

# PATIENT PARTICIPATION REPORT

## 2013/14

**Practice Code:** C81031

**Practice Name:** The Park Surgery, 60 Ilkeston Road, Heanor,  
Derbyshire, DE75 7DX

**An introduction to our practice and our Patient Reference Group (PRG)**

We currently have 10 patients in our Patient Group and they meet at the Practice on a regular basis. We also have a Virtual Patient Reference Group consisting of 44 patients who have agreed to be emailed periodically for their views and comments. This campaign was advertised via posters in reception, 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 run campaigns periodically to recruit members of the Patient Reference Group in an attempt to increase numbers. This involved handing out information sheets and sign up forms to patients.

<b>Establishing the Patient Representative Group</b>			
This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.			
	<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
<b>Age</b>			
% under 18	21%	0%	-21%
% 18 – 34	21%	4%	-17%
% 35 – 54	28%	37%	9%
% 55 – 74	23%	57%	34%
% 75 and over	7%	2%	-5%

<b>Gender</b>			
% Male	49%	48%	-1%
% Female	51%	52%	1%
<b>Ethnicity - we do not have ethnicity recorded for all of our patients.</b>			
% White British			
% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other			
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>We have found it difficult to recruit patients from the younger age groups despite our ongoing campaign. We felt that it must be noted, however, that although the group may not be representative of practice list it may be representative of the patients who attend or access the surgery most.</p>			
<p>In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:</p>			
<p>All of our meetings are held in the evenings to make it more convenient for patients who work during the day to attend. Although meetings were previously held in the Conference Room upstairs they are now held in the Waiting Room (out of hours) to allow access for patients with mobility problems.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>Ongoing recruitment campaigns in surgery. 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. A member of the Patient Group visited the local secondary school in an attempt to increase numbers.</p>			

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

The structure and the wording of the survey was discussed and agreed between the Patient Group and Practice. The Patient Group meet on a regular basis and held a planning meeting to discuss the annual survey. They asked the Practice Manager to liaise with the GPs to find any particular areas that would be useful from a Practice perspective.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The Patient Group put the survey together taking account of the GPs wishes and their own ideas. The Practice were looking at making changes to the telephone and computer systems and wanted to ensure that decisions made reflected the patients' wishes. The Patient Group also felt it would be helpful to obtain the views of the patients' with regard to changes in surgery opening hours that the Government had proposed.

How our patient survey was undertaken:

During the week beginning 27<sup>th</sup> January 2014 the Practice Patient Participation Group carried out a survey on Patients' knowledge of the Practice Website and their views on Opening Hours, Check In and Telephone Access. The Survey form is attached as Appendix 1.

There were a total of 402 responses spread over the week.

### **2. Conducting the Survey**

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) Doctors and Nurses would be asked to deliver Survey Questionnaires to Patients receiving Home Visits. These could be completed by the Patients and returned to the Doctor/Nurse or by post,

iii) A copy of the Questionnaire would be sent by E-Mail 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.

### **3. 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 have a survey period of one week in 2014. It will be noted that in 2014 a total of **402** forms were collected compared to 334 in 2013 over the same period.

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

**39 hours 25 minutes.**

The actual time spent by Members on collating, analysing the data and producing this Report was **38 hours.**

The patient survey took place in the week beginning Monday 27<sup>th</sup> January 2014. There were a total of **402** respondents.

January

Monday 27 <sup>th</sup>	AM	= 66
Monday 27 <sup>th</sup>	PM	= 2
Tuesday 28 <sup>th</sup>	AM	= 52
Tuesday 28 <sup>th</sup>	AM	= 44
Wednesday 29 <sup>th</sup>	AM	= 61
Wednesday 29 <sup>th</sup>	PM	= 33
Thursday 30 <sup>th</sup>	AM	= 42
Thursday 30 <sup>th</sup>	PM	= 6
Friday 31st	AM	= 53
Friday 31st	PM	= 33
Home Visits & Virtual Group		= 10
<b>Total</b>		<b>= 402</b>

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

Summary of our patient survey results:

