

*The Jubilee Practice*  
**PATIENT PARTICIPATION REPORT**  
**2013/14**

**Practice Code:**

C84613

**Practice Name:**

The Jubilee Practice

**An introduction to our practice and our Patient Reference Group (PRG)**

The Jubilee Practice is a rural practice serving the community of Lowdham and its surrounding villages. We have a list size of approximately 2300 patients. We aim to provide a high standard of medical care in a friendly and professional manner.

The Jubilee Practice Patient Participation Group (PPG) has been established since late 2011. The PPG is voluntary and open to any registered patient aged over 16 years and all ethnic origins. In order to recruit members we advertised the PPG 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 talking and giving information about the group to patients who attended our flu clinic.

**Patient Group Profile vs. Practice Population**

|                               |                   |                    |                |                                |                       |
|-------------------------------|-------------------|--------------------|----------------|--------------------------------|-----------------------|
| <b>Practice Population:</b>   |                   | 2237               |                |                                |                       |
|                               |                   | <b>Sex:</b>        | Male           | 1109                           | Female<br>1128        |
| <b>Age:</b>                   | <b>Under 16's</b> | 381                |                |                                |                       |
|                               | <b>17 - 25</b>    | 164                | <b>36 - 45</b> | 273                            | <b>56 - 65</b><br>328 |
|                               | <b>26 - 35</b>    | 154                | <b>46 - 55</b> | 383                            | <b>66 +</b><br>554    |
| <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              |                                |                       |

| Patient Representative Group Profile (PRG): 9 |                   |                    |                |      |                |          |
|---|-------------------|--------------------|----------------|------|----------------|----------|
|   |                   |                    | <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              |      |                |          |

The ethnicity report has been taken from our clinical system but it's not fully accurate as a number of patients have preferred not to indicate their ethnicity.

#### **Differences between the PPG and Practice Profile**

Our Patient Group is made up of nine members aged 57-86 years. The Practice population differs slightly from the Patient Group profile as we do not have any members from younger age brackets. However, the PPG profile does reflect the large number of patients aged 63-85 years in the practice profile.

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 in our practice profile.

The Patient Group would always consider changing current meeting times and venue to allow patients to be able to attend meetings. At present the majority of our Patient Group is of retirement age and therefore our current meeting time reflect this. We would also consider alternative ways of involving patients who could not attend meetings frequently, such as a 'virtual' patient group.

We would like to encourage patients from the younger age brackets and patients from other ethnic origins to be involved in the Patient Group. We have tried to communicate with the younger population by advertising the Patient Group in the local schools, put up posters in the local playgroups to encourage patients with younger children to join the Patient Group. We have also included information about the patient group in our regular newsletter, on notice boards in the practice and also on the repeat prescription counterfoil. Unfortunately we have been unable to recruit any younger members or patients from other ethnic backgrounds.

#### **Setting the priorities for the annual patient survey**

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 2013/14 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 2013/14 survey were discussed in a Patient Group meeting and minutes taken in order for the practice to formulate the survey.

### **Designing and undertaking the patient survey**

#### **How the practice and the Patient Reference Group worked together to select the survey questions**

The PPG chose to use the same questions as the 2012-13 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 2012-13 action plan.

Once the practice had written the survey it was agreed by all members of the Patient Group at a meeting in November 2013. The survey reflected the same priorities as initially suggested by the Patient Group.

#### **How our patient survey was undertaken**

The patient survey was split into four areas (Reception area and staff, doctors, appointments at the practice and other services). The survey was carried out over a month in December 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 we also published the survey 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.

