

## **Patient Participation Report and Action Plan 2012/ 2013**

### **Description of the structure or process in place for regular engagement with the PRG:**

- Meetings are held on a monthly basis with the full PPG team
- Representatives of the PPG meet with a GP Partner a minimum of 3 times per year
- The Practice Manager attends a minimum of 4 meetings per year and is the link between the Practice and the PPG

### **Description of the profile of the PRG members:**

- The PPG currently consists of 8 female members and 1 male member
- The age range of the members are between 40-80+
- One member is disabled and one member's daughter has a disability

### **Steps taken by the contractor to ensure that the PRG is representative:**

- The group still has no representative from the younger generation and to this end, are currently liaising with the local upper school once again with the intention of creating a closer working relationship. Once established the views and opinions of the younger generation will be represented with the group.
- The PPG has notice boards at both sites and the website to promote their role within General Practice and the benefits of having representation from all cohorts of patients
- The PPG attend the Practice at specialist drop in clinics, i.e. flu where they promote and explain the functionality of a PPG committee and how it can assist in improving the patient experience.

### **Agreement on priority issues:**

1. Telephone access
2. Appointment availability
3. Overall experience of Practice
4. Extended hours
5. Text reminders
6. On line prescriptions

### **Telephone Access:**

Following the initial survey with regard to telephone access and the survey clearly showing problems at peak times in the morning administrative staff were deployed to answer the telephone between 8.00am to 8.30am. The Practice has 8 open lines with 4 reception staff, 1 member of the Data Team and 2 administrative staff answering calls and one line out of the loop for the triage GP to commence his telephone calls to patients. We requested the PPG to repeat the previous survey, the survey showed a considerable improvement following the changes.

As a Practice we reduce the number of staff that work the afternoon session and wondered if this had an impact on the time that patients were held in a queue. The Practice, therefore requested that the PPG carry out a further survey re telephone access in the afternoons.

The survey showed excellent response times overall but with the occasional blip which when questioned was down to an emergency situation within the Practice which reduced again the number of available staff to answer calls.

We plan to now look at and survey the period over lunchtimes when once again levels of staff are reduced and potentially could be an issue. Repeat surveys will be carried out during the summer months during holiday periods to ensure that standards are met.

The PPG are due to attend our next PHCT event where they will feedback to the reception team the results of telephone access and survey results.

### **Appointment availability:**

The changes made to the clinical sessions in response to previous requests, i.e. four telephone slots for each GP at the end of their surgery has provided patients with continuity following initial appointments with the GP where diagnostic/pathology tests have been requested. This, in turn, has provided more face to face appointments with GP's. Triage continues to work well offering telephone calls in the first instance ensuring that during peak holiday times and sickness patients are dealt with on a daily basis.

A survey will be carried out during the summer period to assess patient demand and look at the split of appointments between booking on the day and pre booking together with GP review slots.

### **Overall experience of Practice:**

The PPG carried out surveys at the local Gala's once again and at the local Horticultural shows. The survey showed that 79% were satisfied with the overall service they received from the Practice. Survey questions included pre booking appointments, doctor of your choice, telephone access and opening hours. Full results attached.

The PPG assisted in the annual flu clinics which were held on a Saturday and 2 evening sessions. As the clinics are open clinics and patients are often held in a queue the PPG assisted in ensuring a smooth flow of patients for each clinical room and at the same time promoting the role of the PPG. The Practice felt that

it was an ideal opportunity to promote the SMS text messaging and the on-line prescribing services. To this end, the PPG team explained the services and assisted the patients in completing the consent forms.

As feedback was extremely positive on the day the PPG agreed to come along and assist at our annual open hypertension clinic. This time we recruited for the SMS text messaging and checking of mobile numbers. As we are a teaching Practice we require patients who agree to be seen by the GP together with the medical students. The PPG recruited 30 patients from assisting with the hypertension clinics. The PPG will attend future specialist open clinics to continue to promote services such as SMS and on-line prescribing. The Practice, during the next 12 months will look at on-line booking of appointments together with the PPG.

The Practice is currently promoting the on-line prescribing but we are finding that some patients are struggling with the setting up. The PPG has agreed to attend the surgery during peak times, specialist clinics i.e. flu and hypertension where they will be allocated a small room with a computer where they can assist patients, with their consent, to set up their on-line prescribing account.

#### **Extended Hours:**

Following a survey by the PPG regarding extended hours and patient preference the Practice made the decision to offer early morning appointment from 7.30am for both the GP and nurse team on a Tuesday and Thursday at the Wilsden site.

