

**Hall Green Surgery; Drs Chang, Heaton and Barnes**  
**Local Patient Participation Report:**

08.03.2012

**Stage One- validate that the patient group is representative**

**Practice population profile**

Show how the practice demonstrates that the Patient Participation Group is representative by providing information on the practice profile:

**See Below Table 2A**

**PRG profile**

Show how the practice demonstrates that the Patient Participation Group is representative by providing information on the Patient Participation Group profile

**See Below Table 2B**

**Differences between the practice population and members of the Patient Participation Group**

Please describe variations between the group and what efforts the practice has made to reach any groups not represented. After advertising for applicants to join our PPR, it became apparent whilst most age ranges were fairly represented; there was no representation from under 24s and group 35-44. There was also no representation for our patients registered in Care and Nursing homes and any patients with Learning Disabilities. There was no representation of minor ethnic groups. In order to ensure all groups were fairly represented the practice wrote directly to patients in these groups, and in most cases these groups have responded and now have a fair representation. **See Attached Below 3A and 3C**

**Stage two- validates the survey and action plan through the local patient participation report.**

**Survey**

Please describe how the priorities were set

Patient Participation group were asked for ideas to submit to a meeting. **See Letter 3B** The doctors had a meeting with the practice managers and listed some issues and problem areas, some of which were highlighted from previous questionnaires and patient complaints.

The issues/ ideas were discussed with the group and the doctors and an agreed agenda was drawn up

Describe how the questions were drawn up

Priorities were identified and questions were based on the results.

How was the survey conducted?

Reception staff handed out 100 questionnaires to patients over a 7 day period.

What were the survey results?

**See Attached Below 1a**

**Action Plan**

How did you agree the action plan with the Patient Participation Group?

The results of the survey were posted out to all the members of the Patient Participation Group prior to a meeting. During the meeting following this survey, the results were discussed with the group and a plan of action was formulated following this discussion.

What did you disagree about?

There were no areas of disagreement. However initial concerns were raised as to the surgery becoming too IT orientated with sharing of information. The group was satisfied with the practices assurances that all the information provided online would also be available within the practice and in paper format for patients who did not use the internet.

Are there any contractual considerations to the agreed actions?

No

Please include a copy of the agreed action plan

**See below: 1B**

## (1A)Hall Green Surgery Survey Results

### Making Appointments

**Question 1: When you're making appointments what would be your preferred method of contact?**

[ 96 ] Telephone

[ 18 ] Internet

[ 21 ] Face to Face

[ 1 ] Other please

state.....

**Question 2: How far in advance would you like to be able to book a routine appointment?**

[ 19 ] On the day

[ 20 ] Two Weeks in Advance

[ 33 ] 2 days in advance

[ 3 ] Four Weeks in Advance

[ 41 ] One week in advance

[ 4 ] More than four weeks in Advance

### DNA' appointments

*Patients that do not attend their appointments (DNA's) waste valuable clinician time and reduce the amount of appointments available to patients.*

**Question 3: What method do you think would be the most effective way to reduce DNA's?**

[ 31 ] Remove patients from list

[ 20 ] Patient Cards

[ 55 ] Send Text Reminders

[ 10 ] Email Reminders

[ 9 ] Other please state.....

**Question 4: How many times do you feel is acceptable to DNA prior to the practice taking action?**

[ 16 ] 1

[ 26 ] 3

[ 52 ] 2

[ 9 ] More Than 3

### Information

**Question 5: How would you like to receive information regarding/ from the practice?**

[ 39 ] Email

[ 13 ] Website

[ 62 ] Leaflets from surgery

[ 24 ] Posters in surgery

### General Access

**Question 6: How often do you struggle to park?**

[ 72 ] Never

[ 7 ] Often

[ 33 ] Occasionally

[ 1 ] All the Time

**Question 7: Do you use our Disabled Parking?**

[ 15 ] Yes (see question 8)

