

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+
1028	710	728	745	894	700	519	308	144

Gender	No.
Male	2826
Female	2950

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
1325					1	54	1				

This is not the entire population only what as needed to be recorded on new patients
Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients

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	1			5	1	1	2

Gender	No.
Male	7
Female	4

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
11											

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

Specific Care Group	No. of Patients

Year Two – PPG Face to Face Meeting, validate Year 2 survey and action plan through the local patient participation report

PPG Face To Face Meeting

Email was sent to all PPG Members inviting them to attend a meeting: “to discuss any issues and to get your input into this year’s survey and the questions we should ask please see attached last year’s survey questions. We would like to hold the meeting on one of the following evenings, please could you email me back with your preferred date by the 8th of Nov 12 we will go with the majority.
TUES 13/20 THURS 15/22 Nov AT 5.30PM”.

A meeting was agreed for 13th Nov [2012 @5.30pm](#). Minutes below

Present In Bold	Simon Royal (PM)	Practice Manager	
	Jean Wilson Lynda Lonsdale William Lewis	PPG Members	
Apologies	Richard Twiddy Christine Cregg Michelle Pickering Cath Clarkson		
Non Attendees/ No Replies	4		

Item (a)	Discussion and Decisions (b)	Action/Info (c)
1	Welcome: PM welcomed and thanked all for attending.	
2	Patient Survey 2012: Last years survey was discussed and suggestions for any changes to this years questions? All attending agreed that they found the questions to be appropriate, with one new question to be added reference patients being asked their address on collecting prescriptions, which the majority of patients do not like, maybe we could come up with another way of patients confirming their identity.	
3	Issues/Suggestions: No <u>issues</u> were raised by the PPG members present, however PM did apologise for the delay in getting the on-line services back up and running after moving to the New Clinical system but this was unavoidable. Suggestions: 1. The members asked if the next of kin details could be kept on the medical record? PM explained there has never been a case for this being done, in fact on the old system there was nowhere to store this info, but there is on the new system Emis Web, PM would speak to GP's about this and with PCT over any Confidentiality issues around this. 2. All agreed that the notice boards could be better thought out they are too busy with no headings and also could there be more information on mental health. PM will look at sorting	PM PM
4	Future Meetings: It was thought meetings every 3 months would be ok and after the Burnley PPG Meetings.	
AOB		
	Next Meeting: Time & Date TBC	

** Management only
[Original Signed]
S P Royal
Practice Manager

Distribution:
All PPG Members

Survey

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

As discussed at the PPG Face to Face meeting see minutes item 2

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

The questions were the same as agreed in per year one with the PPG, has discussed at the recent Face to Face meeting it was agreed these questions were relevant and to be appropriate year on year. It was agreed to add a new question(see minutes item 2) also with the practice having recently moved from Synergy to Emis Web it was decided to ask how patients were finding the new Patient Access website from Emis, since the PM was getting a lot of phone calls from patients having issues with this web site.

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.

How the survey was conducted: The survey was advertised in the surgery encouraging patients to “have their say”. The survey was available to be completed on our website www.burnleywoodmedicalcentre.co.uk (electronically), in the surgery (paper) and we also sent out 144 by mail with stamped addressed return envelopes inside.

How the patients to be surveyed were selected: The same way as for the PRG:

- First we completed and compiled searches on patients into their age groups.
- We then used a random number generator and checker (<http://www.psychicscience.org/random.aspx>) to generate 16 patients in each age range
- As each age group was completed we checked to ensure we had 8 Females and 8 Males, if we ended up with more males than females, we randomly removed numbers from that greater gender and replaced with one from the opposite gender, to maintain 50/50 split.
- We then sent the survey by post with stamped addressed return envelopes inside.

The number of patients surveyed: 365 **The number of surveys completed:** 221

- Mail returned - 63 (these were then transferred onto the website) 81 not returned.
- On-line - 3
- Completed in surgery – 155(these were then transferred onto the website)

Due to the lack of mailed returns coming back(same last year), we changed tact and pushed the survey in surgery as they turned up for appointments, targeting the different age groups as we went along.

Note: Although well advertised in surgery and on the website, the uptake again (same last year) was poor until we pushed the surveys.

Provide details of the survey results.

