

Patient Participation Direct Enhanced Service Report Annual Report 2013/14 March 2014

Acknowledgements

We would like to thank our patients for their ongoing support and guidance in developing the Patient Group for Littledown Surgery. As part of the ongoing NHS desire to involve patients more closely, practices have been encouraged to set up Patient Reference Groups (PRGs). It is also the aim of Littledown Surgery to give our patients every opportunity to give us feedback on what we can do to provide the best possible primary care service to them. We would like to thank all patients who participated in the Patient Questionnaire, and especially those who are members of our Patient Group.

How to join the Patient Group

All patients of Littledown Surgery are very welcome to join the Patient Group. To let us know you would like to join please email us on littledown.rec@dorset.nhs.uk; complete the online form at www.littledownsurgery.co.uk, or call in and speak to Reception.

Becoming a member of the Patient Group means that you will be involved in discussions with the practice team on how we manage the surgery and receive further information on current and relevant issues that affect the practice. You will also be sent the annual Practice Survey when it is ready to complete, and the Annual Patient Participation Report

The Patient Group meets in person three or four times a year at the surgery. However many patients are 'virtual' members of the Patient Group and receive information and offer comments via email. This gives us the opportunity to receive feedback from patients who would not be able to attend a Patient Group meeting in person due to work or other commitments.

Introduction

Littledown Surgery established a Patient Group in 2011. Initially this was run on a limited basis with the maximum membership. In 2012, following the appointment of a new Practice Manager, the group was re-launched on a much wider basis. There is no maximum membership; all patients are welcome to join. We also developed a 'virtual' form of the group to enable patients who could not necessarily attend a face-to-face meeting to still get involved. We believe this step has helped us make the Patient Group much more representative, as it enables people who work in the day, or who have family or caring responsibilities to input into the group.

The Patient Group is chaired by a patient who is an ex-GP and a current Governor at Royal Bournemouth Hospital. He is extremely well informed in local health issues, as well as having many years' experience of general practice. As such he provides a helpful amount of support and challenge to the practice; both helping us explain issues to patients at large, and also questioning some of the ways we do things.

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Patient Participation Group Directed Enhanced Service Components

- Establish a PRG comprising only of registered patients and use best endeavours to ensure the PRG is representative
- Agree with the PRG which issues are a priority and include these in a local practice survey
- Collate patient views through a local practice survey and inform the PRG of the findings
- Provide the PRG with the opportunity to comment and discuss the findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, discuss this with the PCT.
- 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.
- Publicise the local Patient Participation Report on the practice website and update the report with subsequent achievement

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1. Littledown Surgery Practice Profile

A profile of the practice population has been produced by searching information on the clinical system. At present we have 4220 registered patients (as at 18 March 2014).

A complete breakdown of the practice population and a comparison of that profile with the profile of the Patient Group can be found in Appendix A.

Key points when considering our practice profile include:

- We have a 50:50 split between men and women
- We have a broad spread of age groups, with high levels of under 16s
- We have very few patients who live in care homes
- We have a predominantly white British population, with a number of other ethnic groups represented in varying numbers

2. Profile of the members of the Patient Reference Group, which should be representative of the practice population

Littledown Surgery has established a Patient Group which patients can either access virtually, i.e. by using email communications, or by attending the Patient Group meeting which we have been holding every couple of months at the surgery.

We feel that this dual approach will provide the best way of successfully engaging our patients. A virtual group may be easier for those who work, or have young children, whilst the Patient Group meetings have proved popular with those who would prefer to come into the practice and discuss matters face to face. We acknowledge it is difficult to pick a meeting time that suits everybody, but by providing virtual access we have enabled a wide range of patients to feed back their views.

Patients are asked if they would like to join the Patient Group when they first register with the practice and complete a new patient questionnaire. Information on joining the Patient Group is also available on the practice website and on display in the waiting room.

There are currently 72 members on the Patient Group (although the number is increasing all the time), 53 of whom are communicated with via email. The remaining patients are communicated with via the post and telephone, or in person.

The percentage difference between the practice profile and the Patient Group profile has been compared to confirm that the Patient Group is representative of the practice population (see Appendix A).

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This analysis has raised the following points:

- We are under represented by men, as our gender split across the whole practice population is 50:50, but our Patient Group is 70% women. This may be somewhat balanced by the fact our chair is male.
- Young people are, as it to be expected, under represented on the Patient Group. It is not appropriate to have patients who are under 16 on the Patient Group, and this group represents 17% of our practice population. We may need to consider how to access the issues concerning this group by engaging with parents. We do currently have a number of parents of young children on the Patient Group and issues concerning the under 16s are fed in via this route.
- We are under represented by the 17 – 24 group, however we are over represented by the 24 – 34 year group which is pleasing.
- We are over represented by the 65 – 74 year old group which is probably not too surprising given that this is an active age group, many of whom have retired and may have the time to attend the Patient Group.
- We are pleased with the spread of ethnic groups represented on the Patient Group, and feel that did does accurately represent our patient demographic.
- We are placing special emphasis on supporting the needs of carers, and are therefore pleased to see that we are over represented on the Patient Group by carers.

