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**LOCAL PARTICIPATION REPORT AND ACTION PLAN**

- a) Description of the profile of the members of the Patient Reference Group for this practice  
The group consists of : 8 females, 5 males. 10 white/British, 3 Asian. 1 carer, 1 with learning disability. Age ranges: 20-30yrs=1, 30-30yrs= 1, 40-50yrs= 2, 50-60yrs= 3, 60-70yrs= 6
- b) The steps taken by the practice to ensure the PRG is representative of its registered patients involved us contacting all our regular email contacts via email. We sent a letter (see attached). After the response we realised we had not manage to recruit anyone with a disability or a carer, which we felt needed to be included in our PRG. We then contacted known carers by telephone and one accepted and after discussing with her disabled son he agreed to join the PRG also.  
It should be noted that we were unable to invite anybody of a certain sexual orientation as we do not record this information in practice. We were unable to attract further Asian patients as the majority live quite a distance from the surgery.
- c) We emailed the PRG and held a virtual discussion regarding questions that they would like to be asked on the patient survey. The consensus of the PRG was to have a survey with a mixture of questions covering all aspects of the general practice. They were happy with the copy of the survey provided by Bolton Health Consortium and did not wish to add any further questions.
- d) The survey was completed within the practice by practice staff handing out copies of the survey to all patients who attended. The patients were asked to complete the survey and return to reception, they were collected in batches of fifty and sent off for analysis. Once we had achieved 180 responses (to meet the requirements for our practice list size) we received an analytic report of the responses (please see attached)
- e) PRG meeting was held on Thursday 15<sup>th</sup> March at 1pm to discuss the results of the survey, and decide on an action plan for the practice.

**ACTION PLAN FOR THE PRACTICE**

- f) At the PRG meeting all members were given a copy of the practice survey results. Overall the survey results were very positive, including positive comments added at the end of many surveys. An outstanding area for the

practice was the reception staff scoring 84.2% as very helpful. The PRG agreed with this statistic. The two main areas for improvement appeared to be 1) ability to get through on the telephone 2) waiting times for GP.

This was discussed at the meeting and all members agreed that these two issues were the main areas highlighted in the survey. It was then agreed by the PRG that these two issues would form the action plan.

The first issue discussed was ability to get through on the telephone. The PRG discussed that the phone is often engaged, and they felt that it sometimes rings for long periods before being answered. Reasons for this include: certain times of the day are busier than others to get through on the phone e.g. Monday mornings and evenings compared to Friday evening, the reception staff are dealing with a problem call that takes longer than usual, reception staff get called away from the reception area to assist the GP which leaves only one member of staff to deal with the desk and the phone.

**PLAN OF ACTION:** The PRG asked the question could there be more staff or more telephone lines added to relieve the pressure. Unfortunately we cannot add more telephone lines to our existing system however we could add more staff to the reception area so that telephone is answered at all times. This could be done by using a floatation system whereby there is a third member of staff working in reception area to assist with the phones when needed. This would be an existing member of staff to keep practice cost to a minimum. All staff are going to attend a practice meeting to discuss the telephone problem, and to make it a priority for improvement over the next 12 months. The practice managers will also look into the possibility of staff attending telephone training.

The second issue discussed was the waiting times for the GP. The PRG felt overall the waiting times for seeing a GP were acceptable as they understood that sometimes a patient may need a longer consultation time than others and that emergencies occur during the day. However they accepted that the survey highlighted it is a problem for many patients. Reasons for this include: patients bringing family members asking to be seen without an appointment, patients coming with multiple problems, GP's arriving late for surgery, patients arriving late for their appointment, a genuine medical emergency arises.

**PLAN OF ACTION:** a clinical meeting will be held with all clinical staff to discuss the results of the survey and highlight the problem with waiting times. To make all clinicians aware they should try to be punctual where possible and inform reception of any delays, so that this can be conveyed to the waiting patients. The PRG felt that there should be rules regarding consultations that all patients should be made aware of and made to stick to. The PRG felt the best way to do this was through posters on the GP doors and at reception so patients are warned before the consultation, and also give out leaflets with prescriptions to inform as many patients as possible to the changes. It is then down to staff and GP's to enforce the rules. The display posters state that appointments are 10 minute slots and for one person only. If you have multiple complaints you may be asked to make another appointment to see the GP to prevent them overrunning the consultation. GP's are going to enforce this. Reception staff will also inform patients with several family members that only the person with the appointment will be seen. Patients who are more than 15 minutes late will be told they may have to wait to see the GP or

rearrange their appointment (see attached). A practice meeting will be held with all staff to inform them of these new rules and the importance of adhering to them to improve the waiting times for patients. Good communication between patients and staff needs to be maintained to make them aware of medical emergencies or if the doctor is delayed.

