

Patient Participation DES 2012/13

Publication of Report:

- a) In the last year Lake Road Practice has developed and expanded upon its virtual Patient Reference Group (PRG) which now numbers 347 patients. Lake Road Practice is also proud to be supported by a well-established Patient Participation Group (PPG) of about 15 patients who meet 3-4 times a year. If you are interested in joining either group and having your say please contact either the surgery or Jane Williams from the PPG.

A breakdown of the Practice demographics and that of our PPG are listed below:

Practice population profile		PRG profile	2013	2012
% Under 16	22.7	% Under 16	2.3	
% 17 - 24	11.8	% 17 - 24	33.7	9
% 25 - 34	15.2	% 25 - 34	18.7	16.5
% 35 - 44	13.2	% 35 - 44	14.1	15.2
% 45 - 54	13.5	% 45 - 54	14.4	14.2
% 55 - 64	9.6	% 55 - 64	10.3	15.8
% 65 - 74	7.6	% 65 - 74	4.0	
% 75 - 85	4.5	% 75 - 85	2.0	
% Over 85	1.9	% Over 85	0.3	
White		White		
% British Group	68.9	% British Group	81.2	90.3
% Irish	0.3	% Irish	0.4	0
Mixed		Mixed		
% White & Black Caribbean	0.3	% White & Black Caribbean	0.4	0.3
% White & Black African	0.3	% White & Black African	0.4	0
% White & Asian	0.7	% White & Asian	0.4	0.3
Asian or Asian British		Asian or Asian British		
% Indian	1.3	% Indian	0.9	0
% Pakistani	0.3	% Pakistani	0.4	0
% Other Asian	2.2	% Other Asian	3.0	0
% Bangladeshi	2.3	% Bangladeshi	0.4	0
Black or Black British		Black or Black British		
% Caribbean	0.1	% Caribbean	0.4	0
% African	3.0	% African	3.0	1
Chinese or other ethnic group		Chinese or other ethnic group		
% Chinese	1.2	% Chinese	0.4	0.3
% Any Other	10.5	% Any Other	9.4	1.6
% Male	49.8	% Male	41	48.8
% Female	50.2	% Female	59	28.7

- b) The PPG is always keen to ensure that the views of the group are representative of those of the Practice and they are always advertising for new ideas and recruits. Last year one of our action plans was to review the demographics of Patient Reference Group and target certain populations who had not been high responders in particular <24s and ethnic groups. We have found that although a lot of people do not have enough time to give up to attend meetings there are a lot who are prepared to give their time up in a virtual group which we have promoted and are now represented by a much better representation of our population, in particular the <24s have dramatically increased.

The PPG has plans to also target certain ethnic groups with separate questionnaires in order to ensure that all views are represented. If you are interested in getting involved please contact either the surgery or Jane Williams from the PPG

There is advertising throughout the Practice on how to join the PPG or PRG and there is a suggestion box on the wall for any comments.

- c) Similarly to last year our PPG decided on which areas the questionnaire should cover. They felt it was important to keep some questions identical to last year in order to be able to show a comparison, and use the opportunity to investigate new ideas.

The PPG met in Aug 2012 and came up with key areas they felt should be included on the questionnaire from either their own experience or from feedback they have had from other patients.

The PRG views were collated and several meetings and correspondence with a sub group of the PPG followed, some ideas of areas to review are listed below:

- **Clinical care**
- **Building Layout**
- **Patient Information and Communication**
- **Appointments**
- **Online Services**
- **Additional Services**

An e-mail was sent to all members of the virtual PRG outlining the plan for these areas to be reviewed, asking for any feedback.

Armed with any responses, the Practice and the PPG reviewed the feedback and worked together we the to produce a final questionnaire.

- d) In order to ensure a good cross section view from our patients the PPG felt that about 400 questionnaires would be a reasonable sample.

The surveys were completed during November 2012 in the following mix of ways:

- Left on the side in the waiting room for opportune completion
- Offered to patients by representatives of the PPG during certain clinics
- Available electronically to any patient registered for online services
- Posted to a random selection of housebound patients

It was felt that this would ensure that a fair cross section of the patient population would be reached.

- e) The results of the questionnaires were inputted and reviewed initially by the Practice and the PPG at their meeting Wed 23rd January 2013, and a brief action plan was formulated. This was then copied to the PRG via e-mail asking for any additions or comments.

