

## PATIENT PARTICIPATION REPORT 2012/13

### *The Jubilee Practice*

<b>Practice Population:</b>		2253				
		<b>Sex:</b>	Male	1113	Female	1140
<b>Age:</b>	<b>Under 16's</b>	400				
	<b>17 - 25</b>	161	<b>36 - 45</b>	305	<b>56 - 65</b>	343
	<b>26 - 35</b>	152	<b>46 - 55</b>	362	<b>66 +</b>	530
<b>Ethnicity:</b>		<b>Caribbean</b>	1	<b>White</b>	943	
<b>British, Mixed British</b>	226	<b>African</b>	0	<b>White and Black African</b>	3	
<b>English</b>	6	<b>Mixed Black</b>	0	<b>Other mixed background</b>	3	
<b>Scottish</b>	0	<b>Chinese</b>	2			
<b>Welsh</b>	1	<b>Japanese</b>	0			
<b>Indian, British Indian</b>	2	<b>Irish</b>	1			

<b>Patient Representative Group Profile (PRG): 9</b>						
		<b>Sex:</b>	Male	5	Female	4
<b>Age:</b>	<b>Under 16's</b>	0				
	<b>17 - 25</b>	0	<b>36 - 45</b>	0	<b>56 - 65</b>	1
	<b>26 - 35</b>	0	<b>46 - 55</b>	0	<b>66 +</b>	8
<b>Ethnicity:</b>		<b>Caribbean</b>	0			
<b>British, Mixed British</b>	7	<b>African</b>	0			
<b>English</b>	1	<b>Mixed Black</b>	0			
<b>Scottish</b>	0	<b>Chinese</b>	0			
<b>Welsh</b>	0	<b>Japanese</b>	0			
<b>Indian, British Indian</b>	0	<b>Irish</b>	1			

There are no specific minority groups within the practice population.

### Establishment of Patient Representative Group

The Jubilee Practice Patient Group has been established since 2011. The Patient Group is voluntary and open to any registered patient aged over 16 years and all ethnic origins. The Practice advertised the Patient Participation Group on posters around the villages in our practice area and within the surgery, in the parish magazine, on our website, on prescription counterfoils, on notice boards close to schools in the area and by the PPG talking to the patients who attended our flu clinic.

Our Patient Group is made up of nine members aged 57-86 years. The Practice population differs slightly from the Patient Group profile as it does not have any members from younger age brackets but does reflect the large number of patients aged 63-85 years in the Practice profile. We would like to encourage patients from the younger age brackets to be involved in the Patient Group and we have tried to communicate with the younger population by advertising the Patient Group in the local schools and playgroups but have been unable to recruit anyone yet.

The Patient Group is representative of our high numbers of British/White patients. However, we do not currently have anyone in the group representing the other ethnic origins on our patient profile. The surgery would like to continue to recruit members to gain a more representative cross section of patients which reflects the demographics of our population.

## Agreeing areas of priority with PRG

The Jubilee Practice sought the views and priorities of the Patient Group through meetings, which occur monthly. We have also sought the Patient Group's views through email on occasions.

The Patient Group considered what would be important to include on the 2012/13 patient survey. The group felt that the priority areas remained as Reception area and staff, Appointments, Doctors and other services.

The priority areas (Reception Area and staff, Doctors, Appointments and other services) which were used in the 2012-13 survey was discussed in a Patient Group meeting and minuted in order for the practice to formulate the survey. The Patient Group chose to use the same questions as the 2011-12 survey so that a comparison to last year's results could be undertaken. The Group could then identify if patient satisfaction had increased since implementation and completion of the 2011-12 action plans. The Group also decided to add a column that asked the patient to identify if they thought that areas had improved recently.

Once the practice had written the survey it was agreed by all members of the Patient Group at a meeting in November 2012. The survey reflected the same priorities as initially suggested by the Patient Group.

## Conducting the Patient Survey

The patient survey was split into four areas (Reception area and staff, doctors, appointments at the practice and other services). The survey ran for 2 weeks from 6<sup>th</sup> December 2012 and for 2 weeks from 7<sup>th</sup> January 2013.

The Practice printed out the survey and gave it to every patient who came into the surgery. A number of surveys were also passed to the local pharmacy to hand out to our patients and it was also published on the practice website. The practice gave a survey to every patient attending the surgery and ensured that patients who needed help to complete a survey were given the time with a member of staff to fill it out. Patients attending the surgery were given the choice of either completing the survey whilst in the practice or taking the survey away with them and returning by post or by placing the survey in a designated box later. Patients who were visited at home or live in a residential home were also given the opportunity to complete a survey as doctors took a survey with them when they visited the patient.