g) SUMMARY OF EVIDENCE

From the practice survey it is clear that the preferred method of booking an appointment is via telephone with 82.1%. This shows it is an important method of contact for the patient. Although 42.9% felt that getting through on the phone was 'fairly good', 38.8% chose this as an area for improvement when choosing 5 areas. This made it the second popular choice out of five and therefore a significant area for improvement and we hope to improve to 'very good' on next year's survey by following our action plan.

Our next issue is waiting times for GP. Although 48.9% felt the wait time for the GP was acceptable, 25.5% and the PRG agreed that they had to wait longer than acceptable. It was also the most popular choice on the choosing 5 areas for improvement with 43.1% choosing this area. This was why we made it an area to improve through our action plan. However it should be noted that 94.5% of patients surveyed felt the clinicians spent the right amount of time with them.

h) Opening Hours for the practice are as follows:

Monday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm
Tuesday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm
Wednesday 8am – 4pm	Telephone access 9am – 12pm
Thursday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm *
Friday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm

\*extended hours are from 6.30pm – 8.30pm Thursdays

Reception is open throughout the practice opening hours for patient to speak directly to a member of staff. Patients can ring on the above telephone access times. We also provide prescription ordering line Monday, Tuesday, Thursday, Friday 1pm – 3pm. We also accept prescription requests via email and fax throughout the day.

i) We participate in the Extended Hours Direct Enhanced Service Scheme. Patients can therefore access a GP on Thursday evenings on the extended hours of 6.30pm – 8.30pm.

A copy of this report and action plan can be found on our practice website, NHS choice website and a copy has been supplied to Bolton PCT.



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Dear Patient,

The practice is trying to organise a Patient Participation Group. The purpose of the Patient Participation Group is to ensure that patients are involved in decisions about the range and quality of services provided at our practice. We aim to develop a virtual Patient Participation Group that we can consult via email on a regular basis and does not have face to face meetings.

We would like to take this opportunity to invite you to join our group. We plan to contact you via email alone to ask you to help with our annual patient survey and for any feedback you may wish to share with us.

Below are some commonly asked questions relating to a Patient Participation Group. If after reading this you are keen to join and help make our practice better, please complete the final form.

Thanks again, we look forward to working with you.

## **Common patient questions and answers**

***Q Why are you asking people for their contact details?***

A We would like to be able to contact people occasionally to ask them questions about the surgery and how well we are doing to identify areas for improvement.

***Q Will my doctor see this information?***

A This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

***Q Will the questions you ask me be medical or personal?***

A We will only ask general questions about the practice, such as short questionnaires.

***Q Who else will be able to access my contact details?***

A Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

***Q How often will you contact me?***

A Not very often, probably once or twice a year.

***Q What is a patient group/patient participation group?***

A This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

**Q Do I have to leave my contact details?**

A No, but if you change your mind, please let us know.

**Q What if I no longer wish to be on the contact list or I leave the surgery?**

A We will ask you to let us know by email if you do not wish to receive further messages.

If you are happy for us to contact you periodically by email please leave your details below and email it back to us.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you?

Male  Female

Age: Group

Under 16  17 – 24

25 – 34  35 – 44

45 – 54  55 – 64

65 – 74  75 – 84

Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

**White**

British Group  Irish

**Mixed**

White & Black Caribbean  White & Black African  White & Asian

**Asian or Asian British**

Indian  Pakistani  Bangladeshi

**Black or Black British**

Caribbean  African

**Chinese or other ethnic Group**

Chinese  Any Other

How would you describe how often you come to the practice?

