

**Template for Information to be included in Local Patient Participation Report**

**Stage One – demonstrate that the patient group is representative**

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the practice population below:-

**Total Practice Population**

| Age      |       |       |       |       |       |       |       |     |
|----------|-------|-------|-------|-------|-------|-------|-------|-----|
| Under 16 | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85+ |
| 368      | 221   | 284   | 247   | 325   | 316   | 222   | 150   | 44  |

| Gender | No.  |
|--------|------|
| Male   | 1134 |
| Female | 1043 |

| Ethnicity     |       |               |             |           |        |           |             |                 |         |         |       |
|---------------|-------|---------------|-------------|-----------|--------|-----------|-------------|-----------------|---------|---------|-------|
| White British | Irish | Mix Carribean | Mix African | Mix Asian | Indian | Pakistani | Bangladeshi | Black Carribean | African | Chinese | Other |
| 2132          | 12    | 0             | 6           | 0         | 6      | 7         | 1           | 0               | 4       | 4       | 5     |

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

| Specific Care Group | No. of Patients |
|---------------------|-----------------|
| Nursing Home        | 6               |
| Learning Disability | 16              |
| Mental Health       | 35              |
| Cancer              | 50              |
| Drug User           | 6               |
| Carers              | 12              |
| Disabled            | 6               |

### Patient Reference Group

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the Patient Reference Group membership below:-

| Age      |       |       |       |       |       |       |       |     |
|----------|-------|-------|-------|-------|-------|-------|-------|-----|
| Under 16 | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85+ |
|          | 1     | 3     | 4     | 4     | 4     | 4     | 4     | 1   |

| Gender | No. |
|--------|-----|
| Male   | 12  |
| Female | 13  |

| Ethnicity     |       |               |             |           |        |           |             |                 |         |         |       |
|---------------|-------|---------------|-------------|-----------|--------|-----------|-------------|-----------------|---------|---------|-------|
| White British | Irish | Mix Carribean | Mix African | Mix Asian | Indian | Pakistani | Bangladeshi | Black Carribean | African | Chinese | Other |
| 21            | 1     | 0             | 0           | 0         | 1      | 1         | 0           | 0               | 0       | 1       | 0     |

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

| Specific Care Group     | No. of Patients |
|-------------------------|-----------------|
| Nursing Home            | 1               |
| Learning Disability     | 1               |
| Mental Health           | 1               |
| Cancer                  | 1               |
| Drug User               | 1               |
| Carers                  | 1               |
| Disabled *              | 4               |
| Young Female Post-Natal | 2               |

\* Various Disabilities

### **Differences between the practice population and members of the Patient Reference Group**

Describe any variations between the practice population and the Patient Reference Group membership. Provide details of the efforts the practice has made to reach any groups that are not represented.

There were no major differences.

The practice wrote letters to invite patients of different ethnicity. 2 letters were sent if there was no reply from the first letter. As well as personal invites there was, and still is, a notice board in the waiting area inviting patients to volunteer to join.

### **Stage Two – validate the survey and action plan through the local patient participation report**

#### **Survey**

Describe how the priorities to be included in the local patient survey were identified and agreed with the Patient Reference Group.

As the group was a new venture and there was a new Practice Manager it was decided by all to have a general survey covering all aspects of the practice. It was decided we would be more specific in future surveys

Describe how the questions included in the local patient survey were drawn up.

Other surveys were studied and the questions included were aimed at getting an overall picture of the practice. We felt that our Access was important so asked several questions.

Provide details of the methodology used to carry out the survey including the following:-

How the survey was conducted i.e. by paper or electronically, in the surgery or by mail

How the patients to be surveyed were selected (they should be representative of the practice population)

The number of patients surveyed

The number of surveys completed

Details of how the survey was analysed i.e. in house or outsourced.

It was decided by the practice and the patient group that as this was the first “in-house” survey we would cover all aspects of the practice.

The survey was conducted by paper and given out in the practice. The surveys could be completed in the practice or taken away to be done.

The forms were given out by reception staff as patients came to the front desk. The staff were asked to give out the surveys to all age groups and to try to include all ethnic groups and divide evenly between male and female.

