

The Marches Surgery Local Patient Participation Group

In 2011 The Marches Surgery has established a successful Patient Participation Group with the aim of hearing the views of our patients and improving the service we provide.

Through the help of the Patient Group, a practice survey was formulated which has recently been completed. Please find our patient group report below along with the full 2012 survey results.

Our Patient Group aims to hold an evening meeting every 3 to 4 months for those able to attend. Other members prefer to participate through the form of a 'virtual group' or by letter or phone.

We actively encourage new members to our group. If you are interested in joining, please email your details to marches.surgery@nhs.net, phone us on 01568 614141 or pick up an information leaflet in reception.

LOCAL PATIENT PARTICIPATION GROUP REPORT 2011/2012

Our Practice and Patient Participation group profile

	Practice profile	Patient group profile
Total population	8737	100
Male	49%	31%
Female	51%	69%
Ethnicity		
Percentage of patients with ethnicity recorded	31%	100%
White/British	77.5%	95%
Irish	1.4%	0
White/Other	14%	3%
Asian or British Asian	0.6%	2%
Other ethnic groups	2.3%	1%

Age	Practice population profile (%)	Patient group profile (%)	Difference
<16	17.9	4	-13.9%
17-24	8.2	2	-6.2%
25-34	10.6	6	-4.6%
35-44	11.2	6	-5.2%
45-54	13.7	8	-5.7%
55-64	14	24	+10%
65-74	11.8	33	+21.2
75-80	4.7	8	+5.3%
>80	7.4	9	+1.6%

The steps taken by The Marches Surgery to ensure that the patient group is representative of our registered patients and, where a category of patients is not represented, the steps we took in an attempt to engage that category.

This is the first year that The Marches Surgery has had a Patient Participation Group. We sought to recruit representative members of our practice population.

We recruited patients using the following methods:

- Posters and leaflets were placed in our reception areas advertising the group at both our Leominster and Bodenham practices.
- Our receptionists actively recruited patients to the group following staff training at a practice education day about the group.
- Leaflets were placed in our registration packs so all new patients were aware of the group and had the opportunity to join.
- Doctors recruited patients opportunistically, when seeing patients on home visits and when patients attended for routine reviews such as learning difficulties or mental health reviews.
- Patients were recruited when doctors attended weekly clinics including the local 4US clinic for young people and at DASH sessions.
- Nurses and Health Care Assistants actively recruited patients when they attended for appointments and had posters in their rooms advertising the group.
- Patients were actively recruited when attending for flu vaccines
- Leaflets advertising the group were distributed to registered patients at a local nursing home
- A receptionist attended the practice baby clinic encouraging young parents to attend.

Our leaflets gave an introduction to the Patient Group and answers to frequently asked questions. Patients were asked to leave their details including how they would prefer to be contacted eg by letter, telephone or email. They were also asked to indicate their age, sex, ethnicity and how often they visit the surgery.

Our Patient Group comprises a large percentage of people over the age of 65 and is underrepresented in young patients (although this category is difficult to fully compare as 'under 16s' also includes babies and toddlers who obviously would not be able to join!). Females are also overrepresented.

To address this, doctors, nurses and receptionists were all made aware of the need to recruit more young people and males to the group. This was done by actively approaching patients and also by doctors encouraging patients from the school 4US clinic to join.

Our group is diverse however and has members from all ages, working, retired and unemployed, various ethnic groups, carers, patients with chronic illness, housebound patients and patients with learning difficulties.

We used a variety of methods of communication to facilitate a response from a broad range of patients. Some patients were keen to attend Patient Group meetings at the practice whereas others preferred, or were only able to, be part of a virtual group or communicate simply by letter or phone.

Details of the steps taken by the surgery to determine and reach agreement on the issues which had priority and were included in the local practice survey

A 'pre-survey' questionnaire was compiled and sent to all members of our Patient Group. This questionnaire asked patients to rank the areas they felt were priorities for change at the practice from 1-8. These areas had been pre-agreed by the practice team based on previous patient comments, complaints the practice has received in the past and on what we at the practice felt were areas important to patients.

