

**THE LAW MEDICAL GROUP PRACTICE (E84006)  
PATIENT PARTICIPATION REPORT Y3 2013/14**

**VALIDATE THAT THE PATIENT GROUP IS REPRESENTATIVE**

PRACTICE POPULATION PROFILE																																																								
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**PRG PROFILE**

Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile

Age		Sex		Ethnicity	
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17-24	5%	M	37%	White British	26%
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				Black British	1%
				Black Caribbean	11%
				Black African	6%
				Other Black	5%
				Chinese	0%
				Other ethnic group	6.5%

Working patterns of patients	Levels of unemployment	Carers <b>3%</b>
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**DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG**

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

**There is variation in regard to gender between the practice population and members of the PRG, in that the PRG has more female members at 63% as**

opposed to the practice figure of 51%. However, it is felt that the PRG is still well represented by male members.

It is difficult to discuss differences in working patterns of patients and levels of unemployment as this data was not collected from members of the PRG upon signing up. Also, there is difficulty in gaining accurate data on the practice population, as coding for 'working patterns' is not used by the practice.

The PRG is well represented in regards to age and ethnicity. There is some variation in regard to those patients who identify as 'other ethnic group', as the forms given to patients joining the PRG could not be as in-depth as the multiple choices provided by the clinical system when patients register with the practice.

When initially establishing our Patient Representative Group, the practice noted that whilst the PRG was largely representative, there were variations in some categories such as 17-24 year olds, as well as a lack of patients from the Nursing Home and housebound patients. At this time, specific measures were taken in order to engage with these groups. With the age range of 17-24 year olds, it was arranged for a member of staff to target patients attending the Baby Clinics, as there are many under 25s who attend these clinics. This increased our numbers of patients within the age range. For the housebound patients, sign-up sheets were consistently placed in doctors visits bags, and clinicians were repeatedly reminded verbally and through email of the importance of encouraging these patients to sign-up. Emails were also sent to staff to encourage them to recruit patients with learning and other disabilities and also those patients who are acting as carers to others. In regard to our patients at the Nursing Home, a Partner arranged a meeting with some of the residents and gave a presentation on the PRG, encouraging patients to sign-up. This led to us gaining residents of the Nursing Home as members of our PRG, who would have normally found it difficult to engage with the practice.

We have enlisted a large group of our patients to our Patient Representative Group comprising those who attend meetings and those who would prefer email correspondence. This totals 262 registered patients. Given the large number this group is likely to contain a more representative sample of our patients.

The practice has recruited an additional 24 members in the past year, in the hopes of being more representative, and having additional input.