3. Outline of steps taken to ensure that the PRG is representative of the practice registered population

As a development of this scheme during 2012 – 14, we made a concerted effort to widen the membership of the Practice Group. Posters were displayed in Reception and the Reception staff gave all patients who came into the surgery over a one week period the form to join the Patient Group.

We have updated information on the Patient Group that is available on the practice website, including the form to join the group. The New Patient Questionnaire has also been updated to ask if people would like to join the Patient Group. The Patients Survey for 2012/13 and 2013/14 both included a question that asked if people would like to join the Patient Group.

A copy of the Patient Questionnaire (and an invite to join the Patient Group) was included when the practice wrote to 150 patients to update their Summary Care Record status. This group included patients who do not often attend the surgery so we felt it was a good way to try and include some representation from this group of hard to reach patients.

We also handed out the Patient Survey (and an invite to join the Patient Group) at flu clinics when we have a large number of patients coming into the practice, some of whom may not come into the surgery very often.

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In order to attract younger mums we have also involved the Health Visiting team in recruiting patients to the Patient Group. They have given the information on the Patient Group to interested mums.

Below is a copy of the letter inviting people to join the Patient Group.

Dear Patients

LITTLEDOWN PATIENT GROUP

Would you like to have a say about the services provided at Littledown Surgery?

Littledown Surgery would like to hear your views

By becoming part of the Patient Group at Littledown Surgery you can have a say in the way we run the Surgery.

We will be holding a couple of meetings of the Patient Group, here at the Surgery, every year.

If you cannot make it into the surgery for these meetings you can also have your say via email.

If you would like to join the Patient Group please complete the attached form and return to Reception, or post back to the Practice Manager.

Please give me a call if you would like any further information.

Emma

**Emma Prince
Practice Manager**

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4. Outline of steps taken to attempt to engage with a category or group of patients who are not represented

We have made every effort to attract patients to the Patient Group who are part of under-represented groups. Information on the Patient Group has been visible within the waiting room, the Receptionists have handed out forms to many patients when they arrived and we have updated the information available on the website to make it easier for patients to join the Patient Group. The reception staff have specifically targeted patients from different ethnic groups to invite them to be part of the Patient Group; and we believe these efforts are now demonstrated in the representative nature of the Patient Group.

Our Patient group is over represented by the older age groups, and under represented by younger patients. I believe this to be a typical scenario in many Patient Groups, however we will continue to work to attract younger patients into the Patient Group to ensure the needs and views of the younger patients are properly understood. In order to make the Patient group meetings more accessible to younger people who may be working in the day we held one meeting this year in the evening. However we were not successful in attracting younger people to this meeting; the audience was virtually the same as the daytime meetings.

We are well represented by carers on our Patient Group which we are very pleased about, as we feel it is very important to obtain the views of this important group of patients so we can do whatever we can to make our services as approachable and valuable as possible.

5. Details of the steps taken to determine and reach agreement on the issues which had priority and were subsequently included in the local practice survey

In 2011/12 the PRG were asked to submit a list of the 8 areas they considered the practice needed to address. These lists were collated by the practice and the group were then asked to indicate the four areas, of the most commonly identified, that they felt were most important.

Last year (2012/13) we decided to use a different approach and utilised the first of the Littledown Surgery Patient Group meetings to discuss with patients face to face which priority areas they would like addressed in the Patient Survey. This approach was found to be successful and we used the same approach for 2013/14, having first emailed the 'virtual' members of the group to ask for these opinions.

This is an extract from the Patient Group notes from the September 2013 meeting:

- ***Patient Questionnaire 2013/14***

We talked about the areas we would like to include on the Patient Questionnaire for 2013/14. The plan is for Emma to draft the questionnaire and get comments from the Patient Group before finalizing. We would like to utilise the flu vaccination sessions as many people attend the surgery then. We need to think about how else to publicise the questionnaire to patients. We will ask patients to complete the questionnaire up to Christmas, and then the Patient group can meet again in the New Year to consider the results.

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The areas that the Patient Group determined were most valuable to ask about on the questionnaire for 2013/14 were issues to do with length of time it takes to get an appointment, the length of time patients have to wait once they have arrived at the surgery (e.g. promptness of appointment time), satisfaction with the care received, any problems with parking and issues around data protection and data access.

