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The PracticeLeecon Way & Hawkwell

Our Local Patient Participation Report

The Patient Participation DES

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Patient Participation: YOUR SAY

We want all patients at Leecon Way & Hawkwell to have a say in shaping and improving the healthcare we provide so this year we have taken part in the Patient Participation Direct Enhanced Service (PP DES).

We asked our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) to help us identify the main areas of interest for the surgery so that we could conduct a local practice survey and get our patients' views on what needs to be improved. We were also particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting the local practice survey, we reviewed the results with our PRG and asked them to work with us to put together an Action Plan for the coming 12 months in order for us to develop any areas identified as needing improvement.

Our PRG is open to all patients registered at Leecon & Hawkwell and you are welcome to join at any time. Our enthusiasm to engage our patients is always ongoing. Just ask a member of staff for more information.

a. A Profile of our Patient Reference Group (PRG)

Our PRG currently consists of 7 members; ranging from ages 35 to 65

Male: 3 Female: 4- White British – English Language.

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group more clear for everyone involved. A copy of our PRG Terms of Reference can be found here: www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

Members and Virtual Members

We know that attending the PRG meetings we hold every 3 months does not fit everyone's schedule, so we are keen to involve patients as 'virtual' members of our PRG as well. We engage with these members by sending them minutes from the meetings and asking for their feedback via email. Currently we have 2 virtual members in our PRG.

Size of our Group – It's not quite there yet.. but we want our PRG to be as big as possible!

We want to hear from everyone. We have employed several methods to recruit, promote and grow our PRG (see Making our PRG Representative) but have struggled to get as much interest as we would like. If you are interested in joining or have any ideas on how to increase our members, please let us know.

b. Making our PRG Representative

In order to help understand our patient population, we compiled a Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1st languages, our top three chronic diseases, learning disabilities, mental illness, physical disability, drug use and care home patients. All of this was also broken down into age bands and gender.

This Patient Population Profile can be found at: www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

Recruitment for our PRG was designed to try and engage patients from across our Patient Population Profile because we are determined to make the group as representative of our registered patient population list as possible. To do this, we have employed several methods to engage the different categories of patients at our surgery. Including:

Posters around the surgery. An example of one of our posters can be found here:

www.thepracticeplc.com/hawkwell/yoursay www.thepracticeplc.com/leeconway/yoursay

A PRG board with posters, meeting minutes, the date of our next meetings, details of becoming a virtual member and more.

Slips stapled to prescriptions promoting our PRG. Examples of the slips we used can be found here:

www.thepracticeplc.com/hawkwell/yoursay www.thepracticeplc.com/leeconway/yoursay

Word of mouth, having our admin and clinical staff ask patients if they would be interested in joining.

Personal invite letters encompassing the spread of our population. A batch of 50 letters were sent on 13/9/12 to personally invite patients from each category on our Patient Population Profile to try and ensure all of our patients are represented in our PRG.

An example invite letter can be found here: www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

All of our recruiting methods promoted both becoming a member and becoming a virtual member.

Our group is still not as big as we would like it, nor as representative, so we will continue using these and any other identified methods to encourage any patients interested in having a say in their healthcare provision to join the group.

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c. Identifying the areas of priority with our PRG

We wanted to make sure the questions we asked in our local practice survey were relevant and that any areas specific the group thought we needed to improve were included.

To do this, we held a PRG meeting on 03/10/11 to discuss and agree which issues had priority. Minutes of this meeting can be found at:
www.thepracticeplc.com/hawkwell/yoursay www.thepracticeplc.com/leeconway/yoursay

As a starting point, we referenced the GP Patient Survey used last year for the Quality Outcomes Framework. A copy of this can be found at:
www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

We asked our PRG if they felt these questions were relevant for our local survey and removed any questions that were felt to not be needed. We wanted to ensure patients did not feel we were taking up more of their time than necessary!

We also asked our PRG if there were additional items that they wanted added into the questionnaire that were really specific to our surgery. The group added questions on the following areas:

- Make patients aware Group only meets 4 times a year.

d. Getting our Patients' Views: Conducting the Survey

Having put together our local practice survey with our PRG, we then collected the views of our patients using both printed paper surveys that we handed out onsite as well as promoting an electronic option to complete the same survey online via Survey Monkey. The availability of the paper survey plus the URL for the online Survey Monkey survey was displayed on posters and on printed slips stapled to prescriptions.

A copy of the final survey that we used can be found at:
www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

Our surgery staff asked patients coming into the surgery in December and the beginning of January to complete the paper survey.

Access to the online survey was also available and publicised from December via posters and on slips stapled to prescriptions and was kept open for completion until the end of January/the beginning of February.

In order to try and engage patients who we know do not come into the surgery very often, we also posted surveys with SAE return envelopes to care home patients.

d. continued. **Getting our Patients' Views: Conducting the Survey**

Because 90% of our patient population speaks English as a first language, it was not deemed economical to translate the survey into other languages, but we ensured our translation services [and multilingual staff] were available to help patients complete the questionnaire where necessary.