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

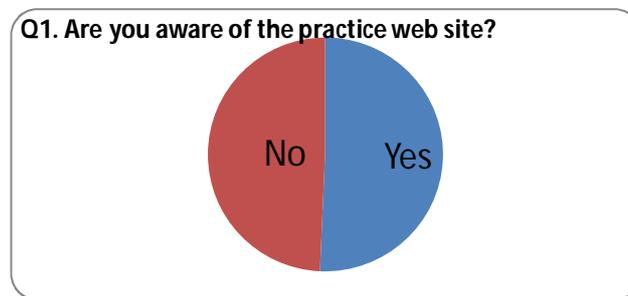
It should be noted that not all Patients provided an answer to every question.

The results of the survey are detailed below.

### **Question 1**

Are you aware of the practice website?

Yes 205 (51%) No 197 (49%)

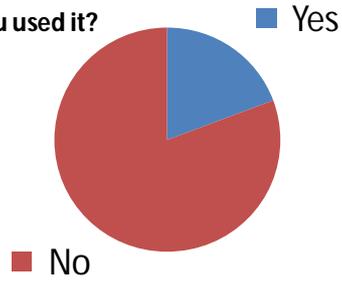


### **Question 2**

Have you used it?

Yes 79 (20%) No 323 (80%)

Q2. Have you used it?

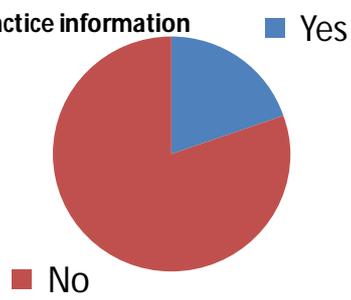


**Question 3(i)** For what reason

Information on the Practice?

Yes 75 (20%) No 298 (80%)

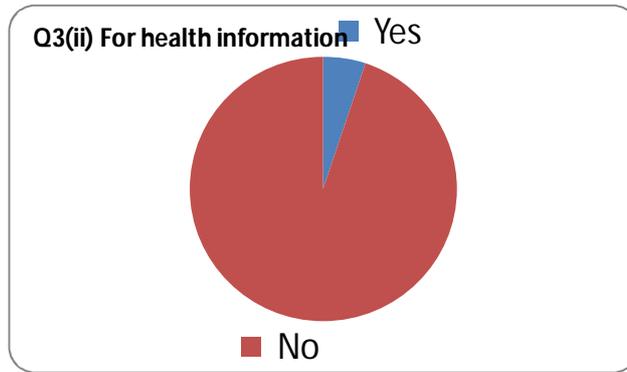
Q3(i) For practice information



**Question 3(ii)**

For health information

Yes 21 (5.5%) No 361 (94.5%)



**Question 3(iii)**

To order a prescription

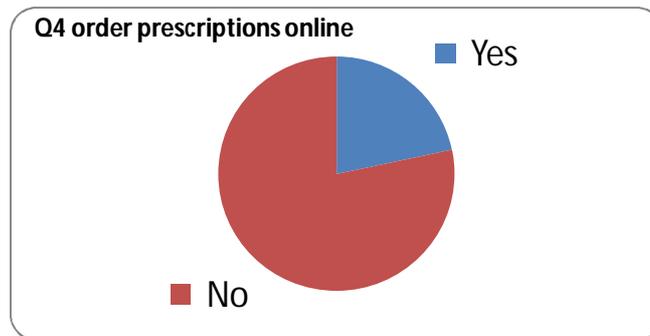
Yes 17 (4.4%) No 372 (95.6%)



#### Question 4

Were you aware that you could order prescriptions online?

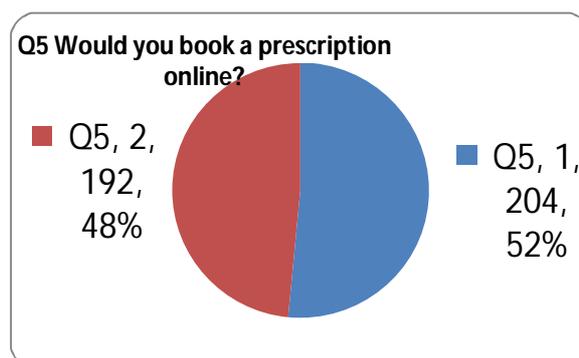
Yes 86 (22%) No 311 (78%)



#### Question 5

Would you be interested in booking prescriptions online?

