

Patient Participation Initiative – Report **Laurel Bank Surgery 2011 – 2012**

Stage 1 – Establish a Patient Reference Group (PRG) comprising of registered patients and use best endeavours to ensure PRG is representative.

The PRG was made up of 16 patients. The average age was 57.8yrs and the male:female ratio was 1:3. Within the PRG, 87.5% of the were Caucasian and 12.5% were Asian. This reflects our Practice population which is, amongst others, comprised of 87% White/Caucasian and 9% Asian/Mixed origin. Two members of the group represented specific health needs groups (Elderly Care Home and Probation Rehabilitation services).

In order to ensure that the PRG was representative, invitations to join the group were placed in the surgery as well as on the website for the Practice. Applications were invited by post, telephone or email to ensure that all patient types were able to participate who wanted to. (see appendix 1)

The “gaps” in the PRG were mainly centred around students and busy, young families. In order to try to encourage these groups to participate in the survey, if not the PRG, as much information as possible was put online and patients were encouraged to contact us via email if they were interested in becoming part of the group.

Stage 2 – Agree with the PRG which issues are a priority and include these in the survey.

An initial “draft” survey was constructed in the practice – this centred around issues that were felt to be priorities for our patient population – namely awareness of specific services, being a training practice and patient satisfaction. The survey was kept intentionally brief in order to increase the chances of patients engaging with the process and also because it was felt that more generic information could be collated by the already existing practice surveys.

The draft survey was distributed amongst the PRG and comments and feedback invited by post, email and telephone. (see appendix 2)

The feedback was collated and the survey underwent significant modification in response to many points of feedback from the PRG – extra points were added regarding the waiting environment and confidentiality. The survey was subsequently re-circulated to the group in its “final” form along with a letter detailing the rationale behind the alterations and also to ensure that the PRG was happy with the final version of the survey. (see appendix 3)

Stage 3 – Collate patient views through local practice survey and inform PRG of findings.

Please see appendix 4 for copy of Patient Survey.

Patient Survey 2012- Results

Introduction

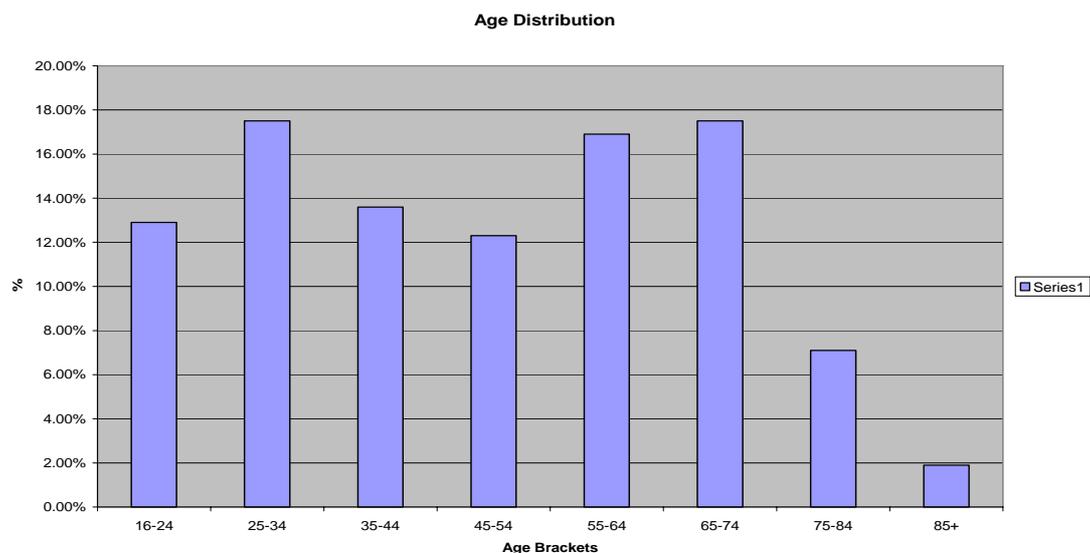
The draft survey was circulated amongst the Patient Participation Group (PPG) and then amendments were made in accordance with feedback from the group. The PPG group comprises 16 patients – 4 male and 12 female, average age 57.8yrs with an age range from 24yrs to 90yrs. The survey was then circulated amongst patients at the practice in 3 different ways:

- 1 - Paper forms within the surgery were left in the waiting room for patients to complete.
- 2 - A web link to an online version of the survey was advertised within the practice.
- 3 - A direct link to an online version of the survey was placed on the practice website.

