

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Dalefield Surgery
Completed by	Marie Bryan

Patient Reference Group (PRG) Profile

Number of face to face members	8		
Number of virtual members	3		
Age & Sex breakdown		Male	Female
Under 16 -			
17 – 24 -			
25 – 34 -			
35 – 44 -	2		
45 – 54 -			
55 – 64 -			1
65 – 74 -	3		2
75 and over -			3
White	3		6
Mixed			
Asian / Asian British	2		
Black / Black British			
Chinese / Chinese British			
Other ethnic group			
Employment Status			
Employed	2		
Unemployed			
Retired	3		6
<i>Other (e.g. no of carers)</i>			
What the practice did to ensure that the PRG is representative of the practice registered patients			

The practice has a dedicated notice board in the waiting room advising patients of the PPG, advertising the date of the next meeting and advising how to attend and/or ask for further details. The PPG has its own page on the website where patients can access minutes of previous meetings, the current action plan and the Year End report. Practice Survey is also accessible to all patients via the website.

The practice has a permanent slot in the Practice newsletter advising the date of the next meeting date and also advising how to ask for further details. These newsletters are also stored on the website for access and are sent out to all patients who have subscribed to have it automatically sent to their personal e-mail addresses. Bulletins are printed 20 at a time for the waiting room and reprinted 3 - 4 times a month in order to keep up with demand.

The patients on the Patient Participation Group list represent a cross section of our patient population including ethnicity, various age groups and chronic disease areas. However in order to encourage categories of patients not represented the practice sends out an attached compliment slip inviting patients to join the PPG in recall letters sent from the surgery. The days and times of the meetings differ, ie early evening for working patients and afternoon for elderly population who would not wish to come out after dark in order to enable the different categories to attend.

Patients who have expressed an interest to either reception or the Practice Manager have been contacted and invited to the next meeting. During the call they have been asked to either visit the website for previous information or we can send hard copy. All minutes and action plans discussed at meetings are uploaded to the website.

The Terms of Reference for the Group were discussed and agreed by patients present at the meeting in December 2011, these can be viewed on the website.

Groups that are not represented on the PRG and what the practice did to attempt to engage those groups

Clinicians have been proactive in raising the PPG with patients with specific diseases in order to gain representation in these areas.

News letters have been attached to repeat prescriptions in order to capture patients.

Recall letters sent out to patients have compliment slip attached advising the PPG meetings as how to join.

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2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey

The Practice meets every quarter with those members who are available. The date of the next meeting is agreed at the meeting with several offered and the most mutually convenient one agreed on.

Members who are not at the meeting are advised as soon as possible of the date of the next meeting via their preferred route ie text/email/post.

The actions agreed at the meetings are at various stages and can be viewed on the website. These can also be printed in hard copy for those patients who request them.

Members of the Group discussed the April 2012 Patient Survey and all agreed that the questionnaire was too long and that the number of questions should be greatly reduced in future patient surveys. A shorter version was devised with key questions that the PPG felt were required in order to gain patient perspective of the surgery services. This was very well received in our Winter survey of 2012/2013 and it was decided that this would form the basis of the next patient surveys in order that we may compare like for like data.

This year the practice has been involved in an initiative with Bolton CCG and the Primary Care Foundation which looks at identifying areas of high impact and low impact appointment times, along with staffing areas. The PPG agreed that this was an excellent way in which to look at patient demand. Following on from this initiative the Group have decided to further concentrate on ways on improving access and how to communicate these to patients.

Priorities were agreed with the Practice Manager and members of the PPG from the results of the previous patient survey. This year we also agreed to add a Friends and Family question to the survey, as this will be a prominent item in general practice in 2014/2015.

Other priorities are agreed with members of the PPG on current problems. These are added to the action plan and assigned to the most suitable person, with a timeline to report back.

