

Local Patient Participation Report

This report summarises development and outcomes of *Caddington Surgery's* Patient Input (Reference)Group in 2014

It contains:

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The Priorities for the survey and how they were agreed them.
4. The method and results of the Patient Survey
5. The Action Plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times

1. Profile of the practice population and PRG

Practice Population Summary in March 2012 Patient Input Group 23 members
(population 4834)

Practice population profile	PRG profile AGE	Difference
%under 16 =17%	% under 16 =0	-17%
% 17-24=8%	% 17-24 =0	-8%
%25-35 = 9%	%25-35 =9%	0
%35-44 =14%	%35-44 =9%	-5%
%45-54 = 15%	%45-54 = 9%	-6%
%55-64 =14%	%55-64 = =30%	+16%
%65-84 =13%	%65-84 = 22%	+9%
%65-74 =8%	%65-74 = 17%	+9%
%over 84 = 3%	%over 84 = 4%	+1%
	ETHNICITY	
white	white	
%British group =11% self declared but ethnicity data complex to complete and team perception is that	%British group =91%	Very little difference- see note

more than 90% of our practice population is white British		
%Irish = -1%	%Irish =0	-1%
Mixed	Mixed	
%white & black Caribbean=0.1%	%white & black Caribbean=0	-
% white & black African =0.1%	% white & black African =0	-
%white &asian=0	%white &asian=0	-
%Asian or Asian British	%Asian or Asian British	
	% Indian = 4%	+3%
	% Pakistani=0	
Self declared Asian =3=1%	%Bangladeshi=0	
Black or Black British	Black or Black British	
% Caribbean=0.001%	%Caribbean=0	-
% African=0.3%	% African =0	-
Chinese or other ethnic group	Chinese or other ethnic group	
%Chinese= 0.001%	%Chinese=0	-
& others –travellers= <1%	Travellers= 4%	+3%
	Gender	
%Male49%	57%	= +8%
%female51%	43%	= -8%

See summary “recruiting for input group” below.

A greater proportion of recently retired people volunteered to give time which explains the preponderance of members in this age group.
Only 11% of our practice population (according to the ethnic read codes) have self declared themselves ethnically white British compared with 91% of the input group, but we know that over 90% of our patients are white British so the input group make up accurately reflects this.

2. The process used to recruit to our Patient Input Group

In order to recruit to our Patient Input Group we:

- Put up Posters in Practice, Chemist and Post Office
- Offered leaflets to all patients attending the practice and encouraged them to sign up for the group
- Put information on the practice website
- In January 2012, and again during 2013 and early 2014 we reviewed the profile of our patient input group . We felt we needed more representation from men and from younger age groups. We considered specific groups within our practice whom we felt should be represented (such as young parents, carers, those in residential and nursing homes and the travellers) and invited specific patients from these groups to join, to improve the representation of group. This was partly successful but we would still like to recruit more younger members for the group to improve the balance.
- During the past year we have continued to display invitations to join the group on our website and in the surgery, and also started a notice which flashes up on the log in screen which resulted in expressions of interest from 10 people in joining the group. They were given information on how to join and two new members have signed up so far .
During the past year three previous group member have left due to relocation . An up to date analysis of the current make-up of the patient input group is available to view along with the survey results.
- We continue to actively encourage patients to join especially in the under represented younger age groups, by notices in surgery and on our website.
- We also make special effort to keep in touch with patients who do not use the website or email (3 group members currently)

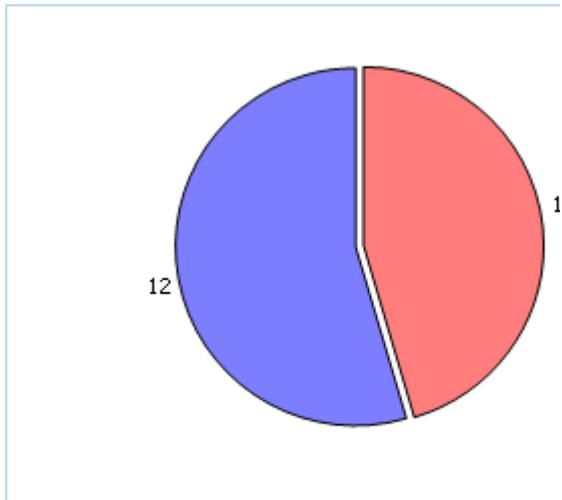
The following charts detail the characteristics of the current 22 member patient input group

Patient Reference Group

The patient group comprises 22 members

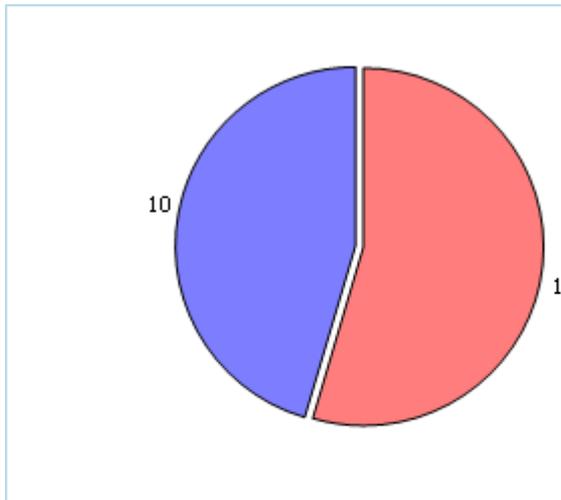
[Distribution Details](#)

