

# **GRANGE PARK SURGERY**

# **LOCAL PATIENT PARTICIPATION REPORT**

**Date: March 2014**

## **1. Introduction**

The Patient Participation Group (PPG) at Grange Park Surgery was established in 2009 with the first open meeting in October. At this meeting, a group of six patients volunteered to form a steering group, later called the Patient Participation Group, to organise open meetings, and pass the views, ideas and suggestions arising from the meetings on to the doctors. The numbers of patients on the PPG has increased to ten in 2012.

The group has agreed a formal Constitution comprising Terms of Reference, which are reviewed annually.

The group meets every six weeks for 1 to 2 hours in the house of one of the members during an evening. Agendas and supporting papers are distributed to members in advance to allow time for them to be read in preparation for the meeting. Members are asked to forward their apologies to the PPG Secretary if for any reason they are unable to attend.

The PPG organises a quarterly open meeting for any patients wishing to attend to raise any issues for discussion. There is also a speaker arranged for the meeting which is publicised in the practice and round the village in advance. The PPG also organise an Exercise Support Group, an Arthritis Support Group and are hoping to start a Mental Health Support Group. They are all run by a different member of the PPG.

As well as the PPG meetings we also have a virtual Patient Reference Group currently comprising 67 of our patients who are keen for the practice to contact them from time to time either by letter or email to ask them questions about our services, staff and facilities, etc.

Members of the PPG regularly attend meetings of LINK and other local patient Groups

## **2. Description of the profile of the Patient Participation Group**

Our PPG comprises 10 members, who are patients at the surgery. A representative of the Parish Council also attends the meetings.

In view of the difficulties of making the group truly representative of the Practice Profile, the PPG decided to form a reference group to reflect more accurately, the views of the practice. This group has been formed for reference purposes and as a support to the PPG. It was not thought to be necessary for it to have a constitution or terms of reference. It was felt that formalisation of the group was likely to discourage participation of those patients whose views we most wanted to obtain i.e. those patients who were happy to provide feedback but did not want to be part of a formal organisation.

### **3. How the practice has worked to ensure that the Patient Reference Group is representative of our registered patients**

In 2012, to ensure the group was representative of our practice population we used various methods to recruit members to the group. For example:

- Advertised/promoted the group on our practice web site
- Advertised/promoted the group within the surgery on the PPG notice board
- Advertised/promoted the group in the Practice's Patient Newsletter. This explains about the group and advises people who to contact if they are interested in joining.
- The PPG have contacted local groups and organisations
- Provided information for interested patients
- GPs as part of their discussions during consultations may ask patients if they would be interested in joining the group
- Word of mouth from other members of the group

Each member of the PRG completed a profile form prior to being accepted into the group. We obtained a profile of our Patient list from the PCT for comparison purposes to ensure it is representative and members continue to be recruited onto the PRG to ensure representation improves.

We used the same PRG for our survey in 2013 and 2014.

In 2014, we also handed out Survey Questionnaires in the surgery. Some of those responding indicated their interest in being part of the Survey Group.

### **4. Steps taken to determine and reach agreement on the issues which had priority and which should be included in the local practice survey**

The PPG met to identify and decide which issues they thought should be addressed as part of the local practice survey in December 2013.

The process involved the PPG highlighting issues which had been raised by patients in discussion with them and at the open meetings. Various information sources were used including complaints, comments and the suggestions box in reception.

It was decided that some of the questions should focus on the increased use of IT now available or soon to become available in the interface between GP Practices and their Patients.

Once the issues had been identified they were then formed into questions and put into a format and layout which was user-friendly and not too onerous for patients to complete. It was sent to the PRG by Email or by post.

## **5. How the practice sought to obtain the views of its registered patients**

The practice used a questionnaire based on the issues raised by the PPG, focusing on 10 questions. The PPG reviewed and revised the format, layout and how user-friendly the questionnaire was at a number of their meetings. The PPG were actively involved throughout the whole process from identifying the issues/priorities, devising the questionnaire, handing out the questionnaire through to discussing the findings. A total of 94 questionnaires were sent out with 39 replies being returned.