6. Having set priorities with the PRG please describe how the survey questions were drawn up and how the survey was carried out to obtain the views of your registered patients.

Following the Patient Group meeting where priority areas were determined and ideas for questions were discussed, the Practice Manager took all these suggestions away and drew up a draft questionnaire. This questionnaire was then circulated to all Patient Group members to give them all the chance to comment on the draft survey. Once all comments and suggestions had been incorporate the Questionnaire was finalised.

Below are some of the comments from Patient Group members with regards to the finalisation of the questionnaire:

Hi Emma

Thank you for sending us the minutes of the meeting. I am sorry I could not attend. I think the survey is very extensive and will provide a wealth of information and have no changes to suggest.

Kind regards

V & RW

Hi Emma,

Thanks for your prompt response. The survey looks good and I am happy with most of the questions. For questions 4 and 5 relating to waiting times I would prefer to put in something more quantitative.

Something like – With reference to your most recent appointment with the doctor or nurse, how long did you have to wait beyond your appointment time?

- I was seen on time
- I was seen within 5 minutes
- I was seen within 10 minutes
- I was seen within 20 minutes
- I had to wait more than 20 minutes.

Name of doctor or nurse. Day of week and time of appointment.

I think this will give a lot more useful information.

I am around this week until Friday AM.

Best wishes DB

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Please see below for the final version of the Patient Questionnaire 2013-14.

LITLEDOWN SURGERY PATIENT SURVEY 2013/14

1. How satisfied are you with the length of time it takes to get an URGENT appointment to see a doctor?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Which doctor?

2. How satisfied are you with the length of time it takes to get a ROUTINE appointment to see a doctor?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Which doctor?

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3. How satisfied are you with the length of time it takes to get an appointment with the nurse?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

4. Thinking about the last time you saw a doctor how long did you have to wait beyond your appointment time?

- I was seen on time
- I was seen within 5 minutes of my appointment time
- I was seen within 10 minutes of my appointment time
- I was seen within 20 minutes of my appointment time
- I had to wait more than 20 minutes to be seen

Which doctor? Day and time of appointment? e.g. Wednesday at 11.15am

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5. How satisfied were you with how long you had to wait for the doctor?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

6. Thinking about the last time you saw a nurse, how long did you have to wait beyond your appointment time?

- I was seen on time
- I was seen within 5 minutes of my appointment time
- I was seen within 10 minutes of my appointment time
- I was seen within 20 minutes of my appointment time
- I had to wait more than 20 minutes to be seen

Which nurse? What day and time? e.g. Thursday 3pm

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7. How satisfied were you with how long you had to wait to see the nurse?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

8. How satisfied are you with the way you are treated by the Reception Staff?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

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9. How satisfied are you with the care you receive from the doctors?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

10. How satisfied are you with the care you receive from the nurses?

- Satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

11. Do you ever have any problems with parking when you come to the surgery?

- Never
- Sometimes
- Often

Comments

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12. How satisfied are you with the amount of information you receive from the surgery regarding your condition/illness?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied

Comments

13. Would you like to be able to order repeat medication or update your contact details using the internet?

- Yes
- No
- Not sure - need further information

Please give us your name and email address or address if you would like to register for this service or want more information

14. Do you know that patient information can be extracted from the practice clinical system to improve the services the NHS offers? The service is called care.data from the Health and Social Care Information Service.

- Yes
- Not sure
- No

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15. You can prevent your information being used by care.data - see our website (www.littledownsurgery.co.uk) for further information. Would you like to opt out?

- Yes
- No
- Don't know - please send me further information

If you would like to opt out please give us your name and date of birth. If you would like further information please give your name and an email address or contact details

16. Do you know how you can access copies of your medical record if you need to?

- Yes
- Not sure
- No

Comments

17. Do you look after someone on an unpaid basis who would not manage without you? If so we would like to register you as a carer on our system.

- Yes
- No

Who do you care for?

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18. If you are a carer would you like to come to our Carers Group?

- Yes, please make sure I receive information about the Carers Group
- No thanks

Contact details

19. Would you like to join our Patient Group? We meet around 3/4 times a year, and you can also contribute via Email if you can't attend the meetings.

- Yes
- No

If you would like to join the Patient Group please give your email address or contact details

20. Do you have any other suggestions? Or any other comments you would like to make?

Do you have any other suggestions? Or any other comments you would like to make?

