

# Lowdham Medical Centre Patient Participation Report

## Stage One

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Practice Population:

2325

			<b>Sex:</b>	Male	1161 (49.9%)	Female	1164 (50.1%)
<b>Age:</b>	<b>Under 16's</b>	390 (17%)					
	<b>17 - 25</b>	171 (7%)	<b>36 - 45</b>	319 (14%)	<b>56 - 65</b>	347 (15%)	
	<b>26 - 35</b>	182 (8%)	<b>46 - 55</b>	371 (16%)	<b>66 +</b>	534 (23%)	
<b>Ethnicity:</b>		<b>Caribbean</b>	1 (0.1%)		<b>White</b>	938 (79.3%)	
<b>British, Mixed British</b>	226 (19.1%)	<b>African</b>	0%		<b>White and Black African</b>	1 (0.1%)	
<b>English</b>	6 (0.5%)	<b>Mixed Black</b>	0%		<b>Other mixed background</b>	3 (0.3%)	
<b>Scottish</b>	0%	<b>Chinese</b>	1 (0.1%)				
<b>Welsh</b>	1 (0.1%)	<b>Japanese</b>	0%				
<b>Indian, British Indian</b>	1 (0.1%)	<b>Irish</b>	1 (0.1%)				

Are there any specific Minority Groups within the Practice Population?

None

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Patient Representative Group Profile (PRG): 11

			<b>Sex:</b>	Male	7	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>	4	
	<b>26 - 35</b>	0	<b>46 - 55</b>	0	<b>66 +</b>	7	
<b>Ethnicity:</b>		<b>Caribbean</b>	0		<i>other:</i>		
<b>British, Mixed British</b>	9	<b>African</b>	0		<i>other:</i>		
<b>English</b>	1	<b>Mixed Black</b>	0		<i>other:</i>		
<b>Scottish</b>	0	<b>Chinese</b>	0		<i>other:</i>		
<b>Welsh</b>	0	<b>Japanese</b>	0		<i>other:</i>		
<b>Indian, British Indian</b>	0	<b>Irish</b>	1		<i>other:</i>		

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

The practice has advertised the Patient Participation Group on posters around the villages in our practice area, in the surgery, in the parish magazine which is delivered to all residents around the villages in our practice area, on our website, staff advised our patients about the group and the PPG was advertised on the bottom of the Patient Survey.

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**Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?**

The Patient Participation Group was established in 2011 on a voluntary basis. The group is made up of 11 members aged 63 – 85 years. We do not currently have any patients from the younger age brackets in the group. The practice does have a large number of patients aged 63-85 years however we would like to encourage patients from the younger age brackets to be involved with the group. Our Patient Group is representative of the high number of British/White/English patients. However, we currently do not have any patients representing the other ethnic minority population within the group. The surgery would like to gain more representative cross section of patient which reflects the demographics of our population.

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**Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG)**

At present the group does not have any members who are aged from 17-62 years. We have tried to communicate with the younger age population by advertising the group in the local playgroup, at the village hall, near to the local schools and handing information about the patient group to specific patients in this population. The Practice and the Patient Group have decided to explore the idea of a virtual patient group, in order to try and gain interest from those patients who do not have time to attend a meeting but may be able to give comments/suggestions/ideas via email which would then be presented at the meeting.

## Stage Two

### Agreeing Priorities

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**How has the practice sought the PRGs views of priority areas?**

Lowdham Medical Centre was very keen on engaging patients to help deliver and design services around the needs of its patients. The Practice was keen to ensure that we sought the views of the Patient Group on the priority areas, that the group understood its roles and responsibilities and why as a group they are central to everything the practice does. We sought the views of the Patient Group through meetings which take place on a monthly basis. We have also sought the Patient Group's views through email and letter on occasions.

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**Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?**

The priorities for the survey were selected by the Patient Group. The group were keen to 'go back to basics' and look at issues regarding their patient experience with regards to appointments, telephone access, seeing a GP of choice, Staff, Reception Area, Other services etc.

The priorities were discussed at a PPG meeting and the members of this group agreed that we should survey patients on these priority areas.

## Stage Three

### Survey

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**How has the practice determined the questions used in the survey?**

The topics used in the survey were suggested by the Patient Group at their monthly meeting. The Practice formulated the priority areas into questions and constructed the survey. The survey was emailed and posted to members of the Patient Group in order for them to comment and make any changes before the survey began. The Practice altered a number of questions on the survey following receipt of comments from members of the group. Following the changes, the group agreed for the survey to be printed off and to be handed out to patients for completion.

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**How have the priority areas been reflected in the questions?**

The survey was split into 4 sections which reflected the priority areas suggested by the patient group. The Practice unanimously agreed with the survey questions and the way their priority areas had been reflected in the questions.

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**Describe the Survey - How and when was the survey Conducted?**

Patients were offered the opportunity upon arrival at the Practice to complete a patient survey. The Practice gave the survey not only to those attending for an appointment but to those who were collecting medication/scripts or who attended the Practice for any other reason. A number of surveys were stored at the local pharmacy for them to ask any patients who visited the pharmacy if they would complete a survey.