55 surveys were given out and 42 were returned. I.e. 76% were returned.

The survey was analysed in-house by examining all 42 returns and scoring every answer

Provide details of the survey results.

# GP Annual Survey 2011 Results

*(Results are given as a percentage of returned forms)*

## A Appointments at this surgery

Q1 When did you last see a Doctor at the surgery?

|                                               |    |
|-----------------------------------------------|----|
| In the past 3 months                          | 47 |
| Between 3 and 6 months                        | 18 |
| More than 6 months ago                        | 18 |
| I have never been seen at this surgery before | 0  |

Q2 Which of the following methods would you prefer to use to book an appointment at the surgery?  
*Please tick all the boxes that apply*

|               |    |
|---------------|----|
| In person     | 27 |
| By phone      | 45 |
| By fax        | 0  |
| Online        | 2  |
| No preference | 2  |

## B Getting through on the phone

Q3 In the past 6 months how easy have you found the following?  
*Please put a tick in one box for each row*

|                                   | Haven't tried | Very Easy | Fairly Easy | Not very easy | Not at all easy | Don't know |
|-----------------------------------|---------------|-----------|-------------|---------------|-----------------|------------|
| Getting through on the phone      | 5             | 33        | 36          | 2             | 0               | 0          |
| Speaking to a Doctor on the phone | 22            | 5         | 7           | 5             | 0               | 7          |
| Speaking to a Nurse on the phone  | 27            | 9         | 7           | 0             | 0               | 10         |
| Obtaining test results by phone   | 15            | 22        | 14          | 0             | 4               | 4          |

## C Seeing a doctor

Q4 In the past 6 months have you tried to see a Doctor fairly quickly?  
*(By fairly quickly we mean on the same day or in the next 2 weekdays that we were open)*

|                |    |
|----------------|----|
| Yes            | 47 |
| No             | 29 |
| Can't remember | 0  |

Q5 Think about the last time you tried to see a doctor fairly quickly.  
Were you able to see a doctor on the same day or in the next 2 weekdays that we were open?

|                |     |
|----------------|-----|
| Yes            | 100 |
| No             | 0   |
| Can't remember | 0   |

**Q6** If you weren't able to see a doctor during the next 2 weekdays we were open why was it  
(Please tick all that apply)

|                                               |    |
|-----------------------------------------------|----|
| There weren't any appointments                | NA |
| Times offered did not suit                    | NA |
| Appointment was not with the GP I wanted      | NA |
| A nurse was free but I wanted to see a doctor | NA |
| Another reason                                | NA |
| Can't remember                                | NA |

## **D Arriving for your appointment**

**Q7** How easy do you find getting into the building at the surgery?

|                 |    |
|-----------------|----|
| Very easy       | 64 |
| Fairly easy     | 9  |
| Not very easy   | 4  |
| Not at all easy | 0  |

**Q8** How clean is the GP surgery

|                  |    |
|------------------|----|
| Very clean       | 58 |
| Fairly clean     | 15 |
| Not very clean   | 4  |
| Not at all clean | 0  |
| Don't know       | 0  |

**Q9** In the reception area can other patients overhear what you are saying to the receptionist?

|                                  |    |
|----------------------------------|----|
| Yes, but don't mind              | 53 |
| Yes, and I am not happy about it | 22 |
| No, other patients cannot hear   | 0  |
| Don't know                       | 2  |

**Q10** How helpful do you find the receptionists at the surgery?

|            |    |
|------------|----|
| Very       | 56 |
| Fairly     | 16 |
| Not very   | 2  |
| Not at all | 2  |

**Q11** How long after your appointment time do you normally wait to be seen?

|                            |    |
|----------------------------|----|
| I am normally seen on time | 27 |
| Less than 5 minutes        | 11 |
| 5 to 15 minutes            | 35 |
| 15 to 30 minutes           | 1  |
| More than 30 minutes       | 0  |
| Can't remember             | 0  |

Q12 How do you feel about how long you have to wait?