Attendance



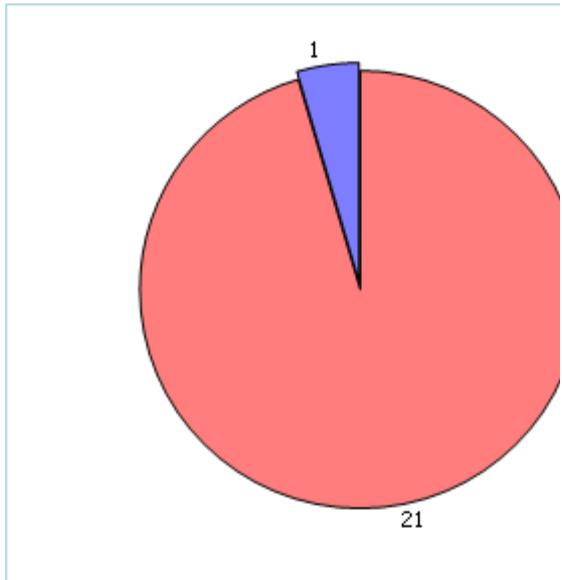
Often (10) Occasional (1)

Gender



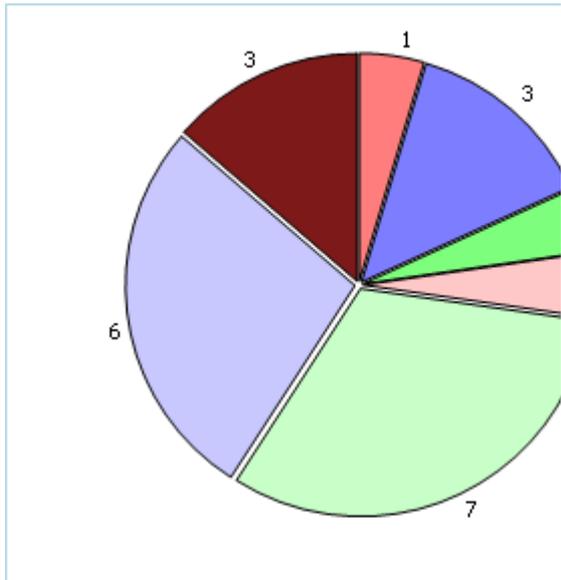
Female (12) Male (10)

Ethnicity



White British (21)
Indian (1)

Age



Under 16 (1)
25 - 34 (3)
35 - 44 (1)
45 - 54 (1)
55 - 64 (7)
65 - 74 (6)
75 - 84 (3)

3. The Priorities for the survey and how they were agreed .

In order to determine the priorities for the survey we:

- Emailed the patient input group before doing the survey saying we “ would like to know if there are any priorities that you would like to include in the survey” and awaiting responses. We received only one response saying that the group member had no particular priorities they would like to ask for.

4. The method and results of the Patient Survey

We had used the Improving Practice Questionnaire report (CFEP UK survey)in 2006,7,8, 2012 and 2013. This year we chose to use a standard survey covering similar questions which gave us the option of patients completing it online, so we hoped to get a higher proportion of responses from people who only attended the surgery occasionally . We carried out the survey during late February and early March 2014, using paper forms – given to patients attending surgery on the days of the survey, and reminder slips to encourage patients to complete the online survey or ask friends or family members to do so.

We publicised the online version of the survey with a rolling banner across the home page where patients log in for information, or to access online prescription requests.

We hoped to encourage more occasional or infrequent attenders at the surgery to complete the survey by making it online as well as paper in the surgery this year, and we had also publicised it locally with an article in the two local village magazines. The next section reports the results of the survey this year .

Survey Results

Patient Experience survey - appointment system (1)

Number of Responses: **123**

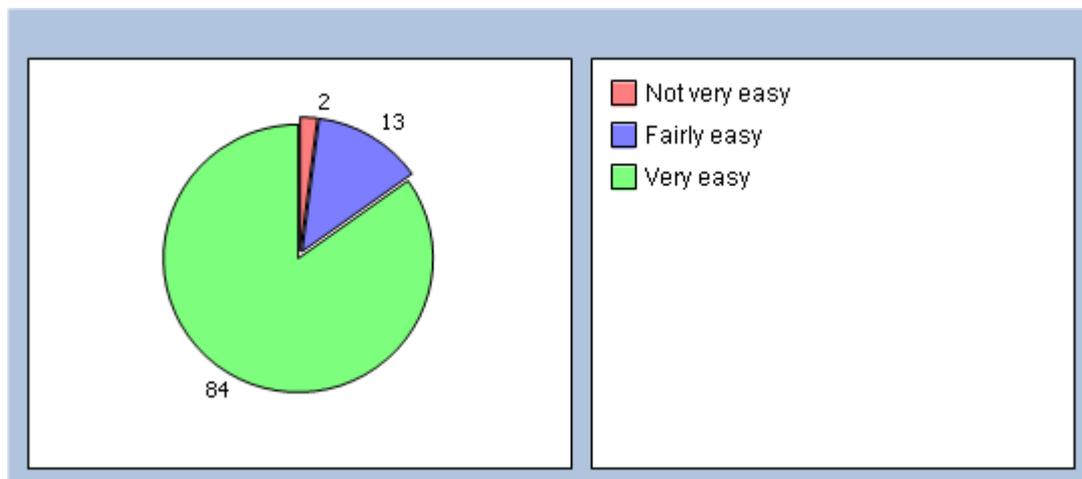
Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how our appointment system can be improved, if at all.