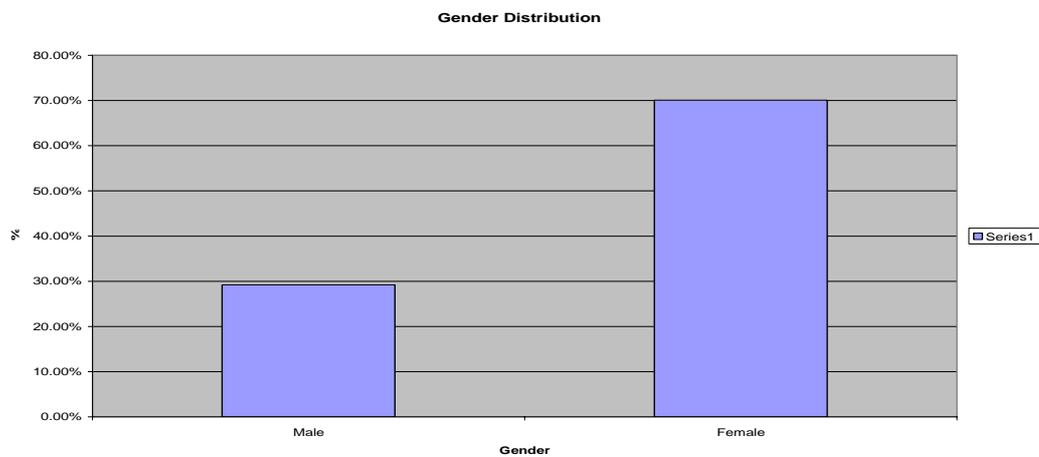
In total, 156 questionnaires were completed. The aim of the short survey was to identify issues that are important to the practice population, try to identify any themes and then look at ways of addressing these.

Results

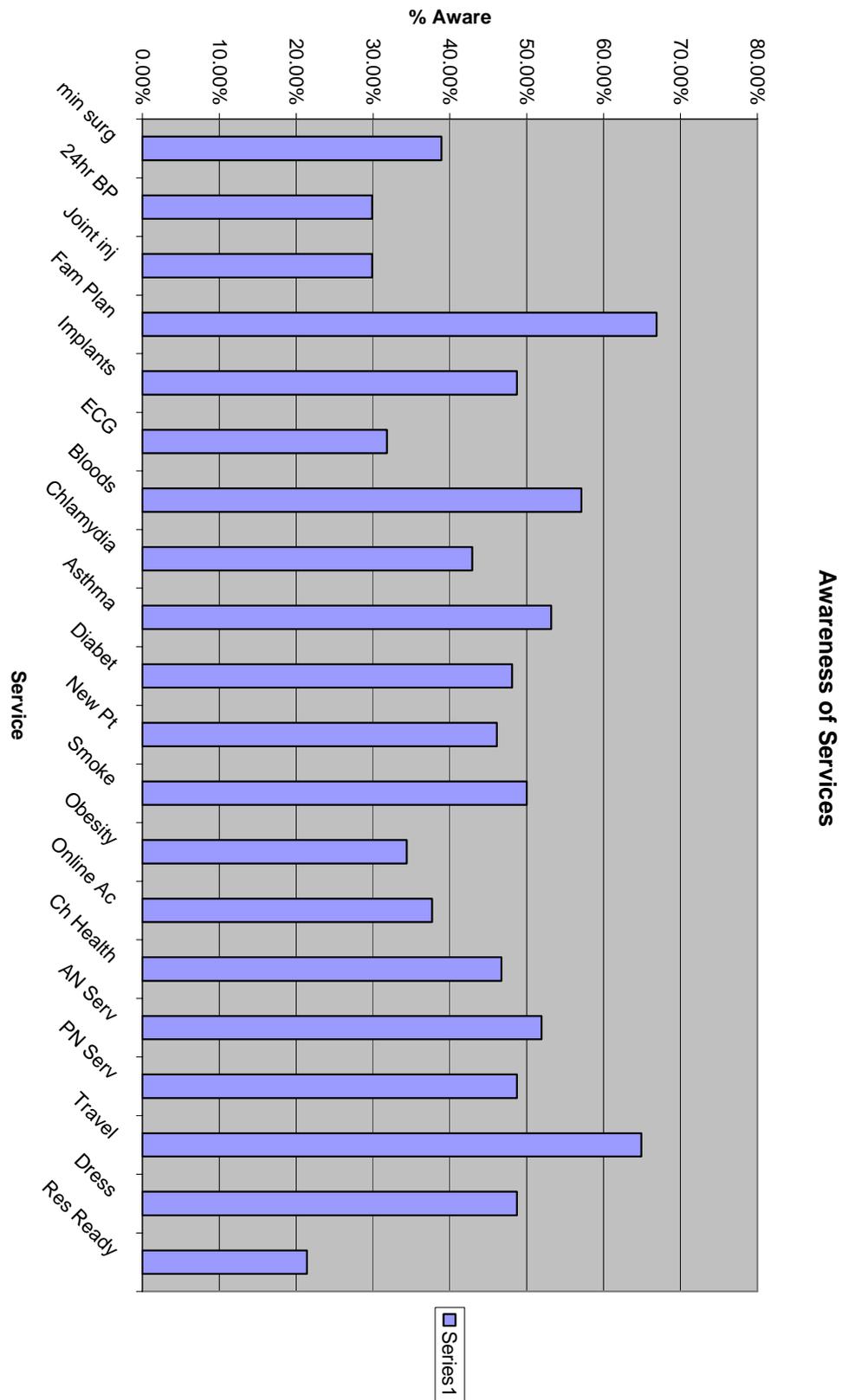
Response to the survey was good across the different age groups with a wide age distribution of respondees.



The gender balance of respondees was 70:30 Female:Male which is roughly in line with the proportional spread of appointments for the different genders.

