

Dr A N JONES & PARTNERS

Porter Brook Medical Centre

LOCAL PATIENT PARTICIPATION REPORT

Background

The practice has a current list size of over 26,000 registered patients which has steadily increased over the last few years. Our list consists of a high percentage of students from Sheffield Hallam University together with a local patient base. The patient population is extremely diverse with a wide variety of different needs.

Services are provided from two sites; Porter Brook Medical Centre is available to all patients and the medical centre (Student Health) based at the Hallam University is available only to students.

In early 2011 the practice decided to set up a Patient Participation Group in order to improve communication with our patient body. It was decided that two separate Groups would be formed; one to represent the needs of the patients attending Porter Brook, and the other to represent our student population who attend Student Health at the City Campus. Please see Student Health website for their full report.

Porter Brook Patient Participation Group (PPG)

Member Recruitment

Our working party met in April 2011 to discuss the best methods of recruiting patients to join the Group. It was decided that we would recruit volunteers through open advertisement and invitation.

Open advertisement (June 2011 onwards) – In order to attract a representative mix of the practice population we advertised the PPG & its intended activities via posters displayed in the reception area, on the waiting room television, practice website and in the practice leaflet. The advertisements encouraged registered patients of differing ages, gender, ethnicity and backgrounds to come forward.

Invitation – Practice staff were asked to nominate registered individuals. A PPG invitation letter was then posted out to all nominees.

In July 2011 the working party met to select individuals to join the Group from those who had expressed an interest. We selected several registered patient members who we felt fitted our practice profile.

We ascertained that we were underrepresented in certain categories of patient. We therefore decided to send a postal invite to a random selection of patients who fell into these categories to see if we could evoke further interest and ensure our PPG was representative of our practice population. 25 patients aged between 20 and 30, 8 patients on our carers register and 15 expectant or new mothers were contacted. Reception staff also handed out further invitations at the desk.

The first PPG meeting was held on 8th September 2011 and since then the Group has met approximately every 6 weeks. The Terms of Reference agreed at the first meeting stipulated that membership would be limited to a maximum of ten patient members at any one time (for manageability purposes) and that additional members would be sought should numbers decline.

Practice Profile

		Practice Profile	
Gender	Males	14, 349	54%
	Female	12, 233	46%
Age Range	Under 18 years	1599	6%
	18 – 24	14, 347	54%
	25 – 34	6, 023	23%
	35 – 44	2, 344	9%
	45 – 54	984	4%
	55 – 64	645	2%
	65 – 74	281	1%
	75 – 84	198	0.7%
	85+	161	0.6%
Ethnicity	Ethnic origin is only recorded in approximately 50% of our practice population; however the majority of our patients are of White British/ Mixed British origin.		
Other	The practice looks after 5 residential/ care homes. We have a number of substance misuse patients We have a small learning disability community We have approximately 80 patients on our Carer's register		

Profile of PPG Members

The table below shows a profile of all PPG members since the Group was established. Since then some patients have had to withdraw their membership and new members have been recruited from underrepresented groups.

Member	Gender	Age	Ethnic Origin	Other
1	Male	84	White British	Retired Regular service user
2	Male	43	White British	Regular service user
3	Female	64	White British	Retired
4	Male	63	White British	Retired
5	Female	41	White British	Employed FT Regular service user
6	Female	60	White British	Carer - children with learning disabilities
7	Male	73	Pakistani	Retired Chronic disease
8	Female	50	White British	Employed
9	Female	26	British/ Mixed British	Employed Former student
10	Male	40	Mixed British	Employed
11	Female	16	Mixed British	Student

We believe our PPG is representative of our registered patients as far as is practically possible. We acknowledge that a significant proportion of our practice population are students (who predominantly

use our branch site). We did not recruit additional student members as Student Health at SHU was establishing its own PPG.

Although we did not recruit any known drug users Dr Barn (lead clinician for the PPG) has significant input with our substance misuse patients and learning disability patients, hence was able to act as their representative.

We considered it inappropriate to invite nursing/ care home patients to join the PPG; however Dr Goddard (PPG member) has significant involvement with our largest care home and was happy to act as their representative.

We continue to advertise for new PPG members from underrepresented groups on the practice website. Clinicians regularly hand out PPG invites to patients during clinic sessions.

