

Park Medical Practice – PPG Survey 2011

PMP PPG Background

The practice has had a very active PPG for many years. The age range is 15 years to over 90. We currently have over 24 members who regularly attend the meetings.

PPG Profile - Appendix A

Following the introduction of the Patient Participation Direct Enhanced Service in April 2011, the existing PPG looked at the age/sex break down of the current PPG and compared it to the practice profile. We are extremely lucky at the practice as we have a wide range of PPG members. However, we are aware that we do not have many members between the ages of 19 to 30. Since the group was formed we have been trying to encourage engagement from these age ranges but as yet we have been unsuccessful.

We have produced newsletters, posters, information on the practice website. We have targeted specific clinics such as baby immunisation clinics, and we have held health promotion days and promoted the PPG. We have also written articles for the local free papers and group members have given talks on the role of the PPG at local groups such as the WI and Borrowbrook Link... We have contacted the Students Union at the University of Derby, we have also considered holding a meeting at the university to encourage participation. The practice has offered to compensate for any travel/childcare costs. We have moved the meetings from being held at the Borrowash Surgery to the Chaddesden Surgery to improve the access.

Following the introduction of the PPG DES the PPG tried to promote the role of the PPG and to encourage patients to join the group either to attend meeting or virtually. The group designed new posters - appendix B/C which was displayed in the surgeries and also the members took the posters and distributed them to local schools, libraries, pubs, and local businesses. The Practice also added a new article about the role of the PPG in the summer newsletter - appendix D. We also provide slips in all of the waiting rooms – appendix E.

Please note that as at 22.08.11 we have had 5 new expressions of interest to join the group – all of which want to attend the meetings. We have had no responses to join the virtual group.

The 2011 Patient Survey

The Practice Manager presented all members of the PPG with a copy of the Local Enhanced Services at the PPG meeting on 07.06.11 – See appendix F – Minutes

The group discussed the requirements of the LES. The PPG decided that they wanted to collect some patient demographics, but did not want to collect people's ethnicity as they felt strongly that the PPG and the Practice should be looking for feedback from the service users, no matter what their ethnic origin.

The PPG then set out an action plan to implement the LES.

1. To produce a profile of the members of the PPG
2. To discuss how to encourage more patients to join the PPG
3. To discuss what issues should be covered by the survey and who we should give the survey to.
4. Set out a PPG action plan
 - Design the survey
 - Design new posters
 - Review the draft survey
 - Decide when to carry out the survey
 - Collate the findings
 - Discuss the results
 - Write an action plan
 - Disseminate the results and action plan to the patients
 - Implement the action plan.

The PPG members decided to disperse into small working groups to look at one area of the DES such as communication, PPG publicity, and the survey questions. It was decided to hold another PPG meeting on 23rd June. – See appendix G – Minutes of 23rd June 2011

On the 23rd June all of the members of the PPG had completed their actions. The draft patient questionnaire was produced and the members of the meeting were asked to complete it. The feedback was noted and the amendments duly made. Appendix H

The questionnaires were distributed to all of the 3 PMP surgeries, in the waiting rooms and in the clinical rooms. The patients were asked to place the completed questionnaire in sealed boxes in the waiting rooms.

In addition to asking patients to complete the questionnaires in the waiting room, we targeted patients who attended clinics, i.e. baby clinic, sexual health clinics, diabetes clinics etc. Doctors took the questionnaires out on home visits, we put the questionnaire on our website and sent questionnaires to all of our nursing, residential and learning disability homes as well as our local boarding school.

The results

The practice had 641 completed questionnaires returned. The GP survey suggested a response rate of 25 for every 1000 patients, which we achieved.

Results of the PPG Patient Questionnaire 2011

Practice list as at 01.09.11 Patient Survey Responders

		%	%
Chaddesden	11187	47	46
Borrowash	7402	31	40
University	<u>5228</u>	22	14
	23817		

Male	12214	51	31
Female	11603	49	69

Age			
0-16	16	1	
17-24	24	14	
25-34	15	11.5	
35-44	11.5	12	
45-54	11.5	16	
55-64	8.5	14	
65-74	8	18	
75-84	5	12	
85+	0.5	1.5	

Average number of appointments per year per patient approximately 4
 Average number of appointments per patient who completed the survey

0-4	Appointments per year	38%
5-10		43%
10+		19%

Do you know that you do not always need to see a GP when you come to the surgery?

It is very important that patients are aware of the different roles that make up our Primary Care Team for the following reasons. The individual roles have specific skills and expertise in different areas. Therefore we feel that it is very important that patients see the most appropriate person for their needs at a specific time. In addition we have to make sure that we carefully use the resources that are available to us, i.e. in most cases it is not clinically necessary for a GP to undertake a routine blood pressure check when this could be undertaken quite satisfactorily by a HCA which would free up a Doctor's appointment for someone who really needs to be treated by a GP

94% of those people who answered this question were aware that they did not always have to see a GP for their care.

Although the 6% who said they did not know is very small we hope to reduce this further by increasing the awareness of the different roles in the team.

ACTION – Display of roles could be put in the waiting room, in the next newsletter and on the website

Do you know about the different roles in the team?

