

Patient participation report, March 2012

Our newly formed Patient Reference Group (PRG) includes five patient representatives from a cross section of backgrounds in industry and the public sector, a GP representative and the practice's Strategic Director. These representatives are people who had previously expressed an interest in forming such a group and the intention is that they will form the nucleus of a larger group to be developed. We intend to publicise the group on our website and have already begun trying to attract interest by word of mouth during our patient survey and by means of the overhead display in the surgery waiting area. We hope to disseminate information about the group as widely as possible in order to attract interest from all sectors of the community.

The group was launched in November 2011 and has met on three occasions. The intention is to meet every six to eight weeks on a regular basis. Initial discussions centred on the nature of the group's remit and on constitutional issues. Eventually agreement was reached and a proforma constitution, adapted from a national patient model, was adopted.

The group agreed to conduct a patient survey and provide feedback for the practice. For this first year it was considered appropriate to use a validated tool which had previously been used in the practice and found to be informative. The intention is to have wider consideration of the most appropriate tool for the next survey. The objective of the survey was to identify means of improving the practice and improving links with the local community. An action plan has been produced from the survey results and the PRG will discuss the contents of the action plan at their next meeting.

Action Plan

The group decided that it needed to be more representative of all age groups, particularly the younger patient cohort. It was agreed that initially members of the group would approach parents attending the baby clinic. Feedback from these parents resulted in the idea of an online patient forum which we hope to develop in the future. Members of the group have undertaken to research existing good practice with patient online forums..

The patient survey was conducted using the tried and tested Manchester University GPAQ Patient Questionnaire. Member of the PRG completed the questionnaire with patients in the waiting room whilst other patients completed and returned their questionnaires by post. Two hundred and fifty questionnaires have been completed and analysed using an appropriate software package supported by practice funding. The results are due to be published soon.

Findings suggest a high standard of satisfaction with the quality of clinical care and opening hours. The waiting room was considered an area for improvement and suggestions have been made for methods of making the room more attractive.

The complete results and statistical analysis were discussed at the April meeting.

Waterfoot GPAQ Statistical Analysis – March 2012

An analysis of the 250 Questionnaires - 9% being Postal & 91% Surgery based – even though covering a wide Age Range - was biased towards the 'Older Patients' as can be seen by the following Profiles:

<u>Age Range</u>	<u>% of Forms completed</u>	
Under 20	5.9	
20 – 30	11.9	
<u>31 – 40</u>	<u>16.9</u>	<u>34.7%</u>
41 – 50	17.8	
51 – 60	14.8	
61 – 70	18.8	
<u>70+</u>	<u>13.9</u>	<u>65.3%</u>

28% were Males with 72% being Females.

It is hoped to broaden these profiles before the Consultation Analysis is completed.

Further detailed analysis showed that:-

The number of times Patients had visited the Doctors were – 7 or more 23.5%, 5/6 24.3%, 3/4 28.7%, 2 or less 23.5%.

Rating of the Receptionists' Treatment was 10.3% Excellent, 27.6% V. Good, 32.8% Good, 14.7% Fair with concerns expressed by 14.6% giving a 'Mean Rating' of 4 being Good overall.

When asked about the Practice Opening Hours the overall average rated them as Good but in an 'Ideal World' - 29 wanted weekends, 23 more Evenings, 3 at Lunch Times & 7 in Early Mornings with 39 being completely satisfied.

Of those wanting to see a particular Doctor – 15.6% saw same day, 15.6% next day, 18.3% in 2 days, 20.2% in 3days, 12.8% in 4 days & 16.5% in 5 days – Overall this was rated as Fair/Good.

Surprisingly the 'mean average' of those willing to see any Doctor was 3.73 also Fair/Good

In Urgent cases 53.6% saw a GP the same day, with 25.5% unable to and 20.9% not needing to.

The 'Waiting Times' in the Health Centre were rated overall as Fair with 11.6% waiting over 30mins, 19.6% 21-30mins, 40.2% 11-20mins, 23.2% 6-10mins.

The ability to get through to the Practice by phone was rated only as Fair, as was the 'Mean Average' of 3.02 wanting to speak to a Doctor.

When asked about seeing their 'usual Doctor' 39.4% saw them some of the time, 17.2% a lot of the time, 19.2% almost always, 10.1% always – overall this was rated as Fair/Good.

All the first 7 questions relating to the consultation with the Doctor were rated as Good heavily weighted towards V. Good as scored in the 8th 'caring & concern' question.

After seeing the Doctor 35.7% understood much more & 40% a little more than before the visit, with 40.3% being able to cope much more & 34.3% a little more. 40.3% felt much more able to keep themselves healthy with 32.8% feeling a little more able.

Further analysis revealed:

Of those surveyed 54.8% had long-standing illness, disability or infirmity, 98.1% white.

63.8% were 'Owner-occupied/mortgaged' with 36.2% living in 'Rented' accommodation.

37.1% were employed, 3.8% unemployed, 4.8% in Education, 11.4% unable to work due to long term sickness, 8.6% looking after the home/family with 32.4% retired.

Please see attached summary diagram and action plan.



Patient Survey Comments 2012



Practice runs efficiently,
premises clean, modern and
well maintained



Treatment and appointments
for young children is faultless

Doctors take an active
interest and get things done
ASAP



Fantastic support staff-
especially Nurse Practitioner,
Practice Nurses and all the
Heath Care workers

Health care at the Centre is ok
and seems to be improving.
However this is not always
obvious to the patients.





Patient Survey 2012

What we could do better

Queuing to see a Receptionist-
more staff should be available

Getting through on the phone
is sometimes a nightmare

Waiting area is clinical

Reception staff are difficult
and make trying to see a
Doctor like booking an
appointment with the Prime
Minister.

The website hasn't been
working correctly for several
months, the appointment
booking continues to take you
to prescription details

ACTION PLAN Patients Forum 2011-2013

Improve representation on the Patient Forum.	Set up an online patients' forum Target parents at the baby clinic Advertise Patient Forum more effectively	Patients' Forum & Strategic D.	Nov 2012
Continue to improve the quality of the receptionists' service to patients	Internal audit and monitoring of issues. Set up appropriate up skilling programme to include role playing scenarios.	Strategic D, Office Manager & GPs	Jan 2013
Improve internet access and appointments	In view of the new system changes do technical audit and implement action programme.	Strategic D & Office Manager	July 2012
Evaluate current patient questionnaire proforma	Further audit in 2012-13- exact method to be decided	Practice & Forum	Feb 2013
Improve provision for patients with Learning Disabilities	Coffee afternoons for Learning	A.F (Assistant OM) & Patient Forum	Nov 2012
Develop community links	Set up Poster board for local schools to display artwork and health related themes	Patient forum & DW (HCA)	April 2012

