

**THE LAW MEDICAL GROUP PRACTICE (E84006)
PATIENT PARTICIPATION REPORT Y2 2012/13**

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

<i>Age</i>	<i>% within PRG</i>
17-24	5%
25-34	22%
35-44	15%
45-54	14%
55-64	9%
65-74	17%
75-84	9%
85+	1%

Sex

<i>Gender</i>	<i>% within PRG</i>
M	37%
F	63%

Ethnicity

<i>Ethnicity</i>	<i>% within PRG</i>
White British	25%
White Irish	6%
White other	15%
Mixed	4%
Indian	13%
Pakistani	3%
Bangladeshi	0.5%
Other Asian	4%
Black British	1%
Black Caribbean	10%
Black African	6%
Other Black	5%
Chinese	0%
Other ethnic group	7.5%

Working patterns of patients

Levels of unemployment

Carers

0.5%

Care groups, e.g. Nursing Homes, Learning Disability Community, and Mental Health Groups.

Other

<i>Other factors</i>	<i>% within practice</i>
Care/Nursing Home	12%
Housebound	0 %
Chronic disease	53%
Young parents	21%

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 last year, 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 238 registered patients. Given the large number this group is likely to contain a more representative sample of our patients.

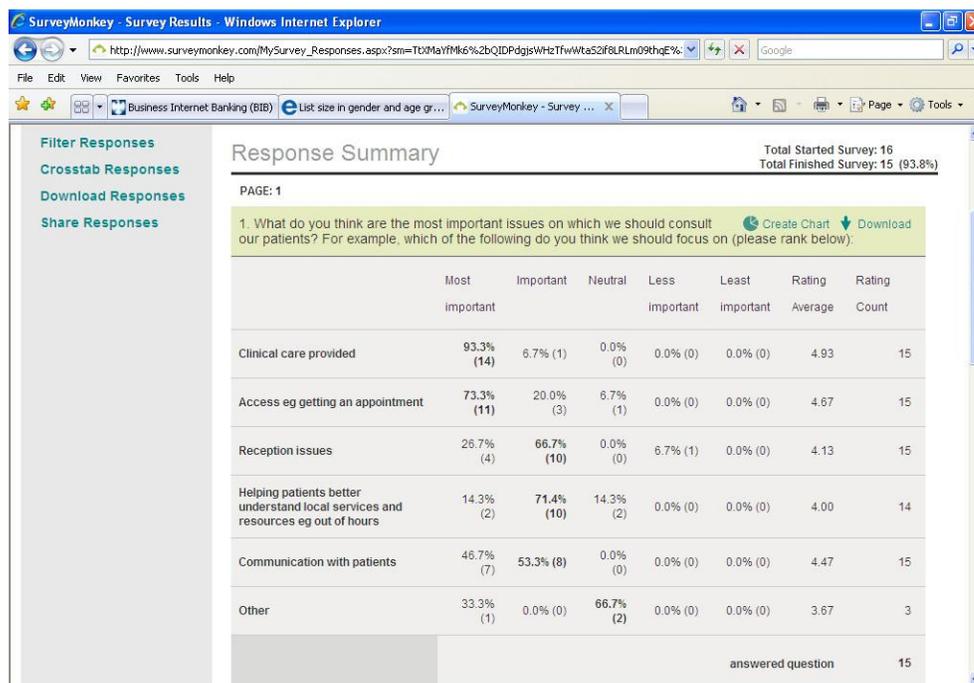
VALIDATE THE SURVEY AND ACTION PLAN THROUGH THE PATIENT PARTICIPATION REPORT

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 17th July 2012. These forms asked patients to select which they thought were the most important issues upon which the practice should consult our patients i.e. which issue should the practice focus on for the upcoming survey. 'Clinical care' and 'getting an appointment' 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 16 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 e.g. getting an appointment’. It also identified a need to survey patients on their understanding of local resources, in particular out of hours services and also identified communication as an issue. Written comments highlighted the importance of all the areas raised as well as managing patient’s access to other NHS services.

