

Patient Participation Directed Enhanced Service 2014

Patient Participation Report

Practice Name Brookside Surgery
Patient Participation Report 2013/14
Introduction
<p>Brookside Surgery is a 2 partner General Practice providing NHS General Medical services to registered patients living in Stretton on Dunsmore and the surrounding villages. Due to its rural location the surgery is able to dispense medications to all patients living more than 1 mile from a pharmacy. The surgery opening hours are:-</p> <p style="text-align: center;">Monday 8.30 - 13.00 & 14.00 - 18.30 Tuesday 8.30 - 13.00 & 14.00 - 18.00 Wednesday 8.30 - 13.00 & 14.00 - 20.00 (extended hours 18.30 - 20.00) Thursday 8.30 - 13.00 Friday 8.30 - 13.00 & 14.00 - 16.30</p> <p>Brookside Surgery first established a Patient Participation Group in 2004. This group was active and held regular meetings until 2010 when the commitment to regular meetings became difficult for many people.</p> <p>At that time the Practice established a virtual group whereby members could be consulted on and share discussions about matters concerning the practice and the wider health services by email. This group was actively recruited by displaying posters in the waiting areas and by staff raising the awareness of the group to patients and directly asking if they would like to be involved.</p>
Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)
<p>In 2013 it was felt that the membership of the virtual group needed to expand and would possibly benefit from having a formal structure again. All existing virtual group members and all other patients were invited to a meeting to discuss the future structure and aims of the group. This meeting was advertised in the waiting room and notice was put in the local parish magazine.</p> <p>At this meeting it was agreed to adopt a formal group structure to meet at least 3 times each year. An AGM was called for the following month (again publicised in surgery and through local parish magazines) at which the posts of Chairperson, Vice Chairperson and Secretary were appointed to and terms of Reference for the Group were agreed (Appendix 1). Regular communication with the group is by email.</p> <p>The current group has 24 members, 17 female and 7 male. 55% of the group are aged 56 years and over with 17% aged 20-35 years. 18 members are white British or white European and 6 did not declare an ethnicity. Although not totally representative of the whole practice population in either age or sex, the group is generally of the same cross-section of other voluntary groups and societies in the area and the Practice is please to note that nearly one fifth of members are under 35years. Geographically the group is representative of the practice list as 15 members represent the largest 2 villages with representation from 5 other villages.</p>
Step 2: Agree areas of priority with the PRG
<p>Both patients attending the AGM and the wider group were asked for suggestions for areas that were seen as likely to be a priority for most patients. Questions on these areas were included in a patient survey. The areas suggested were:</p> <ul style="list-style-type: none">• Transport to the surgery• Communication of surgery news• Suggestions for improvements to the waiting room• Appointment availability• Alternative appointment types <p>A sample size of 100 was agreed.</p>

Step 3: Collate patient views through the use of survey				
<p>A draft survey was compiled by the Practice Manager from the suggestions above and circulated by email to all group members for comment. The survey was then finalised (Appendix 2), taking into account this feedback and again sent to group members for reference. A link to the survey was put onto the practice website and surveys were available from both reception and dispensary. An envelope for return was provided to ensure confidentiality of responses.</p> <p>The survey results were analysed using Google Forms.</p> <p>There were 108 completed surveys received, representing 3% of the registered patients. An analysis of the findings of the survey can be found in Appendix 3.</p>				
Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services				
<p>The results of the survey were circulated to group members by email for comment and discussion. The results were also presented to the Practice staff and clinicians at a practice meeting.</p> <p>A summary of the survey findings was also displayed within the practice and a link to the results on the practice website was published in local parish magazines.</p>				
Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes				
Action Plan				
Survey Finding	Agreed Action	Action by who	Action by when	Date completed
Only 28% of respondents were aware that practice offered online access to book appointments	Practice to raise awareness of online access by the use of posters, parish magazines, newsletters and email	Practice Manager	To increase uptake and awareness of online service by the time the next patient survey is undertaken in 2015	
Patients felt that the use of parish magazines, newsletters in waiting rooms and email were the best ways to update patients on the latest news	Practice to enquire about possibility of putting articles in other parish magazines in addition to the one already used and to ensure copies of newsletters are available in waiting areas	Practice Manager	Include articles in at least 2 other parish magazines by 1.8.14	
A number of patients commented that due to GP Registrars changing it can be unclear who	Practice to use existing or newly purchased notice board to list current doctors together with opening times of	Practice Manager and GP Partners	1.8.14	

the current doctors are.	both reception and dispensary			
Although 90% of patients are happy with the practice opening hours, a number commented that the difference between phone lines being open and the building being open is confusing	Practice to work towards aligning the opening times of phone lines to match building opening times	Practice Manager and GPs partners to work with all staff	Progress on this to be reported back to each PRG meeting	

Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.