Please answer all of the questions and click 'Send Survey' when you are done.

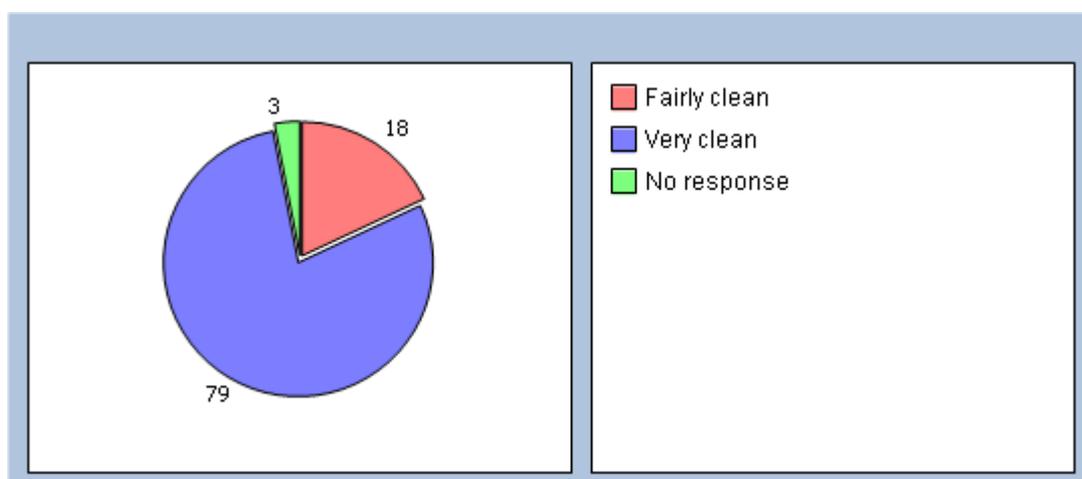
Q1: How easy do you find getting in the building at the surgery?

Not very easy 2%
Fairly easy 13%
Very easy 84%



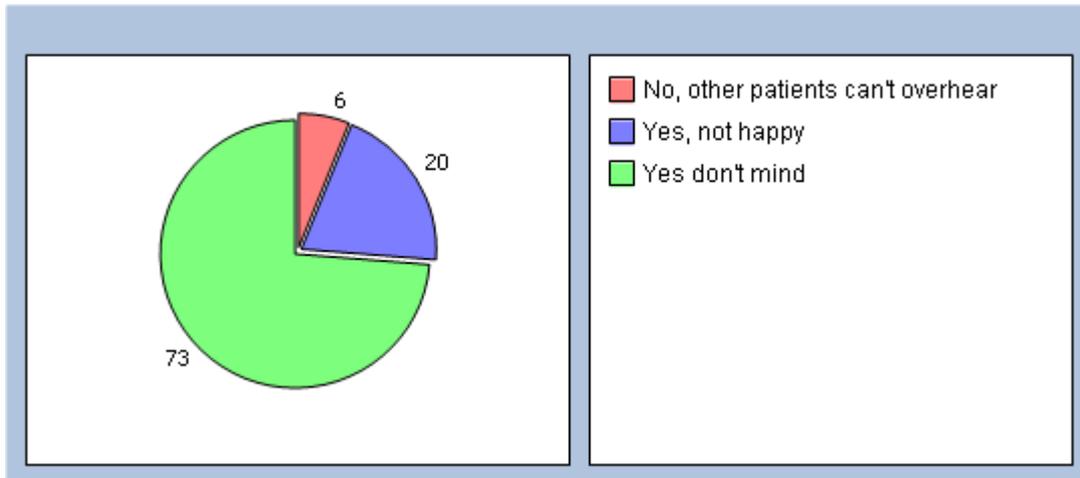
Q2: How clean is the GP's surgery?

