

Drs Patel, Taylor & Thiryayi
Shay Lane Medical Centre



Virtual Patient Participation Group Report 2013/14

This report summarises the outcome of the practice's virtual patient participation group in 2013/14.

It contains:

- The ongoing process used to recruit to our VPPG
- The up to date profile of VPPG
- The practice's objectives for the survey
- The results of the patient survey
- Comments from the practice team & follow up actions
- General information including confirmation of our opening times

The ongoing process used to recruit to our VPPG

To maintain the numbers of patients involved in the group we:

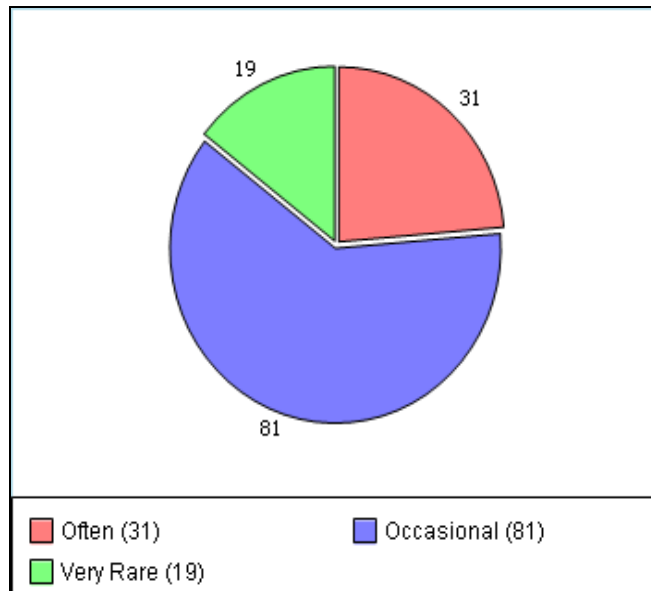
- Display posters in the practice advertising and encouraging patients to join the group.
- We have information and a registration link (www.shaylane.com) on the practice website.
- In order to encourage a representative cross section of patients we try to personally ask newly registered patients to join the group. This has proved to be the most effective way to try and engage with all sections of the practice population. Patients are usually personally asked to join the group by clinicians at the end of consultations.
- We also encourage patients without internet access to join the group with the use of poster and leaflet display in the surgery with paper copies of registration forms displayed on the main reception desk.

Profile of VPPG 2012 / 13

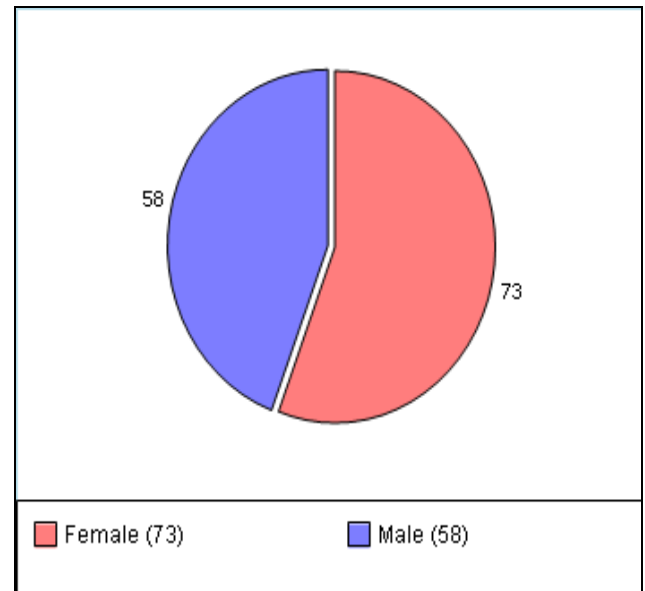
The patient group comprises of 131 members