The survey report together with this Patient Participation Report were published on the practice website at www.brooksidesurgery.co.uk

APPENDIX 1

Terms of Reference for Brookside Surgery

Patient Reference Group

1. Title of the Group

The Group shall be called **BROOKSIDE SURGERY PATIENT REFERENCE GROUP**.

2. Aims of the Group

The aims of the Association are to promote co-operation between the Practice and Patients to the benefit of both.

3. Membership of the Group

Membership of the Group shall be open and free to all registered Patients and staff of the Practice. GP's, Nurses and other administrative staff are encouraged to attend meetings of the Group.

4. Activities of the Group

4.1 The Group will be kept informed of the policies of the Practice in relation to the Coventry & Rugby Clinical Commissioning Group (CRCCG) to which it belongs. It may express opinions on these policies on behalf of the patients.

4.2 The Group will consult with the Practice on service development and provision, and assist in the assessment of community medical needs.

4.3 The Group will contribute to, and be kept informed of, Practice decisions.

4.4 The Group will encourage and support activities within the Practice which promote preventive medicine and healthy lifestyle choices as appropriate.

4.5 The Group will seek to ensure that Patient information and advice is readily available and clearly presented.

4.6 The Group will seek to influence local provision of health and social care as representatives of patients of the Practice.

4.7 Members of the Group will be sent the CRCCG newsletter by email when it is published. Paper copies will be provided on request.

5. Meetings of the Group

5.1 The Group will endeavour to meet at least three times a year, and will hold an Annual General Meeting in February / March each year. Each of these meetings will last no longer than 1½ hours.

5.2 Notices and reports of meetings and information about the the Group's activities will be displayed on the Brookside Surgery website. Hard copies can be made available on request.

6. Organisation of the Group

6.1 The Group's activities will be organised by a Committee of volunteers and invited members.

6.2 The Committee will be composed of a Chair, Deputy Chair, Secretary and cross section of patients from Brookside Surgery.

6.3 Administrative assistance will be provided by staff at the Practice

APPENDIX 2

BROOKSIDE SURGERY PATIENT SURVEY 2014

ACCESS

1) Are you aware that you can now book appointments online?

- Yes and have used this
- Yes but have not registered
- No but would like to
- No

2) When you last booked an appointment were you able to get one without difficulty?

- Yes
- No

If no then please outline any difficulties you may have experienced.

3) When you last contacted the practice by telephone did you have any difficulty?

- Yes
- No

If yes then at what times of the day have you found it most difficult?

4) Are you satisfied with the practice opening hours?

- Yes
- No

If No, please specify what changes you would like to see.

COMMUNICATION

10) How often do you use the practice website (www.brooksidesurgery.co.uk)

- Frequently
- Rarely
- Never
- I do not have internet access

11) If you have used our website, how informative did you find it?

- Very
- Not very
- Did not find the information I needed

12) Which is the best way for us to let you know what is happening at the surgery (tick all that apply)?

- Parish magazines
- Website
- Newsletter in waiting room
- Newsletter in village shops
- By email
- Other (please specify).....

13) Are there any improvements that you feel could be made to the surgery waiting areas?

- Yes
- No

If yes please specify

OVERALL SATISFACTION

14) When you last visited or telephoned the practice, how helpful were the staff?

- Very helpful
- Helpful
- Neither helpful or unhelpful
- Unhelpful
- Very unhelpful

15) Are there any other services you feel the practice should offer?

- Yes
- No

If yes then please specify

16) Overall how would you rate Brookside Surgery?

