

LOCAL PATIENT PARTICIPATION REPORT 2014

Introduction

The practice has had a patient participation group in place for the past few years. During the last 12 months we have seen some new members arrive and have lost some members as per personal circumstance. In April 2013 the group merged with Shipley Medical Practice PPG in response to the two practices now working closer together under an umbrella partnership. There is usually approximately between 6-10 members present in these meetings with a slight weighting towards more female representation, ages range in the groups is from 25 years plus. The merged group has elected their own Chair and Secretary and therefore manage their own meetings. Members of the practice join the meetings as relevant which routinely comprises admin and manager and other staff ie GP, Lay member of the Bradford District CCG Board, as per topics on the agenda.

Members of the group have been active in the wider patient network with strong representation at the Locality and District network meetings.

The group and the practices have engaged in various activities and exercises to try and gain a varied range of members more representative of the practice profiles. This work remains ongoing however following a recent campaign as part of the annual patient survey there are some new members about to join the group at its next meeting.

The practices in partnership with their shared PPG have held several patient education/health promotion events. Some of which members of the PPG have held their own stall as a means of promoting their group – in fact some new members were recruited by this method.

Patient Survey

The group reviewed previous surveys and agreed the content for the 2014 survey to be used at both Westcliffe and Shipley practices.

245 surveys were completed by patients of Westcliffe Medical Practice over a 4 week period, providing a snapshot view of their experience of the services received during that time. The table below provides a summary of the findings which when discussed by the PPG was felt to be fair representatio of the situation and in line with previous survey results.

SURVEY QUESTION	RESPONSE
How did you make your appointment for today?	72% phone 24% Reception desk 3% online
If you used the telephone consultation service where you can get medical advice how do you rate it? 1 = Easy - 5 = Very difficult	75% scored 1 or 2
How easy was it to get to see the doctor/nurse/practitioner you wanted? 1 = Easy - 5 = Very difficult	48% scored 1 or 2
Over the past 12 months would you say the appointment system has:	Improved 29% Not changes 56% Got worse 15%

<p>If you used the self arrival screen how do you rate it?</p> <p>1 = Easy - 5 = Very difficult</p>	76% scored 1 or 2
<p>What additional hours would you like to see the surgery be open?</p>	<p>Early morning 12%</p> <p>Lunchtime 3%</p> <p>Evenings 23%</p> <p>Weekends 29%</p> <p>None, satisfied 31%</p>
<p>Do you know what to do if you are running late or going to miss an appointment?</p>	84% said yes
<p>How do you rate the text messaging facility?</p> <p>1 = Easy - 5 = Very difficult</p>	93% scored 1 or 2
<p>Can you get repeat prescriptions easily?</p>	96% said yes
<p>Have you ever used the website for:</p>	<p>Booking appointments 34%</p> <p>Repeat prescriptions 25%</p> <p>Looking for information 40%</p>
<p>Would you be interested in discussion/focus groups on particular services with medical staff to help us improve?</p>	<p>Diabetes 27%</p> <p>Dermatology 24%</p> <p>Mental health 20%</p> <p>IBS 27%</p>

In addition to the questions shown above there were the following questions where patients were asked to write their comments. A summary has been provided of any key themes that came out of the hand written comments.

Additional comments to question about how easy it is to see Doctor or Nurse of choice

Key themes and points to note:

- Have to wait longer to see GP want
- Several quote length of wait as 1 week

Additional comments to question about the state of the appointment system over the past 12 months

Key themes and points to note:

- Equal number of comments saying phone answered quicker now to those saying remains a problem
- Can speak to Doctor easier now via phone consultation
- Waits of a week for appointments
- Seems like more patients at the practice now

Additional comments to question about use of the touch screen to show arrived for appointment

Key themes and points to note:

- Slow to work
- Does not always work

Any additional comments around the use of the practice website:

Key themes and points to note:

- Many unaware of its existence
- Misconception that this denies the option for face to face or verbal communication

Any additional comments about things patients really like about the practice:

Key themes and points to note:

- Friendly and helpful staff
- Professional
- Things get done quickly
- Efficient
- Clean
- Comfortable

Any additional comments about things patients would like to see improve in the practice:

Key themes and points to note:

- More appointments
- Want to be able to see same doctor
- Difficult to get through on phones sometimes

Profile of the patients who completed the survey

Gender	Male	Female	
Amount	81	164	245
%	33	67	

Age	25 & under	26-59	60 & over	
Amount	17	135	70	222
%	8	61	32	

Disability	Yes	No	
Amount	34	177	211

Ethnicity	White British	Mixed British	Pakistani	
	146	30	24	200

CONCLUSION OF THE RESULTS

The results from the 2014 patient survey and action plan from 2013 were discussed with the Patient Participation Group (PPG) at the February meeting and the following conclusions were drawn.

1. Overall the results of the survey were positive
2. There was acceptance from the practice that access to appointments was a problem and that they were actively looking to make changes to improve the situation. Following previous discussion with PPG members with regard better communicating the options available to patients to access appointment the message on the auto attendant on the phones would be changed shortly – it was agreed the group would review the impact of that and perhaps consult patients again to see how those changes were impacting.
3. A main problem remained in dissatisfaction not being able to see the GP of choice.
4. There remained some outstanding actions from the previous year's action plan that were relevant to roll over to the new plan
5. Discussion led to the survey question around disease specific focus groups. It was agreed there were two further topics relevant to look at in the coming months, 1) how the practice managed patients with long term conditions and 2) how they managed acute care. This was crucial to improving access and help improve continuity of care for patients. The practice wanted to look at these as two separate workstreams and redesign how patients accessed care for each. Patient involvement at every stage of the process was needed.

ACTION PLAN

The following action plan was agreed for implementation throughout 2014.

ACTION	LEAD	BY WHEN
Shipleigh Medical Practice to lead the process of a share patient focus group on Mental Health to gain feedback from users of the service with a view of improving their experience and clinical outcomes	Paula Guiry	Sept 2014
Westcliffe Medical Practice to lead the process of a shared patient focus group on Irritable Bowel Disease (IBS) to gain feedback from users of the service with a view of improving their experience and clinical outcomes	Julie Winterbottom	Sept 2014
Focus Group to be established to help the practice redesign how patients access acute care	Karen Taylor	Oct 2014
Focus Group to be established to help the practice redesign how patients with long term conditions access scheduled care	Karen Taylor	Oct 2014
Photo ID board of clinical team to be created in the reception area	Karen Taylor	May 2014
Clinicians working schedules to be published	Karen Taylor	May 2014
Quarterly Newsletter to be produced	PPG Chair & Karen Taylor	June 2014