Distribution details

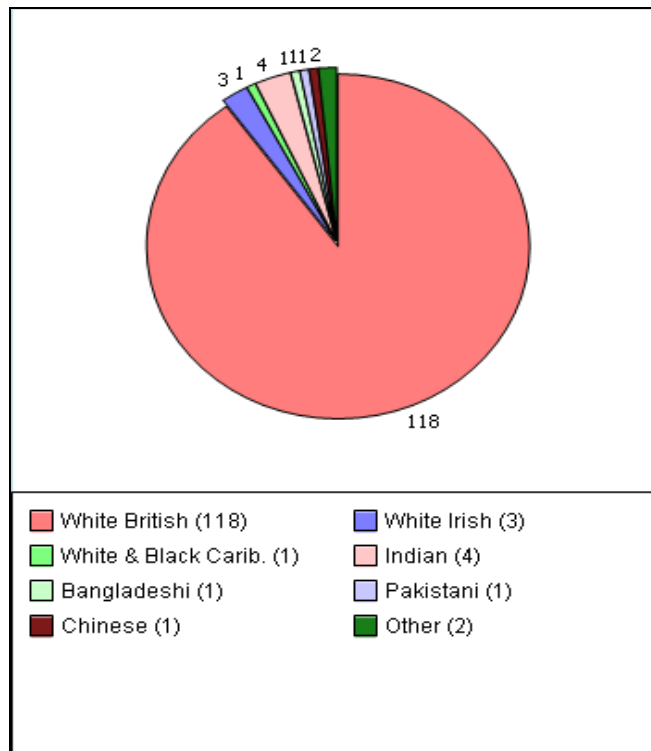
Attendance



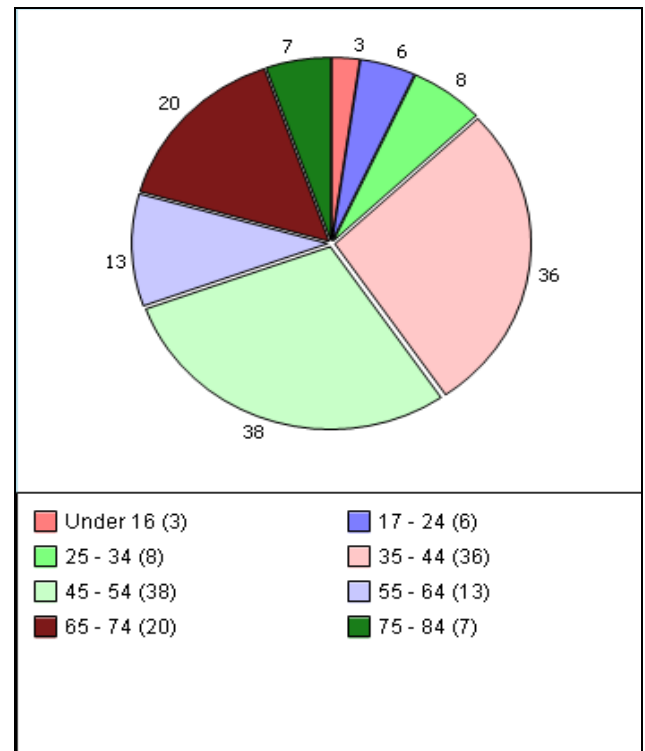
Gender



Ethnicity



Age



Objectives for the survey

We believe that access is one of the most fundamental performance indicators for primary care. Quality, patient experience and other performance metrics are only relevant if patients are able to access the services provided by their GP.

As a practice we are proud of the level of access to both routine and urgent appointments that we provide our patients with. There is a routine occurrence of free appointments over the course of a day.

We believe we have a robust appointment system that enables us to continually provide good access to our patients which improves the quality of care we provide by:

- Improving the patient experience
- Reducing inappropriate (and often more expensive) time spent in secondary care.

The main objective of the appointment system survey was to gauge our patients' experience of access. In other words what they think and feel about their ability to access clinicians and services within the practice with a focus on how to make things even better.

Virtual Patient Participation Group Report Results 2012/13

Number of Responses: **62**

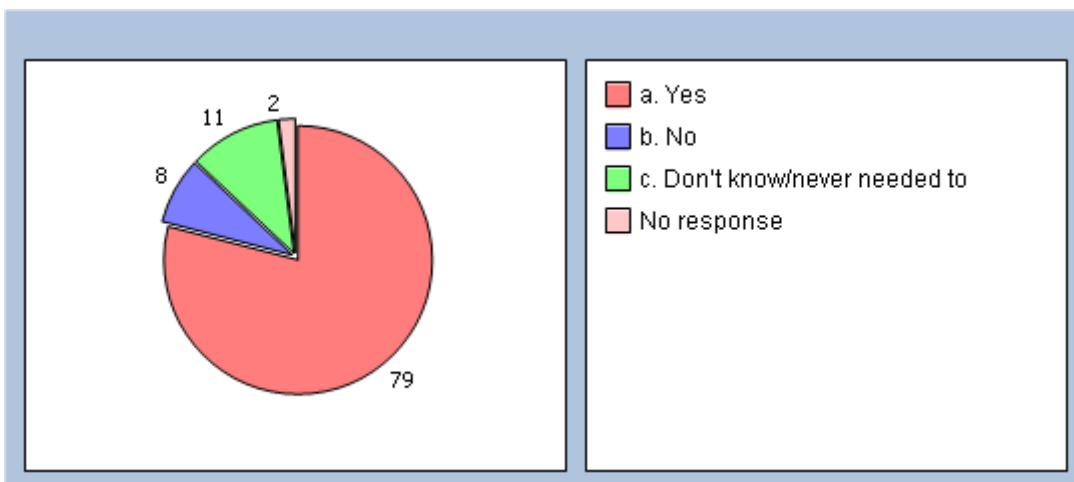
Dear Patient,

Thank you for agreeing to take this short survey to help the practice understand how our appointment system can be improved, if at all.

Please answer all of the questions and click Send when you are done.

