

The Centre Practice

Patient Participation Report 2013-14

Introduction

The Centre Practice Patient Participation Group was originally set up in August 2004 and comprised around 10 -12 members. In 2009 it formalised its structure, appointing a chairman and developing a constitution. In 2011 it widened its scope to include virtual members with the aim of including a wider demographic range to more closely match the practice population and now numbers around 48 in total, some members being more active than others. The age range of the whole group is rather older than the practice population (see Appendix A). 27.46% of the total practice population is aged 65 and over, 78.8% of the patient group is aged 65 or over. We have tried to encourage wider ethnic diversity in the group, 11% of the practice population who have ethnicity recorded, have an ethnicity other than White British but so far only 5.3% of the patient group have an ethnicity other than white British. No specific ethnic group, other than white British is highly represented in the practice population but we have a significant but small number of Polish patients, around 200. 48.75% of the practice population is male, 63% of the patient group is male.

The group includes several patients with long term conditions such as diabetes, CHD, mental health and mobility issues.

Encouraging participation

We have tried to encourage a wider membership of our patient group in various ways:

- In our quarterly patient newsletter
- On our website
- We have information available on a poster in our Waiting room and at Reception
- Information given to new patients
- We continue to obtain ethnicity data for existing patients to encourage a wider range of patients to join the group
- We have a Patient Group notice board in our Waiting Room

Agreeing Areas of Priority for our survey

Our face to face group met with the practice on 12.11.13 to discuss what areas they would like included in the survey for the year. Discussion included subjects which had been discussed at previous patient groups, subjects of complaints and follow on from last year's survey. Minutes of the meeting are available. The suggested questions were circulated to members after the meeting on 19th November and suggestions were requested by the end of the month. Some minor alterations were made. Priority areas agreed included:

- **Telephone appointments**
- **Missed appointments**
- **111 service**
- **Extended hours appointments**
- **Use of triage service**

The survey

Our survey was carried out over four weeks in December 2013/January 2014. 250 copies were given out randomly by our Reception. 112 replies were received and collated, which represented a better return than last year, perhaps reflecting that people were happier to complete a shorter simpler survey

Survey Results

The data from the survey was circulated to the patient group and also to those who had expressed an interest by giving us their email addresses. The results were discussed at a meeting on 12th February 2014 where all comments received were aired and a draft action plan was agreed. This was circulated to members, including those unable to attend. A couple of amendments were suggested so the chair agreed the final document with the practice manager on 1st March 2014.

Action plan

Patients Asked for:	What we will do:
<ul style="list-style-type: none">• More appointments in the extended hours times	<ul style="list-style-type: none">• We will provide additional early morning appointments
<ul style="list-style-type: none">• Better use of phone appointments	<ul style="list-style-type: none">• We will give guidance on what types of condition are suitable to be discussed in phone appointments
<ul style="list-style-type: none">• More information about the triage service	<ul style="list-style-type: none">• Similarly we will give guidance on what types of condition can be dealt with in triage and how the system works from our perspective
<ul style="list-style-type: none">• More information in languages other than English	<ul style="list-style-type: none">• We will provide some patient information in Polish and advertise the fact that we have access to a phone translation service. We will try to access information in other languages too.

This report is available on our website. It has been circulated to our patient group members and is available in Reception. A summary will be included in our patient newsletter.

Our core opening hours are 8.00-6.30 Monday to Friday. In addition as part of the Extended Hours scheme we are open from 7.30am each Monday and Thursday, until 8pm on Monday evenings and one Saturday morning in four from 8.30-11.30am. During core hours we can be contacted by telephone on 01329 823456, face to face at our Reception desk or via email through our website www.farehamcentrepractice.co.uk

Here is the action plan drawn up after last year's survey and a summary of the actions which the practice has taken.

Patients Asked for:	Action from last year's survey:
<ul style="list-style-type: none"> • A new children's area in the waiting room 	<ul style="list-style-type: none"> • Provide a play table and child sized chairs. Provided
<ul style="list-style-type: none"> • Improvement in way test results are obtained 	<ul style="list-style-type: none"> • Posters to be put up in the Phlebotomist's room, HCA's room and the waiting room, and leaflets at Reception, outlining how to obtain results Provided
<ul style="list-style-type: none"> • Requesting Repeat Prescriptions online 	<ul style="list-style-type: none"> • Work with the system supplier on an improved system. Chair of group to be involved in road testing it from a patient perspective New system should be available from April 2014
<ul style="list-style-type: none"> • Under 16s on repeat medication should not have to provide an individual email account but use a parent's address 	<ul style="list-style-type: none"> • This is not technically possible for confidentiality reasons but we will work with the system supplier to see if an alternative can be found Unable to change this unfortunately
<ul style="list-style-type: none"> • Further information required on NHS reforms 	<ul style="list-style-type: none"> • We will put further information in our newsletters. Information in our autumn newsletter
<ul style="list-style-type: none"> • Ladies toilet in Waiting room lacks privacy 	<ul style="list-style-type: none"> • There is non reflective glass in the windows so it is not possible to see in from the car park. We will put up a notice to this effect. The cubicles themselves are completely private Provided