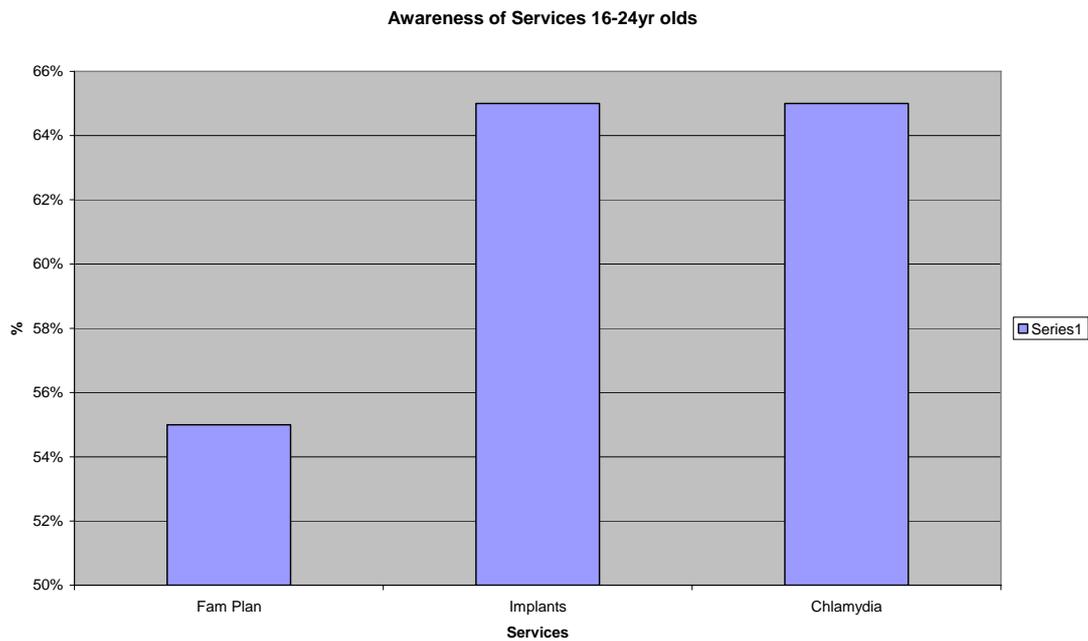


Awareness of the different services was very varied – the graph below shows awareness of the different services across all age groups. The lowest ranking of these were awareness of the Practice being a “Research Ready” Practice, Joint Injections and 24hr Blood Pressure Monitoring.

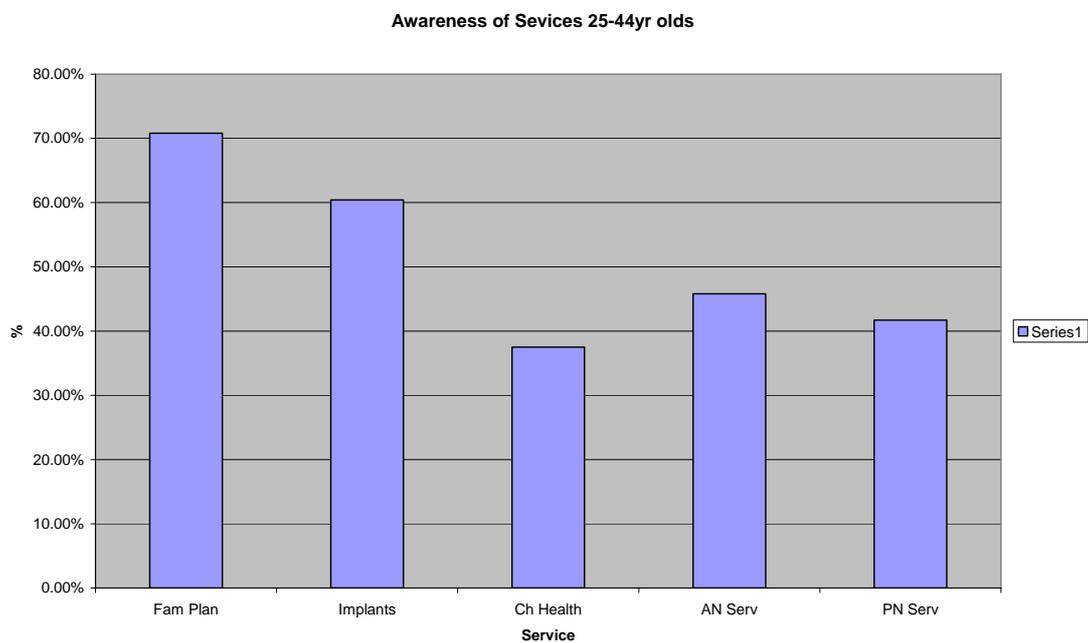


Analysis of some of these figures was done to look at awareness of specific services that would likely be of more relevance to certain age groups.