The survey ran from 7<sup>th</sup> November 2011 – 5<sup>th</sup> December 2011. After patients had completed the survey, they were asked to place the survey in a sealed box in reception. Some patients preferred to complete the survey at home and send the survey back into the practice by post. A total of 181 surveys were completed and these were collated on a Microsoft Excel spreadsheet for analysis.

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**What methods practice has used to enable patients to take part?**

The receptionists offered every patient that came into the Practice the opportunity to complete the patient survey. Patients were given the choice of completing the survey whilst in the Practice or taking it away and posting back to the practice or returning it to the practice at a later date. The practice also agreed with the local pharmacy that they would ask our patients if they would complete a survey on our behalf and return any completed surveys with the repeat counterfoils they bring to us on a daily basis. For those patients who are housebound or residing in a residential home, a Doctor took a survey with them to any home visits which were done within this period. The practice ensured that any patients who needed help to complete the survey were given time with a member of staff to complete it.

**Survey**

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**How has the practice collated the results?**

The practice collated the results using a Microsoft Excel spread sheet. Each survey result was entered into the spread sheet enabling us to obtain total numbers of responses for each question. We used a Microsoft Word document in order to log all the comments made on the surveys, which enabled us to see common themes within the comments made.

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**How were the findings fed back to the PRG?**

After the survey was analysed by the Practice and the summary was prepared, it was given to all Patient Group members at a meeting on 26<sup>th</sup> January 2012.

The results were discussed in detail by the Patient Group, which enabled the Patient Group to compile an action plan based on the findings/results.

## Stage Four

### Results

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#### Please describe survey results:

A total of 181 surveys were completed. The main themes emerging from the survey results were

1. Reception Area and Staff – The main areas of dissatisfaction were confidentiality in reception (52% dissatisfied) and access to the practice entrance (45% dissatisfied). The area of highest satisfaction was the manner in which patients are treated by reception staff (84% satisfied)
2. Doctors – 91% of patients were satisfied with the doctors – survey comments all report high praise for the doctors. The area with the highest level of dissatisfaction was time waiting in the practice for an appointment.
3. Appointments – 69% of patients were dissatisfied with the appointment system. The main areas of dissatisfaction were with information about the appointment system (68%) and the ability to see a doctor within 48 hours (52%).
4. Additional Hours – 15% of patients wanted the surgery to be open earlier in a morning, 21% at lunchtime, 20% later in the evening and 44% were satisfied with the current opening times.
5. Other Services – 71% of patients were satisfied with the services provided by dispensary in the surgery – some comments were made questioning why a dispensary was needed when there was a pharmacy in the village. 61% of patients were not aware of services in the community, 46% were not aware of how to receive test results and 44% were not aware of the services provided by the practice nurse and health care assistant.

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#### Explain how the PRG was given opportunity to comment?

The PPG were able to discuss the results of the survey in detail at a meeting on 26<sup>th</sup> January 2012. The Group commented on the areas they felt needed work to raise patient satisfaction. Once the group had discussed which areas were of priority they were asked to think about how we could improve these areas.

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#### What agreement was reached with the PRG of changes in provision of how service is delivered?

The Practice and Patient Group created and agreed an action plan, which is a working document.

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#### Were there any significant changes not agreed by the PRG that need agreement with the PCT?

None

### Results

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#### Are there any Contractual considerations that should be discussed with the PCT?

None

## Stage Five

### Action Plan

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#### How did you consult with the PRG about the action plan?

The Patient Group discussed the areas of the Patient Survey which showed a need for improvement in order to increase Patient Satisfaction and discussed ways in which the Practice could attempt to improve satisfaction. The Practice was able to agree an action plan with the support of the PPG which was approved by the Group at a meeting on 26<sup>th</sup> January 2012.

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#### Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

The Patient group agreed that the main priorities arising out of the survey were the appointment system, privacy/confidentiality in reception (counter and phone), communication of test results and awareness of services provided in the community and within the practice. The group proposed:-

1. More information should be provided regarding the appointment system on practice website, patient leaflet and notice boards.
2. Improve information on the services provided in the practice and in the community on website, notice boards and patient leaflet.
3. Improve confidentiality in reception by altering layout of waiting room and layout in reception
4. Improve information on notice boards in reception
5. Positively advertise DNA figures.

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#### Were there any issues that could not be addressed? - if so please explain

None

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#### Has the PRG agree implementation of changes and has the PCT been informed (where necessary)

The Patient Group has agreed the implementation of changes. The PCT has not been informed as this is not necessary.

## Stage Six

### Publication of Report

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#### Please describe how this report has been publicised/circulated to your patients and the PRG

This report has been publicised via our website, by making copies available in the waiting room and on notice boards within the practice.

Date Posted on Website:21/03/2012

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**Additional Information**

**Opening Times**

**Confirm Practice opening hours - explain how patients can access services during core hours?**

The practice opening hours are 8.30am -6.30pm (Monday, Tuesday, Wednesday, and Friday) and 8.30am - 12.30pm (Thursday). Patients can access the practice by visiting or telephoning within the opening hours. The Practice has a number of types of appointments available for patients to book e.g. Telephone appointment, Triage service, On the day appointments and appointments pre-bookable up to 5 weeks in advance.

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**Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?**

N/A

**Number of PRG meetings which have taken place since  
1st April 2011**

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