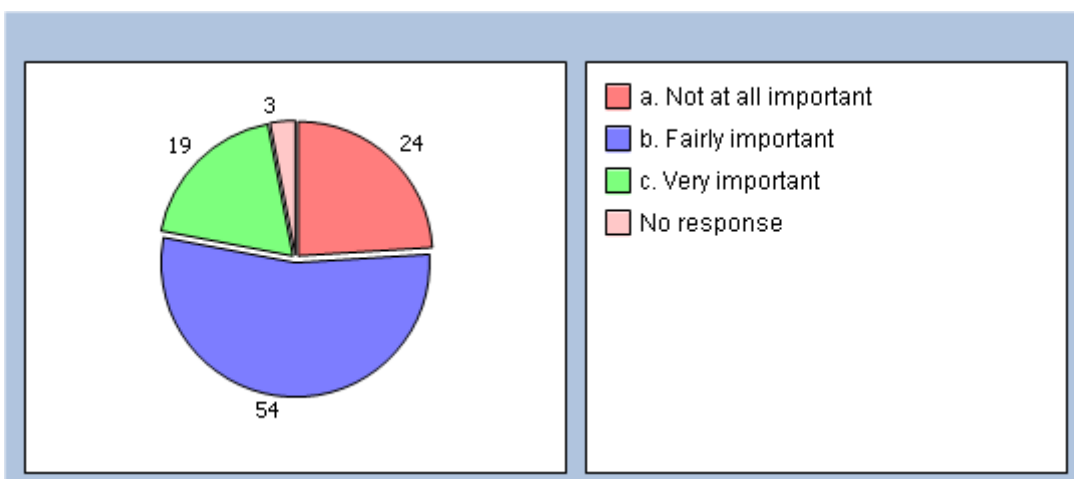
1. If you need to see a GP urgently, can you normally get seen on the same day?

- Yes **79%**
- No **8%**
- Don't know/never needed to **11%**
- No response **2%**



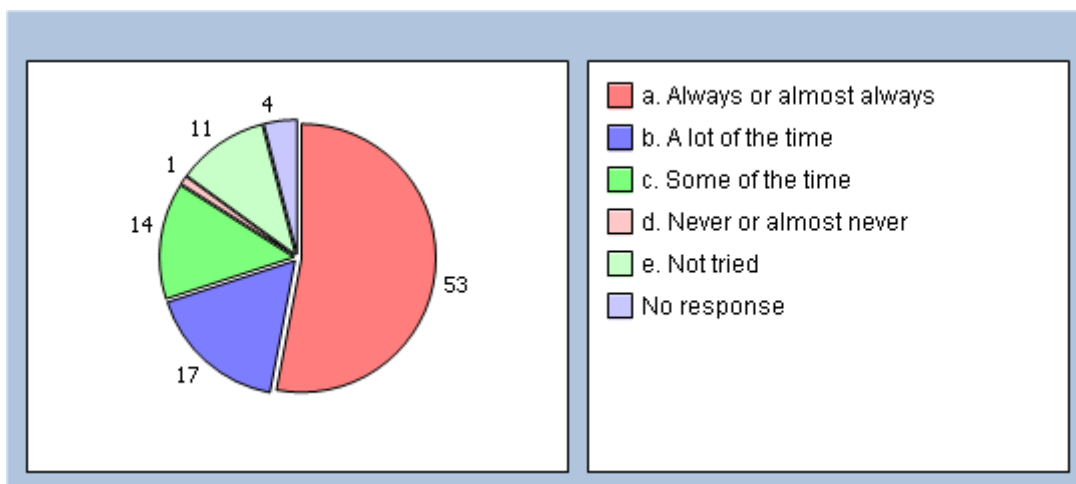
2. How important is it to you that you see a specific GP when coming to the practice?

- Not at all important **24%**
- Fairly important **54%**
- Very important **19%**
- Prefer not to say **0%**
- No response **3%**



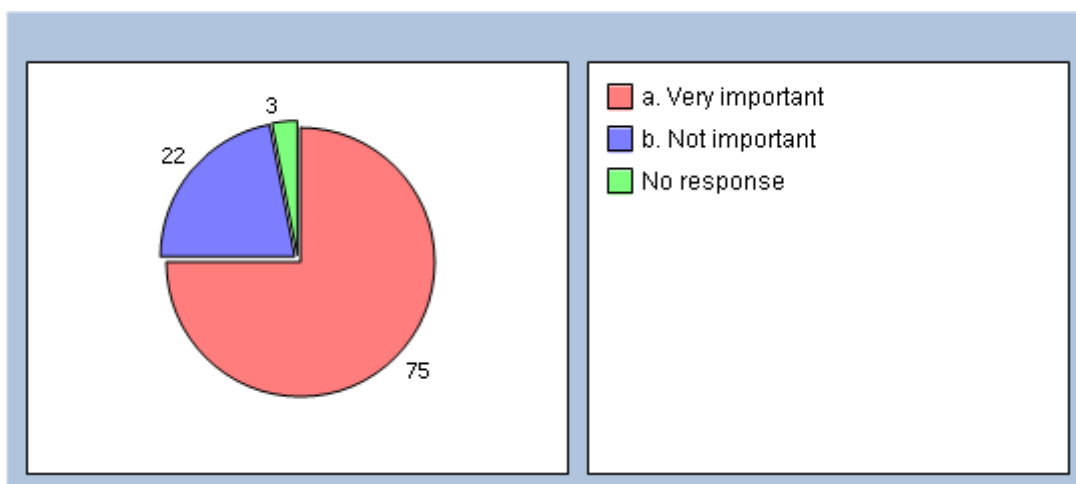
3. How often do you see or speak to the GP you prefer?

