

MILLRISE MEDICAL PRACTICE

Patient Participation Group Information and Practice Survey Results 2013

PATIENT PARTICIPATION GROUP

Background

The practice Patient Participation Group started in January 2012 and has continued over the last 12 months.

The groups first meeting was February 2012 where the members developed a practice survey which was which was sent out to 200 patients in the practice and the results were analysed by the group and an action plan developed.

Following the initial meeting the group met monthly until June 2012 when the practice was undergoing a change in computer system so it was agreed with the group that the meetings would recommence following this. Since April 2012 the group have met 6 times and have worked on the action plan that was determined from last year's survey and also have had an input in displays in the practice and the monthly newsletter produced by the practice.

The group has also supported two of its members who are charity fundraisers for local causes by attending local events such as bingo nights and a garden party.

Profile of Group

There have been some changes in the members of the group since its initial set up.

One male member has left the group but we have recruited 2 female members and have another two potential members who we are inviting to the next meeting in May 2013.

- The group is made up 6 females and 2 males
- Ages range from 34 to 83
- The members of the group are all white British which is shown as the largest ethnic group of our registered patients
- The majority of the group are over the age of 65 but this also represents our population as 21% of our registered patients are over the age of 65
- Two members of the group have young children
- Members of the group are also carers for relatives

We have the same number of members as last year but there have been changes and we are currently looking to increase the group and particularly look at increasing the

demographics in the group to include more males, younger members and members from ethnic minorities although we do not have a large number of BME patients registered at the practice.

PATIENT SURVEY

The practice undertook a survey via a company called CFEP and the results of this survey were discussed with the PPG at the meeting on 6th February 2013.

There was one question the group were concerned about where the practice had scored below average this was "Chances of seeing a Dr or nurse within 48 hours"

The group were surprised as they felt the practice offered an excellent emergency service and decided ask this question again in the survey the group were developing.

Other areas the group felt needed to be put on the survey were:-

Non-attenders and the reasons for this

The group felt this was an important area that needed looking at and this had been discussed in several meetings and the PPG were kept updated with regards to the numbers of patients that did not attend for appointments.

Services provided

The group felt it would be beneficial to survey patients with regards to the services provided so the group and the practice had an awareness of which areas patients needed more information about which could be used for future displays in the practice/practice newsletters/information added to practice website.

How patients would like to be kept informed

The group felt that a question about the different ways to inform patients would be beneficial.

Text Messaging

This was a new service the practice was starting so felt it would be beneficial to ask patients if they felt it would be useful.

There was also an area for patients to leave comments if they wished to do so.

Running the survey

The survey was run over two weeks from 18th February 2013 to 1st March 2013. One member of staff was allocated and patients who were attending the surgery during this clinic were asked to complete a questionnaire.

Patients then put completed questionnaires in a box in the waiting room. Questionnaires completed were anonymous.

200 completed questionnaires were received by the practice.

The completed questionnaires were entered onto the computer version of the survey and software produced a report of the results.

Patient handwritten comments were collated separately.

RESULTS OF THE SURVEY

Appointments

Seeing a GP urgently

The PPG felt this needed readdressing as results of the previous patient survey done in July 2012 showed that the practice was below average for this area.

The results of the PPG survey showed that 66% of patients were seen the same day or the next day and 18.5% said they had never asked to see a GP urgently.

Seeing a specific Dr or Nurse

Patients were asked if they were requesting a specific Dr or Nurse when booking an appointment

61% said yes they had requested a specific Dr or nurse

We then went on to ask if they were able to make that appointment and

68% said they were able to do at the time they made the booking

4% said they had to call back and

26% said they agreed to see another Dr or Nurse

Non attenders

Patients were then asked if they had failed to attend a booked appointment within the last year and the reasons why.

14% said they had failed to attend and 79% said they had tried to let us know.

We also asked patients for some indication why they did not attend.

12% said they felt worse and attended another health care service before the appointment

8% said they felt better before the appointment

40% said they had unforeseen problems (ie transport/personal emergency)

24% said they forgot

16% said other

Patients were also asked if they felt an automatic text reminder service for appointments would be beneficial and 74% answered yes to this.

Services provided

Patients were asked to rate their level of satisfaction with the services provided by the practice.

