

***Wigmore Medical Practice and Hempstead Medical Practice***

***Patient Participation Group Report***

*March 2012*

## **Patient Participation Group Report**

The Patient Participation Group has now been in place for approximately one month. During that time it has already benefitted both the Practice and the patient population by enabling the Practice to have a forum to discuss its views with its patients, and by the patients registered with the Practice a voice.

It is hoped that the development of such a group will continue to evolve and improve the Practice and the experience that its patients have.

The Practice has in total 4,500 patients, across two sites, Wigmore Medical Centre, and at its branch Hempstead Medical Centre.

The Patient Reference Group (PRG) is presently made up of twelve patients, who are representative of the Patient Population.

The Practice researched its demographic by undergoing Practice Searches on its system and by also referring to Quality Development Group data, provided in the past.

Unfortunately, not all members of the group can get to the surgery to attend each and every meeting however, they have asked, and the Practice is happy to oblige, to provide up-dates, minutes and such, via email addresses provided, or via the post.

The group is not discriminatory and consists of members from our population. They include elder statesmen, different races, patients with disabilities, patients with significant illnesses and so on. The group is happy to accept any patient from either branch as a member of the patient group. The only conditions for joining is that they are a patient at the Practice, and are over 16 years of age.

The group is a physical group with patients attending Wigmore Medical Practice and its terms of reference, constitution, aims and objectives are being developed. Presently, the group has agreed to build upon the draft terms of reference and aims and objectives, and are presently formulating their own. One thing that has already been made clear is that the principal purpose of the group is to improve the experience of the patient who is registered with the Practice. This is not to say that the present experience is bad, on the contrary, however there is room for improvement and the Practice is keen to develop and improve.

At the next meeting the future roles of chair and minute taker will be decided, and the group will confirm the frequency of meetings throughout the year. At present, it is felt that the group, will meet more frequently as its sets to develop into a strong and positive feature of Wigmore and Hempstead Medical Practice.

The PRG met on 12<sup>th</sup> March 2012, the first formal meeting of the group, where its terms of reference, aims and objectives and constitution were discussed and agreed.

The minutes are attached of the meeting.

The local practice/patient survey was discussed and areas for questioning and questions agreed. The purpose of the survey was to ask broad questions to a sample of patients to identify potential issues and formulate priorities for the group. During the discussion potential questions were raised, and considered, and written, rewritten and improved. The Practice indicated that access to the surgery is likely to be a key area that patients would have concerns with, as these issues had been raised by patients in the past, and often were a bone of contention. These issues were brought into the survey as direct questions to the population.

The group were considered in the language that they used in the questionnaire and wanted to ensure that the survey did not ask too many questions and was not too long. A limit of two pages was enforced.

An introduction to the survey was developed to inform the patient that it had been compiled in conjunction with the Patient Participation Group, and that completing it would be beneficial to the Practice. In addition to the questions it was felt useful that the Group would know what type of patients were completing the survey. The patients age range, whether they were a wheelchair user, and the frequency of visits to their Practice were asked.

Two versions of the survey were prepared: a postal survey and a survey for distribution from reception at the two Practices. Each survey consisted of the same questions, with the only difference being that

The questionnaire was distributed to patients according to the method agreed by the Patient Participation Group and Practice Manager:

150 surveys were given out at reception, with each attendee being asked if they had the time to complete a questionnaire. A box was placed away from reception to enable the patient to feel confident that confidentiality was in place. 100 of the surveys were given from the Wigmore branch, and 50 surveys from the Hempstead branch.

50 surveys were posted to a random sample of patients, enclosing a stamped addressed envelope. 10 patients were selected randomly from patients who have not consulted a GP in the last 2 years (a list was generated and patients at every 11<sup>th</sup> position was selected). 40 patients were selected randomly from any patient on our list (a list was generated and patients at every 100<sup>th</sup> position were selected)

In total 157 surveys were returned: 94 to Wigmore Medical Practice, 50 to Hempstead Medical Practice and 13 surveys via post.

The results of the Survey were as follows:

**For Wigmore and postal surveys (107 responders):**

Age range of responders:	16 – 25years	6 patients
	26 – 40years	21 patients
	41 – 60years	28 patients
	Over 60years	52 patients

Frequency of use of the practice:

Weekly	0 patients
Monthly	14 patients
Quarterly	20 patients
Yearly	4 patients
Only when necessary	61 patients
(8 patients left this option blank)	

*In general, how helpful do you find the receptionists at our practice?*

95% of patients responded that they found the reception team helpful or very helpful, and 5% found them unhelpful

*How easy do you find it to travel to and/or park at the surgery?*

97% found it easy or fairly easy to travel to and/or park at the surgery.

