

The Park Surgery, Heanor - Local Patient Participation Report

Practice Code: C81031

March 2013

Practice population profile			
<u>Age</u>	<u>Male</u>	<u>Female</u>	<u>Ethnicity</u>
0-16	898	872	We do not have ethnicity recorded for our total practice population.
17-24	432	433	
25-34	548	536	
35-44	571	562	
45-54	620	656	
55-64	537	550	
65-74	401	442	
75-84	189	242	
85+	42	97	
	4238 total	4390 total	

PRG profile			
<u>Age</u>	<u>Male</u>	<u>Female</u>	<u>Ethnicity</u>
0-16	0	0	
17-24	0	0	
25-34	0	2	
35-44	2	9	
45-54	0	6	
55-64	7	9	
65-74	15	6	
75-84	1	0	
85+	1	0	
	26 total	32 total	

Patient Reference Group

Our recruitment campaign is ongoing. Posters are displayed in the Practice and there is a Patient Group display in a prominent position on the notice board in the Practice waiting room. This advertises the Group, dates of meetings and displays copies of minutes of meetings and surveys. We also have a Patient Group section on the Website. We currently have 10 patients in our Patient Group ranging in age from 28 years to 69 years . We also have a Patient Reference Group who have agreed to be emailed periodically for their views and comments. There are currently 48 patients in this group. This campaign was advertised via handouts in the Waiting Room and by the Patient Group. We have attempted to recruit younger members by

contacting the local secondary school, but this has not produced any new members. We are in the process of re-recruiting members of the Patient Reference Group in an attempt to increase numbers.

Deciding on a Survey Topic

The structure and the wording of the survey was discussed and agreed between the Patient Group and Practice. Last year’s survey had picked up on some areas in the National GP Survey and the Group were keen to explore another area within the Practice to establish how much knowledge patients had of the services provided. They decided to assess patients’ views and knowledge of the Nursing Service and also whether they were satisfied with the access to the Nurses.

Agreement for the Questionnaire

The PRG and the Practice compiled a list of suitable questions and agreed the format and wording of the questionnaire. It was agreed that some of the questions should allow for comments to be made, rather than just having ‘yes’ and ‘no’ answers.

The following questions and findings all came directly from the Patients Survey conducted and produced by the PPG.

Survey Questions

Q1 are you?: under 20 21-30 31-50 51-65 66-75 over 75

Q2 Which of these services do you think our surgery nurses offer?:

Asthma reviews	Ear syringing
Blood pressure checks	New patient checks
Smear tests	Young patient checks
All vaccinations	Well women clinics
Diabetic clinics and home visits	Well man clinics
INR clinics and home visits for monitoring of Warfarin	Family planning
Dressings	Spirometry

Q3 Within the last 12 months have you ever booked an appointment with the nurse specifically?

Q4 How difficult do you find getting an appointment with a nurse?

Very Hard	Hard	Easy	Never Tried

Q5 Have you ever booked an appointment with a doctor because you could not get a prompt appointment with a nurse?

Q6 Are there any health issues you think could be better dealt with by a nurse where at the moment you have to see a doctor?

Q7 Are there any changes the Practice can implement to improve the Nurse services?

Q8 Are there any health issues you would be uncomfortable discussing with a Nurse?

Q9 How would you describe your ethnicity (please state)?

Date am pm please circle

Distribution of Survey

During the week commencing 7th January 2013 the Practice Patient Participation Group carried out a survey on patients' knowledge of the Nursing Services offered by the Practice. There were a total number of **334** responses spread over the week.

