

Patient Participation DES 2011/12

Publication of Report:

- a) Lake Road Practice has a well established Patient Participation Group (PPG) of about 15 patients and in order to canvas further views about the running of the Practice a questionnaire was developed and run past a core virtual Patient Reference Group (PRG) of about 120 patients. 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		PPG	PRG
% Under 16	22.4	% Under 16			
% 17 - 24	11.3	% 17 - 24			9
% 25 - 34	15.1	% 25 - 34		7	16.5
% 35 - 44	13.5	% 35 - 44			15.2
% 45 - 54	13.5	% 45 - 54		21	14.2
% 55 - 64	9.8	% 55 - 64		29	15.8
% 65 - 74	7.6	% 65 - 74		21	
% 75 - 85	4.4	% 75 - 85		21	
% Over 85	2.1	% Over 85			27.1
White		White		93	1
% British Group	60.8	% British Group			90.3
% Irish	0.3	% Irish			
Mixed		Mixed			
% White & Black Caribbean	0.3	% White & Black Caribbean			0.3
% White & Black African	0.5	% White & Black African			0
% White & Asian	0.8	% White & Asian			0.3
Asian or Asian British		Asian or Asian British		7	
% Indian	0.9	% Indian			0
% Pakistani	0.2	% Pakistani			0
% Nepalese	0	% Nepalese			0
% Bangladeshi	3.1	% Bangladeshi			0
Black or Black British		Black or Black British			
% Caribbean	0	% Caribbean			0
% African	3.6	% African			1
Chinese or other ethnic group		Chinese or other ethnic group			
% Chinese	1.1	% Chinese			0.3
% Any Other		% Any Other			1.6
Not stated	28.4				5.2
% Male	49.8	% Male		43	48.8
% Female	50.2	% Female		57	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 often advertising for new ideas and recruits. 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. Hence there are 2 ways of being involved as a patient within Lake Road Practice. Work has been done on actively increasing the ethnic representation within the Participation Group in the past as it was felt that this was lacking in the original group. It has also been noted recently that there is a need to attempt to recruit a representative under 24 and this is currently being pushed for the forthcoming year. However it was also felt important that representation for the PPG should cover more than just age and ethnicity in order to cover a wide range of views. It has always been vital that we have a wide mix of workers, retired, religions, pillars of the community, disabilities, gender issues, parents, grandparents, ESL.

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.

This group is highly valued to the Practice and to date their input includes:

- Quarterly newsletter, produced entirely by the group
 - Notice board, updated regularly by the group
 - Updating of PPG section on the Practice website www.lakeroadpractice.nhs.uk
 - Attendance and support at the Practice during flu clinics, encouraging patients to use self check in board and general promotion
 - Organisation of Practice Open days and PPG Cheese and Wine
- c) Our PPG agreed that they would like to take control of the writing of a questionnaire to canvas views of our patients and we fully support this decision as a Practice.

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**
 - Same again or similar for nurses
 - Enough time with GP
 - Did they listen and take your problems seriously
 - Did they clearly explain tests and treatments
 - Did they involve you in decisions about your care
- **Reception**
 - Were receptionists polite and helpful
 - Is reception area confidential enough
 - Are you happy with layout of waiting area and call board/TV screen
- **Patient awareness and education**
 - Is there enough information available on services e.g. stop smoking alcohol intervention
 - What is your understanding if standard symptoms e.g. Stroke
 - Would you be interested in attending short sessions on certain health topics if so please state what
 - Would you be interested in PPG
- **Getting an appointment**
 - Ease of getting an appointment with own GP
 - Getting what you consider an urgent appointment
 - Getting an appointment at a time that suits you
 - Getting through on the telephone
 - Using on line booking system

- **Building and facilities**
 - Are nurse doctors consulting rooms clearly labelled and easy to find
 - Is access through the surgery easy - wheelchairs and pushchairs
- **General questions?**
 - Do you use on-line repeat prescription
 - Use website to find out information

Together we reviewed the questionnaire information and previous MORI and GPAQ polls and a final questionnaire was produced

- d) It was felt that to aim for 400 questionnaires would give a good cross section view from our patients.

