

Patient Participation Enhanced Service 2011/13

Template for information to be included in local patient participation report

Stage one – validate that the patient group is representative

<b>Practice population profile</b>		
<p>Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:</p> <p><i>This practice has made every effort possible to form a PRG which is truly representative of the patients from this very deprived area of Hull. Rather than rely on a virtual group, we have actively advertised, canvassed patients during consultations and eventually managed to form a group of ten members. Despite our best efforts there has been little interest from the younger generation other than one member, an eighteen year old male but the other young people have been issued with questionnaires as part of our annual survey and close attention will be taken of their replies.</i></p> <p><i>We examined our population in great detail to gauge the most representative mix when appointing members and we have tried as much as we can to ensure that all ethnicity groups, orientation, gender and age ranges form a good cross section of our community representation. We are open to further members joining us as and when the opportunity presents itself.</i></p> <p><i>Our Practice population profile is as follows:</i></p> <p><i>Total Population: 6454</i></p> <p><i>This is made up as follows:</i>  <i>WB = 6144 , Caribbean = 7, Bangladesh = 3, Mixed Background = 48, Indian = 53, Spanish = 4, Chinese = 3, Baltic States = 34, Irish = 5, Black African = 54, Ethnic category not stated = 73, Portuguese = 6 &amp; Pakistan = 20</i></p>		
<p>Age</p> <p>0 – 65</p> <p>0 – 65</p> <p>66 – 75</p> <p>66 – 75</p> <p>76+</p>	<p>Sex</p> <p>M = 2973</p> <p>F = 2714</p> <p>M = 206</p> <p>F = 183</p> <p>M = 159</p>	<p>Ethnicity</p> <p>WB 2821, Caribbean 3, Bangladesh 2, Mixed background 24, Indian25, Spanish 3, Chinese 1 Baltic States17, Irish 2, Black African 27, Not stated 35, Portuguese 3 &amp; Pakistan 10.</p> <p>WB 2556, Caribbean 4, Bangladesh 1, Mixed background 24, Indian28, Spanish 1, Chinese 2, Baltic States17, Irish 3, Black African 27, Not stated 38, Portuguese 3 &amp; Pakistan 10.</p> <p>WB 206,</p> <p>WB 183,</p> <p>WB 158, Indian1,</p>

Patient Participation Enhanced Service 2011/13

76+	F = 219	WB 219,
<b>PRG profile</b>		
<p>Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile</p> <p><i>Every effort possible has been employed to make the PPG truly representative of our total patient group. However I am satisfied that the group act in a totally unbiased way at all times. Although totally committed to the PPG they have decided not to pursue committee status at this time, being more comfortable in operating in a face to face model, however I plan to persuade them during the following months to formally take on board this aspect of the scheme as they relax into the group.</i></p> <p><i>At the last PPG meeting it was agreed that when members were unable to attend, that we would attempt to relay conversations/decision making on the day by telephone and for members with email, documents would be sent as soon as possible to keep everyone in the loop.</i></p> <p><i>This PPG is the best match available given the lack of interest from other patients despite intensive canvassing</i></p>		
Age	Sex	Ethnicity
73	M	White British
72	M	White British
57	F	White British
18	M	Spanish
56	M	White British
53	M	White British
55	M	White British
64	M	Pakistan
38	M	White British
45	M	White British
Other		

Patient Participation Enhanced Service 2011/13

**Differences between the practice population and members of the PRG**

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

*We believe that we have achieved the best mix possible given the area we operate in. Extensive canvassing, conversations with patients and advertising the group has enabled us to gather sufficient interest to actually form the group rather than rely solely on the virtual model. The road has been difficult with many setbacks but with our tenacity, a representative group is now in existence.*

*Our intention is not to sit on our laurels but to continue the process of advertising the patient benefits of being part of the group. This way we should be able to best-match and reflect our changing population. It is worth noting that this deprived area has many transient residents who often use local council accommodation as a first step before moving on. It also has higher than normal crime figures recorded.*

