

Local patient participation report

This report summarises development and outcomes of [West Moors Group Practice](#) patient reference group (PRG) in 2013/14.

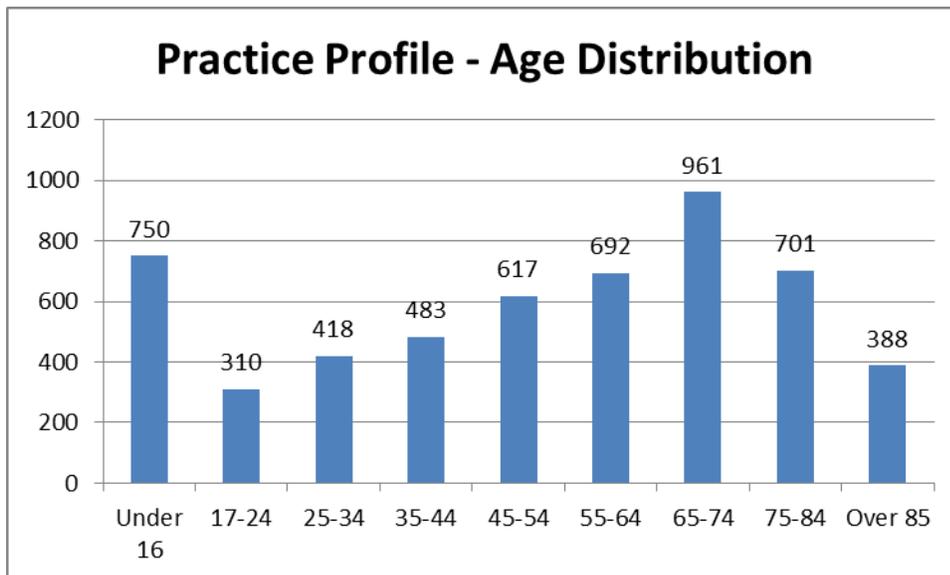
It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Recommendations from last year.
7. Progress made with the action plan.
8. Confirmation of our opening times.
9. Conclusions.

1. Profile of practice population and PRG

Practice population summary

Total practice population 5320 patients



Male – 47% Female – 53%

Carer's – 93 (2%)

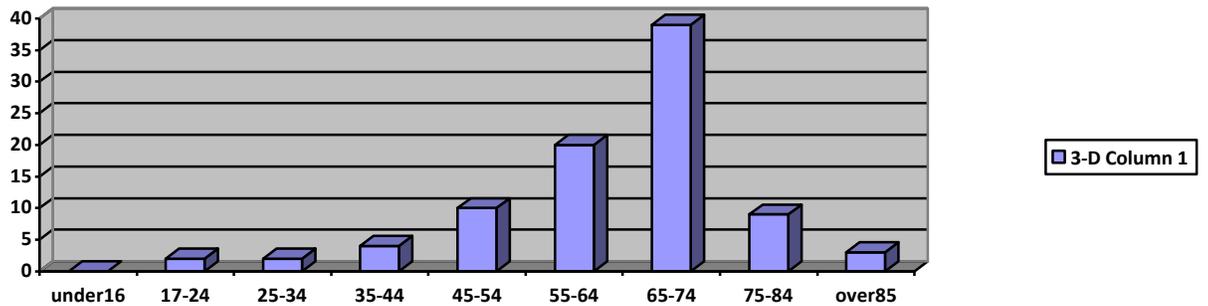
Vulnerable adult and elderly patients – 271 (5%)

Learning Disabilities – 29 (1%)

Ethnicity –White British 96.4% Other – 0.5%

Patient Reference Group profile

We have 89 patients in our PRG group, with the following age profile.



Ethnicity

100% of the PRG group are White British.

Gender

Male – 38% and Female 62%

We have no patient representation in the group for Carer's, vulnerable elderly or learning disabilities.

2. Process used to recruit to our PRG

To recruit to our PRG we:

- Advertised in the practice – posters, leaflets, newsletters, receptionists asked patients.
- Advertised on our website – link to express an interest in joining group.
- New patients – letter and leaflet included in welcome pack
- Recruited at our annual flu clinic
- Waiting room displays
- Wrote to a selection of patients who hadn't visited the surgery in the last year.
- Wrote to a selection of patients who come under 'other ethnicities' to White British
- Campaign at our branch surgery to recruit the younger generation

We have recruited 17 new members in 2013/14 but lost 3 members due to moving out of the area. We now have a total number of 89 patients in our PRG. The PRG represents a similar age and sex profile to the practice population.

All patients who attended the practice were encouraged to join the group.

