



Patient Participation Group Directed Enhanced Service Report

Practice Report on Patient Participation Scheme April 2011 to March 2014

The Practice is participating in a two year project to collate information and feedback from our patients. The practice has set up a Patient Participation Group (PPG – virtual group).

All of our patients are welcome to give feedback via this group and therefore we consider you to all be members of the PPG already. Simply complete a sign up form either via our surgery website at www.providencesurgery.co.uk or complete a form in main reception to ensure you are contacted directly each time a survey is ready for you to complete. Alternatively all patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room.

The PPG receive annual surveys from the practice via email, post or copies in the waiting room and a link that can be accessed via our website at www.providencesurgery.co.uk

The results of the surveys are shared with all of our patients using a variety of media including our practice website, email updates and the report is available should you ask to see it when waiting for your appointment.

The Patient Participation Group (**PPG**) is a virtual group. The PPG responds to practice surveys and actively helps us with two-way communication on ideas about how to improve our services and understand patient priorities and issues.

Our Practice Profile

We have over 9000 patients and for this exercise we have used several tools to understand our practice profile including: technical searches using our TPP SystemOne computer system, GP partner feedback, GMS statement Correction Factor Reports as well as the information collected from the PPG pre-survey and sign up forms.

Providence Practice has a very young practice population consisting of around 7000 patients, however this year we also gained a Branch surgery – Strouden Park Medical

Centre, the Practice population there is around 2400 patients. As a whole this has changed our Demographic slightly as the populations are quite different but the age percentage breakdown is still very young and is as follows:

92% are still under the age of 65, 4.25% between 65 and 75 and 3.8% are 76+.

56% of our Practice Population is Male and 44% female.

The population is made up from many ethnicities: 45.3% White British and 20% Polish and other White European, but we also have representation from African, Chinese, Indian, Caribbean, Asian and Pakistani and Irish ethnicities, which make up the remaining 8.5% of the population.

Practice Population profile			
AGE			
No under 16	1631	% under 16	17.4%
No 17 - 24	944	% 17 - 24	10 %
No 25 - 34	2061	% 25 - 34	22%
No 35 - 44	1726	% 35 - 44	18.4%
No 45 - 54	1384	% 45 - 54	14.8%
No 55 - 64	798	% 55 - 64	8.5%
No 65 - 74	428	% 65 - 74	4.8%
No 75 - 84	260	% 75 - 84	0.01%
No over 84	131	% over 84	1.4%
ETHNICITY RECORDED			
White		White	
No British Group	3853	% British Group	45.30%
No Irish Group	45	% Irish Group	0.60%
Mixed		Mixed	
No White & Black Caribbean	50	% White & Black Caribbean	0.50%
No White & Black African	68	% White & Black African	0.70%
No White & Asian	56	% White & Asian	0.60%
Asian & Asian British		Asian & Asian British	
No Indian	78	% Indian	0.70%
No Pakistani	9	% Pakistani	0.07%
No Bangladeshi	7	% Bangladeshi	0.00%
Black or Black British		Black or Black British	
No Caribbean	6	% Caribbean	0.08%
No African	78	% African	0.80%
Chinese or other ethnic Group		Chinese or other ethnic Group	
No Chinese	43	% Chinese	0.40%
No Any Other	1623	% Any Other	50.00%
GENDER			
No Male	5244	% Male	56%
No Female	4119	% Female	44%

The practice makes every effort to gain as much information about our patients as possible so that we can understand their needs to the best of our ability. Information is requested when registering a new patient, on booking appointments as well as through feedback requests via patient surveys, comments box and website feedback page.

A large proportion of our population is unemployed but we do offer early and late appointments on a Monday to help those that do work to be able to attend the surgery outside of working hours.

A lot of our patients do have vulnerable backgrounds and a past history of drug and alcohol use but our aim is to promote health in the local community.

As an average, we also have around 130 patients who are pregnant at any one time and we actively engage for feedback and PPG membership with this group during midwife consultations.

We also support patients in our local Nursing and Care homes and those with Learning Disabilities.

We also offer a GP service for students at the Anglo European Chiropractor College.

The profile of the members of our Patient Participation Group

Since April 2011 Providence Surgery has actively tried to encourage members to join the group, we have tried to enlist a cross section of the population and then asked to hear your views and make them count.