After the survey had finished on 18<sup>th</sup> January 2013, the practice collated the data from the surveys onto a spreadsheet and created an electronic copy of the comments that patients had made.

## Survey results and agreement on key findings

In total, 104 surveys were completed. The number of results received this year was 68 less than in 2011-12, which was, a little disappointing but there were enough responses for the Patient Group and Practice to reflect and produce an action plan.

The findings of the survey were presented to the Patient Group at a monthly meeting. The results were displayed in the format of the survey and the number of responses for each question were entered into the boxes. The members of the Group were also given a copy of the comments from the survey with the exception of those that named staff.

A comparison of the results from the survey in 2011-12 and 2012-13 were produced and given to members of the Group, to establish if there were any improvements from last year's survey results. The main themes that emerged from 2012/13 survey results were-

- There has been a positive increase in patient satisfaction with reception area and staff and appointments. Although there has been a general increase in patient satisfaction with appointments, there are still areas of lower satisfaction relating to the appointment system specifically with booking an appointment over the telephone, the ability to see a doctor within 48 hours and the ability to see a specific doctor.
- There has remained a generally high level of satisfaction with Doctors although patients showed an element of dissatisfaction with the amount of time they were given with the doctor.
- There has been an increase in satisfaction with other services, specifically around signage within the practice and awareness of services provided by the Health Care Assistant and Practice Nurse.

### Results of the survey

#### **ABOUT YOU**

<b>I am completing this survey</b>	<b>97%</b> for myself	<b>3%</b> for a patient I care for				
<b>Gender:</b>	<b>37%</b> Male	<b>63%</b> Female				
<b>Age:</b>	<b>0 %</b> Under 19	<b>13%</b> 19-39	<b>35%</b> 40-59	<b>43%</b> 60-79	<b>9%</b> 80+	
<b>Frequency of your appointments with the doctor/nurse</b>	<b>3%</b> Weekly	<b>14%</b> Monthly	<b>30%</b> 3 monthly	<b>32%</b> 6 monthly	<b>6%</b> Yearly	<b>15%</b> Hardly
	<b>0%</b> Visited at home (If you are only visited at home please only answer the questions which apply to you)					
<b>Which best describes you?</b>	<b>21%</b> Employed full-time	<b>1%</b> Unemployed looking for work	<b>1%</b> In full time education	<b>49%</b> Retired	<b>1%</b> Unable to work due to illness	
	<b>12%</b> Employed part-time	<b>5%</b> Looking after home/family	<b>0%</b> Working shifts	<b>8%</b> Self Employed	<b>2 %</b> Other	
<b>Do you care for</b>	<b>13%</b> Young children	<b>12 %</b> someone who is elderly	<b>2%</b> someone who is chronically ill	<b>73%</b> none of these		
<b>Do you have difficulty?</b>	Walking	Seeing	Hearing			

#### **ABOUT THE RECEPTION AREA & STAFF**

<b>I think ....</b>	Poor	Fair	Good
that the respect shown for my privacy and confidentiality is	<b>3%</b>	<b>18%</b>	<b>79%</b>
the receptionists response to hearing difficulties is	<b>2%</b>	<b>11%</b>	<b>87%</b>
the manner in which I am treated by the reception staff is	<b>3%</b>	<b>8%</b>	<b>89%</b>

#### **ABOUT YOUR DOCTOR**

<b>I think ....</b>	Poor	Fair	Good
my overall satisfaction with the doctor is	<b>2%</b>	<b>9%</b>	<b>89%</b>
the warmth of the doctor's greeting is	<b>2%</b>	<b>4%</b>	<b>94%</b>
the doctor's ability to really listen to me is	<b>2%</b>	<b>8%</b>	<b>90%</b>
the respect shown to me by the doctor is	<b>2%</b>	<b>7%</b>	<b>91%</b>
the amount of time I'm given with the doctor is	<b>4%</b>	<b>13%</b>	<b>83%</b>

## ABOUT APPOINTMENTS AT THE PRACTICE

I think the ....	Poor	Fair	Good	Has it improved recently
practice appointments system is now	21%	47%	32%	51% Yes 49% No
that information about the Practice appointment system is	10%	49%	41%	49% Yes 51% No
ease of booking an appointment over the telephone is	36%	30%	34%	37% Yes 63% No
ease of speaking to a doctor on the telephone is	4%	47%	49%	67% Yes 33% No
ability to get an urgent (same day) appointment is	17%	46%	37%	55% Yes 45% No
ability to see a doctor within 48 hours is	24%	34%	42%	45% Yes 55% No
ability to see a doctor of my choice is	14%	36%	49%	52% Yes 48% No
time I wait in the waiting room to see my doctor is	8%	59%	33%	55% Yes 45% No