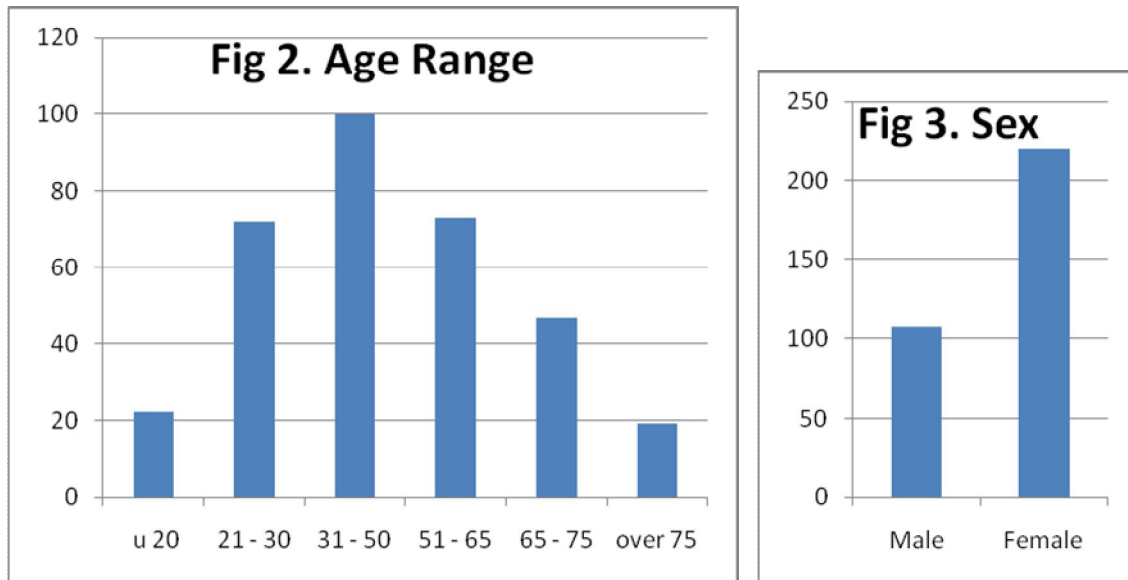
Following discussions at Patient Group Meetings it was decided to adopt a variety of different approaches to collect completed forms. A total of three approaches were agreed as follows:-

- i) Members to attend during surgery hours and either complete the Survey Forms in conjunction with Patients or hand out forms for self completion by Patients.
- ii) Nurses would be asked to deliver Survey Questionnaires to Patients receiving Home Visits. These could be completed by the Patients and returned to the Nurse or by post,
- iii) A copy of the Questionnaire would be sent by E-Mail with an accompanying letter from the Chair of the PPG to all members of the Virtual Patients Group for completion and return to the Practice Manager.

The advantages of the various methods of collection included completed Questionnaires by actual patients using the services of the Practice during the sample period, increased numbers of forms completed by filling them in with Patients in the waiting room and a variety of different types of patients who had the opportunity to be involved, whether actually attending or receiving a service from the Practice. It was also cost effective as there would be little postage and E-Mail return was offered to the Virtual Patient Group members.

Results of Survey

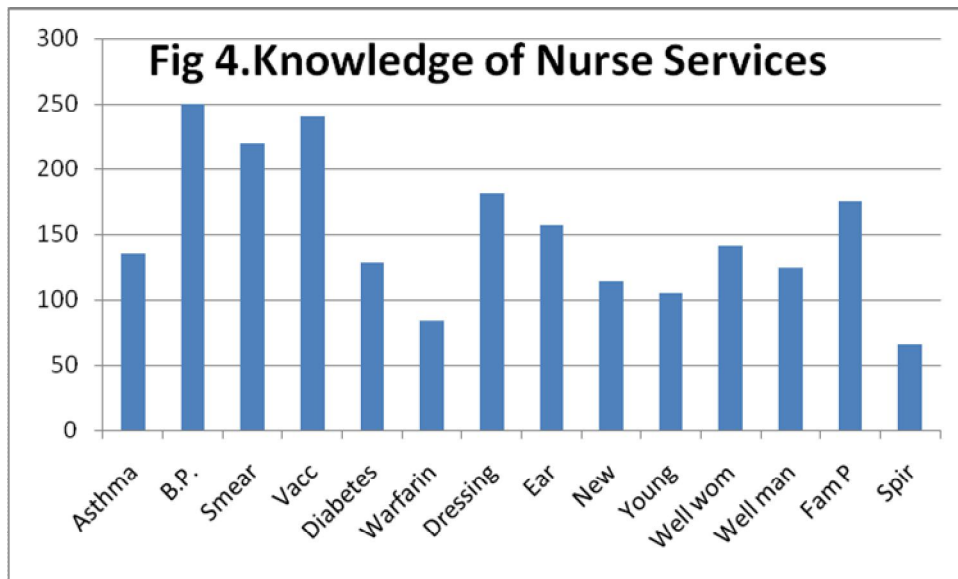
Q1 concerned age range and sex of respondent and the results are shown in figures 2 and 3.



