

LOCAL PATIENT PARTICIPATION REPORT

March 2013

This report summarises development and outcomes of Dr. S.J. Godfrey & Partners Virtual Patient Reference Group (PRG) in 2012/13. It contains:-

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The Priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The Action Plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times

PROFILE OF THE PRACTICE POPULATION AND VIRTUAL PRG

Practice Population Summary

Our practice is made up of 11,894 patients

This breaks down to:-

5,909 males (49.7%)
5,985 females (50.3%)

Approximately 29% (3,389) of our patients have been asked to confirm their ethnicity; of this number 1,041 did not provide information.

Breakdown of known ethnicity:-

White British	88%	(2074)
White Irish	0.17%	(4)
White & Black Caribbean	0.3%	(6)
White & Black African	0.21%	(5)
White & Asian	0.34%	(8)
Indian	1.49%	(35)
Pakistani	0.13%	(3)
Bangladeshi	0.03%	(7)
Black Caribbean	0.09%	(2)
Black African	0.85%	(20)
Chinese	0.68%	(16)
Other	7.15%	(168)

Breakdown of ages:-

16 and under	16%	(1,864)
17 – 24	11%	(1,334)
25 – 34	12%	(1,363)
35 – 44	14%	(1,650)
45 – 54	14%	(1,715)
55 – 64	13%	(1,598)
65 – 74	10%	(1,158)
75 – 84	7%	(857)
Over 84	3%	(355)

Partners: Dr S J Godfrey Dr C G Alveyn Dr S P Gaunt Dr M A Falle
Dr H J Fleet Dr C E M Johnson Dr D T Booth Dr A J Powell Mrs I Pilgrim (Business Partner)
Associate: Dr H A Everitt

Patient Reference Group Profile

Our PRG was established early January 2012. It currently has 184 Members; an increase of approximately 23% on last year.

This breaks down to:-

136	females
48	males

Breakdown of the known ethnicity:-

White British	94%	(173)
Asian Indian	0.5%	(1)
Black African	0.5%	(1)
Black Caribbean	0.5%	(1)
Mixed White & Black African	0.5%	(1)
Other	1.6%	(3)
Not stated	2.2%	(4)

Breakdown of ages:-

17 – 24	6%	(11)
25 – 34	15%	(28)
35 – 44	17%	(32)
45 – 54	12%	(23)
55 – 64	27%	(49)
65 – 74	14%	(26)
75 – 84	7%	(12)
Over 84	2%	(3)

Breakdown of visits to the surgery:-

Regularly visit	66
Occasionally visit	74
Rarely visit	41
Not Stated	3

Differences in Membership of the PRG and the practice population:-

The Group continues with a higher percentage of female members; this is despite endeavouring to encourage male patients to join so as to be truly reflective of our practice population.

Whilst recognising this shortfall and doing what we can to overcome it, our overall aim remains to encourage all interested patients to join the PRG.

Process Used to Recruit to our PRG

- Notices were put up within the surgery advertising the PRG and inviting patients to join via on line application form or hard copy application form available from reception and waiting room.
- Information was placed on practice website inviting patients to join on line or via hard copy form from the surgery.
- During the year's fund raising events, Friends Group sought members for the PRG.
- Invitation to join the Group placed on prescription counterfoils.
- Notices to join the PRG remain up in the waiting room and application forms will continue to be available for completion at any time.
- The link inviting patients to join the PRG will remain on the surgery website - www.tottonhealthcentre.co.uk

- The PRG was advertised in our autumn newsletter and will be included in the spring edition. The advertisement and information on the PRG will continue to be repeated in each subsequent newsletter.

PRIORITIES FOR THE SURVEY AND HOW THEY WERE AGREED

Areas that were considered to be included in a local survey:-

- The Patient Experience
- DNA's – Patients who do not attend their appointment
- Repeat Prescriptions
- Other

Method used to identify areas to be considered; priority areas agreed with the PRG and the rationale for making the decision:-

1. Details were sent to the PRG on 23 November 2012 via
 - Email
 - Post
2. The survey went live on our practice website on 23 November 2012; to ensure patients were immediately aware of the survey when they clicked on the website a link appeared which had to be completed or closed.
3. The survey was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery. It was also:-
 - Handed out by doctors;
 - Handed out by nurses;
 - Handed out by reception team;
4. Survey closed on 5 December 2012.

119 survey responses were received.

The outcome of the survey showed that both the Patient Experience and DNA's were considered priority areas. The vote was so equally split between them (52 & 51 votes respectively) it was suggested we include both in our survey document. This information was sent to the PRG on 20 December 2012.

METHOD AND RESULTS OF THE LOCAL PATIENT GROUP SURVEY

A draft survey was prepared and sent to the PRG via email and post on 20 December 2012 in order to discuss/gain their views and comments on the proposed survey questions. Feedback window closed on 2 January 2013.