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 access i.e. getting an appointment and the telephone system.

We also discussed the survey with clinicians 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 commissioned a bespoke survey through Patient Dynamics Ltd, a specialist survey company. Our bespoke survey was 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 survey 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.

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

The survey was designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. The results from the pre-surveys done online and at the PRG were taken into account, and it was agreed to ensure questions on access and clinical care were included. The resulting 4 page questionnaire contained 29 questions and the results of these were combined to produce the following broad topic areas:

- Clinical care
- Appointments
- Booking
- Practice administration
- GPs
- Nurses
- Online services
- Waiting room
- Out of hours services
- Additional comments

Please describe how you carried out the survey?

This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions.

Methodology used for the survey is described in the Patient Dynamics survey report.

Patients were invited to take part by the receptionists in the practice and survey forms were also left on the reception desk for collection. The online 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.

To ensure response from our PRG, a link to the online version of the questionnaire was emailed to our mailing list. For those members of our PRG without email addresses, paper copies were posted out with a stamped addressed envelope to ensure easy return to the practice.

We also posted the survey to some of our house bound patients and placed it in the doctors home visit bag

Questionnaires were collected in the practice or online.

A blank copy of the survey is attached as http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix_1_2013.pdf .

Please specify the dates the survey was carried out.

The survey was available in reception for two weeks from week commencing Monday 3rd December 2012, and was available on the website for the same period of time. An online link to the survey was emailed to PRG members on Tuesday 4th December and paper copies were posted during the week.

What were the survey results?

218 replies were received and analysed. The survey also solicited information on respondent demographics.

What we are doing well:

- **GP care:** Our mean score for overall GP patient care (including both routine and emergency visits) was 73.4/100. The survey report includes a further breakdown of individual aspects of patient care.
- **Nurse care:** Our mean score for overall nurse patient care was 76.41/100. The survey report includes a further breakdown of individual aspects of patient care.
- **Reception:** Reception were recognised as being very or fairly helpful in 95.2% of feedback
- **Overall experience of GP surgery:** The practice was rated as excellent, very good or good by 89.5% of respondents. A further 8.7% rated it as fair.
- 85.8% of patients would definitely or probably recommend our surgery

Reception:

- Recognised as being very or fairly helpful in 95.2% of feedback
- A few comments mentioned customer care as a concern and requested more people on reception
- Comments also identified long waits at reception as an issue

Online services:

Booking appointments:

- 3.9% of patients book appointments online.
- 53.7% are unaware they can book online
- 6.6% could not find an appointment online
- 21.6% stated they did not have access to the internet

Prescriptions:

- 8.9% would prefer to order repeat prescriptions online

- 48.8% were unaware they could order repeat prescriptions online

Telephone – ease of getting through:

- 56.1% found it very or fairly easy
- 36.3% found it not very easy/not at all easy
- Issues identified in the comments section included the long waits to be answered
- Comments also identified the practice 0844 number as expensive

Communication:

- 71.2% of patients would like to receive more information on the most appropriate service to access out of hours
- We asked patients what content they would like to see on our waiting room TV. Many suggestions were made including themes of: health/healthy lifestyle programmes/info on community care and local services/healthy eating/news/sports/cartoons/kids programmes/music/ comedy/info on delays for appointments/self help information.
- A number of comments also highlighted patients’ frustration at long waits in waiting room to see GP
- A comment mentioned receiving more notice when rescheduling appointments because of doctor or nurse unavailability. Another comment requested more information be made freely available on the complaints process.

Appointments:

- 51.7% of patients can get seen if they need to see a GP urgently
- 90% say it is important to be able to book ahead
- 67.6% find it very easy or fairly easy to book ahead
- A few comments identified an unacceptable wait outside the surgery in order to get an emergency appointment especially when weather is cold

In addition, as previously mentioned, information on respondents’ demographics was also solicited, as demonstrated below.