- Very good
- Good
- Average
- Poor
- Very poor

17) How likely are you to recommend this practice to family and friends living in our practice area?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Do you have any comments you wish to make about the services you receive from Brookside Surgery?

A BIT ABOUT YOU

- AGE
- Under 16
 - 16 -25
 - 26 – 40
 - 41-65
 - Over 65

- GENDER
- Male
 - Female

- VILLAGE
- Stretton on Dunsmore
 - Frankton
 - Bourton
 - Birdingbury
 - Other (please specify).
 - Ryton on Dunsmore
 - Marton
 - Wolston
 - Eathorpe

IF you would like us to send you information or reminders for appointments by text or email then please complete the following.

NAME Mobile Tel Email.....

I agree for Brookside Surgery or other authorised NHS agents to contact me by the following

Text message

Email

I agree to inform Brookside Surgery of any changes in my contact details.

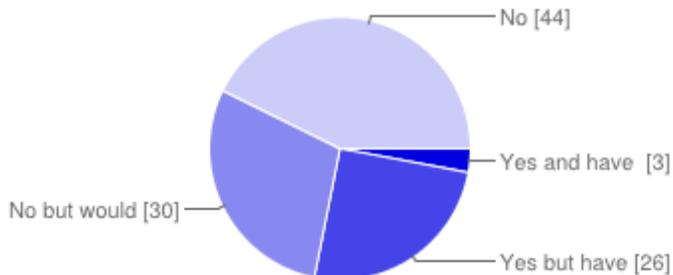
Signed

BROOKSIDE SURVEY PATIENT SURVEY RESULTS - 108 responses

Summary

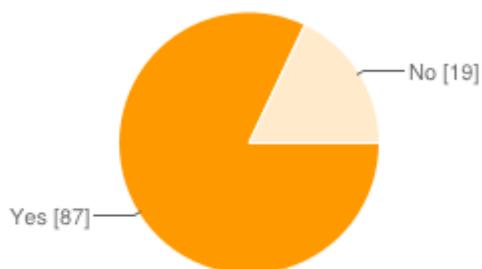
ACCESS

Are you aware that you can now book appointments online?



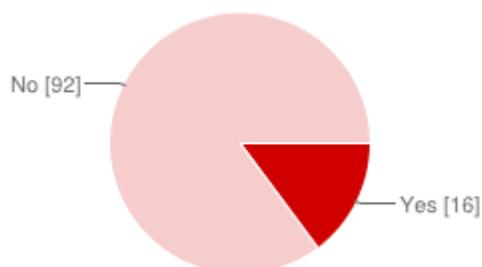
Yes and have used this	3	3%
Yes but have not registered	26	25%
No but would like to	30	29%
No	44	43%

When you last booked an appointment were you able to get one without difficulty?



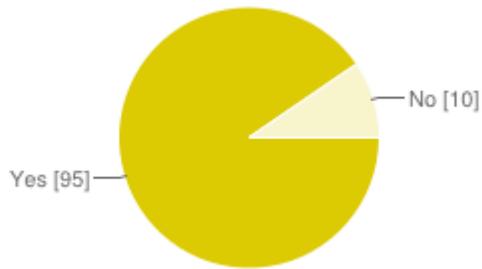
Yes	87	82%
No	19	18%

When you last contacted the practice by telephone did you have any difficulty?



Yes	16	15%
No	92	85%

Are you satisfied with the practice opening hours?



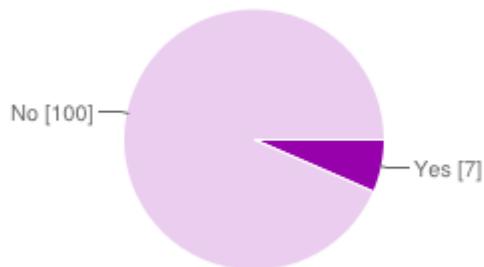
Yes **95** 90%

No **10** 10%

How do you travel to the surgery?

Car/Motorbike	80	70%
Walk	31	27%
Taxi	1	1%
Public Transport	1	1%
Other	2	2%

Do you have particular difficulty getting to the surgery?