General Practitioner

YES 90%

NO 10%

Nurse Practitioner

YES 83%

NO 17%

Practice Nurse

YES 83%

NO 17%

HCA

YES 67%

NO 33%

Phlebotomist

YES 56%

NO 44%

It can be seen from the above figures that patients have a greater awareness of some roles than others. It was interesting to note that the understanding of the role of the practice nurse and nurse practitioner have the same scores. The practice has invested a lot of time and resources promoting the role of the nurse practitioner by producing an information leaflet which is available in the practice. However we are not complacent and feel we could do even more.

It is evident that we need to work at promoting a better understanding of the HCAs and Phlebotomists.

ACTION

As previous action. Plus hand out the NP leaflet at uni intake/ flu clinics and put it on the website.

Did you know that the practice can send you an SMS appointment reminder to your mobile telephone if we have your mobile telephone number?

The practice is very aware that people live busy lives and can forget to attend pre-arranged appointments at the surgery. Whilst it can be inconvenient for the patient as they have to re-book, it does cause problems for the practice. The appointment is wasted and could have been used for someone else. It puts pressure on the appointment system which both the Practice and the patients do not like. By sending SMS reminders we hope to help to remind the patient to attend or to contact the surgery to cancel the appointment so it can be used by someone else.

72% of patients who answered the question were aware.
28% of patients were not aware.

The practice was delighted with these results as we only started to introduce SMS messaging in June 2011

ACTION

The feedback from the patients has been very positive. We do not send SMS messages to home telephone numbers or to people who attend antenatal appointments.

The practice had discussions with the PPG to decide if we should expand the SMS messaging service to include home numbers. The PPG decided that this may cause some confidentiality issues (minutes 19th September 2011)

We need to ensure that patients update their mobile telephone numbers or else the system will not work to its full potential.

We could continue to promote the service in the practice.

Did you know that the time allocated for each Dr and Nurse Practitioner appointment is 10 minutes?

86% of the patients who answered this question were aware
14% of the patients were not aware.

The practice is very pleased with this result. However, we will continue to educate our patients in this matter.

ACTION

Continue to get the message over to patients in a future newsletter and Facts, which could be put on the website.

Thinking about the last time you saw someone at the practice. Did you feel that they listened to you?

YES 93%
NO 7%

The practice was very pleased that 93% of patients felt that they were listened to by a member of the team. However, we are always trying to improve the quality of care we offer our patients so we will look at the comments as a team.

Comments made included

Advice given made no difference
Feels rushed in a ten minute appointment
Was listened to but no effort was made to further investigate when a problem couldn't be helped
Felt nurse ignored what they were saying about a Childs illness
Had to get a second opinion
Doctor was supposed to write a letter about my fertility but never received one.
Nurse Practitioner gave me slimming pills for a migraine
Doctor was rude
Receptionists did not listen.

ACTION – Discuss the comments made at a team meeting. However remembering that 93% felt that they were listened to.

Did you understand the advice that you were given?

YES 98%

NO 2%

The practice was very pleased with this result.

ACTION

The one comment that was made said that the patient couldn't remember what was said. Therefore it is suggested that the clinical team discuss the different methods of appropriate communication available to meet the individual needs of the patient.

If you were given a prescription, did you understand how to take your medication?

YES 92%

NO 0.5%

NA 7.5%

ACTION

The practice is very pleased with this result and just needs to ensure that this position is maintained or improved even further.

Do you understand the reason why the receptionist asks about your problem?

YES 89%

NO 11%

The practice was very pleased with this result. The receptionists are following the procedures that they have been requested to do so by the Partners. The reason for asking the nature of the problem is to direct the patient to the most appropriate person/appointment for their particular need at that time. In some cases the patient does not need to be seen to be able to address the issue, thus saving time for the patient.

All employed staff have to sign a confidentiality policy. Confidentiality is extremely important to the practice. The receptionists are trained to deal with

all requests and are there to help and support the patients. The more information the patients give them the better the service they can offer.

If a patient really finds it too difficult to say, the patients name will be added to the Dr Advice list. Whereby the Doctor will telephone the patient.

COMMENTS

Friendly staff

Customer service not good enough

Patient does not feel comfortable talking to a receptionist about personal problems

Feel that patients are pushed towards seeing a Nurse Practitioner

No privacy in the reception area

Goes against Caldicott practice

ACTION

Promote why the practice operates the system on the website, newsletters, and posters in the waiting room.

Ensure that all reception staff continue to undertake customer service training regularly

All health professionals to explain to any patients with concerns, the reasons why we have the policy

Discuss the comments at a Practice Access Meeting.

Did you know the Receptionist may offer patients the Dr telephone Advice Service

YES 75%

NO 25%

The practice has been running the Dr Telephone advice line for a few years now. This is an additional service we offer our patients. Whilst the result was very good, we may be able to improve on the figure which will mean we can help more patients.

ACTION PPG and practice need to promote the service through newsletters, website and posters.