## ABOUT OTHER SERVICES

I think ....	Poor	Fair	Good	Has it improved recently
the system to request a repeat prescription electronically is	5%	14%	81%	84% Yes 16% No
the ability to obtain a repeat prescription within 48 hours is	6%	19%	75%	61% Yes 39% No
the services provided by the dispensary at the surgery are (please only answer this if you use our dispensary)	0%	12%	88%	65% Yes 35% No
my awareness of how to receive results of tests from the surgery is	10%	36%	53%	45% Yes 55% No
my awareness of the services provided by the nurse (e.g. reviews, smear tests, vaccinations) is	4%	16%	80%	61% Yes 39% No
my awareness of the services provided by the Health Care Assistant (e.g. blood tests, ECG, blood pressure monitoring) is	10%	17%	73%	58% Yes 42% No
my awareness of the services provided in the Community (e.g. District Nurses, Park House blood clinic) is	25%	27%	48%	39% Yes 61% No
the signage for our practice in the Health Centre building is	6%	27%	67%	56% Yes 44% No

The Patient Group looked at the survey findings, discussed each section of the patient survey, and commented on the areas they felt needed more work on to raise patient satisfaction. The group also compared the results of the patient survey in 2011-12 with this year's results and were very satisfied that there had been an improvement on patient satisfaction in a large number of areas.

Once the group had discussed the areas that they felt needed more work on, they were asked to discuss how the practice could improve the areas of low satisfaction and how to continue to improve on areas that had already seen an improvement since last year's survey.

## Action plan

The Practice consulted with the Patient Group on the action plan following the Patient Survey results in a monthly meeting. The Group considered the areas that needed to be improved in order to increase patient satisfaction. The Patient Group together with the practice agreed an action plan. There were no significant

changes that could not be addressed by the practice and the Patient Group agreed the implementation of changes. It was not necessary to inform the PCT of any changes.

### **Action Plan**

<b>Reception Area and Staff - There has been an increase in patient satisfaction since the last patient survey relating to reception. However there were still a few patients who felt that the service from Reception was poor.</b>	<b>Deadline</b>	<b>Person responsible for action</b>
Install a comments box in reception to allow patients to make constructive comments to the practice.	1 month	Practice
Ensure that a supply of practice leaflets is available within the reception area in order to encourage patients to read the leaflet and widen awareness of appointment system and services available	1 month and ongoing	Practice
<b>Doctors - Survey results showed that the majority of patients were very satisfied with the Doctors. There were some patients who felt that the amount of time given with the doctor could be improved.</b>	<b>Deadline</b>	<b>Person responsible for action</b>
Ensure that receptionists continue to inform patients when the doctor is running more than 20 minutes late, in order to keep patients aware of the waiting time or give the opportunity to rebook an appointment.	Ongoing	Practice
<b>Appointment System - Survey results showed that there has been an increase in patient satisfaction with the appointment system, however there is still some dissatisfaction with access by telephone and ability to see doctor within 48 hours</b>	<b>Deadline</b>	<b>Person responsible for action</b>
The practice to review the appointment system to ensure the best layout of appointments - results of the survey to be discussed with the PPG	3 months	Practice
Continue to publish information about the appointment system to patients through the practice leaflet.	Ongoing	Practice
The practice to review the telephone system and see if there are any improvements which could be made to the system to make it easier for patients to book an appointment	6 months + review	Practice
Positively advertise DNA figures in order to encourage patients to cancel their appointments if they cannot attend.	Ongoing	Practice
Ensure receptionists are comfortable with how the appointment system works and the best ways to deal with patients booking an appointment.	Ongoing with reviews	Practice
<b>Other Services – Patient satisfaction has increased with awareness of community services and services provided by our Health Care Assistant and Practice nurse. The results showed that some patients were still not satisfied with their knowledge of the community services.</b>	<b>Deadline</b>	<b>Person responsible for action</b>
Continue to raise awareness of online repeat ordering service to patients	Ongoing	Practice
Continue to raise awareness of community services through the patient information leaflet.	Ongoing	Practice