APPENDIX A

Information checklist for local patient participation report

2014

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:				
Practice population profile		PRG profile		Difference
Age				
% Under 16	15.5	% Under 16	0	-15.5
% 17 - 24	8.29	% 17 - 24	0	-8.29
% 25 - 34	10.61	% 25 - 34	10.5	-0.11
% 35 - 44	11.53	% 35 - 44	5.2	-6.31
% 45 - 54	14.67	% 45 - 54	0	-14.67
% 55 - 64	11.94	% 55 - 64	5.2	-6.74
% 65 - 74	13.83	% 65 - 74	42.1	28.27
% 75 - 85	9.74	% 75 - 85	31.5	21.76
% Over 85	3.89	% Over 85	5.2	1.31
Ethnicity				
White		White		
% British Group	89.2	% British Group	94.7	5.5
% Irish	0.3	% Irish	0	-0.3
Mixed		Mixed		
% White & Black Caribbean	0.3	% White & Black Caribbean	0	-0.3
% White & Black African	0.3	% White & Black African	0	-0.3
% White & Asian	0.6	% White & Asian	0	-0.6
Asian or Asian British		Asian or Asian British		
% Indian	1.7	% Indian	0	-1.7
% Pakistani	0.5	% Pakistani	0	-0.5
% Nepalese	0	% Nepalese	0	0
% Bangladeshi	0.6	% Bangladeshi	0	-0.6
Black or Black British		Black or Black British		
% Caribbean	0.1	% Caribbean	0	-0.1
% African	0.6	% African	0	-0.6

Chinese or other ethnic group		Chinese or other ethnic group		
% Chinese	1.1	% Chinese	0	-1.1
% Any Other	1.1	% Any Other	5.3	4.4
Gender				
% Male	48.75	% Male	63.15	14.4
% Female	51.25	% Female	36.85	-14.4

The Centre Practice Patient Survey January 2014 Summary of Responses

Opening Times

We currently open at the following times:

7.30am-8pm Monday, 8.00am-6.30pm Tuesday, 8.00am-6.30pm Wednesday, 7.30am-6.30pm Thursday, 8.00am-6.30pm Friday Saturday 8.30-30 (one in four)

Which of the Following statements most closely reflects your views?

I would like more early morning appointments	14
I would like more early evening appointments	8
I would like more weekend appointments	25
I think the opening times are about right	60
	107

Access

We use a triage service to offer speedy help to those who can't wait for a routine appointment. If you have used this service which of the following statements most closely reflects your experience?

It was useful, I got the help I needed quickly	68
It was ok but i had to wait too long to get what i needed	11
I didn't get what i needed	2
I would like it to be used more	11
	92

Phone Appointments

We have recently introduced phone appointments so the doctor phones the patient for a routine appointment rather than seeing them face to face.

If you have used this service which of these statements most closely reflects your experience?

It was useful, it saved me coming into Surgery	35
It was ok but the Doctor had to ask me to come into surgery anyway	14
I would have preferred to see the Doctor but i got what i wanted	16
It wasn't helpful at all	6
	71

Missed Appointments

In September 2013 over 270 people missed appointments with our Doctors or Nurses. If you have missed an appointment in the past year can explain why? (you will not be penalised for your answer - we would rather know the truth)

I forgot	6
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I couldn't get thorough on the Phone to cancel	7
I felt better so didn't need to come in	2
I didn't realise i needed to cancel	
	15

111 Service

The 111 out of hours service had been in operation for some months now. If you have used this service which of these statements most closely reflects your experience?

It was helpful and gave me what i needed	14
I had to wait a long time but got what i needed in the end	4
It wasn't helpful at all	2
They referred me back to my GP	4
	24

Are you?

Male	32
Female	54
	86

Age Group

Under 16	
17-24	1
25-34	10
35-44	5
45-54	8
55-64	30
65-74	20
75-84	10
Over 84	4
	88

Your ethnic background

White	92
British Group	1
Irish	2
Other	95