|                               |    |
|-------------------------------|----|
| I do not normally wait long   | 62 |
| I have to wait a bit too long | 7  |
| I have to wait too long       | 0  |
| No opinion/ does not apply    | 4  |

### E Seeing the doctor you prefer

Q13 Is there a particular doctor you prefer to see here?

|                                       |    |
|---------------------------------------|----|
| Yes                                   | 18 |
| No                                    | 31 |
| There is usually only one doctor here | 27 |

Q14 How often do you see the doctor you prefer?

|                            |    |
|----------------------------|----|
| Always or most of the time | 49 |
| A lot of the time          | 13 |
| Some of the time           | 5  |
| Never or almost never      | 0  |
| Not tried here             | 4  |

### F Opening Hours

Q15 How satisfied are you with the opening hours at the surgery?

|                                    |    |
|------------------------------------|----|
| Very                               | 60 |
| Fairly                             | 15 |
| Neither satisfied nor dissatisfied | 2  |
| Quite dissatisfied                 | 0  |
| Very dissatisfied                  | 0  |
| Don't know opening hours           | 0  |

Q16 As far as you know is the surgery open  
*Please put a tick in each row*

|               | Yes | No | Sometimes | Never |
|---------------|-----|----|-----------|-------|
| Before 8am?   | 13  | 40 | 2         | 2     |
| At lunchtime? | 51  | 13 | 0         | 0     |
| After 6.30pm? | 38  | 18 | 7         | 0     |
| On Saturdays? | 11  | 29 | 2         | 9     |
| On Sundays?   | 13  | 27 | 0         | 11    |

**Q17** Would you like the surgery to open at additional times? If so when.  
*Please state when you would like the surgery to be open as additional times.*

|                                                                                     |                   |
|-------------------------------------------------------------------------------------|-------------------|
| Yes                                                                                 | 16                |
| No                                                                                  | 60                |
| If you answered "Yes" please state below when you would like the surgery to be open |                   |
| More Late openings                                                                  | 44 of yes answers |
| Weekends                                                                            | 22 of yes answers |
| Saturday am                                                                         | 22 of yes answers |
| Sunday for a few hours                                                              | 11 of yes answers |

### **G Seeing a doctor at the surgery**

**Q18** The last time you saw a doctor at the surgery how good was the doctor at each of the following?  
*Please put a tick in one box for each row*

|                                            | <i>Very good</i> | Good | <i>Neither good nor poor</i> | Poor | Very poor | Doesn't apply |
|--------------------------------------------|------------------|------|------------------------------|------|-----------|---------------|
| Giving you enough time                     | 49               | 29   | 0                            | 0    | 0         | 0             |
| Asking about your symptoms                 | 34               | 27   | 2                            | 0    | 0         | 0             |
| Listening                                  | 32               | 18   | 4                            | 0    | 0         | 0             |
| Explaining test results and treatments     | 27               | 29   | 2                            | 0    | 0         | 4             |
| Involving you in decisions about your care | 27               | 27   | 9                            | 0    | 0         | 5             |
| Treating you with care and concern         | 29               | 29   | 9                            | 0    | 0         | 0             |
| Taking you problems seriously              | 35               | 35   | 4                            | 0    | 0         | 0             |

**Q19** Did you have confidence and trust in the doctor you saw?

|                        |    |
|------------------------|----|
| Yes, definitely        | 45 |
| Yes, to some extent    | 27 |
| No, not at all         | 0  |
| Don't know / can't say | 2  |

### **H Seeing the Practice Nurse**

**Q20** How easy is it to get an appointment with the Practice Nurse at the surgery?

|               |    |
|---------------|----|
| Haven't tried | 16 |
| Very          | 38 |
| Fairly        | 18 |
| Not very      | 0  |
| Not at all    | 0  |
| Don't know    | 4  |