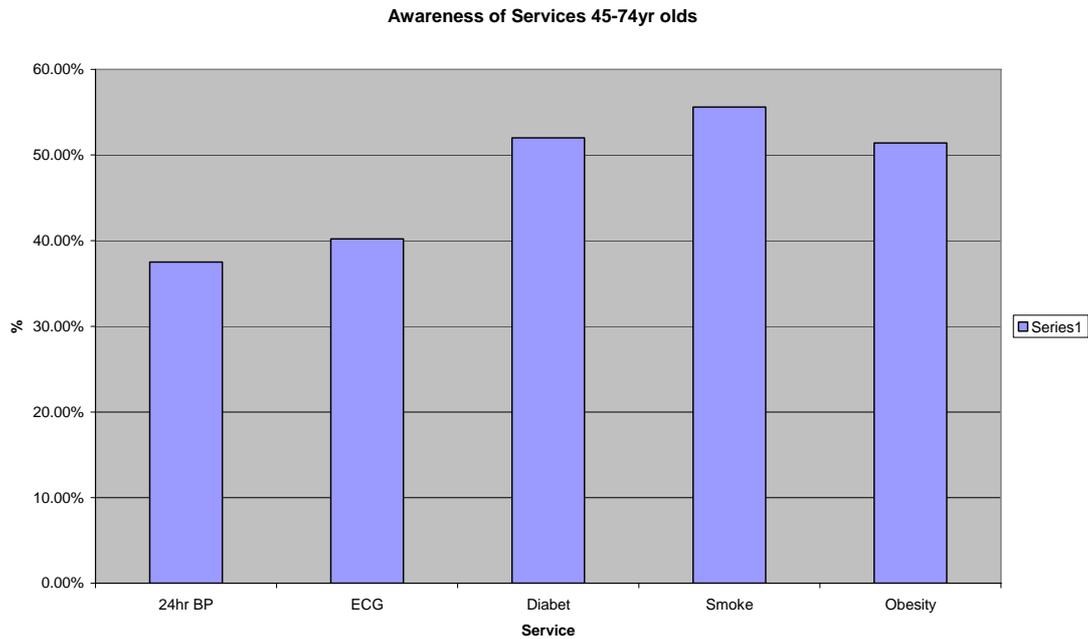
Firstly, awareness of family planning, contraceptive implants and Chlamydia testing for 16-24yr olds:



Next, awareness of family planning, contraceptive implants, child health, antenatal and postnatal services in 25-44yr olds:

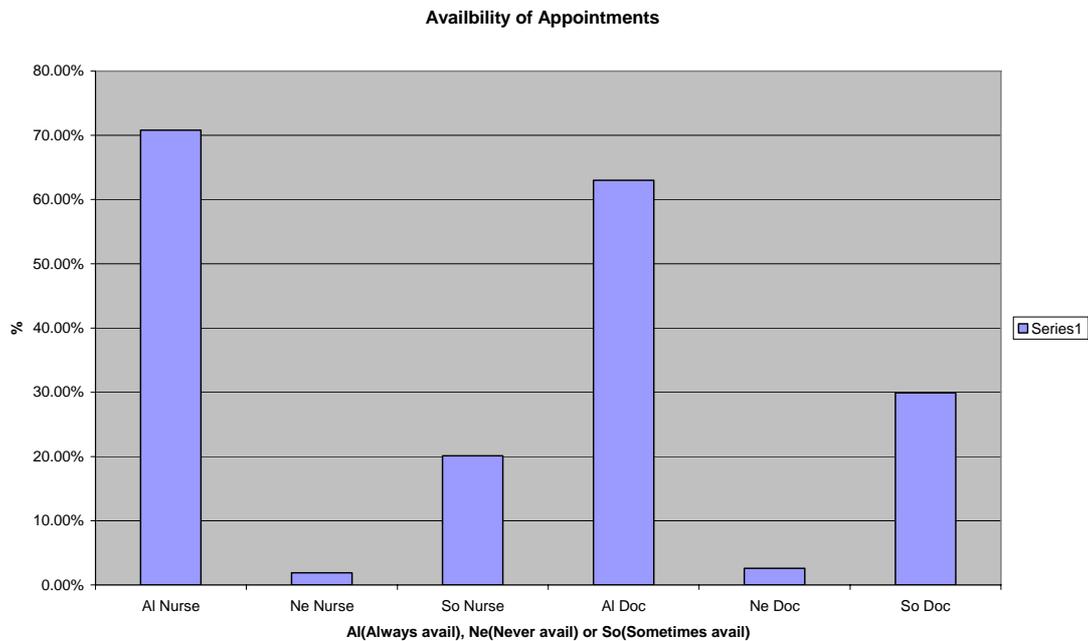


Finally, awareness of 24hr Blood Pressure monitoring, ECGs, Diabetic Services, Smoking Cessation and Obesity/weight Management Services in 45-74yr olds:

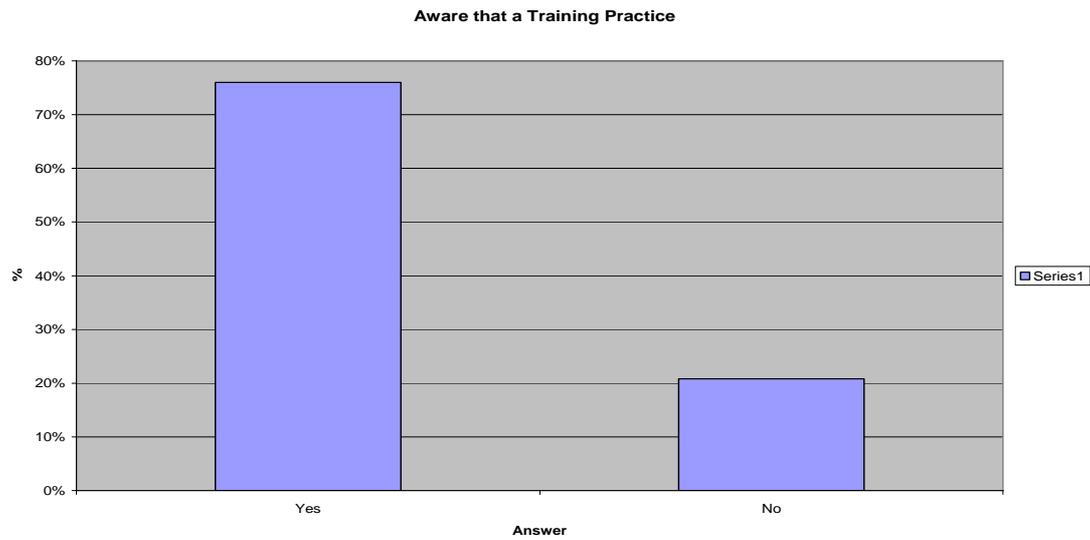


The next part of the survey centred around access to nurse and doctor appointments – whether they were always, sometimes or never easy to access.

