

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Dr Spielmann and Partners
Completed by	M. Canty A. Dutton (PPG Chair)

### Patient Reference Group (PRG) Profile

Number of face to face members	12	
Number of virtual members	0	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	0	0
17 – 24 -	0	
25 – 34 -	0	1
35 – 44 -	0	4
45 – 54 -	0	3
55 – 64 -	2	1
65 – 74 -	1	0
75 and over -	0	0
<b>Ethnicity</b>		
White	3	9
Mixed	0	0
Asian / Asian British	0	0
Black / Black British	0	0
Chinese / Chinese British	0	0

Other ethnic group	0	0
<b>Employment Status</b>		
Employed	1	7
Unemployed	0	
Retired	2	2
<i>Other (e.g. no of carers)</i>  <i>1 carer</i> <i>1 disabled person</i>		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>We have tried very hard to ensure that our PPG is as representative of the Practice as possible – in a perfect world it would be. However there is still reluctance from some people to join groups such as ours – even though we make everyone welcome.</p> <p>We are proud of the Group and the dedication of its members who have become a real ‘team’.</p> <p>Our disabled member comes with her ‘carer’, her mother, who is also a member.</p> <p>One of our female members has now had to resign because she is now unable to attend meetings because her work hours have changed. However we are delighted that a new male patient has joined our group.</p>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<p>It was a blow when our representative from an Indian background resigned but she has a young baby and rightly felt that she could no longer commit the time to the group. We hope that she will return in the future – we are still in contact with her.</p> <p>As seen in the survey returns 94% of those completing the Survey are White British.</p>		

## 2013/14 Priorities

### **How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey**

The group met and considered the questions to be included in the 2013 survey.

We felt it important to replicate some of the questions from 2012 so that we could compare the two sets of results. It was also decided to include new questions from the Care Quality Commission.

### **What these priorities were**

The main areas for questioning were agreed :-

- Access
- Seeing the Doctor / Nurse
- The Staff
- The Practice Website
- Health Information
- Respect for Patients
- The work of our PPG
- The new Checking In System (following 2012 Report)

## 2013/14 Local Practice Survey

### **How we agreed with the PRG the content of the local practice survey**

The questions (see above section) were agreed at a minuted meeting of the PPG. There was unanimous approval for them.

### **How we agreed with the PRG the way in which the survey would be conducted**

It was decided that the Survey should cover 500 patients selected completely at random.

500 forms were to be given out – at random – to patients attending the Practice during an agreed two week period.

We decided not to send any by post as last year the number returned was extremely disappointing.

It was further agreed that the Survey would be done with great rigour.

No member of staff was involved in extracting the data from the forms.

The PRG believe that the Patient Survey 2013 was completed to the same professional standards as one that might have been done by an external provider.

### **Other methods used to seek the views of registered patients**

Patients are encouraged to contact the PPG through regular information in our Newsletters and from information in the Waiting Room and on the Practice Website.

## 2013/14 Local Practice Survey Results

**An overview of the results of the local practice survey is detailed below**

This was the largest sample of patients we have ever used.

### Access

- 89% of patients surveyed thought that the Practice Opening Hours are 'Good, Very Good or Excellent'
- 34% of patients surveyed rated getting though by telephone to make an appointment as only 'Fair or Poor'
- 89% of patients really like our new Checking In system (rating it 'Good, Very Good or Excellent')
- 42% of patients believe that they have to wait too long in the Waiting Room for their appointment (rating it as 'Poor or Fair')

### Seeing the doctor / nurse

- 95% of patients surveyed felt that the warmth of greeting by the doctor or nurse is 'Good, Very Good or Excellent'
- 92% of patients feel that they are involved in the decisions about their care (rating it as Good, Very Good or Excellent)
- 93% of patients say that their 'overall satisfaction with their visits to see the doctor or nurse' can be rated as 'Good, Very Good or Excellent'

### The Staff

- 90% of patients rate the helpfulness of staff in the Practice as 'Good, Very Good or Excellent'

### The Practice Website

- It appears that about 13% of patients do not have access to the Internet
- A significant number of patients (around 40%) say that they do not use the Practice Website
- On a more positive note 49% of patients surveyed find the ability to order prescriptions online useful or very useful

## Health Information

- We are pleased that the number of patients who rate the Health Information we provide as 'Very Good or Excellent' has increased by 14% in the last year. This is an area that the Practice and the PPG have been trying hard to improve

## Finally

- We are delighted that 97% of patients feel that they are treated with respect and dignity when they visit the Practice
- Equally we are pleased that 99% of patients believe that the Practice meets high standards of hygiene and safety
- However only 44% of patients surveyed know that we have an active Patient Participation Group in the Practice – this is clearly an important area for development in the forthcoming year !

