

PPG Profile

Description of Profile

The Patient Participation Group was first set up by the practice in April 2010. As at October 2011 the Patient Participation Group consists of seven active members. Six of the members have been with the group since its inception in May 2010 and one member joined in June 2011.

There are two male and five female members whose ages range from 45 to 80 plus.

All members have a varied mix of backgrounds and skills and some of who have; long term and complex health needs, arthritis, is a wheelchair user due to spinal injuries and one is the parent of a mentally handicapped daughter.

Ensuring Fair Representation

When establishing the group in 2010, advertising specified the Wilsden Medical Practice was keen to recruit younger patients, older patients, patients with disabilities, minority groups, patients with long term conditions and carers. **(Appendix 1)**

The Group application form allows WMP to monitor representation of age, ethnicity & ability. **(Appendix 2)**

Whilst efforts were made to recruit young adults and parents with young children by visiting the local secondary school and mother and baby group, no volunteers came forward from the mother and baby group, though students from the school agreed to meet the group when appropriate. The PPG now visit the local school and mother and baby group to obtain opinion. The group also intend to visit the local nursing home to further reach a wider demographic.

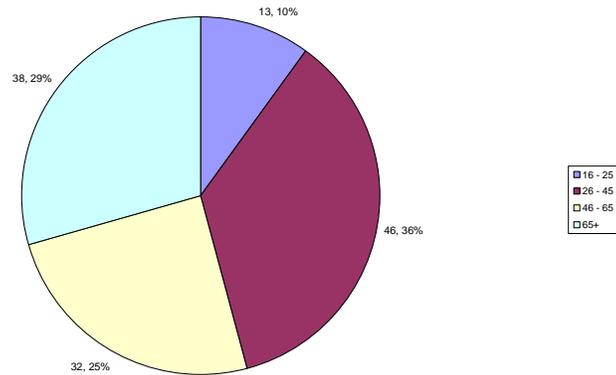
The PPG are gathering e-mail contacts (forming a virtual group) to reach a wider patient base. This is advertised on posters throughout the two surgeries, on the practice website and has also been publicised in local media. **(Appendix 3)**

Profiles of respondents to surveys conducted at local community events closely match the profile of the practice. See charts over page.

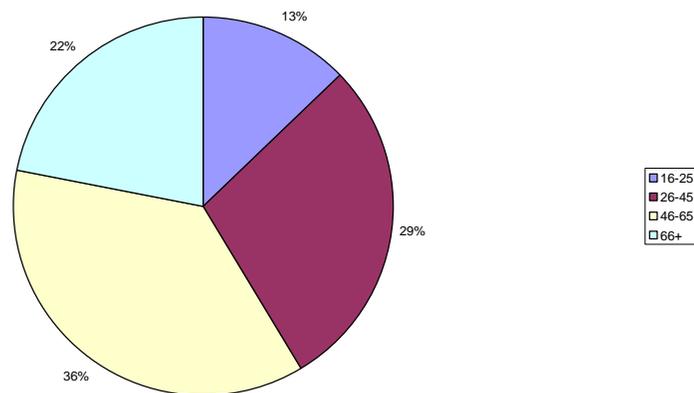
On the whole the membership profile is fairly representative of the practice patient profile.

Representation

Profile of Survey Respondents 2011



Profile of WMP Patient Base 2011



Priority Issues

Setting Priorities

A meeting between Caroline Dyson the Business Manager, Wendy Parkin the Chair of The Patient Participation Group and Jo Jerome the Group's secretary was held on May 5th 2011 to determine areas of priority.

The practice priorities were taken from areas of concern from the previous year's General Practitioner Assessment Questionnaire (GPAQ) which highlighted patients' priorities and issues. The PPG priorities had a common theme which highlighted the need for information on:

- Telephone access
- Appointment availability
- Overall experience of the practice.
- Extended hours
- Improvement of Flu Clinic administration.
- Improved Communication

Additional request for consideration to be given to:

- On line appointment booking
- Text Reminders
- On line repeat prescriptions

Obtaining Opinion

Research Techniques

The Patient Group agreed to conduct research on behalf of the contractor in respect of:

- 1 Experience & opinions of teenagers from the local secondary school
- 2 Experience & opinions from Parents of young children
- 3 Survey regarding preferred surgery hours
- 4 Telephone surveys measuring telephone answering response times and appointment availability.