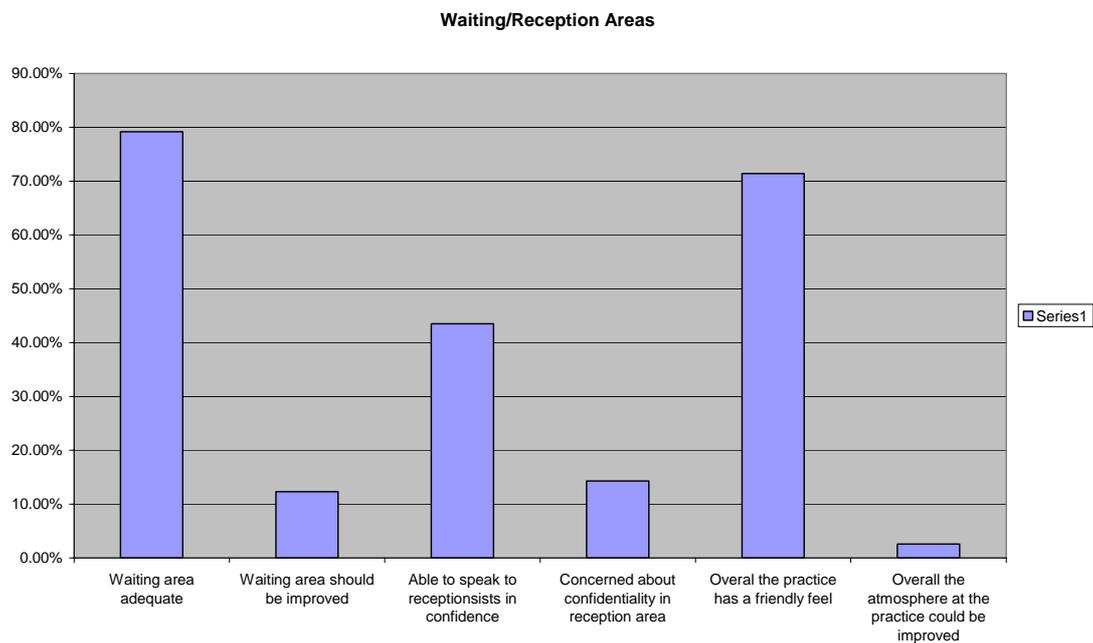
Overall, only approximately 2% of patient said that they could never easily access doctor or nurse appointments, with the majority of patient stating that appointment were always easy to access.



Laurel Bank is a Training Practice for GP Registrars and 76% of patients were aware of this.

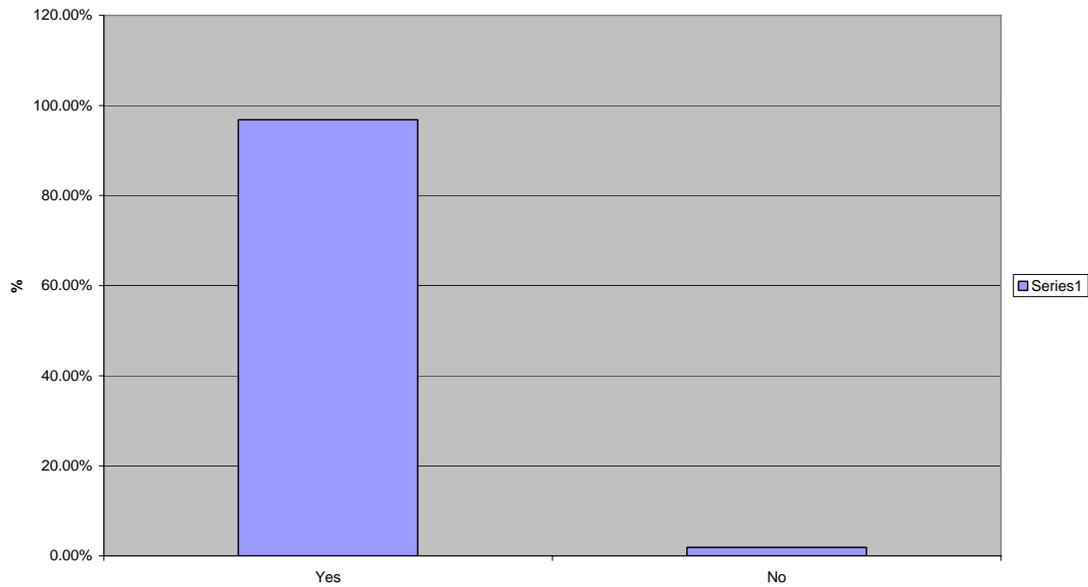


The next part of the survey was designed to try to assess the waiting and reception areas and identify any areas that may be improved – this is also further covered later in the report in the “comments” section. The majority of patients are happy with the waiting and reception areas and agree that the practice has a “friendly feel”.

