

## Patient Participation Report 2013

### **This report outlines the actions taken to increase patient participation, in the service provision of Wheatfield Surgery**

To achieve this we:

- Set up a Patient Participation Group (PPG) in 2011
- Agreed priorities with the PPG that could be used as a basis for a patient survey
- Compiled, carried out, and analysed the findings of a local patient survey
- Presented findings to the PPG and sought feedback
- Proposed and agreed an action plan that dealt with the issues identified as part of the consultation process
- Put our patient report and Patient Survey on our website

#### **1- Membership profile of our Patient Participation Group:**

- Cross sectional age range of 35 to 72 years
- Representative of a broad spectrum of patients from all disease registers including those with disabilities
- 75% are 'White British'
- 25% are constituted of a mixture of other ethnic backgrounds

Our aim is to continue over the following year to try and encourage more patients to join this group via a recruitment campaign we would like to have more representation from younger patients within the practice.

#### **2- Steps taken to ensure that patients engaged with the Patient Participation Group process and that it was representative of our registered patients:**

From when we set up our PPG we tried to ensure it represented a diverse cross section of our patient list. We did this by employing the following methods engaged patients and encouraged participation:

- Briefed all staff on what we're trying to achieve and what the expected participation of the patient would be
- All staff put forward recommendations of suitable patients to join and these patients were written to regarding our PPG
- Displayed posters on notice boards outlining purpose, process and benefits of the scheme
- Area for PPG on practice website encouraging new members
- Invited patients to join via Practice Leaflet
- All new patients are encouraged to join at the point of registration

We have a shortfall in terms of young mothers in our PPG. We intend to address this by briefing our reception team to proactively engage with those attending our 'Baby clinic'. This will be carried out in the coming year as part of our recruitment initiative.

So far our patient group consists of 10 members, of which 3 have had to withdraw since setting up the group due to deterioration in their health.

Our recruitment campaign aims to look at all demographics within our patient population via eye catching posters, team initiatives and delivery of information about the PPG.

### **3- Ways in which we determined and reached agreement on issues that were a priority and should be included in our local patient survey:**

To help shape the areas we would use in the Patient Survey we first tried to identify areas we felt needed to be covered and which the PPG could expand on.

As a Practice we looked at:

- Patients' priorities and issues including themes from complaints
- Results of National GP patient survey
- Planned practice changes

We spoke to our PPG at our August 2012 meeting and as a result of that areas which were highlighted by the PPG that needed to be addressed were included in our patient survey. These included appointments, telephone access, reception and car parking issues.

### **4- How we obtained the views of our registered patients:**

With views obtained from our PPG with areas which most needed improvement we produced a patient survey.

We produced Patient Surveys for our registered patients to complete that encapsulated these issues they were given to every patient visiting a GP from 16<sup>th</sup>-23<sup>rd</sup> October 2012.

134 of the original surveys distributed were returned completed.

The Patient Survey contained ten questions in total, half of which were based on the priorities identified through consultation between the PPG and the Practice. When all of the completed surveys had been collated the results were presented to and discussed with members of the PPG at the November 2012 meeting.

## **5- Providing an opportunity for the PRG to discuss the contents of the proposed action plan:**

We've taken statistical data directly from the Patient Surveys in question order and collectively identified, agreed and prioritised the key areas we would try and improve on.

There were four areas that stood out based on the level of response scoring and also on the written comments received.

- Practice telephone services
- Reception staff availability
- Difficulties booking appointments
- Car Parking at the surgery

Having looked at these areas internally, we produced a proposed action plan that would seek to address all of these issues and discussed it with the PPG allowing for feedback in order to ensure our response met our patient's needs.

## **6- Proposed action plan showing how key areas identified from the findings of our local practice survey could be implemented:**

What follows is our proposed action plan. This action plan was produced based on the findings identified following our recent Patient Survey.

Of the 10 questions / survey results –

- One was to ascertain who was completing the survey
- Three features a percentage and / or comments that indicated improvements in service provision were desirable
- Six returned scores and / or comments establishing that the service was already operating at a level not requiring intervention
- All were distributed to the PPG at our November meeting, feedback obtained and an action plan proposed.

## PROPOSED ACTION PLAN

### Area 1) Phone access to the practice

Based on a number of comments received, we identified an issue was getting through to the surgery by phone at busy times for example between 8.30am and 9.00am, but also at others times of day.

This was identified with the help of our PPG prior to the survey being undertaken. As such we identified two measures that we felt would improve our service.

We proposed to change our telephone company; this meant we would have more telephone lines in and out of the surgery ensuring easier access. As an interim measure we had increased the number of lines into the surgery and were asking patients who were calling regarding other queries to call after 10am.

We currently, had only 5 members of reception staff dealing with calls/ queries during 8.30am and 9.00am.

We proposed to add other staff to assist at this busy time which included admin/ secretarial staff increasing this number to 9-10 to reduce call waiting times and improve access.

### Area 2) Reception desk

We are very pleased that 90% of those surveyed find our reception staff good/excellent. However, comments made in association to this question indicate that long queues are an issue for some patients.

As a result of recommendations previously from our PPG we ensured that we had 2 receptionists present on the front desks at busy times such as 8.30am and 3pm to deal with patients. It was also discussed having a floating receptionist to step in if the queue was increasing to beyond 4 patients. This would provide adequate cover between these times and if the front desk was busy.