Teenagers & Young Adults

A representative from the PPG visited the local secondary school and discussed experiences, ideas and opinions using in depth research techniques. See Notes from Parkside School: **(Appendix 4)**

Parents of Young Children

Representatives from the PPG visited the weekly mums and baby group held at the surgery. Discussion took place around patient experiences using the “journey” as a patient from phoning the surgery to consultation and after care as the structure to the discussion. **(Appendix 5)**

Face to Face Survey Measuring Preferred Surgery Hours

Two local community events were attended by the PPG: The Harden Summer Gala and the Cullingworth Gala. Self designed questionnaires were used to ascertain the profile of respondents and their preferred surgery hours. To date analysis from 150+ respondents shows opinion to be equally divided between early morning, early evening and Saturday morning surgeries. **(Appendix 6)**

The questionnaire was also conducted at Saturday morning surgeries and appears on the practice website. Advertising in the local media (Bingley Rural Directory), and the practice newsletter sign-posted patients to the questionnaire on the website. **(Appendix 7)**

A review by the partners and managers of the extended hours service will take place with consideration given to patient preferences.

Obtaining Opinion - Continued

Telephone Survey

The PPG conducted a Mystery Shopping exercise throughout the months of September, October, November and December 2011.

Telephone calls were made at 10 minute intervals between the first hour of peak demand; - 8am and 9am. Calls were made once a week on each different day of the week to gain results across Monday to Friday.

Callers monitored:

- The length of time to answer the call
- Whether or not an appointment was available
- What was offered if a face to face appointment was not available
- General attitude / helpfulness of receptionist

(Appendix 8)

The Patient Services Manager met with the PPG to discuss the first month's results. The information was found to be very useful in that it gave a snap shot of the patient experience for partners and managers to consider.

The Patient Services Manager has requested to see each month's research results, in order to identify any trends and areas for improvement.

The PPG presented the results of the four month research project to the reception team on Wednesday 1st February 2012 where a discussion was held regarding cause, effect and solution to problematic trends. **(Appendix 9)**

Presentation and discussion / planning with the partners will take place on Wednesday 29th February 2012.

Action Plan

- **Review opening times for extended hours against patient preferences**
- **Improve 2011 Flu clinic access**
 - Alphabetic control system & Admin support from PPG plus more clinical staff significantly improved the flu clinics this year
- **Discuss trends identified as a result of the telephone access survey**
 - Consider solutions to resolve negative patient experience
 - Seek to improve service
- **Review appointment / surgery times throughout the day**
 - Staggered surgery times?
- **Review efficiency of appointment structure**
 - Double handling of telephone triage calls has been reduced by the addition of extra tel. appointments at the end of each surgery. Introduced Summer 2011.
 - This improves patient continuity and doctor efficiency
 - Clarity required re criteria for duty doctor
- **Ensure more consistent opening of pre bookable appointments**
- **Re-introduce follow up appointment slips for improved continuity**
 - Introduced Summer 2011

Proposals & Progress

- Telephone Stacking was introduced in early 2011 to improve telephone access
- Follow Up appointment slips were reintroduced in April 2011 to improve continuity of care
- Four additional telephone slots were added at the end of all morning and all afternoon surgeries to reduce double handling of patients by the triage doctor
- Results interpretation time required by doctors has been moved out of appointment slots and now allocated specific admin time to free more appointments
- Introduction of the Text Results Service is gradually reducing telephone calls into the practice therefore improving telephone access
- Seating arrangements in the waiting area at Wilsden have been rearranged removing seating from round the edge looking in towards the central seating area. This was said to be intimidating
- A firm chair with arms has been added to the waiting area at Cullingworth at the request of a patient
- A bus stop style sign at reception asks queuing patients to respect the privacy of the patient in front
- Closer links with Parkside secondary school have improved the awareness of the surgery within the school, improved the promotion of the website, improved communication with the school by delivery of the practice newsletter, and improved the waiting room experience for teenagers by the school providing young people's magazines for the waiting area.
- The PPG have established a wide delivery network for the practice newsletter and posters throughout the four main villages the practice serves, improving communication to patients who don't necessarily attend surgery often.
- The PPG have held two community health events at the practice: Seniors Show The Way – Community Champions and Arthritis in the 21st Century.
- Positive working relationship and mutual respect between the PPG and the practice establishes continued programme for improvement to the patient experience.

