



Patient Participation Group Directed Enhanced Service Report

Our Practice Profile

Providence Practice has a very young practice population. Only 5.65% are over the age of 65, 16.8% are under the age of 17, leaving 77.6% between the age of 17 and 65.

58% of our Practice Population is Male and 42% 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	1149	% under 16	16.80%
No 17 - 24	711	% 17 - 24	10.40%
No 25 - 34	1791	% 25 - 34	26.20%
No 35 - 44	1331	% 35 - 44	19.50%
No 45 - 54	974	% 45 - 54	14.30%
No 55 - 64	458	% 55 - 64	6.70%
No 65 - 74	220	% 65 - 74	3.20%
No 75 - 84	132	% 75 - 84	1.90%
No over 84	63	% over 84	0.90%
ETHNICITY			
White		White	
No British Group	3091	% British Group	45.30%
No Irish Group	40	% Irish Group	0.60%
Mixed		Mixed	
No White & Black Caribbean	34	% White & Black Caribbean	0.50%
No White & Black African	48	% White & Black African	0.70%
No White & Asian	41	% White & Asian	0.60%
Asian & Asian British		Asian & Asian British	
No Indian	49	% Indian	0.70%
No Pakistani	5	% Pakistani	0.07%
No Bangladeshi	1	% Bangladeshi	0.00%
Black or Black British		Black or Black British	
No Caribbean	6	% Caribbean	0.08%
No African	56	% African	0.80%

Chinese or other ethnic Group		Chinese or other ethnic Group	
No Chinese	27	% Chinese	0.40%
No Any Other	3426	% Any Other	50.00%
GENDER			
No Male	3977	% Male	58.20%
No Female	2852	% Female	41.80%

We operate a Carers register here but do feel that it is under represented; we actively encourage people that are carers to make themselves known at the surgery, in order that we can offer the best support, advice and care.

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.

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, we have been actively seeking to sign up members of our Practice population to our Patient Representation Group.

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				% Difference	
AGE					
No under 16	1	% under 16	0.00%	16.8%	
No 17 - 24	7	% 17 - 24	2.20%	8.2%	
No 25 - 34	38	% 25 - 34	19.60%	6.6%	
No 35 - 44	26	% 35 - 44	23.40%	-3.9%	
No 45 - 54	13	% 45 - 54	15.20%	-0.9%	
No 55 - 64	14	% 55 - 64	26.00%	-19.3%	
No 65 - 74	6	% 65 - 74	10.90%	-7.7%	

No 75 - 84	2	% 75 - 84	2.20%	-0.3%
No over 84	0	% over 84	0.00%	0.9%
ETHNICITY				
White		White		0.0%
No British Group	67.00%	% British Group	63.00%	-17.7%
No Irish Group		% Irish Group		0.6%
Mixed		Mixed		0.0%
No White & Black Caribbean	1.00%	% White & Black Caribbean	0.90%	-0.4%
No White & Black African		% White & Black African		0.7%
No White & Asian	1.00%	% White & Asian	0.90%	-0.3%
Asian & Asian British		Asian & Asian British		0.0%
No Indian	3.00%	% Indian	2.80%	-2.1%
No Pakistani		% Pakistani		0.1%
No Bangladeshi		% Bangladeshi		0.0%
Black or Black British		Black or Black British		0.0%
No Caribbean		% Caribbean		0.1%
No African	3.00%	% African	2.80%	-2.0%
Chinese or other ethnic Group	2.00%	Chinese or other ethnic Group		0.0%
No Chinese		% Chinese		0.4%
No Any Other	38.00%	% Any Other	35.00%	15.0%
GENDER				
No Male	55.00%	% Male	51.00%	7.2%
No Female	52.00%	% Female	49.00%	-7.2%

How we ensured that the PRG is representative of the practice registered patients.

We advertised using posters in the waiting room and also advertised in our Practice leaflet. We also asked new patients at the point of registration whether they would be interested in joining the group, there is a section on our new patient leaflet asking whether the patient would like to join the group and this has proven to be the most successful means of getting some interest from patients.

We decided that it would not be a worthwhile exercise this year to do a mail shot as the response to this last year was very disappointing and a lot of letters were returned to the Practice as the patient was no longer at the same address, thus highlighting the transient nature of our population and also the constant problems that we face without the up to date contact details of our patients.

As the GP's in the Practice establish good relationships with the patients, they were also tasked with enlisting some of the patients to the group by considering a cross section of the population.

We have also added an invitation to join the Patient Participation Group to script counterfoils in the hope that we will enlist patients that are on repeat medication that may be suffering with long term conditions, those unable

to work because of their illness and those in recovery from drug and/or alcohol addiction.

