



## Local Patient Participation Report 2013-14

### Introduction

The purpose of the Patient Participation Direct Enhanced Service (DES) is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services.

The DES aims to promote the proactive engagement of patients through the use of effective Patient Participation Groups (PPGs) and to seek views from practice patients through the use of a local practice survey.

### Report Requirements

The outcomes of the engagement and the views of patients are to be published on the practice website. Practices must publish a Local Patient Participation Report on their website. As a minimum this must include:

- ❖ *a description of the profile of the members of the PRG*
- ❖ *the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category*
- ❖ *details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey*
- ❖ *the manner in which the contractor sought to obtain the views of its registered patients*
- ❖ *details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan*
- ❖ *details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented*
- ❖ *a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey*
- ❖ *details of the action which the contractor,*
  - i) *and, if relevant the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey*

ii) Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report

- ❖ the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
- ❖ Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

### Practice Population Profile

Current practice list size is 3625 as at 24<sup>th</sup> March 2014. This list comprises 1890 males and 1735 females.

### Profile of the members

The practice representation has a demographic split of the following:

- ❖ Current PPG Members 4
- ❖ 40 - 64: 2 Female representatives
- ❖ Over 65: 1 Male representatives

### Steps taken by the contractor to ensure that the PPG is representative

We produced an expression of interest invitation for a PPG across both sites which we circulated within the practice in the following ways:

- ❖ Practice notice boards,
- ❖ Practice website with a dedicated PPG section,
- ❖ Patient call/display board,
- ❖ Attendance of PPG committee at Flu clinic event

The PPG have identified the need to recruit further members across a wider demographic base within their proposed work plan.

### Surgery Opening Times

<b>Monday</b>	<b>8.30am to 7.30pm (6.30 – 7.30 extended hours)</b>
<b>Tuesday</b>	<b>8.30am to 6.30pm</b>
<b>Wednesday</b>	<b>8.30am to 1.30pm</b>
<b>Thursday</b>	<b>8.30am to 6.30pm</b>
<b>Friday</b>	<b>8.30am to 7.30pm (6.30 – 7.30 extended hours)</b>



## Patient Satisfaction Survey – 2013/2014

### Part A. Discussion of local practice survey findings

<p><b>1. Patient participation group (PPG) members present:</b></p> <p>Members present at meeting on 18<sup>TH</sup> February 2014:</p> <p>3 PPG members</p>
<p><b>2. Practice staff (and designation) involved:</b></p> <p>Dr P S Wasu Dr Mala Dalal</p> <p>Mrs H Wasu – Practice Manager</p>
<p><b>3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority and your PPG and your practice staff?</b></p> <ol style="list-style-type: none"><li>1) The manner treated by Reception staff – Staff training</li><li>2) Difficulties on obtaining appointments – Reviewed appointment system and employed a long-term locum on Tuesday, Thursday and Friday mornings</li><li>3) Internet Access to Services – Consider implementing online prescriptions, change of details form and appointment booking</li></ol>
<p><b>4. Which responses were most positive? 2013/14 Survey</b></p> <ul style="list-style-type: none"><li>❖ Improvement in getting through via telephone</li><li>❖ Helpfulness of Receptionists</li><li>❖ The professionalism shown by the doctors/nurse</li></ul> <p>Comments:</p> <ul style="list-style-type: none"><li>❖ It should be noted that the responses to the question “<i>How helpful do you find the receptionists?</i>” has shown a marked improvement on last with 67% of people surveyed saying they are “<i>Very Helpful</i>”.</li><li>❖ Additionally to the question “<i>How easy is it to get through via telephone?</i>” has also shown a marked improvement with 56% of</li></ul>

people surveyed saying it is "Easy."

**5. Which responses were least positive? 2013/14 Survey**

- ❖ Appointment availability: Seeing a Doctor/Nurse within 48 hours
- ❖ Length of waiting time at the practice
- ❖ Limited access to online services
- ❖ Obtaining Test Results via phone

**6. What are the main priorities identified by practice staff?**

- ❖ Increased publicity about appointment systems and where other advice can be obtained e.g. 111 number, pharmacist, self management etc. Steps to bridge the gap between what patients feel is necessary and what clinicians feel is appropriate.
- ❖ Availability of evening and late evening appointments is limited, extra evening sessions should be taken into consideration.
- ❖ Number of clinicians is low in comparison to patient list and demand: thus consider hiring a part-time or locum general practitioner in addition to those in place.

**7. What are the main priorities identified by the PPG?**

The PPG recognises that they did a lot of work last year in consultation with the practice and it was felt new priorities should be identified this year. The priorities identified at the meeting held on 18<sup>th</sup> Feb 2014 included the following:

- ❖ Waiting time to see a clinician/ Number of clinicians available
- ❖ Opening Hours – People are requesting Late Evening & Saturday Clinics especially patients with hectic work schedules.
- ❖ Becoming a more "Carers Aware" Practice
- ❖ Length of time waiting in the practice to be seen – not being seen at the appointment time
- ❖ How to increase appointments through:
  - Reducing the number of DNA's
  - Having a better telephone triage system

**Part B. Action plan: 2013/2014**

The following were identified in the previous year:

<b>Patient experience issue</b>	<b>What has been done to address this?</b>
Telephones	Abolish 0844 number - Telephone number changed to 0208
Appointments	Lack of appointments – employed a permanent locum on Tuesday, Thursday and Friday mornings in addition the normal sessions  Nurse Minor Illness Sessions – the practice nurse has been trained by the principal GP in how to diagnose, and implement a treatment for minor illnesses such as coughs, colds, head lice, hay fever etc. This allows patients to be seen by nurse for minor problems and provides more appointments.

**Action plan: 2014/2015**

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

<b>Priority for action</b>	<b>Proposed changes</b>	<b>Who needs to be involved?</b>	<b>What is an achievable timeframe</b>
Length of waiting time	Review options and present potential solutions	PM and GPs	Within 6 months
Seeing a Doctor/Nurse within 48 hours	Reduce the number of advance bookings/increase GP sessions	PM and GPs	Within 6 months
How to increase availability of appointments	Reception areas/ waiting room	Suggestions from the PPG: <ul style="list-style-type: none"> <li>• Reduce the number of DNA's</li> <li>• Telephone triage</li> </ul>	Ongoing
Appointment System	Increase publicity	PM and deputy PM	Ongoing
Opening Hours	Try extending evening clinics to provide later appointments/ Start a Saturday session	PM and GPs	Ongoing
Increase Online Access to Services	Increase online services such as prescription requests, appointment	PM and Administration Team	Ongoing

	booking/ cancellation, change of details e.g. telephone address		
Becoming a "Carers Aware" Practice	Increase publicity, implement specialised appointments e.g. Carers Health- checks Provide staff training	PM, GPs, Receptionists & Carers	Ongoing