What these priorities were

This year the practice has been involved in an initiative with Bolton CCG and the Primary Care Foundation which looks at identifying areas of high impact and low impact appointment times, along with staffing areas in order to work alongside other NHS services such as A&E. The PPG agreed that this was an excellent way in which to look at patient demand. Following on from this initiative the Group have decided to further concentrate on ways on improving access. Primary Care Foundation found from analysing our data which was taken over a typical week we should:

- make a third of our appointments pre-bookable
- split our morning surgery to enable home visits to be at an earlier time in the day
- more staff available in early evening surgery

Other actions that the PPG agreed to outside the scope of the Patient Survey can be found in the Action plan on our website

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey

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How we agreed with the PRG the way in which the survey would be conducted

The practice discussed which ways that the practice survey would be conducted at the PPG meeting. It was felt that the most effective way in which to gain accurate information to the questions would be to hand out surveys to those patients attending the surgery within one specific week or until we reached the required number of completed replies .

In order to capture other patients who may not be attending surgery the PPG agreed that the questionnaire would be put onto the practice website.

Other methods used to seek the views of registered patients

There is a dedicated suggestion box in the waiting room for patients to submit their views. There is also provision on the practice website for this.

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below

Dalefield Surgery Patient Survey Winter 2014

- 1 How long have you been a patient at this practice?
(Please circle appropriate answer)
- | | | | |
|--------------|--------------|---------------|---------------|
| Under 1 year | 1 to 5 years | 6 to 10 years | Over 10 years |
| 8% | 19% | 7% | 59% |
- 2 To which age group do you belong? (Please circle appropriate answer)
- | | | | |
|-------------|---------|---------|------------|
| 24 or under | 25 – 44 | 45 – 64 | 65 or over |
| 8% | 31% | 32% | 25% |
- 3 Approximately how many times have you been to the doctor or nurse in the last 6 months
(Please circle appropriate answer)
- | | | | | | | |
|------|-------|------|-------|---------|-----|----|
| None | 1 – 2 | 3- 5 | 6 -10 | Over 10 | | |
| 8% | 32% | 34% | 14% | 7% | Yes | No |

4	Are you aware that you can book a routine appointment up to 12 weeks in advance?	31%	68%
5	Are you aware that you can arrange a telephone consultation with the Doctor to save you from having to visit the surgery?	68%	32%
6	Are you aware that in cases of medical urgency you will be seen on the day, but will be asked brief details of your illness to determine urgency?	67%	33%
7	Did you complete the previous Practice questionnaire in February 2012?	31%	66%
8	The issues raised in the previous questionnaire were as follows, have you seen any improvement in these areas?	a. Waiting Room Notice Board?	72% 21%
		b. Waiting Room Overall?	74% 19%
9	When you last visited the surgery, were you satisfied with the overall cleanliness of:	a. Waiting Room?	92% 4%
		b. Consulting Room	95% 3%
		c. Patient Toilets	82% 4%
10	When you last visited the surgery, did you feel that you had confidence and trust in	a. GPs?	93% 0%
		b. Nurses?	97% 0%
		c. Admin Staff?	92% 3%
11	When you last visited the surgery, were you treated with dignity and respect by	a. GPs?	96% 0%
		b. Nurses?	97% 0%
		c. Admin Staff?	95% 2%
12	Do you have access to the internet?	71%	27%
13	Are you aware of our practice website and its functions/services offered?	49%	47%
14	In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by	a. GPs?	78% 18%
		b. Pharmacists?	72% 23%
		c. Dentists?	71% 23%
15	In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere?	8%	91%

Friends & Family Test

Would you recommend our surgery/services to friends and family?	93%	4%
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How we provided the PRG with the opportunity to discuss the findings of the local practice survey

The PPG meeting to discuss the results on the latest survey will be in April. This timeline was agreed by the PPG as several members could not make any proposed dates in March due to other commitments. It was thought best to have at least 5 members of the PPG to attend in order to agree what actions would be taken from the results of the latest patient survey.

The survey results have already been posted out to members of the PPG in order that they are familiar with the results before the meeting.

The practice survey results have been posted onto the website and also sent out with the latest newsletter.

How we agreed an action plan with the PRG based on the findings of the local patient survey

Members of the PPG and the Practice Manager discussed the results of the last survey and what action plan would be required to address agreed areas. The action plan will be updated and published on the practice website and in the newsletter

This action plan is discussed and updated at all PPG meetings.