[ 84 ] No

**Question 8: If 'yes' do you have problems getting parked in our disabled space?**

[ 8 ] Never

[ 0 ] Often

[ 12 ] Occasionally

[ 1 ] All the Time

**Question 9: Do you have any problems with pram/pushchair access?**

[ 2 ] Yes

[ 71 ] No

N/A

**Question 10: Do you have any problems crossing the main road?**

[ 18 ] Yes

[ 90 ] No

**Question 11: Would a pedestrian crossing at the front of the surgery be of use to you?**

[ 54 ] Yes

[ 54 ] No

## Hall Green Survey for PPG: Results 17<sup>th</sup> January 2012

### COMMENTS

- G.J commented that the questionnaire 'could be made much better' (!) [Maths teacher]
- **Question 2:** How far in advance would you like to be able to book appointments?

One patient commented that some slots should be kept clear to ensure same day access to appointments; perhaps unaware that this is current practice for URGENT appointments.

- **Question 3:** Other methods to reduce DNA's?

Charge a fine (dependent upon reasons for DNA);

Telephone call to patient;

Warnings, then removal from list;

Known 'offenders' called by phone the day prior to appointment;

Fee charged for subsequent appointments for known 'offenders'.

- **Question 5:** Re: information

A comment was made that not all people are computer literate.

- **General access:**

One person said that a 'Pelican' crossing would be a good idea.

One person said that a crossing would be good for those needing to cross the road.

One person said that they have seen others struggling to cross the road.

One person commented that there is only one disabled space; also that the traffic speed is the issue not the volume of traffic.

One person said that the disabled space is in the wrong place and consequently difficult to manoeuvre in and out.

One patient complained about the noisy door into the surgery.

**(1B)ACTION PLAN ARISING FROM THE SECOND MEETING PPG**

**HALL GREEN SURGERY**

**6<sup>TH</sup> February 2012**

- Introduce & advertise internet booking.
- Introduce & advertise website.
- Release two appointments per Doctor two weeks in advance.
- Monitor DNA rate in 12 weeks.
- Letter to patient if DNA twice (reduced from three times), and ask if they wish to be contacted the day before their next appointment.
- When booking the appointment at Reception, if one DNA in past year, take number to contact on the day.
- Letters to Council and Rosie Cooper, requesting pedestrian crossing or traffic island outside the Surgery.
- Actively collect patient emails to use in the future as a way of disseminating information.
- Advertise PPG and provide facility for members to be contacted by patients:
  1. Email PPG
  2. Collection box in Surgery
  3. Staff to forward emails to PPG members
- Next meeting in June tba.

**Table 2A**

**Currently Registered: Base is practice Population**

| <b>Age Groups</b>       | <b>0-4</b>           | <b>5-16</b>  | <b>17-24</b> | <b>25-34</b>             | <b>35-44</b>        | <b>45-54</b> | <b>55-64</b> | <b>65-74</b> | <b>75-84</b> | <b>85-89</b> | <b>90+</b> |
|-------------------------|----------------------|--------------|--------------|--------------------------|---------------------|--------------|--------------|--------------|--------------|--------------|------------|
| <b>Males</b>            | 170                  | 436          | 324          | 305                      | 502                 | 599          | 475          | 437          | 236          | 40           | 17         |
| <b>Base</b>             | 170                  | 434          | 325          | 306                      | 501                 | 600          | 475          | 436          | 237          | 40           | 17         |
| <b>Percent</b>          | 100%                 |              |              |                          |                     |              |              |              |              |              |            |
| <b>Females</b>          | 165                  | 451          | 278          | 295                      | 508                 | 502          | 490          | 426          | 346          | 79           | 53         |
| <b>Base</b>             | 165                  | 450          | 279          | 293                      | 509                 | 502          | 490          | 424          | 347          | 80           | 54         |
| <b>Percent</b>          | 100%                 |              |              |                          |                     |              |              |              |              |              |            |
| <b>Total Males</b>      | 3541                 |              | Base         | 3541                     |                     | Percent      | 100%         |              |              |              |            |
| <b>Total Females</b>    | 3593                 |              | Base         | 3593                     |                     | Percent      | 100%         |              |              |              |            |
| <b>Total Both Sexes</b> | 7134                 |              | Base         | 7134                     |                     | Percent      | 100%         |              |              |              |            |
| <b>Ethnic Group</b>     | <b>White British</b> | <b>Other</b> | <b>Asian</b> | <b>Ethnicity Unknown</b> | <b>Not recorded</b> |              |              |              |              |              |            |
|                         | 974                  | 2            | 4            | 0                        | 6154                |              |              |              |              |              |            |
|                         |                      |              |              |                          |                     |              |              |              |              |              |            |
|                         |                      |              |              |                          |                     |              |              |              |              |              |            |