In the group, we have representation from those who work and those who are unemployed, those in retirement; vulnerable patients, homeless patients and those that are currently alcohol or chemical dependant or in recovery. We have people from all age groups between 25 and 84 and from the following ethnicities: British, Polish, Asian, African and other White Europeans.

PRG Profile			
AGE			
No under 16	1	% under 16	0.00%
No 17 - 24	12	% 17 - 24	2.20%
No 25 - 34	71	% 25 - 34	47%
No 35 - 44	31	% 35 - 44	20.1%
No 45 - 54	18	% 45 - 54	12%
No 55 - 64	17	% 55 - 64	11.3%
No 65 - 74	6	% 65 - 74	10.90%
No 75 - 84	2	% 75 - 84	2.20%
No over 84	0	% over 84	0.00%
GENDER			
No Male	82	% Male	55.00%
No Female	76	% Female	44.00%

The DES requires the practice to develop a structure that gains the views of patients and enables feedback to take place as per the project plan. This development is laid out in the report that follows.

The methods used to invite members to join the PRG

- Practice website
- GPs used sign up forms and information leaflets to target patients in clinic and at home visits
 - Waiting room leaflets
 - Waiting room posters
- Sending information and sign up forms out to patients alongside other practice communications
 - Forms and leaflets in the waiting room
 - Notes on the bottom of repeat prescriptions
- All new patients registering at the practice are given a leaflet and form with advice on how to join the PPG

These methods of invitation and communication will continue throughout this project, although posters in the waiting room are circulated by season and will be refreshed and removed/replaced over time.

Size and establishment of the PRG

After the initial recruitment campaign, we gained a further 48 patients to the group last year and this has since grown by 51 new members this year. The Practice Profile table above shows the results of the breakdown and is compared with that of PRG membership. Interestingly the youngest and oldest groups have little or no PRG membership yet the middle age ranges of 25 years to 75 years is the main age range of the PRG membership. Most of the new members this year are in the 25 – 34 age group. This is reflected in the practice age profile and most were also of Eastern European origin.

How we reached agreement on the issues which had priority and were subsequently included in the local practice survey.

After several months of trying to encourage more of our patients to sign up to belong to the patient representation group, we then developed a proforma to send out to those that had already signed up, in order to ask them about their key priorities regarding the services that they were offered in the Practice. We explained that these areas would then form the basis of a Patient survey.

How the survey questions were drawn up and how the survey was carried out in order to obtain the views of our registered patients.

We received only 1 reply to the proforma this year. As we have a very transient population and the list size is continually growing along with the addition of the branch surgery, we decided that it would be acceptable to ask the same questions.. We

discussed the responses in a Practice meeting and felt that measuring patient satisfaction regarding access to appointments and services remained the most important issues for our patients. The survey was re sent out by email using wufoo.com to the members of the PPG on the 13th March . We allowed one week for replies to come back by email, we also handed out the survey to the patients in the waiting room over the same period and then collated the results.

The reason why we chose this method for the survey

Last year, guidance was sent out to Practice Managers regarding preparation for forming the Patient representation group, included in this was a summary of most of the web based survey companies. The Practice compared the benefits of these against each other and chose Wufoo as a reputable company. Some of the Practice staff had also had some experience of using this company before for conducting other surveys.

The email link from Wufoo worked well last year, responses were minimal but the delivery was of a high quality, easy to read and easy to fill out, so we opted to use them again this year to deliver the survey to those patients that we had email addresses for. We also gave a copy of the survey out to patients over a 1 week period in an attempt to gain enough responses to make the survey statistically valid. As a Practice we have always struggled to engage our Patients in surveys and historically have given out twice as many surveys as would have been suggested by for example GPAC, in order to try and guarantee a measurable sample of responses.

The results of the survey findings

I sent an email to the PRG to publish the results of the survey:

Dear Patient,

We recently sent you an email asking you to complete a short survey regarding your experiences at Providence Surgery. Here are the results:

The replies to the Survey

Question	Number of replies			
	Yes	Would like later	Would like earlier	Would like weekend opening
Are you happy with the Opening Hours at Providence?	29	2	6	8
Are you able to book in	Yes 19	No 5	Sometimes 20	

advance if you need to?				
Have you had to use our Emergency Clinic?	No 19	Yes 15	More than once 11	
How long did you have to wait to be seen?	-30mins 17	30-60mins 20	1 hour + 5	
Do you find the reception staff helpful?	Always 28	Mostly 15	Not helpful 1	
Are there appointments available with the Practice Nurse when you need to book one?	Yes 26	No 7	Usually within a few days 9	
How do you rate the level of care by the GP's at Providence?	Excellent 16	Good 21	Satisfactory 4	Unsatisfactory
Are you happy with the range of services that are on offer here?	Yes 38	No 3	Indifferent 3	

We have also summarised the comments and suggested how we might move forward with these ideas.