**How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

The members of the PPG took a full part in devising, overseeing the completion, scrutinising of the results and discussing in detail the findings of the final draft report. They also (through the Chair of the PPG) discussed the findings with the GP members of the Practice.

**How we agreed an action plan with the PRG based on the findings of the local patient survey**

The Chair of the PPG met the Practice Partners at which it was agreed that positive measures could be taken to address issues raised in a draft Action Plan.

The meeting expressed satisfaction at the way in which the new Checking In System (which came directly from the 2012 Patients Survey) is working. The vast majority of patients are pleased with the new system.

It was agreed that the Appointments System – which is now clearly understood and supported by a large majority of patients – should remain largely intact but that further modifications around same day appointments could be sensibly made.

A new Online Appointments Booking system will soon be made available to all patients – this will further improve access to the Practice.

This will be combined with a better system for obtaining Repeat Prescriptions Online.

Work will be done by the GP team to ensure that the waiting time for patients, after they arrive for their appointments, is kept to as minimum as possible.

The PPG will do further work to enhance the number of patients who are familiar with the work of the Patients Group.

The draft Action Plan was the discussed with the PPG. This was agreed.

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

We are taking action on all the main findings in the 2013 Report.

**2013/14 Action Plan**

**2013/14 Action Plan (and how this relates to the findings of the local practice survey)**

## Action Plan

- To introduce a new system for all patients to be able to book appointments online (from Survey)
- To link this with a revised and improved system for obtaining repeat prescriptions online (from Survey)
- To ensure that the time patients have to wait for their appointments in the Waiting Room is kept to as minimum as possible (from Survey)
- To modify the appointments system to introduce further availability for same day appointments (from Survey)
- The PPG to do further work to increase the number of patients who are aware of the work of the Patient Group (from Survey)
- To continually look at ways in which telephone access to the Practice can be enhanced (from Survey)

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<b>Significant changes we have made / plan to make to the services the practice provides</b>
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Online appointment booking system will shortly be introduced
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<b>How we publicised the local patient survey results and action plan to our registered patients</b>
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<p>The survey is available on the Practice Website.</p> <p>Copies will also be provided within the Patient Waiting area.</p> <p>We share our results with other PPG's through our work on the Locality PPG.</p> <p>We are happy to share the findings with any other relevant audience.</p>
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<b>Link to practice website where this report and related information can be found</b>
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<p><a href="http://www.oldhenrystreet.co.uk">www.oldhenrystreet.co.uk</a></p>
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<b>2012/13 Action Plan – overview of progress against last year's action plan</b>
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<p>Automated check in system full installed and working.</p> <p>The PPG played an important part in its introduction to patients.</p> <p>It was not possible (due to restrictions on the telephone system) to introduce a comfort message so that patients are informed as to their position in the 'telephone queue'.</p> <p>However a message stating that, 'Your telephone call is important to us and we are working hard to</p>
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answer it', has been introduced across the four telephones on the system.

The website is updated regularly.

Our PPG actively discuss progress with the Action Plan at each of their meetings.

#### **Patient Access**

#### **Practice Opening Hours**

**The surgery is open during the following times**

**Monday 8.20 – 6.30pm**

**Tuesday 8.20 – 8.0pm (this includes extended hours)**

**Wednesday 8.20 – 1.0pm**

**Thursday 8.20 – 8.0pm (this includes extended hours)**

**Friday 8.20 – 8.0pm**

**How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

The Practice can be contacted on the following numbers between core hours

01942 605506

01942 671595

01942 269284

The surgery will be open from 8.20am Monday to Friday

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**Extended Hours**

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Extended hours are offered on a Tuesday and Thursday evenings (Doctors)  
And Thursday evening (Nurse)