

Purton Medical Practice Patient Participation



2012-2013

Purton Medical Practice **Patient Participation DES**

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Patient Participation DES Report
Purton Medical Practice (J83006)
February 2013

As a practice we fully support patient involvement and initially developed a patient participation group (PPG) in July 2010 which now consists of 8 members. This group is representative of the practice population which feeds its views alongside the findings from a local practice survey and agreed with the practice the priority areas for possible change. We recognise that we have patients of different ages and a wide variety of different needs and in order to represent the view of as many patients as possible within the community the practice encouraged the inclusion of all patients by advertising for members to join. As we did not obtain a good response rate from advertising we then chose to invite a selection of patients to consider joining.

The current group consists of two male and six female patients ranging from 41-77 years old. We also have four members in the "Virtual" patient reference group ranging from 15-64 years (Appendix 1). In order for us to understand our practice profile we also considered our current carers register, the ethnicity groups of our patients (which we collect routinely when patients register) and obtained information from www.statistics.gov.uk/default.asp for our neighbourhood (See Appendix 2). We recognise that attracting younger patients who work full time is very problematic and challenging. We continue to encourage the younger patients by developing facebook and twitter accounts along with the development of a "virtual membership" where patients' views can be obtained by email contact rather than attending meetings in person.

This year we have decided to actively concentrate on trying to recruit younger members of the population. We are currently working with the Health Visitor in order to promote the group with younger members of the population.

At the PPG meeting in September 2012 it was agreed with the PPG to repeat the questionnaire which we carried out last year, as this provided valuable information in which we could plan developments within the surgery whilst considering the patients' views. It would also allow us to monitor progress so far. We decided to look at a broad range of areas again which included convenience of access, physical environment in the surgery staffing and patients experience of the service/treatment.

Convenience of access – The surgery's core opening hours are Mon-Thurs 08:30-18:30 and Fri 08:00-17:30. This information is published on our website and in our practice leaflet. As we already have a fully open list and offer extended opening, early morning, late evenings, weekends and allow patients to book up to 10 days in advance and offer online bookings we have decided to look at access of the building itself due to a recent extension being added to the surgery. Patients are able to book appointments at the surgery in person, by telephone or online (pre-registration required). Repeat prescriptions are available to order by post, in person and online (pre-registration required). A permanent doctor of this surgery (i.e. not a locum) is available for our extended opening

sessions which are Fridays 07:30-08:00, alternate Mondays and Thursday evenings 18:30-20:00 and alternate Saturday mornings for 3 hours between 08:00-12:30. These appointments are available for registered patients and are pre booked. The questionnaires informed us that patients are happy with these hours.

Physical environment – We continue to work very closely with our contracted cleaning company which involves a monthly site visit and inspection by the cleaning manager. This provides an opportunity for us to feedback any areas which are identified for improvement.

Surgery staffing – Three years ago the surgery took part in an apprenticeship scheme providing a placement for a young person to train and gain knowledge and understanding of a work place environment. We have subsequently employed this person. It was decided to obtain some feedback from patients following the successful implementation of this scheme. The surgery has decided from last year's positive feedback that this is a scheme in which we will take part in again in 2014. Information is currently being obtained for this to happen.

Patients experience of the service/treatment – It is vital with all services that are offered to the public that feedback is sought from the person receiving the service/treatment in order to improve on for the future.

The survey was constructed with the help of the surgery's website provider "my surgery" website with areas specific to the practice. It was sent out electronically to all the current email addresses held on 16th October 2012 which was 1226 and advertised as a link on the surgery's website for one month. 261 replies were received by email. The survey was also handed out to every consecutive patient attending the surgery for one morning or afternoon session during the week commencing Monday 8th October 2012. A total of 125 surveys were handed out with 61 replies handed back (48.8%). The survey results were collated (see Appendix 3) and the findings were discussed at a PPG meeting held on Thursday 13th December 2013.