If you have answered YES to the previous question. Have you ever used the Dr telephone Advice Service

YES 69%

NO 31%

Comments

Good when looking for advice with need for an appointment

Phone line was not clear

Do not think it was effective

Should be able to choose a time window to be called back in.

ACTION – As above plus PPG/practice could respond with any explanations.

How could we improve the waiting areas?

As expected there were lots of suggestions put forward here. The top answers in order were

Seating – more seats/more comfortable seats/chairs to high (total scores) 56

Children's play area/children's books 39

More magazines 32

Have a radio on 13

Have the TV on 13

Make the waiting rooms larger/ more space 10

Get rid of the TV 8

Water Cooler 8

Brighten up by painting 6

Have the windows open 6

Newspapers 6

Plants 6

Clock 5

ACTION The practice and PPG will review the answers and where possible/practicable and resources are available will try to improve the waiting rooms over the next 3 years taking on board the patients' comments.

How would you prefer to receive information from the practice?

Last year the practice undertook a communication with patient's questionnaire. We introduced policies/procedures to reflect the results of the questionnaire. We will continue to use all forms of communication as requested to do so by our patients.

The practice has a very large practice population and therefore we have to communicate with a lot of patients in the form of sending out invitations to attend clinics such as diabetic clinic, well person health checks, baby immunisations, non attendees' letters. We need to use our resources efficiently therefore we need to look at all of the options available to us. For example the practice gives over 3500 flu vaccinations per year.

Last year, in an effort to reduce costs, we decided not to send out invitation letters to all eligible patients but to promote the clinics on prescriptions, newsletters, posters and word of mouth. We compared the flu uptake to previous years and found that it was almost the same uptake, indeed it was slightly up on previous years. The practice saved approximately £2000 by not sending out letters and it appears not to have had a detrimental effect on uptake of the seasonal flu vaccination.

Even after introducing SMS text messaging to mobiles we have over 300 patients who do not attend for their appointments each month, this equates to over eight hours of wasted time, which could be used by other patients and is a waste of NHS resources. We need to have effective communication systems to try and help us reduce this waste of resources.

Method %

Letter 34
Email 21
SMS 21.5
Telephone 20
Website 3
Leaflets 0.5

ACTION

PMP and PPG to look at cost effective forms of communication with the patients. This could include promoting the use of the website as a method of keeping patients up to date with practice developments, expanding the use of the SMS messaging and developing a practice email.

Do you know how to make suggestions and complaints?

YES 54%

NO 46%

Comments

Answer the phones quicker
I feel I am victimised due to my personal history
Don't think complaints are dealt with

The practice adheres to the NHS complaints procedure. All complaints and suggestions are logged and the practice is required to report all complaints to the PCT on an annual basis. All complaints are discussed on a quarterly basis within the practice and any learning points are shared.

The practice has complaints forms available in all reception areas. If a patient has a complaint about any part of the service the practice provides they can contact Heather Simpson, the Practice Manager or the Asst Practice Manager who will try to resolve the complaint.

ACTION

- Promote the use of the suggestion boxes - it is better to address issues before they become complaints
- Increase the awareness of the complaint procedure – it is currently in the practice booklet.
- Ensure staff have had up to date training on dealing with complaints.

Are you aware of the support offered to carers?

YES 65%

NO 35%

Comments

Tried to register but reception did not have any packs
Never looked at it as I don't need it
More detail needed on carer's board
No, told the Dr many times that I am a carer for my father who has dementia

The practice was extremely disappointed with this result as we have always promoted support for carers in the practice. We have 2 receptionists who co-ordinate the carers information for the practice. We have information displays in all of the waiting rooms, in all newsletters and we have members of the carer's support team regularly attend the surgeries on a monthly basis. The carer's information is available at all of the flu clinics.

ACTION

PPG and practice to raise the profile of the support we can offer for carers, as well as addressing any issues rising from the comments.

Thinking about the future. Can you think of 2 services that you would like us to offer in the community?

There were many responses to this question. The top answers included;

Chiropody 11
Counselling for depression, bereavement etc 9
More evening appointments after 5pm 7
Slimming advice/support 6
Physiotherapy 5
Well man/woman clinics every few years 4
Small operation clinics 3

ACTION

The practice and PPG will discuss all of the answers and we will report back to the patients via our website/posters and a newsletter

Did you know the Practice has a Patient Participation group whose role is to represent the patient's views?

YES 34%

NO 66%

Comments

Put information about PPG on a notice board

I would like to join x 4

I would like to know more

Advertise in the waiting room

The practice has had a large very active/supportive PPG for many years. The PPG represents the patient's views in all aspects of the practice. The PPG

play a huge role in the efficient running of the flu clinics, university intake weekend, arranging events such as health promotion days and representing our patients/practice at health conferences. The role of the PPG will have an even larger role in the future.

ACTION

PPG /practice to promote the role of the PPG

Do you have any other comments you would like to make about the practice

There were a number of individual comments that the Practice and PPG will address in turn and report back to our patients via the website and newsletter. The areas where there were multiple comments were the use of 0844 telephone numbers and appointments running late for certain people which causes problems for people going back to work after they have attended their appointments.

ACTION

PPG/Practice to review the comments and feedback to the patients.