- Always or almost always **53%**
- A lot of the time **17%**
- Some of the time **14%**
- Never or almost never **1%**
- Not tried **11%**
- No response **4%**



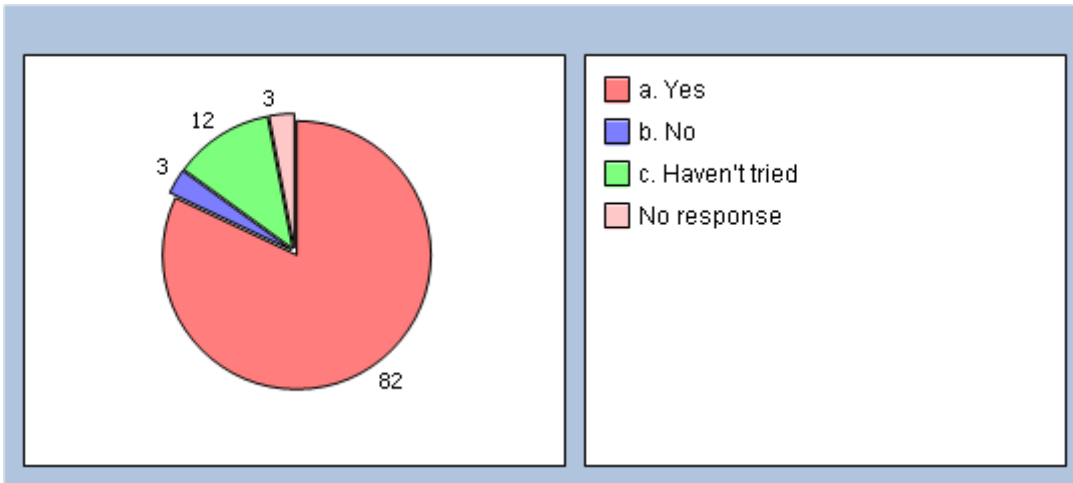
4. How important is it to you to be able to book appointments ahead of time?

- Very important **75%**
- Not important **22%**
- No response **3%**



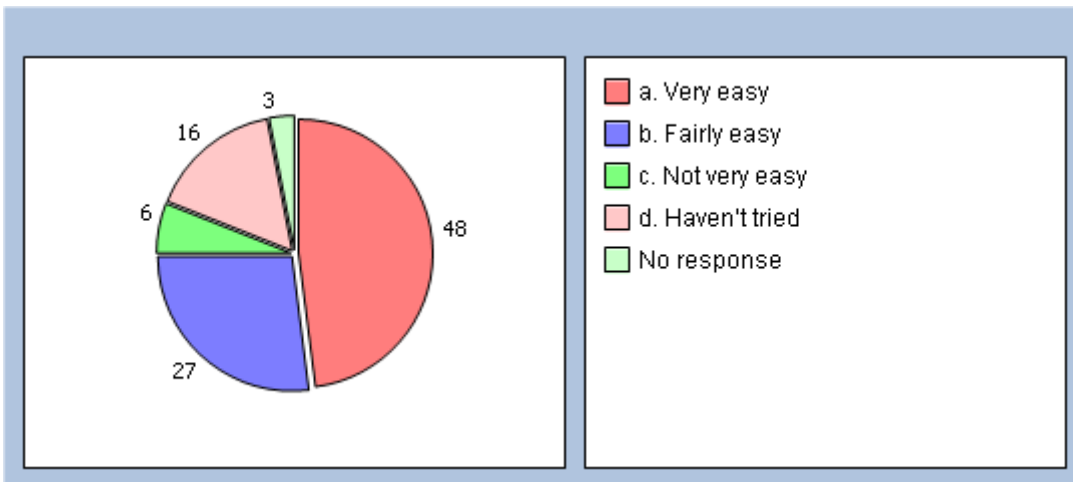
5. Have you found it easy to book appointments ahead of time when required?

