advance and a duty doctor for emergencies and patients who cannot wait for the next routine GP appt.

**Patient Satisfaction Survey:** After making some changes to the draft survey the PRG agreed the 15 questions and format and that it should be conducted during January 2013.

- 12% of the practice population were given questionnaires to complete
- 24% of those issued were returned
- 45% of the patients surveyed had visited the practice between <5 times in the previous 12 months
- 36% of the patients surveyed had visited the practice 5 times or more in the previous 12 months
- >78% of patients found the booking in arrangements and staff excellent/good
- 93% of patients found their consultations with the GPs to be excellent/good
- 90% of patients found their consultations with the nurses to be excellent/good
- 95% of patients would recommend the practice to family and friends

### **4 How the survey findings were discussed and changes agreed with the PRG:**

*(Include areas that the practice was not able to act upon).*

**Appts survey:** The results were discussed at the PRG meeting in December 2012. Members felt the response was good and that information regarding the results and the choice made by patients should be announced on the website and displayed in the reception area of the practice. It was felt the results would provide a good source of evidence for patients still unhappy with the system. The PRG felt that the chosen system should be allowed to run for a further 12 months before considering any other changes.

**Patient Satisfaction survey:** The results were discussed at the PRG meeting in February 2013. The PRG were happy with the results and have not requested any changes.

**5 Action plan agreed with the PRG:**

You said...	We did...	The result is...
Survey patients to determine appts system preference and share results with patients	<p>Conducted patient survey in Nov 12 giving 3 choices of option. Collated results and produced a report which has been discussed and outcomes agreed with PRG</p> <p>Report to be published on practice website, in newsletter and on posters in the practice</p>	No change to current appt system
Continue to actively invite patients to join the PRG to work with the practice in developing services for our patients	All patients who complain/comment about any aspect of the practice/service are invited verbally/in writing to join the PRG as an active or virtual member. There is an open invitation on our practice website, in our newsletter and on posters in the practice for patients to join the group	Member group has increased since we started last year
<p>Provide information for patients on the services practice nurses provide</p> <p>Provide information for patients on the services patients need not consult a GP for</p>	<p>Produced detailed poster – A3 size which is displayed in the waiting area of the practice</p> <p>This information is also displayed on our website</p> <p>Where patients inform us of the reason for their GP appt and it is a service which can be accommodated without the need to be seen, they are informed and receptionists take appropriate action to fulfil request</p>	On-going. Over time this will make better use of the service and free up access
Educate patients in the self treatment of minor ailments and self limiting conditions	Practice has worked with other practices within our Federation in developing and implementing templates and PILs leaflets particularly for childhood ailments	On-going. Over time this will make better use of the service and free up access

**6. Confirmation of opening times:**

Mondays and Wednesdays 8.00a.m to 8.30p.m

Tuesdays, Thursdays and Fridays 8.00a.m to 6.30p.m