Comments were invited on each area and on any other issues felt to be important or not addressed in the pre-survey.

The areas patients were asked to rank in order of priority for change were:

- Contacting the practice
- Opening hours
- Appointment availability
- Quality of clinical care
- Administration and management
- Access to the surgery including parking
- Variety of clinics
- Waiting room experience

For patients who had indicated letter as their preferred method of communication, a letter was sent including the 'pre-survey' and a stamped address envelope to return it. For those who had indicated they preferred communication via email, an email was sent with a link to an online questionnaire which they could complete. For those who had indicated they would prefer a phone call, they were called when possible and the questionnaire was completed over the phone.

The feedback by letter, email and phone was analysed and the areas above further discussed at our Patient Group meeting in November 2011. The areas our Patient Group highlighted as most important to address were – Contacting the Practice and Appointment Availability. There were a number of issues relating to our waiting areas which also attracted a lot of comments.

The manner in which the practice sought to obtain the views of its registered patients

A practice survey was formulated based on the areas highlighted by the patient group as most in need of improvement. Questions were also included based on specific comments made by patients in our group. Other questions were based on the General Practice Assessment Questionnaire (GPAQ) Prior to the survey being commenced, it was sent out to all patients in our patient group to ensure they were happy with the questions included.

The survey was completed by patients attending both Leominster and Bodenham surgery over a 2 week period. It was completed by 150 patients attending our Leominster practice and 100 patients at our Bodenham practice – 250 patients altogether.

Details of the steps taken by the practice to provide an opportunity for the patient group to discuss the contents of the action plan

The results of the survey were analysed and fed back to the Patient Group through letter and email. They were also discussed at a further meeting with the Patient Group in early March. At this meeting, an action plan was developed taking into account the survey results, other comments and how the practice could improve patients experience.

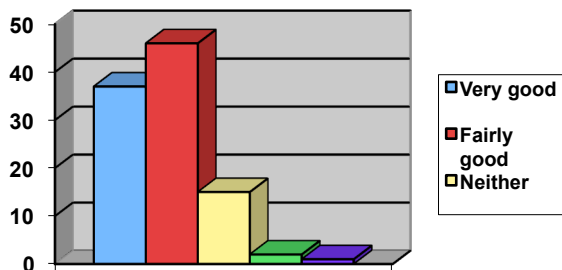
Details of our survey results and findings/proposals arising from this.

Leominster Survey results.

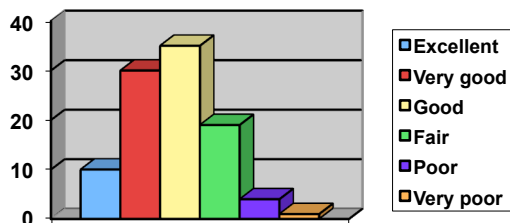
Total completing survey - 150 patients

All figures are shown as percentages

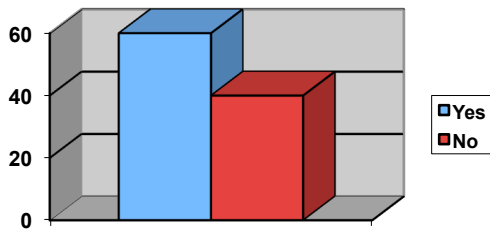
Q1. Overall experience of booking an appointment



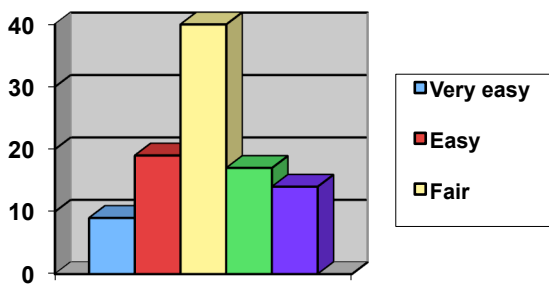
Q2. Convenience of surgery opening hours