Yes **7** 7%

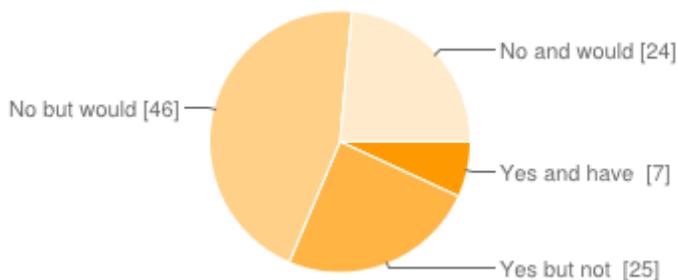
No **100** 93%

REPEAT PRESCRIPTIONS

How do you currently contact the practice to order repeat prescriptions?

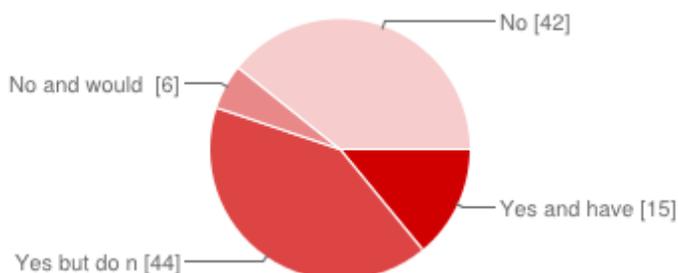
Telephone	59	47%
Use Repeat Slip	33	26%
In Person	22	18%
Other	11	9%

Are you aware that you can now order repeat prescriptions online?



Yes and have used this	7	7%
Yes but not yet needed to use this	25	25%
No but would like to	46	45%
No and would not use	24	24%

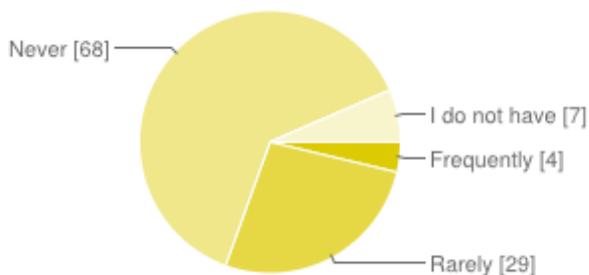
Are you aware that we offer a free medication delivery service to all our dispensing patients?



Yes and have used this	15	14%
Yes but do not need the service	44	41%
No and would like to use the service	6	6%
No	42	39%

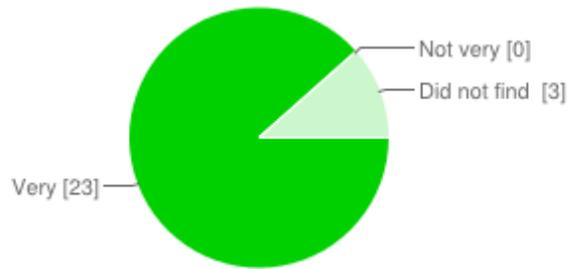
COMMUNICATION

How often do you use the practice website



Frequently	4	4%
Rarely	29	27%
Never	68	63%
I do not have internet access	7	6%

Having used our website, how informative did you find it?

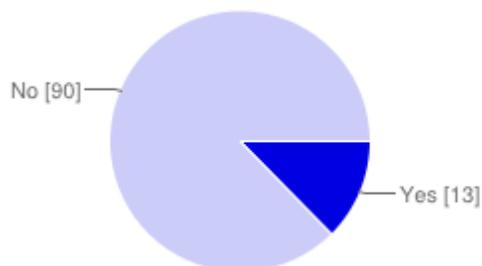


Very	23	88%
Not very	0	0%
Did not find the information I needed	3	12%

Which is the best way for us to let you know what is happening at the surgery (tick all that apply)?

Parish magazines	43	22%
Website	36	19%
Newsletter in waiting room	47	24%
Newsletter in village shops	19	10%
By email	44	23%
Other	4	2%

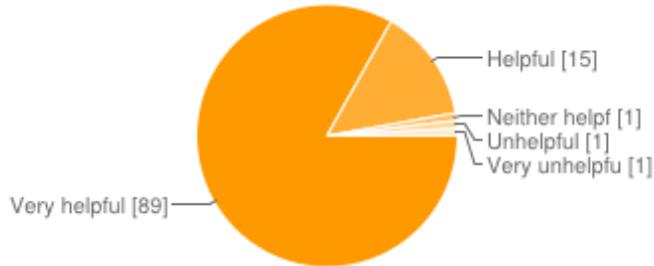
Are there any improvements that you feel could be made to the surgery waiting areas?



