

## Standard Reporting Template

NHS England (Wessex)  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Old Fire Station Surgery

Practice Code: J 82128

Signed on behalf of practice: *[Signature]*

Date: 17/3/15

Signed on behalf of PPG: *[Signature]*

Date: 17/3/15

### 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? **YES** / NO

Method of engagement with PPG: Face to face, Email, Other (please specify) Virtual – Survey based via e-mail/postal, website and ad-hoc.

Number of members of PPG: 158

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4245	4183
PRG	56	102

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1687	744	1213	1229	1250	894	782	629
PRG	0	16	34	33	23	25	17	10

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	3469	11		224	32	27	25	18
PRG	139			8	1		1	1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	26	3	3	27				2	1	1
PRG	3	1		2		1				1

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The Surgery's patients are predominantly White/Mixed British with very small other minority Ethnic Groups. We have not always recorded patient's ethnicity therefore data for the practice profile is only based on patients with data recorded.

The way we recruit patients mean that all ages, sex, race etc. are all targeted equally.

The way we recruit patients include, Invite posted on website, posters in and around the surgery, letters, with application forms, at reception desk, questionnaires in reception area asking for up to date of information and whether they would like to become a member, staff talking to

patients re the PRG, message on New Patient Questionnaires to encourage new patients to become members, poster and hand-outs of previous survey results around the surgery stating "we are continuing to accept new members please ask for an application form at reception.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

When the PRG was set up in 2011 we had quite a large population of polish patients registered at the surgery so we did a mail campaign to recruit more polish patients into the group. 2% of the group is polish, even though many of these patients have now moved away.

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

In December 2014 we designed a "What next?" questionnaire, this was to get an idea of what priority area/areas our patients wanted us to take a closer look at. The choices we gave were opening times, Appointment System, Repeat Prescriptions, Getting test results or general review. We also gave patients a chance to give any other suggestions.

This questionnaire was e-mailed/posted to our PRG members, put on our website and left in the reception area giving all patients a chance to fill out the questionnaire. We had 72 questionnaires returned.

The results of this questionnaire were emailed/posted to our PRG members and added to our website for all to see. After analysing the results it showed that 33.33% of completed questionnaires indicated our appointment system needed to be looked at. Although many comments were extremely positive.

In February 2015 a further questionnaire looking more closely at our appointment system was e-mailed/posted to our PRG members, put on our website and left in the reception.

How frequently were these reviewed with the PRG? 6 monthly



### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

How satisfied patients are with waiting times for routine and urgent appointments.

##### What actions were taken to address the priority?

In the February questionnaire titled "Appointment system" the following questions were asked

- On a scale of 1 to 5 (5 being extremely satisfied, 1 being not satisfied at all) How satisfied are you with the appointment system at the surgery?
- In the last 6 months if you needed to see a Dr urgently do you feel you were offered an appointment in an acceptable timeframe?
- In the last 6 months if you required a routine appointment do you feel an appointment was offered in an acceptable timeframe?
- Comments were also asked for

##### Result of actions and impact on patients and carers (including how publicised):

58% of patients scored the surgery 4 or 5 on how satisfied they are with the appointment system at the surgery, the results were:

5	4	3	2	1
25% (18 patients)	32% (23 patients)	31% (22 patients)	7% (5 patients)	4% (3 patients)

The results showed that the majority of patients were happy with the length of time they had to wait for an appointment especially if it was urgent. The comments given highly praised our triage system and showed how much patients like it (which is how we offer emergency appointments). For routine appointments 40 patients were happy and 23 not with the time they had to wait for a routine appointment. On Thursday 26<sup>th</sup> February the results were discussed with the GPs at a meeting and it was decided we could trial keeping some appointments to

open up at the beginning of each week to use as routine. This will start immediately and be reviewed in 6 months. On the 10<sup>th</sup> March 2015 the results and actions from the "Appointment System" survey were sent/e-mailed to our PRG members, published on our website, and hard copies placed in reception. They have also been asked to view a draft copy of this report on our website (or ask for a hard copy) and asked to provide any feedback within 5 days. The results will also be displayed on a poster which will be on display in our waiting areas. All feedback will be greatly received.

## Priority area 2

### Description of priority area:

What do patients feel are more important to them Pre-booked or same day appointments?

### What actions were taken to address the priority?

Patients were asked (via February's "Appointment System" questionnaire) what is more important to them

- Pre-booking appointments
- Same day appointments
- No preference

### Result of actions and impact on patients and carers (including how publicised):

The results from the 71 patients that answered the questionnaire showed that there is not really much of a difference in which sort of appointment were more important:

Pre-booking appointments in advanced	23 responses
Same day appointments	29 responses
No preference	19 responses

The results were discussed with the GPs at a meeting on 26<sup>th</sup> February and it was decided we would make no changes to what we offer. This decision has been sent/mailed to all our PRG members. All actions have been sent/e-mailed to our PRG members, published on our website, and hard copies placed in reception. They have also been asked to view a draft copy of this report on our website (or ask for a hard copy) We will also be displaying a poster which will be on display in our waiting areas. We have asked for any feedback, this will be greatly received.

### Priority area 3

#### Description of priority area:

Does the surgery make patients aware of the different appointments offered at the surgery and how/where they are able to get advice/help from.

#### What actions were taken to address the priority?

Simple questions requiring a Yes/No answer were put on the "Appointment System" questionnaire.