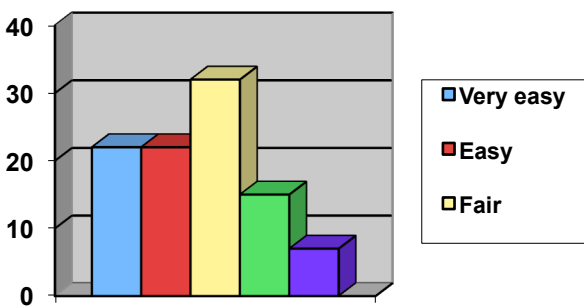
Q3. Would you like to be able to book appointments online?



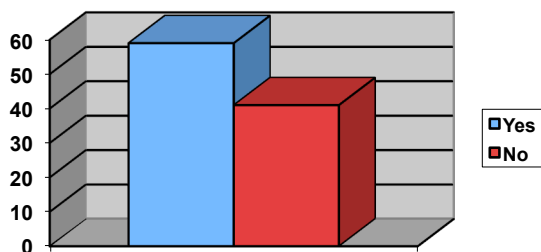
Q4. How easy to you find it to get through to the practice on the telephone?



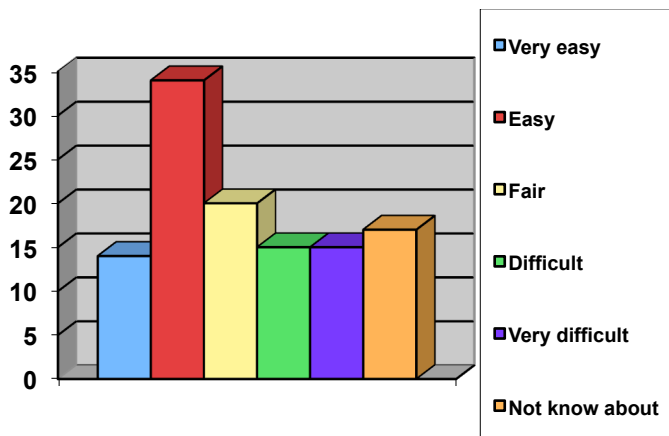
Q5. How easy do you find it to see a GP within 48hrs?



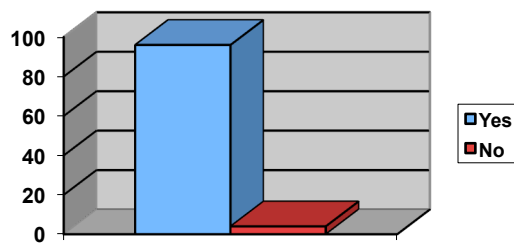
Q6. Did you know you can book a GP appointment up to 2 weeks in advance?



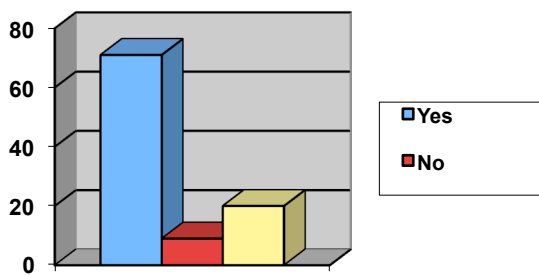
Q7. How easy do you find it to book a GP up to 2 weeks in advance?



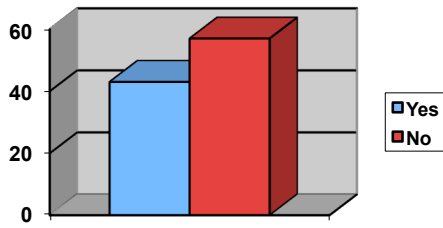
Q8. Would you like allocated phone appointments with a GP?