We particularly invited patients who had not been to the surgery for an appointment in the last year and patients in the minority ethnic groups, by letter. No patients in these groups returned the applications to join the group. We have been successful in recruiting a younger patient to the group.

Once patients have been recruited we sent them a 'what to expect' letter. The main communication tool for the group is via email but patients who do not have access to the internet receive communication via postal mail.

3. Priorities for the survey and how they were agreed

To determine the priorities for the survey we sent an email to our existing members thanking them for taking part in last year's questionnaire and inviting them to indicate which of the following areas we should focus on for this year's survey.

- Appointments
- Clinical Care
- Telephones
- Waiting Room
- Customer Service
- Parking
- Premises

- Opening Times
- Other – Please specify

13 people responded.

The highest responses were Appointments, Parking, Telephones and Opening Times. No other priorities were suggested.

Although parking is a major issue for patients the majority of them realise that at the present time, we are unable to provide more spaces and this is outside our control.

4. Method and results of patient survey

We chose to use Survey Monkey, as it is a reputable online survey tool, which enabled us to choose our own questions focusing on our priority areas as well as including compulsory questions based on standard previous national surveys undertaken.

The questions were developed using:

- Feedback from the questionnaire sent to our existing PRG members inviting them to indicate which of the following areas we should focus on for this year's survey. This was appointments, telephones and opening times.

We carried out the survey (Appendix 1) using:

- Survey Monkey – emailed to 75 PRG members.
- Paper forms – sent to 14 PRG members who did not have internet access and had requested a hardcopy mail out.
- Patients asked to complete whilst waiting for appointments
- Link on website for completion
- Doctors asking patients to complete after consultation

We carried out the survey between 29th January 2014 and 7th February 2014

Survey results

The survey results can be seen in Appendix 2. 57 patients completed the survey.

75 patients were sent the survey via e-mail. 35 patients responded representing 47% of the group.

22 paper copies were returned from either our mail shot or staff asking patients to complete whilst in the Waiting room.

5. Resulting action plan and how it was agreed

To develop and agree an action plan the practice discussed the results of the survey and proposed actions on 12th March 2014.

To get comments from the PRG on the draft action plan and feedback on the results of the survey we:

- Emailed the group and asked for feedback

89 patients were sent the proposed action plan. 4 patients agreed and gave comments representing 3.5% of the group. 85 did not respond.

Feedback was taken into consideration when developing the action plan. The PRG members were asked to reply to the email or return an acknowledgement slip (via post) to state agreement to the plan or make suggestions. There was an additional suggestion from the feedback relating to seating in the waiting room. This has been added to the action plan.

We agreed the action plan with the group on 20 March 2014.

The main actions were:

Survey Response	Action	By When and By Whom
23% patients using online Booking for Doc's Appt Only	Raise awareness of Online Booking through website, Posters and Encouragement from staff to register. Re- look at options to book blood tests online	PM June 2014
9% found getting into building at West Moors difficult	Exploring options with NHS England and Local Authority for new premises all reasonable adjustments made limitations with building	Partners/ PM On going
21% Concerned about Confidentiality in reception	Posters to request a private room Explore Options of utilising second window and closing	Immediate June 2014

	doors	
Receptionists Sometimes overstretched and multitasking	Review of staffing in reception. Look at busy times to increase support Raise awareness of checking in screen More dedicated time for prescription clerk	PM April 2014
Seating in waiting room – feedback from PPG group and patient suggestion	Review waiting room seating to provide higher seats and seats with arms for elderly and disabled patients.	PM April 2014

6. Recommendations from last year's report

- OOH currently takes our calls between 8 & 8.30am when the Practice opens, this however is presently under review and this may be brought back in house.

7. Progress made with 2013 action plan

Action	By Whom	Changes implemented by
Opening Times – 18% of respondents didn't know if the Practice was open on a Saturday. We plan to make our opening times for both Surgeries clearer in our NEW Practice Booklet and more evident in the Surgery Waiting Rooms. Also to publish our opening times on our website	Practice Manager/Senior Partner	Completed
Customer Service - 26% of respondents are aware of information of how to make a complaint. We Plan to make these leaflets more visible to patients - although fortunately we do not have	Practice Manager	Completed

a high percentage of complaints		
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Following several complaints and suggestions we changed our telephone number from an 0844 number to a 01202 number in December 2013.

8. Confirmation of our opening times

Our opening times are:

Heathlands House (Main surgery)

Monday – Friday 8.00am – 6.30pm

Rushmoor House (branch surgery)

Monday – Friday 9am – 12pm

Monday and Thursday 2.30pm – 5.00pm – Dispensary Only

Wednesday 1.00pm – 3.00pm – Dispensary Only

Extended hours (mixture of routine and urgent appointments):

Monday 6.30pm – 8.30pm

Wednesday 7.00am – 8.00am and 6.30pm – 7.30pm

Thursday 6.30 – 7.30pm

9. Conclusions

The practice will continue to develop the Patient Reference Group to enhance numbers and improve the representation of the practice profile.