Regularly

Occasionally

Very rarely

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

# GP Practice Survey

## Practice number

187 (100.0%)

## Q1 When did you last see a doctor or nurse at the GP surgery?

90 (48.4%) Today or in the last week

64 (34.4%) In the past 3 months

19 (10.2%) Between 3 and 6 months ago

12 (6.5%) More than 6 months ago

1 (0.5%) I have never been seen at my present GP or health centre

## Q2 How do you normally book your appointments to see a doctor or nurse at the surgery?

72 (38.5%)

In person

152 (81.3%)

By phone

2 (1.1%)

Online

## Q3 Which of the following methods would you prefer to use to book an appointment at the surgery?

91 (49.5%)

In person

151 (82.1%)

By phone

2 (1.1%)

By fax

16 (8.7%)

Online

7 (3.8%)

Email

4 (2.2%)

Text

0 (0.0%)

Digital TV

## Q4 Thinking about your last visit, did you see a GP, nurse or nurse practitioner?

66 (36.7%)

Nurse

99 (55.0%)

GP

15 (8.3%)

Nurse practitioner

## Q5 If you contacted us by telephone in the past 6 months, how was your experience in getting through?

Getting through on the phone 69 (37.9%)

Very good

78 (42.9%)

Fairly

good

14 (7.7%)

Neither

10 (5.5%)

Fairly poor

8 (4.4%)

Very poor

3 (1.6%)

I have not

tried

Speaking to a doctor on the phone 57 (39.3%) 29 (20.0%) 3 (2.1%) 1 (0.7%) 2 (1.4%) 53 (36.6%)

Speaking to a nurse on the phone 43 (29.9%) 15 (10.4%) 4 (2.8%) 1 (0.7%) 1 (0.7%) 80 (55.6%)

Getting test results on the phone 61 (40.1%) 33 (21.7%) 4 (2.6%) 1 (0.7%) 1 (0.7%) 52 (34.2%)

**Q6 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next two weekdays when the GP surgery or health centre was open?**

104 (56.8%) Yes

28 (15.3%) No but I wanted to

9 (4.9%) No but I was happy to wait

22 (12.0%) Can't remember

20 (10.9%) Not applicable

**Q7 How satisfied are you with the opening hours of the practice?**

111 (60.3%)

Very satisfied

64 (34.8%)

Fairly satisfied

6 (3.3%)

Neither

3 (1.6%)

Fairly

dissatisfied

0 (0.0%)

Very dissatisfied

**Q8 How do you feel about your wait after registering at reception at reception to be seen by a health care professional?**

45 (24.5%) I didn't have to wait, I was seen more or less at my appointment time

90 (48.9%) I felt the wait was acceptable

47 (25.5%) I had to wait longer than acceptable

2 (1.1%) I can't remember

**Q9 Did you have the confidence and trust in the person you saw?**

150 (83.3%)

Yes, definitely

28 (15.6%)

Yes, to some extent

2 (1.1%)

Not really

0 (0.0%)

Definitely not

**Q10 Were you treated with dignity and respect?**

125 (91.2%)

Yes, definitely  
12 (8.8%)  
Yes, to some extent  
0 (0.0%)  
Not really  
0 (0.0%)  
Definitely not

**Q11 Were you given helpful information about the different options, choices or treatments available to you?**

32 (18.4%) Yes, in a printed leaflet or booklet  
114 (65.5%) Yes, verbally (by a health professional)  
13 (7.5%) No information was given  
22 (12.6%) No, because no treatment or action was needed

**Q12 Were you involved as much as you wanted to be in decisions about your care and treatment?**

113 (65.7%)  
Yes, definitely  
41 (23.8%)  
Yes, to some extent  
5 (2.9%)  
Not really  
2 (1.2%)  
Definitely not  
11 (6.4%)  
No decisions had to be made

**Q13a Thinking about the GP practice, which of these listed below are the most important to you?**

**Pick 5 only**

64 (39.5%) Access to more diagnostic tests at your practice  
104 (64.2%) Access to see a GP at a time convenient to you  
54 (33.3%) Access to a nurse at a GP practice  
38 (23.5%) Access to screening programmes  
20 (12.3%) Alternative ways of booking appointments  
5 (3.1%) Access to interpretation and translation services  
26 (16.0%) Appointment reminder system  
87 (53.7%) Getting to see a GP urgently  
9 (5.6%) Earlier opening times in the week  
9 (5.6%) Opening hours in the week  
21 (13.0%) Opening hours at the weekend  
53 (32.7%) Getting through on the phone to book an appointment  
54 (33.3%) Being able to speak to a GP on the phone  
21 (13.0%) Being able to speak to a nurse on the phone  
33 (20.4%) Repeat prescriptions system  
38 (23.5%) The friendliness and helpfulness of the receptionists  
50 (30.9%) Length of time in the waiting room before seeing a GP  
2 (1.2%) Other (specify below)