Not very clean 0%
Fairly clean 18%
Very clean 79%
No response 3%



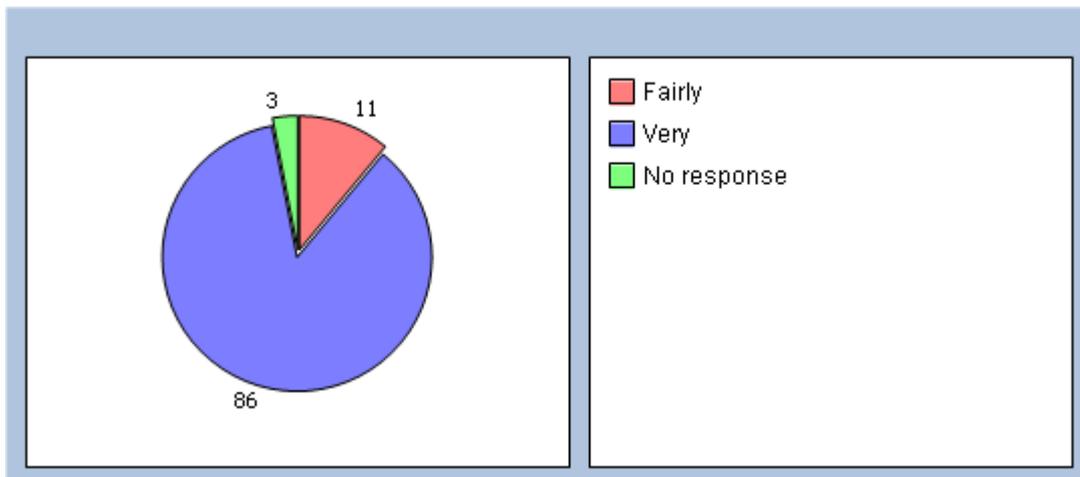
Q3: In the reception area, can other patients overhear what you say to the receptionist?

No, other patients can't overhear 6%
Yes, not happy 20%
Yes don't mind 73%



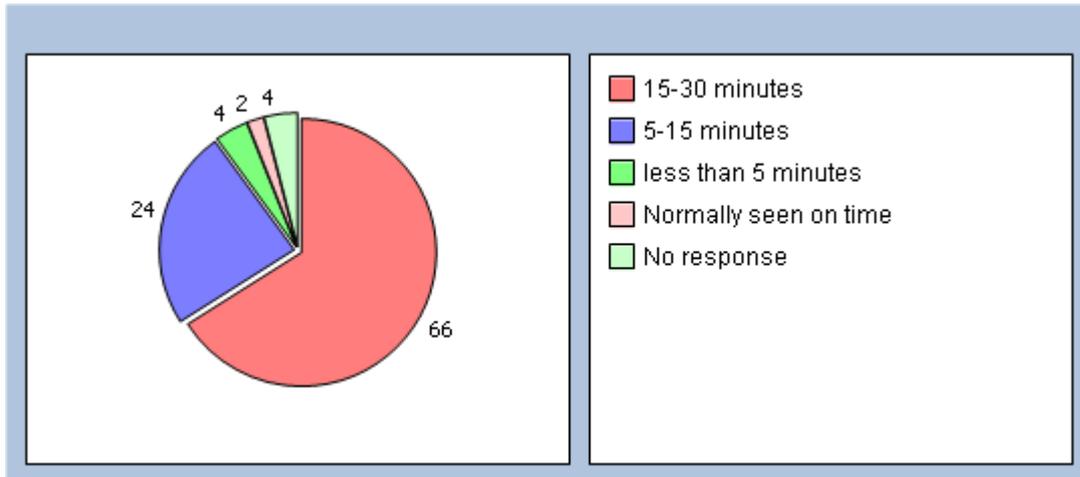
Q4: How helpful are the receptionists?

Not at all 0%
Fairly 11%
Very 86%
No response 3%



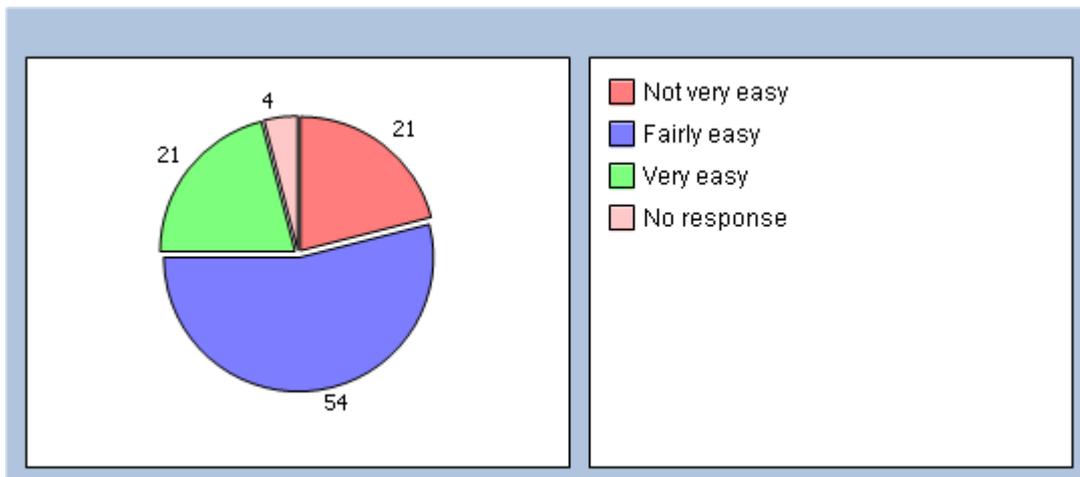
Q5: How long after appointment time do you wait to be seen?

