

## **Local Patient Participation Report Ashfield Medical Centre March 2012**

**This report relates to work done by the practice in relation to patient participation, in the 12 months to 31<sup>st</sup> March 2012. Including surveying our patients views, analysing the results and taking actions**

**Our Patient Representative Group (PRG) consists of a group of registered patients who have agreed to participate in giving their views on the working of the practice and we are assisted in this by our long established Patient Participation Group(PPG) who meet regularly and publish a newsletter on our website. It is very important that patients views are representative of everyone and we have taken steps to contact harder to reach groups for example our housebound patients, Nursing Home patients, schools and college patients to encourage any young patients to have their say in the services we provide.**

**We consulted the PPG regarding what questions to ask in the survey and included all their suggestions. Views were sought on access appointments satisfaction with GPS and staff repeat prescribing and health promotion evenings.**

**The survey was conducted by paper at the surgery and electronically through the website and all the housebound patients were sent letters with a survey and stamped addressed envelope enclosed for their reply. All our partially sighted patients were sent large print letters and surveys. After contacting the nursing homes, we then sent the surveys to the nursing manager, who said that he would help the residents to fill in the survey, or get their relatives to help. We also contacted the local schools and colleges to encourage any young patients to have their say in the services we provide. The results were collated independently by the website**

**A brief summary of the findings follows but do look at the website for full results.**

## **Findings of 2011/2012 Patient Survey - Areas of Priority**

**The survey was conducted over several weeks in late 2011/early 2012 and 371 responses were obtained with representative sample from all age groups and ethnic minorities (30%)**

**Health Awareness Campaigns –the three most popular were Keeping Health and Men’s and Women’s health**

**Appointments –there was 13% dissatisfaction with ease of getting an appointment and 68% never missed an appointment**

**80% would like to be reminded 50% by text.**

**9% indicated they were less than satisfied with communicating with the medical centre 80% preferred to communicate by phone /mobile and 11% by email.**

**There was generally high satisfaction with the reception team, 87% fairly or very satisfied with their doctor and 73% understood their problem better after consulting**

**79% were satisfied with the way repeat prescriptions were requested, with 54% requesting in person. 34% would like to request repeats on the website or by email**

**We published the result of the survey on our website and sent the results to all the PPG members and asked them to discuss the findings of the survey. During protected time the GPs practice nurses and staff also considered the results of the survey and what actions could be put in place to respond to the findings, and subsequently formulated an action plan**

**We had a meeting with the PPG on 1<sup>st</sup> March 2012, where we discussed the whole survey, and offered an action plan and invited them to send in their comments and those of the PRG  
We published the views on the website and invited the patients to comment on the findings.**

**Please see action plan below with all the evidence from the results.**

**The survey was conducted over several weeks in the late 2011, early 2012. We obtained 371 out of 400 responses to the questionnaire that we sent out, with representative samples from all age groups and ethnic minorities, plus the PRG patients within the practice.**

<b>Subject</b>	<b>Results</b>	<b>Action Plan</b>	<b>Progress</b>
<b><u>Health Awareness</u></b> <b>Patients interests and requests</b>	<ol style="list-style-type: none"> <li>1. Keeping Healthy</li> <li>2. Women's Health</li> <li>3. Men's Health</li> </ol>	We plan to run these and many others throughout the year. A 'Keeping Healthy' evening is planned for April 2012.	We have already held Diabetes and Medicine Management Evenings, which were well attended. We have had a Carers Meeting on the 7 <sup>th</sup> March 2012 and the feed back from the patients that attended said how helpful it was. Age concern also attended to give advice and help.
<b><u>Appointments</u></b>	This revealed that 68% of the patients were pleased with 'on the day' appointments and 84% 'within 2 workings days'.	We are always looking at ways to improve our access. We have successfully been doing telephone triage at the end of the GP's morning surgery. We hope, in the near future, to have online appointment booking.	We have increased our morning appointments. The Doctors now start their AM surgery at 08:30. We also introduced telephone triage last year for each GP and Nurse Practitioner.
<b><u>Missed Appointments</u></b>	68% of patients say they have never missed an appointment.	The practice has started to use a text messaging system to remind patients of their appointments.	We have been doing this now for 1 month and we have noticed that the DNA rate has reduced.

<b><u>Communicating with the Medical Centre</u></b>	This revealed that most people like to be contacted on their home or mobile numbers.	Rearrangement of staff working hours, so that early morning and peak times are better covered on the phones and face to face.	This seems to be working better. More staff to answer phones at peak times and deal with patients face to face. We now have a better website that also has ways of communicating with the practice.
<b><u>Age and Ethnicity</u></b>	The survey was completed by 38% males and 57% females. 70% were White British and there were low % of other mixed ethnicity. Most patients were between 35-64 years old.	Even though we encouraged all patients to give us their views the results show the patients that responded to our request.	We will look at any language or reading difficulties and try to provide appropriate assistance. For the benefit of our PRG members, we will make sure that all correspondence, where necessary, will have large print. We are also going to get a hearing loop fitted.
<b><u>Staff Satisfaction</u></b>	78% of patients were very satisfied with the way they were treated by the reception team. Overall satisfaction was over 90%.	There is always ongoing staff training. We hold staff meetings to make sure we always provide the best service we possibly can.	The staff has mandatory training throughout the year and if we have new staff we will send them on any necessary training.
<b><u>Doctors Satisfaction</u></b>	This revealed that 66% of patients were very satisfied and over 80% were overall satisfied with the treatment from the GP's.	The Doctors always try to listen to their patients. They are continuously getting together as a partnership to find ways to improve patient care.	They attend educational meetings on a weekly basis to keep up to date with the latest information. We have protected time days, when we meet as a practice to see how we can

			improve all patient care.
<b><u>Repeat Prescriptions</u></b>	<b>Overall satisfaction with repeat prescribing is 79%.</b>	<b>With over 50% of patients still wanting to request their prescription in person, we are gradually introducing new ways to make a request.</b>	<b>On our new user friendly website, patients can now request their prescriptions online. We also try to inform patients that they can use a pharmacy of their choice to request and collect their prescription for them.</b>

**After intensive enquiries with the PRG and PPG, even though we have many areas to improve, overall we appear to be giving good patient care. We are always looking at ways to make improvements and we will listen carefully to all our patients and act upon it.**

**The practice is open Monday to Friday from 8am to 6.30pm. You can access services in person, by phone, fax email or letter.**

**The practice GPs in a rota, currently offer extended hours on three weekday evenings and Saturday morning.**

**We did a survey in October 2011 for the PPG and PRG patients to ask them if they were happy with the current extended opening hours. The result was that they were happy with evening extended hours and was the most useful for people who worked or had to bring elderly relatives down. So we are looking at our extended hours and are acting upon the result of the survey.**