39% said Excellent

25% said Very Good

18% said Good

5% said Fair

0.5% said Poor

Patients were then asked if they were aware the practice provided the following services

- Stop Smoking Services
- Childhood Immunisations
- Travel Advice
- Chronic Disease Checks for
- Diabetics
- Patient with heart disease
- Asthmatics
- Chronic chest problems
- Lifestyle advice/health checks
- Cervical smears
- Contraceptive Advice

- Dressings/Wound Care
- Repeat prescription collection services
- Blood tests
- Flu injections

Overall patients surveyed were aware of most of the services the practice offered but there were areas which the group needed more promotion to patients these were

- Chronic chest problems/Asthma Checks
- Travel Advice

Finally patients were asked how they would like to be kept informed of changes in the practice.

Practice Website – 18%

Posters in the surgery – 42%

Newsletter – 33%

Other – 5%

PATIENT COMMENTS FROM THE SURVEY

Appointments

There were several comments about waiting times for particular doctors. Patients can see any Dr they wish to and are encouraged to see the same Dr where possible unfortunately some Drs work part time so have a limited number of appointments available.

The surgery does offer an emergency service where patients are usually seen within the same day but for routine appointments with a particular Dr Patients may have a short waiting time.

There were some comments about late night appointments for people who work and opening on Thursday afternoons. The practice does open Saturday mornings and we do try and offer these appointments to patients who work during the week. The practice may consider a late night clinic and this will be discussed at future development meetings with the GP's and management.

Booking appointments/Prescriptions online

There were several comments regarding ordering prescriptions online and booking appointments online. The practice has changed computer systems in August 2012 and we

are still developing the systems and facilities that it offers. This will be added to the development plan for the practice for 2013/2014.

Positive comments

- Pleasant Receptionist
- Always happy with the service.
- Reception staff very helpful they do their best and I find I am always more than satisfied with the medical care.
- Very good practice, never difficult to get seen.
- I have always found the receptionist very helpful and have always been accommodated with appointments for myself and my children.

Other comments

- More female doctors available
- Space in waiting room for wheelchair users
- More time with the doctor
- To be able to book a double appointment if needed for more than one problem.

DEMOGRAPHIC PROFILE

Patients surveyed were then asked to complete some information regarding their demographics.

68% of patients completed the survey were females and 32% males.

Age categories

Patients surveyed were spread quite evenly over the 25 – 74 age ranges with a few completed by 16-24 year olds and 75+.

Ethnicity

Over 98% of questionnaires were completed by patients with a white British background and this is further broken down below.

White British	165
White European	2
Chinese	1

32 patients skipped this question

Patients who completed the survey were asked how often they came to the practice and 53% said they came occasionally with 31% saying often and 16% very rarely.

FEEDBACK FROM THE PPG

The PPG met on 13th March 2013 to discuss the results of the survey.

Members of the PPG felt the results of the survey were very good. The results had clarified that patients were usually seen within 48 hours which they were concerned about from the previous survey performed by the practice.

The PPG developed an action plan which will be discussed at future meetings in 2013.

ACTION PLAN

- **Promote the travel advice service to patients via**
 - Display in waiting room
 - Newsletter
 - Website
- **Patient education regarding chronic chest problems/asthma checks via**
 - Display in waiting room
 - Newsletter
 - Website
 - Organise event in the surgery to promote services offered to patients with chronic chest problems.
- **Non attenders**
 - Continue to promote awareness regarding this using screen in waiting room/newsletters/website.
 - Monitor numbers of patients' non attending since the text reminder service started using same period last year as a comparison to see if numbers have reduced since the service started.
- **Online services**
 - Develop the use of online services as part of the practice development plan for 2013/2014
- **Waiting room**
 - The practice has recently purchased a blood pressure monitor for the waiting room and will for patients where they can take their blood pressure and displays and

leaflets promoting healthy living will be available. As a result of this the practice and PPG will look at reorganising the waiting room taking into account the comment regarding space for wheelchair users

CONCLUSION

The practice feels that the second year of Millrise PPG has been very successful. The group has been actively involved in ideas for displays and newsletters in the practice. The group will continue in 2013/2014 and will work on the action plan that has been developed following the patient survey.