Survey Results

**Note for Q7 & Q13a see attached.

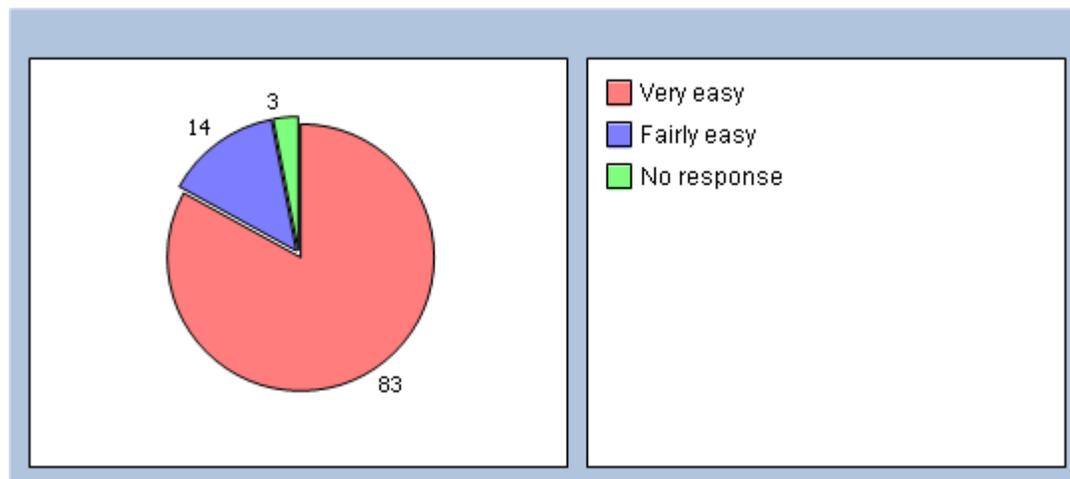
Survey Results

Burnley Wood Survey 2012/13

Number of Responses: **221**

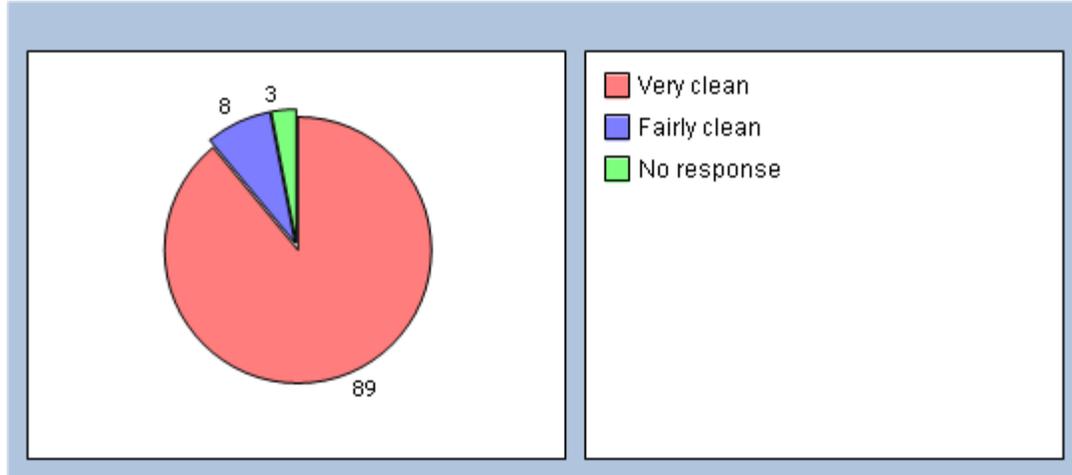
Q1. How easy do you find getting into the building at the surgery?

Very easy 83%
Fairly easy 14%
Not very easy 0%
Not at all easy 0%
No response 3%



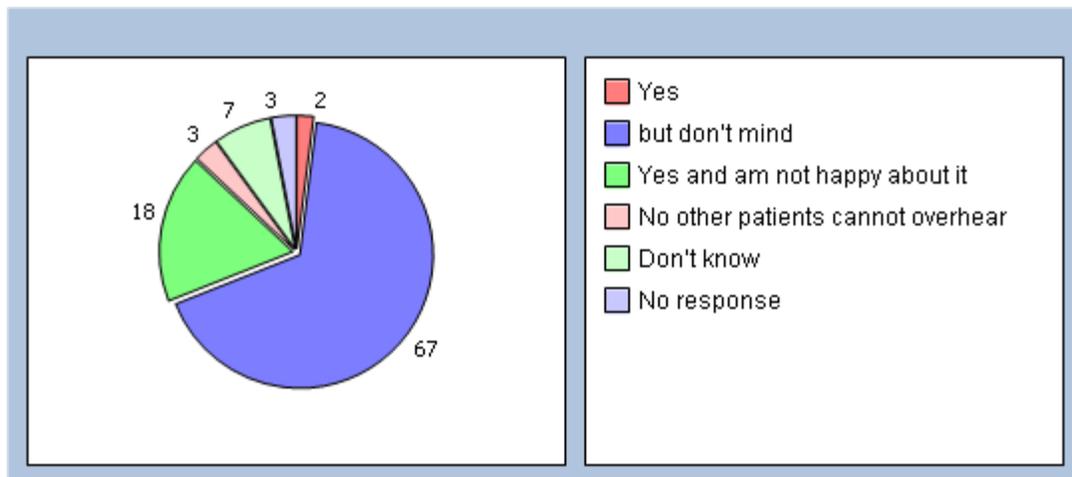
Q2. How clean is the GP surgery ?