## **VALIDATE THE SURVEY AND ACTION PLAN THROUGH THE PATIENT PARTICIPATION REPORT**

### **SURVEY**

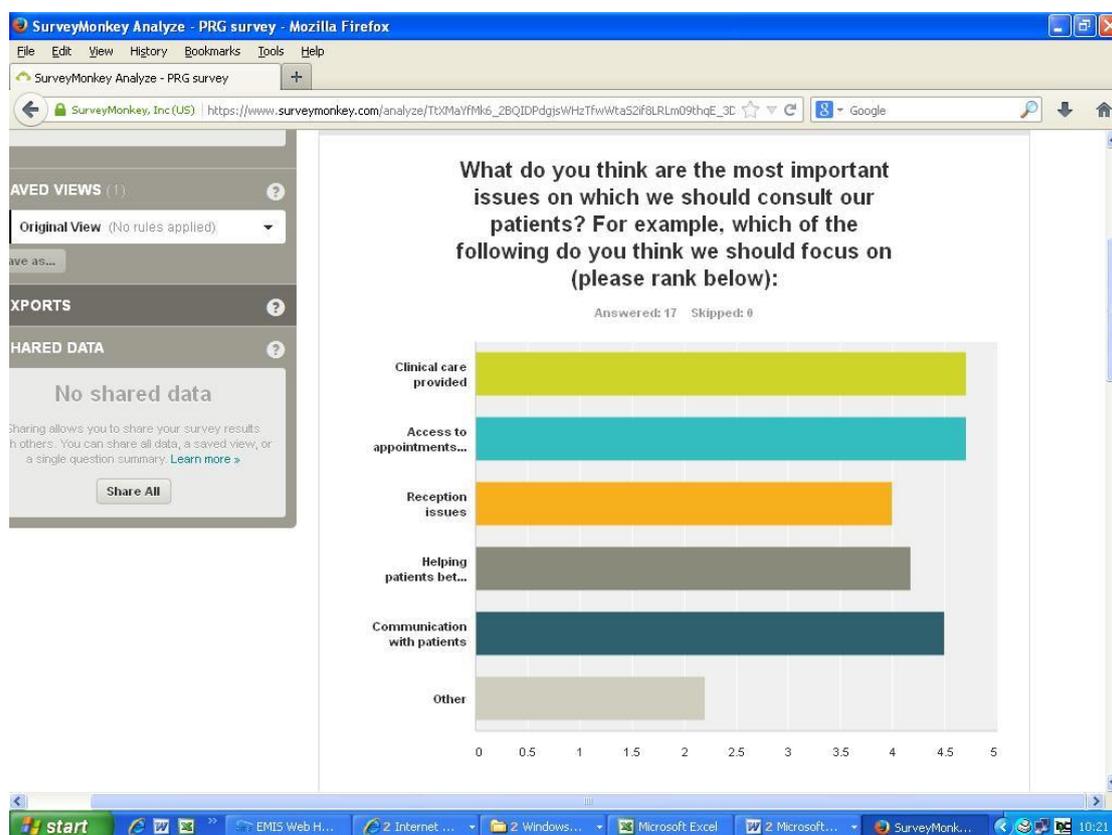
Please describe how the priorities for the survey were agreed with your PRG

Forms were created and were handed out and completed at the PRG meeting on Tuesday 17<sup>th</sup> September 2013. These forms asked patients to identify the most important issues upon which the practice should consult our patients i.e. upon which issues the practice should focus for the upcoming survey. 'Clinical care',

**'access to appointments' and 'communication with patients' were highlighted as the most important issues upon which to consult patients.**

**Members of the wider PRG group (who may not have attended the meeting or who have elected to be part of our virtual group) were sent an online link via email to complete a short survey created through Survey Monkey. This pre-survey survey asked which areas were most important to be included in the survey, similar to the forms handed out at the PRG meeting.**

**We received 17 responses to the Survey Monkey survey. The results showed that whilst all areas are important to be examined, the most important are 'clinical care provided' and 'access to appointments and services'. It also identified a need to survey patients on 'Helping patients better understand local services and resources e.g. out of hours' as well as identifying 'communication with patients' as an issue. A single written comment highlighted the importance of improving patient knowledge about electronic prescribing.**



**In addition, recent complaints were examined in order to get an idea of any recurring themes which could be incorporated in survey questions. These were mostly to do with system errors i.e. appointments at wrong site, cancelled appointments, test results etc.**

**We also discussed the survey with clinicians in the practice in order to ascertain if there were particular issues that were important to include in the survey.**

Having established the priorities, please describe how the questions were developed, e.g. Survey Monkey, NAPP website, etc.

**The practice produced a number of smaller surveys based on a broad range of**

questions taken from various patient survey instruments, such as GPAQ and CSQ. In addition a number of questions were created for inclusion in the surveys based on priorities identified. When creating these questions, guidance was taken from Survey Monkey with regard to creating a valid and balanced question. In addition, we modelled the layout of our created questions after existing GPAQ questions where appropriate. We used a variety of question types including open ended, multiple choice as well as rating type questions.

<http://s3.amazonaws.com/SurveyMonkeyFiles/SmartSurvey.pdf>.

The surveys were designed to measure patient satisfaction and experience and to highlight areas that the practice can improve. The results from the pre-surveys done online and at the PRG meeting were taken into account, and it was agreed to ensure questions on access and clinical care were included. We designed a total of 6 questionnaires containing a total of 40 questions and the results of these were combined to produce the following broad topic areas:

- Clinical care
- Appointments
- Booking and prescriptions
- Practice administration
- GPs
- Nurses
- Online services
- Specialist clinics
- Patients who do not attend their appointments
- Out of hours services
- Additional comments

Please see below blank copies of individual surveys.