**Q21** The last time you saw the Practice Nurse at the surgery how good was the nurse at each of the following? *Please put a tick in one box for each row*

|                                            | <i>Very good</i> | Good | <i>Neither good nor poor</i> | Poor | Very poor | Doesn't apply |
|--------------------------------------------|------------------|------|------------------------------|------|-----------|---------------|
| Giving you enough time                     | 47               | 15   | 4                            | 0    | 0         | 2             |
| Asking about your symptoms                 | 47               | 18   | 0                            | 0    | 4         | 2             |
| Listening                                  | 40               | 16   | 2                            | 0    | 4         | 2             |
| Explaining test results and treatments     | 44               | 16   | 0                            | 0    | 0         | 9             |
| Involving you in decisions about your care | 44               | 18   | 1                            | 0    | 0         | 9             |
| Treating you with care and concern         | 36               | 13   | 0                            | 0    | 4         | 2             |
| Taking you problems seriously              | 45               | 11   | 0                            | 0    | 4         | 2             |

### I Your Overall Satisfaction

**Q22** In general how satisfied are you with the care you get at the surgery?

|                                    |    |
|------------------------------------|----|
| Very                               | 54 |
| Fairly                             | 18 |
| Neither satisfied nor dissatisfied | 4  |
| Quite dissatisfied                 | 0  |
| Very dissatisfied                  | 0  |

**Q23** Would you recommend the surgery to someone who has just moved to this locality?

|                |    |
|----------------|----|
| Yes            | 58 |
| Might          | 15 |
| Not sure       | 4  |
| Probably not   | 0  |
| Definitely not | 0  |
| Don't know     | 0  |

### J Planning your care

**Q24** Do you have any long standing health problem, disability or infirmity?  
Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

|     |    |
|-----|----|
| Yes | 38 |
| No  | 38 |

**Q25** Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems?

|     |    |
|-----|----|
| Yes | 95 |
| No  | 5  |



**Q26 In these discussions**

|                                                                                                                       | <i>Yes</i> | No | <i>Don't know</i> | N/A |
|-----------------------------------------------------------------------------------------------------------------------|------------|----|-------------------|-----|
| Did the doctor or nurse take notice of your views about how to deal with your health problem?                         | 75         | 10 | 10                | 5   |
| Did the doctor or nurse give you information about the things you might do to deal with your health problem?          | 70         | 25 | 0                 | 5   |
| Did you and the doctor or nurse agree how best to manage your health problem?                                         | 65         | 16 | 5                 | 6   |
| Did the doctor or nurse give you a written document about the discussions you had about managing your health problem? | 22         | 65 | 5                 | 5   |
| Would you have liked a written plan summarising your discussion with the doctor or nurse?                             | 45         | 45 | 0                 | 0   |
| Did the doctor or nurse ever mention that you had something called a care plan?                                       | 20         | 75 | 0                 | 5   |

**Q27** Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problems?

|                             |    |
|-----------------------------|----|
| Yes                         | 30 |
| To some extent              | 60 |
| No                          | 10 |
| Don't know / can't remember | 10 |

**K Some questions about you**

*The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential*

**Q28** Are you male or female?

|        |    |
|--------|----|
| Male   | 43 |
| Female | 44 |

**Q29** How old are you?

|             |    |
|-------------|----|
| Under 18    | 4  |
| 18-24       | 5  |
| 25-34       | 5  |
| 35-44       | 13 |
| 45-54       | 10 |
| 55-64       | 14 |
| 65-74       | 10 |
| 75-84       | 9  |
| 85 and over | 2  |

**Q30** Which of these describes what you are doing at the present?  
*If more than one applies please only tick the main one ONLY.*

|                                                      |    |
|------------------------------------------------------|----|
| Full time paid work (30 hours or more per week)      | 18 |
| Part time paid work (under 30 hours per week)        | 20 |
| Full time education at school, college or university | 2  |
| Unemployed                                           | 4  |
| Permanently sick or disabled                         | 4  |
| Fully retired from work                              | 22 |
| Looking after the home                               | 4  |
| Doing something else                                 | 2  |

**Q31** In general, would you say that your health is?

|           |    |
|-----------|----|
| Excellent | 7  |
| Very good | 13 |
| Good      | 33 |
| Fair      | 13 |
| Poor      | 2  |

