

Patient Participation Report

Stage One

| | | | | | | |
|-------------------------------|----------------|--------------------|----------------|------|----------------|---------------|
| 1 | | | | | | |
| Practice Population: | | | | | | |
| | | Sex: | Male | 3030 | Female | 3095 |
| Age: | | Under 16's | 1224 | | | |
| | 17 - 25 | 771 | 36 - 45 | 801 | 56 - 65 | 724 |
| | 26 - 35 | 674 | 46 - 55 | 922 | 66 + | 1009 |
| Ethnicity: | | Caribbean | 1 | | | <i>other:</i> |
| British, Mixed British | 2397 | African | | | | <i>other:</i> |
| English | 2 | Mixed Black | | | | <i>other:</i> |
| Scottish | 1 | Chinese | 1 | | | <i>other:</i> |
| Welsh | | Japanese | | | | <i>other:</i> |
| Indian, British Indian | 3 | <i>other:</i> | | | | <i>other:</i> |

Are there any specific Minority Groups within the Practice Population?

All patients ethnicity is not recorded however all groups other than British/Mixed British are a minority

Validating that the patient group is representative of the practices population base. **Payment Component 1**

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|--|----------------|--------------------|----------------|---|----------------|---------------|
| 2 | | | | | | |
| Patient Representative Group Profile (PRG): | | | | | | |
| | | Sex: | Male | 6 | Female | 14 |
| Age: | | Under 16's | | | | |
| | 17 - 25 | 1 | 36 - 45 | | 56 - 65 | 4 |
| | 26 - 35 | | 46 - 55 | 2 | 66 + | 13 |
| Ethnicity: | | Caribbean | | | | <i>other:</i> |
| British, Mixed British | | African | | | | <i>other:</i> |
| English | | Mixed Black | | | | <i>other:</i> |
| Scottish | | Chinese | | | | <i>other:</i> |
| Welsh | | Japanese | | | | <i>other:</i> |
| Indian, British Indian | | <i>other:</i> | | | | <i>other:</i> |

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

The practice have displayed posters in practice inviting patients to join the Patient Group. Receptionists invite patients from minority groups to join the PRG on an adhoc basis. An annual Open Day is held to promote the practice. Patient group members organise stalls, raise funds for the practice or local charities and promote the PRG. The practice offer flu vaccines and health advice on the day to ensure non group members are in attendance. The recent PRG questionnaire asked for contact details of patients interested in joining the group. This generated 68 notes of interest, this will be followed up by the practice during the next few months.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

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| 3 | |
| Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG? | |
| <p>The current PRG membership is a reflection of the ethnicity status of the patient list. However it is not reflective or representative of the current age of the practice population.</p> <p>The practice has found that the current membership reflects the types of a patients who have dedicated a lot of time during their life to either voluntary causes or developing local services, for example ex County Council Counsellors, retired teachers and retired NHS workers.</p> <p>There are 20 PRG members within the group, of those 14 are female and 6 are male.</p> <p>Age group of members are:</p> <p>17-25 (1) 46-55 (2) 56-65 (4) 66+ (13)</p> | |

Validating that the patient group is representative of the practices population base. **Payment Component 1**

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| 4 | |
| Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG) | |
| <p>The practice have displayed posters in practice inviting patients to join the Patient Group. Receptionists invite patients from minority groups to join the PRG on an adhoc basis. An annual Open Day is held to promote the practice. Patient group members organise stalls, raise funds for the practice or local charities and promote the PRG. The practice offer flu vaccines and health advice on the day to ensure non group members are in attendance. The recent PRG questionnaire asked for contact details of patients interested in joining the group. This generated 68 notes of interest; this will be followed up by the practice during the next few months.</p> | |

Validating that the patient group is representative of the practices population base. **Payment Component 1**

Patient Participation Report

Stage Two

Agreeing Priorities

5

How has the practice sought the PRGs views of priority areas?

A group meeting was dedicated to discuss areas of concern the group wanted to address.