A survey was carried out to assess patient satisfaction:

- 100% of patients surveyed felt that early mornings fit in better with their work commitments
- 64% of responses were from female patients between the ages of 41-65
- 100% of responses were from patients who were in paid work

Some of the responses were:

- Fantastic service
- Why not offer the service 5 days per week
- Great service, great Practice
- Very good, keep up the good work
- Nice to have an option

The survey results will be collated and discussed at a future meeting with the Practice and the PPG together with the patient satisfaction survey that will be carried out later in the year. We can then look at trends etc and see where any problems areas and how the appointment system is working in general.

The PPG together with the Practice are planning an open evening for patients to attend. Due to the size of the reception area tickets will be allocated to ensure correct numbers re fire regulations etc. The Practice will promote its secondary care services, i.e. minor surgery etc, a GP Partner will discuss the daily life of a GP, the Practice Manager will speak generally about the Practice and the PPG will promote their role.

The Wilsden PPG won the first ever National Corkhill Award from NAPP. The Practice held an award ceremony on the 18<sup>th</sup> July 2012 for the achievement of the Quality Practice Award and the PPG award. The PPG then went on to give feedback to the primary health care team at Wilsden at their time out regarding the application and why Wilsden PPG won the award.

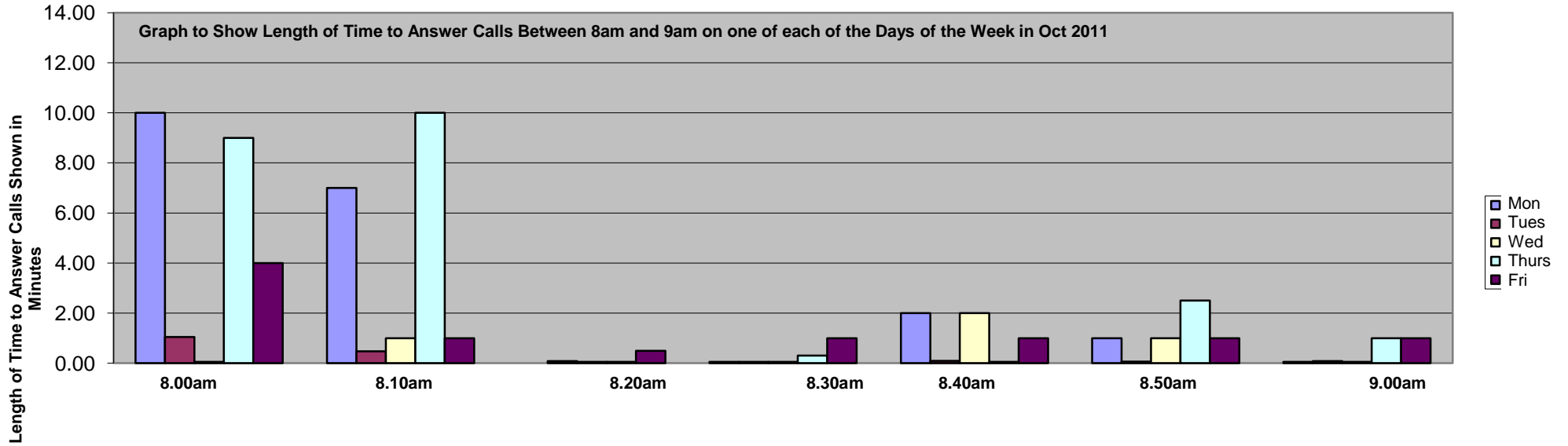
The PPG are also contributing at National level to the planned PPG Awareness Week for June 2013.