- Yes **82%**
- No **3%**
- Haven't tried **12%**
- No response **3%**



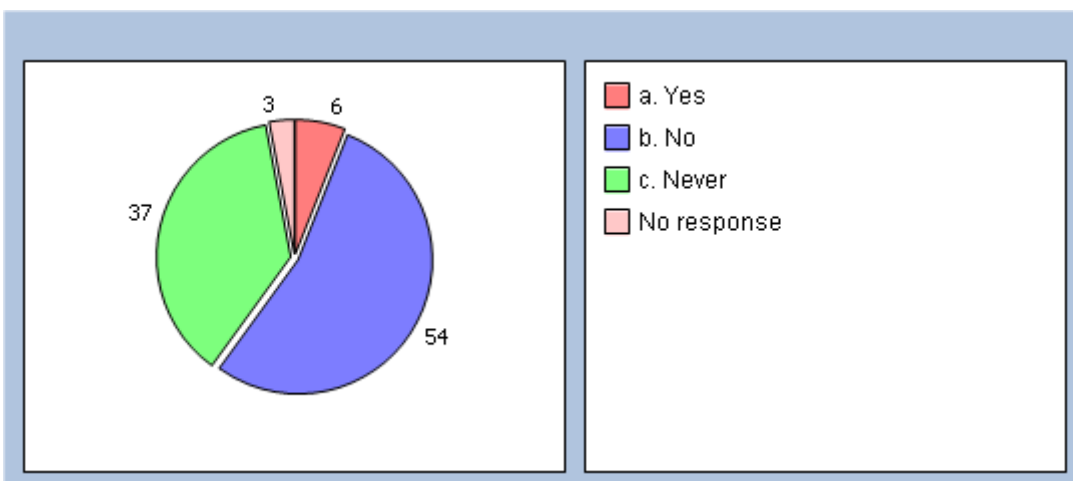
6. How easy is it to speak to a doctor or nurse on the telephone?

- Very easy **48%**
- Fairly easy **27%**
- Not very easy **6%**
- Haven't tried **16%**
- No response **3%**



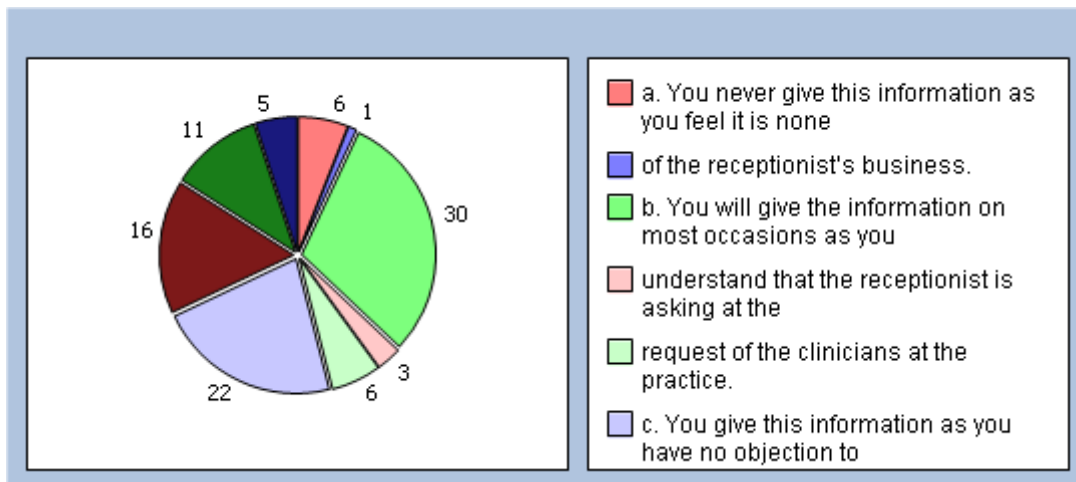
7. Have you ever missed an appointment?

- Yes **6%**
- No **54%**
- Never **37%**
- No response **3%**



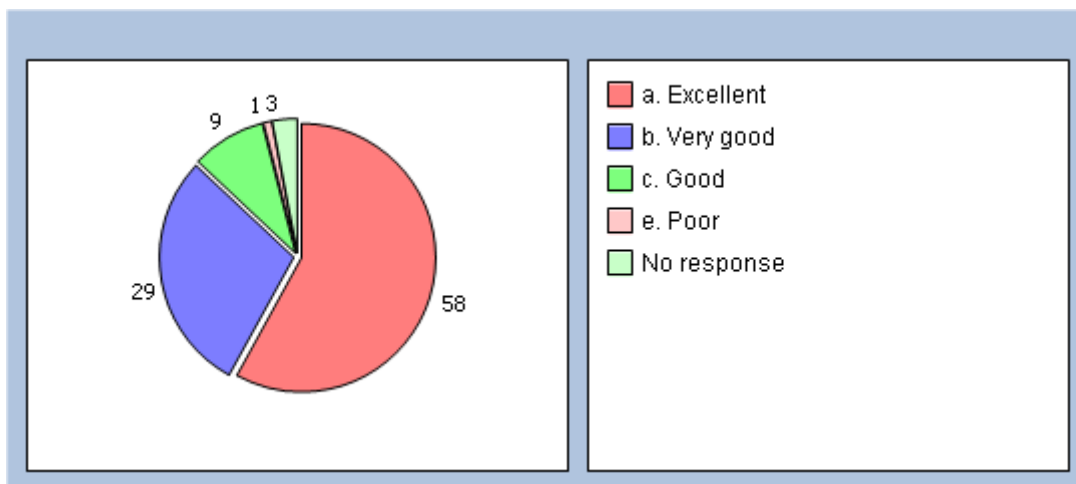
8. When making an appointment the receptionist may ask you for an idea of what the problem is, in order to establish which clinician you need to be booked in with. How do you feel about this?