Q2 Offered a list of 14 possible services to see which, if any, the patient knew was offered at the practice.

Asthma reviews	Ear Syringing	
Blood pressure checks	New Patient Checks	
Smear Tests	Young Patient Clinics	
All vaccinations	Well Women Clinic	
Diabetic Clinic & home visits	Well Man Clinic	
INR Clinic and home visits for monitor of Warfarin	Family Planning	
Dressings	Spirometry	

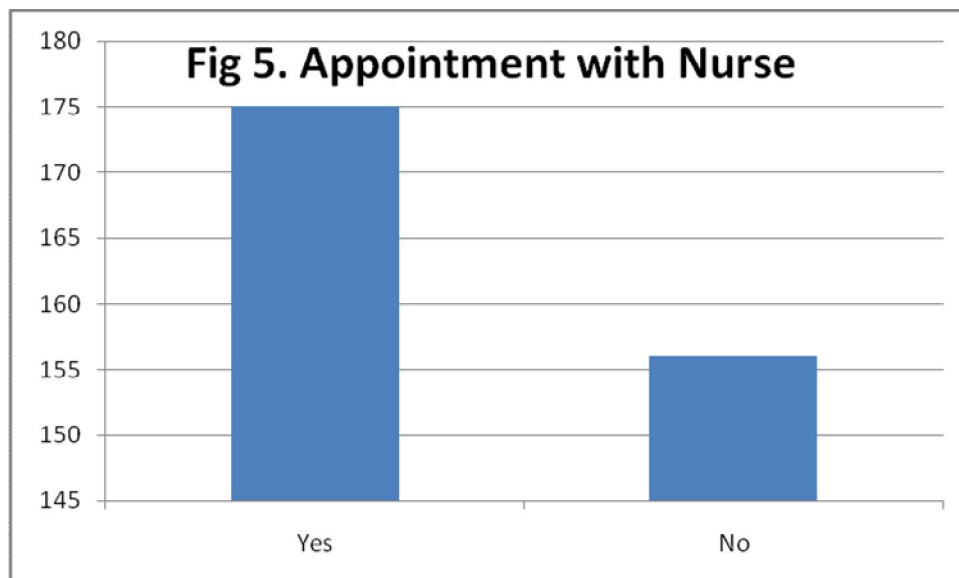
The results are shown in Figure 4



It should be noted that with **334** forms completed there would be a possible 4,676 answers/votes. (334 Questionnaires x 14 "votes" = 4,676). As the results in Fig 4 illustrate the lack of knowledge of the Nurse services provided falls well short of the possible total of 4,676 answers/votes.

Q3 Within the last 12 months have you ever booked an appointment with the nurse specifically?

Results are shown in Figure 5.



The responses suggest that there are a large number of Patients who have not made an appointment to see a Nurse at the Practice.

Q4 How Difficult do you find getting an appointment with a nurse?
Results shown in Figure 6.

Q5 Have you ever booked an appointment with a doctor because you could not get a prompt appointment with a nurse? Results shown in Figure 7.