Priority Issues

The PPG met in October 2011 (minutes available on website) and jointly decided on priority areas and questions for inclusion in a local practice survey (please see minutes linked to the website). It was agreed that no more than 15 questions would be asked and questions would remain relatively simple in order to evoke a greater response.

The Group agreed that a general measure of patient satisfaction would be obtained as there were no immediate/ obvious areas of concern. The practice was considering the feasibility of running some health promotion events and hence this would be included. It was decided that future surveys may explore more specific areas but that appointment availability should be covered each time. The Group agreed that there would be free text field to give patients the opportunity to comment further should they wish to.

Although questionnaires would be left anonymous we felt it essential to ask for some basic patient information (such as age, gender, ethnicity) to ensure the survey was representative of patients who use our services.

Questions were compiled by adapting those asked on existing validated national surveys. A draft version of the practice survey was compiled and e-mailed out to all PPG members for approval before distribution.

Practice Survey - Methodology

During the PPG's introductory meetings discussion took place surrounding the best methodology of conducting the practice survey to ensure that sampling and results were credible.

It was agreed that surveys would be completed both on paper and electronically in order to reach out to a wider diverse patient population. By distributing questionnaires internally we were sure to include some 'regular' service users who perhaps have a greater knowledge of the practice and our services.

We also decided to set up a virtual patient reference group which we hoped might attract younger members of our practice population and those who are difficult to engage. The practice had already begun to collect e-mail addresses of those patients willing to complete surveys online.

The Group agreed that the Practice should sample as large a population size as possible, but ensure that as a minimum requirement more questionnaires should be completed than in the previous years MORI poll.

Patient Survey – Implementation

The patient survey was conducted over a 3 week period in November 2011. Reception staff at Porter Brook handed out questionnaires to every patient who presented at the reception desk and the survey was placed on our practice website for completion online. The survey was also e-mailed out to members of our 'virtual reference group'.

A total of 400 patients completed the practice survey; 28 patients responded electronically (either via the 'virtual' group or online), 372 were completed in the practice.

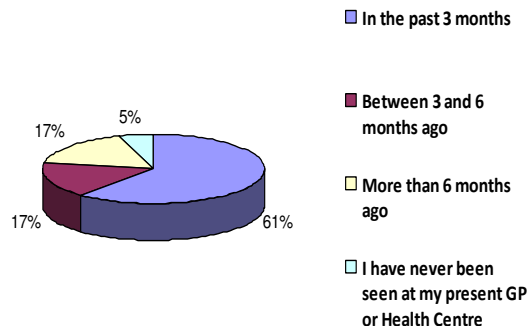
The results were collated and verified in late November 2011. The group agreed that the methodology chosen to undertake the survey and analyse the results was valid. We also agreed that our response rate was good enough to ensure credibility (and an improvement on the national patient survey where 167 questionnaires were returned).

PATIENT SURVEY – STATISTICS (Figures indicate no. of respondents)

A. Appointments at your GP Surgery

Q1). When did you last see a Doctor at the GP surgery?

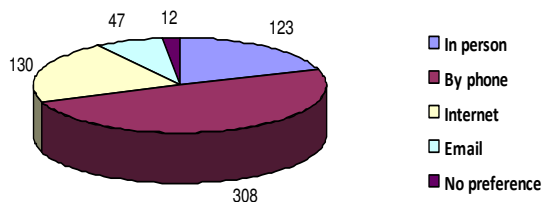
In the past 3 months	250
Between 3 and 6 months ago	63
More than 6 months ago	68
I have never been seen at my present GP or Health Centre	19



Q2). Which of the following methods would you prefer to use to book an appointment at the Surgery?

Please tick all that apply

In person	123
By phone	308
Internet	130
Email	47
No preference	12

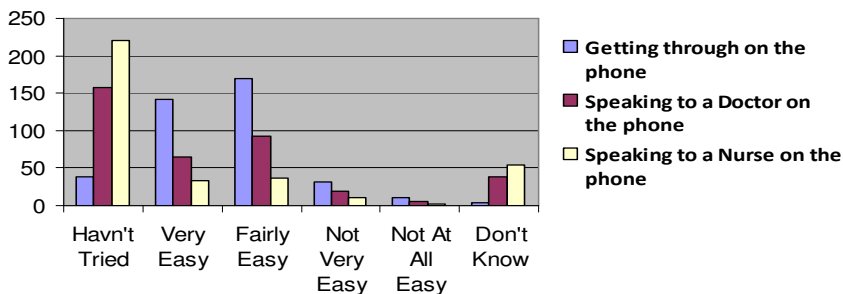


B. Getting through on the phone

Q3). In the past 6 months how easy have you found the following?