Age	% within survey respondents
Under 16	1.9%
16-44	36.8%
45-64	39.7%
65-74	12.0%
Over 75	9.6%

<i>Gender</i>		<i>% within survey respondents</i>
	Male	44.0%
	Female	56.0%

<i>Ethnicity</i>		<i>% within survey respondents</i>
	White	38.3%
	Black/Black British	19.6%
	Asian/Asian British	34.4%
	Mixed	1.9%
	Chinese	0.0%
	Other ethnic group	5.7%

<i>Long standing health condition?</i>	<i>% within survey respondents</i>
Yes	49.5%
No	41.3%
Don't know/can't say	9.2%

Full survey results can be found at

http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix_2_2013.pdf.

ACTION PLAN

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

At the PRG meeting held at the practice on Tuesday 19th February 2013, results from the survey, as well as the previous action plan were discussed with attendees and paper copies of the survey results were presented on arrival. Patients were asked for their suggestions on how the practice can improve certain areas as identified within the survey. 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 at

http://www.lawmedicalgrouppractice.co.uk/pdfs/Appendix_3_2013.pdf.

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

For information on main actions please see attached action plan at

http://www.lawmedicalgrouppractice.co.uk/pdfs/Action_Plan_2012-13.pdf.

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

The PRG would like the practice to introduce a "020" number rather than the current 0844 number. This is currently not possible due to a contract held with the telephone company and a lack of viable alternatives. The practice is looking into viable alternatives for when the contract ends and has also suggested more temporary solutions.

Are there any contractual considerations to the agreed actions?

No.

Please provide a summary of the progress made with your 2011/12 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 problem with queuing at reception for repeat prescription requests</i>	<i>We implemented repeat prescription drop-boxes</i>	<i>Fewer queues at reception and thus shorter waiting times</i>
<i>Receptionists may benefit from customer care training</i>	<i>Arranged customer care training for receptionists and increased the frequency of reception meetings</i>	<i>Our staff better trained to deal with patients</i>
<i>The website is not user-friendly with difficulty in accessing online services</i>	<i>We launched a new version of the website which introduced easier links to online services. It also provides a homepage link to help with self management of minor ailments and provides clear information on out of hours services</i>	<i>Positive feedback from our PRG that our website is much easier to navigate</i>
<i>There is a need for increased awareness of online services (appointment booking and repeat prescription requests)</i>	<i>We launched a campaign to promote online services along with the new website. We displayed posters in practice and designed colour leaflets which are still being distributed by clinicians and reception</i>	<i>We hope this will lead to a gradual increased use of online services</i>
<i>There can be long waits on the telephone</i>	<i>We audited the peak times for telephone use and "dropped calls". We have used this data to identify the peak times when we need to add more staff to answer telephones. We also examined staff efficiency when answering calls</i>	<i>More staff answering calls and greater awareness of the issue. We recognise however, that the system requires further improvement</i>
<i>Alternative methods of communicating with the practice</i>	<i>We agreed to look into the possibility of email communication</i>	<i>This is currently not viable due to staffing required to ensure this is an</i>

		<i>effective and safe service. However, this is a project the practice is very interested in developing</i>
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LOCAL PATIENT PARTICIPATION REPORT 2012/13

LOCAL PATIENT PARTICIPATION REPORT
<p>Please describe how the 2012/13 local Patient Participation Report was advertised and circulated</p> <p>The report will be emailed to all members of the PRG, and also available as an online version on the website.</p> <p>This will also be advertised via posters in the practice, with hard copies available on request.</p>
<p>Please include a copy of the report and link to your report on the practice website.</p> <p>http://www.lawmedicalgrouppractice.co.uk/PRG.php</p>
CONFIRMATION OF YOUR OPENING TIMES
<p>Please include opening hours and out of hours arrangements in the report</p> <p>Monday: 7.30am – 8pm Tuesday & Wednesday: 8am – 6.30pm Thursday: 8am – 12pm Friday: 8am – 5.30pm</p> <p>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.</p>