*How easy do you find it to get into the building?*

100% of our respondents found it easy or fairly easy to get into the building.

*How satisfied are you with surgery opening hours?*

36% were very satisfied, 57% were satisfied, and 7% indicated that they were fairly dissatisfied with the opening hours. The patient group were keen to ask a supplementary question in their survey and 12 people commented that they were unsure about the opening hours of the Practice (10% of the responders)

*How easy do you find it to get through to the surgery on the phone?*

78% of patients found it very easy or easy to get through to the surgery by telephone.

*In general how easy do you find it to get an appointment with a preferred GP at the practice?*

76% of responders found that it was easy or fairly easy to get an appointment with their preferred GP.

*In general how easy do you find it to get an appointment with any GP at the practice?*

85% of responders found that it was easy or fairly easy to get an appointment with any GP.

*How easy do you find it to get an appointment with a nurse at the practice?*  
79% of responders found that it was easy or fairly easy to get an appointment with our Practice Nurse. 15% of patients did not respond to this question at all and left it blank.

*In general, how satisfied are you with the care you get at your GP surgery or health centre?*  
95% of patients were either very satisfied or satisfied with the care that they receive from the Practice. No patients indicated that they were very dissatisfied.

*What do you think about the standard of information with which you are provided? (ie. practice notice board, patient information etc.)*  
Although 11% of the responders left this option blank, 77% indicated that the standard of the information was up-to-date and informative.

*The last time you saw a GP or practice nurse, if you chose to be involved in your care, did you feel that you were involved in the decisions?*  
80% of patients felt that they were involved with the care and decisions being made, whereas 6% felt that they were listened to but not involved.

**For Hempstead surveys (50 responders):**

Age range of responders:	16 – 25years	0 patients
	26 – 40years	5 patients
	41 – 60years	19 patients
	Over 60years	25 patients
	Blank	1 patients

Frequency of use of the practice:		
	Weekly	0 patients
	Monthly	7 patients
	Quarterly	11 patients
	Yearly	3 patients
	Only when necessary	27 patients
	(2 patients left this option blank)	

*In general, how helpful do you find the receptionists at our practice?*  
98% of patients responded that they found the reception team helpful or very helpful, and 2% found them very unhelpful.

*How easy do you find it to travel to and/or park at the surgery?*  
88% found it easy or fairly easy to travel to and/or park at the surgery, however 12% found it difficult or very difficult.

*How easy do you find it to get into the building?*

100% of our respondents found it easy or fairly easy to get into the building.

*How satisfied are you with surgery opening hours?*

90% were very satisfied or satisfied with the opening hours, however 9 patients (around 20% of responders) indicated that they were unsure about the surgery's opening hours.

*How easy do you find it to get through to the surgery on the phone?*

82% of patients found it very easy or easy to get through to the surgery by telephone. 14% found it difficult to get through to reception on the telephone.

*In general how easy do you find it to get an appointment with a preferred GP at the practice?*

80% of responders found that it was easy or fairly easy to get an appointment with their preferred GP at the Practice.

*In general how easy do you find it to get an appointment with any GP at the practice?*

80% of responders found that it was easy or fairly easy to get an appointment with any GP.

*How easy do you find it to get an appointment with a nurse at the practice?*

68% of responders found that it was easy or fairly easy to get an appointment with our Practice Nurse, however 12% found it was not very easy. 20% of patients did not respond to this question at all and left it blank.

*In general, how satisfied are you with the care you get at your GP surgery or health centre?*

92% of patients were either very satisfied or satisfied with the care that they receive from the Practice.

*What do you think about the standard of information with which you are provided? (ie. practice notice board, patient information etc.)*

92% of patients felt that the standard of the information was up-to-date and informative.

*The last time you saw a GP or practice nurse, if you chose to be involved in your care, did you feel that you were involved in the decisions?*

92% of patients felt that they were involved with their care and decisions being made, whereas 2% felt that they were listened to but not involved.

The group met to discuss the results and to formulate an action plan.

The group were pleasantly surprised by the results, which reaffirmed that the Practice was doing well in some areas and had room for improvements in others.

The group examined and opined on the survey result and potential areas for improvement were noted as were areas to build upon.

It was clear that a number of patients who returned the surveys were unaware of the opening hours of the Practice. Also there was a key difficulty in getting a nurse appointment and this was especially felt by the Hempstead Practice where a nurse does not presently attend.

A strength from the survey was that its patients utilise the notice boards at the practice and find that the information present on them is worthwhile and useful. This, it was felt, should be capitalised upon and used to provide key Practice only information to the patients.

The terms of reference were discussed and the purpose of enhancing the patient experience was the key ethos of the Patient Participation Group. The group were eager to implement a comment box within the Practice. Its purpose would be for patients who had a positive or negative experience of the practice to feed it back to us. This was readily agreed by the Practice, as it was an excellent idea.

What was noted was that there was a shortcoming in the number of patients who were aware of the Practice Opening Hours, this too, from the comments received on the returned questionnaires, extended to the late night and early morning clinics that the Practice offered. Advertising the opening hours better was clearly a step that the Practice needs to take.

No dramatic changes to the day-to-day activities of the Practice was necessary, however better communication of the Practice details was.

Four key areas of action by the Practice were agreed by the Practice Group

*Better communication of information to the patients.* A Noticeboard will be designated at each site for the sole purpose of the Practice. This will display key information about the Practice, including its opening hours, the date of the next GP Monthly meeting, when the surgery is closed, information about test results, and other significant information. *The Surgery website* too will be advertised on the noticeboard, and other considerations for advertising it will be considered – this could include the Repeat Prescription Form. *GP monthly meetings* will be advertised better and further in advance, to enable patients to be fully aware when the Practice will not be available during its opening hours. *Times of the Practice* will be placed upon answering machine messages to reinforce to callers when closed, what our opening times are.

*Practice Nurse for Hempstead.* The Practice Manager will liaise with the Partners at the Practice and the Practice Nurse to introduce a clinic at the Hempstead Branch. The Practice Group felt that a number of Hempstead patients were being disadvantaged by a lack of a nurse clinic. This view was upheld by the feedback from the survey and the Practice Manager agreed with this view. The Group understood the practical issues raised by the Practice Manager for implementing a nurse at Hempstead (vaccines, equipment, preparation time ahead of clinics etc.) however it was felt by the Practice Manager that this issue was important and needed further consideration. A solution will be discussed with the Partners and implemented in the immediate future and details will be announced at the next meeting.

*A Comment box* will be implemented to receive comments from patients. The idea behind the comment box is for patients to feedback their experience of the Practice with the Practice. A representative of the group will work alongside the Practice Manager to formulate questions to ask and to design the form, and will report back to the group at the next meeting.

*Data from the questionnaire* will be examined more closely and specifically the 21 patients who indicated that they were unaware of the Practice opening hours. Although the patients cannot be identified, more detail is necessary to determine what kind of patient they are, such as their age range, frequency of use of the Practice, and additional comments that they made about the Practice. This information will enable a targeted approach for providing information to this group informing them of our opening times.

The Patient Group has agreed that at its next meeting it will finalise its terms of reference and statement of purpose and will nominate its Chair for subsequent meetings.



The opening hours of Wigmore Medical Practice are:

Monday	8.00 – 18.00hrs
Tuesday	8.00 – 18.00hrs
Wednesday	8.00 – 13.00hrs
Thursday	8.00 – 18.00hrs
Friday	8.00 – 18.00hrs
Saturday	Closed
Sunday	Closed

Telephone access to the Practice is from from 8.30am each morning, until 12 noon, and then reopen at 2pm each afternoon and close at 6pm. Telephone lines close at the lunchtime period. Although the surgery is closed on Wednesday afternoon, telephone access is still available for emergencies.

The opening hours of Hempstead Medical Practice are:

Monday	9.00 – 13.00hrs,	14.00 – 18.00hrs
Tuesday	9.00 – 13.00hrs,	14.00 – 18.00hrs
Wednesday	9.00 – 13.00hrs	
Thursday	9.00 – 13.00hrs,	14.00 – 18.00hrs
Friday	9.00 – 13.00hrs,	14.00 – 18.00hrs
Saturday	Closed	
Sunday	Closed	

Telephone access to the Practice is from 9am each morning, until at 12 noon, and then reopen at 2pm each afternoon and close at 6pm. Telephone lines close at the lunchtime period. The surgery is closed on Wednesday afternoons.

Appointments can be made in person at the reception desk in each Practice, or via the respective telephone line.

In addition to the above opening hours, the Practice operates an extended hours service to its patients from the Wigmore branch. We are aware that not all patients can get to the surgery during normal hours, and this service is targeted, although not exclusive to, these patients. Each Monday evening from 6.30pm and on a Thursday morning from 7am, the Practice provides appointments with our GP. Should you wish to use this service please speak with our receptionist. Please note during this time, other services are unavailable.

The Patient group is scheduled to meet mid-May. If you would like to become a member please contact the Practice Manager.