Very clean 89%
Fairly clean 8%
Not very clean 0%
Not at all clean 0%
Don't know 0%
No response 3%



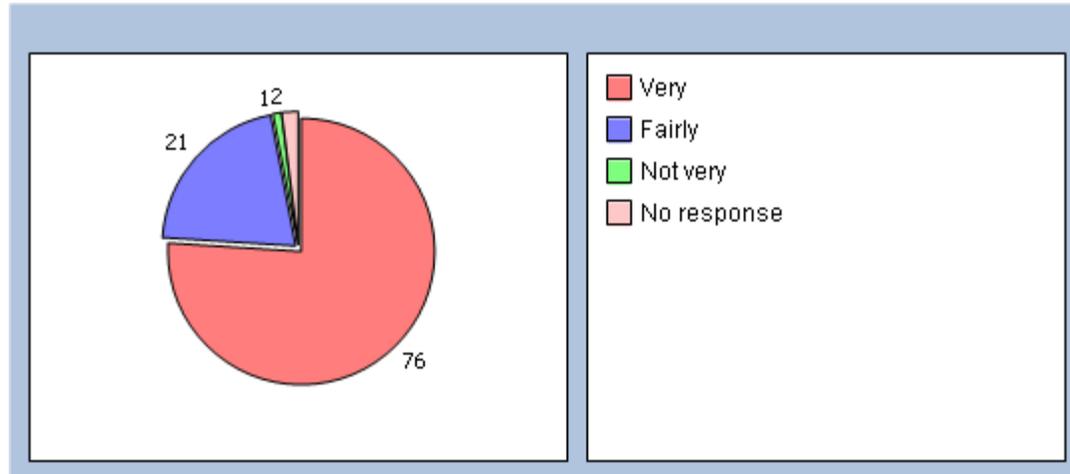
Q3. In the reception area;do you think that other patients overhear what you say to the receptionist?

Yes 2%
but don't mind 67%
Yes and am not happy about it 18%
No other patients cannot overhear 3%
Don't know 7%
No response 3%



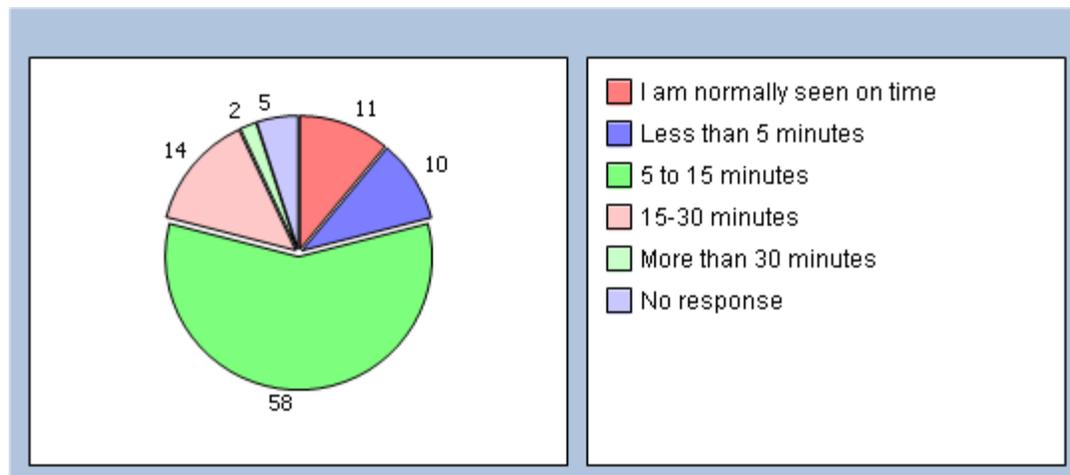
Q4. How helpful do you find the receptionists at the surgery?