Our staff worked hard to engage as many patients as possible and we managed to get 153 number of paper surveys completed and 48 surveys completed online, gaining feedback from a total of 201 patients (the equivalent of 10% of our patient population).

The data for our paper surveys was collated by a company called Dialogue Solutions and the data for our online surveys was collated automatically by Survey Monkey. The figures from both our online and paper results were then combined for our overall results which we shared with our PRG.

e. Sharing the results with our PRG to form an Action Plan

After collating all the results from both our paper surveys and online surveys we then held another meeting with our PRG on 15/02/12 in order to share the findings from our patients' feedback. Minutes for this meeting can be found at:

www.thepracticeplc.com/hawkwell/yoursay

www.thepracticeplc.com/leeconway/yoursay

We looked at the findings for each question to identify areas where the surgery is doing well and also areas where we can improve.

Where we found we could improve, we looked at what actions we might take and agreed actions with our PRG for us to carry out in the coming year in order to improve any aspects that we can, forming our Surgery Action Plan.

f. Leecon & Hawkwell Our Action Plan

In order to make our Action Plan as clear as possible, we put together a clear table to populate with our PRG, showing:

- What each question on the survey was
- What our patients feedback was for each question (“What you said”)
- Whether it was agreed with the PRG that action was or was not required in response to the feedback

and, if so,

- What action is to be taken
- By when

Our full Action Plan is available at: www.thepracticeplc.com/hawkwell/yoursay
www.thepracticeplc.com/leeconway/yoursay

g. Summary of our Local Practice Survey Results

We collated all of our Local Practice Survey results into one summary which we shared with our PRG when putting together our Action Plan (see previous page).

We displayed the findings for each question on separate pages, showing for each question:

- The number of online responses (Survey Monkey count)
- The number of paper responses (Dialogue Solutions count)
- The number of patients who skipped the question
- The total number of responses (TOTAL)
- The percentage for each answer option (for the number of patient who responded to the question, not including the number of patients who completed the questionnaire but skipped that question)
- A pie chart or bar graph to demonstrate visually the responses for each question

Our full Local Practice Survey Results Summary is available at:
www.thepracticeplc.com/hawkwell/yoursay www.thepracticeplc.com/leeconway/yoursay

h. i) **More detail on the actions we intend to take**

Accessing your GP Services;

How often do you get to see or speak with your preferred GP:

Review allocation of GP appointments, check staff are asking patients who their preferred GP is?

Posters to be put up in reception area giving details of which GP is working on the Day.

This will help patients identify different GPs working within the practice when choosing whom they would like to see. GP/Reception staff will be involved.

Making an appointment:

If you are unable to get an appointment or the appointment was inconvenient?

To review and discuss appointment system with clinicians to identify a more effective model which might improve this.

Reception staff to us routine appointments more frequently this will save on the day appointments.

h. ii) **More detail on action we've already taken**

Meeting with surgery staff to give feedback on survey results and implement actions where needed.

Meeting with the PBC (Estuary Group) regarding A & E usage to be monitored.

Display more posters in the surgery promoting new services within the practice.

More information to be given out to patients regarding Out of Hours service.

i. Accessing {Surgery Name}: Our Opening Hours

Mon	08.00 – 20.30
Tues	08.00 - 18.30
Weds	07:30 – 18.30
Thurs	08.00 – 18:30
Fri	07.30 – 18.30
Sat	09.00 – 11.00

Telephone: Leecon Way 01702 547 828 Hawkwell 01702 200 029

These details are also available on NHS Choices and on our website:

www.thepracticeplc.com/hawkwell

www.thepracticeplc.com/leeconway

In our surgery leaflets

Bookable appointments face to face at the above times.

Telephone bookings available at all above time.

j. Extended Hours at Leecon & Hawkwell

The Practice Leecon & Hawkwell currently operates extended hours on:
Monday, Wednesday, Saturday
During these hours, patients have access to GP/Nurse
Appointments can be made at reception/by telephone.

So What's Next?

Over the next 12 months, we will be putting our Action Plan into place and making all the improvements we can having identified the areas of priority for our site...

...And we will continue to engage with our patients and our PRG!

- + We are going to keep recruiting patient members, to guide, shape and steer changes in the healthcare we provide.
- + We are going to try and make our PRG as representative of our patient population as possible and continue to try and recruit patients where representation of any particular group is lacking.
- + We are going to review our progress with the Action Plan and identify other areas of concern.
- + We are going to seek more feedback from our patients...and put another Action Plan in place after that!

We want ALL of our patients to have a say, will you have yours?

Thank you to all our patients who have given up their time to give feedback or become a member of our PRG

The Practice Leecon Way & Hawkwell