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	39	141	169	32	11	4
Speaking to a Doctor on the phone	158	65	92	19	5	38
Speaking to a Nurse on the phone	221	33	36	11	2	54

Getting Through on the Phone



C. Seeing a Clinician

Q4a). Think about the last time you tried to see a doctor/ nurse fairly quickly. Were you able to see them on the same day or in the next 2 weekdays that the Surgery was open?

	Yes	No
Doctor	187	132
Nurse	152	58
Not applicable	53	17

Q4b). If you answered no to the above question, were you offered a telephone consultation with the Duty Doctor?

Yes	74
No	73

Other Comments section

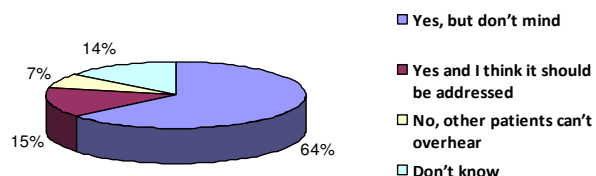
Q5. Last time you tried, were you able to get an appointment with a doctor/ nurse more than 2 weekdays in advance?

	Yes	No
Doctor	222	88
Nurse	68	40
Not applicable	55	18

D. Arriving for your appointment

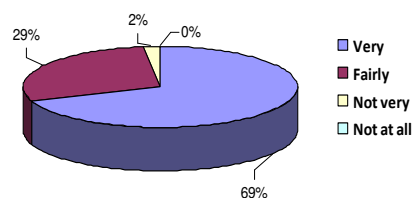
Q6. In the reception area, can other patients overhear what you say to the receptionist?

Yes, but don't mind	249
Yes and I think it should be addressed	57
No, other patients can't overhear	27
Don't know	56



Q7. How helpful do you find the receptionists at the Surgery?

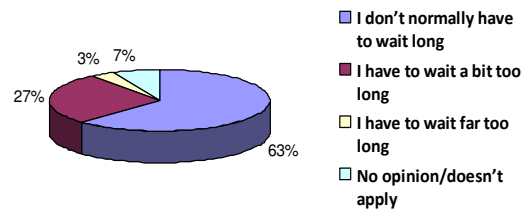
Very	270
Fairly	111
Not very	8
Not at all	0



Comments section

Q8. How do you feel about how long you normally have to wait?

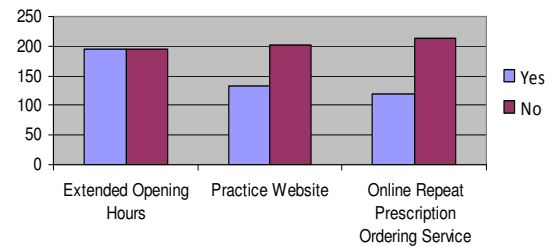
I don't normally have to wait long	248
I have to wait a bit too long	107
I have to wait far too long	13
No opinion/doesn't apply	28



E. Opening Hours

Q9. Are you aware of the extended opening hours, practice website and our online repeat prescription ordering service?

	Yes	No
Extended Opening Hours	195	194
Practice Website	134	202
Online Repeat Prescription Ordering Service	119	214



Q10. Would you like the surgery to be open at additional times?

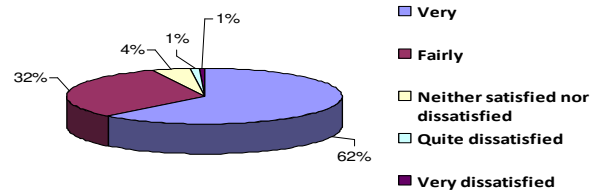
Yes	102
No	240

Comments section

Your overall satisfaction

Q11. In general, how satisfied are you with the care you get at the Surgery?

Very	248
Fairly	126
Neither satisfied nor dissatisfied	17
Quite dissatisfied	5
Very dissatisfied	2



Q12. We are thinking of running some health promotion events. Would you be interested in attending?