After having the opportunity to comment on the findings of the survey at the PPG meeting held in January 2013 and after discussing the results and agreeing with the group the following areas were chosen to look at for improvement:

- Increasing online availability for Doctors Appointments
- Parking facilities
- Temperature of the waiting room
- Music in waiting area
- Reception staff training
- Phlebotomy appointments

The action plan was agreed with the PPG Group (see Appendix 4). Agreement was sought from the group to implement the change from the action plan. As there were no changes which would impact on the surgery's contractual arrangements agreement from the PCT was not sought. If you have any

comments or questions regarding this report please contact a member of the PPG or a member of staff at the surgery. This report is published on the surgery website www.purtonsurgery.co.uk and displayed on the PPG notice board in the surgery waiting room.

Purton Medical Practice

Appendices

Appendix 1 – Profile of Patient Participation Group Members

Appendix 2 – Neighbourhood Statistics

Appendix 3 – Points from survey results

Appendix 4 – Action Plan

Appendix 5 – Questionnaire results and action plan

Appendix 1

Profile of Patient Participation Group Members Purton Surgery J83006

Patient	Ethnicity	Sex	Age	Marital Status	Misc
S F	White British	Female	69	Married	Retired
R M	White British	Male	61	Married	Physical Disabilities
M C	White British	Female	69	Married	-
J B	White British	Female	72	Married	Retired
J P	White British	Female	78	-	Retired
C R	White British	Female	64	Married	Retired
L H	White British	Female	57	Married	Full Time Employment
K H	White British	Female	43	Married	Full Time Employment

GP Representative

V C	British Asian	Male	45	Married	Full Time Employment
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Virtual Members

A W	White British	Female	17-24	Single	-
E C	White British	Male	15	Single	-
G H	White British	Male	25-34	Single	-
R P	White British	Male	55-64	Married	-

We have 8 members in the PPG of whom five members employment/occupation recorded. All of these members are registered at Purton Medical Practice.

It is noted that the PPG is heavily weighted to the middle aged, or older white British, which is to be expected in that these people are also more likely to have the time to be involved in such a group.

Every effort has been made to obtain a fair age and ethnic range. We currently use Facebook & Twitter to encourage younger members of the population and are actively working with the Health Visitor to promote the group with younger parents. There does appear to be reluctance by younger busier patients who have little contact with the practice. We do not exclude any particular group of the population.

We hope with time and by continually advertising and promoting the group that this will change and reflect the practice demographics more closely. We will continue to advertise in our monthly newsletter, email all patients which we hold a current email address, advertise on the notice board and website and look for target specialist groups i.e. mother and toddler groups/ baby clinics etc.

Appendix 2

Neighbourhood Statistics

Variable Measure Your neighbourhood

All people Count 1,243

Males Count 596

Females Count 647

Estimated population by broad ethnic group

Variable	Measure	Your neighbourhood	Wiltshire	England
White	%	N/A	95.3	87.5
Mixed	%	N/A	1.1	1.9
Asian or Asian British	%	N/A	1.8	6.0
Black or Black British	%	N/A	1.0	2.9
Chinese or Other Ethnic Group	%	N/A	0.8	1.6