## **6. Steps taken by the practice to provide opportunity for the PPG to discuss the contents of the action plan**

The Practice Coordinators analysed the findings of the local practice survey and compiled a report. The findings for each question were summarised and illustrated either using charts or text.

The report is to be presented to the PPG for discussion at their next meeting during which the findings will be discussed in detail. The PPG's views will then be discussed with representatives of the Practice

## **7. Details of the findings that arose from the local Practice survey**

The initial views of those who responded indicate:-

- Although nearly a quarter of patients found the web-site very useful, over half only found it useful, and a small percentage not useful at all. From the number not responding to the question, a significant number of patients either do not appear to be aware of the web-site or have not accessed it.
- Only a fifth of patients have used the website to order a repeat prescription. Of those who did use the web-site for this purpose, nine out of ten found the process easy. Of those who did not, only a small number wanted assistance to learn how to use it.
- Almost three quarters of patients now use the self-arrival screen. Of those who don't, half would like assistance in learning how to use it.
- Almost three quarters of patients would like to be able to book routine appointments online.
- Nine out of ten patients feel that the surgery offers an adequate number of routine appointments, with half being prepared to wait for two days, and a quarter being prepared to wait for three days until one becomes available.
- Overall, two thirds of patients are Very Satisfied, and 30% Fairly Satisfied with the service provided by the GPs and the Practice Nurses. Six out of ten are Very Satisfied. And a quarter are Fairly Satisfied with the service provided by Reception. However, there are a very small number of patients who are Dissatisfied, or Very Dissatisfied with the service provided by the Practice.

**8. Summary of the evidence (including any statistical evidence) relating to the findings or basis of proposals arising out of the local practice Survey**

Please see separate link to the "Survey Results Summary 2013-14" in the Patient Survey Section of the website.

**9. Details of the action plan which the practice, and, if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey**

- Website to be populated with more patient useful information
- Use of website for repeat prescription ordering and online appointment booking to be promoted
- Use of electronic arrival screen to continue to be promoted
- System to be put in place to enable patients to comment more easily on areas within the surgery that they feel needs improvement.

**10. Issues and priorities taken on by the practice as a result of this report**

Please see separate link to the "Surgery Action Plan 2013-14" in the Patient Survey Section of the website.

## 11. Practice Information (opening hours, obtaining access to services, extended hours, times when individual healthcare professionals are accessible to patients)

Grange Park Surgery is open between the hours of 8.00am and 6pm Monday to Friday.

Patients may access services during these times by telephone or by calling into the practice. Routine telephone contact is not available between 12.30pm to 1.30pm although the surgery remains open. An emergency contact number is provided.

Our GP availability is show in the timetable below: (Please note that at times the timetable may be subject to change)

	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr. R. Goodwin-Jones			x				x			
Dr. S. Day			x	x	x	x	x		x	
Dr. L. Jowett	x	x			x	x	x	x	x	x
Dr. C. Rayment			x	x			Admin		x	
Dr. A. Holt					x	x	x	x	x	x
Dr. S. Hattam	x	x	x	x						
Dr. C. Lockhart	x	x							x	x

The practice provides extended opening hours on Tuesday and Friday mornings from 7.30am. Unscheduled telephone contact is not available during the extended opening period.

GP Partners are available on these sessions and, on Friday morning, the Practice Nurse is also available.

## **12. Conclusion**

This report seeks to outline the process that Grange Park Surgery has undertaken to obtain the views of a representative group of our patients on the standard of care and quality of service provided by the practice.

The survey process will be ongoing and suggestions for future questionnaires and volunteers for our patient groups will be most welcome.

We feel that this, once again, has been an extremely worthwhile exercise and has been very successful in achieving its aims and objectives.

The Practice would like to thank the members of the Patient Participation Group and the Patient Reference Group for their hard work without which this report would not have been possible.

A copy of this report will also be shared with PCT colleagues.