15-30 minutes 66%
5-15 minutes 24%
less than 5 minutes 4%
Normally seen on time 2%
No response 4%



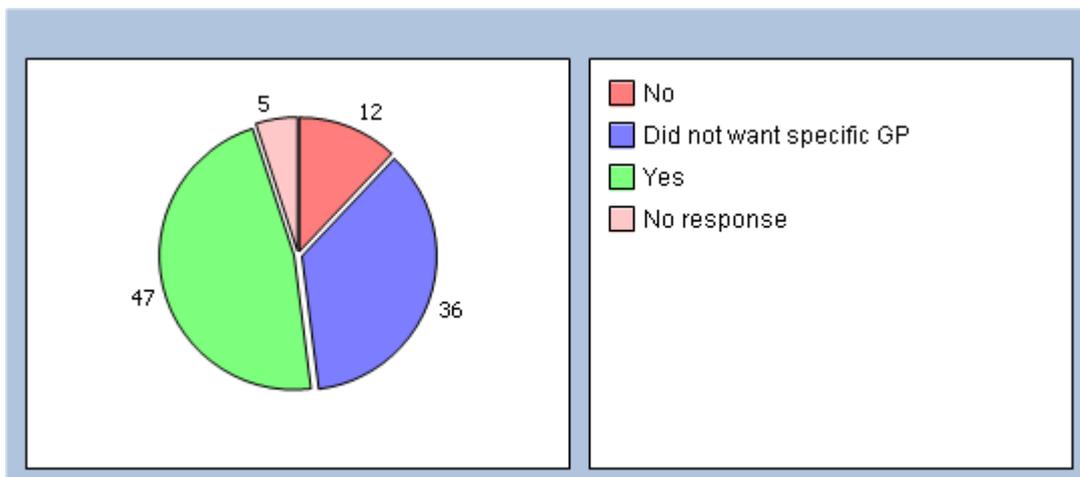
Q6: How easy was it to get an appointment for the time you wanted?

Not very easy 21%
 Fairly easy 54%
 Very easy 21%
 No response 4%



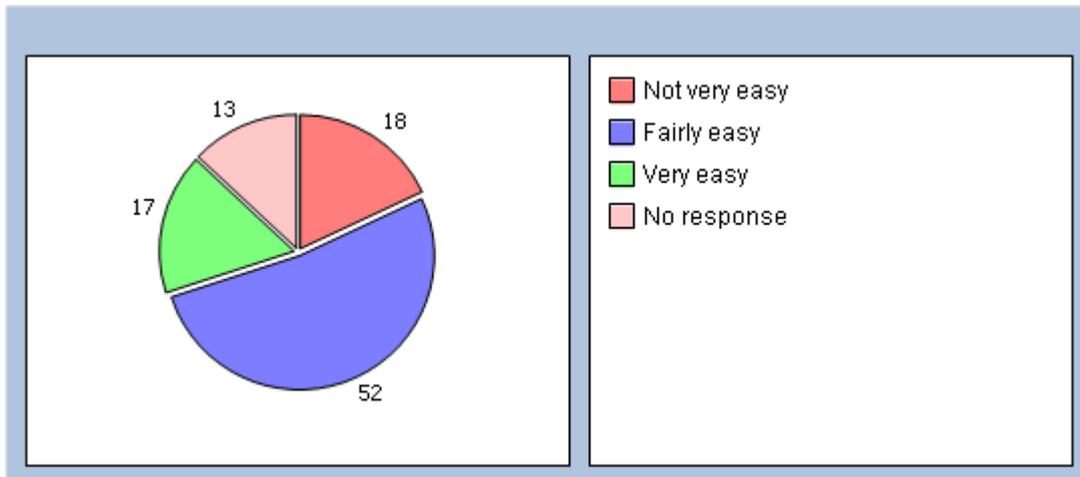
Q7: Were you able to see the GP you wanted to see?

No 12%
 Did not want specific GP 36%
 Yes 47%
 No response 5%



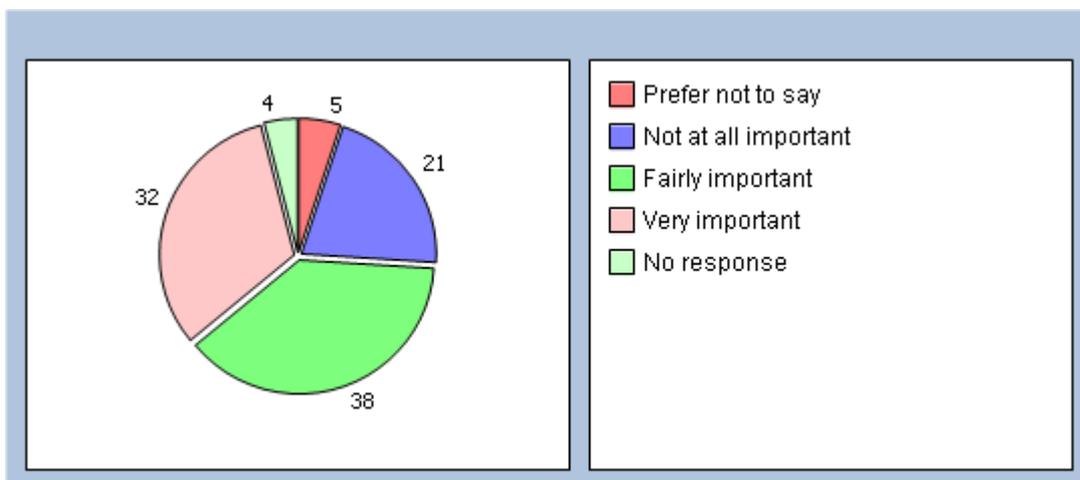
Q8: How easy was it to get an appointment with the GP you wanted to see?