As a Result of this questionnaire the following action points have been produced:

- 1. Promotional posters to assist in patient education**
- 2. Expand our patient leaflet campaigns**
- 3. Explore possibility of other healthcare services within the health centre**

Any further responses and feedback were passed to the PPG for review

f) Action Plan for Patient Questionnaire 2012

The following full action plan was then produced;

1. Promotional posters to assist in patient education

- PPG to produce posters to assist in patient understanding of services, the first one to explain that privacy may be requested
- New signage to signpost around the building ordered
- Reception staff to be vigilant and report back if there are further areas that may enhance the patient experience

2. Expand our patient leaflet campaigns

- Administration staff to develop information campaigns about the top 3 requested subject; End of Life care, Cancer and weight loss.
- In addition to this these areas are to be added to the list of Tuesday am Promotional display stands. Rowans, Cancer UK and LifeMorph to be contacted.
- Further investigation as to patients wants for education to be researched and more promotional activities planned

3. Explore possibility of other healthcare services within the health centre

- The Practice has explored the possibility of having an in-house pharmacy which currently are not achievable due to Pharmacy Licensing laws, but will commit to continuing with this desire
- Private Podiatry clinics are now available
- Practice will keep investigating and possible new avenues for other healthcare services that will enhance the patient experience

g) A summary of the results found from this survey are shown in the following attachment:



Results Summary
Presentation - with ur

h)

- I. The Practice has committed to addressing all of the items within the action plan and reporting back to the PPG. It is clear that patient would like better advertising and self-health promotion which is encouraging and the Practice has already carried out new promotional campaigns on Stop Smoking and Cervical smear testing and is committed to keeping this going. There are Table Top promotional stands in the waiting room weekly on a Tuesday where various local and national causes are promoted and these are to be developed. The Practice will also continue discussions with the PCT re an in-house Pharmacy

- II. The key action areas from last year's survey were all addressed and the PPG were satisfied and pleased with the work that had been done. An extract from the PPG meeting 18th June 2012 is shown below:

Questionnaire follow-up 2011-12.

Promotion of on-line services

HB reported that the number of visitors to the website had increased as well as the number of patients registering for on-line services. TM reported that there would be posters and leaflets available to help patients with log-in services and on-line assistance.

Reviewing demographics

HB updated the group that the Practice were making plans to appeal to younger patients in the reference group, especially looking at the accessibility of healthcare to under 24's and under 16's. Platforms such as Facebook and Twitter were targeted as ways of reaching this group.

The questionnaire highlighted that many ethnic groups were not represented. The group were pleased to welcome Fatima who had responded to this shortfall.

Confidentiality

HB reported on the issue of confidentiality at the reception desk. As the Practice is part of a Health Centre there were limitations as accessibility to the Dental Practice and Podiatry could not be compromised. However there were to be some changes in the provision of these other services soon, so there may be the possibility of some reception area improvements.

Signage

HB appealed to the group for volunteers to help improve signage in the surgery by accompanying her on a walk round. Wendy Elizabeth and Chris agreed to help.

Receptionist customer care skills

HB updated the group that the next Target training session would be dedicated to this topic so that all receptionists would be trained to the same standard.

As a result of the questionnaire suggestions, a clock had now been placed in reception. RW suggested that a map of the surgery layout could be displayed in reception to help patients.

CM reported that she had been working through questionnaires which included patients' comments by 'phoning them and discussing any possible solutions.

i) Opening Times

Reception is open Monday to Friday from 8.30am - 6.30pm for appointments and enquiries. Telephone lines are open Monday to Friday from 8.00am - 6.30pm for appointments and enquiries.

Please contact the practice during normal working hours to make an appointment, either by phone or in person at reception. Routine appointments with your own GP are available to book online.

Where possible, you will be booked to see your registered GP, although you may be asked to see another doctor if urgent treatment is needed.

If your problem is painful, medically urgent or very worrying, please ask for a same day appointment with the duty doctor or nurse practitioner.

- j) For those that struggle to attend surgery during normal working hours, a limited number of GP extended hour appointments are available at the following times:

- 7.00am - 8.00am every Thursday
- 6.30pm - 7.00pm (Monday to Friday)
- 8.00am - 11.30am every Saturday morning

A number of appointments are available with our Health Care Support Worker on Saturdays.

This LES has been completed in line with the requirements of the Portsmouth PCT

Dr G J Robinson
Dr J P Hogan
Dr D R Plenty
Dr A W Scott-Brown

Dr M L Saunders
Dr K V Vernon
Dr H M Whiting
Dr M Butt