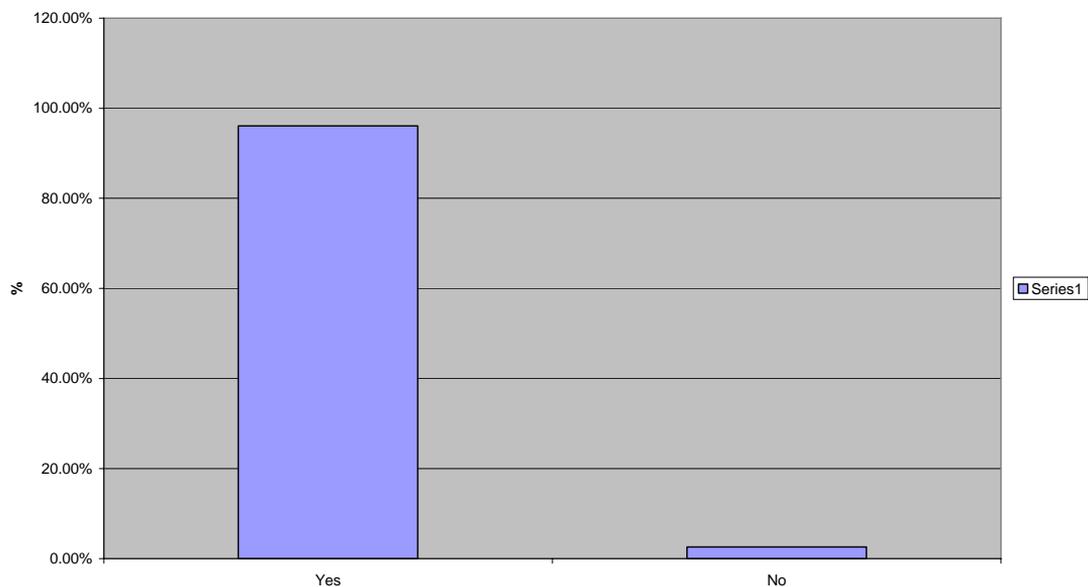


The final 2 questions were regarding the actual “service” and patient experience of their last appointment asking whether they were pleased with the treatment/advice they received and whether they felt listened to. We are very pleased that the vast majority of patients – around 97% - were pleased with the advice and felt listened to.

At your last visit, do you feel you were listened to?



At your last visit, were you please with the treatment/advice you received?



Further Comments

Two separate free-text comments boxes were present on the survey – one to ask for suggestion for further services that may be helpful and one general comments box at the end.

Services

The top 3 additional services suggested were:

Counselling/Mental Health Services

Wellwoman/Wellman or General Health Checks

Evening surgeries/extended hours.

Evening surgeries do run every Wednesday until 8pm and it would seem we need to be more pro-active in promoting these extended hours surgeries.

General Health Checks, again, are available – although not within a specific clinic – but it may be that we need to promote this service more.

Counselling services used to be provided on site some years ago but unfortunately, due to restrictions on the number of rooms available, had to be stopped. It is hoped that this has been compensated for with us having good links with the Primary Care Mental health Team and regular meetings with the Community Mental Health Team at the practice.

Comments

The large majority of comments were positive. Themes for improvement were mainly around:

The waiting room environment and presentation of relevant health information.
Seeing different doctors.

The waiting area environment issues are to be looked at in more detail and an undertaking made to look to make the information more focussed, relevant and available. This will be discussed further at the next practice meeting.

The issue with seeing different doctors on different visits is a difficult problem to solve at times. As a training practice, we do have a change over of GP Registrars every 6 months and we appreciate the difficulties that can arise because of this at times. We hope that the benefits of being as training practice to both doctors and patients outweigh this and we are very grateful for the overall high level of support from our patients regarding this. Also, depending on availability of specific doctors, if a problem is urgent it is likely that patients will be seen by the next available doctor as should be the case.

Conclusions and Proposed Action

Overall, it was felt there was a very positive response to the survey. There are some areas, however where further discussion around possible improvements should be had:

- 1.** Within certain “target” groups, it was felt that awareness of relevant services could be improved. As a result, we will discuss with staff to increase awareness of specific services for “target” groups – i.e. – peri-natal services for 25-44yr olds, blood pressure monitoring for 45-74yr olds as well as general health checks for all patients. Further information about these services to be placed in the waiting area.
- 2.** More advertising for the evening surgeries to ensure that patients are aware of this service.
- 3.** A second round of invitations to join the PPG to try to widen the scope of the PPG and encourage input from under-targeted groups.
- 4.** The environment within the waiting area will be reviewed in general and we will aim to address the issues regarding the presentation of health information.

A further patient survey will be conducted in the next 9 months and will invite comment on these areas as well as any other areas of concern that arise either from patient comments or from discussion with the PPG.

Stage 4 – Provide PRG with opportunity to comment and discuss findings of the local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT.

