

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Drs. Liversedge, McCurdie and Wong
Completed by	Gill Warburton

### Patient Reference Group (PRG) Profile

Number of face to face members	8	
Number of virtual members		
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	0	0
17 – 24 -	0	0
25 – 34 -	1	0
35 – 44 -	0	0
45 – 54 -	0	1
55 – 64 -	2	0
65 – 74 -	0	3
75 and over -	1	0
<b>Ethnicity</b>		
White	4	4
Mixed	0	0
Asian / Asian British	0	0
Black / Black British	0	0
Chinese / Chinese British	0	0

Other ethnic group	0	0
<b>Employment Status</b>		
Employed	3	
Unemployed	0	
Retired	2	3
<i>Other (e.g. no of carers)</i>		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>When the group was first set up in February 2007 the practice advertised in the waiting room for PRG members over a period of approximately 1 year. From the patients who volunteered it was felt that, at that time, the group was representative of the local practice population. Since that time a few members have left and new members have joined, the new members have all approached the practice manager requesting to join the group when they have read about it in the practice newsletter.</p>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<p>Age and sex breakdown - the group does not have a representative of patients aged under 24 or of anyone aged 35 to 44. The group is 50% male and 50% female which is representative.</p> <p>Ethnicity – Over 95% of the practice population is White British it is therefore felt that the current group is largely representative of the practice population however, attempts have been made to recruit someone from an ethnic minority group.</p> <p>Employment Status – there is no-one currently on the forum who is unemployed</p> <p>A poster has been placed in the waiting room advertising for people who are not represented by the current patient forum to volunteer to join the group.</p>		

**2013/14 Priorities**

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>

The group met on 21st October 2013 to discuss what to include in the Patient Survey for 2013/14. After discussion, it was felt that it would be sensible to use the same survey used in previous years in order to make comparison simpler. The group felt that the priorities hadn't changed from last year and the year before.

#### **What these priorities were**

The priorities were ....

1. Accessing the practice either by telephone or in person including access to GPs and opening times.
2. Waiting at the surgery
3. Seeing a Clinician
4. The practice environment
5. What could be better
6. Providing fair and accessible services

### **2013/14 Local Practice Survey**

#### **How we agreed with the PRG the content of the local practice survey**

As above, the group felt that it would be sensible to use the same survey used in previous years in order to make comparison simpler.

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

It was agreed to undertake the survey in the same way as last year however, due to the poorer response rate last year to the on-line survey, it was agreed that the Practice would use Survey Monkey this year to canvas on-line opinions. Paper copies of the questionnaire would also be handed out in reception.

#### **Other methods used to seek the views of registered patients**

On-line and handed out in reception.

### **2013/14 Local Practice Survey Results**

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

## **Summary**

The Survey indicated that –

1. Most patients would prefer to book by telephone with 22% preferring to book in person and 22% preferring to book on-line which they can of course do now that the facility is available.
2. 85% of patients found getting through on the telephone either 'Very Good' or 'Fairly Good'
3. 42% of patients found speaking to a Doctor on the telephone either 'Very Good' or 'Fairly Good' with 56% not having tried.
4. 21% of patients found speaking to a Nurse on the telephone either 'Very Good' or 'Fairly Good' with 79% not having tried. No-one found this 'Poor' or 'Very Poor'.
5. 35% of patients found getting test results on the telephone either 'Very Good' or 'Fairly Good' with 2% choosing 'Fairly Poor' and 61% not having tried.
6. 66% of patients had been able to be seen the same day or in the next 2 weekdays for an urgent appointment with 22% stating that they could not get an appointment but wanted to and 11% saying that they could not get an appointment but were happy to wait.
7. 95% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the opening hours of the practice with 4% either 'Fairly Dissatisfied' or 'Very Dissatisfied'.
8. 52% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the car parking availability with 37% either 'Fairly Dissatisfied' or 'Very Dissatisfied'
9. 99% of patients found it either 'Very Easy' or 'Fairly Easy' to get into the building with 1% of patients reporting difficulty in gaining access.
10. 81% of patients either didn't need to wait or found the wait acceptable after registering at reception to be seen by a Health Care Professional. 19% felt the wait was longer than acceptable.
11. 86% of patients rated the comfort of the waiting area as either 'Very Good' or 'Fairly Good' with no patients rating it as 'Fairly Poor' or 'Very Poor'
12. 100% of patients rated the cleanliness of the Health Centre either 'Very Good' or 'Fairly Good'.
13. 97% of patients reported that they had confidence and trust in the person that they saw with 3% reporting 'Not Really'.