## Review of actions from 2011/12

Areas of dissatisfaction	Action to be taken to improve areas of dissatisfaction	Outcome
The entrance to the practice is not suitable for disabled patients and can be unsafe in wet and icy conditions	Ensure the landlord of the Medical Centre is aware of low patient satisfaction in relation to patient access to the Medical Centre entrance and accessibility for disabled patients.	The practice has made the property owner aware of the low level of satisfaction with the entrance and discussions about how to solve this are taking place.
The information displayed on the notice boards in the waiting room is disorganised and overpowering	Improve the organisation of information on the notice boards in order to improve the clarity and relevance of notices	The practice has re-organised the information on the notice board and regularly ensures that information is current and laid out informatively.
Patients are dissatisfied with the levels of privacy and confidentiality when talking to reception or when receptionists are on the telephone due to open plan layout of the waiting room	Receptionists to be aware of the volume of their voice when talking to patients. Rearrange equipment on reception in order to reduce the amount of conversation heard by patients in the waiting room.	The practice has moved the telephone on reception so that they are away from the opening of the reception desk. Receptionists are now also aware to reduce the volume of their voice when talking to patients.
Patients are dissatisfied with the levels of privacy and confidentiality when talking to reception or when receptionists are on the telephone due to open plan layout of the waiting room	Place a sign near to and on reception informing patients that they can request to have a private conversation with a receptionist away from reception desk.	A sign has been placed on the information board next to the reception desk, which informs patients of their right to ask for a private conversation with a non-clinical member of staff.
Patients feel that they were unable to get the receptionists attention when the receptionist is using the corner computer	Install a bell at the reception desk so patients can indicate they are at the counter if the receptionists are unaware	A bell has been installed on the reception desk and this has proved successful in solving the problem with gaining receptionists attention.
The amount of time waiting in the practice for an appointment is sometimes longer than patients had expected to wait	Ensure that receptionists inform patients when the doctor is running more than 20 minutes late, in order to keep patients aware of the waiting time or give the opportunity to rebook an appointment.	Receptionists are aware that should a doctor be running behind time, patients should be informed of this and the approximate waiting time.
There is little information about the appointment system at the practice which is easy to understand	Up-date the practice leaflet so information about the appointment system is current, easily understandable and defines what to expect from the appointment system. This information should also be put on the practice website and on notice boards.	The Practice in conjunction with the Patient Group has updated the practice leaflet and the practice website. The practice leaflet and website is now easier to understand and more informative details about the appointment system have been added.
Services provided by the Health Care Assistant and Practice Nurse are not well published	Up-date information within the practice leaflet and website to highlight the services that are provided by the HCA and Practice Nurse.	The Practice in conjunction with Patient Group has updated the practice leaflet and the practice website. The practice leaflet and website is now easier to understand and more informative details about the services provided by the HCA and Practice Nurse

		have been added.
Services provided in the community is not well published	Up-date information within the practice leaflet and website to highlight the services which are provided in the community	The Practice in conjunction with Patient Group has updated the practice leaflet and the practice website. The practice leaflet and website is now easier to understand and more informative details about the services provided in the community have been added.
There is not a clear distinction between the two practices within the Health Centre, which makes it confusing for patients.	Install a sign above the notice board and reception desk to highlight the name of the practice.	The practice has installed a sign above the reception desk and we have put signs on each of the doors that show the names of the person using that room. The practice is now clearly defined as being separate from the other practice in the health centre
Information on how to obtain test results is not well published	Up-date information within the practice leaflet and website to highlight how to obtain test results from the practice	The Practice in conjunction with Patient Group has updated the practice leaflet and the practice website. The practice leaflet and website is now easier to understand and more informative details about how to obtain test results have been added.

There were no disagreements with the Patient Group on any of the actions within the 2011-12 action plan.

## Publicising the 2012-13 report

This report will be shared with the members of the Patient Group. It will also be displayed in the practice waiting room and will be available via the practice website. Notices will be applied to prescriptions to bring attention to the survey's publication.

## Opening Hours

The Jubilee Practice is open:-

Monday	8:30am-1:00pm	2:00pm-6:30pm
Tuesday	8:30am-1:00pm	2:00pm-6:30pm
Wednesday	8:30am-1:00pm	2:00pm-6:30pm
Thursday	8:30am-12:30pm	CLOSED
Friday	8:30am-1:00pm	2:00pm-6:30pm

Patients can book an appointment up to 5 weeks in advance, a telephone appointment up to 5 weeks in advance, a same day appointment, an emergency appointment/triage appointment and an appointment for 2 working days time. Patient can book an appointment either by telephone or by visiting the practice.