Areas which were highlighted from the findings of the local practice survey where we were

unable to take any action and why

Areas from the last survey highlighted where the appearance of the health centre, which was beyond our control.

However, this was discussed with the landlords and new floors have been laid in all consultation rooms and the waiting area in order to make CQC compliance.

We have been advised that the Health Centre is looking to be re-furbished in the Summer of 2014

2013/14 Action Plan

2013/14 Action Plan (and how this relates to the findings of the local practice survey)

Primary Care Foundation found from the on analysing our data which was taken over a typical week we should:

- make a third of our appointments pre-bookable
- split our morning surgery to enable home visits to be at an earlier time in the day
- more staff available in early evening surgery

We have put these suggestions into practice over the past year in direct relation to patient demand/access for appointments and other services.

More specific posters and content in newsletters relating to the areas surrounding patients knowledge of other NHS services and how to access have been targeted throughout the year. This will continue throughout 2014/15 inline with areas advised by CCG.

Significant changes we have made / plan to make to the services the practice provides

The practice has made significant changes to the way that appointments are offered.

We have advised patients of the availability of being able to book appointments 12 weeks in advance along with more pre-bookable appointments and telephone triage through newsletter, website and reception contact.

Having run a trial period for 5 months the decision to change the home visits back to end of morning surgery was taken as this had not facilitated in any patient access improvement. On pooling our findings with other practices it became apparent that this is something that works better in larger practices and with a different patient demographic.

Extra staff have been employed in order to facilitate more cover over the early evening and patients are becoming more familiar with the availability of pre-bookable appointments.

Other actions that the PPG have discussed are listed on the action plan and have influenced improvements to practice operations in repeat prescriptions, reception and telephone calls and the waiting area.

Areas adopted where:

more pre bookable appointments

appointments can be made up to 12 weeks in advance

On line appointments where made available

Newsletter content and waiting room posters have been targeted to the areas in the last survey regarding patients appropriate access and knowledge of other NHS services.

Comparison results against previous surveys shows improvement in the areas agreed by the PPG.

How we publicised the local patient survey results and action plan to our registered patients

The practice survey results and action plan are published on the website, through our news letter and waiting room copies for patients.

Link to practice website where this report and related information can be found

www.dalefieldsurgery.nhs.uk

2012/13 Action Plan – overview of progress against last year’s action plan

This year the practice has been involved in an initiative with Bolton CCG and the Primary Care Foundation which looks at identifying areas of high impact and low impact appointment times, along with staffing areas. The PPG agreed that this was an excellent way in which to look at patient demand. Following on from this initiative the Group have decided to further concentrate on ways on improving access. Primary Care Foundation found from the on analysing our data which was taken over a typical week we should:

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Other actions that the PPG have discussed are listed on the action plan and have influenced improvements to practice operations in repeat prescriptions, reception and telephone calls and the waiting area. This action plan can be viewed on our website.

The results of the January patient survey have been sent out in hard copy for members of the PPG to comment and actions to be agreed on at the next meeting on 8th April 2014. They have also been distributed to staff for discussion at the next practice meeting, sent out via our website for patients who subscribe to our newsletter and put on the website for those patient who wish to access.

Ongoing we are educating our patients of the different ways to access the surgery and other NHS services appropriately through newsletter, website and advising patients when they book an appointment, what is on offer.

Making more pre-bookable appointments is now beginning to have an impact on the number of patients who require an on the day/urgent appointment to access the surgery easier.

Comparison results against previous surveys shows improvement in the areas agreed by the PPG.

Patient Access

Practice Opening Hours

Monday 8am - 8pm
Tuesday 7.30am - 6.30pm
Wed - Fri 8am - 6.30pm

How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

The practice offers several ways of accessing services provided:

Telephone
On line appointments
Reception

Other services such as repeat prescriptions can be access online through the clinical system or through the practice website. E-mail is also available through nhs.net address Faxed prescription ordering is mostly used by pharmacies.

Extended Hours

Monday 6.30pm - 8pm
Tuesday 7.30am - 8am