

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Healey Surgery
Completed by	Helen Wylde

Patient Reference Group (PRG) Profile

Number of face to face members	16	
Number of virtual members	178	
Total Practice Patient List Age/Sex Breakdown		
Age & Sex breakdown		Comments
0 – 4	7.52%	<i>We have more patients in this age group when compared to the CCG average</i>
5 – 14 -	13.45%	<i>We have more patients in this age group when compared to the CCG average</i>
15 – 44 -	42.92%	This is in line with the CCG average
45 – 64 -	25.42%	This is in line with the CCG average
65 – 74 -	7.03%	We have slightly less patients in this age group compared to the CCG average
75 – 84 -	3.39%	We have less patients in the CCG age group compared to the CCG average
85+	1.17%	We have less patients in the CCG age group compared to the CCG average

Male / Female breakdown		
Male = 49.74%	Female = 50.26%	
The annual patient turnover (patients leaving and joining the practice) is 6.87% which is lower than the CCG average of 7.95%		
Patients in a residential home = 0.3%	<i>This is lower than the CCG average (0.5%)</i>	
% of BME patients = 19.05%	<i>This is higher than the CCG average (13.64%)</i>	
Deprivation = 28.13	<i>This is lower than the CCG average (37.59)</i>	
What the practice did to ensure that the PRG is representative of the practice registered patients		
<p>The practice recruited members to the PRG via:</p> <ul style="list-style-type: none"> • Face to face requests via the staff in the surgery engaging with patients • Proactively promoted the PRG via our website <p>The Manager also invites those patients who raise issues and concerns on an individual basis to join the PRG.</p>		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<p>We are looking to increase membership of younger patients on the PRG – we do understand that due to other commitments people may find it difficult to attend meetings, so we are proactively trying to build up membership of the virtual group so that these patients can actively engage with the PRG.</p>		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
<p>We have had regular meetings and sought views from our PRG. Information from direct patient suggestions and any issues raised by patients were discussed by PRG members at our PRG meetings.</p>

What these priorities were

The following were identified as priorities by the PRG:

- Getting through to the practice on the telephone
- Access – appointment availability
- Internal Lighting
- Tannoy Call System

2013/14 Local Practice Survey**How we agreed with the PRG the content of the local practice survey**

The PRG agreed the priorities and helped to design the local survey .

How we agreed with the PRG the way in which the survey would be conducted

It was agreed to hand out surveys to patients from reception and to use our website to enable those patients who do not regularly attend the surgery to complete and return the survey.

Other methods used to seek the views of registered patients

As previously mentioned the manager and clinical staff also took the opportunity to seek views opportunistically with patients. Any issues raised or suggestions were fed to the PRG group for discussion. Issues mainly centred on telephone access and appointment availability which is in line with the survey results.

2013/14 Local Practice Survey Results


An overview of the results of the local practice survey is detailed below

As well as undertaking our local survey we also encouraged patients to participate in the national survey. In respect of the outcome the results mirror the themes are broadly similar to the outcomes for the local survey:

The results are outlined below:

1. GPAQ Survey



Is your GP surgery currently open at times that are convenient for you?

Yes	92	73%	
No	29	23%	
Don't know	6	5%	
	<hr/>	127	

Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	10	7%	
Fairly easy	61	47%	
Not very easy	44	34%	
Not at all easy	13	10%	
Haven't tried	2	2%	
Easy (total)	<hr/>	70	54%
		<hr/>	130





How helpful do you find the receptionists at your GP surgery?

Very helpful	43	34%	
Fairly helpful	74	58%	
Not very helpful	7	6%	
Not at all helpful	4	3%	
Don't know	0	0%	
Helpful (total)	<hr/>	117	91%
		<hr/>	128


Overall, how would you describe your experience of making an appointment?

Very good	24	20%	
Fairly good	74	60%	
Neither good nor poor	14	11%	
Fairly poor	8	6%	
Very poor	3	3%	
Good (total)	<u>98</u>	<u>80%</u>	
	123		

How often do you see or speak to the GP you prefer?

