

# PATIENT PARTICIPATION DES REPORT

## Stage one: Validate that the patient group is representative

### PRACTICE POPULATION PROFILE

Please provide information on the practice profile:

<b>Age</b>		<b>% within practice</b>
	17-24	10%
	25-34	19%
	35-44	17%
	45-54	13%
	55-64	9%
	65-74	6%
	75-84	4%
	over 85	1%

<b>Gender</b>		<b>% within practice</b>
	Male	51%
	Female	49%

<b>Ethnicity</b>		<b>% within practice</b>
	White British	26%
	White Irish	6%
	White other	9%
	Mixed	4%
	Indian	20%
	Pakistani	4%
	Bangladeshi	0%
	Other Asian	3%
	Black Caribbean	15.5%
	Black African	7%
	Other Black	2%
	Chinese	1%
	Other ethnic group	2.5%

<b>Other factors</b>		<b>% within practice</b>
	Care/Nursing Home	0.83%
	Housebound	0.42%
	Chronic disease	19%

The Law Medical Group Practice has approximately 14,500 registered patients over two sites in Wembley and Willesden. Our Willesden site has a slightly larger population with 8,400 registered patients. In particular, we have a large population of White, Indian and Black Caribbean patients. In addition, the practice has a higher than average prevalence of patients who suffer with diabetes (5.6%) and hypertension. We have a slightly higher than average population aged over 65

(11.4%). (Data from London Health Observatory data). The practice has a Nursing Home attached and also looks after housebound patients.

**PRG PROFILE**

Please demonstrate how the practice has ensured that the PRG is representative by providing information on the PRG profile

The practice created a Patient Representative Group (PRG) sign-up sheet which requested patients' names, addresses, email addresses and further details regarding age, gender, how often they attended the practice, and also where/how they had heard about the PRG. Patients were able to indicate if they wished to join the PRG and were given a choice as to whether they wished to physically attend the meetings or wished to be part of our virtual email group. We also enquired as to how they found out about the PRG, in order to monitor the most successful methods of reaching our patients. The PRG was advertised on our website, on our reception desks as well as on the TV screen, Lifechannel, which is broadcast in the waiting area. In addition, patients were actively recruited by receptionists, clinicians at consultations and at new registrations. This ensured a range of different patients with different clinical conditions were offered the opportunity to be part of the PRG. In addition, sign-up sheets were also available to download from the practice website. In order to maximise the amount of sign-up sheets returned, the practice offered an incentive for the receptionists who recruited the most patients to our group. The three receptionists who recruited the most were then awarded a prize. Sign-up sheets were posted to patients who were regular attendees at the practice's bi-annual Patient Forums. This ensured that the maximum number of patients were reached, and those of all different profiles.

The practice received, in total, 233 sign-up sheets from patients who wanted to join the PRG. Of these, 76 expressed a desire to attend PRG meetings and 157 wished to be a part of our virtual email group.

<b>Age</b>		<b>% within practice</b>	<b>% within PRG</b>
	17-24	10%	5%
	25-34	19%	23%
	35-44	17%	15%
	45-54	13%	17%
	55-64	9%	12%
	65-74	6%	15%
	75-84	4%	8%
	over 85	1%	1%

*NB: % have been rounded*

<b>Sex</b>		<b>% within practice</b>	<b>% within PRG</b>
	Male	51%	45%
	Female	49%	55%

*NB: % have been rounded*

<b><i>Ethnicity</i></b>		<b><i>% within practice</i></b>	<b><i>% within PRG</i></b>
	White British	26%	24%
	White Irish	6%	6%
	White other	10%	15%
	Mixed	4%	4%
	Indian	18%	13%
	Pakistani	4%	3%
	Bangladeshi	0%	0%
	Other Asian	3%	4%
	Black Caribbean	15.5%	11%
	Black African	7%	4%
	Other Black	3%	5%
	Chinese	1%	0%
	Other ethnic group	2.5%	6%

*NB: % have been rounded*

The practice was mostly successful with the more difficult to reach groups, with the exception of housebound patients (*more detail can be found below*).

<b><i>Further breakdown</i></b>		<b><i>% within PRG</i></b>
	Care/Nursing Home	12%
	Housebound	0%
	Chronic disease	53%
	Young parents	21%

*NB: % have been rounded*

<b><i>Attendance at practice</i></b>	<b><i>% within PRG</i></b>
Regularly	50%
Occasionally	41%
Very rarely	9%

*NB: % have been rounded*

#### **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.

Following initial assessment, 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.

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.