Yes	168
No	182
Not applicable	37

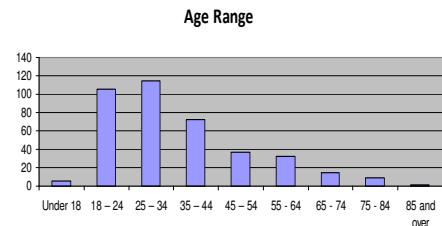
Questions About You

Q13. Are you male or female?

Male	146
Female	249

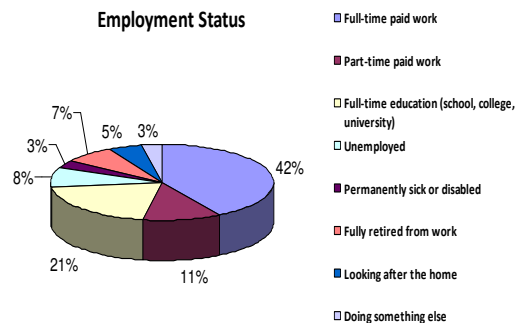
Q14. How old are you?

Under 18	6	55 - 64	32
18 - 24	106	65 - 74	15
25 - 34	115	75 - 84	9
35 - 44	72	85 and over	1
45 - 54	37		



Q15. Which of these best describes what you are doing at present?

Full-time paid work (30 hrs or more per week)	163
Part-time paid work (under 30 hrs per week)	45
Full-time education (school, college, university)	81
Unemployed	33
Permanently sick or disabled	13
Fully retired from work	29
Looking after the home	19
Doing something else	12



Q16. What is your ethnic group?

A. White

British	307
Irish	7
Any other white background	8

B. Mixed

White & Black Caribbean	2
White & Black African	5
White & Asian	5
Any other Mixed background	3

C. Asian or Asia British

Indian	14
Pakistani	29

Bangladeshi	3
Any other Asian background	6

D. Black or Black British

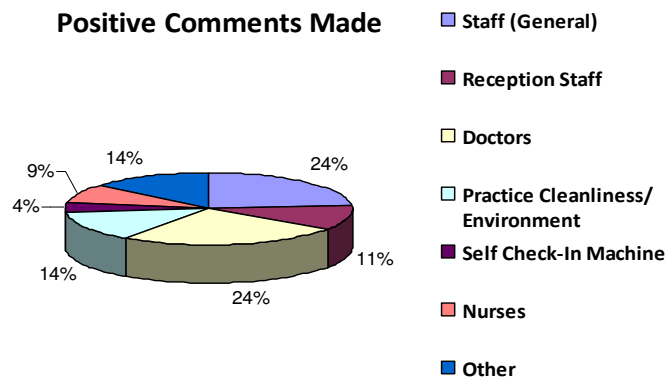
Caribbean	2
African	2
Any other Black background	1

E. Chinese or other ethnic group

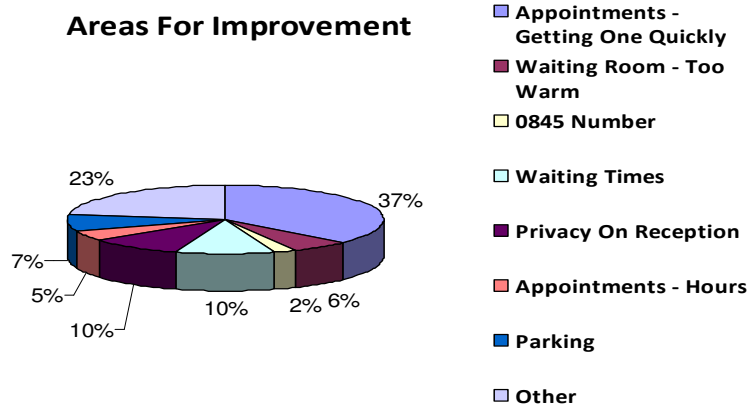
Chinese	3
Any other ethnic group	2

Other Comments (optional)

Was there anything particularly good about your visit to the surgery?



Was there anything that you feel could be improved?



Patient Survey – Discussion & Action Plan

Results of the practice survey were presented to the PPG in the December 2011 meeting (minutes on website). Absent Group members were e-mailed the results and accompanying analysis.