**Q32** Do you have any of the following conditions?  
*Please tick all that apply to you*

|                                                                                                                                      |    |
|--------------------------------------------------------------------------------------------------------------------------------------|----|
| Deafness or severe hearing impairment                                                                                                | 5  |
| Blindness or severe visual impairment                                                                                                | 0  |
| Any condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying | 13 |
| A learning difficulty                                                                                                                | 0  |
| A long standing psychological or emotional condition                                                                                 | 4  |
| Other, including any long standing illness                                                                                           | 16 |
| I do not have a long standing illness                                                                                                | 33 |

**Q33** Are you a parent or guardian of any children under 16 currently living in your home?

|     |    |
|-----|----|
| Yes | 11 |
| No  | 65 |

**Q34** Are you a carer for someone?

|    |    |
|----|----|
| No | 41 |
|----|----|

**Q35** *If you answered "YES" to question 34 please answer this question.  
 If you said "NO" please go to the next question*

Does the person or persons you care for live with you?

|     |   |
|-----|---|
| Yes | 2 |
| No  |   |

**Q36 What is your Ethnicity? Please enter it below**  
*(Are you British, Asian, Chinese, Caribbean ,Mixed or other ethnic group)*

|                |           |
|----------------|-----------|
| <b>British</b> | <b>67</b> |
| <b>Asian</b>   | <b>5</b>  |
| <b>Mixed</b>   | <b>4</b>  |

### **REPORT**

**55 surveys were randomly given out to patients when they attended for an appointment or coming to collect a prescription. The members of the Patient Group had seen a copy of the questionnaire and it was approved by them.**

**A return date was stated which was 3 weeks from the day the last form was given out.**

**42 forms were returned completed *i.e.* 76%**

**Not all questions were answered by some of the patients.**

**The results of the questionnaire are shown above. These were discussed by the practice and then again by the Patient Group.**

*Provide details of how the practice discussed the results of the survey with the Patient Reference Group.*

*A meeting of the practice management team took place before the meeting of the group. A group meeting was called on January 25<sup>th</sup> 2012. Every member was given a copy of the results to look at over refreshments. Every question and result was then looked at and commented on.*

*A copy of the minutes is included here:*

#### ***Minutes of Patient Participation Group***

***Date: 25/01/2012***

*The meeting commenced at 5.00 pm with refreshments. The Practice Manager welcomed everyone and explained that the sole purpose of this meeting was to discuss the results of the Questionnaire which had been done during November and December 2011. The Practice Manager explained another member of staff had been responsible for helping her with this questionnaire and that this person would therefore take the lead for this meeting. She explained that as this was the first in-house questionnaire we had done, we would try to look at all aspects of our practice.*

*All members of the group were given a copy of the results which had been prepared in-house. The members of the group had all seen the questionnaire and approved it before it was distributed. One of the group asked how we had chosen the participants. It was explained that as we decided to keep the cost to a minimum we would not post the questionnaire. The paper work was handed out at reception as patients came to the practice. The staff tried to choose all age groups and ethnicity groups and divide as evenly as possible between male and female. We asked all recipients not to identify themselves in any way when they returned the questionnaire in a sealed envelope which we provided. None of these envelopes was opened until a couple of days after the last day. A closing date had been added to ensure we got the results in as soon as possible. 55 questionnaires were handed out and 42 were returned *i.e.* 76%. It was agreed that this was a very good return. Not all questions had been*

*answered by everyone, but most had been answered.*

*All questions were looked at and comments made. The group thought that the results were very good with one or two points which we needed to discuss. In general the "Access" to the practice was excellent and everyone agreed with this. The way the appointments are made was also very good with most people wanting to use the telephone or coming in person. Very few wanted it on line and no-one wanted a Fax method. Coming to the practice and waiting for the appointment was also very good. 75% said they had no problem getting into the building and 73% thought it was a very clean surgery. 72% thought the receptionists were helpful. Waiting times for appointments once arriving were very good and most were very happy with the time they had to wait to be seen. There was one area of concern and that was that 22% said that they were unhappy that they could hear what was being said at the desk whilst they were in the waiting area. This was discussed later.*