## Patient Participation Enhanced Service 2011/13

### Stage two – validate the survey and action plan through the local patient participation report

<b>Survey</b>		
<p>Please describe how the priorities were set</p> <p><i>The priorities were quite clearly access driven from the group and following protracted discussions on the subject it became clear that the national survey model fitted the bill totally. Having then being shown a copy of this survey, the group asked that we use this for our local annual survey. From a practice point of view we had no objections to this as from experience, the information gleaned through such surveys, has helped us in the past to positively react and action where possible, highlighted areas of concerns.</i></p>		
<p>Describe how the questions were drawn up</p> <p><i>Having examined the national survey questionnaire in detail it was agreed by the group that our survey would follow the same lines. As a result of this, questionnaires were drawn up, printed and were available that very afternoon, staff were briefed and a stock of ball-pens were issued to the receptionists to distribute with the forms. It was agreed that a cut-off date of 10<sup>th</sup> February would be used to allow the results to be fed back at the next PPG meeting which was arranged for 11.30 hours Monday 27<sup>th</sup> February. Some members of the PPG agreed to encourage patients to complete them in the waiting room when they were able to.</i></p>		
<p>How was the survey conducted?</p> <p><i>A total of 250 questionnaires were issued and the vast majority of these were given out by the receptionists in the surgery and by clinicians during appointments when time limits from arrival to being seen were tight. Posters advertising the benefits of completing the surveys were also prominently displayed on patient information notice boards. PPG members also encouraged their completion when they were able to in the waiting room area.</i></p>		

## Patient Participation Enhanced Service 2011/13

Despite this only 107 questionnaires were returned out of the 250 which clearly demonstrates the apathy of the local population who visit the surgery. It is important to note however that of the 107 returned the exercise still proved useful and it will lead to some changes which will be included within the action plan and PPG report.

What were the survey results?

The survey results were as follows:

**1. In the past 12 months how many times have you seen a doctor from your practice?**

- None - **5**
- Once or Twice - **35**
- Three or four times - **31**
- Five or six times - **36**

**2. How do you rate the way you are treated by receptionists at your practice?**

- Excellent - **45**
- Very good - **39**
- Good - **18**
- Fair - **4**
- Poor - **0**
- Very poor - **0**

**3. A) How do you rate the hours that your practice is open for appointments?**

- Excellent **28**
- Very good **36**
- Good **31**
- Fair **9**
- Poor **4**
- Very poor **0**

**3. B) What additional hours would you like the practice to be open? Please tick all that apply.**

- Early morning **23**
- Lunchtime **5**
- Evenings **16**
- Weekends **28**
- None I am satisfied **44**

**4. Thinking of the times when you want to see a particular doctor:**

**A) How quickly do you usually get seen?**

- Same day **41**
- Next day **14**
- Within 2 days **17**
- Within 3 days **16**
- Within 4-5 days **11**
- After more than 5 days **0**
- Does not apply **3**

**B) How do you rate this?**

- Excellent **27**
- Very good **27**
- Good **24**
- Fair **19**
- Poor **4**
- Very poor **2**
- Does not apply **3**

**5. Thinking of the times when you are willing to see any doctor:**

Patient Participation Enhanced Service 2011/13

**A) How quickly do you usually get seen?**

- Same day **55**
- Next day **17**
- Within 2 days **20**
- Within 3 days **8**
- Within 4-5 days **3**
- After more than 5 days **0**
- Does not apply **2**

**B) How do you rate this?**

- Excellent **30**
- Very good **31**
- Good **23**
- Fair **13**
- Poor **5**
- Very poor **1**
- Does not apply **1**

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

- Yes **61**
- No **3**

**7. A) How long did you wait for your consultations to begin?**

- Less than 5 minutes **14**
- 6-10 minutes **46**
- 11-20 minutes **18**
- 21-30 minutes **8**
- More than 30 minutes **1**
- There was no set time for my Consultation **6**

**B) How do you rate this?**

- Excellent **18**
- Very good **32**
- Good **24**
- Fair **12**
- Poor **2**
- Very poor **2**
- Does not apply **3**

Patient Participation Enhanced Service 2011/13

**A) Ability to get through to the practice on the phone?**

- Excellent 11
- Very good 14
- Good 19
- Fair 30
- Poor 19
- Very poor 11
- Don't know never tried 0

**B) Ability to speak to a doctor on phone when you have a question or need medical advice?**

- Excellent 16
- Very good 19
- Good 26
- Fair 17
- Poor 3
- Very poor 2
- Don't know never tried 22