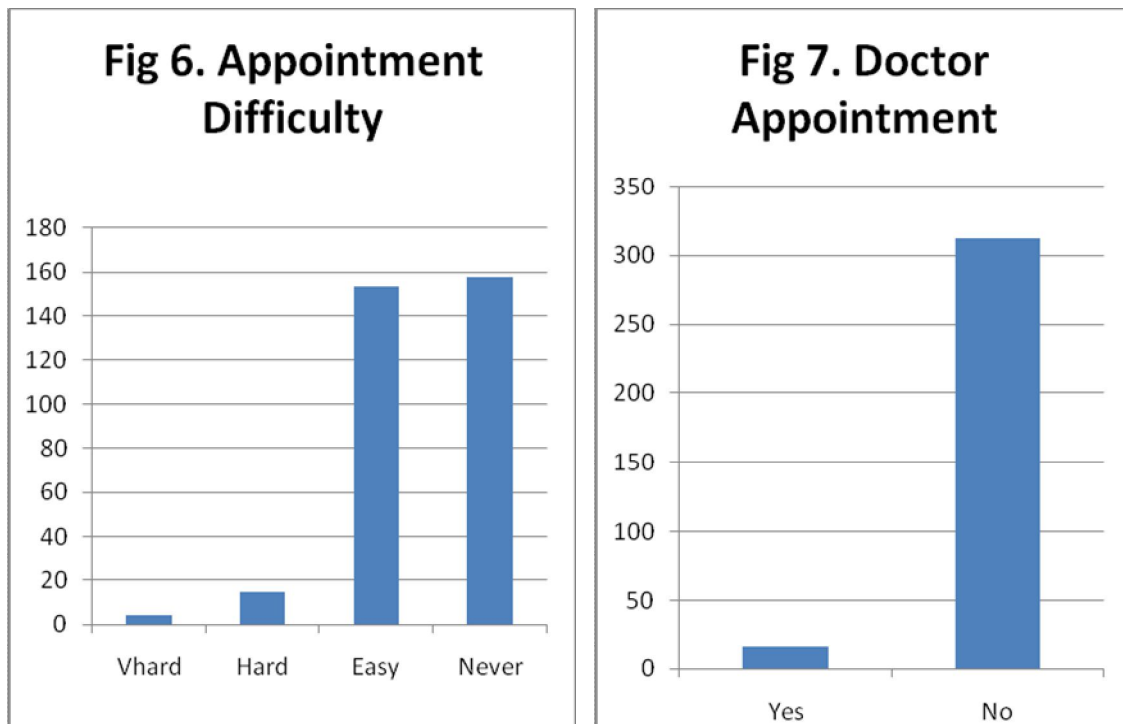


Fig.6 indicates that the vast majority of Patients find it Easy or have never tried to get an appointment with a Nurse at the Practice.

Fig. 7 illustrates that more than 300 Patients have never booked an appointment with a Doctor because they could not get a prompt appointment with a Nurse.

Q6 Are there any health issues you think could be better dealt with by a nurse where at the moment you have to see a doctor? Results shown in Table 1.

Table 1 – Responses to Q6	
Q6,	
No. of responses	
	2, Are nurses qualified to advice on contraception?
	3, Female issues
	1, Sleep issues
	1, happy to see nurse instead of GP
	2, Ear infections
	6, nurses prescribe for contraception (pills and injections)
	1, Blood pressure
	1, annual Check-up
	5, repeat prescriptions
	8, Minor Ailments (colds, coughs & flue)
	1, chest Healthy clinic
	1, patient lack of English did not understand
	2, Weight issues
	1, unsure if her issues could be dealt with by a nurse
	1, giving advice over phone
	2, foot problems

- 1, easier to talk to female nurse rather than male doctor
- 1, concerned asking if nurses are qualified for babies with chest infections
- 1, diet advice
- 1, general advice

Q7 Are there any changes the Practice can implement to improve the Nurses services? Results shown in Table 2

Table 2 – Responses to Q7

Q7

No. of responses

- 22, More information on Nurses services
- 3, Very happy with services
- 3, more flexible hours
- 1, never been notified to attend any clinics
- 1, is there a special direct number for nurses appointments
- 43, blood tests done in house
 - 1, appointments on time
 - 1, urine tests
- 3 Better feedback on external services (blood tests etc)
- 1, Drop in baby weighing
- 1, cannot get through to make an appointment with nurse at 8.00 (25 mins on phone)
 - 1, shorter waiting times
 - 1, more time with nurse
- 6, booking appointments a problem
- 1, offer appointments with nurses if Doctor appointments not available
- 1, home and weekend visits from nurses
- 1, problem liaising with Wilmot Street Clinic District Nurses
- 1, had to attend FPC Wilmot Street for fitting as Nurse unable to supply

Q8 Are there any Health issues you would be uncomfortable discussing with a nurse? Results shown in Table 3.

Table 3 – Responses to Q8

Q8

No. of responses

- 3, Men's issues all-though one said does not have a problem with Female doctor.
- 1, yes not specific (private)
- 1, not comfortable discussing female issues with female nurse would with male nurse
 - (female)
- 1, Family planning
- 1, sensitive issues rather speak to Doctor unless nurse specialised trained
- 1, family related
- 1, uncomfortable booking for a Nurse, receptionist asks reasons and can be overheard
 - at desk and on phone

Analysis of Survey

Uses for Data Collected and Analysed

The data collected and analysed during the survey period is a primary source of information and material which captures the views, opinions, concerns and suggestions of the patients of the Practice in January 2013. It highlights not only negative comments but also contains positive feedback of the Practice, Doctors and Staff.

