

The Practice Leecon Way &  
Hawkwell

# Our Local Patient Participation Report

The Patient Participation DES – Year 2

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# Patient Participation: YOUR SAY

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

We sought to improve how representative our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) is of our overall patient population and also asked our PRG to help us identify the main areas of interest for the surgery. We then conducted another local practice survey to get our patients' views on what needs to be improved. Once again, we were particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting this year's local practice survey, we reviewed the results with our PRG and asked them to work with us to put together this year's 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 Way & Hawkwell and you are welcome to join at any time. Our enthusiasm to engage our patients is always on going. 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 40 to 77. There are 4 female & 3 male, all white British.

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group clearer for everyone involved. A copy of our PRG Terms of Reference can be found here:  
[www.thepracticeplc.com/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/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. Any patients wishing to participate as virtual members are engaged by sending them minutes from the meetings and asking for their feedback via email. Currently we have no 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 another Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1<sup>st</sup> 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/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/yoursay)

**We have tried again to engage patients from across our Patient Population Profile as we are determined to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach 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/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay) [www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/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.

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 27/07/2012 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/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/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 our patients to join the group and will continue to encourage any patient who is interested in having a say in their healthcare provision.**

the practice<sup>+</sup>

## 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 to our surgery were covered if the group thought we needed to improve somewhere. We also wanted to be able to compare this year's results to last year's where possible.

To do this, we held a PRG meeting on 17/10/2012 to discuss and agree which issues had priority, using last year's survey as a starting point. Minutes of this meeting can be found at: [www.thepracticeplc.com/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/yoursay)

A lot of feedback that we received by word of mouth last year was that the survey was too long, so at the meeting we asked our PRG to help us remove questions from last year's survey that were not felt to be necessary. We also asked our PRG to suggest additional questions that they felt should be added.

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:

## d. Getting our Patients' Views: Conducting the Survey

Having put together this year's local practice survey with our PRG, we then collected the views of our patients using both paper surveys that we handed out onsite and electronically via an online option to complete and submit the same survey.

A copy of this year's final survey can be found at:

[www.thepracticeplc.com/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)

[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/yoursay)

Our surgery staff asked patients coming into the surgery from October 2012 until January 2013 to complete the survey.

Access to the online survey was also available throughout these months and publicised via posters and on the paper copy of the survey as well in case patients preferred the online option.

Our staff worked hard to engage as many patients as possible and we managed to get 220 paper surveys completed and 20 surveys completed online, gaining feedback from a total of 240 patients (the equivalent of 10% of our patient population).

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

We collated all the results from our completed surveys and held another meeting with our PRG on 12/02/2013 in order to share the findings of our patients' feedback. Minutes for this meeting can be found at: [www.thepracticeplc.com/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/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 Way & Hawkwell : Our Year 2 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 this year ("What you said").
- A brief comparison to last year's feedback if the same question was asked ("Contrast to Last Year").
- 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/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay)  
[www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/yoursay)

## g. Summary of this year's Survey Results

We collated all of our Local Practice Survey results into one summary which we then 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 patients who did the survey and answered a question (Answered question).
- The number of patients who did the survey but skipped a question (Skipped question).
- Of the patients who answered each question, we showed how many patients ticked each answer option and the percentage for each answer option (Response Count and Response Percent).
- A pie chart or bar graph to demonstrate visually the responses for each question.

Our full Survey Results Summary for this year is available at:

[www.thepracticeplc.com/leeconway/yoursay](http://www.thepracticeplc.com/leeconway/yoursay) [www.thepracticeplc.com/hawkwell/yoursay](http://www.thepracticeplc.com/hawkwell/yoursay)

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

### **How often do you see or speak to your preferred GP?**

Check staff are asking patients who their preferred GP is and explain GP's working days. To increase telephone slots for each individual GP when needed

Agreed actions 14/03/2013.

### **Generally how easy is it to get through to somebody on the phone at your surgery.**

Review telephone access to surgery, check staff not on line for to long with individual patient. System one messaging to be used between branch surgeries.

Agreed actions 14/03/2013

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

### **If you were unable to get an appointment or the appointment was inconvenient, why was that?**

Review and discuss appointment system with the clinicians to identify if a more effective model might improve this. Consider offering more on the day appointments as opposed to book in advance appointments might help.

Agreed actions 14/03/2013.

### **Would you be interested if clinics were available to help you manage your condition?**

Put up posters to promote the additional clinics that already run. Identify if the surgery has any high prevalence of a condition that can be an additional clinic. Display leaflets / posters/staff word and mouth.

Agreed actions 21/03/2013

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

### **Do you know how to contact an out of hours doctor?**

Promote access to OOH. Posters in the waiting room and staff word of mouth. Consider adding details to telephone message.

Agreed actions 30/04/2013

### **Overall how would you describe your experience of the out-of-hours service?**

Send summary of patient feedback to OOH provider for their review/comments.

Agreed action 30/04/2013

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

**Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at you surgery? ( If yes please leave your details with a member of staff)**

Continue to encourage people of all ages to become virtual or active members. Continue promoting the group via posters, word of mouth, slips on prescriptions etc., as well as looking to identify further methods for recruiting group members.

Action agreed: On going

## h. ii) **Progress following last year's action plan.**

### **How often do you see or speak to your preferred GP?**

Extra on the day appointments were made available ,  
GP locum usage was monitored.

### **If you were unable to get an appointment or the appointment was inconvenient, why was that?**

Discussed with clinicians and opened more on the day and embargo appointments, as well as telephone appointments.

## h. ii) Progress following last year's Action Plan

**What did you do on that occasion?**

**Went to A&E**

This is part of commissioning work, we are monitoring all A&E visits.

**How long after your appointment time do you usually wait?**

Staff make patients aware that if they have more than one topic to discuss with GP they will need to make a longer appointment.



## h. ii) **Progress following last year's Action Plan**

**If you have a long standing health condition, do you feel you have had enough support in the last 6 months?**

Although the percentage was high we have still reviewed this by putting posters up displaying clinics available for patients.

**Would you be interested if clinics were available to help manage your conditions?**

Specialist clinics were introduced for patients with long term health conditions.  
Poster on board in reception waiting area informing patients of clinics available.

# i. Accessing Leecon Way & Hawkwell Opening Hours

## Leecon Way Opening Times:

Monday	8.00am - 8.30pm
Tuesday	8.00am - 6.30pm
Wednesday	7.30am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	7.30am - 6.30pm
Saturday	9.00am - 11.00am on alternate weeks.
Sunday	Closed

**Walk-in to book appointments & telephone access available  
through-out the opening times.**

# i. Accessing Leecon Way & Hawkwell Opening Hours

## The Practice Hawkwell

Monday	8.00am - 6.30pm
Tuesday	8.00am - 7.00pm
Wednesday	8.00am - 7.00pm
Thursday	8.00am - 7.00pm
Friday	8.00am - 7.00pm
Saturday	9.00am - 11.00am on alternate weeks.
Sunday	Closed.

**Walk in to book appointments and telephone access available  
through out the opening times.**

## j. Extended Hours at Leecon Way & Hawkwell

THE PRACTICE LEECON WAY & HAWKWELL currently operates extended hours on:

**Monday** 8:00am – 8:30pm

**Wednesday** 7.30am – 6.30pm

**Friday** 7.30am - 6.30pm

**Saturday** 9.00am – 11.00am

During these hours, patients have access to Nurse, GP & Reception staff.

Details of access **Walk in and telephone access.**

# So What's Next?

Over the next 12 months, we will be putting our new 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.
- + 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.

Leecon Way &  
Hawkwell.