The completed practice survey along with proposed actions was circulated amongst the PPG via email and also via letter for further comment and to seek approval for the proposed actions 1-4. (see appendix 5)

- 1. Awareness of perinatal services was lower than expected in the 25-44yr age group and awareness of ECG/BP services was lower than expected within the 45-74yr age group. Along with this , there seems to be a generally lower level of awareness of the availability of Health Checks for all patients. We will discuss with medical staff the issue of raising awareness of these services.**
- 2. Within the comments section, it would seem that some patients are unaware of our late surgery extended hours opening times – we will look to improve advertising and awareness of this facility.**
- 3. Certain groups within the practice population were possibly underrepresented within the survey and also the PPG – mainly the under 55 age group – a second round of invitations to join the PPG will be circulated to try to address this and further consideration given towards ways of ensuring that these groups are well represented in future surveys.**
- 4. Also within the comments section were issues regarding the waiting area environment and the presentation of health related information – we will look at ways of rationalising the information boards to make them clearer and improve the waiting area environment.**

Stage 5 – Agree with the PRG an action plan setting out priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.

Approval was given by the PRG following email and letter communication to go ahead with the 4 point action plan and it was agreed that updates on the progress of these should be distributed quarterly amongst the PRG. The detail of the plan is covered within Stage 4 above.

Stage 6 – Publicise the Local Patient Participation Report on the Practice Website and update the Report on Subsequent Achievement.

The report is to be published on the Practice website on 16th March 2012.

Opening hours of the Practice Premise:

We are open: **8.00 am - 6.00 pm** Monday to Friday, except for Wednesday when we provide **extended hours access** and are **open until 8.00 pm**. **Extended hours pre-booked appointments are available until 7.20pm on Wednesday's with Drs Samuel, Bukhari and Sweeting as well as Nurse appointments with Sister Moorehouse.**

Monday	8.30am – 2.00pm	4.00pm – 6.00pm
Tuesday	8.30am – 1.00pm	1.30pm – 5.30pm
Wednesday	8.30am – 12.30am	1.30pm – 8.00pm
Thursday	8.30am – 11.30am	4.00pm – 6.00pm
Friday	8.30am – 11.00am	3.30pm – 5.30pm

Appendices

Appendix 1 – Advertising/Invitations for the PRG

The screenshot shows the Laurel Bank Surgery website. The header includes the name 'Laurel Bank Surgery' and a navigation menu with links for Home, Our Services, Our Team, Other Information, Contact Us, and More Pages. The main content area is divided into several sections:

- Welcome to Laurel Bank Surgery:** States opening hours from 8.00 am to 6.00 pm Monday to Friday, except Wednesday. It provides a phone number (0113 295 3900) and a location map link.
- Opening Hours Table:**

Monday	8.30am – 2.00pm	4.00pm – 6.00pm
Tuesday	8.30am – 1.00pm	1.30pm – 5.30pm
Wednesday	8.30am – 12.30am	1.30pm – 8.00pm
Thursday	8.30am – 11.30am	4.00pm – 6.00pm
Friday	8.30am – 11.00am	3.30pm – 5.30pm
- Outside Surgery Hours:** Provides a phone number (0113 295 3900) for urgent appointments outside normal hours.
- Registering with Laurel Bank Surgery:** A yellow box containing text that says: 'Download our registration form and return it to the surgery or Fill in a quick pre-registration form online and we'll send you more details in the post.'
- Right-hand sidebar:** Contains contact details (216b Kirkstall Lane, Leeds, West Yorkshire, LS6 3DS), a location map link, phone number (0113 295 3900), email address (Email the surgery), and a link to 'How to register'. It also features a 'Patient participation group' button and a link to NHS Direct.

The bottom of the screenshot shows a Windows taskbar with various open applications like Calendar, NHSmail, and Laurel Bank Surgery.

Miss Five Editestpatient
2 Any Street
Dummyville
EX2 1AA

16.06.2011

Dear Miss Editestpatient

We are writing to invite you to join the new patient group we are forming at the surgery, the Patient Reference Group.

This is a group of patients who we feel represents our patient population in terms of different ages, genders, social groups and ethnicities. The aim of the group is for GPs and managers to discuss with patients what we are doing right at the surgery and how things could be improved. We always aim to provide the highest level of health care and so your feedback would be greatly appreciated. Any changes we make to the surgery as a result of these discussions will only be made in agreement with the Patient Reference Group.

We aim to keep your involvement in the process as simple and convenient as possible. For this reason, contact with the group will primarily be by email (or letter or telephone, if you prefer) with some opportunity for meetings at the surgery.

If you are interested in joining, please send back the enclosed reply slip using the self addressed envelope enclosed and we will contact you by the end of July.

Yours sincerely

Dr Michael Sweeting
on behalf of
Drs Samuel, Bukhari & Sweeting

WE NEED YOUR HELP



To ensure that we offer the best health service we can, Laurel Bank Surgery is setting up a **Patient Reference Group**.

This is a group of patients who represent our patient population in terms of different ages, genders, social groups and ethnicities. The aim of the group is to communicate with GPs and managers from the practice about what we do right and what could be improved. Your views are extremely important and changes at the surgery will only be made in agreement with the Patient Reference Group.

We would particularly like to hear from you if you are a student, or if you feel you represent a minority or social group whose voice should be heard.

We aim to keep your involvement in the process as simple and convenient as possible. For this reason, contact with the group will primarily be by email, with some opportunity for meetings at the surgery.

Your participation would be greatly appreciated.

For more information, please go to our website www.laurelbank@gpsurgery.net and complete the simple online registration form, or pick up a form at reception.

Thank you

Appendix 2 – Letter re: Draft of Survey inviting comment and additions.