There is another team based in the rear reception area tasked with answering calls, processing prescriptions alongside other admin tasks.

We propose to increase the overall staff visibility / availability of our team by better utilising our staff where possible. We aim to have 2 staff on the front desk at all times, this will ensure even if one receptionist is called away another will always remain available to our patients on the desk.

It was also identified that sometimes long queues in reception were due to difficult queries or patients booking multiple appointments. It was suggested that we have 2 queues at reception one for picking up/ dropping prescriptions and another for making appointments.

We propose to introduce the above idea, so that one reception post will be for picking up/ dropping off prescriptions/ booking in. The other will be for making

appointments/ queries. We also proposed that as already is the case for longer queries a member of back reception staff/ reception manager/ admin team will assist in order to keep access to the front desk as much as possible for our patients.

### **Area 3) Difficulty booking appointments**

In the survey some patients commented that they found it difficult to book an appointment outside of full time working hours by having to ring at 8.30am when they are working.

Some patients were not aware of our recent introduction of on-line booking; we propose to make more patients aware of this by:

- Posters in reception
- Reception team informing patients when booking an appointment
- Leaflets handed to patients attending the surgery

We also propose to try to deal with patients requests at one point of call. It was historic that appointments were not available and so patients would be asked to call back at 8.30am. We book 8 weeks in advance and have slots available for GP request appointments re results, have emergency surgeries daily etc. Our aim is to try and deal with a request/ book an appointment at first contact, there will be some cases of course where this may not be possible.

### **Area 4) Car Parking at the surgery**

This was identified as an issue by our PPG. We have a large patient population and although we have a relatively large car park patients still find it difficult to park at the surgery some are parking outside the surgery and in neighbouring roads. This is difficult for frail and elderly patients. There previously was a lack of disabled parking however, this had recently been addressed.

An issue of serious concern for the PPG was that patients were parking directly in front of the surgery where there is a bollard this was causing it difficult for buses to pass as we are on a bus route and also making it hazardous for those parking and other drivers.

We proposed and give thanks to our PPG who collectively put together a letter to Luton Borough Council detailing the above safety concerns and requesting they apply yellow lines outside our surgery for the safety of all our patients.

**7- Summary of statistics/ comments relating to the findings of our local patient survey which identified the four key areas where proposals for improvement were made:**

Of the ten Patient Survey questions, two were identified as requiring action based on the responses received, this was increased to four based on comments received on the survey and concerns from our PPG.

Scores and written comments were used by the Practice to select the areas we felt could benefit from a tailored action plan.

The PPG was given the full survey results, consulted, and concurred that these four areas would be focussed upon going forward.

Below are the statistical findings of our patient survey identifying this as our first key area for improvement. This was based on comments that it is difficult / impossible to get through by phone between 8.30am and 9.00am each morning.

**Q4a – On a scale of 1-10, how easy was it to get through on the phone to book your appointment?**

Answer Options	Percentage of Responses
Difficult	17%
Fairly Easy	25%
Easy	49%
Not applicable	4%
No tick	5%

Below are the statistical findings of our patient survey identifying this as our second key area for improvement. 90% of those surveyed found our receptionists good/ excellent, however comments made in association to this question indicated that long queues at the desk at times was an issue for some patients.

**Q4c – What word would best describe reception and support staff?**

Answer Options	Percentage of Responses
Excellent	46%
Good	44%
Fair	7%
Poor	0%
No tick	3%

Below are the comments from our patient survey identifying this as our third key area for improvement. It was identified by several patients that:

They had difficulty when booking an appointment outside of full time working hours and having to ring at 8.30am when they are working. Although for some the new on-line booking had helped them book an appointment ahead of time if they needed to.

Below are the comments from our patient survey identifying this as our fourth key area for improvement. It was identified by several patients that:

Car parking could be difficult for some patient and they were having to park outside of the surgery and on neighbouring roads.

### **8- Planned actions following consultation with our PRG in respect of the findings of our Practice Survey:**

As detailed above in Section 6 under our proposed action plan this was taken to the PPG meeting of 8<sup>th</sup> November 2012 where items/proposals were discussed and agreed with the PPG. This is detailed in red in the above section.

### **9- Open hours and access through core hours/ extended hours times**

We have not changed our opening hours. We are open throughout the day with no lunchtime closure to allow easier access for our patients. We in the past had offered extended hours on a Saturday but high DNA rates and patient feedback led us to offer longer evening surgeries which better suited our patient need.

You can call the surgery Monday to Friday between 8.00am and 6.30pm on **01582601116**

Reception is open from Monday – Friday **8.30am – 6.30pm**

Surgery times are as listed below:

- Monday **8.30am – 6.30pm**
- Tuesday **8.30am – 6.30pm**
- Wednesday **8.30am – 6.30pm**
- Thursday **8.30am – 6.30pm**
- Friday **8.30am – 6.30pm**

You can access both a Dr and a Nurse during the hours listed above. On call doctor available 8am – 6.30pm.

**Extended hours in addition every evening from 6.30pm – 8.00pm**

**Out of Hours Service:**

If you call the surgery between 6.30pm and 8.00am weekdays, or at any time during the weekend, your call will be re-directed to our dedicated Out Of Hours service or you can call them directly on – **0345 602 5695**

You can also contact NHS Direct on **0845 4647** for medical advice