- You never give this information as you feel it is none of the receptionist's business. **7%**
- You will give the information on most occasions as you understand that the receptionist is asking at the request of the clinicians at the practice. **39%**
- You give this information as you have no objection to being asked **38%**
- I have never been asked **11%**
- No response **5%**



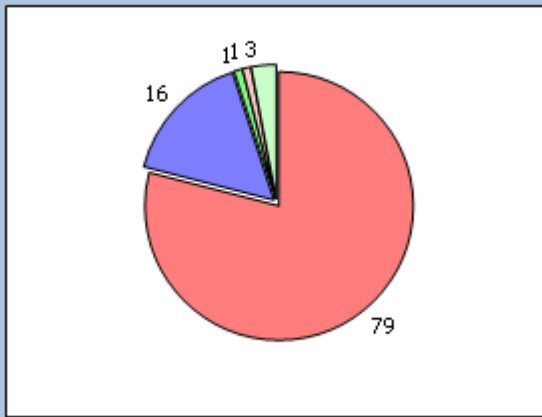
9. Overall, how would you describe your experience of this GP surgery?

- Excellent **58%**
- Very good **29%**
- Good **9%**
- Fair **0%**
- Poor **1%**
- Very poor **0%**
- No response **3%**



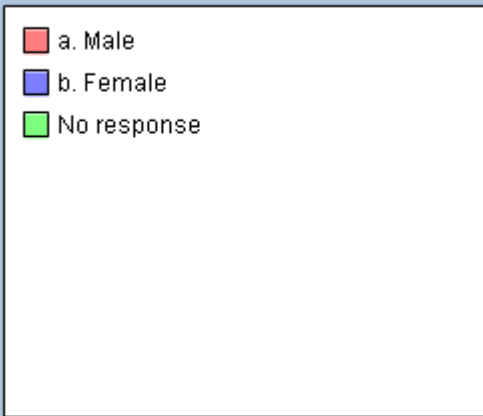
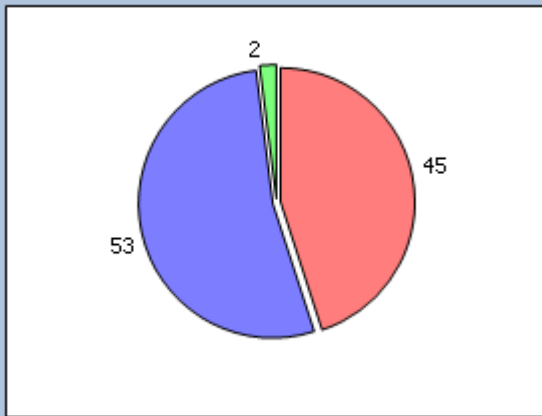
10. Would you recommend your GP surgery to someone who has just moved to the area?

- Yes, definitely **79%**
- Yes, probably **16%**
- No, probably not **0%**
- No, definitely not **1%**
- Don't know **1%**
- No response **3%**



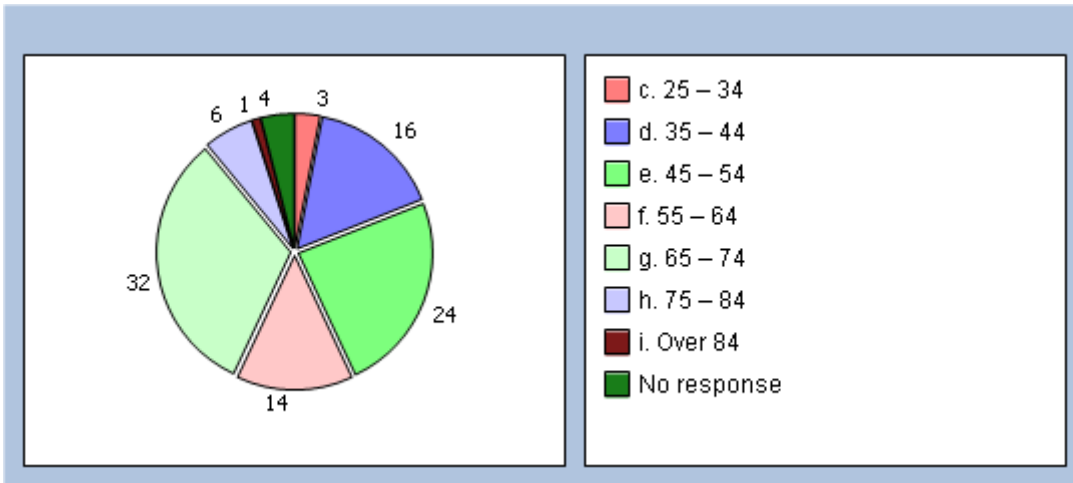
Are you male or female?