Yes	13	13%
No	90	87%

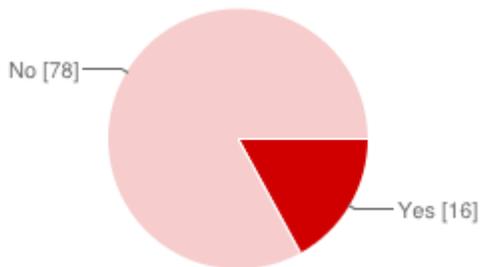
OVERALL SATISFACTION

When you last visited or telephoned the practice, how helpful were the staff?



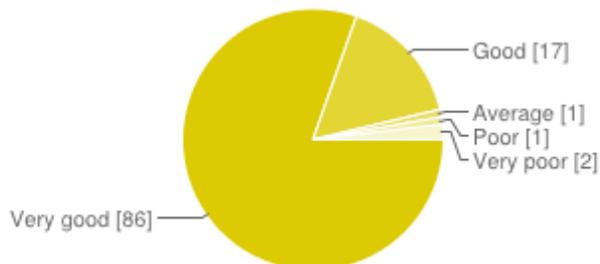
Very helpful	89	83%
Helpful	15	14%
Neither helpful or unhelpful	1	1%
Unhelpful	1	1%
Very unhelpful	1	1%

Are there any other services you feel the practice should offer?



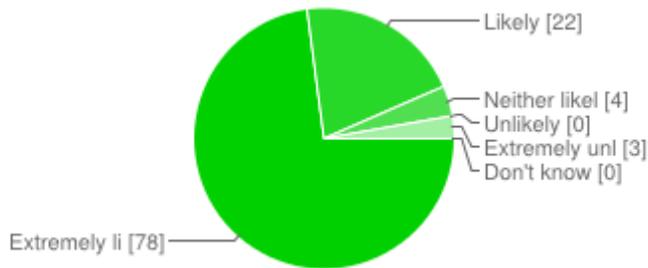
Yes	16	17%
No	78	83%

Overall how would you rate Brookside Surgery?



Very good	86	80%
Good	17	16%
Average	1	1%
Poor	1	1%
Very poor	2	2%

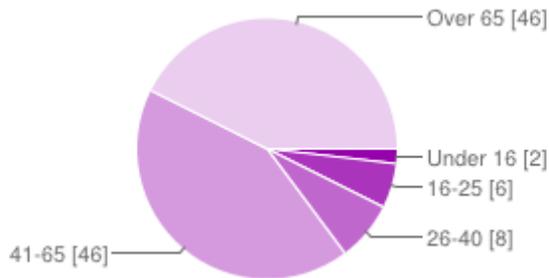
How likely are you to recommend this practice to family and friends living in our practice area?



Extremely likely	78	73%
Likely	22	21%
Neither likely or unlikely	4	4%
Unlikely	0	0%
Extremely unlikely	3	3%
Don't know	0	0%

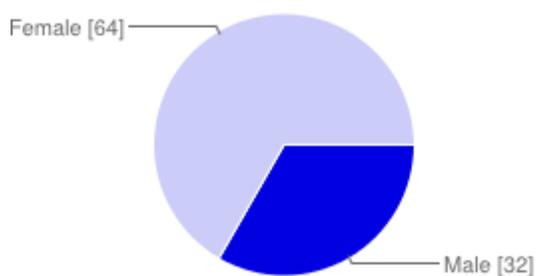
A BIT ABOUT YOU

Age



Under 16	2	2%
16-25	6	6%
26-40	8	7%
41-65	46	43%
Over 65	46	43%

Gender



Male	32	33%
Female	64	67%

Village

Stretton on Dunsmore	38 36%
Ryton on Dunsmore	25 23%
Frankton	4 4%
Marston	8 7%
Bourton	3 3%
Wolston	2 2%
Birdingbury	0 0%
Eathorpe	6 6%
Other	21 20%