## Stage two: Validate the survey and action plan through the Patient Participation Report

### SURVEY

Please describe how the priorities were set

Attendees at the PRG meeting on the 21<sup>st</sup> September 2011 were given a printed slip asking them to rank a number of priorities upon which they would like the Patient Survey to focus.

Staff were given an opportunity to raise issues for inclusion in the survey at both a partner's meeting as well as a whole practice Friday meeting.

Following this, a 'pre-survey survey', generated using SurveyMonkey was emailed to all patients who had handed in a form giving their email addresses, ensuring all patients were blind cc'd into the email to ensure confidentiality. This was also made available to fill out online on our practice website. The survey was a simple form asking members of our PRG to list in order of importance what they felt were the most significant areas on which to focus in the Patient Survey. These areas were taken from suggestions made in the Patient Participation DES Guidance.

The screenshot shows a web browser window titled "PRG survey - Windows Internet Explorer". The address bar shows the URL "http://www.surveymonkey.com/s/29MCCB3". The survey content is as follows:

**PRG survey** Exit this survey

1. What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on (please rank below):

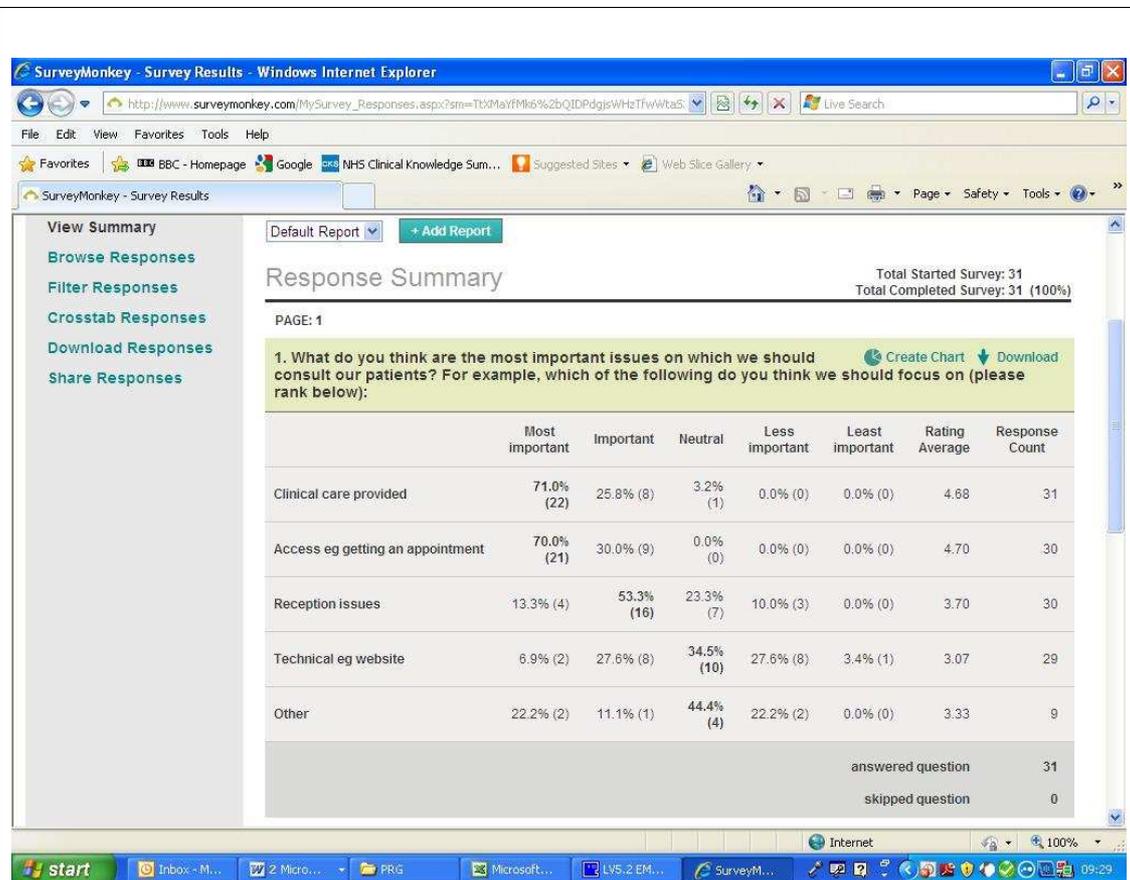
	Most important	Important	Neutral	Less important	Least important
Clinical care provided	<input type="radio"/>				
Access eg getting an appointment	<input type="radio"/>				
Reception issues	<input type="radio"/>				
Technical eg website	<input type="radio"/>				
Other	<input type="radio"/>				

2. If your issue was not covered in question 1, please specify below.

Done

Powered by **SurveyMonkey**  
Create your own [free online survey now!](#)

Done



The practice received 31 responses to the pre-survey survey, which highlighted that patients felt that the areas most important on which to focus. Clinical care and access were rated as most important. Reception issues were rated as important to address. The website was also raised as an issue. Other issues mentioned on written feedback included the possibility of having a practice email address for queries and also providing more information advising patients in the waiting area of waiting times.