Very 76%
Fairly 21%
Not very 1%
Not at all 0%
No response 2%



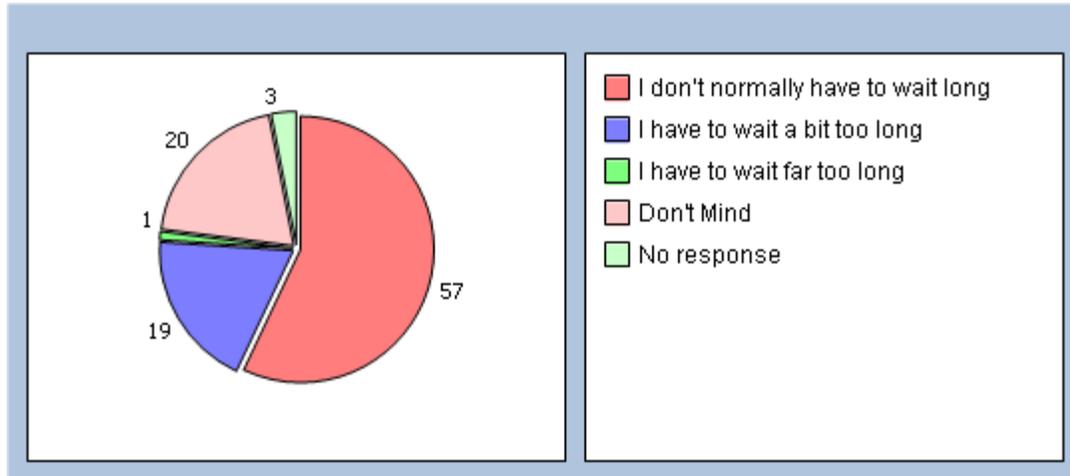
Q5. How long after your appointment time do you normally wait to be seen?

I am normally seen on time 11%
Less than 5 minutes 10%
5 to 15 minutes 58%
15-30 minutes 14%
More than 30 minutes 2%
Can't remember 0%
No response 5%



Q6. How do you feel about how long you normally have to wait?

I don't normally have to wait long 57%
I have to wait a bit too long 19%
I have to wait far too long 1%
Don't Mind 20%
No response 3%



Q7. On last year's survey a good percentage of you said you had concerns about giving your address out when you collected your prescription, we obviously do this to verify identity of the person collecting, and that it is either the patient or patients husband / wife / family / friend etc. and feel this is the easiest way.

Please enter below another way you would like us to confirm identity of the collector of the prescription if you do not collect yourself?

check postcode and house numbers and date of birth

Always collect own prescription Quite easy booking online and staff very helpful when needing emergency appointment

ask a personal question that only close friends/relatives will know e.g middle name... ---

ask for identification ..e.g. bank card very easy

ask to write down address rather than saying it

asking for NI number its very easy to get an appt for the time i need

could ask for date of birth

current system for prescription is ok

Date of birth

date of birth just postcode a password

date of birth would be an idea

date of birth fairly easy

date of birth fairly easy to get the right appt time

date of birth

date of birth/surname

Date of birth?

depends on how busy it is

just give post code as apposed to full address

dont mind giving address

Dont mind giving my address details

Don't mind having to give out my address,

give i D where you live

Happy about all of the above no change needed

happy with current system

happy with giving address

happy with giving address sometimes difficult to get an appt

Happy with the way it is. Very easy to get an appointment with the new booking system

have a password to collect prescriptions

i am happy with the present system

i am happy with the way it is

I dont collect my prescriptions

I dont mind

i dont mind reception asking for my address

i dont mind the system as it is

i find the arrangements are good

I have no problem giving my address to verify I am who I say I am. Very nice and friendly surgery

I think it would be better if they just asked for ID

Identity docket of some description to be linked to the patient and nominated collector

maybe a numbered card

no concerns

no issues with regards to giving out addresses no issues getting an appt my wife and children go to another surgery and it's a nightmare getting an appt

no problem

No problem with giving address details, if people objected to it then driving licenses have addresses and photo id on them.

no problems with existing system

Not really a concern for me however patient confidentiality could be an issue with the design of your reception area.

OK as it is

ok as it is, ---

Pass card optional service

postcode only

Prescriptions no prob

Prescriptions collected by chemist so not an issue.

Question and answer in print rather than verble

quite happy with giving address

show passport or some id

Some sort of card system

the present system is ok

The problem with giving your details in reception is that everyone can hear you. You would need to section off the waiting area and reception.

Think it is ok

Use date of birth?

using date of birth rather than calling out names and addresses..signing for it discreetly at the counter or operating a number system when we take prescriptions in and call that out rather than personal details

You could ask for the postcode and house number of the patient.