Whilst the primary aim was to conduct a survey the material produced provides hard data which may prove useful to the Practice in such areas as analysis of:-

Patient Flows

Patient Age Profiles

Knowledge of Nurses Services at the Practice.

There has been daily and weekly analysis of all the Questionnaires completed which are now available to Practice staff to assist for a variety of possible uses when considering future planning and possible changes.

Time Taken to Undertake the Survey

Members kindly agreed to attend the Surgery on a rota basis to distribute and complete the Questionnaires over the survey period. It was decided to reduce the survey period to one week in 2013 from the two week period in 2012. It will be noted that in 2013 Fig 1 at total of **334** forms were collected in a one week period compared to 379 forms collected in a two week period in 2012.

The actual time spent at the Surgery by Members engaged on Questionnaire completion was

23 hours 40 minutes.

The actual time spent by Members on collating and analysing the data and producing this Report was **15 hours 30 minutes.**

Due to illness there was no one to undertake the survey on the Thursday.

Lessons Learned

- Due to the small number of Patient Practice Group members available there was little prospect of coverage when unavailability and illness arose.
- Type of survey was very successful and in one week **334** forms were collected.
- There had only been 5 Nursing Home visits undertaken during the survey period and no Questionnaires returned.
- Three Virtual Group Members had returned by E-mail the Questionnaire
- The data analysis/input is a major piece of work which will need to be

planned.

- One week for a Survey period was considered more appropriate and supported by the large number of Questionnaires collected.
- If sufficient Patient Participation Group (PPG) members are available allocate two PPG members on Monday and Tuesday mornings due to the volume of Patients and the number of Questionnaires generated.

Summary of Results of Survey

There was an excellent and co-operative response from patients to the Survey when approached.

Two of the largest responses related to Blood Tests in House (43) and More Information about Nurses Services (22).

There results show that there would appear to be an urgent need to publicise the Nurses Services available at the Practice. The various methods in which this can be achieved will no doubt be set out in the Action Plan to be produced by Practice staff.

The staff and Practice Manager were very helpful throughout this activity.

The survey would not have been possible without the enthusiasm and time commitment of the Members of the Patient Practice Group.

Action Required

a) The Practice

- To receive the review and consider the findings from the survey contained in this report.
- Consider the creation of an Action Plan for presentation to the Patient Group within a specified period of proposed changes.
- The Patient Group accepts that such an Action Plan would have due regard to the findings and the establishment of priorities identified in accordance with the budget.

b) Patients.

It will be necessary to agree the most appropriate way to provide the findings of the Questionnaire to patients. There are a variety of different methods which may include notices in the Waiting Room, inclusion on the Practice Website, a Newsletter produced by the Practice, an Open Evening (meet the Practice) event when the results could feature etc.

The following text is from the Practice as part of the response and actions to be considered/taken.

Action Plan

- The services detailed in Q2 of the survey are provided by our Practice Nurses. It is, however, apparent from the results of the survey that patients are not fully aware of these services. The Practice will, therefore, publicise detailed information on the Practice Notice Boards and Website (www.parksurgeryheanor.co.uk).
- Following a suggestion by a member of the Patient Group the Practice will attempt to source a life-size cardboard nurse. This will be used to highlight the services provided in an alternative way that should attract attention.
- With regard to the taking of blood tests at the Practice. Unfortunately due to staffing and time constraints this service is not currently available at the Practice. We will continue to use Heanor Hospital for the foreseeable future.

Circulation of this Report

Copies of this report will be displayed on The Park Surgery Website (www.parksurgeryheanor.co.uk) and notice boards at the Surgery. Copies will also be forwarded to the Patient Group and Patient Reference Group.

Practice Opening Hours

The Practice is fully open Monday to Friday 8 am to 6.30 pm. In addition the Practice offers extended hours (pre-booked appointments) on Monday between 7 am and 8 am and 6.30 pm until 9.45 pm.

Out of hours cover is provided by NHS 111.

Acknowledgements

The Practice would like to thank the members of our Patient Group for all of their support and their efforts in producing, distributing and analysing the Patient Survey.

Also a big thank you to all of our Patients who took part in the Survey. Their feedback will assist us in shaping the services we provide to enable us to maintain high quality care.