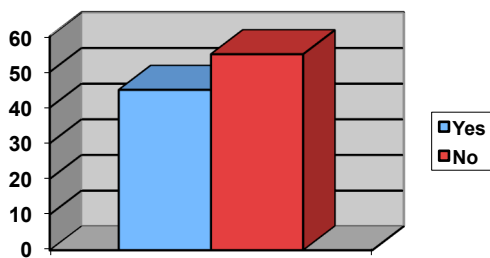
Q9. If you had tests were you happy with how you obtained your results?



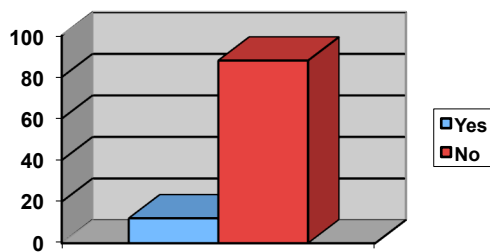
Q10. Would you like to hear music or radio in the waiting room?



Q11. Did you know you could order your repeat prescriptions online?



Q12. Have you used our practice website?

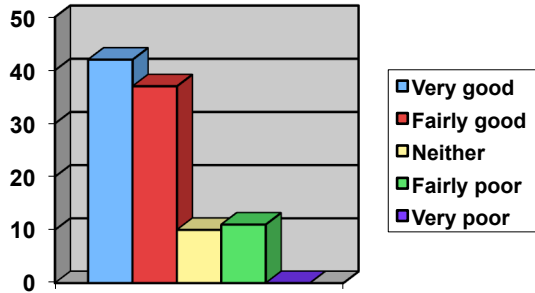


Bodenham Branch Survey results

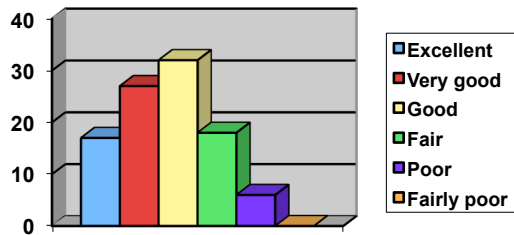
Total completing Bodenham survey – 100 patients

Charts show figures as percentages.

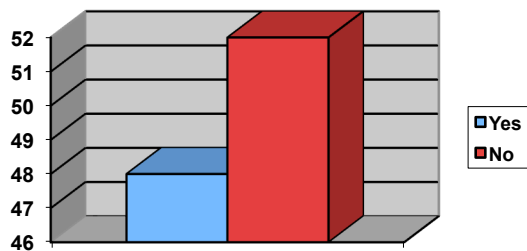
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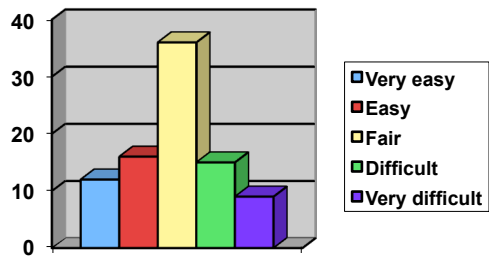
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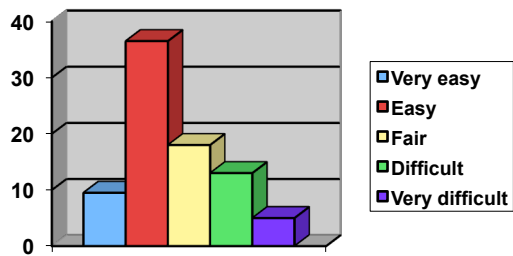
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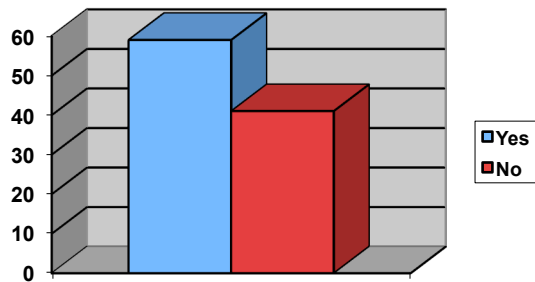
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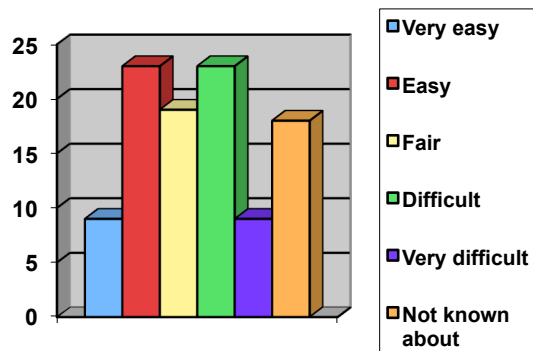
Q5. How easy do you find it to see a GP within 48hrs?