#### **Summary of our Patient Survey Results**

##### **ABOUT YOU**

|   |                               |                                       |                                    |                          |  |
|---|-------------------------------|---------------------------------------|------------------------------------|--------------------------|--|
| <b>I am completing this survey</b>                          | <b>99%</b> for myself         |                                       | <b>1%</b> for a patient I care for |                          |  |
| <b>Gender:</b>  | <b>42%</b> Male               | <b>64%</b> Female                     |                                    |                          |  |
| <b>Age:</b>   | <b>1%</b> Under 19            | <b>11%</b> 19-39                      | <b>28%</b> 40-59                   | <b>55%</b> 60-79         | <b>5%</b> 80+  |
| <b>Frequency of your appointments with the doctor/nurse</b> | <b>0%</b> Weekly              | <b>19%</b> Monthly                    | <b>33%</b> 3 monthly               | <b>20%</b> 6 monthly     | <b>14%</b> Yearly <b>13%</b> Hardly ever<br>1% unspecified |
| <b>Which best describes you?</b>                            | <b>19%</b> Employed full-time | <b>0%</b> Unemployed looking for work | <b>1%</b> In full time education   | <b>53%</b> Retired       | <b>1%</b> Unable to work due to illness                    |
|   | <b>9%</b> Employed part-time  | <b>3%</b> Looking after home/family   | <b>0%</b> Working shifts           | <b>11%</b> Self Employed | <b>3%</b> Other  |

|                                |  |  |
|--------------------------------|--|--|
| <b>Do you care for</b>         | <b>6%</b> Young children<br><b>8%</b> someone who is elderly<br><b>16%</b> Unspecified | <b>4%</b> someone who is chronically ill<br><b>66%</b> none of these |
| <b>Do you have difficulty?</b> | <b>18%</b> Walking <b>0%</b> Seeing <b>5%</b> Hearing <b>77%</b> Unspecified           |  |

#### ABOUT THE RECEPTION AREA & STAFF

| I think ....   | Poor | Fair | Good | Unspecified |
|--|------|------|------|-------------|
| that the respect shown for my privacy and confidentiality is | 0%   | 18%  | 82%  | 0%          |
| the receptionists response to hearing difficulties is        | 0%   | 4%   | 49%  | 47%         |
| the manner in which I am treated by the reception staff is   | 0%   | 10%  | 89%  | 1%          |

#### ABOUT YOUR DOCTOR

| I think ....                                    | Poor | Fair | Good | Unspecified |
|---|------|------|------|-------------|
| my overall satisfaction with the doctor is      | 0%   | 5%   | 93%  | 2%          |
| the warmth of the doctor's greeting is          | 0%   | 2%   | 96%  | 2%          |
| the doctor's ability to really listen to me is  | 0%   | 3%   | 95%  | 2%          |
| the respect shown to me by the doctor is        | 0%   | 2%   | 96%  | 2%          |
| the amount of time I'm given with the doctor is | 0%   | 12%  | 86%  | 2%          |

#### ABOUT APPOINTMENTS AT THE PRACTICE

| I think the ....  | Poor | Fair | Good | Has it improved recently |
|---|------|------|------|--------------------------|
| practice appointments system is now                       | 14%  | 41%  | 45%  | 59% Yes 41% No           |
| that information about the Practice appointment system is | 7%   | 42%  | 51%  | 56% Yes 44% No           |
| ease of booking an appointment over the telephone is      | 24%  | 32%  | 44%  | 53% Yes 47% No           |
| ease of speaking to a doctor on the telephone is          | 1%   | 29%  | 70%  | 74% Yes 26% No           |
| ability to get an urgent (same day) appointment is        | 17%  | 31%  | 52%  | 62% Yes 38% No           |
| ability to see a doctor within 48 hours is                | 27%  | 28%  | 46%  | 54% Yes 46% No           |
| ability to see a doctor of my choice is                   | 9%   | 41%  | 50%  | 63% Yes 37% No           |
| time I wait in the waiting room to see my doctor is       | 2%   | 46%  | 52%  | 59% Yes 41% No           |