The 400 surveys were completed during November 2011 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 give a fair representation of our population

- e) The PPG expressed a wish to self analyse the questionnaires and the view of the Practice was that would be a good way to have a balanced approach to the questions and we were more than happy to agree.

As soon as we had received 400 questionnaires around the beginning of Dec these were therefore passed to the PPG with assistance on hand if needed.

A summary of the breakdown of the survey results and a brief summary of the questionnaire results was to be printed within the Spring newsletter:

Lake Road Practice Patient Questionnaire 2012

- The Patient Participation Group (PPG) has recently written a questionnaire about the Practice, collected patients views and analysed the results.
- There were 400 surveys completed either while visiting the Practice, by post, or online.
- The overall results were very promising with the Practice rating highly on patients' opinion to clinical involvement, being able to see their registered GP, reception staff, practice layout and information available within the Practice.
- Results showed that 84% of patients felt they were satisfied with being able to book an appointment within 48 hours, which is a vast improvement on last year and over the MORI national average of 79%.
- It does seem however that only 19% of those questioned were fully aware of our online services and this is something that we will aim to promote over the forthcoming year.
- There are still a number of individual comments which have been added to some questionnaire forms which will be reviewed in detail over the forthcoming months.
- The PPG is always open to new members. Please contact Jane Williams if you would like to be involved
- For full results please visit the website <http://www.lakeroadpractice.nhs.uk>
- At the next PPG meeting on 5th March a complete action plan was developed and this was then passed out to the PRG for any additional comments.

f) Action Plan for Patient Questionnaire 2012

1. Promotion of online services - 42% of those questioned had responded to say they had no knowledge of online services

Actions to improve:

- Message to be added to counterfoil of repeat prescription. New message to read:

ONLINE SERVICES

Please see our website www.lakeroadpractice.nhs.uk for information on all online services available.

If you are interested in ordering your repeat prescriptions or booking appointments online, please see the reception who will issue a user name and password

- Advertising and posters in waiting room to be made more prominent
- Practice to ensure website address is added to all forms of mailing via letter heads etc

2. Review demographics of Patient Reference Group and target certain populations who had not been high responders in particular <24s and ethnic groups

Actions to improve:

- <24 population was not as well represented as we would have liked looking at our Practice Demographics. We are therefore looking for a patient representative on the PPG who was <24. Please contact if you are interested.
- Questionnaire showed that our many ethnic groups were not as highly represented as we would like. We are always looking for new patient representative from all sector of the community. Please contact if you are interested.

3. Main points raised to be put in question and answers format from PPG to Practice for responses to be issued on website

Actions to improve:

- Main issues to be raised to be reviewed listed below:
 1. Could there be a line or queue sign when waiting for receptionist
 2. Could we have a call board in children's area
 3. Could there be more signs to rooms especially nurse rooms
 4. Could there be a clock in waiting area
 5. Could there be more information and help regarding on-line services
 6. Could all receptionist have the same customer care skills

4. Encouragement of continued support for future year:

Actions to improve:

- Practice will be writing directly to all who have given their time to write a constructive comment on their questionnaire forms
- PPG to write directly to the 26 patients who have expressed an interest in the PPG group

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



G:\J82085 - GP
Practice Management

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 J Groves

h) The results of this questionnaire have been passed to our local Primary Care Team (PCT) for review and the Practice has committed to addressing all of the items within the action plan and reporting back to the PPG. There will be another survey next year so please remember to let the Practice know your e-mail address if you wish to be part of the virtual PRG

i) Opening Times

Reception and telephones are open Monday to Friday from 8.30am - 6.30pm for appointments and enquiries.

Please contact the practice during normal working hours (8.30am - 6.30pm Monday-Friday) 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 extended hour appointments are available at the following times:

- 7.00am - 8.00am every Thursday
- 6.30pm - 7.00pm (Monday to Friday)
- 8.00am - 11.00am every Saturday morning

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