#### Are you aware

- The surgery offers some early morning, late night and Saturday morning appointments?
- and you can also
- Make appointments 24hours a day via our website or automated telephone system?
  - Cancel appointments via our website or automated telephone system?
  - Request a telephone consultation with your GP?
  - Speak to our Triage nurse if you have an urgent problem?
  - Go to the minor injury unit if we have no appointments available or we are not open?
  - Access Bitterne Walk-in Centre (6.30pm – 9.30pm week days and weekends) or call 111 if you need to be seen when we are not open?
  - Go to Lloyds Pharmacy with minor ailments?

#### Result of actions and impact on patients and carers (including how publicised):



The following table shows the results from our questionnaire titled "Appointment System" which when analysed shows what patients are aware of what is offered at the surgery and how/where they are able to get advice/help from.

Are you aware	Yes	No	After discussion with the GPs with regards to these results it is decided we will improve and check how we advertise what is available. We will look at what improvements can be made to our website and what information can be given to patients in forms of leaflets and posters.
The surgery has some early morning, late night and Saturday morning appointments	68%	32%	
You can make appointments 24hours a day via our website or automated telephone system	92%	8%	
You can cancel appointments via website or 24hour automated phone service	89%	11%	
You can request a telephone consultation with your GP	44%	56%	
You can speak to our triage nurse if you have a problem	87%	13%	
Go to the Minor Injury Unit (if we have no appointments or are not open). They also have x-ray facilities	83%	17%	
Access Bitterne Walk-in Centre or call 111 if you need to be seen when we are not open	89%	11%	
Go to Lloyds pharmacy with Minor ailments	59%	41%	

On the 10<sup>th</sup> March these results and actions were sent/e-mailed to our PRG members, published on our website, and hard copies placed in reception. They have also been asked to view a draft copy of this report on our website (or ask for a hard copy). If the patients have any feedback we have asked for it in 5 days. Feedback is greatly received. They will also be displayed on a poster which will be on display in our waiting areas.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

We set up our patient participation group in 2012. We continue to review actions from previous survey.

In 2012 we decided we did not need to make any changes to the way patients contacted doctors by phone. Although we do now offer telephone consultation slots as demand became greater.

In 2013 we set up on-line services for appointments and prescriptions, this works extremely well in the surgery. We also keep the surgery website "up together" regularly making changes and adding new information

From the survey of 2014 members of the group were disgusted at the number of patients who "do not attend" for their appointments. We now monitor, review and send letters to patients who continue to "not attend" their appointments, publish these figures on a poster for all patients to see at the surgery. We have not had to remove anyone from our list yet, although some patients have had more than one warning letter.

We also planned on setting up a text reminder system but this has not happened knowing that the free NHS text service was being stopped. We do continue to collect up to date information and SMS consent for patients by having questionnaires around the waiting area.

We have also re-painted and made the disabled car parking spaces clearer in our car park.

#### 4. PPG Sign Off

Report signed off by PPG: **YES/NO**

On the 10<sup>th</sup> March 2015 the results and actions from the "Appointment System" survey were sent/e-mailed to our PRG members, published on our website, and hard copies placed in reception. They were also asked to view a draft copy of this report on our website (or ask for a hard copy. We asked for any feedback to be given within 5 days

Date of sign off: 17/03/15

How has the practice engaged with the PPG:

Yes – Virtually, on-line (via the website) and hard copies of the questionnaires left in the reception area of the surgery. Also posters advertising groups placed in waiting areas.

How has the practice made efforts to engage with seldom heard groups in the practice population?

Yes, previously written to ethnic minority group (polish). All patients of the surgery can become a member or fill in the questionnaire either when visiting the surgery or on-line

Has the practice received patient and carer feedback from a variety of sources?

The PPG members have been asked to view a final draft of this report via our website and 5 days have been given to provide feedback.

Feedback received was very positive towards the surgery, All responses will be discussed at the surgery.

Responses received are:

- I think you have things heading in the right direction. It would be nice to see a better response from your difficult patients.
- It is apparent that the length of time people have to wait for an appointment is a major concern to patients and also the fact that you cannot book all appointments on-line.
- Very Useful
- One is often unsure whether to say it is an emergency or not. But I know it is all down to lack of investment. We spend less per head on health than anywhere in the western world. So I can only praise your efforts.
- If people did not miss appointments there would be more for others.
- I think overall the service has been proven to be satisfactory and many of the comments are very individual issues.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

The survey "What next?", when analysed showed the group to want appointments at The Old Fire Station Surgery to be looked at in more detail. From analysing the results of the "appointment system" survey the priority areas were decided. The action plans were not decided by the PPG but feedback was asked for and is greatly appreciated.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

This is on-going and will be reviewed regularly.

Do you have any other comments about the PPG or practice in relation to this area of work?

Yes. We are continually greeting new members into the group. It involves on-going hard work recruiting new members but since we started the group in 2012 the number of our members has increased from 52 to now having 158. To continue to involve all patients and recruit more members we have had to up-date the version of survey monkey we use. We appreciate all the opinions and views we gain from these surveys. We are always looking into new ways of advertising our group but now feel we use all available options. I feel the surgery does good work in gaining responses from the PRG members with what resources are available. In a very short, quick survey sent to our members on 15<sup>th</sup> March, 95% of our members thought the group is worthwhile and beneficial (61 responses received).