**Q13b Thinking about the GP practice, which of these listed below are the areas where improvements could be made? Pick 5 only**

20 (17.2%) Access to more diagnostic tests at your practice  
27 (23.3%) Access to see a GP at a time convenient to you



15 (12.9%) Access to a nurse at a GP practice  
11 (9.5%) Access to screening programmes  
24 (20.7%) Alternative ways of booking appointments  
5 (4.3%) Access to interpretation and translation services  
12 (10.3%) Appointment reminder system  
28 (24.1%) Getting to see a GP urgently  
14 (12.1%) Earlier opening times in the week  
12 (10.3%) Opening hours in the week  
17 (14.7%) Opening hours at the weekend  
45 (38.8%) Getting through on the phone to book an appointment  
22 (19.0%) Being able to speak to a GP on the phone  
14 (12.1%) Being able to speak to a nurse on the phone  
15 (12.9%) Repeat prescriptions system  
10 (8.6%) The friendliness and helpfulness of the receptionists  
50 (43.1%) Length of time in the waiting room before seeing a GP  
4 (3.4%) Other (specify below)

**Q14 If you travelled by car, how satisfied were you with the availability of car parking?**

60 (35.9%)  
Very satisfied  
71 (42.5%)  
Fairly  
satisfied  
12 (7.2%)  
Neither  
15 (9.0%)  
Fairly  
dissatisfied  
3 (1.8%)  
Very  
dissatisfied  
6 (3.6%)  
Don't know

**Q15 How easy did you find getting into the building?**

155 (87.1%)  
Very easy  
23 (12.9%)  
Fairly easy  
0 (0.0%)  
Not very easy  
0 (0.0%)  
Not at all easy

**Q16 If you didn't find it easy, please tell us why.**

0 (0.0%)

**Q17 How satisfied or dissatisfied are you with the general condition of the practice building?**

96 (52.7%)  
Very satisfied  
67 (36.8%)  
Fairly  
satisfied  
7 (3.8%)

Neither  
8 (4.4%)  
Fairly  
dissatisfied  
4 (2.2%)  
Very  
dissatisfied  
0 (0.0%)  
Don't know

**Q18 How helpful were the receptionists?**

155 (84.2%)  
Very helpful  
29 (15.8%)  
Fairly helpful  
0 (0.0%)  
Not very helpful  
0 (0.0%)  
Not at all helpful  
0 (0.0%)  
Not applicable

**Q19 How would you rate the comfort of the waiting area?**

84 (45.9%)  
Very good  
82 (44.8%)  
Fairly good  
11 (6.0%)  
Neither  
6 (3.3%)  
Fairly poor  
0 (0.0%)  
Very poor

**Q20 How would you rate the cleanliness of the health centre?**

108 (60.7%)  
Very clean  
66 (37.1%)  
Fairly clean  
2 (1.1%)  
Not very clean  
0 (0.0%)  
Not clean at all  
2 (1.1%)  
Don't know

**Q21 Did the person you saw on your last visit know about any previous care or treatment you had received?**

118 (66.3%) Yes, definitely  
48 (27.0%) Yes, to some extent  
8 (4.5%) Not really  
0 (0.0%) Definitely not  
4 (2.2%) DK/CR

**Q22 Were you given enough time to discuss your health or medical condition?**

124 (70.1%) Yes, definitely  
42 (23.7%) Yes, to some extent  
6 (3.4%) Not really  
1 (0.6%) Definitely not  
1 (0.6%) DK/CR  
3 (1.7%) I did not need to discuss anything

**Q23 Did the person you saw explain the reasons for any treatment or action in a way that you could understand?**

136 (78.2%) Yes, definitely  
34 (19.5%) Yes, to some extent  
1 (0.6%) Not really  
1 (0.6%) Definitely not  
0 (0.0%) DK/CR  
2 (1.1%) No treatment or action was taken

**Q24 Overall, how do you feel about the length of time your health professional spent with you?**

7 (3.9%)  
Not enough time  
171 (94.5%)  
About the right amount of time  
1 (0.6%)  
Too much time  
2 (1.1%)  
DK/CR

