

# **PenkrIDGE Medical Practice**

## **Local Patient Participation Report 2013/14**

In order to ensure that patients are involved in decisions about the range and quality of services provided by PenkrIDGE Medical Practice, it was decided to continue to participate in the Patient Participation Directed Enhance Service (DES). The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of local practice survey. The outcome of the engagement and views of patients are detailed in the following report.

### **Profile of the PRG**

PenkrIDGE Medical Practice already has a well established, active patient group – Patient Link. It was recognised that previous attempts to recruit new members, particularly to try to get a group representative of the patient list, had proved impossible as people did not want to commit to attending regular meetings. It was therefore agreed to aim for a virtual group that would complement Patient Link.

In an attempt to get a representative spread of age, gender, health problems etc. a number of approaches were used to invite patients to join the virtual reference group. Patients only had to supply their email address and agree to be contacted a couple of times a year for their views.

1. Patient Link had previously developed a list of local voluntary groups. Letters along with the sign up form were sent out to all these groups.
2. Forms were attached to all repeat prescriptions being issued over a 2 week period.
3. Posters were put up in the waiting room.
4. Forms were available at the front desk and reception staff approached patients when they came to the front desk.
5. Forms were available to download from the website.
6. The Health Visitors were given forms and asked to approach young parents attending their various groups.
7. School Nurse was asked to approach the local High School to see if forms could be kept in the 6<sup>th</sup> form common room.
8. A new member of Patient Link who attends the 6<sup>th</sup> form offered to take some forms into school and approach pupils and parents.
9. Practice Nurses were asked to approach patients seen in long-term condition clinics.

Over a 3-month period the submitted forms were collected and the table on the next page shows the age/sex breakdown of the PRG as it compares to the age/sex breakdown of the Practice List size.

**PATIENT LIST INFORMATION AS AT 10.01.13**

**TOTAL LIST  
SIZE=10091**

| <b>PATIENT LIST</b>          |             |               |              |                     | <b>REFERENCE</b> |               |
|------------------------------|-------------|---------------|--------------|---------------------|------------------|---------------|
| <b>PATIENT AGE<br/>GROUP</b> | <b>MALE</b> | <b>FEMALE</b> | <b>TOTAL</b> | <b>% of Pt List</b> | <b>MALE</b>      | <b>FEMALE</b> |
| 0-16                         | 887         | 819           | 1706         | 0.17                | 0                |               |
| 17-24                        | 468         | 423           | 891          | 0.09                | 0                |               |
| 25-34                        | 498         | 476           | 974          | 0.10                | 1                |               |
| 35-44                        | 692         | 663           | 1355         | 0.13                | 3                |               |
| 45-54                        | 739         | 778           | 1517         | 0.15                | 3                |               |
| 55-64                        | 771         | 806           | 1577         | 0.16                | 6                |               |
| 65-74                        | 621         | 611           | 1232         | 0.12                | 16               | 1             |
| 75-84                        | 288         | 343           | 631          | 0.06                | 2                |               |
| 85+                          | 74          | 134           | 208          | 0.02                | 1                |               |
|                              | <u>5038</u> | <u>5053</u>   | <u>10091</u> | <u>1.00</u>         | <u>32</u>        | <u>5</u>      |

Patients can still opt to join the reference group and forms can be downloaded from the website.

## **The Local Survey**

After discussion with members of Patient Link it was agreed that 2 surveys would be carried out again. The CFEP Improving Practice Questionnaire would be the main survey run by the Practice. This survey has a proven track record and as this survey has been used by the Practice before; it enabled comparison of results with previous years. As this was a nationally available survey, results would also show comparisons to other practices. Patient Link also wished to carry out their own survey as there were a number of questions they wished to ask patients which would not be covered in the main survey. Patient Link analysed the results of their questionnaire. It was agreed that the action plan would be based on the results of the CFEP survey.

GPs opted to have individual surveys rather than the simpler Practice Survey.

The CFEP Improving Practice Questionnaire is designed to be used in the Practice rather than posting out to patients. 50 blank questionnaires were received for each participating GP. The Practice was required to return 40 completed questionnaires for each participating GP.

Patients attending for appointments were asked if they were willing to complete a questionnaire. A questionnaire and envelope were given to the patient prior to their consultation and patients were asked to complete the questionnaire after their consultation. Patients sealed their completed questionnaire in the envelope provided. The envelope had the GP initials on it for identification purposes. The envelope was placed in a box provided at reception.

All the envelopes were collected and once the correct number had been achieved they were returned to CFEP for analysis.

In October 2013 the Improving Practice Questionnaire Report was received and GPs received individual reports based on the results of the survey. A copy of the Practice report was shared with members of Patient Link in December 2013, prior to the pre-arranged meeting with Patient Link on 27 January 2014.