#### ABOUT OTHER SERVICES

| I think ....   | Poor | Fair | Good | Has it improved recently |
|--|------|------|------|--------------------------|
| the system to request a repeat prescription electronically is  | 2%   | 16%  | 82%  | 82% Yes 18% No           |
| the ability to obtain a repeat prescription within 48 hours is   | 1%   | 14%  | 85%  | 70% Yes 30% No           |
| the services provided by the dispensary at the surgery are (please only answer this if you use our dispensary) | 0%   | 17%  | 83%  | 56% Yes 44% No           |
| my awareness of how to receive results of tests from the surgery is  | 5%   | 24%  | 71%  | 57% Yes 43% No           |

|  |     |     |     |                |
|--|-----|-----|-----|----------------|
| my awareness of the services provided by the nurse (e.g. reviews, smear tests, vaccinations) is                          | 8%  | 21% | 71% | 54% Yes 46% No |
| my awareness of the services provided by the Health Care Assistant (e.g. blood tests, ECG, blood pressure monitoring) is | 13% | 22% | 65% | 57% Yes 43% No |
| my awareness of the services provided in the Community (e.g. District Nurses, Park House blood clinic) is                | 26% | 24% | 50% | 50% Yes 50% No |
| the signage for our practice in the Health Centre building is  | 3%  | 35% | 62% | 44% Yes 46% No |

### **Comments made by the patients who completed a survey**

Please note that any comments which have named staff have been removed from this summary

#### **Comments about reception staff/reception**

The open reception area makes privacy impossible

All contact has been admirable

Staff are polite friendly and helpful

The service has been brilliant, thank you to all of you.

Time to combine reception/practices

Depending on who is on reception

Always excellent

Reception is dated, need electronic signing-in method & monthly subscription magazines

Making an appointment is a nightmare; do not like having to explain my problem to the reception staff.

Can arrive 5-10 before appointment but not get booked in straight away as staff on phone, short staffed?

Better now music is played, as can no longer hear consultations

#### **Comments about your doctor**

Very caring and good

Very satisfied, always gives impression please to see me!

All Doctors have been very helpful & understanding and is greatly appreciated

All round excellence

I think the surgery should be open at weekends and evenings in line with other services

Extremely pleased with the service

Always treated with respect

Most impressed by the level of concern, patience and understanding given to me

All excellent in the Jubilee Practice

All excellent GPs

My Doctor always listens to me and is happy to let me approach them with ideas regarding my health

Good follow ups and home calls to my elderly relative in residential care.

There is a doctor who I prefer but it is not always possible to see them so there is often a long wait

Fabulous

Restrictions on time due to demand restrict opportunities to fully discuss problems

### Comments about Appointments

Difficult to get appointment with the nurse

I work in Peterborough, difficult to ring at 8.30 for appt.

My son had to queue from 8.00 when he had a virus just to get an appointment

Always seen within an acceptable timescale

I have always been pleased with the system

Thank you! the waiting time to see a Doctor has improved from 45-60 minute delay to 10-20. Really happy. Much easier to get appointments

Phoning is impossible so I walk down, would be hard for older people.

Feel the time for receiving a non-urgent appointment is getting longer

Varies, my GP booked weeks in advance, not a problem to get urgent appointment

The only way to ensure a same day appointment is to come to surgery at 8.30

I always call at 8.30 and usually get an appt. Waiting time has improved

Have to wait 3 weeks + for appt.

Feel whole system should be changed. Have to come to surgery to book an appointment

Should be notified if GP is late

Main problem for getting appointment same day is getting through on the phone

## Comments about the Practice Services

A model Practice - thank you so much

Staff great, always a smile when you come in

Overall very satisfied

Very pleased with everything- Receptionists always very helpful

Generally satisfied with the service. GP's happy to refer/seek further help, not just prescribe different drugs

As a long standing patient I am pleased with all aspects of the health care I receive

I have always been pleased with the practice

You cannot order scripts more than a week in advance, it would help to be emailed if there was a problem

All staff are welcoming and very pleasant

Always been satisfied with everything in the last 4 years

Certainly feel the whole service has improved and there is a very pleasant and happy atmosphere about the place

Staff all very good but the front door bangs!