A proposed action plan was drawn up in December’s assembly and finalised at the meeting which took place in January 2012 (minutes on website). All PPG members were given the opportunity to comment on the results, put forward any proposals and discuss the contents of the action plan.

SUMMARY OF FINDINGS & ACTION PLAN

Priority Area	Comment	Proposed Actions	Timescale for Completion
Attendance	Survey has been completed by a cross section of service users	None required	
Appointment Booking Methods	Although the majority of respondents prefer to book over the phone/ in person, a reasonable proportion would prefer to use the internet.	Explore feasibility of online appointment booking – discuss with IT Manager.	Interim report by end of May 2012
Getting Through On the Phone	78% of respondents felt it is fairly/very easy to get through on the phone which is a satisfactory response. Few patients try to speak to a Dr/ nurse.	None required Ensure question is repeated on future surveys.	Next survey
'Urgent' Access (Within 2 weekdays)	59% could get an appointment with a Dr, 72% with a nurse. Access is known to fluctuate through the year. Duty doctor system proving effective when offered. DNA's has a negative impact on access.	1). Provide refresher training with reception staff 2). Take findings to practice Access Group & Partners for further consideration. 3). Actively monitor missed appointments & aim to reduce DNA rate with the introduction of SMS appointment reminders. Ensure reception staff update patient consent as standard. 4). Repeat question on next survey	6 months Next Access meeting Immediate & ongoing Next survey
Booking Ahead (More than 2 weekdays)	72% could book ahead to see a Dr. Response rate for nurse booking was poor so hard to analyse. We acknowledge that particular GPs get booked up quickly.	1). Ensure doctor/ nurse appointments are uploaded onto the clinical system at least 4 week's in advance as standard. 2). Repeat question on next survey and continue to monitor	Immediate and ongoing
Confidentiality On Reception	Patients can be overheard & 15% of respondents felt it should be addressed.	1). Place a queuing line/ notice at the reception desk requesting that patients allow each other privacy. 2). Empower reception staff to request that patients stand back if necessary. 3). Install posters in the waiting area advising that patients can request to speak to a receptionist privately.	3 months
Reception Staff	Pleasing result.	Ongoing training, development and appraisal. In-house customer care training.	Ongoing
Waiting Time	Waiting times generally acceptable. An ongoing issue with patients arriving late for their appointments which makes surgeries overrun.	Communicate (website, TV, waiting room & newsletter) the standard length of time for a doctor/ nurse appointment & the fact that patients can book a double if presenting with more than 1 problem.	Immediate Spring newsletter
Awareness of Website, Extended	Need to publicise these services more effectively.	Investigate advertising these services on: Posters in the waiting area	3 months

Hours & Online Repeat Prescription Ordering		Bottom of prescriptions/ recall letters Back of appointment cards Practice newsletter A PPG leaflet	
Surgery Opening Times	Majority of respondents happy with the opening times. Many of those who were not suggested opening at times which we already are; hence awareness is the key issue.	Ensure opening times are adequately displayed by entrance doors. Publicise extended hours as above.	Immediate
Health Promotion Events	Mixed response.	Discuss possible events with clinical team	6 months
Patient Demographic	Survey reached out to a representative mix of our practice population	None required	
Waiting Room	Several comments indicating waiting room is too warm.	Liaise with contractor to verify that temperature control system is working effectively.	3 months
Parking	Can be an issue during busy periods. We have already investigated this & we do not have the option of extending the car park.	None required	
0845 Telephone Number	Can cost more if contacting the practice from a mobile.	We have already installed signs in the waiting area informing patients that we can call them back.	Already in place

Practice Opening Hours

Monday, Tuesday, Wednesday and Friday

8:20am - 6pm

Thursday

8:20am - 4:20pm

Extended Opening Hours (for pre-booked appointments only)

Doctors: Alternate Tuesdays & Wednesdays - Early appointments from 7am
Late appointments from 6pm to 8pm
Saturday mornings – 8:30am to 11:40am

Nurses: Alternate Tuesdays & Wednesdays – Late appointments from 6pm to 8pm

Blood Tests: Alternate Tuesdays & Wednesdays – Early appointments from 7:50am

Doctors and nurses see patients by appointment throughout the day. You can make an appointment by telephoning the surgery (0845 124 5567) or calling in at reception.