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix1.pdf>

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix2.pdf>

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix3.pdf>

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix4.pdf>

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix5.pdf>

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix6.pdf>

Please describe how you carried out the survey?

Our patient participation group suggested performing a number of smaller surveys instead of a single survey at the end of the year. The practice felt this would be useful as this would allow us to target specific areas or clinics for feedback. This is also in keeping with the guidance from NHS employers who suggest that it is also appropriate to undertake an equivalent ongoing engagement with a smaller number of patients.

We created 6 smaller surveys during the year. The surveys were produced as paper questionnaires, and were handed out by reception as well as made available in waiting areas. These were then handed in anonymously via a drop-in box in the reception area. Most of the surveys were targeted at individual clinic types e.g. extended hours, respiratory clinics and weekend flu clinics.

The “accessing our services” questionnaire was also made available via the practice website. This survey was flagged up to all visitors to our practice website via an eye-catching pop up box that appeared on accessing the website’s home page. Members of the PRG were contacted to let them know that the practice was currently conducting surveys in-house and also to encourage them to fill out the survey that was available online.

For the “did not attend appointment” survey, we decided to make contact with patients who had missed a number of their GP/nurse appointments. These patients were identified by performing an EMIS search. We initially decided to phone patients but this was found to be very time consuming and it was difficult to speak with patients at a convenient time. We then decided to post the survey but again had a very poor response rate. We thus dedicated more time to trying to phone patients and managed to get 50 responses.

The surveys were collected and the results were collated by a member of staff using an excel spreadsheet.

As the surveys were more specific, it was only appropriate that a selective group were targeted for each. This is in contrast to our previous larger practice surveys where efforts were made to survey as wide and representative a sample as possible.

Please specify the dates the survey was carried out.

**The surveys were carried out between October 2013 and January 2014.**

What were the survey results?

**392 replies were received and analysed. The survey also solicited information on respondent demographics. We have included a summary of results below and a quick summary at the end.**