Always or almost always	17	24%	
A lot of the time	25	36%	
Some of the time	25	36%	
Never or almost never	3	5%	
Not tried at this GP surgery	0	0%	
	<u>70</u>		




**Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?
Giving you enough time**

Very good	47	38%	
Good	65	52%	
Neither good nor poor	10	8%	
Poor	2	1%	
Very poor	0	0%	
Doesn't apply	0	0%	
Good (total)	<u>112</u>	<u>90%</u>	
	124		

**Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?
Involving you in decisions about your care**

Very good	35	28%	
Good	62	50%	
Neither good nor poor	15	12%	
Poor	2	2%	
Very poor	0	0%	
Doesn't apply	10	8%	
Good (total)	<u>97</u>	<u>78%</u>	
	124		







How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	3	3%	
Less than 5 minutes	5	4%	
5 to 15 minutes	89	72%	
More than 15 minutes	26	21%	
Can't remember	1	0%	
	<u>124</u>		

Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	77	62%	
Yes, to some extent	43	35%	
No, not at all	3	3%	
Don't know/can't say	1	1%	
	<u>124</u>		

Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	48	38%	
Yes, would probably recommend	42	33%	
Not sure	18	14%	
No, would probably not recommend	15	12%	
No, would definitely not recommend	3	2%	
Don't know	3	2%	
	<u>128</u>		

The local survey covered specific service provided by the practice in terms of appointments, telephone access, prescriptions and overall satisfaction with the service provided by the practice. The overall outcome was positive. However the areas identified as having room for improvement were around:

- 25% of patients felt that we were poor in offering them the ability to see a GP of Choice
- 25% of patients felt that we were poor in offering them the opportunity to speak to a GP or nurse on the telephone when necessary
- 25% of patients felt that we were poor in the provision of results of tests when they contacted the surgery

Responses were positive in respect of:

75% of patients were happy with the convenience of the day and time of the appointment offered

75% of patients were satisfied with the waiting to time to see a GP / nurse

Overall 50% of respondents were happy with the service provided by the practice

How we provided the PRG with the opportunity to discuss the findings of the local practice survey

A meeting with the PRG was held where we discussed the main key findings of the survey.

How we agreed an action plan with the PRG based on the findings of the local patient survey

The PRG discussed the priory areas identified and from that we developed the action plan which has been implemented.

Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why

GP of Choice – the Practice continually reviews the availability of its GPs and we do try as far as possible to accommodate patient’s wishes but sometimes the GP of choice may not be available (due to holiday or sickness). Usually if a patient wishes to see a specific GP we can accommodate that request but they may have to wait a longer period of time for the appointment.

2013/14 Action Plan

2013/14 Patient Participation Group Action Plan (and how this relates to the findings of the local practice survey)

ACTION PLAN

Issue	Proposed Action	Action to Date	Timescale
Telephone Access – patients having problem getting through on the telephone – ringing out and answer response times	Review staffing – make more staff available at peak times to answer telephones Improve patient utilisation of the remote access options to help relieve pressure on the telephone system	Staffing reviewed and additional staff have been taken on who will be available at peak times Remote access to be advertised to patients	Ongoing Review by PRG Uptake rates to be reviewed quarterly
Access – patients have problems getting appointments	Review appointment system to provide a better ratio of routine to pre-bookable appointments Capacity and demand exercise to identify when demand is highest	Appointment system continually being reviewed to ensure improvements Mondays highlighted as a problem – busiest day for demand / A&E attendance high – has knock on impact on the rest of the week – have therefore increased GP availability on Mondays Extended hours sessions to be moved from Wednesday to Monday	Ongoing Ongoing April 2014 – but will continue to review
Lighting – PRG members identified lighting as an issue – waiting area is depressing and gloomy	Improve Lighting	New lighting installed	Completed

Tannoy Call system – not very clear	Review Tannoy system	Contractor has reviewed system and made changes to the GP telephones which has improved the tannoy system	Completed – but will continue to review
Results process – patients struggling to get through and / or results not being available when patients phone up	Review results process – link in with the review of the telephone system in terms of ability to get through		September 2014

Significant changes we have made / plan to make to the services the practice provides

See above ‘ Action to Date ‘ column

How we publicised the local patient survey results and action plan to our registered patients

A leaflet will be displayed in the reception area setting out the key areas and what we have done or what we plan to do to address the issues.
The action plan will be placed on the practice website .
We intend to review our practice leaflet and will include a section on the work of the PRG which will detail the key issues and actions to date

It is hoped that this will generate further interest from patients in joining our PRG either as a face to face member or as a virtual member.

Link to practice website where this report and related information can be found

<http://www.healeysurgery.co.uk/index.aspx>

2012/13 Action Plan – overview of progress against last year’s action plan

NA

Patient Access

Practice Opening Hours

Mon 8.30 – 6.00pm
Tues 8.30 – 6.00pm
Weds 8.30 – 6.00pm
Thurs 8.30 – 6.00pm
Fri 8.30 – 6.00pm

How to access services throughout core hours i.e 8.00am – 6.00pm Monday to Friday

Telephone access
Face to Face access
On line access via remote access

Extended Hours

Beginning on Monday 7th April 2014 . Times 6.30pm – 7.50pm
2013 - 14 extended hours sessions use to be held on Wednesday evenings