Not very easy 18%
Fairly easy 52%
Very easy 17%
No response 13%



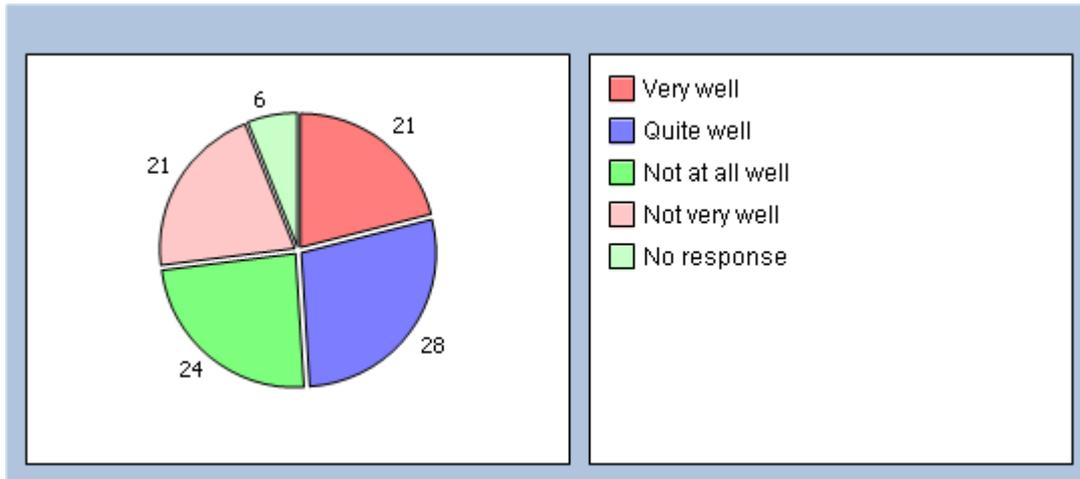
Q9: How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say 5%
Not at all important 21%
Fairly important 38%
Very important 32%
No response 4%



Q10: How well do you know which days of the week your GP is available?

Very well 21%
Quite well 28%
Not at all well 24%
Not very well 21%
No response 6%



Q11: How happy are you with the opening times of the surgery?

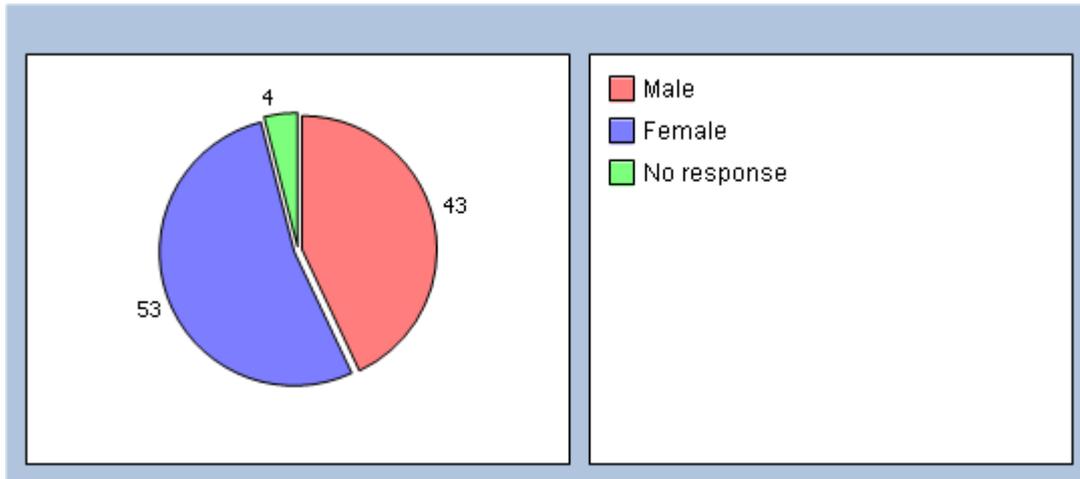
very happy 45%
 Quite happy 45%
 Not at all happy 4%
 No response 6%



To help us analyse your answers please tell us a few things about yourself:

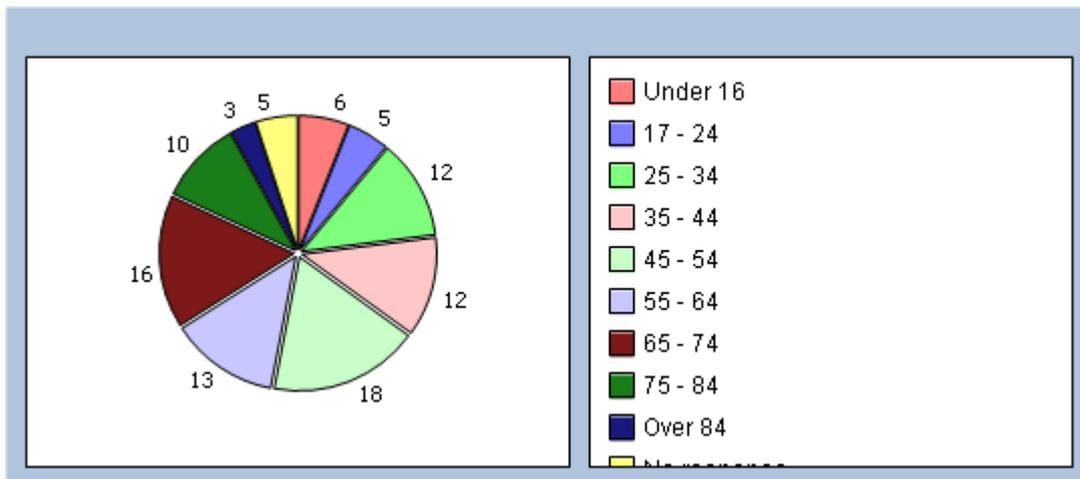
Are you male or female?

Male 43%
 Female 53%
 No response 4%



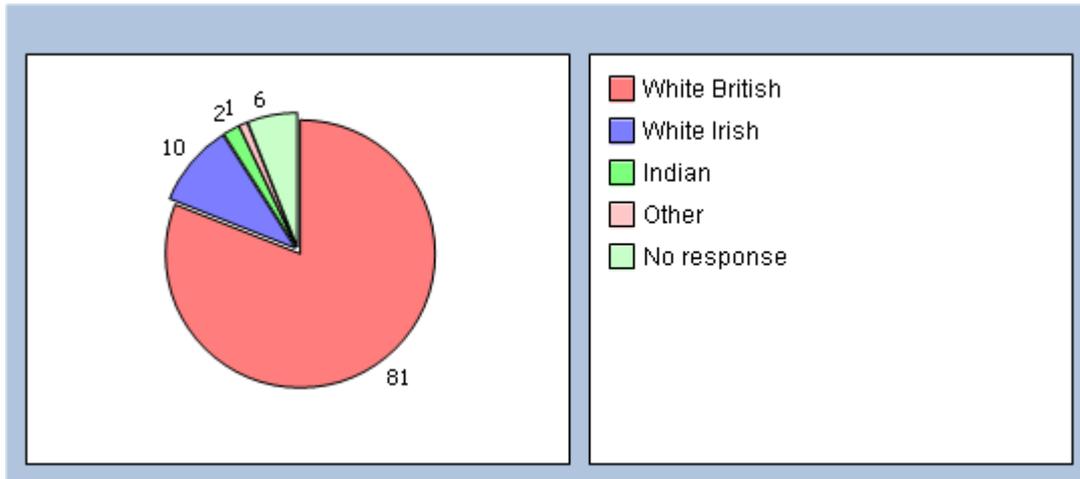
What age are you?

- Under 16 6%
- 17 - 24 5%
- 25 - 34 12%
- 35 - 44 12%
- 45 - 54 18%
- 55 - 64 13%
- 65 - 74 16%
- 75 - 84 10%
- Over 84 3%
- No response 5%



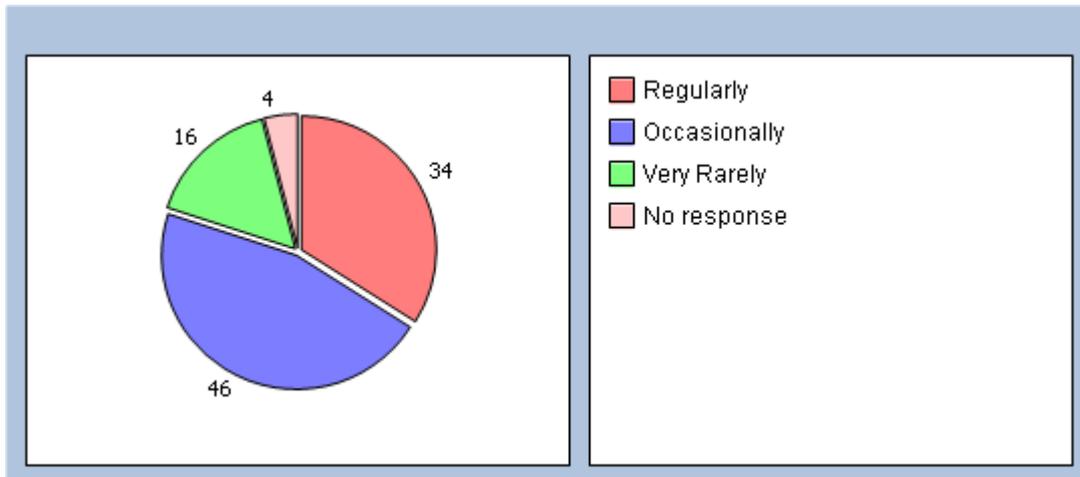
What is the ethnic background with which you most identify?