In addition, we reviewed complaints received by the practice in the last two years in order to bring to light any recurrent issues which would be important to focus on in the Patient Survey. Themes identified were clinical care, access and prescription issues.

Please describe how the questions were drawn up

The practice commissioned a bespoke survey through PatientDynamics 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 and mostly rating type questions were created. In addition, we modelled the layout of our created questions after existing GPAQ questions.

<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. This survey was developed by the PRG in partnership with the practice .The resulting 4 page questionnaire contained

**32 questions and the results of these were combined to produce the following broad topic areas:**

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

**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. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email**

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

Please describe how the survey was conducted?

**[A blank copy of the survey can be found here](#) (Appendix 1):**

**The survey was printed on colour paper and was available at reception. Patients were encouraged to fill in the survey whilst waiting for their consultation, with a drop in box placed in reception to collect responses.**

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

**Clinicians also handed out forms to patients. Surveys were also placed in the home visit bags.**

**In order to reach our PRG members, an online version of the survey was emailed to all members with an email address, with details of other ways of accessing the survey. The survey was also posted to all those who had signed up to the PRG, with a stamped addressed envelope to ensure easy return to the practice. This was to try ensure that a representative sample was surveyed.**

**The online version of the survey was also made available on the practice website as an eye-catching pop-up that appeared on opening the website's home page.**

The screenshot shows a web browser window displaying the Law Medical Group Practice website. A pop-up window titled 'Law Medical Group Survey' is open, containing the following text:

**PATIENT SURVEY**

The practice is currently undertaking a Patient Survey. We would be grateful if you could take the time to fill out a survey. We very much appreciate your feedback and aim to use it to inform change in the practice. You can collect a paper copy from reception or alternatively click on the link for an online version <http://www.gpsurvey.co.uk/Law>. This should take no longer than a few minutes to complete. We are grateful for your time and support.

The website background shows the practice name 'LAW MEDICAL GROUP PRACTICE' and a navigation menu with links: 'About Us', 'Latest News', 'Disclaimer', and 'Accessibility'. Below this, there are three columns of information:

- WROTTESLEY ROAD SURGERY:** TEL: 0844 477 3479, FAX: 020 8453 5279, OUT OF HOURS: 0300 130 3015, SURGERY HOURS: Mon 7.30am-8pm, Tues, Wed 8.30am-6.30pm.
- NEWS & NOTICES:** HAVE YOUR SAY! (with a graphic of people), Patient Survey >>, MORE NEWS >>, ONLINE SERVICES:
- 9-11 WROTTESLEY ROAD WILLEDEN LONDON NW10 5UY:** TEL: 0844 477 3479, FAX: 0844 477 3480, OUT OF HOURS: 0300 130 3015, SURGERY HOURS: Mon 7.30am-8pm, Tues, Wed 8am-6.30pm.

The Windows taskbar at the bottom shows the Start button, system tray, and open applications including 'LVS,2 EMIS Server', 'NHSmall - Windows In...', and 'The Law Medical Grou...'.

What were the survey results?

364 surveys were received by the practice, both paper and online copies, and were analysed by PatientDynamics. PatientDynamics provided the practice with a report. Quality and outcomes framework guidance recommend the 25 questionnaires per 1000 should be returned to ensure a valid sample. Our list size is approximately 14,500 patients and completed surveys were in keeping with this figure.

**What we are doing well:**

- **GP care:** Our mean score for overall GP patient care (including both routine and emergency visits) was 76.23/100. The survey report includes a further breakdown of individual aspects of patient care.
- **Nurse care:** Our mean score for overall nurse patient care was 73.95/100. The survey report includes a further breakdown of individual aspects of patient care.
- **Reception:** Reception were recognised as being very or fairly helpful in 93.6% of feedback
- **Opening times:** 88% of patients stated that our opening times are convenient to them
- **Overall experience of GP surgery:** The practice was rated as excellent , very good or good by 88.2% of respondents. A further 9.3% rated it as fair.
- **90.1% of patients would definitely or probably recommend our surgery**