*We then proceeded to look at how satisfied patients were with the GPs and opening times. It was interesting to note that a lot of people were unsure of the normal working hours. This was discussed and the results of the discussion will be given at the end. 75% were happy with the opening hours, but comments were added indicating that several would like more late openings during the week, which are advantageous for working people and those at school or college. Only a few would like some weekend opening times.*

*We then looked at the answers to experiences of seeing a doctor and the Practice Nurse. In both cases most were satisfied with their experience.*

*72% were satisfied with their care at the surgery and 54% said they would recommend the practice, 15% said they would probably would, 4% were not sure but no-one said they would not recommend it.*

*We then looked at the health of our patients and asked whether they had longstanding health problems and if so how well were they treated. 38% said they had long standing problems and of these 95% said they had had discussions with the nurse or doctor in the last 12 months. These discussions were analysed and in most cases the results were very good, however there were a couple of outstanding problems. These were to do with lack of written information for the patient given to them by the doctor or nurse and the lack of information re a "care-plan". These were both discussed and the results will be given at the end.*

*General questions about the patient were then asked to ensure we had a good distribution for our survey. We surveyed 43% males and 44% females. (NB: not everyone answered this question)*

*The age range gave us a normal distribution curve with a range from under 18 years to over 85 years.*

*We also asked questions regarding employment, general health, guardianship, carers and ethnicity to ensure we had an overall picture.*

*Once we all had looked at the results a general discussion took place.*

## **Discussion**

All the group members felt that the survey was a fair one and were pleased that we had had such a good response.

All agreed that the outcome was very good and it was commented that they thought all clinical staff were excellent. The role of a Healthcare Assistant (HCA) was discussed and it was agreed that our HCA did a good job. Everyone thought the nurse was very helpful and good at her job and she was trusted as she had been here a long time. All thought that the GP was excellent and did a very good job especially as she was a single-handed GP.

**A. The problem with confidentiality at the front desk was then discussed. The waiting area is quite small and the seating cannot be easily changed as it is built in.**

**Several ideas were talked about.**

1. Sometimes a patient is asked to go to the front desk by the GP to make an appointment for a particular test which they do not want everybody in the waiting area to hear. It was suggested that the GP writes the request on a "chitty" and the patient can hand this to the receptionist to make the appointment.
2. Maybe it would be possible for the telephone on the front desk to be moved to the back of the office as everyone can hear the conversation at the front desk.
3. Is it possible to alter the waiting area to remove the front row of seats which are very close to the front desk?
4. A notice about Confidentiality is already on the Notice Board asking people to stand well back to wait for people already at the desk to finish before they come to the desk, but it is obviously not prominent enough. A new notice in colour will be provided and will be enlarged and placed at the front of the reception desk.
5. It may be possible to put up a notice board asking people to queue behind it whilst waiting.
6. It was also discussed that it may be possible to use "number" cards to be picked up on entry to the practice, so that people only go to the desk one at a time and in order of arrival.

All of these will be discussed in a practice meeting along with the GP. As well as the above, all reception staff will be reminded to think about confidentiality at the front. If there is a need to discuss something of a sensitive nature or if the patient requests it we must speak to them in private away from the front desk.

## **B. Opening Hours**

It was obvious from the survey that there is uncertainty at the opening hours as some people thought we were open at weekends!!

It was decided to put up notices in several places giving the opening hours. It was also decided to include the actual consulting hours and the times needed for a "Home Visit" request.

Practice Leaflets to be printed again to give out to anyone who wants one. All new patients should be given a leaflet when they register.

The website to be advertised again in the Practice as this gives all the relevant information needed.