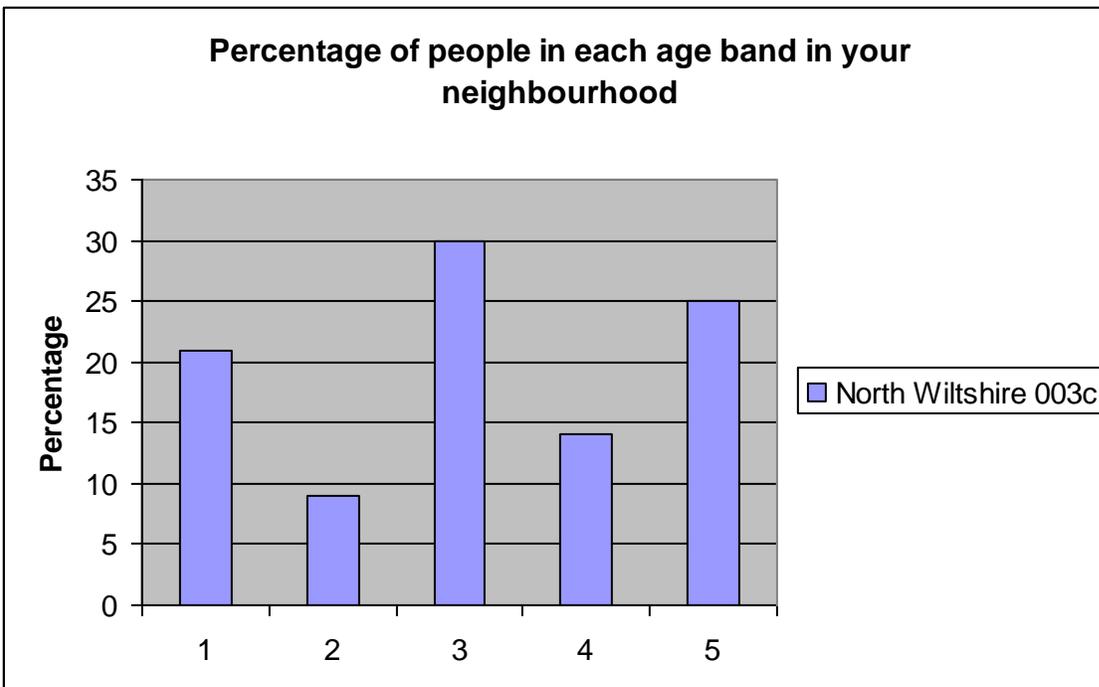


Table above –

1) All persons aged 0-15

2) All persons aged 16-24

3) All persons aged 25-49

4) All persons aged 50-64 (Males) 50-59 (Females)
over (Males), 60 and Over (Females)

5) All persons aged 65 and over

Appendix 3

Purton Medical Practice Patient Participation DES

- **47 patients say they are happy with the service from the GP's and Nurses**
- **13 patients say they find the receptionists warm and friendly**
- **9 patients feel that some of the receptionists are rude and abrupt**
- **12 patients found the website and online prescriptions very useful and saves a lot of time**
- **6 patients like the fact they can go to the surgery to chronic disease monitoring and find the nurses caring and understanding**
- **1 patient found that the evening talks were a valuable addition**
- **5 patients dislike the waiting room music**
- **4 patients feel that the waiting room needs modernising**
- **2 patients feel that there isn't much to look at in the waiting room and would like better reading material**
- **2 patients feel that reception area is too congested at time and are concerned with privacy**
- **11 patient have found the car park to be a problem as there are too fewer spaces**
- **2 patients have found the surgery to be chilly at times**
- **48 patients felt that they find coming to the surgery a pleasant experience and are happy with the service they receive**
- **15 patients find it difficult to get through on the phone and find the message irritating**
- **2 patients would like a dedicated appointment phone line**
- **7 patients would like ore online appointments and feel that the website should be more user friendly**
- **2 patients would like to be able to book appointments for their children online**
- **3 patients would like more nurses and blood appointments online**
- **2 patients feel that there are no considerations for patients who work early/late**
- **3 patient felt that a GP should be on a rota for out of hours as Dr's visiting have no medical history**
- **1 patient would like the ability to email the surgery**
- **3 patients would like to be able to book nurse appointments online**
- **3 patients have problems with repeat prescriptions e.g. items missing, no communication with chemists**
- **2 patients have said that they would like to have a yearly health check**

Appendix 4

Direct Enhanced Service – Patient Participation Patient Reference Group (PRG) – Action Plan

2012-2013

Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform in PCT.

Practice Name/Place held	Purton Surgery
Date of Meeting	Thursday 10 th January 2013 10am

List of attendees

Name of practice in group	Name of representative(s) at meeting
Purton Surgery (J83006)	LH
	KH
	SF
	MC
	RM
	CR
	JP
Apologies	JB and GP Representative

Areas identified from results of survey

- More availability for Doctors appointments online
- Parking facilities
- Music in waiting area
- Temperature of waiting room area
- Reception staff
- Phlebotomy appointments

Summary of suggestions discussed at meeting

- Re issue Question & Answer sheet
- Review music in waiting room each year
- Parking facilities
- Waiting room temperature
- Reception staff
- Phlebotomy Appointments

Proposed Action & Due Date

It was decided to re-issue the Question & Answer sheet of the services. This may need to be undertaken each year in order to update the patients. This will be produced and advertised on the surgery website, emailed to all our email contacts displayed on the surgery notice boards (to include our branch surgery), made in to a leaflet format to have available at the reception desk and advertised in the local community magazine for July 2013.