Validate through the local patient participation report. **Payment Component 2**

6

Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

As a lot of the PRG members were involved with the local community via many voluntary groups. The group were able to voice the concerns of other patients regarding the current appointment system.

The group were concerned that patients did not understand the system or some of the terminology used such as "on call doctor" and "sit and wait appointments". There was also concern regarding telephone access.

The group had no concerns or reports from other patients, regarding the care they received from the doctor and nurses.

It was therefore agreed to concentrate on the concerns raised. With a plan to meet again once the results were collated to discuss any suggested improvements. The Patient survey questions reflect their concerns.

Stage Three

Survey

7

How has the practice determined the questions used in the survey?

The questions were based on patients concerns regarding the appointment system, terminology used by the practice and telephone access.

Validate the survey through the local patient participation report. **Payment Component 3**

8

How have the priority areas been reflected in the questions?

The questions were based on patients concerns regarding the appointment system, terminology used by the practice and telephone access. The questions were to ascertain whether the PRG concerns were a true reflection of the practice population.

Please attach a copy of the questionnaire

Validate the survey through the local patient participation report. **Payment Component 3**

9

Describe the Survey - How and when was the survey Conducted?

It was agreed that the questionnaire needed to be in SMART format;

Specific (questions to address concerns raised)

Measurable (questionnaires collated and results presented as % of the questionnaires answered to ensure easy interpretation)

Agreed (it was agreed that the questions should be kept to a minimum and related to the concerns raised)

Realistic (the PRG members agreed that the questions were realistic and represented the patients concerns.)

Timed (the PRG members organised a rota for members to be available in the waiting area at both sites during a 2 week period during February 2012 to help patients complete the questionnaires. Letters sent to patients during this period also included a questionnaire to complete and return to the practice)

Validate the survey through the local patient participation report. **Payment Component 3**

10

What methods practice has used to enable patients to take part?

The PRG members organised a rota for members to be available in the waiting area at both sites during a 2 week period during February 2012 to help patients complete the questionnaires. Letters sent to patients during this period also included a questionnaire to complete and return to the practice)

Validate the survey through the local patient participation report. **Payment Component 3**

Patient Participation Report

Stage Three continued

Survey

11

How has the practice collated the results?

The results were collated by the Practice Manager in the following format:

Percentages

Questions that were a yes or no answer were converted into a percentage of the total questions completed.

Comments

Comments were listed in the following categories; appointments, telephone, sit and wait, prescription telephone line, general comments.

Statistics

January and February 2012 practice statistics in respect of:

the average number of appointments utilised and the age and sex of those patients, the average waiting time for appointments, the number of patients who did not attend their appointment,

Validate the survey through the local patient participation report. **Payment Component 3**

12

How were the findings fed back to the PRG?

The findings were presented to the patient group in a meeting dedicated to the survey.

Validate the survey through the local patient participation report. **Payment Component 3**

Stage Four

Results

13

Please describe survey results:

266 questionnaires were completed

Not all questions were answered but of the questions that were answered the results are:

Q1: Do you have problems getting an appointment?

140 answered yes = 52%

118 answered no = 44%

Q2: Do you understand the appointment system?

172 answered yes = 64.66%

87 answered no = 32.7%

Q3: Do you think GP sit and wait appointments are useful?

176 answered yes = 66%

76 answered no = 28.5%

Q4: Do you know we have early pre-bookable appointments from 7am?

131 answered yes = 49%

134 answered no = 50%

Q5: Do you have problems getting through to the practice by phone?

167 answered yes = 62.7%

90 answered no = 33.8%

Q6: Do you know what an on call doctor does?

131 answered yes = 49%

133 answered no = 50%

Q7: Are you aware of our opening hours?

171 answered yes = 64%

92 answered no = 34.5%

Q8: Would you like to be notified of the Patient Group meeting?

68 answered yes = 25.5%

182 answered no = 68.4%

Validate the survey and findings through the local patient participation report. **Payment Component 4**

14

Explain how the PRG was given opportunity to comment?