You could ask the person collecting the prescription to write their address down beforehand then they wouldn't be overheard by others

you could use a password system although it could get very complicated

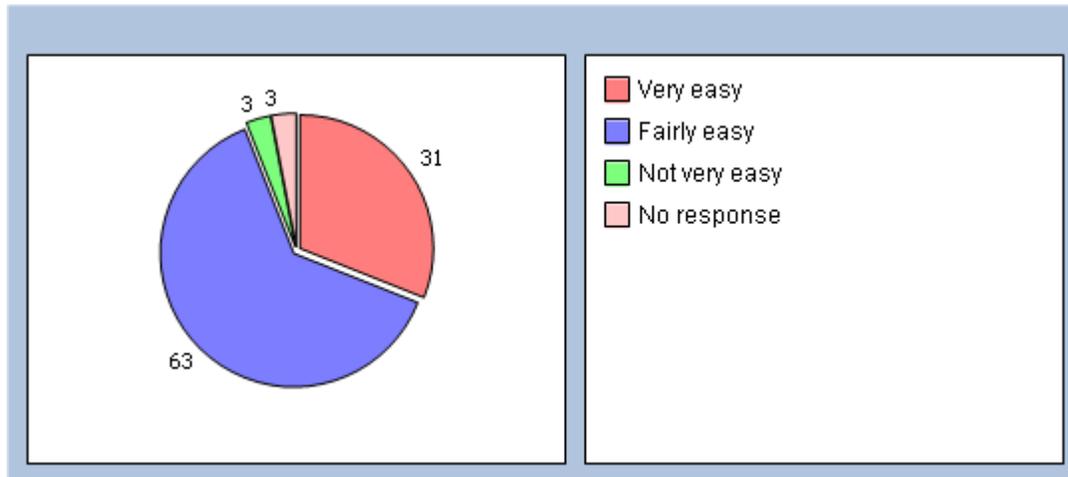
Q8: How easy is it to get an appointment for the time you wanted?

Very easy 31%

Fairly easy 63%

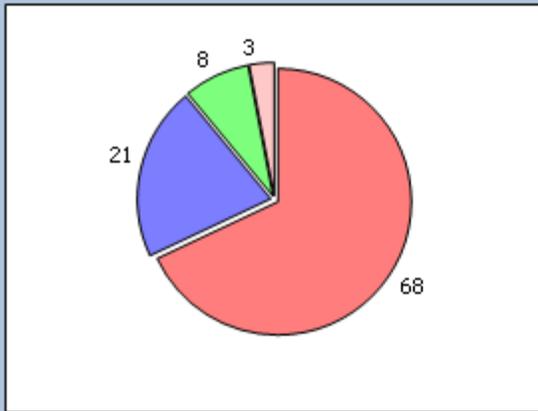
Not very easy 3%

No response 3%



Q9: Were you able to see the GP you wanted to see?

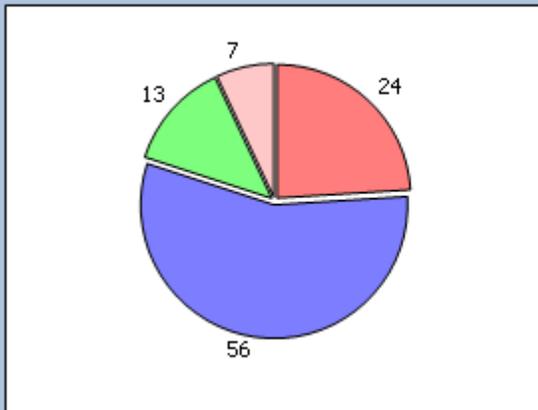
Yes 68%
Did not want specific GP 21%
No 8%
No response 3%



- Yes
- Did not want specific GP
- No
- No response

Q10: How easy do you find it to get an appointment with the GP you wanted to see?

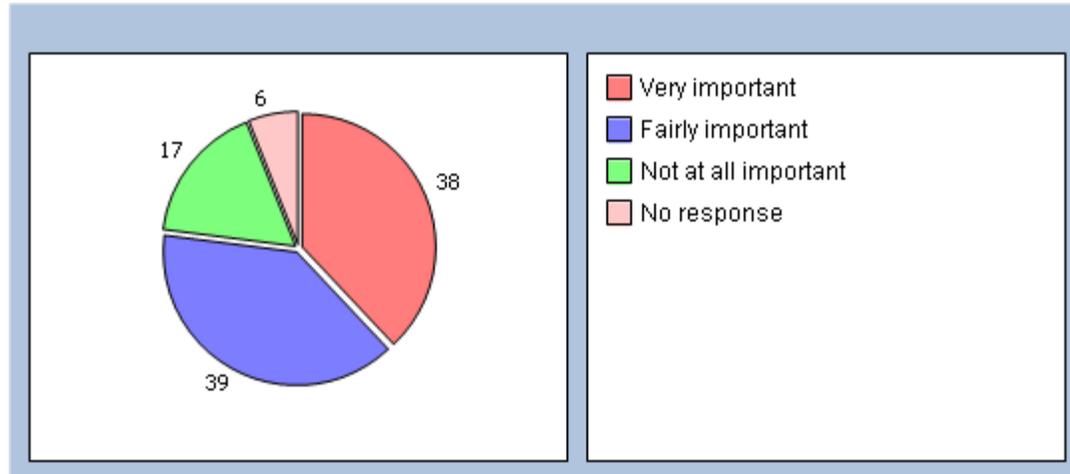
Very easy 24%
Fairly easy 56%
Not very easy 13%
No response 7%



- Very easy
- Fairly easy
- Not very easy
- No response

Q11: How important is it to you that you see a specific GP when coming to this practice?