Plus some additional questions on gender, age and ethnicity

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7. Please describe the rationale for using the chosen survey method and the criteria for assessing its credibility and that the processes used for sampling and analysing are sufficient to provide valid reported outcomes

The practice chose to use Survey Monkey as it is a reputable company that is widely used by local practices, and has been recommended by the former PCT. It is a cost effective and convenient method of analyzing the results from all the completed questionnaires, thus freeing up staff time in the practice. It also enables Patient Group members (and other patients) with email addresses a quick and convenient way of completing the questionnaire online. Postal surveys were used for patients who did not wish to be contacted by email, or who did not have an email address.

The Practice Manager sent an email to all Patient Group members who asked to be contacted electronically. This email contained a link to the Survey Monkey Questionnaire which they could then complete on-line.

From: Emma.Prince@dorset.nhs.uk
Date: Wed, 16 Oct 2013 10:14:21 +0100
Subject: Littledown Surgery Patient Survey 2013-14
To:

Dear Littledown Surgery Patient Group,

The Patient Survey for 2013/14 is now live! I would really appreciate it if you could complete it and give any views.

You can access the Survey via the surgery website www.littledownsurgery.co.uk, or use this link:

<https://www.surveymonkey.com/s/LDPatientSurvey>

Please let me know if there are any problems with accessing the survey.

Thanks

Emma Prince
Practice Manager
Littledown Surgery
Tel: 01202 309500
emma.prince@dorset.nhs.uk

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The Patient Survey was publicised on the right hand side of all repeat prescriptions for a period of a couple of months. This directed people to the website to access the Survey Monkey link, or told them to ask for a paper copy of the survey from Reception.

The survey was conducted throughout November and December 2013 and the surveys were distributed in the following ways:

- Handed out to patients by Receptionists
- Left for patients to pick up in the Waiting room
- Sent to patients who were coming in for an NHS Healthcheck
- Sent to patients who were being asked for their SCR consent status
- Given to patients coming into the surgery for flu clinics
- Publicised on front page of practice website and on repeat prescriptions

There was a box to enable patients to hand in the questionnaire anonymously if they wished. Many others were handed into Reception or posted to the Practice Manager.

When the questionnaires were received back into the practice the Practice Manager entered the replies onto Survey Monkey so that the package could be used to analyse the results obtained. The practice received 76 replies during the survey period (1.8% of the registered practice population, or 36 per whole time equivalent GP).

The practice used Survey Monkey to collate all the survey replies and to provide a concise analysis of the questionnaire results. The survey results were then discussed at the Patient Group meeting on 21 January 2014. Please see the results below.

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Results of Patient Questionnaire 2013-14

Q1

How satisfied are you with the length of time it takes to get an URGENT appointment to see a doctor?

Answer Options	Response Percent	Response Count
Very satisfied	61.3%	46
Quite satisfied	29.3%	22
Neither satisfied or dissatisfied	8.0%	6
Quite dissatisfied	1.3%	1
Very dissatisfied	0.0%	0
Which doctor?		27
<i>answered question</i>		75
<i>skipped question</i>		1

Q2

How satisfied are you with the length of time it takes to get a ROUTINE appointment to see a doctor?

Answer Options	Response Percent	Response Count
Very satisfied	38.2%	29
Quite satisfied	51.3%	39
Neither satisfied or dissatisfied	3.9%	3
Quite dissatisfied	5.3%	4
Very dissatisfied	1.3%	1
Which doctor?		22
<i>answered question</i>		76
<i>skipped question</i>		0

Q3

How satisfied are you with the length of time it takes to get an appointment with the nurse?

Answer Options	Response Percent	Response Count
Very satisfied	64.4%	47
Quite satisfied	26.0%	19
Neither satisfied or dissatisfied	8.2%	6
Quite dissatisfied	1.4%	1
Very dissatisfied	0.0%	0
Comments		7
<i>answered question</i>		73
<i>skipped question</i>		3

Q4

Thinking about the last time you saw a doctor how long did you have to wait beyond your appointment time?

Answer Options	Response Percent	Response Count
I was seen on time	4.2%	3
I was seen within 5 minutes of my appointment time	9.7%	7

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I was seen within 10 minutes of my appointment time	30.6%	22
I was seen within 20 minutes of my appointment time	30.6%	22
I had to wait more than 20 minutes to be seen	25.0%	18
Which doctor? Day and time of appointment? e.g. Wednesday at 11.15am		29
<i>answered question</i>		72
<i>skipped question</i>		4

Q5

How satisfied were you with how long you had to wait for the doctor?		
Answer Options	Response Percent	Response Count
Very satisfied	25.7%	19
Quite satisfied	33.8%	25
Neither satisfied or dissatisfied	27.0%	20
Quite dissatisfied	9.5%	7
Very dissatisfied	4.1%	3
Comments		13
<i>answered question</i>		74
<i>skipped question</i>		2