**10. Thinking about how you consult your doctor, how do you rate the following:**

**A) How thoroughly the doctor asks about your symptoms and how you were feeling:**

- Excellent 32
- Very good 38
- Good 24
- Fair 10
- Poor 1
- Very poor 0

**B) How well the doctor listens to what you had to say:**

- Excellent 30
- Very good 38
- Good 27
- Fair 6
- Poor 2
- Very poor 0

**C) How well the doctor explains your health problems or any treatment that you need:**

- Excellent **34**
- Very good **38**
- Good **25**
- Fair **5**
- Poor **3**
- Very poor **0**

**D) How much the doctor involves you in the decision making about your care:**

- Excellent **31**
- Very good **36**
- Good **30**
- Fair **5**
- Poor **2**
- Very poor **0**

**E) The amount of time your doctor spends with you:**

- Excellent **29**
- Very good **35**
- Good **26**
- Fair **5**
- Poor **3**
- Very poor **0**

**f) The doctors patience with your questions and worries:**

- Excellent **35**
- Very good **29**
- Good **29**
- Fair **8**
- Poor **1**
- Very poor **0**

**G) The doctor's caring and concern for you:**

- Excellent **31**
- Very good **31**
- Good **34**
- Fair **5**
- Poor **3**
- Very poor **0**

**H) How well the doctor puts you at ease when examining you:**

- Excellent **36**
- Very good **29**
- Good **29**
- Fair **9**
- Poor **1**
- Very poor **0**
- Don't Know **0**

**11. Have you seen a nurse from your practice in the past 12 months?**

Yes - Go to question 12 **56**

No - Go to question 13 **9**

**12. Thinking about the nurses you have seen, how do you rate the following:**

**A) How well they listen to what you say:**

- Excellent **41**
- Very good **30**
- Good **15**
- Fair **2**
- Poor **0**
- Very poor **0**

**B) The quantity of care they provide:**

- Excellent **46**
- Very good **25**
- Good **14**
- Fair **3**
- Poor **0**
- Very poor **0**

**C) How well they explain your health problems or any treatment you need:**

- Excellent **41**
- Very good **30**
- Good **16**
- Fair **2**
- Poor **0**
- Very poor **0**

**13. All things considered, how satisfied are you With your visit to the doctor today?**

**(Please tick only one option)**

- *Completely dissatisfied, couldn't be worse* **1**
- *Very dissatisfied* **1**
- *Fairly dissatisfied* **2**
- *Neither satisfied or dissatisfied* **2**
- *Fairly satisfied* **15**
- *Very satisfied* **45**
- *Completely satisfied, couldn't be better* **35**

**14. Do you have any long standing illnesses?**

- *Yes* **57**
- *No* **40**

**15. Are you:**

- Male* **42**
- Female* **51**

**16. Which ethnic group do you belong to?**

- *White* **99**
- *Black or Black British* **2**
- *Mixed* **0**
- *Asian or Asian British* **2**
- *Chinese* **0**
- *Other ethnic group* **0**

**17. Is your accommodation:**

- *Owner – occupied/Mortgaged* **21**
- *Rented or other arrangement* **47**

**Which of the following best describes you?**

- Employed (full or part time, inc self employed) **37**
- Unemployed and looking for work **12**
- At school or in full time education **4**
- Unable to work due to long term sickness or disability **21**
- Looking after your home/family **7**
- Retired from paid work **17**
- Other Please describe **0**

.....

**If you have any further comments you would like to make about your practice or your consultation today, please write them here:. Thank you for taking the time to complete this survey.**

*The following additional positive comments were made which I feel presents a true picture of the practice:*

- *This is the best practice I have ever used – excellent service*
- *Very good with all staff and the way it is run at all times – wish others could do the same*
- *I have been with the practice for whole life and have seen great improvements over recent years. - Reception staff and quality of care from the GP's*
- *Comments that the GP's always telephone back when down for telephone advice appointments*
- *Glowing testimonial – Best practice, excellent treatment from clinicians and administration staff – states that all do an absolutely great job and also encloses a personal thank you*

*Some negative and request comments were made. These were:*

- *Very busy telephone lines especially between 08.00 – 08.30*

**Comment** *It is recognised that in line with other busy surgeries such as this that there is a particularly heavy demand in this time period. We operate a bounce facility that sends calls to other than receptionists in an effort to minimise delays. Additional appointment slots have been created and the use of a Nurse Practitioner for an additional four clinical sessions each week giving 64 extra slots for patients. GP's telephone advice slots have been created which allows triage by the GP's to take place and when necessary, for them to authorise a patient appointment either the same or the next day.*