It was also asked whether there could be a time saved for either the doctor or nurse to have telephone consultations. (This will be discussed with the GP)

**C. The lack of written information given to patients by the Nurse and GP and lack of care-plan information for long term health problems.**

1. *Would it be possible to give information leaflets out to patients when they attend the surgery? This was discussed and it was felt that the GP/Nurse would perhaps find this difficult at the time of the consultation due to time constraints. It was suggested that it may be possible for the reception staff to print them out if the Gp/Nurse informs them of the one they need. Another idea was to have some of the more frequently used/asked for leaflets to be at reception so they could be handed out at the front desk. There are several leaflets in the racks, but it is well known that patients will not really look at them and the information given may not be relevant. The EMIS system does have access to Patient Information Leaflets which can be printed.*
2. *We felt that patients do have a care plan as this is essential however they may not realise it if the GP/Nurse does not actually use those words, so maybe they need to be reminded to use the words “**care-plan**” when speaking to patients.*
3. *It was also suggested that we should encourage patients to be “ready” for a consultation before they arrive at the surgery by making notes at home of the things they wish to ask or speak about to the GP/Nurse. It was suggested that a colourful new notice was provided saying “Help Your Doctor/Nurse Help You” explaining that patients need to prepare well before they are seen as this will help diagnosis and treatment.*

*We all felt that we had got a long way with the survey results. It was explained that the results had to be put up in the practice and on the website. We also had to put on the website our discussions and any outcome as well as send all this to the Primary Care Trust (PCT). The practice will now have to meet with the GP and look at all these ideas, before any major changes are made. The Patient Group will be kept up to date.*

*The next meeting date will be announced later, but it will be in March 2012. We will update the group on the outcome of the Practice discussions following today’s meeting and look at any other business.*

*The Practice Manager thanked everyone for attending and stressed how much we appreciated their input. The meeting ended at 6.00pm.*

## **Action Plan**

Describe how the practice agreed the action plan for implementing the findings or proposals arising from the local practice survey with the Patient Reference Group. Please enclose a copy of the agreed action plan.

Before the group meeting in January 2012 the findings of the survey were examined by the Practice Management team i.e. The GP, Practice Manager and Assistant Manager. It was decided that we would deal with the three areas of concern as soon as possible as some things could be dealt with in-house and at little cost.

The problems of the opening hours could be dealt with almost immediately and the information given out by the nurse and GP again could be rectified quickly. It was also thought that it would be useful to carry out a mini survey in a few months' time to see if there was an improvement.

The confidentiality at the front desk was more of a problem; however we agreed that we should try simple things first before any alterations were done.

An Action Plan was drawn to be agreed with the Patient Group at the next meeting, up prioritising the things which we could do quickly and simply.

We decided that we would ask the Patient Group for their ideas to improve the reception problems.

We did discuss several ideas at the meeting which included asking patients and other people to stand well back if there was someone at the desk when they arrived.

The group was informed of our ideas from discussion with the GP and they agreed that they seemed fair and achievable. They looked at our plan and approved of the ideas.

Their ideas were sought on the reception problem and it was decided to first try opening a door to one side of reception as it was a "stable door" design. This would help with any private discussion. This was then added to the Action Plan.

There were 3 areas making up the Action Plan which is detailed below:

### **Action Plan Following the Results of the Local Practice Survey**

3 different areas of concern were identified and discussed with the group at the meeting on January 25<sup>th</sup> 2012. An action plan was organised and discussed, and approved at this meeting. It was felt that we could not do everything at once but would do the simple things first and then tackle the more complicated items

#### **Item 1. Confidentiality at the front desk**

It was felt that this was something that would take some time to sort out completely. In the meantime, all staff are to be reminded to offer a private area to discuss matters of a personal nature. All members of staff to be reminded that care should be taken not to repeat addresses and other personal details on the front desk. This was to be done immediately and to be monitored by the Practice Manager.

The structure of reception and waiting area is a big problem. It may be necessary to alter the area and move the telephone. This would take time and be reviewed by the Practice manager, and the Group at each meeting. A small survey to be carried out in 6 months time (ie June 2012) to ask patients their views on changing the area if necessary.

There were several other ideas discussed but it as felt that we need to tackle this slowly and carefully.

A notice reminding patients and family members to stand back whilst waiting should be done immediately in colour as this would stand out.

The GP to be asked to write details on paper for the reception staff for further investigations to be carried out using the Pathology Request form for blood tests etc to be started immediately.