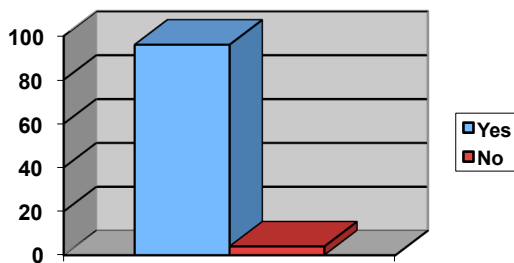
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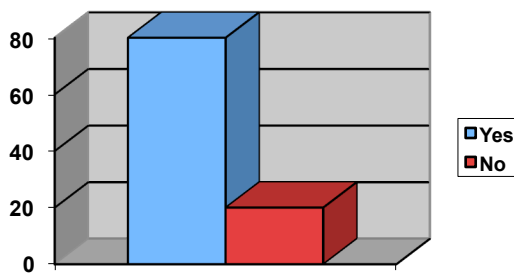
Q7. How easy do you find it to book a GP up to 2 weeks in advance?



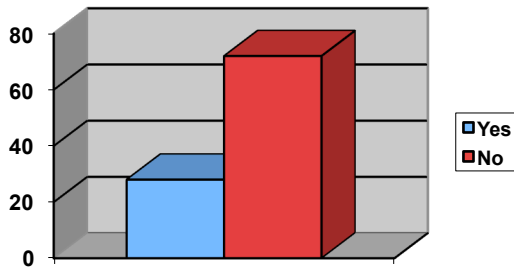
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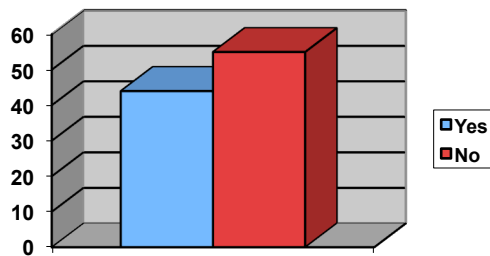
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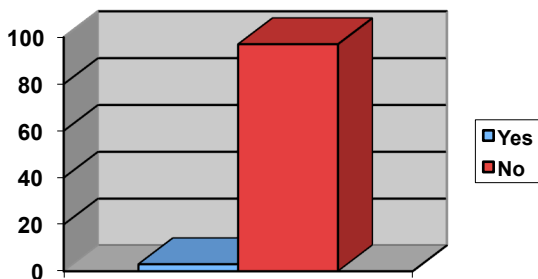
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Details of the action that the practice has taken/intends to take in respect to these results.

Action taken in response to each question and in response to comments received from the survey:

Q1. It appears that overall patient experience of booking an appointment at both our Leominster and Bodenham surgeries is fairly or very good. No specific action needed but this is something we always aim to improve. Various points mentioned below may help to improve patient's experience of this further.

Q2. Convenience of surgery opening hours – again on the whole patients seem fairly happy. However, following many comments, our Bodenham surgery opening hours are being reviewed with a view to opening at 8am rather than 8.30am. There was a large amount of support for this from our Patient Group and we hope that this is a change we can make in the near future.

