

## Patient Participation Group DES 2012

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### Aims & Objectives

The aim of the Patient Participation Scheme DES is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by their practice.

### **The objectives are:**

- To encourage and reward practices for routinely asking for and acting on the views of their patients.
- Involving patients in decisions that lead to changes to the services provided or commissioned either directly or as gatekeeper to other services
- Promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs)
- Seek views from practice patients through the use of a local practice survey
- To share outcomes of the engagement and views of patients by publishing on the practice website

### Summary & Report

*Abbotswood Medical Centre took part in the Patient Participation DES with help from the Patient Representative group. Thank you to all staff and patients that took part in the process which we hope will improve Abbotswood Medical Centre and the patient's experience.*

- A staff meeting was held to discuss how best to form a Patient Representative Group. It was important that patients selected varied with respect to: age, sex, ethnicity, people who do not speak English as a first language, and also take into account social factors such as carers, working patterns, employment status etc. Our practice profile was reviewed, and we felt it necessary to try and include men, women, varied ages, those of Asian, Chinese, Afro-Caribbean and Eastern European origin as well as those with different employment status and those with disabilities or their carers.
- All members of the team at Abbotswood Medical Centre were encouraged to approach appropriate patients that covered the above criteria, and a list of 20 was compiled. In addition posters were put up advertising the PRG, letters sent, and reception staff played an active role.
- We were unable to recruit patients under the Age of 16, and this is an area to tackle in the future. However we did have a variety of ages (Aged 27-76), ethnicity, patients for whom English is not their first language, retired, full time workers, and carers. The next stage of gathering information and views was done by a variety of methods: telephone, e-mail and two patients came to a meeting held especially for this purpose. We felt that having a mixture of virtual, telephone and real contact ensured good representation and included those with disabilities e.g hearing impairment, those uncomfortable with e-mail

The PRG were advised with regards to what areas we should cover in the questionnaire, key priorities, and how we could improve. Some issues which cropped up included:

- A method of advertising our services, surgery news (such as staff change) etc (patient unaware of new website)
- Dissatisfaction with reception staff
- Confusion about when best to phone to speak to a doctor
- Having to wait to see a health professional in the waiting room beyond the appointment time
- Confusion about how to get test results
- A request to inform patients about services at the practice
- Difficulties for those with hearing problems when on the phone

A survey was compiled based on the views received with 10 closed questions and a graded response, and 1 open question for patient to describe any concerns or extra comments.

The survey was distributed to patients attending over a week's period; in addition some patients were posted the survey to ensure adequate representation of different groups or given it on home visits e.g young, healthy patients who infrequently attend the surgery, or patients with mobility problems. Efforts were made to ensure a wide cross-section of our patient population. 58 replies were obtained.

### SURVEY RESULTS

	No experience (%)	Poor (%)	Fair (%)	Good (%)	Very (%)Good	Excellent (%)
Getting through the telephone	4		7	25	43	21
Helpfulness of the reception staff				15	37	48
Seeing doctor of your choice			4	19	35	42
Services on offer by the Surgery	15			15	30	40
Level of satisfaction with after hours service	35	38		7	15	19
Repeat prescription ready on time (within 48 hrs)	11			11	37	41
Obtaining test results	15		4	11	30	41
Ease of parking		5		24	31	40
Cleanliness of the GP surgery				10	32	58
Waiting time to be seen by GP (when you come with an appt)		7	34	12	29	48
Satisfaction with opening hours of the surgery		4		22	33	41
Overall satisfaction with the surgery				17	44	38
Any other concerns/comments?	"Wonderful staff, so helpful at times" "Have to wait a long time for appointments" "Reception staff are wonderful, such a refreshing change, and a credit to the surgery" "Lovely new doctor- Dr S Khan!" "Vey clean surgery which is nice"					

The survey results were discussed at a practice meeting, including GPs, practice nurse, reception staff and practice manager. The PRG was informed of the results (via telephone, e-mail and in person), and points/comments made as a result of this include:

- Evidence of dissatisfaction with the out of hours service which needs to be explored further
- Surprise at the 5% dissatisfaction with ease of parking. There is a large car park in Katherine Place and patients in general can find free parking easily. There are certain times when it is busy but we don't feel this is a major problem or priority
- 7% were unhappy with the waiting time when attending for an appointment, although 48% found this to be excellent. This was discussed and action to be taken.
- "Pleased to see you have a website now, but this must be advertised"
- "I think patients are seen quickly here compared to other surgeries"
- "Problems with appointments resolved now that a new GP has joined the practice"

As a result of detailed discussions including pre-survey comments made by the PRG, the following was decided:

### 2011-2012 PLAN:

- Regularly update website with news, services available at the practice, change of staff as well as when to phone a doctor and how to get test results

- Inform patients about the new website
- Updated practice leaflet with similar information to the website for those who aren't comfortable with the internet
- Implement a system for when health professionals maybe running late so that patients are aware
- Implement a telephone consultation system
- Put an alert for patients with sensory impairments so that reception staff are aware and can behave accordingly
- Increased use of letters and e-mail for deaf patients
- Detailed review of the appointments system, and ways to improve
- Encourage younger groups to feed back or join PRG

**Action taken so far:**

- One of the Partners has taken responsibility of the new website which has been developed and will keep it updated
- We have put posters up around the surgery telling patients about our new website and also put this on our letterheads. We will put it on our answer phone message in the next few weeks.
- The practice leaflet has been re-designed and improved and these are at the front of reception for patients to collect
- Health professionals ensure they inform reception staff when they are running late who then inform patients and apologise offering some options (e.g to see another doctor if they are free and can take extras instead)
- The telephone consultations are working well, with patients placed at the end of surgeries by reception staff for the GPs to phone. This will be audited later this year.

Once again thank you to all who took part. If any patient would like to discuss their views, concerns or comments with a member of the PRG or staff team, please leave your contact details at reception.

The positive comments about reception staff, doctors and the cleaner have been fed back to these staff and we thank you for these.

We have many ideas within the practice of how to repeat the PPG DES next year such as using Survey Monkey to collate views via e-mail, and look forward to implementing this.