We would be grateful to receive any feedback in order to help us to implement any changes that have been suggested as a result of the survey.

1. Patients are mostly happy with our opening hours, although some would like to see weekend opening and more late or early appointments available to workers – access to their GP is one of the most important areas that is of concern to patients. We are constantly monitoring demand and availability of appointments and like to receive feedback about the system. Since we have been operating

with a daily emergency clinic and Duty Doctor, we have found that patients seem happier with the procedure to get an appointment and anyone that needs to be seen that day will be seen. We are still considering the option of weekend opening and will proceed with that if and when there is some funding in place for us to be able to operate. The measures that we have taken this year however are to increase the number of GP's that we have working on any one day so that we can offer more appointments.

2. Last year patients expressed the desire to be able to book appointments online and to request repeat prescriptions online – this has been up and running for some time now and is proving popular as an effective alternative to booking appointments and getting your requests to us.

If you have any comments, please let me know, it would be great to hear from you.

The Action Plan

The 3 main points that arose from the survey were that the patients would like to see the surgery open at the weekend; comments also stated that there are sometimes problems getting an appointment on the same day or with the same GP in order to ensure continuity of care.

Weekend opening was a hot topic last year and whilst the surgery are still open to the suggestion there has been no movement from NHS England regarding any extra funding being made available for extra extended hours. The staff have indicated that they would not be adverse to working at the weekends but we do not have the commitment to be able to take that step forward at the moment. In the interim we have taken measures to improve access where we can and employed more Doctors which means appointment availability. Patients now have the option to make appointments at Providence or at Strouden Park, our branch surgery.

Being able to book an appointment with the same GP is very important for continuity of care and the surgery is aware that there is still sometimes an issue here. Most of the GP's that work here are still part time and it is difficult to find a solution to the problem. Appointments do get booked up well in advance and there are only a finite number of appointments available. We have implemented the system whereby any locum GP's only see emergency or on the day appointments which allows the Salaried GP's and Partners to see more of those patients requiring follow ups.

Unfortunately I didn't receive any feed back from my email to the Patient representative group regarding the results of the survey.

A summary of the evidence

Providence managed to sign up a further 50 out of 9393 patients to become part of our Patient Participation Group. This is in addition to the 58 that joined last year. All 150 patients were consulted about the content of the survey and then emailed a copy of the

survey. Only 1 reply was received about the content and 3 replies by email to the survey. This is not representative of the Practice population but is representative of the fact that we struggle continually to get any really valuable feedback from our patients. Responses to the survey from patients that had supplied their email addresses to join the group were therefore very disappointing.

The in house survey only produced 42 replies despite over 300 copies being given out to patients over a week. This was a 14% return and still only represented the voice of 0.4% of the Practice population as a whole.

However, we are very pleased that we managed to engage with a small minority of the Practice population, we can only do our best to continue to think of new ways to encourage more patients to engage in the future.

Practice Opening Hours and how patients can access services throughout the core hours.

Extended hours: Mon 0700 – 0800 and 1830 – 1930

Patients are able to book with a GP
between 0700 and 0800 and between 1830 and 1930

Mon – Fri 0830 – 1300 and 1400 – 1800

We run an emergency clinic on a daily basis between 0830 and 1000, patients are asked to turn up at the surgery if they have an emergency and will be asked to sit and wait to be seen by the GP.

The rest of our appointments are bookable in advance, although we do stagger the times that the appointments are released in order to maintain timely access.

Telephone response is made initially by reception staff and the surgery is permanently manned during surgery hours by reception staff.

Phone calls are diverted to out of hours between 12 and 2pm and we are closed for lunch between 1 and 2pm. Between the hours of 1800 and 1830, the surgery is closed and you will be asked to contact NHS111 should you need medical assistance. However, NHS111 will then put you in contact with one of the GP's here as our core hours are until 1830.