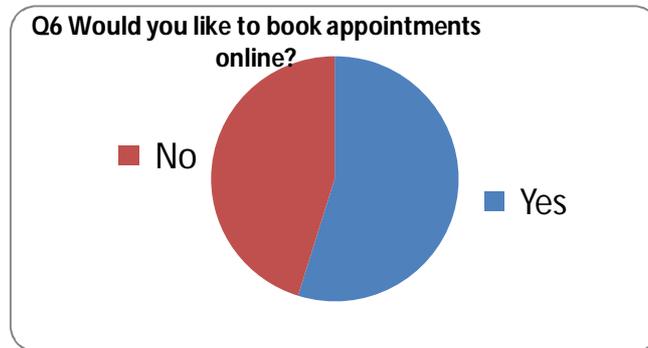
Yes 204 (51%) No 193 (49%)



### Question 6

Would you be interested in booking and cancelling appointments online?

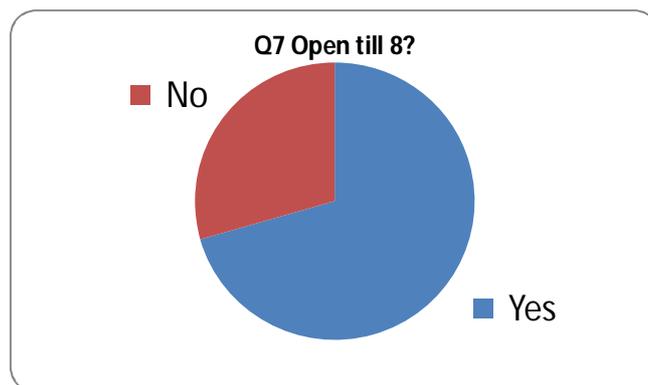
Yes 221 (51%) No 162 (42%) Do not mind 3 (1%)



### Question 7

Would you find it helpful for us to be open until 8 pm Monday to Friday?

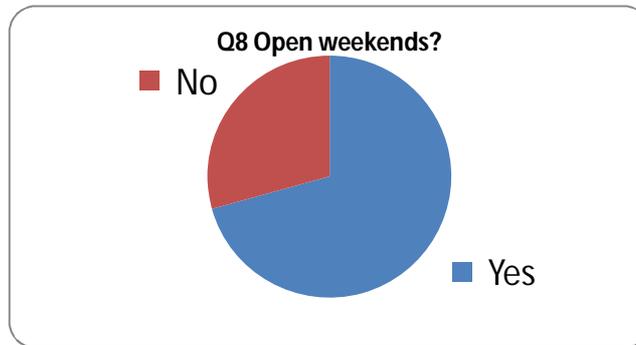
Yes 260 (70%) No 109 (30%)



### Question 8

Would you find it helpful for us to be open on Saturdays and Sundays?

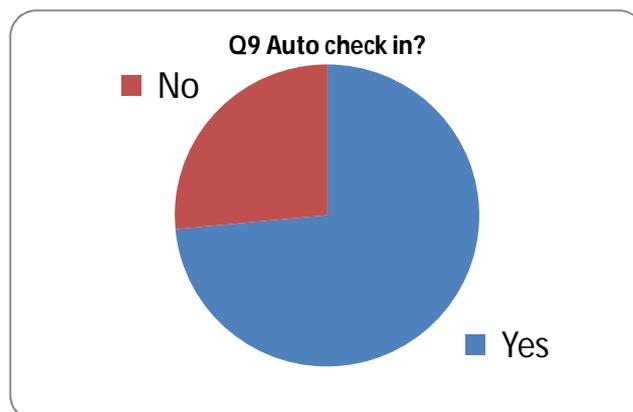
Yes 266 (71%) No 111 (29%)



### Question 9

The Practice is considering using an automatic check in with the aim to prevent queuing at reception. Would you find this useful?