NHS No:xxx

xxx

14.09.2011

Dear xxx

We would like to welcome you as a member of Laurel Bank Surgery's Patient Reference Group (PRG), and we thank you for your interest and participation.

The first aim of the PRG is to gain your feedback on a draft questionnaire which we will then be sending out to a wider proportion of patients. We are hoping to look at the key areas that affect patients at Laurel Bank Surgery and we would therefore appreciate your input into this process.

Please look at the attached questionnaire and send us any comments regarding its content, including suggested additions. This may include areas you feel have not been addressed, or alterations to some existing questions.

We will be arranging a one-off meeting in the next couple of months to finalise the questionnaire using the group's feedback before releasing it to our patients.

If you have any queries, please feel free to contact me.

Kind regards

Jane Heuston
Co-Practice Manager

Appendix 3 – Letter to PRG regarding “final” draft of Patient Survey

Dear Sir/Madam,

Thank you to those of you who have provided feedback on the initial draft of the proposed patient survey – attached is a final draft for your viewing and comment.

We thought it would be useful to address a few of the points/concerns in this communication. Firstly, I think it is important to stress that the National Patient Survey will continue for 2011/2012 and will address a wide range of issues for all practices. As such, we felt it was important to make this survey short and focused for our practice and our patients’ needs and concerns. We felt that the limit of 10 questions would provide us with useful information whilst making the survey easy to complete, thereby hoping to gain a large “pick-up rate” when circulating the survey to the wider patient population. The hope here is that the more people who ultimately complete the survey, the more valid and accurate the results will be.

Our survey is not meant to be an advert for services or a marketing tool, but we felt it was important to assess whether the wider patient population were aware of many new services that have started over the last few years such as ambulatory BP monitoring, etc. It then seemed to make sense to add in all the other extra services into the survey.

We have added in a question regarding the waiting area/reception area as this was an important point that we had missed in our original survey.

There was a comment regarding question 5 and asking if a “mid-way” answer of “sometimes” might be added in. This question has now been adjusted to allow more flexibility in response and to allow a “sometimes” answer.

We are aiming to start distributing the final survey towards the end of November – please could you contact us before then if you feel there are outstanding issues or concerns regarding the survey.

Thank you again for your participation and feedback.

Yours sincerely

Appendix 4 – Final Draft of Patient Survey

Laurel Bank Patient Survey 2011

Please take a moment to complete this short questionnaire. It is completely anonymous and the results will be analysed, acted on and posted on the website and within the Surgery. Thank you.

1. Please tell us your age?

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 45-54 | <input type="checkbox"/> 85+ |

2. Are you male or female?

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

3. Are you aware that Laurel Bank provides the following services? (Please tick those that you are aware of).

- | | |
|---|--|
| <input type="checkbox"/> Minor Surgery | <input type="checkbox"/> New Patient Health Checks |
| <input type="checkbox"/> 24hr Blood Pressure Monitoring | <input type="checkbox"/> Smoking Cessation Services |
| <input type="checkbox"/> Joint Injections | <input type="checkbox"/> Weight Management Services |
| <input type="checkbox"/> Family Planning | <input type="checkbox"/> Online Access to appts, prescriptions etc |
| <input type="checkbox"/> Contraceptive Implants | <input type="checkbox"/> Child Health |
| <input type="checkbox"/> ECG Recordings | <input type="checkbox"/> Antenatal Services |
| <input type="checkbox"/> Normal and Fasting Blood Tests | <input type="checkbox"/> Post-Natal Services |
| <input type="checkbox"/> Chlamydia Screening | <input type="checkbox"/> Travel Advice and Vaccinations |
| <input type="checkbox"/> Asthma Services | <input type="checkbox"/> Dressings |
| <input type="checkbox"/> Diabetes Services | <input type="checkbox"/> Research Ready Practice |

4. Are there any other services that we don't run that you would find useful?

5. Please read the statements below regarding the availability of nurse and doctor appointments and tick the ones that you agree with.

I always find it easy to access nurse appointments

I never find it easy to access nurse appointments

I sometimes find it easy to access nurse appointments

I always find it easy to access doctor appointments

I never find it easy to access doctor appointments

I sometimes find it easy to access doctor appointments

6. Are you aware that Laurel Bank is a "Training Practice" and as such there may be times that you are seen by a GP Registrar? (i.e. a doctor training to be a GP).

Yes

No

7. With regards to the reception/waiting area: (Please tick the box if you AGREE with the statement).

The waiting area is adequate

The waiting area should be improved

I am able to speak to receptionists in confidence

I am concerned about confidentiality in the reception area

Overall, the practice has a friendly "feel"

Overall, the atmosphere at the practice should be improved

8. At your last visit, do you feel that you were listened to?

Yes

No

9. At your last visit, were you pleased with the treatment/advice that you received?

Yes

No

10. Are there any questions or issues that you would like to tell us about?

Appendix 5 – Email/Letter to PPG (enclosed with survey report)

Dear All

Attached for your attention is the practice report on the patient survey that you all helped put together. The report includes a list of proposed actions for your approval and comments.

We are looking into the possibility of producing a regular surgery newsletter and we are hoping you may be able to provide some content ideas or even, hopefully, some desktop publishing expertise.

Thank you for all your help and we welcome your continued input.

Regards

Chad Chaplin
co-Practice Manager