**Reception:**

- Recognised as being very or fairly helpful in 93.6% of feedback
- A few comments mentioned customer care or confidentiality as a concern
- Comments also identified long waits at reception as an issue
- One comment highlighted the electronic check in machine as impersonal

**Online services:**

**Booking appointments:**

- 3.8% patients book appointments online.
- 20% state this would be their preferable way of booking appointments
- 61.3% are unaware they can book online

**Prescriptions:**

- 14.6% would prefer to order prescriptions online
- Of those who order prescriptions, 67% were unaware they could order prescriptions online

**Practice website:**

- Has not been seen by 61.5% of respondents
- Of those who have visited the website: 26% described it as very user friendly
- 61% described it as fairly user friendly
- Comments mentioned that a practice email address would be useful

**Telephone – ease of getting through:**

- 64.1% found it very or fairly easy
- 27.1% not very easy/not at all easy
- Issues identified in the comments section included the long waits to be answered and no information on place in the telephone queue
- Comments also identified the practice 0844 number as expensive

**Information dissemination:**

- Awareness of opening times: 35-40% of respondents were unaware that we offer extended opening times
- Awareness of website: Has not been seen by 61.5% of respondents
- A number of comments also highlighted patients' frustration at long waits in waiting room to see GP

**Appointments:**

- 67.5% of patients can get seen if they need to see a GP urgently

- 93.1% say it is important to be able to book ahead
- 76.7% find it very easy or fairly easy to book ahead

**Interpreter service:**

- 7.3% of respondents required an interpreter for their appointments
- 72% found it “very or fairly easy” to access the interpreting service. 17% found it “not very easy” and the rest “didn’t know”

[Results of the survey can be found here:](#) (Appendix 2)

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

<b>Age</b>		<b>% within survey respondents</b>
	Under 16	1.8%
	16-44	48.4%
	45-64	30.2%
	65-74	12.3%
	Over 75	7.3%

<b>Gender</b>		<b>% within survey respondents</b>
	Male	34.9%
	Female	65.1%

<b>Ethnicity</b>		<b>% within survey respondents</b>
	White	47.8%
	Black/Black British	20%
	Asian/Asian British	21.5%
	Mixed	3.6%
	Chinese	0.3%
	Other ethnic group	6.9%

<b>Long standing health condition?</b>	<b>% within survey respondents</b>
Yes	34.9%
No	53.6%
Don’t know/can’t say	6.6%

## ACTION PLAN

How did you agree the action plan with the PRG?

**Our next Patient Representative Group meeting was arranged to be held after the results of the Patient Survey had been analysed. It was advertised highlighting the main topic being discussion around the results of the Survey. The invitation to the Forum was displayed in the waiting areas, on the practice website and also emailed/posted to members on the mailing list to ensure the maximum number of attendees.**

**The survey report was sent out via email to all on the PRG mailing list in advance of the meeting to help facilitate discussion.**

**The Patient Forum was held on Tuesday 28<sup>th</sup> February 2012. Patients were presented with paper copies of the survey results on arrival. One of the partners presented the results of the Patient Survey to the attendees and then opened the discussion around areas that had been highlighted. Patient engagement at the Forum was very positive, and various ideas were agreed as per the action plan.**

**[Minutes of the PRG meeting can be found here:](#) (Appendix 3)**

What did you disagree about?

**See action plan.**

Are there any contractual considerations to the agreed actions?

**N/A**

Please include a copy of the agreed action plan

**[Appendix 4](#)**

## LOCAL PATIENT PARTICIPATION REPORT

Please describe how the report was advertised and circulated

**The PRG report will be emailed to members of the PRG and all staff members and also made available on the practice website. Posters will be placed in reception advertising where the report can be found.**

Please include a copy of the report and link to your practice website

[http://www.lawmedicalgrouppractice.co.uk/patient\\_group.htm](http://www.lawmedicalgrouppractice.co.uk/patient_group.htm)

## OPENING TIMES

Please include opening hours and out of hours arrangements in the report

### **Harrow Road Opening Hours**

**Mon: 7.30am to 8pm**

**Tues & Weds: 8.30am to 6.30pm**

**Thurs: 8.30am to 12pm**

**Fri: 8.30am to 5.30pm**

### **Wrottesley Road Opening Hours**

**Mon: 7.30am to 8pm**

**Tues & Weds: 8am to 6.30pm**

**Thurs: 8am to 12pm**

**Fri: 8am to 5.30pm**

**Out of hours service is provided by Harmoni from 6.30pm weekdays and all weekend. On Fridays, a doctor from the practice is on call between 5.30pm and 6.30pm. In addition, Harmoni cover finishes at 8am, and there is a doctor on call between 8am and 8.30am.**