## **Improvements as a Result of the 2013/14 Action Plan**

Three actions had been agreed and these had all been completed.

### **Improve Access to GP of Choice**

Patients had commented that some GPs became booked up very quickly and did not have routine appointments available for over 5 working days. These tended to be the more senior GPs who have been at the Practice for several years. It was explained to Patient Link that not all GPs were full-time and if a GP only worked 2 days per week, then their availability would always be limited.

The Practice already operated a system whereby each GP had a mixture of routine (pre-bookable) and same day appointments. It was decided to add another type of appointment. This was a pre-bookable appointment, but would only be released 3 days prior to the appointment date. In theory this should mean that each GP had a number of pre-bookable appointments available within 3 working days.

This system was piloted from March 2013. The system was monitored and was reasonably successful. Availability of pre-bookable appointments increased. It was decided to continue with this mix of appointments.

The results of the 2013/14 survey showed that patient satisfaction in the area had increased slightly, but it was still the lowest scoring question.

### Offer Online Booking of Appointments

The Practice migrated to a new computer system in May 2013. The new system, Emis Web, allows the option to offer online booking of appointments via Patient Access. This option was activated in January 2014. A number of appointments with each clinician have been allocated for online booking. This option is actively being promoted and patients are encouraged to sign up and request their individual access code.

Positive feedback has been received from those patients who have booked appointments online.

### Introduce Use of Text Messaging

The new computer system also allows the option for sending text messages to patients who have submitted their mobile telephone number. Initially it was thought that the text messaging service could be used instead of some appointment letters. However, after further investigation it became clear that at the moment Emis Web does not offer this facility and the text messaging can only be used for appointment reminders and test results. The Practice has opted to use the appointment reminder element and this was switched on in September 2013. When appointments are booked a confirmation text is sent and then an appointment reminder is sent 2 days prior to the appointment.

### The Action Plan for 2014/15

At a meeting with Patient Link on 27 January 2014 the results of the 2013 survey were discussed. The Practice had noted the areas where the least points had been scored compared to Practices of similar size. Note had also been taken of the comments section and any patterns identified.

Suggested items for the action plan were:-

- a) Take an holistic view of access.
- b) Migrate online prescription ordering to Patient Access.
- c) Source alternative contraceptive services.

Patient Link agreed with all three suggested actions. The action plan is attached as Appendix I.

A copy of the results of the patient survey and the action plan were emailed to PRG members mid February 2014. Members were asked for comments by no later than early March 2014. The Practice received 2 comments. All comments were positive. There were no objections to the suggested action points.

### Opening Hours

The Practice opening hours are:-

Monday, Tuesday, Wednesday and Friday 8:00am – 6:30pm.  
Thursday 8:00am – 12 noon and 2:00pm – 6:30pm.

Patients can access services via telephone, through online booking or by visiting the Practice. Information on services is available on the website. Information and forms can be downloaded from the website. New patients are given a practice information leaflet when they register with the Practice. Ordering repeat prescriptions can also be done via Patient Access. There is a direct link from the Practice website.

### **Extended Hours**

The Practice operates extended opening hours every Wednesday and Thursday. Routine appointments can be pre-booked with GPs between 6:30pm and 7:45pm. These are for routine matters only. There are no nurses available during these extended hours and the Practice cannot be accessed by telephone during these extended hours.

Patients requiring treatment for acute problems are required to contact the Out of Hours Service.

Amanda Page  
Business Partner

11 March 2014

## PENKRIDGE MEDICAL PRACTICE

Action Plan Following Results of Local Practice Survey  
2013/14

| Priority for Action                                    | Proposed Changes                                                                                                                                                                                                                                                                                                                                                                        | Who Needs to be Involved                                                      | What is an achievable time frame? |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------------------|
| Take an holistic view of access.                       | <p>Business meeting to look at how and why patients access the surgery.</p> <p>Consider changes/improvements that could be made. Positive experience for patients, GPs, and staff.</p>                                                                                                                                                                                                  | Business Partner<br>GPs                                                       | <p>March 2014</p> <p>Aug 2014</p> |
| Migrate online prescription ordering to Patient Access | Continue with the roll-out of online booking. Extend to prescriptions.                                                                                                                                                                                                                                                                                                                  | Business Partner<br>Asst Practice Manager<br>Admin Officer<br>Reception Staff | Sept 2014                         |
| Source Alternative contraceptive services              | <p>Due to a retirement the Practice is no longer able to offer certain contraceptive services.</p> <p>Patients can be directed to Sexual Health Clinics but it is acknowledged that it may be better if there were an inter-practice agreement as a temporary measure.</p> <p>GPs will be undertaking training/updates during 2014 with the intention of providing services in 2015</p> | Business Partner                                                              | May 2014                          |