The GP's asked at our Nursing Homes for participation from some of the residents but they declined.

In total we enlisted 58 new members to the group this year.

We decided that it would be prudent to appoint a chair of the group. After Practice discussions it was agreed that the Practice Manager, Amanda Lillywhite should be chair of the group as she holds all the contact details of the members of the group and has access to the surgery email system to monitor and generate replies. She is also the main contact at the surgery for any general patient queries and feedback.

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 more answers on the proforma this year than last but most replies pointed to the fact that the same questions needed to be asked as last year. We have a very transient population and whilst the list size is continually growing, we see a shift of up to 35% of patients annually. 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 drawn up in house and sent out by email using wufoo.com. The survey was sent out on the 19th Feb 2013 and gave the members of the group 2 weeks to reply before collating and publishing 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 2 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	7	6	16
Are you able to book in advance if you need to?	20	5	24	
Have you had to use our Emergency Clinic?	15	24	10	
How long did you have to wait to be	-30mins 22	30-60mins 16	1 hour + 6	

seen?				
Do you find the reception staff helpful?	Always 31	Mostly 16	Not helpful	
Are there appointments available with the Practice Nurse when you need to book one?	Yes 16	No 4	Usually within a few days 28	
How do you rate the level of care by the GP's at Providence?	Excellent 26	Good 22	Satisfactory 1	Unsatisfactory
Are you happy with the range of services that are on offer here?	Yes 42	No 6	Indifferent 2	

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 generally happy with our opening hours although some would like to see weekend opening and more late or early appointments available to workers – Access 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. We change the way in which we offer appointments frequently and do not rule out the possibility of weekend opening. Discussions will continue to take place with the PCT and the new organisations when they commence in April, as staffing and funding are the issues to overcome from the surgery's point of view.
2. Whilst access to the appointments that we currently offer is satisfactory, there was a general feeling that it is often difficult to get an appointment with your choice of Doctor in order to get continuity of care – This is difficult to overcome as most of our GP's are part time and hence get booked up in advance fairly quickly but this is an issue that needs addressing, we would appreciate any feedback.
3. Several patients expressed the desire to be able to book appointments online and to request repeat prescriptions online – this should be up and running in the very near future.

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, also there is sometimes difficulty getting an appointment with the same GP in order to ensure continuity of care and patients would like to be able to book appointments online and request repeat prescriptions online.

The Practice will consider opening on a Saturday morning, however this has to be agreed by the PCT (or the new organisations that are replacing the PCT from April, in this case The Wessex Area Team) and the Practice needs to know whether there will be funding for this. Providence staff will also meet and discuss whether there are staff that would be able to work on a Saturday morning.

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 sometimes an issue here. Most of the GP's that work here are 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 discussed this issue in our clinical meetings and will consider making more appointments available to book in advance for the Partners and salaried GP's that work here. If we employ a locum, they will not see any booked patients but will see patients that need to be seen as emergency or on the same day, in order to take the pressure off of the employed GP's.

Regarding the use of our website, we have had some ongoing technical issues surrounding the link with our clinical system, however we are confident that these will be resolved in the very near future and as soon as the system has been tried and tested, we will make sure that the service is advertised as being available to all of our patients and we look forward to seeing the benefits for both patients and staff at the surgery.

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 58 out of 6825 patients to become part of our Patient Participation Group. This is in addition to the 49 that joined last year. All 107 patients were consulted about the content of the survey and then emailed a copy of the survey. 13 replies were received. This was only 12% of the PRG and 0.2% of the whole Practice population.

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 36 replies despite over 300 copies being given out to patients. This was a 12% return and still only represented the voice of 0.5% 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.

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	7	6	16
Are you able to book in advance if you need to?	20	5	24	
Have you had to use our Emergency Clinic?	15	24	10	
How long did you have to wait to be seen?	22	16	6	
Do you find the reception staff helpful?	31	16		
Are there appointments available with the Practice Nurse when you need to book one?	16	4	28	
How do you rate the level of care by the GP's at Providence?	26	22	1	
Are you happy with the range of services that are on offer here?	42	6	2	

Where any changes will have contractual implications, have these been discussed with the PCT?

If Providence were to open at the weekend, this would have to be in addition to our extended hours on a Monday, as the early and late hours that we are open on a Monday do prove popular and give access to appointments outside of working hours for our patients that are currently in work. The Practice will discuss with the Wessex Local Area Team to see whether there will be additional funding available for this.

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 – 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. However, the surgery remains open during this time.

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.

If any patients wish to see any of our supporting evidence that we have submitted to the PCT to accompany this report, please email info.providence@dorset.nhs.uk.

This report is available on our website, there are copies available in the Practice at patients request and there is reference to the report in our Practice leaflet.