*Requests for early morning, lunchtime, evening and weekend clinics were also made*

## Patient Participation Enhanced Service 2011/13

**Comment** We open for GP appointments at 08.00 hours and close at 18.30 hours on a Monday to Friday basis. Clinics within these times are staggered to allow some appointments during the lunch period. Saturday morning clinics are run between 08.30 – 12.00 and offer 21 appointments each session

*Request for Men's Health Clinics*

**Comment** Well men clinics are already held by the nurses and these are available as part of the NHS Health Check programme. For patients that require a GP following this check, the nurse refers as appropriate.

**In conclusion**

**Despite our best efforts, which includes writing to patients when they DNA for successive appointments, a total of 800 patients failed to attend between 5<sup>th</sup> December 2011 and 21<sup>st</sup> February 2012 wasting 8000 minutes of clinicians time. These appointments would have eased the demand on our services if they had been properly cancelled in advance.**

### **Action plan**

*How did you agree the action plan with the PRG?*

*A special meeting was arranged for Monday 27th February to consider the results of the survey and following this, to agree and write up an action plan.*

*Please see attached*

*What did you disagree about?*

*The group did not disagree with any part of the formulated action plan and instead saw it as being very positive and a useful tool to inform, change where possible parts of our operating processes and as a vindication of the service provided by the partnership of doctors, nursing services and administration staff at Orchard 2000 Medical Centre. The results will be posted on our website and also published for the benefit of other patients in the waiting room.*

## Patient Participation Enhanced Service 2011/13

*Are there any contractual considerations to the agreed actions?*

*None apparent, to facilitate additional appointment slots, two part-time nurse prescribers have been recruited and they will hold clinics here on a regular basis. Additional slots will also be added following holiday periods where because of Bank Holidays, a closedown has occurred. Full-time staff have been recruited as receptionists to give ownership and continuity in this vital area.*

***Please include a copy of the agreed action plan - attached***

***Local patient participation report - attached***

*Please describe how the report was advertised and circulated*

*As noted earlier the results would be posted on our website and also published for the benefit of other patients within the waiting room.*

*An explanation of why the content of the questionnaire was chosen by the PPG, the process used, the results gleaned and the practice response including any changes that would be implemented as a result. These will be included within the action plan.*

*The times and range of services available were also included and the names of all PPG members.*

*The PPG profile set against the Practice profile and contact arrangements for members of the group*

*The opening times of the surgery, out of hour's arrangements and an illustration of our range of services we offer were also included. In the case of the latter these were:*

- Dietary advice and weight management***
- Help with smoking and alcohol dependencies***

Patient Participation Enhanced Service 2011/13

- ***Family Planning***
- ***Morning After Pill***
- ***Travel advice & Immunisation***
- ***Results of tests***
- ***Breast Checks***
- ***Breast Examination***
- ***Cervical Smear***
- ***Advice on Baby and Child care***
- ***Advice on Starting a Family***
- ***Blood Pressure Checks***
- ***Repeat Prescriptions dedicated phone access***
- ***Dressings***
- ***Removal of Stitches***
- ***Help with Anxiety, Sexual Problems, Worries, Bereavement & Depression***
- ***Local Pharmacy attached for prescriptions, self-treatment and minor ailments.***
- ***Health checks for patients over 75 or for those who have not seen a GP for over 3 years***

***Include a copy of the report - attached***

***Opening times***

***Confirm opening times and out of hours arrangements included within the report***

Patient Participation Enhanced Service 2011/13

<i>DAY</i>	<i>TIME</i>
<i>Monday</i>	<i>08.00 to 18.30</i>
<i>Tuesday</i>	<i>08.00 to 18.30</i>
<i>Wednesday</i>	<i>08.00 to 18.30</i>
<i>Thursday</i>	<i>08.00 to 18.30</i>
<i>Friday</i>	<i>08.00 to 18.30</i>
<i>Saturday</i>	<i>08.00 to 12.00</i>
<i>Sunday</i>	<i>CLOSED</i>

*Out of hour's cover is available through PCT agreed means. If a doctor is required outside our normal hours of business, then all the patient needs to do is to call the surgery on 01482 854552 and the call will be diverted to and answered by this service.*