**Online services: 138 responses**

*Appointments:*

**44% said they would prefer to book an appointment over the phone**

**32% in person**

**24% online**

**48% were not aware that appointments can be made online**

**48% do not use this service because they did not know it was available**

**23% because they do not have access to the internet**

**9% because they could not log in successfully**

**5% because they could not find an available appointment online**

*Prescriptions:*

**46% prefer to order repeat prescriptions face to face**

**28% online**

**19% by phone**

**59% were not aware they could order repeat prescriptions online**

*Excluding those who had not used/didn't know:*

**45% thought it was very easy to order repeat prescriptions online**

**40% thought it was fairly easy**

**10% thought it was not easy**

**5% thought it was not at all easy**

*Notes from comments:*

**Difficulty in knowing location of doctors between sites**

**Extended Hours service: 66 responses**

*Opening hours:*

**87% thought the practice is open at times convenient for them**

**63% were not aware their appointment was not an out of hours appointment**

**52% booked into the out of hours clinic because they work during the day**

**33% because it was the first available appointment**

*GP care:*

**How good was the last GP you saw at the following?**

**Asking about symptoms = 87% very good & good**

**Building confidence & trust = 89% very good & good**

**Giving you enough time = 92% very good & good**

**Listening to you = 89% very good & good**

**Explaining tests & treatments = 89% very good & good**

**Involving you with decisions about your care = 86% very good & good**

**Treating you with care & concern = 88% very good & good**

*Extended hours care:*

**88% agreed that the practice should offer an extended hours service**

**69% thought that these appointments should be reserved for working patients**

**94% rated the overall experience of the clinic as excellent, very good or good**

*Practice administration:*

**70% thought it was very or fairly easy to get an appointment for this clinic**

**30% thought it was not or not at all easy**

**Respiratory clinic: 50 responses**

*Administration:*

**83% said it was very or fairly easy to get an appointment for this clinic**

**17% said it was not easy**

*Nursing care:*

**How good was the last nurse you saw at the following?**

**Asking about symptoms = 100% very good & good**

**Building confidence & trust = 100% very good & good**

**Giving you enough time = 100% very good & good**

**Listening to you = 100% very good & good**

**Explaining tests & treatments = 100% very good & good**

**Involving you with decisions about your care = 100% very good & good**

**Treating you with care & concern = 100% very good & good**

*Specialist clinic care:*

**96% were given a management plan for their COPD or asthma**

**98% feel confident in knowing what to do if their chest symptoms worsened**

**100% were highly satisfied or satisfied with their experience of the respiratory clinic**

**Weekend flu clinics: 104 responses**

**92% thought it was very or fairly easy to get an appointment for this clinic**

**97% were highly satisfied or satisfied with their experience of this clinic**

**91% feel that offering flu jab clinics on the weekend is a good idea**

**Accessing our services: 44 responses**

*Reception:*

**84% think that receptionists are very or fairly helpful**

**61% think that it is not very or not at all easy to get through on the phone**

**38% think that it is very or fairly easy**

**69% feel the telephonists are very or fairly helpful**

*Website:*

**Excluding those who had not used/didn't know**

**75% thought the website very or fairly user friendly**

**25% thought it was not very user friendly**

*Newsletter and information on local services:*

**64% thought it would be a good idea to have a practice newsletter**

**77% would like to receive more information on the appropriate service to access when the practice is closed**

**73% would like to receive more information on local services**

*Communication:*

**39% would like to communicate with the practice face to face**

**24% via email/website**  
**22% via telephone**  
**10% by text message**  
**6% by letter**

*Notes from comments:*

**Add FAQ section to the website**

**Shorten website address**

**Clarify on online appointment booking system if appointments are specific (e.g. a special clinic for pregnant women) or if general appointments**

**DNA questionnaire:**

**46% did not attend because they forgot about the appointment**

**32% tried very hard to cancel the appointment**

**Most comments mentioned that patients were not able to get through on the phone**

**67% did receive a text message reminding them of their appointment**

**83% state the practice has their up to date mobile number**

**71% were not aware that the practice has a cancellation line**

**73% were not aware that appointments can be cancelled online**

**64% would consider using online services to cancel appointments**

**Suggestions of what the practice could do to reduce the number of DNA's included changing the telephone number, and offering appointments sooner**

**In summary:**

- 1) Low levels of awareness of online appointment booking and prescription requests.**
- 2) High levels of satisfaction with nursing and doctor care as well as reception.**
- 3) A consensus that the practice should continue to offer an extended hour service but consider reserving this service for those who are working.**
- 4) A desire for the practice to continue to offer weekend flu jab clinics.**
- 5) Difficulties highlighted with telephone access.**
- 6) Some recommendations were made to improve the practice website.**
- 7) Desire for provision by the practice of more information on local services as well as out of hours service.**
- 8) A majority would like to have a practice newsletter**
- 9) 32% of patients who tried to cancel their appointments were not able to easily do so with a majority unable to get through on the phone**
- 10) There was a lack of awareness of our cancellation line or online cancellation of appointments**
- 11) The practice did not have the mobile number of 17% of patients who did not attend their appointments**

**Overall demographics: 392 surveys received**

<b>What is your gender?</b> (Please tick)	<b>Male</b> 45%	<b>Female</b> 55%

<b>What is your age?</b> (Please tick)	<b>Under 16</b> 4%	<b>16 to 44</b> 37%	<b>45 to 64</b> 32%	<b>65 to 74</b> 15%	<b>75 or over</b> 12%	
<b>Do you have a longstanding health condition?</b> (Please tick)	<b>Yes</b> 52%	<b>No</b> 40%		<b>Can't say / Don't know</b> 8%		
<b>Are you a carer?</b> (Please tick)	<b>Yes</b> 11%		<b>No</b> 89%			
<b>What is your ethnicity?</b> (Please tick)	<b>White</b> 44%	<b>Black or Black British</b> 18%	<b>Asian or Asian British</b> 27%	<b>Mixed</b> 3%	<b>Chinese</b> 1%	<b>Other ethnic group</b> 7%

Please see below excel spreadsheet with individual survey results and demographics accessible by tabs.

<http://www.lawmedicalgrouppractice.co.uk/docs/Appendix7.xls>

#### ACTION PLAN

Please describe how you agreed the action plan with the PRG?