- New protocol for receptionists not discussing clinical results with patients
- Talk with Mother & Baby Group. Also surveyed re extended hours
- Contribute towards establishing a patient e-mail address database to communicate general information to patients plus gathering of patient feedback through electronic surveys
- Hi-lighted improvements required at the flu clinics. The practice responded by increasing staff levels at the flu clinics, introducing alphabetical lists and accepting help from the Patient Group.
- Surveyed in excess of 170 patients face to face with regards to extended opening times. Fed information to the partners.
- Mystery Shopping Survey now complete, enabling identification of problematic trends in telephone access and appointment availability.

Patient Participation Group

Would you like to influence the development of the Wilsden Medical Practice?

- We are in the early stages of setting up a Patient Participation group to **share and listen** to patients' **ideas and thoughts** on how the practice can **improve** its service to patients.
- **To get a fair representation** of our patient population, we need to hear from **teenage patients** and **patients with young children**
- If you are interested in getting involved, please fill in a **Patient Participation Group form** available from reception.

Thank you.

We look forward to hearing from you!

The Wilsden
Medical Practice

WWW.WILSDENMEDICAL.CO.UK

Patient Participation Group

Would you like to influence the development of the Wilsden Medical Practice?

- We are keen to set up a Patient Participation group to **share and listen** to patients' **ideas** on how the practice can **improve** its service to patients.
- To get a **fair representation** of our patient population, we would like to hear from **younger** and **older** patients, **patients with disabilities**, **minority groups**, patients with **long term conditions** as well as patient **carers**.
- If you are interested in getting involved, please fill in a **Patient Participation Group form** available from reception.
- A **time and date** will be arranged once a number of people have expressed an interest.

Thank you.

We look forward to hearing from you!

**The Wilsden
Medical Practice**

WWW.WILSDENMEDICAL.CO.UK



Please post this form in the box marked PPG or return to:
Jo Jerome
The Wilsden Medical Practice
2 Ling Bob Court, Wilsden
BD15 ONJ

Name:

Please give address details where we can post information to you.

Other contact details

Day Tel: -----
 Eve Tel: -----
 Mobile: -----
 E-Mail: -----

Please circle how you would prefer to be contacted. Thank you.

Thank you for the interest you have shown in joining our Patient Participation Group. To help us achieve a fair & even representation of our patient population, please indicate in the space below the category of patient you represent. Thank you.

Patient Category	Parent of Young Child	Teenage Student	18 - 40 years	40 -65 years	65 + years
Able Bodied Patient					
Patient with Disability If you like you may state your disability*					
Member of Minority Group					
Long Term Condition If you like you may state your condition*					
Carer					
Other -----					

This information could also be used at a future date to set up patient groups for people to share and discuss their experiences and conditions.

Please tick when you would most likely be able to attend meetings

Week Day am	Week Day pm	Weekday Lunch	Weekday Eve	Sat am

Please indicate any skills you could bring to the group

IT	Admin	Secretarial	Creative	PR	Other

Generally would you be able to arrange your own transport to and from the group? Please circle Yes or No Yes / No

Generally would you be able to give someone else a lift if they lived nearby? Yes / No

Gathering E-mail Contacts

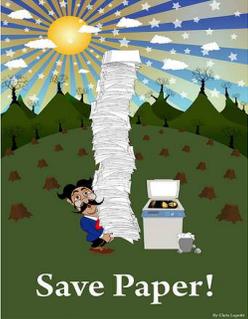
Here To Represent Your Views
Here to Provide Practical Support
Here to Help Implement Change



Would you like Paperless Information?

The Wilsden Medical Practice and Patient Participation Group would like to inform as many patients as possible of news, changes at the practice and upcoming events by e-mail.

You can e-mail your e-mail address to:
wilsdenmedicalppg@bradford.nhs.uk



If you prefer, please fill in your details below to receive information by e-mail & hand in at reception.

Name _____

D.O.B _____

E-Mail _____

Parkside Secondary School

Discussion Group – 14th July 2010

Making Appointments

Appointments are made sometimes by parents and sometimes by students.

If it was easier to make appointments, students said they would prefer to make their own appointments as they don't want their parents to always know why they are going to see the doctor.

On-line appointment booking was thought to be a really good idea.

It would be good to book appointments for the next day – instead of being told to ring back the next day.

Text reminders were thought to be a very good idea.

Students really liked the idea of being able to have an e-mail consultation.

Whilst the students appreciated the GP would like an indication of the problem, students find the tone and style of questioning what the problem is, invasive. They suggested a more sympathetic tone and to **always** be given the option to say if it's personal.

They loved the teenage drop-in clinic and couldn't understand why it disappeared. They would like something like this again. It gave them more independence. Even if it wasn't a specific teenage drop-in, an "open surgery" would be good after school.