Q6

Thinking about the last time you saw a nurse, how long did you have to wait beyond your appointment time?		
Answer Options	Response Percent	Response Count
I was seen on time	40.6%	28
I was seen within 5 minutes of my appointment time	44.9%	31
I was seen within 10 minutes of my appointment time	13.0%	9
I was seen within 20 minutes of my appointment time	1.4%	1
I had to wait more than 20 minutes to be seen	0.0%	0
Which nurse? What day and time? e.g. Thursday 3pm		18
<i>answered question</i>		69
<i>skipped question</i>		7

Q7

How satisfied were you with how long you had to wait to see the nurse?		
Answer Options	Response Percent	Response Count
Very satisfied	63.4%	45
Quite satisfied	31.0%	22
Neither satisfied or dissatisfied	5.6%	4
Quite dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Comments		5
<i>answered question</i>		71

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skipped question 5

Q8

How satisfied are you with the way you are treated by the Reception Staff?

Answer Options	Response Percent	Response Count
Very satisfied	80.3%	61
Quite satisfied	13.2%	10
Neither satisfied or dissatisfied	6.6%	5
Quite dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Comments		17
<i>answered question</i>		76
<i>skipped question</i>		0

Q9

How satisfied are you with the care you receive from the doctors?

Answer Options	Response Percent	Response Count
Very satisfied	82.9%	63
Quite satisfied	17.1%	13
Neither satisfied or dissatisfied	0.0%	0
Quite dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Comments		14
<i>answered question</i>		76
<i>skipped question</i>		0

Q10

How satisfied are you with the care you receive from the nurses?

Answer Options	Response Percent	Response Count
Very satisfied	90.0%	63
Quite satisfied	10.0%	7
Neither satisfied or dissatisfied	0.0%	0
Quite dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Comments		10
<i>answered question</i>		70
<i>skipped question</i>		6

Q11

Do you ever have any problems with parking when you come to the surgery?

Answer Options	Response Percent	Response Count
Never	58.9%	43

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Sometimes	39.7%	29
Often	1.4%	1
Comments		8
<i>answered question</i>		73
<i>skipped question</i>		3

Q12

How satisfied are you with the amount of information you receive from the surgery regarding your condition/illness?

Answer Options	Response Percent	Response Count
Very satisfied	59.5%	44
Quite satisfied	29.7%	22
Neither satisfied or dissatisfied	9.5%	7
Quite dissatisfied	1.4%	1
Very dissatisfied	0.0%	0
Comments		6
<i>answered question</i>		74
<i>skipped question</i>		2

Q13

Would you like to be able to order repeat medication or update your contact details using the internet?

Answer Options	Response Percent	Response Count
Yes	55.4%	41
No	35.1%	26
Not sure - need further information	9.5%	7
Please give us your name and email address or address if you would like to register for this service or want more information		20
<i>answered question</i>		74
<i>skipped question</i>		2

Q14

Do you know that patient information can be extracted from the practice clinical system to improve the services the NHS offers? The service is called care.data from the Health and Social Care Information Service.

Answer Options	Response Percent	Response Count
Yes	40.5%	30
Not sure	16.2%	12
No	43.2%	32
<i>answered question</i>		74
<i>skipped question</i>		2

Q15

You can prevent your information being used by care.data - see our website (www.littledownsurgery.co.uk) for further information. Would you like to opt out?

Answer Options	Response Percent	Response Count
Yes	17.1%	12
No	52.9%	37

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Don't know - please send me further information	30.0%	21
If you would like to opt out please give us your name and date of birth. If you would like further information please give your name and an email address or contact details		9
<i>answered question</i>		70
<i>skipped question</i>		6

Q16

Do you know how you can access copies of your medical record if you need to?		
Answer Options	Response Percent	Response Count
Yes	30.3%	23
Not sure	14.5%	11
No	55.3%	42
Comments		6
<i>answered question</i>		76
<i>skipped question</i>		0

See Appendix B for a full list of the general comments left by survey respondents.

8. Details of the steps taken to provide an opportunity for the PRG to discuss the survey findings.

Once the survey period had ended the results were exported from Survey Monkey. They were the posted or emailed to all Patient Group members accompanied by the letter below.

Dear Patient group member,

Please find attached the agenda for the meeting at 1pm on Tuesday next week. I have also attached the results from the Patient Survey we have been conducted over the last few months.

I look forward to seeing you on Tuesday if you are able to attend. If you cannot come please feel free to send me any comments by email and I will pass them onto the Chair.