The survey was finalised taking into consideration the views and comments made by the PRG, with one responder putting the document into a very useful table format.

1. The final survey went live for completion on the practice website on 11 January 2013; as before, to ensure patients were immediately aware of the survey when they clicked on the website a link appeared which had to be completed or closed.
2. Details were sent to the PRG on 11 January 2013 via
 - Email
 - Post
3. The survey was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery.

It was also:-

- Handed out by doctors;
- Handed out by nurses;
- Handed out by reception team;

The survey closed on 31 January 2013.

After analysis, a letter dated 13th February 2013 was sent to the PRG via email and post on 14 February 2013 providing full details of the survey results. A copy of this letter follows:-

Dear Patient Group Members,

Thank you to all those who completed our survey; in total we received 198 responses.

The actual survey results are attached for information.

We were naturally pleased that the majority of survey responses were positive and that the feedback comments (good and bad!) were once again helpful and informative. Whilst positive comments are always good to receive, constructive criticism is welcome too, as it does help to focus our thoughts on where we need to improve our service.

Starting with what we feel is very positive news ...

- *Over 95% of survey respondents were satisfied with their care and overall experience at the surgery and would recommend the practice to others.*

We will be looking at the written feedback from those people who were dissatisfied with our service to see how we could have done better.

The first part of the 2012/13 survey reviewed the projects from the 2011/12 PRG survey; results showed that our telephone lines continue to be busy, particularly first thing in the morning. However, thankfully, 54% of you felt that with the changes we've made, it is now easier to contact the surgery in the morning; hopefully this figure will improve further once we go live with our online appointment booking service. In respect of online booking, it was pleasing to see that 83% of respondents confirmed they would use this service once available (and it will be going live very soon!).

The survey results showed that 95% of you have not missed an appointment (DNA). Regarding the remaining 5% - thank you to those who shared their reasons why they were unable to inform us about missing their appointment; this is valuable information and we will endeavour to take the comments into account when looking at our systems during the coming year.

A number of the comments received regarding "improvement areas" we need to focus on, were about the availability of appointments. In this respect, it's worth noting that DNA figures for the last 6 months show that, on average, 200 appointments are missed each month – this equates to a minimum of 34 hours of GP and Nurse time. 34 hours is, in fact, a very conservative estimate as nurse appointments will often be for 20 minutes! Clearly, if we can reduce the number of DNA's then this huge amount of time can be utilised for appointments for others to use.

The Patient Check-in Screen is used by 64% of respondents; however, 24% did not know about the screen or did not know how to use it!

We recognise the current Check-in System is old. It has become unreliable and needs updating. Watch this space; a new and much more user friendly version will be arriving in the surgery during the next few months! When it does arrive, members of the practice team will be on hand to show patients how to use it but, either then, or

at any time in the future, please don't be afraid to ask if you are unsure about what to do!

Whilst 67% of respondents did not mind waiting a little while for their appointment, some comments indicated it would be useful to know approximate waiting times when checking in. It was pleasing to see that over 90% of patients are seen by the nursing team within 15 minutes of their appointment time and within 30 minutes by the Doctors.

Taking into account the outcome of the survey, our perception is that the majority consider the most important issues to focus on are:-

- How to reduce the number of missed appointments (DNA's)
- Reception Flow (addressing issues such as checking in, reception queue, availability of information on waiting times etc)

We hope you consider the above areas will be good projects to concentrate our efforts on this year; not forgetting, of course, closing out the projects for last year!

If you have any concerns with the above proposals, please do not hesitate to contact me via the Patient Reference Group email link – hamp.pct.Dr.GodfreyPRG@nhs.net

In order for us to move forward, can I please request that any concerns are forwarded to me by Wednesday, 27th February, 2013.

Thank you once again for your continued support.

Kind regards.
Iris Pilgrim (Mrs)
On behalf of
Dr. S.J. Godfrey & Partners

Important Note:

If you no longer wish to participate in the Patient Reference Group, please notify us by one of the following methods:-

Post: PRG Administrator, Dr. S.J. Godfrey & Partners, Totton Health Centre
E-mail: hamp-pct.Dr.GodfreyPRG@nhs.net
Telephone: 02380 865051

Thank you.