Music in the Waiting Room

Despite the surgery investing in some new music CD's last year following feedback from last year's questionnaires, it was decided that music is very personal and everyone has different tastes in music.

Increased availability for Doctors Appointments to be booked on line

Currently we offer 16% of Doctors appointments to be booked online. We will increase this gradually over the next 6 months as demand increases, whilst giving protection for those who do not have access to the computer facilities. Our new computer system also allows for greater flexibility in terms of appointment times and doctor.

Heating in the waiting room

Previously the surgery had out of date fan heaters situated high up on the wall. These were inefficient and very costly to run. The surgery has recently invested in cool touch wall hung radiators, which are much more efficient and are temperature controlled which ensures the waiting room is kept at a constant ambient temperature throughout the day.

Car Park facilities

There is very little we can do about the size of the car park as there is nowhere to expand in order to increase the number of spaces. Over the year we will look at the current sessions we offer and look to spread them more evenly throughout the day and week, in order to reduce the peak times of patients attending the surgery. However, our car park spaces are well within National Guidelines for surgery buildings.

Phlebotomy Appointments

Although we currently have a phlebotomist working in our main and branch surgery, the number of the hospital requests for blood tests has seen an increase. In order for us to accommodate this we have recently trained a second member of our staff to undertake phlebotomy and assist our regular phlebotomist when demand for blood tests is high. She is also able to cover holidays and

sickness leave, ensuring we continue to offer this service during these times and allowing our nurses to concentrate on their clinics.

Reception staff training

Previously, reception staff participated in a monthly meeting to discuss any improvement, or new developments that have occurred. We are now incorporating a session within these meetings to include training and support. Each month a topic will be highlighted and a small training session will take place which will include, looking at policies and procedures in order to familiarise themselves with these and provide the opportunity for further training in these areas.

Appendix 5

Patient Participation DES Questionnaire Results and Action Plan Purton Surgery (J83006)

1. 95% of the respondents found it very or fairly easy to access the building
Action: No action required

2. 95% of the respondents found the surgery very or fairly clean
Action: No action required

3. 90% of the respondents stated that they can overhear what is said to the receptionist
Action: This percentage has increased from last year since we installed the glass privacy sliding doors. Staff training continues each month to encourage them to close the glass doors when they are dealing with issues which require some privacy

4. 90% of the respondents found the receptionists helpful
Action: Continue with regular monthly staff meetings to ensure staff keep up to date with practice issues

5. 5% of the respondents reported they have had to wait 15-30 minutes after their appointment time
Action: This percentage has reduced from last year so we will continue with building in extra time in to the appointment session in order to continue with this trend

- 6a. 50% of the respondents reported fair/poor or very poor ability to get through to the practice on the telephone
Action: Unfortunately the telephone system which was renewed 2 years ago has the maximum number of lines available

- 6b. 3% of the respondents reported the answer machine not being a clear message
Action: No action required – 97% found it clear

- 6c. 44% of the respondents didn't know or have never tried requesting to speak to a doctor on the telephone
Action: Training for reception staff to inform patients we are able to take messages for doctors for them to contact the patient by telephone if required
- 6d. 15% of the respondents were not aware they could book or cancel appointment online
Action: As this percentage is lower than last year we have decided to promote the online registration forms by giving them out to all newly registered patients and redo our promotional posters and emails
7. 80% of the respondents were able to get an appointment for the time they wanted
Action: No action required
8. 69% of the respondents were not aware of the increase in pre bookable appointments
Action: No action required
9. 10% of the respondents were not able to see the GP they wanted to see
Action: The survey was again handed out during a one week period which may be influenced by holiday and study leave
10. 70% of respondents reported it was fairly or very easy to get an appointment with the GP they wanted to see
Action: No action required
11. 70% of the respondents reported that if they needed to see a GP urgently they could either speak to a doctor or been seen by one
Action: No action required
12. 35% of the respondents reported they knew which days of the week that the GP they liked to see was available
Action: We continue to advertise what GP sessions are available in the practice leaflet and on the website. Time and sessions are also displayed on the front entrance door to both surgeries (Purton and Green Gable branch Surgery)

13. 20% of the respondents reported that they didn't know that the surgery had a website

Action: No action required

14. 20% of the respondents reported they didn't know they could request their repeat medication online

Action: Continue to promote the on line facilities