**Survey results were sent by email to members of the PRG at the beginning of February 2014 in preparation for the upcoming meeting. The survey results were also made available on our practice website.**

**At the PRG meeting held at the practice on Tuesday 11<sup>th</sup> February 2014, paper copies of the survey results were presented to each individual on their arrival. Results from the surveys, as well as the previous action plan were presented and discussed with attendees. Attendees were asked to comment on the survey findings as well as make suggestions for practice improvement on identified areas. Patient engagement at the forum was very positive, and various ideas were agreed as per the action plan.**

**Minutes of this meeting can be found below**

<http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix8.pdf>

Please include a full copy of the agreed action plan. The main actions were:

**Please see below action plan for information on main actions.**

Please describe the areas that you could not achieve what the PRG wanted.

The PRG would like for flu vaccinations to be open for online booking. However, it was discussed that due to eligibility criteria for the flu vaccinations, it would not be possible to have these available for all to book online.

Are there any contractual considerations to the agreed actions?

No.

Please provide a summary of the progress made with your 2012/13 action plan

You said .....	We did ....	The result is ....
Insert survey findings	Insert actions or agreements	Insert achievements to date
<i>There can be a high cost of calling the surgery from mobiles (due to 0844 number).</i>	<i>An '020' number was introduced, although this is currently only one line. The practice agreed to pursue other telephone providers.</i>	<i>Practice is currently in talks with telephone providers and aims to have changed system by the end of 2014.</i>
<i>Patient Access (online booking system) passwords have to be obtained from the surgery.</i>	<i>Ensured that the posters/website advertising online services clearly display need to visit practice for log-in details.</i>	<i>Less confusion about how to register for the service.</i>
<i>There is a need for increased awareness of online services (appointment booking and repeat prescription requests)</i>	<i>Increased our advertising campaign by adding posters to the TV waiting screen, and having handouts in reception and all clinical rooms</i>	<i>In 2012/13, 53% of those surveyed were unaware of online services. In 2013/14 this had reduced to 48%. Whilst this may appear to be a small difference, it is a start of a continuing project. In addition, 121 more patients are signed up to access online services in March 2014 than in November 2013.</i>
<i>It can be difficult to know who to contact when the surgery is closed.</i>	<i>This information has been put into a colour leaflet which is available online, at reception, and in clinical rooms. It is also given out at 8 week baby checks.</i>	<i>Greater awareness of what to do when the surgery is closed.</i>
<i>TV in waiting area to display more appropriate</i>	<i>Whilst the content is not under our control, the</i>	<i>LifeChannel have advised that there are no</i>

<i>content</i>	<i>practice contacted the company regarding claims of 'National Accident Helpline' advertisement.</i>	<i>'National Accident Helpline' advertisements, however, they do have commercial advertising which assists with their funding.</i>
<i>Greater involvement of PRG</i>	<i>Agreed to look into ways for the PRG to become more involved</i>	<i>The practice hosted a patient led meeting in July 2013, where discussions were had on how the PRG could become more involved. It is hoped this will continue in the next year.</i>

## LOCAL PATIENT PARTICIPATION REPORT 2013/14

LOCAL PATIENT PARTICIPATION REPORT
<p>Please describe how the 2013/14 local Patient Participation Report was advertised and circulated</p> <p><b>The report will be emailed to all members of the PRG, and also available as an online version on the website.</b></p> <p><b>This will also be advertised via posters in the practice, with hard copies available on request.</b></p>
<p>Please include a copy of the report and link to your report on the practice website.</p> <p><a href="http://www.lawmedicalgrouppractice.co.uk/PRG.php">http://www.lawmedicalgrouppractice.co.uk/PRG.php</a></p>
CONFIRMATION OF YOUR OPENING TIMES
<p>Please include opening hours and out of hours arrangements in the report</p> <p><b>Monday: 7.30am – 8pm</b>  <b>Tuesday &amp; Wednesday: 8am – 6.30pm</b>  <b>Thursday: 8am – 12pm</b>  <b>Friday: 8am – 5.30pm</b></p> <p><b>Out of hours service is provided by Harmoni from 6.30pm to 8am weekdays and all weekend. On Fridays, a doctor from the practice is on call between 5.30pm and 6.30pm.</b></p>