Dr Godfrey & Partners
Totton Health Centre Questionnaire

1. Making your appointments On-Line.						
When the on-line booking service is available will you be able to use it?		Yes 83%		No 17%		
If No: Is this because you are unable to access the internet?		Yes 84%		No 16%		
2. Did Not Attend (DNAs)						
Have you ever missed an appointment and not been able to tell us beforehand?		Yes 5%		No 95%		
3. Telephoning the surgery						
As a result of our last survey we now have more staff answering the telephone in the morning. In your opinion has this made it easier to contact the surgery?		Yes 54%		No 15%		Not sure 24%
				Not applicable 6%		
4. Please rate your experience when making the following booking types.						
		Easy-Average-Difficult				
Urgent / On the day booking.		39%		39%		22%
Booking a few days ahead.		26%		48%		26%
Booking a few weeks ahead.		55%		33%		12%
Getting a particular time to fit with your commitments.		31%		46%		23%
Booking to see a particular Doctor		22%		46%		32%
5. Patient Check-In Screen?						
Do you always use the Patient Check-In Screen to check yourself in?		Yes 64%		No 36%		
If No: Is this because:						
You did not know about the check-in screen.				5%		
You did not know how to use the check-in screen.				19%		
You sometimes check in at the desk when you have other matters to discuss.				76%		
6. How helpful do you find the staff at the surgery?						
Doctors	Very 84%	Fairly 15%	Not very 1%	Not at all 0%		
Nursing Staff	Very 86%	Fairly 13%	Not very 1%	Not at all 0%		
Reception Staff	Very 62%	Fairly 31%	Not very 6%	Not at all 1%		
7a . How many minutes after your appointment time are you normally seen?						
Doctors	On-Time	0 < 5 mins	5 < 15 mins	15 < 30 Mins	Over 30 mins	I don't recall.
Appointment	3%	9%	49%	34%	3%	3%
Nursing Team	On-Time	0 < 5 mins	5 < 15 mins	15 < 30 Mins	Over 30 mins	I don't recall.
Appointment	33%	30%	31%	2%	0%	4%
Blood Test	On-Time	0 < 5 mins	5 < 15 mins	15 < 30 Mins	Over 30 mins	I don't recall.
Appointment	32%	18%	17%	1%	0%	32%

7b. How do you feel about this waiting time?	
I don't mind waiting a little while.	67%
I sometimes have to wait a little too long.	25%
I sometimes have to wait far too long.	6%
I have no opinion / It does not apply to me.	2%
8. How does the care that you get from the doctors and nurses at Totton Health Centre help you to...	
Understand your health problems?	
Very Well 61% Fairly Well 36% Not very well 3% Not at all 0% Does not apply 1%	
Cope with your health problems?	
Very Well 52% Fairly Well 43% Not very well 3% Not at all 0% Does not apply 1%	
9. On your last visit to the surgery did the nurse or doctor,	
a. Give you enough time?	Agree 96% Disagree 3% Does not apply 1%
b. Listen to you?	Agree 97% Disagree 2% Does not apply 1%
c. Explain tests and treatment?	Agree 92% Disagree 3% Does not apply 5%
d. Involve you in decisions about your care?	Agree 86% Disagree 3% Does not apply 11%
e. Treat you with care and concern?	Agree 96% Disagree 2% Does not apply 2%
10. Did you have confidence and trust in the doctor or nurse that you saw or spoke to?	
Yes definitely 83% Yes to some extent 16% Not at all 1% Don't know 0%	
11. Which best describes the reason for your last visit to the doctor or nurse?	
To ask advice 8% Routine check-up 11% One-off problem 24%	
On-going problem 52% Prescription 2% Other 4%	
12. How clean is the surgery?	
Very clean 80% Fairly clean 16% Not very clean 1% Not at all clean 1% Don't know 2%	
13. Are you aware that the practice operates an online service to request repeat prescriptions via the website?	Yes 87% No 13%
If you have used this service, what is your experience?	
Very satisfied 68% Satisfied 27% Neutral 5% Dissatisfied 0%	
14. Looking back over the past year, overall how would you describe your experience at the surgery.	
Excellent 36% Very good 40% Good 18% Fair 5% Poor 1% Very poor 0%	
15. Is there anything you feel that we do particularly well?	
16. Are there any areas you feel we need to improve?	
17. Would you recommend this practice to others?	Yes 96% No 4%

ACTION PLAN AGREED WITH THE PRG AND METHOD OF AGREEMENT

An Action Plan was sent to the PRG on 14 February 2013 (see above copy letter dated 13th February); the Action Plan was included at the same time as the PRG were provided with results of the survey.

Perception from the survey was that the following two areas were considered the most important issues to focus on:-

Project 1

How to reduce the number of missed appointments (DNA's)

Project 2

Reception Flow (addressing issues such as checking in, reception issues, availability of waiting times etc)

The PRG were asked to consider the merit of these two projects and notify the practice by midnight on 27 February 2013 if they had concerns with the proposals.

No objections to the proposals were received.

No suggestions re alternative projects were received.

Therefore, the agreed Action Plan will be to undertake projects (1) and (2) above during the course of 2013.

The PRG were formally notified of the above via email and post on 6th March, 2013.

Progress on the Action Plan will reported to the PRG at four monthly intervals.

PRACTICE OPENING TIMES

Monday	8.20 a.m. to 8 p.m.
Monday	Closed for staff training between 1p.m. and 2 p.m.
Tuesday	8.20 a.m. to 8 p.m.
Wednesday to Friday	8.20 a.m. to 6 p.m.
Saturday	8 a.m. to 11 a.m.
(one Saturday in four)	