**Tori Richardson
Practice Manager
25th March 2014**

Appendix 1 – Patient Survey

West Moors Group Practice

Heathlands House West Moors and Rushmoor House Three Legged Cross

West Moors Group Practice are committed to providing our patients with the best possible service we can offer. To Maintain this commitment to you we would like to ask if you could spare a few minutes to complete the following GP Patient Survey.

Q1- When did you last see a Doctor at the Surgery

(Please tick one Box only)

In the past 3 Months	<input type="checkbox"/>
Between 3 and 6 Months	<input type="checkbox"/>
More than 6 Months	<input type="checkbox"/>
I have never been seen by my Present GP	<input type="checkbox"/>

Q2- If you haven't seen a Doctor in the past 6 Month

please state why. (place a tick in all boxes that apply)

I haven't needed to see a Doctor	<input type="checkbox"/>
I couldn't be seen at a convenient time	<input type="checkbox"/>
I couldn't get to my appointment easily	<input type="checkbox"/>
I didn't like or trust the Doctors	<input type="checkbox"/>
Another Reason	<input type="checkbox"/>

Q3- How do you normally Book your appointment to see the doctor or nurse at the Surgery

(place a tick in all boxes that apply)

In Person	<input type="checkbox"/>
By Telephone	<input type="checkbox"/>
Online	<input type="checkbox"/>
Does not apply	<input type="checkbox"/>

Q4- In the last 6 months how easy have you found the following (Place a tick in all boxes that apply)

	Good	Fair	Poor
Getting through on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6- If you weren't able to be seen during the next two working days that the surgery was open why was that?

There were no available appointments	<input type="checkbox"/>
Times Offered were not suitable	<input type="checkbox"/>
Appointment was with a doctor who I didn't want to see	<input type="checkbox"/>
A Nurse was free but I wanted a Doctor	<input type="checkbox"/>
Another reason	<input type="checkbox"/>

Q7 - How easy do you find getting into the Building at the surgery?

Good	<input type="checkbox"/>
Difficult	<input type="checkbox"/>

Q8-Why did you find it difficult?

Q9- In the reception area, is it easy for the other patients to overhear your conversation with the receptionist

the phone			
Speaking to a Doctor on the phone			
Speaking to a nurse on the phone			
Obtaining test results			

Yes but I don't mind	
Yes and I am not happy about this	
No other patients cannot overhear	

Q5-In the past 6 months have you tried to see a Doctor fairly quickly ? For example for the same Day or within the next two working days

Yes	
No	

Q10- How helpful do you find the receptionist at the surgery

Some questions about you

Q11-How long after your appointment time do you normally have to wait to be seen?

I am normally seen on time	
Up to 15 minutes	
More than 15 minutes	

Q16 - Are you male or female

Male	
Female	

Q12 - Is there a particular Doctor you prefer to see when visiting the surgery

Dr Mark Smith	
Dr Dom Hennessey	
Dr Vanessa Gunpath	
Dr Jo Horner	
Dr Preethi Balachandran	
No	

Q17 - How old are you ?

Under 18		45-54	
18-24		55-64	
25-34		65-74	
35-44		75-84	
85 and above			

Q13 - Are you satisfied with current opening hours at the surgery?

Satisfied	
Dissatisfied	

Q18 - Is your regular surgery

Heathlands House	
Rushmoor House	

Q19- What is your ethnic Group

White

*If you answered dissatisfied please say why

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British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Other	<input type="checkbox"/>

Mixed

White/Black Caribbean	<input type="checkbox"/>
White/Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Other Mixed background	<input type="checkbox"/>

Q14 - As far as you are aware when is the surgery open?

	Good	Satisfied	Poor
Before 8am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At Lunch time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After 6.30pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Asian or Asia British

Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladshi	<input type="checkbox"/>
Othe Asian Background	<input type="checkbox"/>

Q15 - In general how satisfied are you with the care you get at the surgery

Satisfied	<input type="checkbox"/>
Dissatisfied*	<input type="checkbox"/>

Black or Black British

Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Other Black Background	<input type="checkbox"/>

* please say why you are dissatisfied

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Chinese or other ethnic group

Chinese	<input type="checkbox"/>
Other ethniss Group	<input type="checkbox"/>

Thankyou for helping us to improve our services to you by completing this survey. Please return to the surgery for the attention on **Vicki Mullins**

Appendix 2 – Patient Survey Results



Survey 2014
results.pdf