

PATIENT PARTICIPATION REPORT 2013-2014

Establishing Patient Reference Group

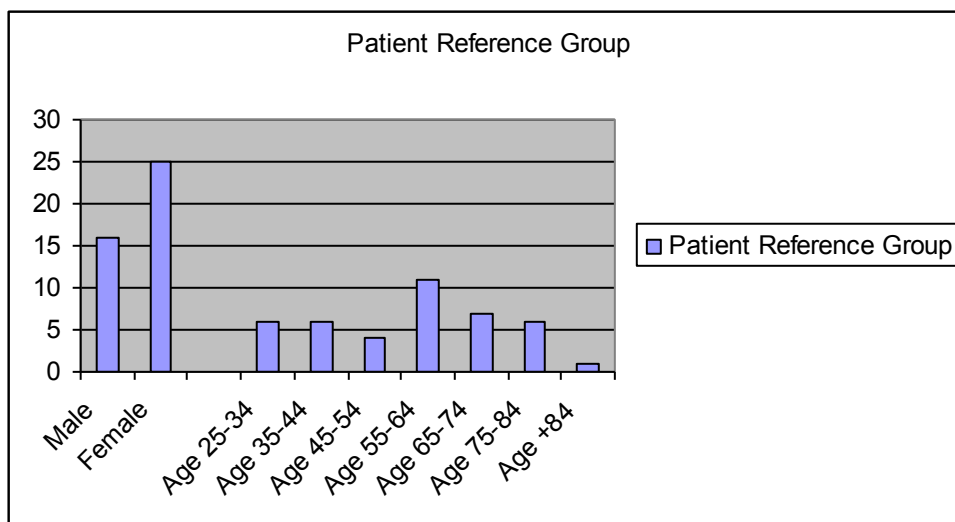
The Practice undertook to establish a Patient Reference Group (PRG). The objectives were to recruit Patients to become part of (PRG) core group. The following different methods were used to recruit a reasonable and representative cross section of the population

- Posters in Surgery Waiting Area
- Invitation to join Patient Reference Group sent with flu letters
- Recruitment forms to join Reference Group given to patients by Doctors and Nurses during consultation
- Receptionist opportunistically talking to patients to join the Reference Group
- Providing a link on the Practice website to sign the joining form

Patient Group

- Following the recruitment campaign 41 patients joined the Patient Reference Group
- Majority of the 41 did not wish to commit time to attend meetings and preferred to be contacted by email for their involvement in the Reference Group

Age and Sex Breakdown of Reference Group



Signing Up For Our Patient Reference Group

If you are happy for us to contact you periodically by email please leave your details below and hand this form in at reception.

Name:

Email Address:

Telephone:

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice.

Your Gender: Male Female

Your Age:
Under 16
17 – 24
25 – 34
35 – 44
45 – 54
65 – 74
75 – 84
Over 84

The ethnic background with which you most closely identify is:

White British Group Irish

Mixed White & Black Caribbean White & Asian White & Black African

Asian or Asian British Indian Bangladeshi Pakistani Indian

Black or Black British Caribbean African
Chinese or Other Chinese Any Other

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

Regularly occasionally Very rarely

Thank you

Please note that we will not respond to any medical information or questions received through the survey.

Next Steps

- In August 2013 we contacted all the Patients in the Reference Group by email advising that we are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

- What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on:
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 - **Clinical care**
 - **Getting an appointment**
 - **Reception issues**
 - **Opening times**
 - **Staff**
 - **Other Suggestions**

A period of 6 weeks was allowed for Patient Reference group to reply with their response

In early October, based on responses that were received the following draft patient survey questionnaire was prepared that included all different areas that were suggested by the Patient Reference Group

1. How many times have you been to the surgery in the last 12 months?

Once Twice Three Four 5 or more

2. What is more important to you?

Getting to see any Doctor on the day I phone for appointment

Seeing the Doctor of my choice even if I have to wait a few days

3. How do you rate the service provided by your surgery?

Very Poor Poor Satisfactory Good Excellent

Reception Team
Nursing Team
Doctors
Overall

9. What is your Gender?

Male
Female

10. Ethnicity

White British
White Irish
Any other white background
Any other mixed background
Indian
Pakistani
Bangladeshi
Any other Asian background
Caribbean
African
Any other black background
Any other
Not stated

- The above draft survey questionnaire was emailed to Patient Reference Group for any comments. On receipt of feedback from Patient Reference Group a final survey questionnaire was prepared.
- The survey was open for a period of 3 months i.e. from November 2013 to January 2014.

The following methods were used to get a cross section view of as many patients as possible

- A link to the survey was put on the Surgery website
- Notices in Waiting Area
- The survey link was emailed to all patients whose email contact were know

A total of 234 responses were received

- The survey result was emailed to all the members of Patient Reference Group.
- A meeting to discuss the survey and agree an action plan was held on 28 February 2014.
- The Patient survey and action plan is published on Surgery Website

Action Plan Agreed with the Patient Group at a meeting held on 28 February 2014.

1. Receptionist

Various comments about the Receptionists not being helpful and not responding to patients needs were made in the survey. During internal review of the patient survey it became obvious that the receptionist were under constant pressure due to heavy workload. To address this issue the Practice is planning to reorganise reception workflow by hiring an extra person and moving certain admin tasks to back office so the receptionist are primarily dealing with patients either face to face or over the telephone. This should make a difference. We shall regularly review and monitor so we maintain a high standard of service at the desk.

2. Surgery Website

The survey indicated that in excess of 40% of those who participated in the survey had not visited the surgery website. We propose to promote the use of website which has a lot of useful information. Furthermore we will look to improve the layout of website to make it more user friendly.

3. Waiting time to see GP

Patients have informed us via the survey that they found waiting times to see the GP once they arrived for their appointments to be longer than they would like. We have discussed this during Practice meeting and it transpired that other than on a few occasions when an emergency caused a consultation to over-run, this issue was mainly caused by patients by wishing to discuss several problems in a 10 minute appointment thereby causing the appointments to over run which in turn has a knock on effect. We are proposing to educate the patients so that they understand not to bring several issues during one 10 minute appointment.

Once again a Big Thank you to all our patients who completed the Survey and also we are so grateful to those in the Patient Reference Group for their time and helpful comments and suggestions.