Cullingworth was said to lack its own identity. "It's really difficult when they give you appointments at Wilsden as that is all there is." "When you live in Cullingworth you want to go to Cullingworth". (No transport) Students thought it would be nice to have phone calls go through to Cullingworth for Cullingworth patients.

Some students reported when they rang to cancel an appointment they were made to feel bad by the receptionist. Students wondered if that's why a lot of people don't bother to cancel appointments as they are made to feel so guilty.

Parkside - Continued

Experience when visiting the surgery

Students find some receptionists are very patronising – it's not a welcoming environment for young patients. It was reported as quite an intimidating experience coming to the surgery.

It was reported as not easy to speak in confidence. Whilst there is a sign offering this facility – in reality students don't feel they can ask as they don't want to hold the queue up.

Students liked the self arrival screen but felt for anyone going the first time they need to be told it is actually there.

Overall the students spoke of visiting the practice as an intimidating experience. Many female students agreed they worried older patients would assume they were probably coming to see the doctor because they might be pregnant. In the wider society they spoke of experiencing disapproving attitudes from many older people, just for being young and this also applies in the doctors waiting area. Whilst the students appreciated not all older people feel this way, this is how it feels to them.

The décor in the surgeries was reported as feeling very clinical and designed specifically to suit older people. As students felt quite nervous about going to the doctors they thought warmer more relaxing colours would be better and might make people realize the surgery is a place where everyone should feel welcome, including younger people.

The collection of "older people's magazines" again reinforced to the students that this is not a welcoming environment for younger patients. Through Parkside's community enrichment programme the students have agreed to collect young people's magazines for the waiting area.

They liked the fact there were bus timetables available. This made them think the surgery had done something for younger people.

Many students said they felt extremely self conscious sitting in the waiting area and find it embarrassing when their name comes up on the screen or when they are called out.

They thought a TV screen might provide a distraction from the thought that other patients are watching them and listening to who they are when their names are called. They also thought the way the chairs were laid out made them feel particularly uncomfortable as, if there were no seats left round the edge; it feels as if the patients waiting round the edge are staring in on the people in the middle. They wondered if there was a better way of laying out the chairs.

Parkside - Continued

Experience when visiting the surgery - continued

One student was at the Cullingworth surgery when a patient asked for the radio to be turned off in the waiting area. After the radio was turned off it was very embarrassing for all, as many patients could hear the doctor's conversations with other patients. They thought that maybe the radio should be kept on low in the background so not to upset patients but so provides a noise to maintain privacy for patients.

Communication / Education

None of the students were aware that WMP has a website. They thought the information available on the website would be very useful and interesting. Although they can Google health issues, if they went via the WMP website they would know it was from a trustworthy source.

They thought posters round the school advertising the website would be good – and leaflets distributed throughout the school would be a good idea to promote what facilities are available. i.e telephone consultations.

The students were happy to get involved in this communication process.

The students reported they received no sex education at school and thought that at some point in year 9/10/ (?) it would be responsible to have some education around this. If the school wasn't going to provide it, they thought it would be a good idea for the doctors to have an evening delivering sex education.

The PPG

Students were willing to have their own group at school working with the Patient Participation Group and were happy to have a couple of representatives to attend relevant PPG meetings.

Groups Involved

Jo Jerome – Marketing & Communications WMP
Seven Year 11 students
Philip Logan 6th Form Mentor

Parkside Progress Report

Making Appointments

In response to a significant number of patient requests, the appointment system has recently been adjusted with the intention patients will not be asked to ring back the next day for an appointment if all the “same day” appointments have been taken.

A Text reminder and results service is now available. If any students would like to opt in to this service they can:

- E-mail their name, date of birth and mobile number to wilsdenmp@bradford.nhs.uk
- Download the contact details form on the homepage of our website: www.wilsdenmedical.co.uk and post it to us at: SMS Text Service, Wilsden Medical Practice,
2 Ling Bob Court, Wilsden, BD15 ONJ
- Fill in a contact details form available at reception.

The practice is looking into on-line appointment booking.

In response to students’ comments regarding the insensitive tone of some receptionists, this is now covered in regular training sessions as part of patient care.

Unfortunately due to the stoppage on funding, the teenage drop in clinic was forced to end. In an effort towards filling the void, we would like to build closer links with the students in school and make the surgery a more welcoming place for young adults. There is also a new and very useful website for sexual health issues: www.bash.nhs.uk. A supply of business cards with the website are enclosed for the school to hand out.