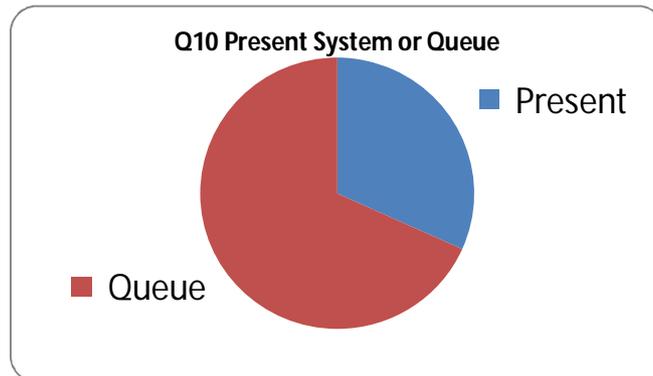
Yes 279 (74%) No 100 (26%)



### Question 10

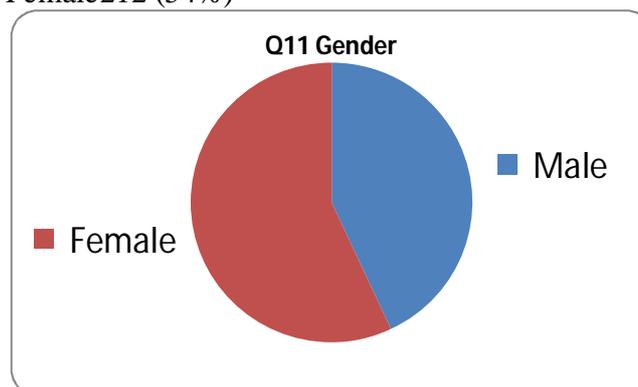
Joined the two parts of this question to measure if they are happy with present telephone system or would prefer a queuing system

Present 119 (32%) Queue 258 (68%)



### Question 11

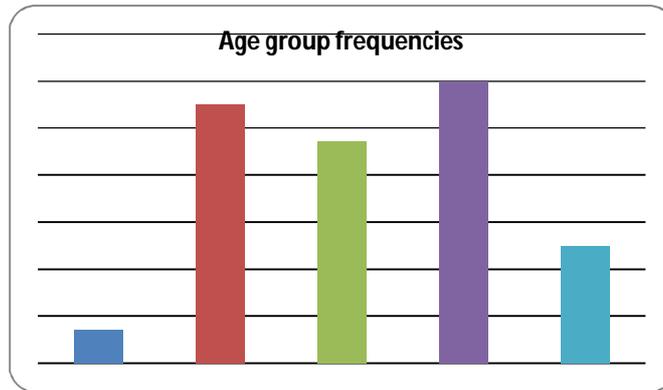
Gender  
Male 178 (46%) Female 212 (54%)



**Question 12**

Age Grouping

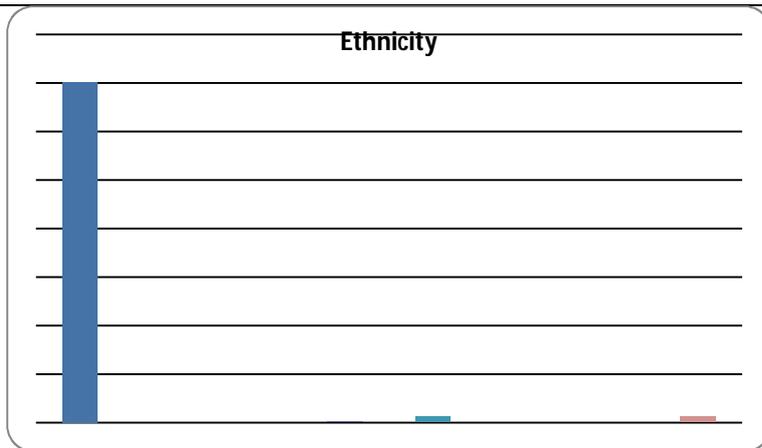
U18	14
19-36	110
37-54	94
55-72	122
73+	50



**Question 13**

To which of these ethnic groups do you consider you belong?