**Table 2B****Patient Participation Group: Base is practice Population**

| <b>Age Groups</b>        | <b>0-4</b>           | <b>5-16</b>         | <b>17-24</b>   | <b>25-34</b>   | <b>35-44</b>          | <b>45-54</b>            | <b>55-64</b> | <b>65-74</b> | <b>75-84</b> | <b>85-89</b> | <b>90+</b> |
|--------------------------|----------------------|---------------------|----------------|----------------|-----------------------|-------------------------|--------------|--------------|--------------|--------------|------------|
| <b>Males</b>             | 0                    | 0                   |                | 0              |                       | 1                       | 3            | 1            |              |              | 0          |
| <b>Base</b>              | 170                  | 434                 | 325            | 306            | 501                   | 600                     | 475          | 436          | 237          | 40           | 17         |
|                          |                      |                     |                |                |                       |                         |              |              |              |              |            |
| <b>Females</b>           | 0                    | 0                   |                | 1              |                       |                         | 3            | 1            |              |              | 0          |
| <b>Base</b>              | 165                  | 450                 | 279            | 293            | 509                   | 502                     | 490          | 424          | 347          | 80           | 54         |
|                          |                      |                     |                |                |                       |                         |              |              |              |              |            |
| <b>Ethnicity</b>         | <b>White British</b> | <b>Other</b>        |                |                |                       |                         |              |              |              |              |            |
|                          | 10                   | 3                   |                |                |                       |                         |              |              |              |              |            |
| <b>Special Needs</b>     | 2                    |                     |                |                |                       |                         |              |              |              |              |            |
| <b>Nursing Home</b>      | 1                    |                     |                |                |                       |                         |              |              |              |              |            |
| <b>Employment Status</b> | <b>Parent/carer</b>  | <b>Professional</b> | <b>Nursing</b> | <b>Retired</b> | <b>Employed Other</b> | <b>Unemployed Other</b> |              |              |              |              |            |
|                          | 3                    | 2                   | 1              | 2              | 4                     | 1                       |              |              |              |              |            |
|                          |                      |                     |                |                |                       |                         |              |              |              |              |            |

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Our Ref:

~[Today...]

~[Title/Initial/Surname]  
~[Patient Address Line 1]  
~[Patient Address Line 2]  
~[Patient Address Line 3]  
~[Patient Address Line 4]  
~[Post Code]

Dear ~[Title] ~[Surname]  
NHS Number: ~[NHS Number]

**PATIENT PARTICIPATION GROUP**

We are in the process of setting up a Patient Participation Group and would like to invite patients to join our group.

The purpose of the group is to ensure that patients are involved in decisions about the range and quality of the services provided by their practice.

If you would be interested in joining our group, please contact the surgery. To ensure compliance with the Equality Act, there will be a selection of patients chosen from each group that represents the practice population.

Yours sincerely

Maria Lawton  
Practice Manager

**(3B)Drs Chang, Heaton & Barnes  
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Our Ref:

~[Today...]

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~[Patient Address Line 4]  
~[Post Code]

Dear ~[Title] ~[Surname]  
NHS Number: ~[NHS Number]

#### **Patient Participation Group**

**Thank you for kindly volunteering to take part in our new patient participation group. In order to reflect a true representation of our practice population it was necessary to select a few volunteers from each age/sex group.**

**We have selected you to join the Patient Participation Group and will be shortly writing to you with further information with regard to Meeting dates and agendas.**

**If there is a topic you would like to be considered for the agenda, please can you write to me prior to the agenda being finalised and sent out to the group.**

Yours sincerely

Maria Lawton  
Practice Manager