- White British 81%
- White Irish 10%
- Mixed White & Black Caribbean 0%
- Mixed White & Black African 0%
- Mixed White & Black Asian 0%
- Indian 2%
- Pakistani 0%
- Bangladeshi 0%
- Black Caribbean 0%
- Black African 0%
- Chinese 0%
- Other 1%
- No response 6%



How would you describe how often you come to the practice?

Regularly 34%
 Occasionally 46%
 Very Rarely 16%
 No response 4%



Many thanks for your time in answering the questions on this survey.

5. The Action Plan that was agreed and how it was agreed

The patient input group were contacted with the results of the survey and invited to attend a meeting on 18th March to discuss the results and any other ideas for improving the practice. Those who were unable to attend were invited to contribute comments or ideas also, to be taken into account.

We discussed the survey results and possible actions with the group and circulated minutes and the proposed action plan afterwards for comments. There was extensive discussion at the meeting of the survey findings including the 86 % of responders who found the reception team “very helpful”.

It was noted that the age range completing the survey seemed a good representative figure and the ethnicity range was also fairly representative of our patient population.

Waiting time to see the doctor remains an issue for the surgery as it is for many surgeries around the country. Many different ideas to help us work on this were discussed and helped form the action plan. However the view was also expressed that patients did not want to lose the personal touch and quality of care which they valued.

Access for less able patients was discussed as well as ways to help keep continuity of care.

2013 ACTION PLAN UPDATE: The areas from the previous 2013 action plan where we could not achieve what the PRG wanted were:

Could we reduce waiting times to see the GPs by using an intercom/buzzer or other call system to reduce time spent going up and down stairs by Drs to call patients?

Practical difficulties remain: it seemed that a call system would only work if the security lock was removed from the door. This would be a significant change with consequences for the whole practice team. This has been further discussed during the year, but currently we are exploring other ways of reducing the waiting times.

Could we provide a water dispenser in the waiting room? - initial costs could be covered but ongoing costs were thought by the team not to be justified, especially as a glass of water can be (and is often) given when requested. This request can be kept under review, however, in case better terms are offered by dispenser companies in future.

The areas where there were significant changes to our services were:

You said: Phone lines are busy in the morning, can be hard to get through. Could booking some appointments on line reduce number of phone calls?

We did: Dr Verity took suggestion to the practice team and we trialled online booking of appointments.

The result was: The trial of online booking of appointments has been very successful and they are now part of the standard appointment scheme. We have also made all early morning appointments prebookable (some online) for working patients and parents to improve access.

We received many complaints during the year that it was unfair that patients could telephone from 830 for appointments but were able to walk into the surgery and book appointments from 815, so we changed the door opening times to 830 to remove this inequality.

We took some weeks to advertise this change beforehand, in the surgery and on the website.

2014 ACTION PLAN:

6. The progress made with the action plan

The summary of the progress as of 31 March 2014 is:

You Said..

Continuity of care (seeing the same GP for the same problem) is important .

Can be difficult to achieve with GPs working part time and changes in times and days worked . Can we improve information to patients? So they can more easily book for continuity with their GP?

Access through heavy main doors can be difficult for parents with pushchairs

Telephone slots work well. It is appreciated when GPs phone with results. Text messages for appointments work well

We did..

We have current information on GP working times on the website and on info sheets at reception desk.

We will ensure they are also available next to the patient check in screen.

We will also put photos of GPs on the website and in surgery .

We will explore putting regular information on times into the local village magazines, for easy reference.

A door catch was fitted in response to last years input group suggestion: this year the group suggests the inner door be kept hooked open on baby clinic days to allow easier access.

The team will look into text messages or online access to convey results

The result is..

Already up to date information available, but the pattern of GPs surgeries has only recently stabilised after many transitions in the past year so it may take some time for the information to become widely known by patients.

We hope that text or online access results will improve convenience , as online appointment booking has proved so successful

Waiting times remain too long but we do not want GPs to stop giving a quality service and personal touch. Communication helps: if a Dr or nurse is running more than half an hour late it helps to be informed

Keep using the check in screen info on likely wait. The team will be reminded to keep patients informed if waiting time is particularly long eg more than half an hour

Additional waiting area at top of stairs(recently tried by GPs to reduce waiting times due to coming up and down stairs to call patients) does not work well for patients

Could there be a stairlift to help elderly patients get upstairs

GPs will stop asking patients to wait there with immediate effect.

The team will assess risk:benefit balance for a stairlift

The survey did not have questions about nurses and healthcare assistants and could have been completed by more people

We will include these questions in next years survey and advertise the survey as widely as possible

7. Confirmation of our opening times

As a result of the survey which showed very high levels of satisfaction (90% very happy or quite happy) with appointments we have not changed our opening times. See practice website and leaflet.

You can call the surgery for emergencies from 8am and appointments are available between 8.30am and 6.30pm with a range of prebookable and on the day appointments , see website

The surgery reception is open Monday to Friday see website , or leaflets in the surgery for further information .

We are not open at evenings and weekends and you can Phone Care UK for out of hours on 0345 6025695 or NHS Direct 0845 46 47.

Report completed 28.3.2014 Dr Tara Verity