Too many leaflets and posters

Invaluable. Very grateful

All staff are very good. I would like to see the introduction of booking on-line appointments

Would like an electronic booking in system

Signage is confusing

## Analysis of the patient survey and discussion of survey results with the PRG

108 surveys were completed in total. 4 more surveys were completed this year than in 2012-13. The returned surveys were recorded on an excel spread sheet and the results analysed by the practice.

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 was 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 2012-13 and 2013-14 was produced and given to members of the Group, to establish if there had been any improvements from last year's survey results.

The main themes that emerged from 2013-14 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 were also a number of patients who informed us that they were not fully satisfied with the confidentiality in reception.

- There has remained a high level of satisfaction with the doctors, with no patients marking that they thought the service was poor.
- 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.

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 2012-13 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.

#### **Key improvement areas which we agreed with the Patient Group for inclusion in our action plan**

The key improvements areas which we agreed with the Patient Group for our action plan were:-

- Confidentiality in reception
- Information to patients about appointments
- Waiting area
- Information on staff and their duties.

There were no significant changes that could not be addressed by the Practice and the Patient Group agreed the implementation of changes.



## 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 the action plan.

### **Contractual Considerations**

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.

### **The Jubilee Practice Action Plan 2013-14**

| <b>Reception Area and Staff - There has been an increase in patient satisfaction relating to reception in this year's patient survey. However there are still a few patients who were not fully satisfied with service, in particular in relation to confidentiality in reception.</b>                            | <b>Deadline</b> | <b>Person responsible for action</b> | <b>Change</b> |
|---|-----------------|--------------------------------------|---------------|
| Put up signs near to the reception desk asking patients to respect the privacy of the patient in front of them at the reception desk.   | May-14          | Practice                             |               |
| Ensure that there are signs clearly displayed in the reception area which inform patients that they are able to have a private conversation away from the reception desk with a non-clinical member of staff on request.  | May-14          | Practice                             |               |
| Ensure that receptionists are aware of the volume of their voice when speaking to patients on the telephone and at reception. Also ensure that where possible receptionists do not use the name of the patient they are speaking to on the phone.   | On-going        | Practice                             |               |
| <b>Doctors - Survey results showed that no respondents thought the service provided by the doctors was poor. There had been an increase in satisfaction with all areas asked about in the survey. There were also a number of very positive comments made by patients relating to the doctors at the surgery.</b> | <b>Deadline</b> | <b>Person responsible for action</b> | <b>Change</b> |
| Continue to provide and improve the standard of care provided by the doctors.   | On-going        | Doctors                              |               |

| <b>Appointment System - Survey results showed that there has been a slight increase in patient satisfaction since the last patient survey relation to the appointment system. However there were still some respondents who were dissatisfied with the process for getting an urgent appointment, getting an appointment within 48 hours and ability to book an appointment over the telephone.</b> | <b>Deadline</b> | <b>Person responsible for action</b> | <b>Change</b> |
|---|-----------------|--------------------------------------|---------------|
| Continue to publish information about the appointment system to patients through the practice leaflet.  | On-going        | Practice                             |               |
| Remind patients of the appointments system through the newsletter and poster in reception.  | Jul-14          | Practice and PPG                     |               |
| Add to repeat prescription counterfoil that the Practice Leaflet has recently been updated in conjunction with the Patient Participation Group and that they can collect a copy of this from reception.   | May-14          | Practice                             |               |
| Continue to ensure that receptionists are comfortable with how the appointment system works and help patients to book the most appropriate appointment.   | On-going        | Practice                             |               |

| <b>Other Services – Patient satisfaction has increased with awareness of community services and services provided by the Practice Nurse. There has also been an increase in satisfaction with signage in the building and the ability to request a repeat prescription electronically. The results showed that respondents were still not completely aware of the services our Health Care Assistant provides.</b> | <b>Deadline</b> | <b>Person responsible for action</b> | <b>Change</b> |
|--|-----------------|--------------------------------------|---------------|
| Continue to raise awareness of online repeat ordering service to patients  | On-going        | Practice                             |               |
| A few comments regarding the reading material available for patients in the waiting room were made. Ask patients using the patient newsletter to donate any magazines which they no longer require to the magazine table.  | Jun-14          | Practice and PPG                     |               |
| Continue to raise awareness of community services through the patient leaflet  | On-going        | Practice                             |               |
| Raise awareness of the services provided by the HCA and Practice Nurse   | On-going        | Practice                             |               |