The findings were presented to the patient group in a meeting dedicated to the survey.

Patient group members, the Practice Manager an experienced receptionist and admin clerk, were present at the meeting. This ensured that the patients and practice points of view were represented.

Each question was discussed in turn and summarised as follows:

To summarise:

Patient Group actions:

Patients to audit the telephone system and appointment availability.
Group Chair to observe reception staff and compile a report on staff workload etc.
Group Chair to organise an Open Meeting and presentation for potential new members

Practice actions:

Posters/fliers to be displayed re pre-bookable early morning appointments.
Change the name of the "On Call Doctor" to "Duty Doctor"
Notices regarding opening hours revamped and displayed in prominent places.
Minutes and copy of the survey sent to patients who noted an interest in joining the group.

Validate the survey and findings through the local patient participation report. Payment Component 4

15

What agreement was reached with the PRG of changes in provision of how service is delivered?

Patient Group actions:

Patients to audit the telephone system and appointment availability.
Group Chair to observe reception staff and compile a report on staff workload etc.
Group Chair to organise an Open Meeting and presentation for potential new members

Practice actions:

Posters/fliers to be displayed re pre-bookable early morning appointments.
Change the name of the "On Call Doctor" to "Duty Doctor"
Notices regarding opening hours revamped and displayed in prominent places.
Minutes and copy of the survey sent to patients who noted an interest in joining the group. Advertise for virtual members via the practice website

Validate the survey and findings through the local patient participation report. Payment Component 4

16

Were there any significant changes not agreed by the PRG that need agreement with the PCT?

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Patient Participation Report

Stage Four continued

Results

17

Are there any Contractual considerations that should be discussed with the PCT?

no

Validate the survey and findings through the local patient participation report. Payment Component 4

Stage Five

Action Plan

18

How did you consult with the PRG about the action plan?

In the Patient Group meeting dedicated to the survey results. The action plan was developed after the group discussion.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

19

Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

Priorities and proposals arising from the practice survey.

Investigation—is the practice delivering the appointment system it promotes?
Ensure—that extended hours and normal opening hours are displayed in prominent places.
Encourage—new Patient Group membership.

See appendix 1 Action Plan

Please include a copy of the action plan (including how proposals will be implemented)

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

20

Were there any issues that could not be addressed? - if so please explain

No

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

21

Has the PRG agreed implementation of changes and has the PCT been informed (where necessary)

Yes---changes have been made or further investigation into possible changes are in process (see Action Plan)

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

Patient Participation Report

Stage Six

Publication of Report

22

Please describe how this report has been publicised/circulated to your patients and the PRG

Date Posted on Website: 28th March 2012. Report distributed to all Patient and potential Group members at the meeting in March 2012. Copies of the report available at both reception areas

Date Posted on Website: March 2012

Additional statement to support report publication. Payment component 6

23

Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Our main surgery is at Meden vale and our branch surgery at Warsop. Patients can ring or call in at any site to make appointments, order or collect prescriptions. We are open Monday to Friday between 8am and 6pm. However patients can only access services at our Warsop surgery from 12noon on a Wednesday and Meden Vale surgery from 12 noon on a Thursday.

Additional statement to support report publication. Payment component 6

24

Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

Tuesday 7am--8am, Wednesday 7am--8am, Friday 7am--8am

Additional statement to support report publication. Payment component 6

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|---|---|
| Number of PRG meetings which have taken place since 1st April 2011 | 6 |
|---|---|

Office Use:

| DES Component | Section attained in | | | | | | | |
|---------------|---------------------|--|----|--|----|--|----|----|
| One | 1 | | 2 | | 3 | | 4 | |
| Two | 5 | | 6 | | | | | |
| Three | 7 | | 8 | | 9 | | 10 | 11 |
| | 12 | | | | | | | |
| Four | 13 | | 14 | | 15 | | 16 | 17 |
| Five | 18 | | 19 | | 20 | | 21 | |
| Six | 22 | | 23 | | 24 | | | |