The practice has suggested a visit to the school by one of the practice nurses if the students think this would be useful. As part of the national push to reduce stigmas attached to STIs it has been suggested we could offer Chlamydia testing kits for sexually active teenagers. “All it takes is a “wee” sample”

Health Visitor Discussion Group

Wednesday 8th December 2010

Anita Booth and Wendy Parkin met with the mums and babies at the Health Visitor group to obtain their views on the practice. This was part of the PPG reaching out to other age groups who are not represented on the committee.

The discussion covered the following issues:

Access

Physical access to the practice was seen as fine with plenty of room for buggies. Some had tried the texting service but there had been teething problems. However, the consensus was that it is a good idea and they would continue with it.

Appointments

There was high praise for the acute appointments service with everyone finding it easy to obtain quick appointments the same day. Especially appreciated was the good call-back service when children were ill.

The pre-booking service they felt needed reviewing as people would like to be able to plan in advance to fit in with work patterns.

Waiting to be seen

At Cullingworth there was praise for the separate area for children.

There were comments on the electronic board and a request that when it beeps it could also indicate which room to go to.

It was felt that the music in the waiting area is often at too high a volume, not helpful when feeling ill.

Other comments

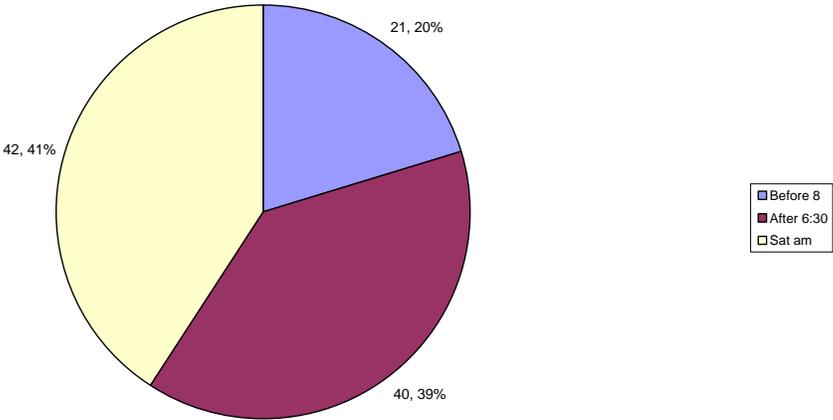
There was high praise to the Health Visitor Group with all describing the support as 'brilliant'.

Overall the practice was rated as generally very good and some commented that it was the best practice they had used.

An invitation was extended to anyone in the group who might be interested in joining the PPG.

Survey Results 2011

Preferred Extended Hours



Appendix 6

Q1

If you are happy to do so, please indicate the age category you fit below.

16 - 25

26 - 45

46 - 65

65 +

Q2

Please indicate your gender below.

Male

Female

Q3

If you are Happy to do so, please indicate which ethnic group you belong to.

White

Black/British

Asian/British

Other

Q4

Please indicate how often you use the services of the medical practice.

Regularly

Rarely

Never

Q5a

Are you aware you can ask for a telephone appointment? (Not triage)

Yes

No

Q5b

If you were offered an appointment, which type of appointment would you prefer?

Face to
Face

Telephone

Q5c

Telephone appointments can be useful for some consultations.

In what circumstances might you find a telephone appointment useful?

Q6a

When attending a routine appointment during core hours (8am - 6pm) please indicate at what time of day you would prefer to attend your appointment. If you are unable to attend during core hours please go to question 6b.

8.30 -
11.00

11.00 -
1.30

1.30 - 4.00

4.00 - 6.30

Q6b If you are unable to attend appointments during core hours (8am - 6.30) due to other commitments, please indicate your preferred appointment time outside of core hours.

Before 8am
<input type="text"/>

After 6.30pm
<input type="text"/>

Sat Morn
<input type="text"/>

Q7a Thinking about making your appointment, please indicate your appointment preference.

Same Day
<input type="text"/>

Pre- Book
<input type="text"/>

Whatever suits me at the time
<input type="text"/>

Q7b If you prefer to pre-book your appointment please indicate your reason below.

To see the GP of my choice

To ensure I am seen at my preferred site

I need to plan my time around my appointment

It is difficult to get a same day appointment

Other

Q8 Do you have any comments about your overall experience of the practice?

<input type="text"/>

Q9 Is there anything you would like the patient group to look at or bring to the attention of the practice?

<input type="text"/>

Q10 Have you heard of the Patient Participation Group before?

Yes
<input type="text"/>

No
<input type="text"/>

Thank you very much for your time and feedback.

Advertising The Survey

2 Ling Bob Court, Wilsden,
Bradford BD150NJ
12 Mill Street, Cullingworth,
Bradford BD13 5HA
Tel: 01535 273227 Fax: 01535 274860

The Wilsden
Medical Practice

WWW.WILSDENMEDICAL.CO.UK

Have your say on appointment times.
Take our brief questionnaire on line.
Visit www.wilsdenmedical.co.uk

Wilsden Medical Practice Patient Participation Group.

We are a small group of people working on the patients' behalf to ensure the views of the patients are fed into the practice regarding the

services they deliver and any changes or new services that are being considered. We would like to be able to ask the opinions of as many patients as possible. To do this we are compiling a contact list of e-mail addresses so that we can contact you by e-mail every now and again to ask you a question or two.

If you would like to take part in our "Virtual Patient Group" please visit www.wilsdenmedical.co.uk and click on the Patient Group Icon where you will find our Virtual Patient Group Form.

Patient Participation
Group

For The
Wilsden Medical
Practice

Arthritis Today The 21st Century Approach

A free talk, film and question time will be delivered by
Dr Philip Helliwell - consultant Rheumatologist.

Wilsden Medical Practice
Tuesday 27th September 2011
7.30pm

Find out how new medicines and diagnosis are helping to combat the agonies of arthritis. Lots of free booklets will be available on the night from Arthritis Research UK. Hope to see you there.

Mystery Shopper Survey

For detailed results of the Mystery Shopper Survey, please see separate Power Point presentation: "WMP Mystery Shopper.PPT"

Report from the meeting between Reception Staff and PPG on Wednesday 1st February 2012 to discuss the findings of the survey.

PPG members included Ken Yale, Jenny Lightowler, Dave Moore, Jo Jerome and Wendy Parkin

Telephone Access

There was a great deal of interest in the results with interactive discussion throughout

Interest initially focussed on the telephone waiting times and clarification was given as to whether the total waiting time included the line being engaged or in the queuing system as the original sheets gave this information

There were a few peaks of long waiting times which were discussed at length, though the overall profile for waiting times was positive.

There had been problems with programming the telephones leading to phones becoming out of action. This will be looked at by Sue C. It would be very expensive to completely upgrade the telephone system.

A variable is the number of phone lines being operated and that information is available. There was discussion as to the feasibility about increasing the number of phone lines around 08.00 a.m. though this has its problems

There were noticeable peaks at about 08.30 regularly. One possibility is that this is when the phone calls start coming in for results etc. as people want to be in touch before going to work. There could be a need for more publicity about text messaging for results and a lot of work has already been done on this or ringing after 10.00 am

Another variable is the length of time a patient might be on the phone such as not giving correct details in order to locate them on the system, or wanting to talk through their problems etc.

There were a few occasions when telephone appointments were not offered and this will be looked into. The rule is that if no face-to-face then a telephone appt. should be offered irrespective of whether urgent or not. The patient group did not query when a telephone appointment was not offered as we only made notes of the responses obtained. There were comments that some of the doctors might query why a patient had been included on their calls list and this might need to be taken to the practice for

clarification. Sue C. had put a note in the newsletter informing patients that receptionists may ask for brief details of the illness in order to assess the urgency.

The request to ring back the next day at 08.00 came up on several occasions and we wondered whether this created bottlenecks the next day. The research would suggest that ringing later might be just as beneficial.

Appointment Availability

One variable, obviously, is the number of appointments available. Tuesday is the best day. Wednesday can be difficult but Cullingworth does not open in the afternoon and also training afternoons take place

There will be changes when staff are off sick/on holiday etc.

Mondays and Fridays are the days when appointments are more difficult to obtain, though there are now no pre-bookable appointments on Monday to free up more appointments on the day.

There was a query about patients who queue outside and the queue can be quite long particularly at Cullingworth on Monday. The PPG are willing to research this but the reception staff were quite clear that it is mostly to do with wanting to see a particular doctor with a face-to-face appointment on the day. The desk callers go into the same system as the telephone callers but have the advantage of not having to wait on the phone

Summary of areas to look at

Telephone programming

Not being offered a phone appointment (also to talk to the partners what their perceptions are of these of the telephone appointments)

PPG and practice to continue publicity about text messaging for results and advisability of ringing at 10.00 am where possible

Continuing to try and communicate the positive side of the research to patients especially those who continue to have a negative view of the practice