Very important 38%
Fairly important 39%
Prefer not to say 0%
Not at all important 17%
No response 6%



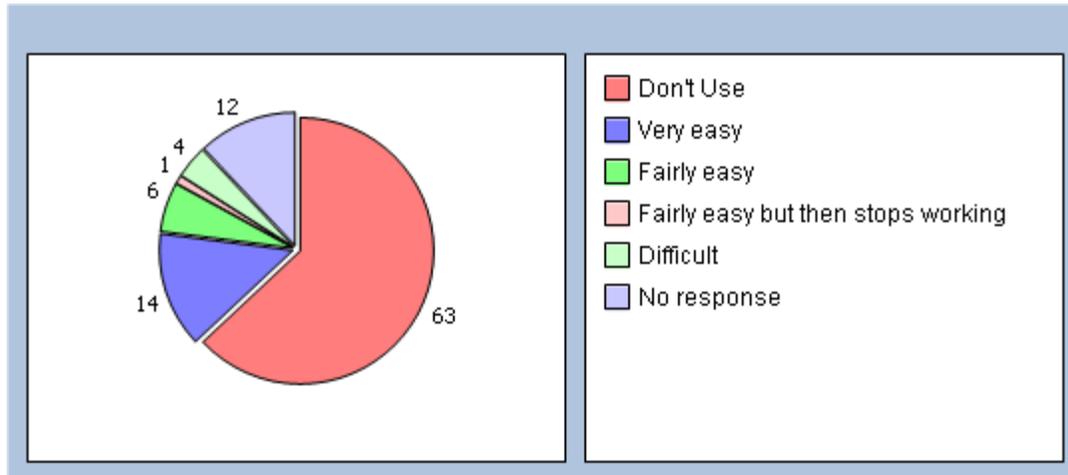
Q12. The surgery has now returned to a 01282 local number from the 0844 number, how do you now find getting through to the surgery compared to ringing the old 0844 number?

Very easy 56%
Fairly easy 28%
Not very easy 4%
Not at all easy 0%
dont care because you think its cheaper to call now 2%
No response 10%



**Q13. How do you find the new on-line patient access services for booking appointments and repeat prescriptions?
(Your answers and views will be sent to Emis as a way of improving the website services)**

Don't Use 63%
 Very easy 14%
 Fairly easy 6%
 Fairly easy but then stops working 1%
 Difficult 4%
 No response 12%



Q13a If you answered Fairly easy but then stops working or Difficult for Q13 please could you explain briefly what the issue was?

Bad at walking I like prescriptions for six months

better than before

But it is quite tricky to set up initially

Felt complicated to just be able to make an appt

I am in my 30's and computer literate but even I found the new system very difficult to initially get set up on. Now I am registered it is fine & easy to use, but I did think it was over-complicated to get set up on. I ran out of "memorable answers" to the (6?) "memorable questions" after just 3 questions, and the various log-in ID's/PIN's are confusing. I know this system does need to be secure but this was overkill! I think the complexity of it will put a lot of people off, especially if they are less confident on computers.

I like the fact that you have a lady gp for sensitive gynae appt, I am very pleased you have changed your number to a local one it is cheaper and easier to ring

Message says system down due to problems

Old fashioned, very limited access, needs updating

Registered and then it stopped working. The receptionist was extremely helpful in resetting our log ins and now it seems to be working

system seems to crash

the instructions are not easy to follow - step by step

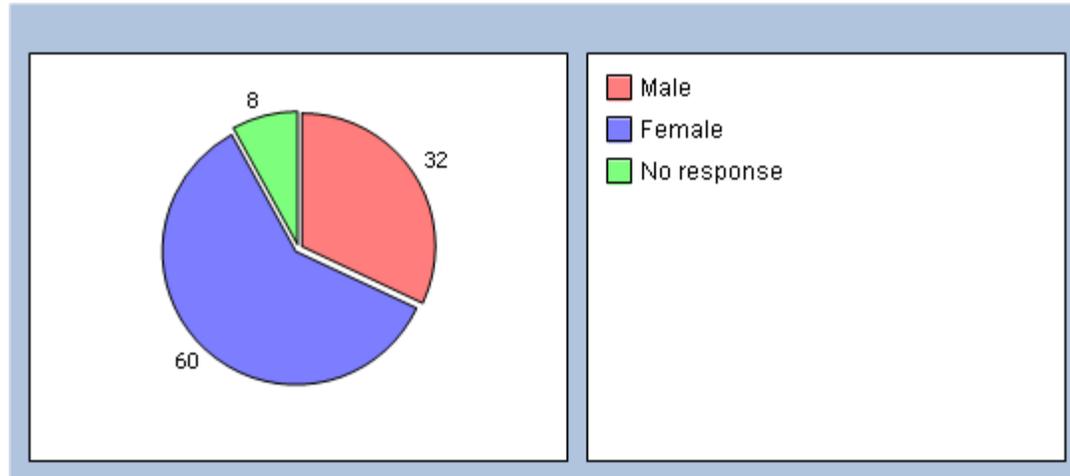
The site is clumsy and poorly laid out. The log on process is tedious. The repeat prescription system takes 48 hours instead of 24 as before. Why you bought it I cannot imagine.