- Male **45%**
- Female **53%**
- No response **2%**



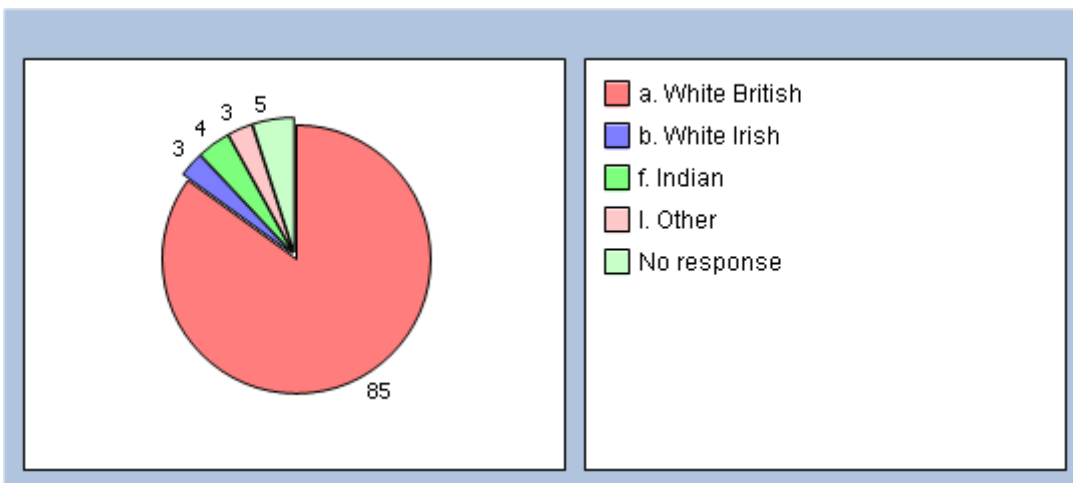
What age are you?

- Under 16 **0%**
- 17 – 24 **0%**
- 25 – 34 **3%**
- 35 – 44 **16%**
- 45 – 54 **24%**
- 55 – 64 **14%**
- 65 – 74 **32%**
- 75 – 84 **6%**
- Over 84 **1%**
- No response **4%**



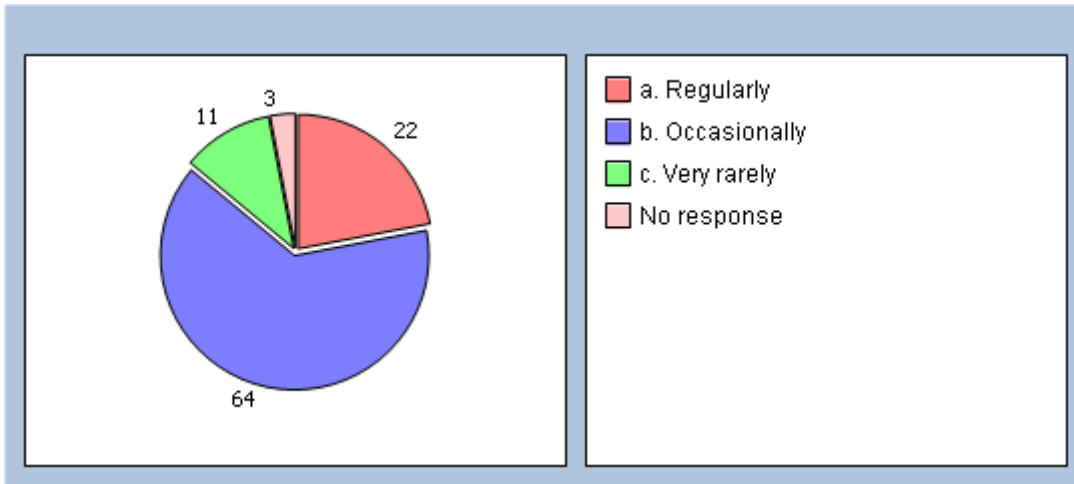
What is the ethnic background with which you most identify?

- White British **85%**
- White Irish **3%**
- Mixed White & Black Caribbean **0%**
- Mixed White & Black African **0%**
- Mixed White & Black Asian **0%**
- Indian **4%**
- Pakistani **0%**
- Bangladeshi **0%**
- Black Caribbean **0%**
- Black African **0%**
- Chinese **0%**
- Other **3%**
- No response **5%**



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

- Regularly **22%**
- Occasionally **64%**
- Very rarely **11%**
- No response **3%**



Comments from the Practice Team & follow up actions

Results were discussed at the practice meeting 22nd March 2013.