**SMS text messaging-On-line prescribing:**

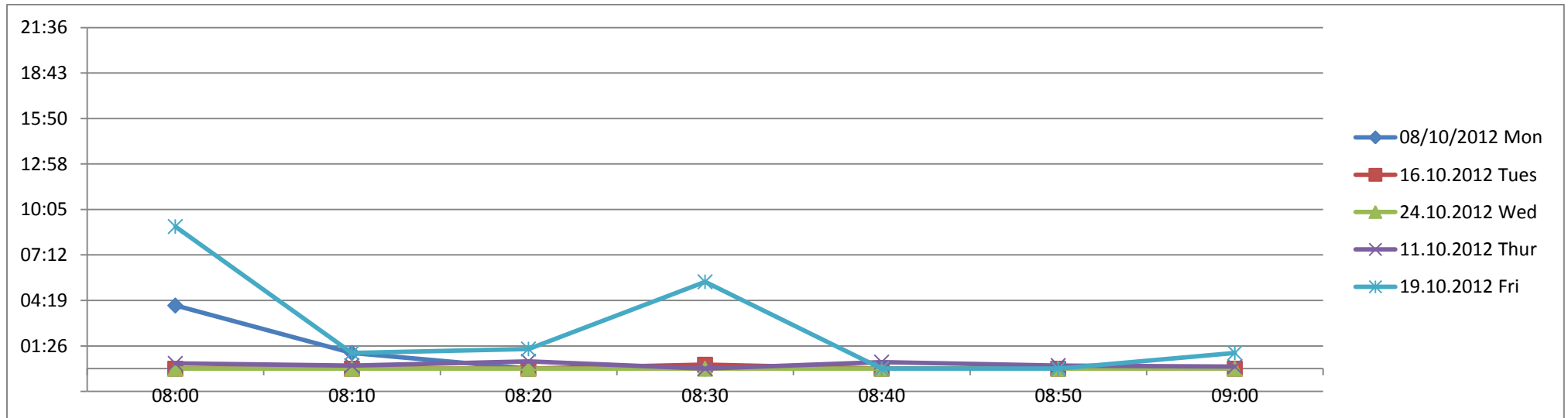
The PPG continue to assist in the recruiting of patients to sign up for both SMS and on line-prescribing as detailed above.

The Practice and the PPG will continue to work together to enhance the level of patient care, assessing and acting on patient feedback through surveys, comments boxes and face to face contact with patients.

## Telephone Access Survey Results 2011



## Telephone Access Survey Results 2012

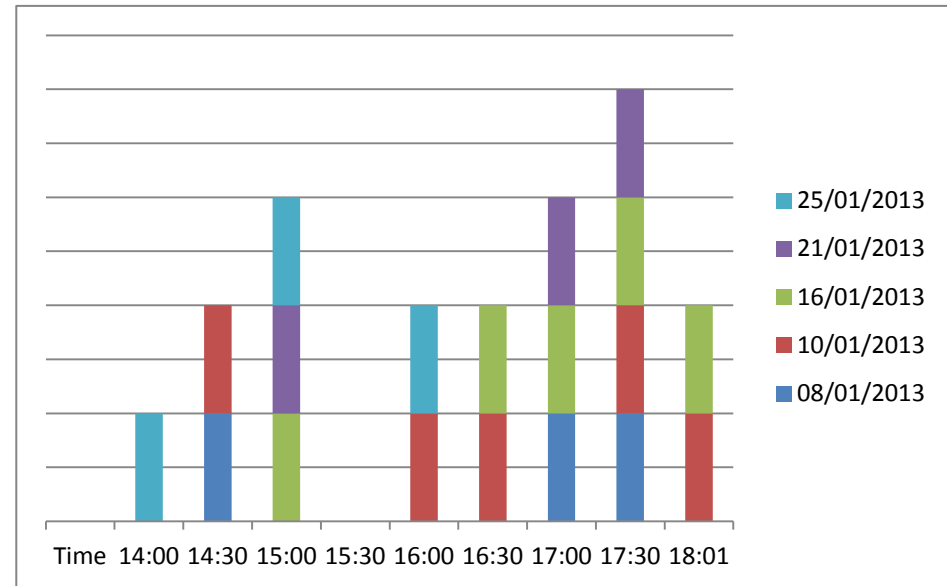


As you will see from the results there was a vast improvement in the patient waiting time following the introduction of administrative and data team staff to answering the telephones at peak times.

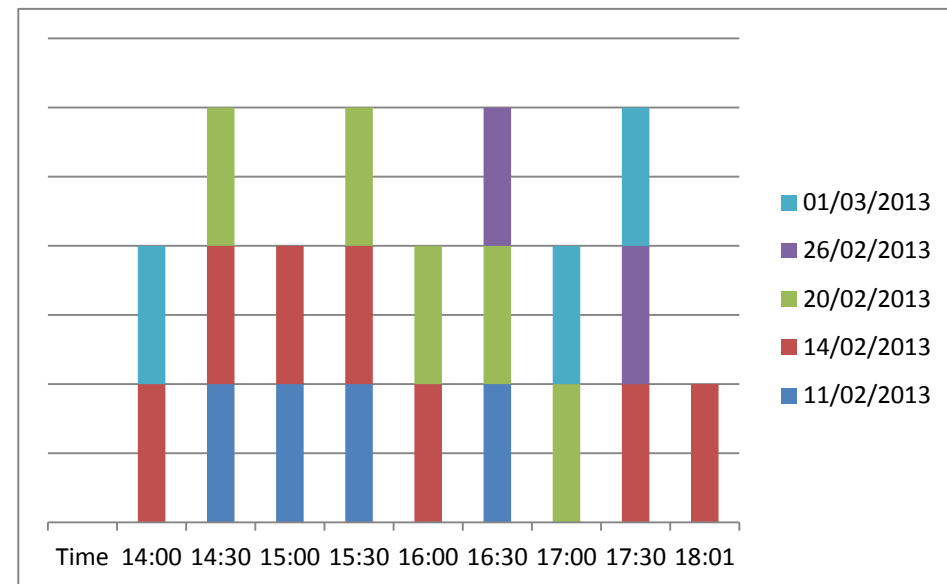
## Results of telephone access in the afternoons:

The length of time that patients were held in a queue:

	MA	JL	CS	MA	SF
	08/01/2013	10/01/2013	16/01/2013	21/01/2013	25/01/2013
Time	Queue	Queue	Queue	Queue	Queue
14:00	0	0	0	0	1
14:30	1	1	0	0	0
15:00	0	0	1	1	1
15:30	0	0	0	0	0
16:00	0	1	0	0	1
16:30	0	1	1	0	0
17:00	1	0	1	1	0
17:30	1	1	1	1	0
18:01	-	1	1	0	0



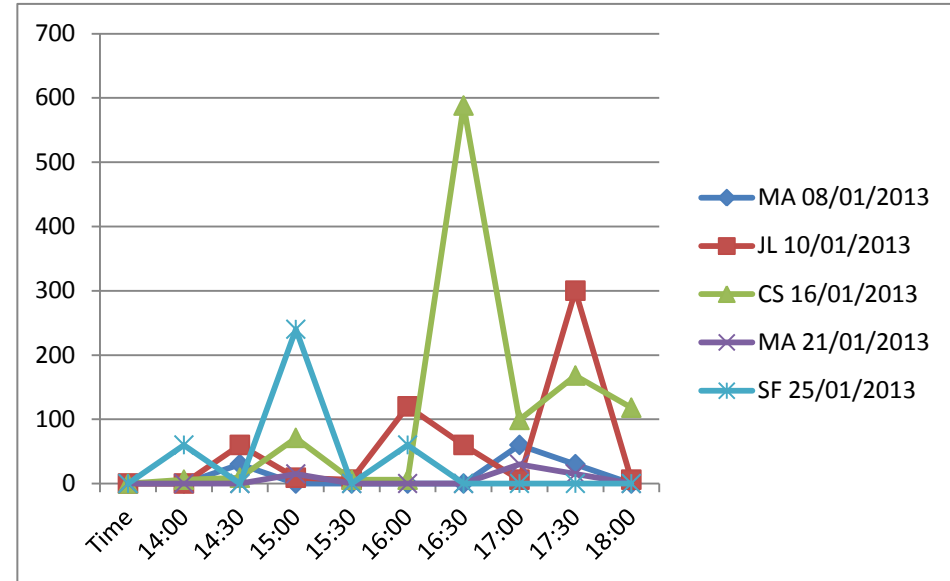
	JL	AB	DM	TS	MA
	11/02/2013	14/02/2013	20/02/2013	26/02/2013	01/03/2013
Time	Queue	Queue	Queue	Queue	Queue
14:00	0	1	0	0	1
14:30	1	1	1	0	0
15:00	1	1	0	0	0
15:30	1	1	1	0	0
16:00	0	1	1	0	0
16:30	1	0	1	1	0
17:00	0	0	1	0	1
17:30	0	1	0	1	1
18:01	0	1	0	0	0



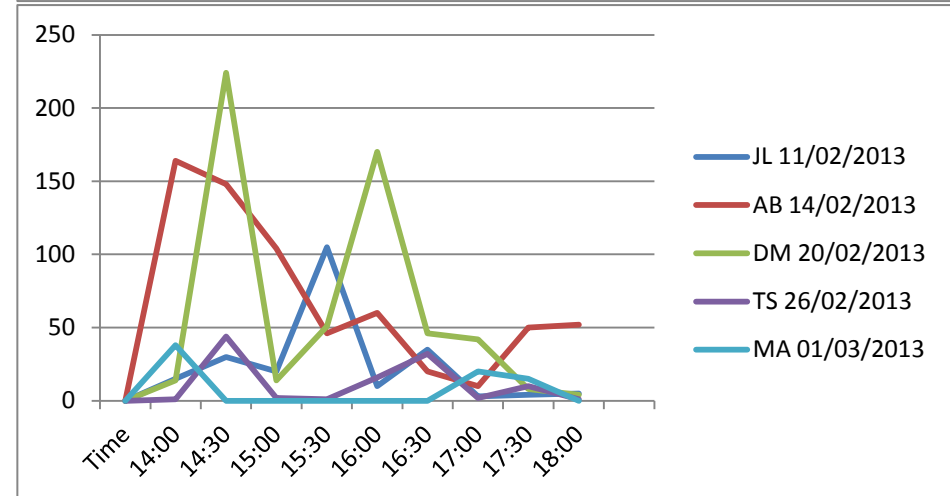
## Results of Telephone Access in the Afternoons:

The length of time it took for the telephone to be answered:

	MA	JL	CS	MA	SF
	08/01/2013	10/01/2013	16/01/2013	21/01/2013	25/01/2013
Time	seconds	seconds	seconds	seconds	seconds
14:00	0	0	6	0	60
14:30	30	60	9	0	0
15:00	0	9	71	15	240
15:30	0	6	6	0	0
16:00	0	120	6	0	60
16:30	0	60	588	0	0
17:00	60	6	99	30	0
17:30	30	300	168	15	0
18:00	?	6	118	0	0



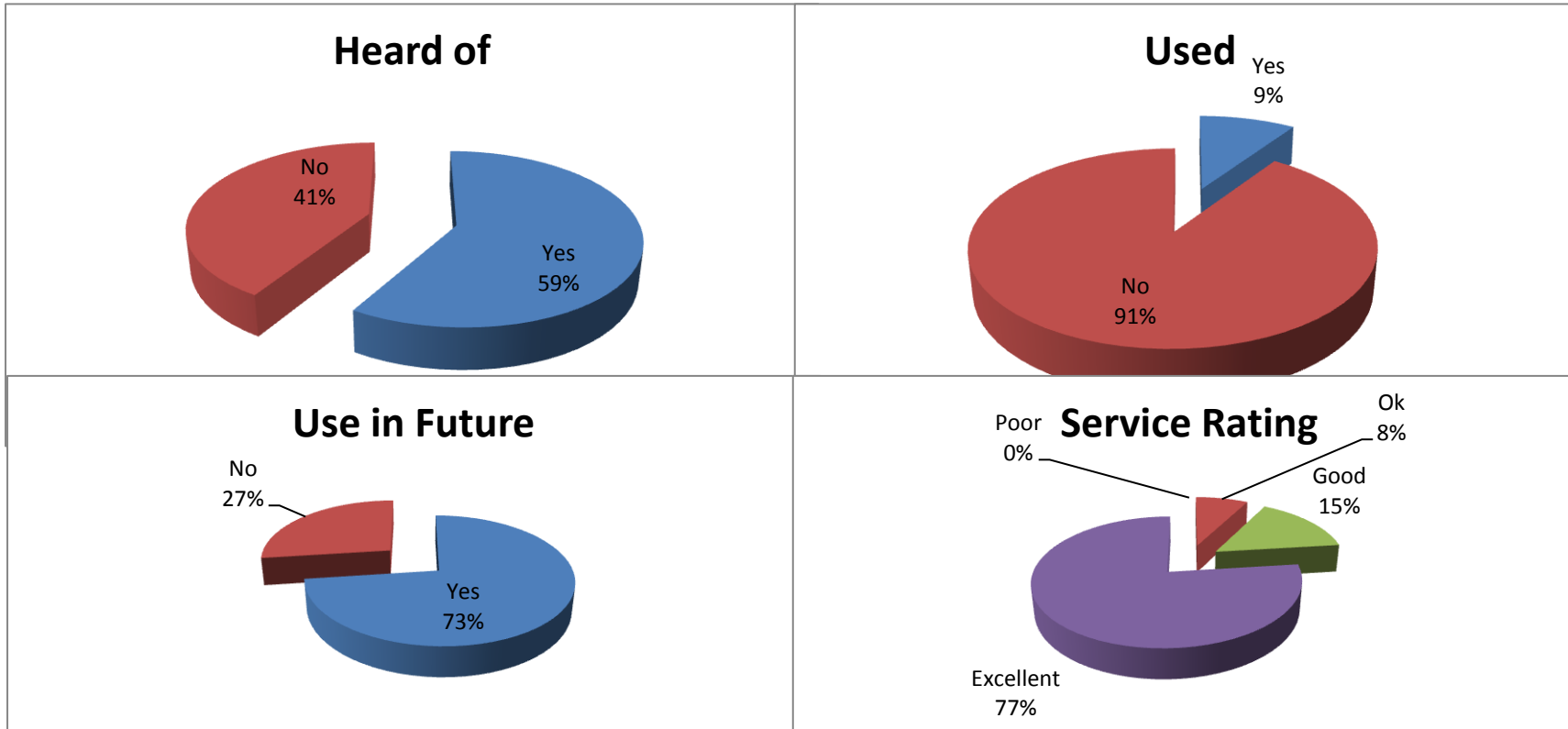
	JL	AB	DM	TS	MA
	11/02/2013	14/02/2013	20/02/2013	26/02/2013	01/03/2013
Time	seconds	seconds	seconds	seconds	seconds
14:00	15	164	14	1	38
14:30	30	148	224	44	0
15:00	20	104	14	2	0
15:30	105	46	51	1	0
16:00	10	60	170	16	0
16:30	35	20	46	32	0
17:00	3	10	42	2	20
17:30	4	50	8	10	15
18:00	5	52	4	1	0