### **Item 2. Need for Opening hours to be made more Clear**

This could be dealt with immediately in house. A new notice to be produced for the reception and waiting area and entrance door. As well as these notices the Practice Leaflet and website to be checked to ensure the details were correct. If any changes are made to the opening hours the data must be changed well in advance so patients are aware of the changes. The hours of the consultations to be added as well as the time to ring for "Home Visits". The Practice Manager is responsible for keeping this information up to date. The web site address to be included to emphasise the fact that there is a web site.

### **Item 3. Lack of Written Information given to Patients**

Leaflets from EMIS or coloured professionally produced leaflets to be given out to patients by clinical staff. This to be started as soon as possible and reviewed in June 2012 by using a mini survey.

The clinical staff to be reminded to use the words "Care Plan" when talking to patients and family members. This should be started now and reviewed in June 2012 by using a mini survey.

A poster to be produced in colour to remind patients to be prepared for their consultation by having relevant questions ready to help the clinical staff to diagnose and treat correctly. This to be done immediately.

The Practice manager is responsible for ensuring the survey is done and providing the poster.

The next Group meeting will be in March 2012 when we will look at how the action plan is being implemented and plan the next stages.

### **Order for Implementation of Action Plan**

1. Produce any "in-house" posters before next Group meeting in March for approval of the group.
2. Ensure information is being given out and requests for further tests are written on paper to avoid too much discussion at the front desk. This is an ongoing task.
3. Remind everyone about the website and keep the site up to date. This is also an ongoing task.
4. A new Practice Nurse will be to be appointed as the present nurse will be retiring. The new nurse will be appraised of our on going plans to fulfill the highlighted problems in the survey.
5. Staff training to be monitored and updated with regard to confidentiality at the front desk.
6. Mini surveys to be produced to ask about confidentiality and whether the patients are receiving more information and care plans are being implemented. This is an "in-house" survey to be done in June 2012.
7. Look at the reception/ waiting area to see if major changes need to be made following the mini survey in June 2012



### **Discussion with the GP following the Group meeting and Action plan**

The minutes of the Group meeting and the action plan produced were discussed with the GP. It was agreed that some things could be done straight away at little or no cost to the practice and these were to be implemented as soon as possible. It was felt that this was important so that the patients would see that we had responded to the survey results.

The GP felt that the reception / waiting area may need to be altered and we would seek advice and look at other reception areas to get some ideas. We also discussed the removal of the seat immediately opposite the front desk as this was very close to the desk. Before any alterations are done we must be sure that it is as we really want it to be. The GP wanted to look at this again later.

It was agreed that patients should be given leaflets to help them understand their health problems. How this was to be done would be discussed when the new Practice Nurse was in post in April 2012.

Anything that was in the action plan must be monitored carefully and the Patient Group are to be asked about any improvements we make or changes we intend to make meet with their approval before we proceed.

The next meeting of the group will be towards the end of March 2012 to review the discussions and any changes made already before we proceed further

Detail any findings or proposals arising from the local practice survey that have not been agreed as part of the action plan and the reasons why.

None

Detail any proposals which impact on contractual arrangements.

Possible changes to the waiting area

### **Local Patient Participation Report**

Provide the practice website address on which the Local Patient Participation Report has been published. Please enclose a copy of the Local Patient Participation Report.

[www.ighthenhillmedicalcentre.co.uk](http://www.ighthenhillmedicalcentre.co.uk)

## Opening Times

Provide the opening hours of the practice and the method of obtaining access to services throughout core hours.

Monday :-8.00am to 7.00pm

Tuesday :-8.00am to 6.30pm

Thursday :-8.00am to 6.30pm

Friday :-8.00am to 6.30pm

Wednesday :-8.00am to 1.00pm

:-3.00pm to 6.30pm

Access is by telephone or in person

Between 1.00pm and 3.00pm on Wednesday there is an answerphone service

The Practice does not close on any other lunchtime

If the practice has entered into arrangements to provide extended hours access please provide the times at which individual healthcare professionals are accessible to registered patients.

GP: Monday from 6.20pm until last appointment at 6.50pm

Practice Nurse: Monday from 4.30pm until last appointment at 6.45pm