Thanks,

Emma Prince

All Patient Group members had the opportunity to either email in comments on the survey results or attend the Patient Group meeting on 21 January 2014 at which the survey results were discussed.

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Below are some of the comments on the Survey results received from individual Patient Group members:

Hi

Thank you. The web site looks very professional and is quite informative. It is good to see you have such positive results from the survey.

Regards LE

Emma,

The results and comments from the surgery are very positive – well done to all the team. The only negative was waits to see doctors at an appointment. Could you ask the doctors for feed back before Tuesday please? I know this is a problem not easily resolved as I often used to run late myself in surgery!

See you Tuesday. DB

The excerpt from the minutes of the Patient Group meeting where the results of the survey were discussed is shown below:

“Emma had previously circulated the results of the Patient Survey for 2013-14 (also available on practice website). DB said that he thought the practice team should be very pleased with the results, a sentiment echoed by a number of the patients present.

We sent through the survey results as discussed issues raised by a few of the responses. On the whole it seemed patients were happy with the length of time to get an appointment with the results as follows – 94% satisfied or very satisfied with time to get a urgent GP appointment, 90.5% for routine GP appointment, 92% satisfied or very satisfied with time taken to get an appointment with the nurse. We discussed the issue of waiting times to see the clinicians once in the surgery as a number of patients reported waiting some time to be seen. The discussion reflected patient views expressed in the survey that on the whole this was not seen as a major problem as it is a direct result of the doctor being willing to spend as long as an individual patient needs; a fact valued by the patients. This is backed up by the fact that only 10% of patients who completed the survey were unhappy with how long they had waited to see the doctor.

The practice team were very happy with the results concerned with how happy patients were with the care they received from the doctors, nurses and Reception staff.

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We talked about the problems some people reported with the parking. Patients noted that you could park on the road outside the surgery apart from between 11-12pm and 2 – 3pm. It was suggested that we put a sign up informing patients on this.

We thought the question on how much information we give patients on their condition was pleasing – especially as many of the comments said that patients valued how well clinicians explained the information on terms they could understand.

We felt we probably needed to provide more information on accessing services online and on how the access your medical records should you need to.

We reviewed the comments given by patients and were pleased to see most were positive.”

9. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and reasons why any such findings or proposals should not be implemented.

The Patient Group agreed an action plan at the 21 January 2014 meeting as a result of the findings of the survey. This action plan was then sent to all members of the group for comments along with the notes from the meeting (sent on 6 February 2014) . Below is a copy of the plan:

PATIENT GROUP ACTION PLAN 2013/14		
Action	Timescales	Progress
Practice to continue to develop ideas for a revamped Waiting Room and Reception	Hope to be completed by end of 2014	Discussions with a number of potential contractors to determine specification and cost of works
Practice to contact patients who DNA regularly on a more consistent basis	Start phoning patients April 2014 – then letter if repeated	How to contact regular DNA’ers was discussed at Admin meeting on 17 March 2014.
Notice in Waiting Room on when you can park on road outside surgery.	Notice up by May 2014	Practice to confirm situation regarding yellow lines asap
Advertise and promote the online services and how patients can	Additional information	Practice to consider how best to promote information.

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access their medical records if they need to.	available by June 2014	
Practice to continue to raise the issue of community based blood taking service at East Bmth Locality	Not known	Practice continues to raise with Locality – options are limited until Locality takes forward.

10. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

The table below demonstrates the findings of the Patient Questionnaire that led to the action areas agreed by the Patient Group.

Finding	Action
45% of patients who responded sometimes or often have problems parking in the car park – although 55% never have problems!	The practice will confirm the situation regarding the yellow lines on the road outside the surgery, and will put up a sign advising patients when they can park on the road
60% of patients who responded did not know how they could access their medical records should they need to	Practice will provide more information on accessing your medical records.
Only 44% of patients who responded were aware of care.data. However this was before the national leaflet campaign.	Practice to improve more information on care.data
Redevelopment of the Waiting Room and Reception - this remains a priority for the practice	Practice to continue to develop ideas for a revamped Waiting Room and Reception
The Patient Group is concerned about the level of doctor and nurse appointments that people fail to attend.	The practice now publicises the number of DNAs per month and is considering how to best contact patients who DNA regularly
We are aware that the issue of phlebotomy is still an important one.	The practice continues to lobby for action on the issue of phlebotomy (blood taking) and the need for additional community based

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	services in the area to prevent patients having to go to the hospital for blood tests.
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11. Details of the actions which the practice took as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey 2012/13

The following table details the actions identified by the practice this time last year, and the progress that has been made on the action areas:

Actions from 2012/13	Progress
Practice to remove TV system from waiting room and purchase some speakers to provide radio background noise in the waiting room	Has been installed and has received favourable feedback
Practice to explore the staffing and cost implications of providing a more comprehensive blood testing service for our patients	Work is going on in North B'mth – we have expressed an interest in being involved as soon as possible
Practice to improve the patient information we provide on surgery times, out of hours services and pharmacy ordering	Available
Practice to implement name badges for admin staff	Done
Practice to continue to develop ideas for a revamped Waiting Room and Reception	Work continues
Practice to publicise number of DNAs per week and to consider contacting patients who DNA regularly	Poster advertising number of DNAs in last month is up. We need to talk within the practice about how to best contact those who regularly do not attend – see 2013/14 Action Plan
Amend new Patient Questionnaire to include opportunity to join Patient group	Done
Install a permanent and more visible comments box in the Waiting Room	Done

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Develop a comments facility on the practice website	Done
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12. Discussions with NHS England or description of proposals for discussion where any chances will have contractual implications

There are no contractual considerations to the proposed changes, so discussions with NHS England are not required.

13. The opening hours of the practice premises and how patients can access services throughout the core hours

The practice premises are open 8.30am to 6.30pm (closed 1 – 2pm daily). Patients can access services by a number of methods; they can come into the surgery, they can phone on 01202 309500, they can email a repeat prescription request on Littledown.rec@dorset.nhs.uk or they can utilise our online service to order repeat medication, book routine doctor appointments or update details.

They can also find out information about the practice services via our website (www.littledownsurgery.co.uk) and also by accessing NHS Choices (www.nhs.uk).

14. The times at which individual healthcare professionals are accessible to registered patients during extended hours

The practice offers an extended hours evening surgery that is usually held on a Monday evening from 6.30 – 8.30pm. Patients can find out further information about these surgeries, and book routine appointments, by phoning the surgery on 01202 309500. Emergency appointments are also available at these surgeries and are bookable on the day.

15. Publication of the Patient Participation Directed Enhanced Service Report on the practice website

The Patient Participation Directed Enhanced Service Report will be available to view on the practice website from 31 March 2014. Copies will also have been sent to all members of the Littledown Surgery Patient Group. There will be a notice in the Waiting Room informing patients that they can ask for a copy and encouraging patients to join the Patient Group.

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APPENDIX A

Information checklist for local patient participation report

In order to support the assessment of the DES, practices' final report should address all of the elements below

Stage one - validate that the patient group is representative

NB: Practice to populate all yellow cells below

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile				PRG profile				Difference
Age				Age				Age
Total Practice population number	4220			Total PRG population number	72			
Under 16	723	% Under 16	17.1%	Under 16	0	% Under 16	0.0%	-17.13%
17 - 24	354	% 17 - 24	8.4%	17 - 24	1	% 17 - 24	1.4%	-7.00%
25 - 34	473	% 25 - 34	11.2%	25 - 34	13	% 25 - 34	18.1%	6.85%
35 - 44	567	% 35 - 44	13.4%	35 - 44	7	% 35 - 44	9.7%	-3.71%
45 - 54	700	% 45 - 54	16.6%	45 - 54	11	% 45 - 54	15.3%	-1.31%
55 - 64	527	% 55 - 64	12.5%	55 - 64	13	% 55 - 64	18.1%	5.57%
65 - 74	433	% 65 - 74	10.3%	65 - 74	16	% 65 - 74	22.2%	11.96%
75 - 85	256	% 75 - 85	6.1%	75 - 85	9	% 75 - 85	12.5%	6.43%
Over 85	118	% Over 85	2.8%	Over 85	2	% Over 85	2.8%	-0.02%

Ethnicity				Ethnicity				Ethnicity
Total Practice population number	4220			Total PRG population number	72			
White		White		White		White		
British Group	3985	% British Group	94.4%	British Group	60	% British Group	83.3%	-11.1%
Irish	10	% Irish	0.2%	Irish	1	% Irish	1.4%	1.2%
Mixed		Mixed		Mixed		Mixed		
White & Black Caribbean	6	% White & Black Caribbean	0.1%	White & Black Caribbean	1	% White & Black Caribbean	1.4%	1.2%
White & Black African	10	% White & Black African	0.2%	White & Black African		% White & Black African	0.0%	-0.2%
White & Asian	9	% White & Asian	0.2%	White & Asian		% White & Asian	0.0%	-0.2%
Asian or Asian British		Asian or Asian British		Asian or Asian British		Asian or Asian British		
Indian	56	% Indian	1.3%	Indian	3	% Indian	4.2%	2.8%
Pakistani	6	% Pakistani	0.1%	Pakistani		% Pakistani	0.0%	-0.1%
Nepalese		% Nepalese	0.0%	Nepalese		% Nepalese	0.0%	0.0%
Bangladeshi		% Bangladeshi	0.0%	Bangladeshi		% Bangladeshi	0.0%	0.0%
Black or Black British		Black or Black British		Black or Black British		Black or Black British		
Caribbean	6	% Caribbean	0.1%	Caribbean		% Caribbean	0.0%	-0.1%
African	13	% African	0.3%	African	1	% African	1.4%	1.1%
Chinese or other ethnic group		Chinese or other ethnic group		Chinese or other ethnic group		Chinese or other ethnic group		
Chinese	20	% Chinese	0.5%	Chinese	1	% Chinese	1.4%	0.9%
Any Other	89	% Any Other	2.1%	Any Other	5	% Any Other	6.9%	4.8%