the website is old fashioned, slow and not flexible it freezes too i did use it but wont again

Would be better to be able to book online with the nurse too

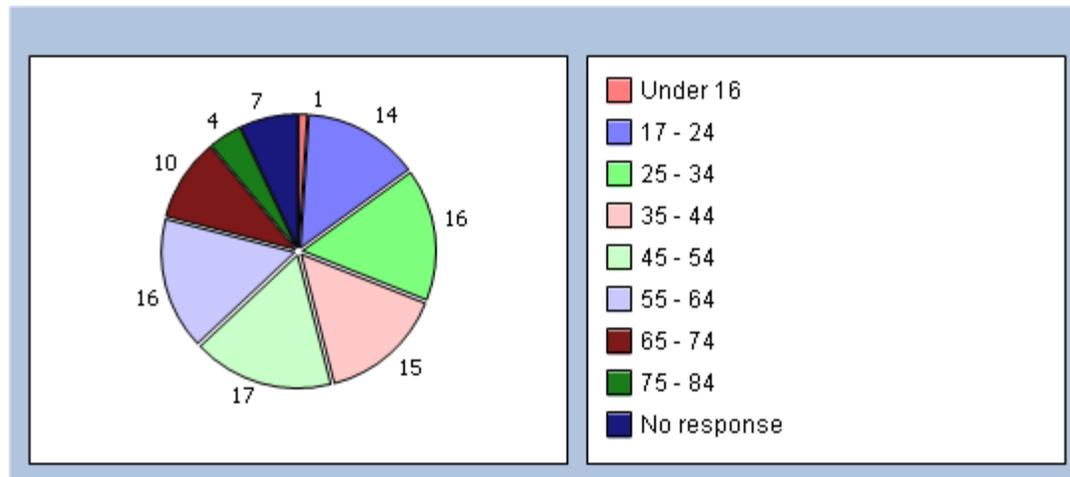
**To help us analyse your answers please tell us a few things about yourself:
Are you male or female?**

Male 32%
Female 60%
No response 8%



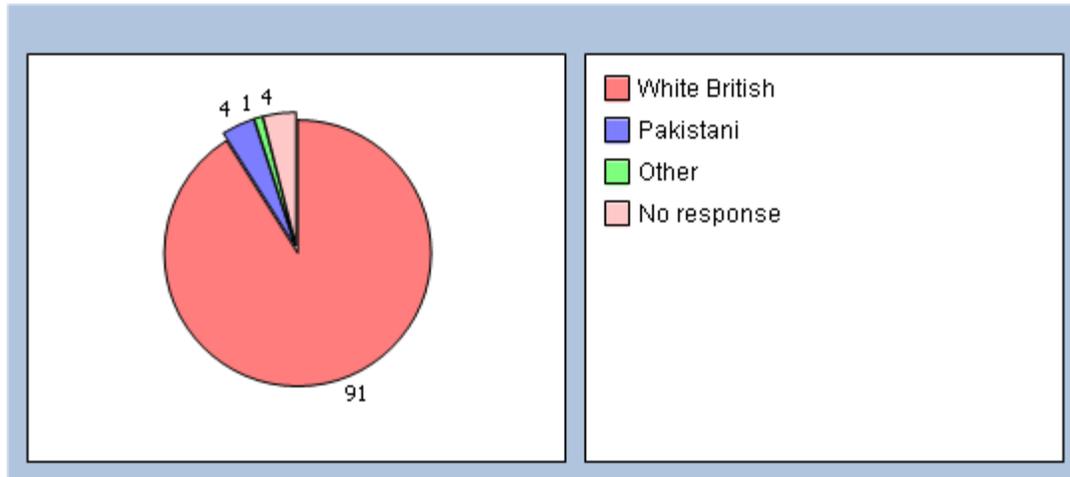
What age are you?