## Review of previous year's actions and achievement

| You Said ...  | We Did...   | The Outcome was....   |
|---|---|---|
| That the appointment system was difficult to understand and therefore difficult to get an appointment   | Updated the practice leaflet in conjunction with the PPG so that the information system is current, easily understandable and defines what to expect from the appointment system.   | Patients are now more satisfied with the process for obtaining an appointment. We now have a more understandable patient leaflet which clearly defines the appointment system.  |
| There were a lot of patients who do not attend for their appointments at the surgery, which could be used by another patient if it had been cancelled | Highlighted the number of patients who have missed an appointment with a clinician at the practice every 3 months. We have also begun to remind patients about their appointments via text message and alert patients via text message should they miss an appointment. | Patients have been made aware of the need to cancel appointment when they do not require it. There has been a slight reduction in the number of patients not attending their appointment.   |
| The amount of time waiting in the practice for an appointment is sometimes longer than patient has 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 in the event of a doctor running behind time, patients should always be informed of this and the approximate waiting time.   |
| Services provided in the community are not well published by the Practice.  | Updated information within the practice leaflet and website to highlight the services which are provided in the community.  | Patients are now more satisfied with their understanding of the community services which are provided. There are still a number of people who do not know what services are provided in the community and therefore the practice will continue to make patients aware of these through our website, newsletters and practice leaflet. |
| Raise awareness of the online repeat ordering service   | We have advertised the online repeat ordering service in a few different ways. We have put  | The number of patients who have signed up to the repeat ordering service has increased  |

|   |  |   |
|---|--|---|
|   | <p>information on posters within the practice, on the repeat prescription counterfoil, in the newsletter, on our website and we have been speaking to patients about the online service.</p> | <p>significantly over the past year. We are confident that patients will continue to sign up to the online repeat ordering service.</p> |
| <p>There were no disagreements between the practice and the PPG on changes implemented or not implemented from last year's action plan.</p> |  |   |

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| <p><b>Publication of this report.</b></p>  |
| <p>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 (<a href="http://www.thejubileeppractice.co.uk">www.thejubileeppractice.co.uk</a>) . Notices will be applied to prescriptions to bring attention to the survey's publication.</p> |

|   |                |               |               |         |               |               |           |               |               |          |                |        |        |               |               |
|---|----------------|---------------|---------------|---------|---------------|---------------|-----------|---------------|---------------|----------|----------------|--------|--------|---------------|---------------|
| <p><b>Opening times</b></p>   |                |               |               |         |               |               |           |               |               |          |                |        |        |               |               |
| <p>The Jubilee Practice is open:-</p> <table> <tr> <td>Monday</td> <td>8:30am-1:00pm</td> <td>2:00pm-6:30pm</td> </tr> <tr> <td>Tuesday</td> <td>8:30am-1:00pm</td> <td>2:00pm-6:30pm</td> </tr> <tr> <td>Wednesday</td> <td>8:30am-1:00pm</td> <td>2:00pm-6:30pm</td> </tr> <tr> <td>Thursday</td> <td>8:30am-12:30pm</td> <td>CLOSED</td> </tr> <tr> <td>Friday</td> <td>8:30am-1:00pm</td> <td>2:00pm-6:30pm</td> </tr> </table> | 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 |
| 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 |               |         |               |               |           |               |               |          |                |        |        |               |               |
| <p>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</p>  |                |               |               |         |               |               |           |               |               |          |                |        |        |               |               |