Gender				Gender				Gender
Number of Males	2111	% of Males	50.0%	% Male	21	Number of Males	29.2%	-20.9%
Number of Females	2109	% of Females	50.0%	% Female	51	Number of Females	70.8%	20.9%

Practice Specific Care groups				Practice Specific Care groups				
<i>e.g. learning disabilities, substance misuse, nursing homes, travelling community, Faith groups, specialist units etc.</i>								
Carers	111	% Carers	2.6%	Carers	6	% Carers	8.3%	5.70%

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APPENDIX B

Very hard to get a particular doctor of preference, as often only working so many days a week - not a full week hence having to wait longer for appointment.

I like this surgery

Keep up the excellent service

More evening surgeries would be helpful. I brought my son for one recently as I work til 6pm and it was brilliant to be able to access care at this time.

We consider we are lucky we can attend Littledown Surgery

I am very happy with things as they are now

Don't change

Waiting area seating - option of some chairs with arm rests (10%) A higher rank of seating for mobility impaired, tall or hip/knee patients

Brilliant surgery

Brilliant surgery

I first registered with this practice 40 years ago when it was down on the Christchurch Rd, and I am still very satisfied with it and consider that we patients are fortunate to have such caring staff.

My experience of Littledown Surgery is very positive. The surgery is always able to offer me appointments at short notice if my daughter is unwell. I don't need to wait too long for a routine appointments for myself with the Doctor and no wait at all to see the nurse. All staff I have come across are friendly and knowledgeable and all of the doctors interact well with my 5 year old. My only suggestion would be cosmetic. The surgery looks dated and could do with an overhaul.

I really only have one negative remark about the surgery. I saw a Locum when Dr Rogers was not available. Reception suggested I saw him as Dr Rogers was not available. It was for the results of blood tests. Firstly he asked me if I was seeing him to get a better answer or one that was more acceptable to me than the one I would get from Dr Rogers. He referred me to the Chronic Fatigue Clinic at Wareham and then added that I would have to accept it when he was sure the Doctor there would tell me my symptoms were all in my head!!!! I will now just wait for Dr Rogers.

An excellent surgery, one of the best if not the best and very lucky to be a patient. Only problem is we need more doctors. Well done everyone - we're very lucky to have a surgery like ours!

Always find everyone very caring and compassionate

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I have been with this practice for many years and have always been happy with the service received.

We moved here just over 2 years ago and are delighted with the wonderful and caring service we receive. Thank you to you all.

Very satisfied with the services we get, all doctors, nurses and receptionists

Overall I am very happy with the service I receive from the practice

Always very pleased with the service I receive at the surgery

Booking some appointments on-line would be useful in the future and also a check in system to allow patients to check in for their appointment without having to go to the reception desk. This might in turn free up a little time to enable all of your reception staff to have more time to deal with people calling in with queries and they might be under less pressure themselves. On the whole your reception staff do a wonderful job in what is a difficult role but as with any business occasionally one member of staff lets the side down or takes a dislike to a patient and if you are that unlucky person and get that member of staff it is not a good experience and can be upsetting and it unravels all the good that the rest of the team are doing. You still need to reduce the number of phone calls you take on the front desk that are clearly in ear shot of people in the waiting room. I knew from one of these phone calls that my neighbours' husband was unwell, where he lived and what time his appt was going to be - not good patient confidentiality.

Perhaps the confidentiality of patients could be improved within the waiting room, by not being privy to conversations between the reception staff about patients details etc.

It seems to have taken quite some time for my hard copy medical records to have been uploaded on to the system following transfer from another surgery. This has meant having to explain in reception why I needed a flu jab and meant appts with Dr did not run as smoothly as possible.

The doctors, nurses and receptionists etc always show exemplary "customer service" and they deserve recognition. No matter how they may feel during "out of surgery hours" the staff are so polite, caring and sympathetic