Under 16 1%
17 - 24 14%
25 - 34 16%
35 - 44 15%
45 - 54 17%
55 - 64 16%
65 - 74 10%
75 - 84 4%
Over 84 0%
No response 7%



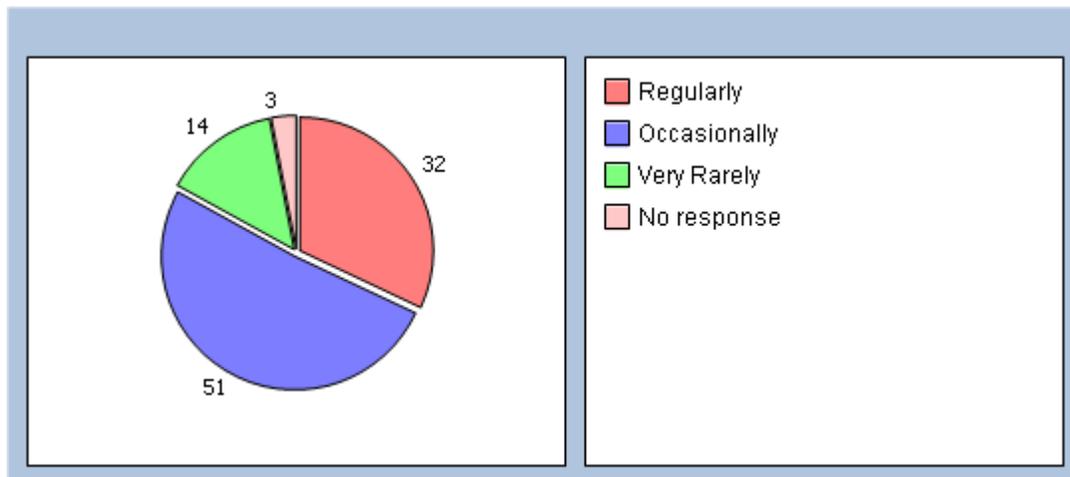
What is the ethnic background with which you most identify?

White British 91%
White Irish 0%
Mixed White & Black Caribbean 0%
Mixed White & Black African 0%
Mixed White & Black Asian 0%
Indian 0%
Pakistani 4%
Bangladeshi 0%
Black Caribbean 0%
Black African 0%
Chinese 0%
Other 1%
No response 4%



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

Regularly 32%
Occasionally 51%
Very Rarely 14%
No response 3%



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

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

The PRG were contacted by email(below) & 1 by post:

Dear PPG Member,

Please see attached results of this year's survey. Can you please take a look and get back to me with any ideas(this will come mainly from Questions 7 and 13a) as to what things you think we could work on, my ideas are on the attached sheet..

Please could I have your suggestions or your agreement on mine, a simple email back to me by Thurs 14th would be appreciated.

Many thanks for your help.

PS: The spelling in the survey in Question 7 & 13a is exactly how patients that completed the survey spelt them.

Kind Regards
Simon Royal (Practice Manager)

Replies To Above Email- 11 EMAILS SENT – REPLIES 3 BELOW

Thank you Simon.
I would prefer postcode for confirmation.
New on line system - takes time to get used to it.
New phone number is better.
Regards Jean Wilson

Afternoon Simon,..
Q7,. Fine with your answer,. but think it ok as it is,..??
Q13a,. Fine with your answer,.
PS,. Don't forget them notice boards,.... Lol ☐
Have a nice weekend
Will Lewis

Hi
Q7. I think DOB would be fine
Q13. I think a 'feedback' form rather than a 'complaint form' should be held on the practice website. I have in the past informed reception staff that the system was down but they would just say 'oh is it'? and then you have no idea whether or not it has been responded to. Therefore if you do have a form on the web site you should send a response to let the person know that you are responding to their comment.
It definitely would be more useful if we could reset out own ID.
Other comments: I personally think that when the website is up and running it is brilliant and easy to use for repeat prescriptions and booking appointments etc (as long as you haven't forgotten passwords etc). Im sure if you had a demo running in the surgery on the screens available then more people would use it and free up receptionist time.
Hope this is helpful.
Regards
Pam Parry

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.

Action plan points taken from PRG responses to the Survey. All PRG members were asked for feedback as above however only 3 /11 responses were returned.

The Action Plan was developed from these responses and the survey responses and emailed/posted to PRG for agreement. We received 4/11 action plan agreements back by email.

Attached: Copy of Action plan & PRG agreement letter.

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.

Nil

Detail any proposals which impact on contractual arrangements. Nil

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.burnleywoodmedicalcentre.co.uk

Opening Times

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

Mon –Fri – 0800 – 1830hrs

Phone/Website/ attend at surgery

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.

We stopped providing Extended hours Nov 2011, once it became apparent it was no longer cost effective after the cuts to the DES.