Question 1 Practice comments:

The need for an urgent appointment is assessed by the patient themselves not the practice staff, so if a patient feels their condition requires that they are seen on the same day they will always be seen that day.

In order to meet this demand we may not be able to give you an appointment with your doctor of choice or an appointment that fits into your schedule.

The practice team are disappointed to see that 8% of respondents said that when they have needed to see a GP urgently they have not been able to be seen on the same day. As a practice we feel confident that every patient that requests an urgent appointment is given one. During discussions we agreed that we would like to further investigate the experience of the 8% of respondents that said that they were unable get an urgent same day appointment so therefore I would like to ask the patients in that group to contact me at the practice to discuss further.

My contact details are Claire Farrell Practice Manager, either by email claire.farrell@nhs.net or by telephone 0161 980 2656.

Questions 2 & 3 Practice comments:

We acknowledge that seeing a specific GP when coming to the practice is important to some patients and where possible we will try and make an appointment with that GP.

However, occasionally due to holidays and busy schedules this may not be possible within a timescale that the patient feels is appropriate for their need. In this instance they will be offered an appointment with an alternative clinician.

It is important to note that as Dr Taylor is part time you may have to wait longer as she is not in surgery on Wednesdays.

Questions 4 & 5 Practice comments:

The vast majority of appointments booked by our patients are for ongoing issues and are therefore booked anywhere from a few days to a few weeks in advance.

The practice team feel confident that the only time that the 3% of patients may have encountered difficulty booking appointments ahead of time was during holiday periods.

As previously stated I am happy to discuss the experiences that patients have had on an individual basis.

Question 6 Practice comments:

The Clinicians take large numbers of calls from patients every day. In most cases if a patient calls to speak to a doctor during morning surgery they will be asked to call back at 11 when the doctors have finished surgery. If they call in the afternoon they will be asked to call between 2 and 3 or a number will be taken for a doctor to call back after afternoon surgery has finished.

We try to educate patients to call to speak to the doctors outside of surgery hours. There is a telephone message which details the times that patients can call for test results, this information is also displayed on our website and reception desk.

If patients with routine requests call between the specific times, this frees up the phone lines during peak times for patients trying to contact the surgery urgently.

The Clinicians do not steadfastly stick to the allocated phone times and patients can and do access the GPs easily throughout the day.

Sometimes phone lines can be busy after morning surgery and before afternoon surgery and you may be asked to call back as the doctor is engaged on another call. We do ask for your patience when this happens. We are unable to let you hold on the lines as we need to keep the phone lines free. During extremely busy periods the receptionists may ask for your telephone number and will pass a message to the doctor to give you a call back.

Question 7 Practice comments:

We asked this question because we are concerned about the increasing numbers of patients that are failing to attend for their appointments.

We have carried out a search for the last 3 years and the results are shown below.

Numbers of patients failing to attend appointments without notifying the practice:

<i>01.04.2010 – 25.03.2011</i>	<i>283</i>
<i>01.04.2011 – 25.03.2012</i>	<i>313</i>
<i>01.04.2012 – 25.03.2013</i>	<i>384</i>

We have been forced to implement a DNA Policy where patients that fail to attend 3 consecutive appointments will receive a letter from the practice informing them of the dates of the missed appointments and advising that they may de-registered and have to find another practice if they continue to miss appointments.

The most alarming element of the research into missed appointments was the high number of patients that call to request an urgent appointment, are given an appointment within an hour and then fail to attend but then call later to request another urgent appointment later in the day.

Ensuring that patients can access a clinician in a timely manner when they need to is a high priority for all of the practice team. In order to maintain the high standard of service we provide we do ask that patients attend appointments or give the practice adequate notice that they wish to cancel.

Question 8 Practice comments:

We expected a mixed response to this question but felt it was important to include it as it provides an opportunity to clarify that none of the reception team will ever ask you for information out of personal interest. They will only ever ask for the minimum amount of information that they need in order to provide you with the appointment, advice or service that you need.

Question 9 & 10 Practice comments:

We are delighted to see that 96% of you described their experience of our practice as good, very good and excellent and that 95% of you would recommend the practice to others.

We are disappointed with the 1% of you who described the service as poor and would not recommend the practice to others. Again I would like the opportunity to discuss this further with you.

General information

Confirmation of the surgery opening times

Monday to Friday - 08:30am – 18:00pm

To speak to a Doctor

Monday to Friday between 11am & 12 midday and 2pm & 3pm

To contact the practice for test results

Monday to Friday between 11am & 12 midday and 2pm & 3pm

Contact details for Claire Farrell, Practice Manager

Email – claire.farrell@nhs.net

Telephone – 0161 980 2656