

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

***Patient Participation Group Report***

*March 2013*

## **Patient Participation Group Report**

The Patient Participation Group has been in place now for over one year and since its inception 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 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 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 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 present experience is bad, on the contrary, however there is room for improvement and the Practice is keen to develop and improve the quality of the services that it delivers.

In 2012, the group 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 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, and the results discussed by the Patient Participation Group to formulate an action plan.

The group were pleasantly surprised by the results, which reaffirmed that the Practice was doing well in some areas but 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 did 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.

Three key areas for improvement and action by the Practice were agreed by the Practice Group:

*Better communication of information to the patients.*  
*Practice Nurse*  
*A Comment box*

Since that time the Practice has instigated all three items from the Action Plan.

An area of the notice boards in the waiting area has been cordoned off and is used solely for details of the Practice, including dates that the surgery is closed for meetings, opening hours of the practice and so on.

A nurse has, since August 2012, been operating from the Hempstead branch site each Wednesday morning, to enable patients registered at Hempstead surgery to benefit from our nurse without the need to travel to the Wigmore site.

Finally a Comment Card has been devised and this is being put in place imminently to enable feedback from patients throughout the year.

In February 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 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 (102 responders):**

Age range of responders:	16 – 25years	9 patients
	26 – 40years	9 patients
	41 – 60years	26 patients
	Over 60years	58 patients

Frequency of use of the practice:

Weekly	0 patients
Monthly	5 patients
Quarterly	16 patients
Yearly	6 patients
Only when necessary	65 patients
(10 patients left this option blank)	

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

96% of patients responded that they found the reception team helpful or very helpful, and 3% found them unhelpful, and 1% left this option blank.

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

94% 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?*

44% were very satisfied, 45% were satisfied, and 6% indicated that they were fairly dissatisfied with the opening hours and 1% said that they were very dissatisfied. 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.

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

71% 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?*

82% 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?*

71% of responders found that it was easy or fairly easy to get an appointment with our Practice Nurse. 23% 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. 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.)*

89% 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?*

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

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

Age range of responders:	16 – 25years	5 patients
	26 – 40years	10 patients
	41 – 60years	16 patients
	Over 60years	13 patients
	Blank	2 patients

Frequency of use of the practice:

Weekly	0 patients
Monthly	6 patients
Quarterly	10 patients
Yearly	4 patients
Only when necessary	22 patients
(4 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% left this option blank.

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

83% found it easy or fairly easy to travel to and/or park at the surgery, however 17% 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?*

87% were very satisfied or satisfied with the opening hours, however 2 patients (around 4% 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?*

84% of patients found it very easy or easy to get through to the surgery by telephone. 15% 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?*

74% 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?*

87% 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?*

63% 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.

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

89% 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.)*

87% 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?*

83% 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. 15% of responders left this option blank.



The group met to discuss the results of the survey and to consider areas for improvement.

The results of the survey, were surprising and the group felt that overall the Practice was doing very well.

The Practice continues to have a high percentage of responders fairly or very satisfied with the care that is being provided, and the number of responders that are very satisfied has increased since this time last year.

It was also evident from the surveys that a number of patients continued to be unaware of the surgery opening times. On further inspection it was apparent that the majority of these patients were from the postal responses, and could be patients who have not visited in the last year. Irrespective the Practice is keen to advertise it's opening hours better and will provide a better placed poster doing this in each Practice.

The additional comments section had a general trend, and this related to appointments available at the Practice. The Practice acknowledges that recently the number of available bookable appointments has been affected by periods of annual leave by the resident doctors. This has meant that patients have not been able to book the usual two weeks in advance. Consequently, this has impacted the patients, and the responders to the questionnaire made this known in the comments that they left. The Practice recognises that this has not been useful or ideal for patients and will work hard to not letting this happen again in the future.

One other comment made by a patient was noted and an urgent investigation will be carried out. This comment related to confidentiality at the Hempstead branch surgery and that on an occasion a waiting patient has been able to overhear a consultation.. This was something that the Practice were not aware of and an investigation has been initiated to confirm whether this is the case and to remedy the situation.

The Patient Participation Group felt that it would be useful if 3 or 4 of the results from the questionnaire were put on display to inform them how the Practice was performing, the Practice agreed to do this.

The Patient Participation Group noticeboard was discussed, and it was agreed that it would display the results from the questionnaire and also dates of forthcoming meetings.

Agreed Actions to take forward from this meeting were to:

Implement a noticeboard for sole purpose of the Patient Participation Group

Display on the noticeboard the agreed results from the recent Patient Survey, as well as dates of forthcoming meetings.

Urgent investigation into the sound proofing of the consultation room at Hempstead surgery

These will be enacted by the Practice and will report to the group in due course.

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.

The Patient group is scheduled to meet in June 2013. If you would like to become a member please contact the Practice Manager.