Q3. Booking online – Leominster patients on the whole voted in favour of this. Bodenham patients appeared less keen but 48% of patients completing the survey there were still in favour of this service being offered. In view of this, the practice is currently finding out about the various options available with the aim of offering this service in the future.

Q4. Accessing the practice by telephone - Overall patients seemed fairly happy with this though where people did have difficulty it was usually in the morning. We explained to our Patient Group that an extra phone line has already been put in at our Leominster practice to try to help with demand. It was agreed with our Patient Group that looking at internet booking may help decrease demand on the phone line. Also promoting and developing our website and encouraging patients to use this for services such as ordering prescriptions may help. Alerting patients about mornings being especially busy through our soon to be published newsletter may encourage people to phone the surgery at alternative times when possible.

Q5. Ease of seeing a GP within 48hrs – On the whole patients seem to find this not too difficult. Piloting phone appointments as discussed below may help improve patient experience here.

Q6. Booking GP appointments in advance – many patients seem unaware of this service. Following discussion with our Patient Group, we are now going to promote this service more in the future with posters in our reception and mention it in our newsletter.

Q7. Ease of booking ahead – this question attracted a variety of responses. Following discussion with our Patient Group, it was felt this area needed increasing publicity as above but no further action at present.

Q8. Phone appointments – patients voted very much in favour of this. One GP at the practice is currently piloting phone appointments and if successful it may be a service offered in the future.

Q9. Test results – Although most patients were happy with how they received their results, we were concerned that some patients were not. Following discussion with our Patient Group, it was agreed that nurses/HCAs would ensure patients are informed how to access their results when they have blood tests etc and doctors must inform patients when ordering other tests. How to access test results will also be mentioned in our newsletter.

Q10. Music in the waiting area – although our Patient Group seemed initially keen on this idea, patients completing the survey voted against this. Our Patient Group were happy that our waiting areas are kept free from music.

Q11. Prescriptions online – The majority of patients are not aware of this service. After discussion with our Patient Group, this is going to be promoted through an article in our forthcoming newsletter.

Q12. Our website – Not used by the majority of patients. Our Patient Group feel this should be promoted more and updated. Our practice website is now being reviewed and one of our GPs has recently met with a website designer to discuss updating it. We would like our website to be more user friendly and contain more information about our services. Again, this will be promoted through our newsletter.

Other actions taken following patient comments from the survey and our patient group.

- Magazines are now available in our waiting areas at both our Leominster and Bodenham surgeries.
- Toys are to be available in our waiting areas.
- Numerous comments were made that patients have difficulty hearing their names called over the tannoy. Doctors have since been asked to speak more clearly when calling patients and our screen call which was broken is now up and running again.
- Our self service check in at reception is again fully functioning. This was broken for a while but patients reported this was a very helpful so it has now been repaired.
- Our Bodenham dispensary is looking into being able to sell simple items such as paracetamol and over the counter remedies.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Our opening hours are already published on our website but can be seen here also.

Opening Hours

Main Leominster Surgery. Tel 01568 614141

Telephone lines are open every weekday from 8.00am - 6.00pm. Patients can book appointments at reception also which opens at 8am.

Morning surgeries start at 8.30am and continue through to 11.30am.

Afternoon surgeries start at 3.00pm and continue through to 6.00pm.

The Branch Surgery, Bodenham Tel. 01568 797000

[Bodenham](#) telephone lines are open as follows:

Monday, Tuesday, Thursday and Friday between 8.30am and 12.30pm. Reception is open at these times also.

Wednesdays between 2.00pm and 6.00pm.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
am	Dr I Wall Dr C Knight	Dr C Fisher	<i>closed</i>	Dr J Johnson	Dr A Knight
pm	<i>Closed</i>	<i>Closed</i>	Dr M Birket	<i>Closed</i>	<i>Closed</i>

Morning surgeries start at 9.00am and continue through to 11.00am.

Afternoon surgeries start at 3.00pm and continue through to 5.00pm.