14. 100% of patients reported that they were treated with dignity and respect.
15. 85% of patients felt that they had been given helpful information about the different options, choices or treatments available to them with 9% stating that 'No information was given'.
16. 84% of patients felt that they were involved as much as they wanted to be in decisions about their care and treatment with 3% choosing 'Not Really' or 'Definitely Not'.
17. 87% of patients said that the person that they last saw knew about any previous care or treatment with 3% choosing 'Not Really'.
18. 89% of patients said that they had been given enough time to discuss their Health or Medical Condition with 8% stating 'Not Really'.
19. 94% said that the person that they saw explained the reasons for any treatment or action in a way that they could understand with 5% stating that no treatment or action was needed.
20. 96% of patients felt that the length of time that their Health Professional spent with them was about right with 1% feeling that they had not had enough time and 1% feeling that they had had too much time.
21. 1% of patients needed interpreting support to communicate with 1% stating that it was not offered and they had to provide their own interpreter.
22. 97% of patients were satisfied with the general condition of the practice building with 0% being 'Fairly Dissatisfied' or 'Very Dissatisfied'.
23. 95% of patients said that they found the receptionists helpful with 5% stating that they were 'Not very helpful'.
- 24a) The top 5 areas chosen for being the most important to patients were ....
- 14% Getting to see a GP urgently
  - 13% Access to see a GP at a time convenient to you
  - 10% Opening hours at the weekend
  - 8% Repeat Prescribing system
  - 6% Length of time spent in the waiting room before seeing a GP
- 24b) The top 5 areas chosen where the most improvements could be made were ....
- 13% Opening hours at the weekend
  - 12% Getting to see a GP urgently
  - 11% Length of time spent in the waiting room before seeing a GP
  - 10% Access to see a GP at a time convenient to you
  - 8% Earlier opening hours in the week

25. Choosing a score between 0 and 10 as to whether patients would recommend the service to friends or colleagues....9% chose a score of 5 or less and 91% chose a score of 7 and above.

26. 96% of patients were either 'Very Satisfied' or 'Fairly Satisfied' with the service that they received with 2% stating that they were 'Fairly Dissatisfied'.

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

The Patient Survey results were analysed and brought to a Patient Forum meeting held on 27th January 2014. The 26 page Survey Monkey analysis of the on-line responses alongside the 10 page practice analysis of the hand-written questionnaires were discussed in detail and it was agreed to take forward 3 points to include in the Action Plan for the year 2014/15.

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

As above, the results of the on-line and paper survey were discussed in detail and the group suggested 3 areas that the practice could look work on over the following 12 months.

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

There were many comments on the Patient Survey from patients who were unhappy with the fact that parents from the neighbouring school use the patient car park when dropping off and picking up children from school. This is a matter for the Health Centre Managers to address and has been an on-going problem for many many years. Numerous different ways of discouraging parents from using the car park have been tried in the past but with very little success. The practice has raised this matter again with the Health Centre Managers and have given them copies of all the comments relating to the car park from the Patient Survey.

**2013/14 Action Plan**

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

The three main points that were agreed to form the Action Plan were:

1. Many patients said that they would like to book their appointments on-line therefore it was agreed to promote the facility for on-line booking of appointments – this facility has been available at the practice for several months now but many patients seem not to be aware of it. This promotion should include very simple short instructions for patients to follow.
2. As patients are keen to use on-line services it was also agreed to promotion of on-line ordering of prescriptions using new software that the practice has recently purchased. This software is part of the on-line appointment booking software and allows patients to see their own repeat prescription screen. It is simpler to use than the current system as patients can simply tick the medication that they require rather than having to type in complicated prescription names.
3. As access to GPs was highlighted as a problem by a few patients it was felt that promotion of the Advanced Nurse Practitioner who works along side the GPs including an explanation of what types of problems she is able to deal with would encourage patients with less complex medical needs to book an appointment with her instead of a GP if they wish to do so.

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<b>Significant changes we have made / plan to make to the services the practice provides</b>
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<p>The practice plans to take on another Nurse Practitioner in order to allow the GPs to spend more time with the patients who have complex health needs.</p>
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<b>How we publicised the local patient survey results and action plan to our registered patients</b>
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<p>The survey results have been posted on the Practice Website and will be included in the next Patient Newsletter due for publication in April 2014.</p>
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**Link to practice website where this report and related information can be found**

<http://www.ehealthservice.co.uk/bolton/liversedge/9.html>

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

The Action Plan for last year was as follows....

1. To try to improve access to the GPs – additional appointment slots were added.
2. To inform patients, on their arrival at the surgery for an appointment, what their anticipated waiting time will be – this is happening now.
3. To enable the facility for patients to receive text reminders for appointments that they have Booked – the practice had purchased this software however, the software providers then blocked the facility due to confidentiality problems that had occurred elsewhere in the Country. The facility to email patients has however now been switched on mid-March 2014 by the software providers and this is now working for patients who have registered for on-line appointment booking.

**Patient Access**

**Practice Opening Hours**

Monday = 8am to 6.30pm  
Tuesday = 8am to 6.30pm  
Wednesday = 8am to 7.30pm  
Thursday = 8am to 6.30pm  
Friday = 8am to 6.30pm  
Saturday = 9.15am to 11.00am

**How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

By telephoning the surgery on 01204 463232 or calling into the Health Centre between the following hours ....

Monday = 8am to 6.30pm  
Tuesday = 8am to 6.30pm  
Wednesday = 8am to 7.30pm  
Thursday = 8am to 6.30pm  
Friday = 8am to 6.30pm  
Saturday = 9.15am to 11.00am

**Extended Hours**

Wednesday = 6.30pm to 7.30pm  
Saturday = 9.15am to 11.00am