White British	353
Black British	0
Asian British	0
Mixed	1
White Other	6
Black Other	0
Asian	0
Other	6



**Comments:**

Question Number	Number of Responses	Comments Recorded
	14	incomplete as patient called for appointment
5	1	if easy
6	25	No computer or not computer literate
6	5	Would work for pre-booked appointments
7	1	perhaps one or two late nights for people who work during normal surgery hours.
8	10	Saturday am
8	1	Who in their right mind would want to waste the weekend coming to the doctors.
8	1	For emergencies only
8	1	We rely on our doctors and support team to do a good job. It's not an easy job and they need a weekend like the rest of us so I would say it's a call for the management team to make (personally I wouldn't open).
9	26	prefer the personal touch
9	4	much better as reception can get quite busy
9	1	yes, if that would help reception staff, but not yes from the point of view that I've ever experienced long delays. I queue much longer at ASDA
10	6	Prefer to know what position in queue
10	2	How expensive would it be, especially on mobiles

## **PART C**

### **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 2014.

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
- Patient profile of Male and Female attending during the survey period
- Ethnicity of the Patients taking part in the Survey
- Up to date Patient views on opening hours, access and possible changes

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.

### **Analysis of the patient survey and discussion of survey results with the PRG**

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The data and all responses were collated and analysed by the Practice Group. The Chair of the Practice Group also produced the Report.

The report was discussed by the Patient Group and in conjunction with the Partners of the Practice and Practice Manager an Action plan was formulated and agreed.

All comments were discussed in detail and there was agreement on those that were appropriate to take forward.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

The results show that the Patients surveyed would welcome changes to the Check in arrangements, telephone system and opening hours. Whilst there is further work required to publicise the website 51% of Patients would like to see the introduction of an online system for booking and cancelling appointments.

We agreed/disagreed about:  Agreed on all areas
---

**ACTION PLAN**

How the practice worked with the PRG to agree the action plan:

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

The results of the survey were discussed at a Patient Group meeting attended by the Practice Manager. The Practice Manager liaised with the GPs on the findings of the survey and the action plan suggested by the Patient Group.

We identified that there were the following contractual considerations to the agreed actions:

Any changes to working hours would depend on the funding available to Practices.

Copy of agreed action plan is as follows:

<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
Automatic check in system	The GPs agreed that this would release receptionist time to deal with other queries and reduces queues at the desk. The practice will be migrating to a new computer system and this will be introduced at that time.	Jane Wharton	June/July 2014	
Queuing system on telephone lines	Talks had already taken place with BT and this will be trialled over the next few weeks.	Jane Wharton	March 2014	
Online system for booking and cancelling appointments	This will be introduced with the new computer system	Jane Wharton	June/July 2014	

<b>Review of previous year's actions and achievement</b>				
We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:				
<p style="text-align: center;"><b>“You said ..... We did ..... The outcome was .....”</b></p> <p>Patients were not aware of the services provided by our Practice Nurses. We wanted an effective poster to alert them to the services provided. The Chair of our Patient Group had connections with a local college (New College Nottingham) and put them in touch with the Practice. They suggested a poster competition with a prize for the best design. The judging took place at a Patient Group Meeting and a presentation to the winning students took place at the Practice. The poster is now on display on the notice board in the foyer.</p> <p>Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:</p>				

<b>Publication of this report and our opening hours</b>				
This is how this report and our practice opening hours have been advertised and circulated:				
Copies of this report will be displayed on The Park Surgery Website ( <a href="http://www.parksurgeryheanor.co.uk">www.parksurgeryheanor.co.uk</a> ) and notice boards at the Surgery. They will be circulated to all members of the Patient Reference Group and copies will be available in the waiting room.				
Opening hours are publicised on a notice board in the Practice foyer, on the patient leaflet, appointment cards, the Practice website and on NHS choices.				

<b>Opening times</b>				
These are the practice's current opening times (including details of our extended hours arrangements)				
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.				