**Q25 How much confidence and trust do you have in the health care professional that treated you on your last visit?**

3 (1.7%)  
1  
2 (1.1%)  
2  
3 (1.7%)  
3  
4 (2.2%)  
4  
7 (3.9%)  
5  
8 (4.4%)  
6  
10 (5.6%)  
7  
26 (14.4%)  
8  
33 (18.3%)  
9  
84 (46.7%)  
10

**Q26 If you needed any interpreting support to communicate, was this provided/offered for you by the practice?**

12 (8.3%) Yes  
3 (2.1%) Yes, but I declined  
4 (2.8%) No, I had to provide someone to interpret for me

125 (86.8%) Not applicable

**Q27 If yes, please indicate whether it was British sign language or a foreign language?**

5 (71.4%) British sign language 2 (28.6%) Foreign language

**Q28 Would you recommend this service to your friends or colleagues?**

2 (1.1%)

1

2 (1.1%)

2

5 (2.8%)

3

2 (1.1%)

4

3 (1.7%)

5

9 (5.1%)

6

12 (6.8%)

7

29 (16.4%)

8

37 (20.9%)

9

76 (42.9%)

10

**Q29 Overall, how satisfied were you with the service you received?**

116 (63.0%)

Very satisfied

65 (35.3%)

Fairly satisfied

2 (1.1%)

Neither

1 (0.5%)

Fairly

dissatisfied

0 (0.0%)

Very dissatisfied

**Q30 Please use the space provided below to tell us how your experience affected your answers.**

28 (100.0%)

**Q31 Are you...?**

74 (40.2%) Male 110 (59.8%) Female

**Q32 What is your age?**

15 (8.3%) 18-24

21 (11.7%) 25-34

27 (15.0%) 35-44

28 (15.6%) 45-54

42 (23.3%) 55-64

31 (17.2%) 65-74

13 (7.2%) 75+

3 (1.7%) Refused

**Q33 What is your ethnic origin?**

129 (71.7%) White British  
2 (1.1%) White Irish  
0 (0.0%) Gypsy or Irish traveller  
1 (0.6%) Any other White background  
0 (0.0%) Black African  
1 (0.6%) Black Caribbean  
0 (0.0%) Any other Black Background  
0 (0.0%) White and Black Caribbean  
0 (0.0%) White and Black African  
0 (0.0%) White and Asian  
0 (0.0%) Any other mixed background  
19 (10.6%) Indian  
27 (15.0%) Pakistani  
1 (0.6%) Bangladeshi  
0 (0.0%) Chinese  
0 (0.0%) Any other Asian background  
0 (0.0%) Arab  
0 (0.0%) Other

**Q34 Do you consider yourself to have a long disability or long term disability?**

9 (23.1%) Physical impairment  
2 (5.1%) Visual impairment  
3 (7.7%) Hearing Impairment / deaf  
5 (12.8%) Mental health condition  
2 (5.1%) Learning disability  
18 (46.2%) Long standing illness or health condition  
9 (23.1%) Other (please specify)  
4 (100.0%)

**Q35 What is your religion or beliefs?**

0 (0.0%) Buddhist  
118 (65.9%) Christian  
13 (7.3%) Hindu  
0 (0.0%) Jewish  
34 (19.0%) Muslim  
0 (0.0%) Sikh  
10 (5.6%) None  
4 (2.2%) Other

**Q36 What is your sexual orientation?**

162 (97.6%)  
Heterosexual /  
straight  
1 (0.6%)  
Gay / Lesbian  
1 (0.6%)  
Bisexual  
2 (1.2%)  
Other

**IMPORTANT NOTICE**

- We would like to take this opportunity to remind patients that GP appointments are for 10 minute slots and that one appointment is for one patient only.
- It would be most helpful if you could keep within these times to reduce delay and inconvenience to other patients.
- The GP will only be able to deal with one problem you have presented today. If you have more than one problem to raise with the GP you may be asked to make another appointment.
- If you are more than 15 minutes late for your appointment you may have to wait till the end of surgery, or rearrange this.

**THANK YOU FOR YOUR CO-OPERATION**

**THIS WILL HOPEFULLY SHORTEN  
YOUR WAITING TIMES.**