As you will see the results were positive and showed that telephone demand drops in the afternoon and whilst we reduce the number of staff on the front line it is sufficient to deal with the demand.

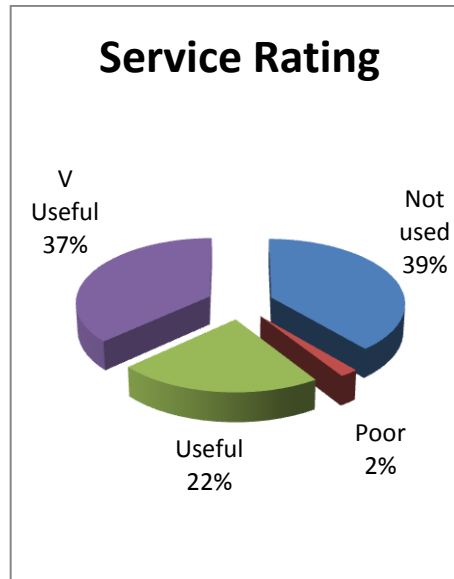
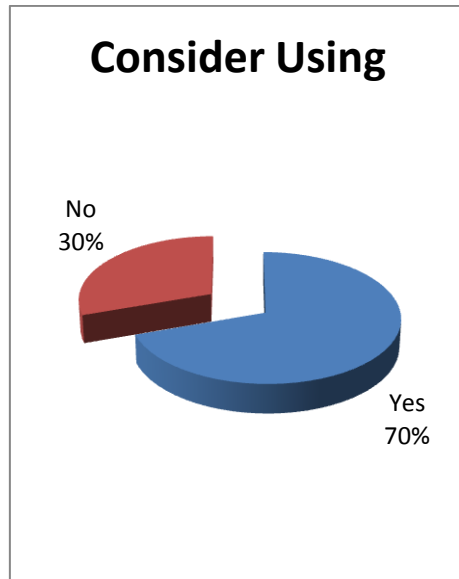
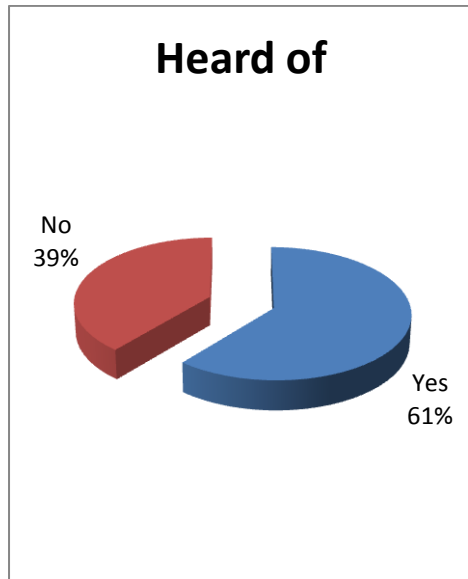
**Results of the Patient Survey:**

Graph to show results re on line prescribing:

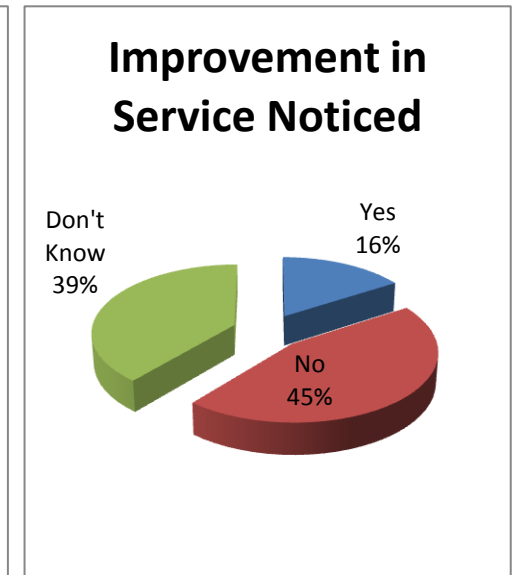
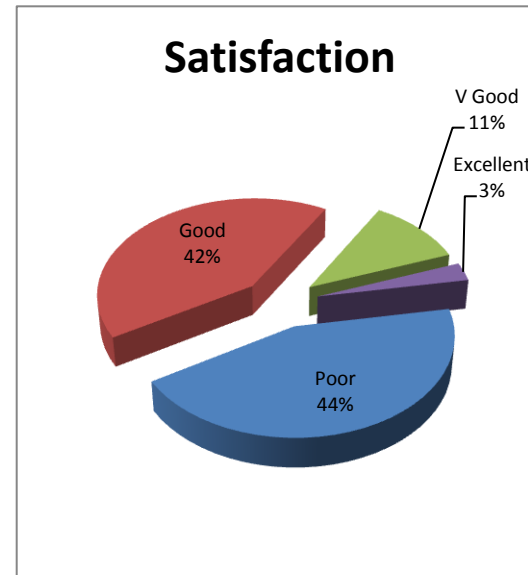
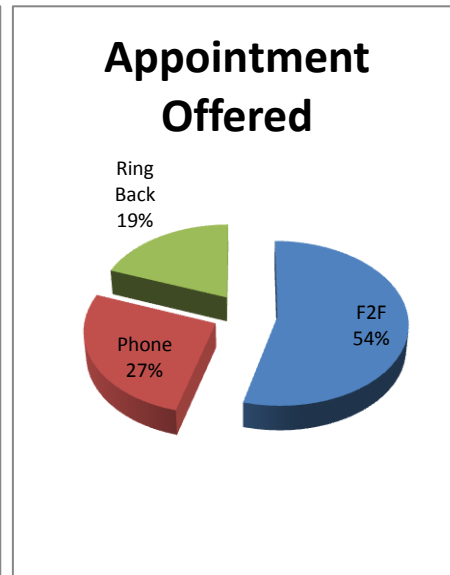
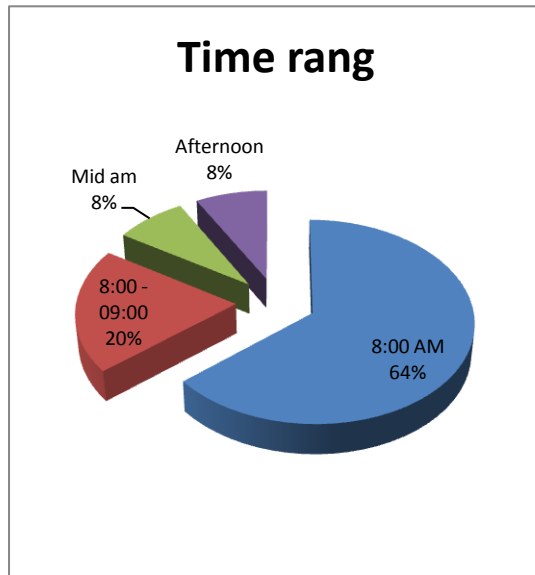




Graph to show results of text messaging service survey:

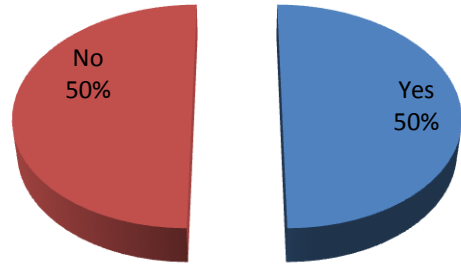


Satisfaction with appointment system:

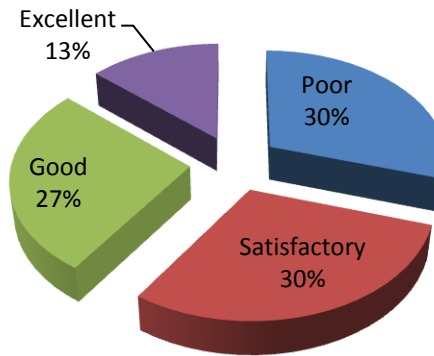


Advance Booking of Appointments:

### Advanced Appointments Tried

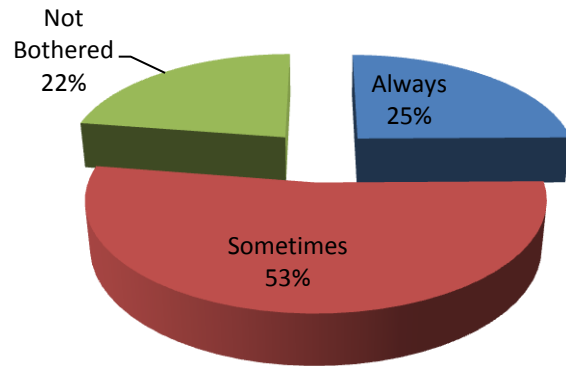


### Satisfaction of Advanced Appointments

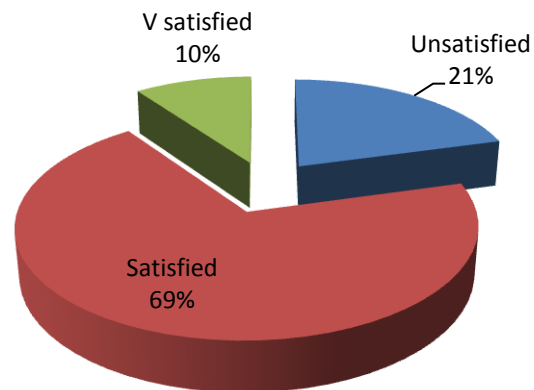


Gp of Choice:

### Importance to have Dr of Choice

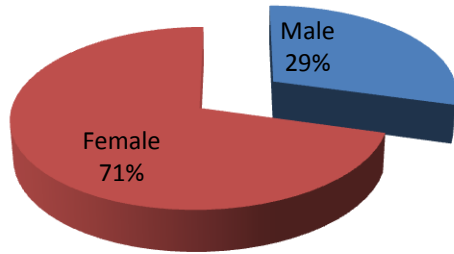


### Satisfaction of Service

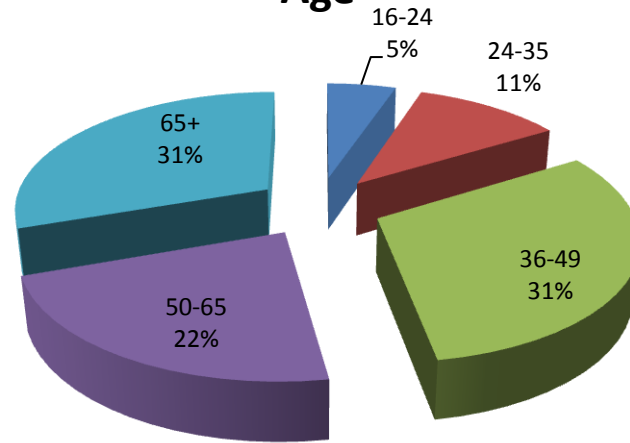


Profile of patients – re survey:

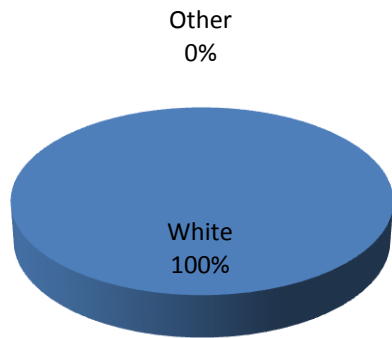
### Gender



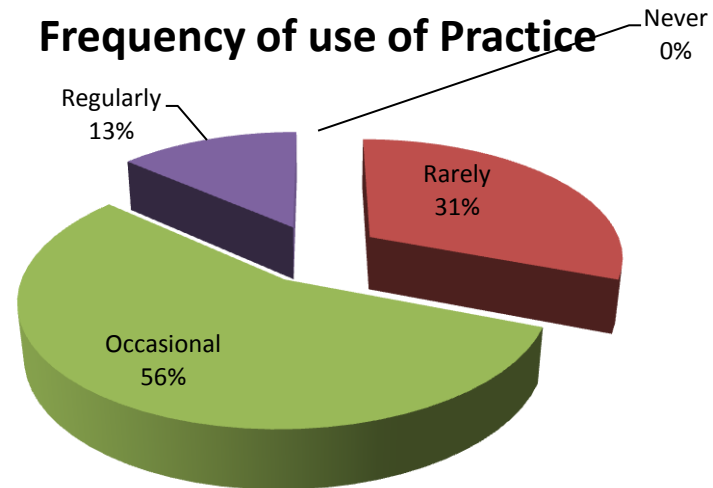
### Age



### Ethnicity



### Frequency of use of Practice



Overall Satisfaction with the Practice:

