

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

***Patient Participation Group Report***

*March 2014*

## **Patient Participation Group Report**

The Patient Participation Group has been in place now for two years and since its inception in 2012 has benefitted our patient population by the work that it has done in providing a forum to listen to the views of patients, and allowing the Practice to improve and develop areas where there are shortcomings.

It was hoped that the development of such a group would improve the Practice and the experience that its patients have.

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

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

The Practice researched it's demographic by undergoing Practice Searches on it's 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 non discriminatory and consists of members from our population. They include elder statesman, 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 for meetings, and with the principal purpose of improving the experience of patients registered with the Practice. This is not to say that the experience that the patient's have is bad, on the contrary, however Wigmore Medical Centre recognises that there is always room for improvement and the Practice is keen to develop and improve the quality of the services that it delivers.

In 2012, the group first met and produced a survey to establish the opinions of patients, and specifically where the Practice was doing well and where it could be improved. 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.

The survey structure, areas for questioning and the questions themselves were discussed and agreed. 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 the reception area at the two Practices. Each survey consisted of the same questions.

The Patient Participation Group and Practice Manager discussed and agreed an effective method to distribute 200 questionnaires to its patients. 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 also 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 were 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).

This method from 2012, was successful and provided pleasing results, and due to its effectiveness, it was repeated last year, again with telling results.

Areas of improvement were examined by the group and potential areas for improvement were noted as were areas to build upon, for example patients from our Hempstead Branch surgery were finding it difficult to get access to the Practice Nurse, and there was a lack of awareness of the Practice opening hours.

Due to this survey and through group discussion, the Practice reacted and implemented changes.

Through the success of previous surveys, and through requests from the National Health Service, the Group agreed to repeat the questionnaire for 2014.

In total 151 surveys were returned to the Practice: 95 surveys to the Wigmore Medical Practice, 46 surveys to Hempstead Medical Practice and 11 surveys via post. The results sent out to the Patient Participation Group for their opinion.

The survey results, were reassuring, and in similar fashion to previous years, reassuring to the Practice, reaffirming that the Practice was performing very well.

The overall care that the patients felt was being provided by the practice was excellent (at both sites), and it was noticed that access to both buildings was extremely positive.

It was interesting to note however that patients have responded that accessing a nurse at the Hempstead site was difficult. In the recent past, and following a previous survey and discussion with the Practice Participation Group, the Practice Nurse was relocated to the Hempstead site for a weekly clinic. Due to an prolonged period with testing, over many months, the weekly clinic was stopped due to poor uptake and usage by its patients. Today, the Practice has the Nurse operate from the Hempstead Surgery on the first Wednesday morning of each month. This has been a compromise, to ensure that access to the nurse is available for Hempstead patients locally to them (of course they can utilise the Nurse at the Wigmore Branch at any other time), and also the access to Nurse Services from the whole Practice Population. This was discussed in detail with the Patient Participation Group who agreed the compromise.

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

Other notable areas where the survey results are a little disappointing was around accessing the surgery by telephone (especially at the Wigmore site), and al the ease of getting an appointment with a preferred GP. The Practice does feel that this survey should be repeated again later in the year, and perhaps, with reflection, should have carried out the survey several months before. This is due to the survey being carried out after a period of holiday for two of three regular GPs at the Practice, and also ahead of the third GP preparing for annual leave. The Practice is aware that appointments over this time were harder to access, and in addition the release of available appointments were delayed necessitating patients having to make several phonecalls to access an appointment; this has not been ideal. The Practice of course accepts the criticism and comments from the survey results, but think it sensible to repeat the survey in around five to six months time.

A break down of the survey results are at the end of this document.



*Plan from Questionnaire Results:*

- To continue to provide the care that we do to patients, since it is clear from the survey results that patients are overall happy with the care provided.
- To reflect on ways to improve access to the telephone system for patients
- To repeat the survey in five to six months time, with the intention of providing a clearer picture of accessing the practice and appointments with a preferred GP.

*Other business outside of the Patient Survey.*

The Practice Participation Group is keen to push forward with another idea that has developed through our regular meetings.

The Group have suggested that routine presentations to our patient population would be a nice way of improving the care that the patients would receive.

Patient education and awareness around a variety of topics would be an excellent opportunity to make a difference to the lives of our patients, and with good advertising, knowledgeable speakers and good presentations that this would be something that is achievable.

Meetings were had by the Group and Practice Manager, and ideas for topics discussed. It was agreed that no specific advice or treatment could take place but general presentations would be very useful.

A number of subject areas did immediately come to mind, both as being topical and useful: Dementia, Chronic Disease Areas (Asthma, Diabetes, Stroke), and General Health Advice.

The Practice Manager has liaised with a local company, Bluebird Health, who routinely give presentations on a number of disease areas, and the Group would benefit from further discussion from them around these.

A few concerns did arise in the discussion: the venue of the presentation, potential cost implications, and also the impartiality of the presenters.

Although the motivation of the discussion is through Wigmore Medical Centre, its premises are unlikely to have capacity to present to more than 20 – 25 people. If a venue was to be used outside of the Practice then this is likely to incur charges, as potentially could a professional speaker. The group agreed that setup costs must be kept to a minimum. The Group's Chair discussed with a local community hall who are happy to host a presentation for a small fee (around £50). The impartiality of the presenters was also a significant

concern to the Practice, as it could not be seen as endorsing any products or services.

The Group discussed these topics, although at this stage, not in great detail, and a meeting will be arranged in the near future, perhaps with Bluebird Health, to discuss their presentations, and the Group felt that it would be sensible to carry out a pilot presentation to see what the uptake would be and whether there is value in undertaking these.

Bluebird are happy to attend, and a mutual date will be arranged in the near future.

Martin Street, Practice Manager, also informed the Patient Participation Group that he would be leaving the Practice, at the end of April 2014, and that it would be sensible and reasonable for the new Practice Manager to have a meeting with the Group early in their tenure to discuss the future plans of the PPG.

The Group has been a successful addition to Wigmore Medical Practice and has benefitted the patients and the surgery greatly. The Practice has been very fortunate with the members of the group, who have worked together voicing feely their comments, concerns and also in collectively hearing and listening to each other. Together there have been successes in improving Wigmore Medical Centre, and this is likely to continue into its future.

## **QUESTIONNAIRE RESULTS**

Following a meeting in November 2013, the decision to reissue the questionnaire was proposed and agreed by the group as a good idea to see if opinions of the practice have changed since last year and the changes that have been made, but also to look at further areas for improvement by the Practice. The Group agreed that this should be carried out in the new year, and during February 2014 this was undertaken.

The survey templates that were previously devised by the group were reused for this survey, and to ensure fairness the previous rules were followed for its distribution.

The results of the Survey were as follows:

### **For Wigmore and postal surveys (105 responders):**

Age range of responders:	16 – 25years	9 patients
	26 – 40years	19 patients
	41 – 60years	21 patients
	Over 60years	56 patients

Frequency of use of the practice:

Weekly	0 patients
Monthly	15 patients
Quarterly	19 patients
Yearly	7 patients
Only when necessary	55 patients
(9 patients left this option blank)	

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

97% of patients responded that they found the reception team helpful or very helpful, and 3% 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?*

39% were very satisfied, 55% were satisfied, and 6% indicated that they were fairly dissatisfied with the opening hours. The patient group were keen to ask a supplementary question in their survey and 9 people commented that they were unsure about the opening hours of the Practice (less than 10% of the responders)

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



75% of patients found it very easy or easy to get through to the surgery by telephone. 25% found it difficult to do so.

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

79% 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?*

81% 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?*

83% of responders found that it was easy or fairly easy to get an appointment with our Practice Nurse. 13% 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?*

93% 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.)*

86% indicated that the standard of the information was up-to-date and informative. 9% left this option blank.

*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?*

85% of patients felt that they were involved with the care and decisions being made, whereas 5% felt that they were listened to but not involved.

**For Hempstead surveys (46 responders):**

Age range of responders:	16 – 25years	1 patients
	26 – 40years	6 patients
	41 – 60years	13 patients
	Over 60years	25 patients
	Blank	1 patients

Frequency of use of the practice:

Weekly	0 patients
Monthly	5 patients

Quarterly	10 patients
Yearly	4 patients
Only when necessary	25 patients
(2 patients left this option blank)	

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

93% of patients responded that they found the reception team helpful or very helpful. 4% found the receptionists very unhelpful.

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

89% found it easy or fairly easy to travel to and/or park at the surgery, however 7% found it 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?*

91% were very satisfied or satisfied with the opening hours, however 6 patients 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?*

84% of patients found it very easy or easy to get through to the surgery by telephone. 11% found it difficult to get through to reception on the telephone, and 4% found it very difficult.

*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?*

81% 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?*

65% of responders found that it was easy or fairly easy to get an appointment with our Practice Nurse, however 7% found it was not very easy to do so.

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

96% 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.)*

93% of 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?*

76% of patients felt that they were involved with their care and decisions being made, whereas 11% felt that they were listened to but not involved.

The Practice continues to have a high percentage of responders fairly or very satisfied with the care that is being provided to them, and this is very reassuring.

It continues to be the case that a significant number patients who were questioned remain unaware of the surgery opening times, and the Practice will update signage to advise patients of this.

Following on from last year, it is sensible that for 3 or 4 of the results from the questionnaire were put on display to inform the patients of the centre how their Practice is performing, and the Practice will undertake doing this in the immediate future, and the PPG noticeboard will be used to do this.

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 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.

If you would like to become a member of the Patient Participation Group please contact the Practice Manager.