

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+
1074	642	779	717	883	709	578	314	129

Gender	No.
Male	2829
Female	2996

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
2297	5		3	6	1	73	3			2	87

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	1	3	7	3	1	

Gender	No.
Male	8
Female	9

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
18											

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

Specific Care Group	No. of Patients

Year 3 – PPG Face to Face Meeting, validate Year 3 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:

Dear Patients,

Please see this years attached suvey. We are interested as to if you are happy with these questions and that if there is any question you feel would be appropriate to add?

We would also like to hold a PPG Meeting on Thurs 30th Jan at 530pm here at the surgery could you please reply to me of your intention to attend or not. .

Could I please have response's to both of the above by 17 Jan 2014

Many thanks

A meeting was agreed for Thurs 30th Jan at 530pm. Minutes below

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD IN BURNLEY WOOD
MEDICAL CENTRE @ 1730HRS 30 JAN 2014**

Present In Bold	Simon Royal (PM)	Practice Manager	
	Pam Parry Charlie Bullas	PPG Members	
Apologies	Lynda Lonsdale Catherine Briggs Angela Ardern Margret Aspden		
Non Attendees/ No Replies	15		

Item (a)	Discussion and Decisions (b)	Action/Info (c)
1	Welcome: PM welcomed and thanked all for attending.	
2	Patient Survey 2014: This years survey was discussed and Pam thought would be good to add 1 Question reference opening hours so Q14 was added, since no comments were received about survey from those whom replied it was then agreed that the rest of the survey questions were relevant and ok to proceed.	PM
3	Issues /Suggestions: Both members commented to the improvements with the notice boards and that it was much easier to see the information and a suggestion was one of a folder being put in reception with information in besides the notice boards to help with the amount of information flooding into practices and being passed to patients. Social Media- It was suggested that maybe the practice should be on Facebook/Twitter, PM informed that Dr Davis is looking into this.	PM PM
4	Future Chair PPG Meetings: This was discussed but it was felt that with the current PPG members that turn up (5 in last 2 years) that PM should continue to organise and arrange. Future meetings every 3 months would be ok and after the Burnley PPG Meetings.	PM
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 180 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 20 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:441 The number of surveys completed: 333

- Mail returned - 72(these were then transferred onto the website) 108 not returned.
- On-line - 7
- Completed in surgery – 254(these were then transferred onto the website)

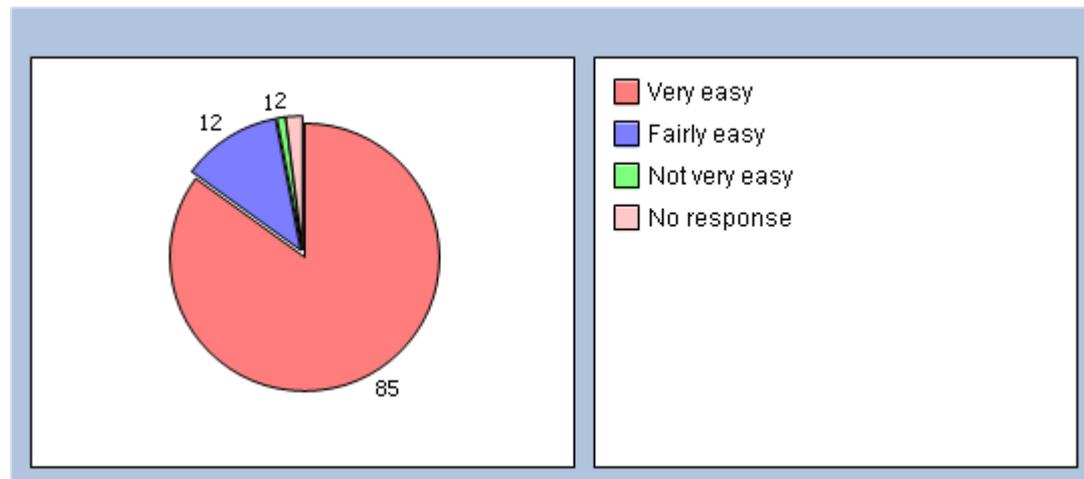
Due to the lack of mailed returns coming back last year, we changed tact and pushed the survey in surgery as they turned up for appointments, targeting the different age groups as we went along.

Number of Responses: **333**

PATIENT SURVEY 2013/14

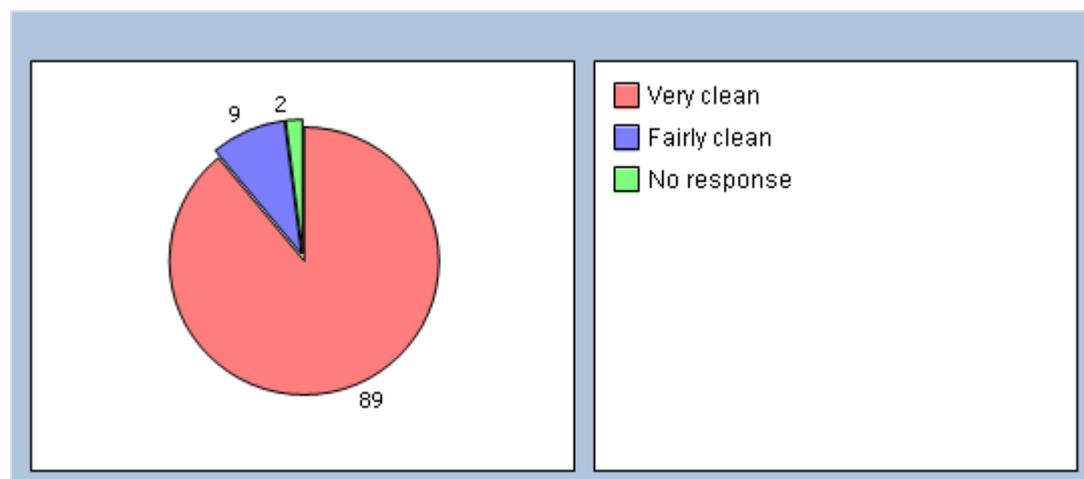
Q1. How easy do you find getting into the building at the surgery?

Very easy **85%**
Fairly easy **12%**
Not very easy **1%**
Not at all easy **0%**
No response **2%**



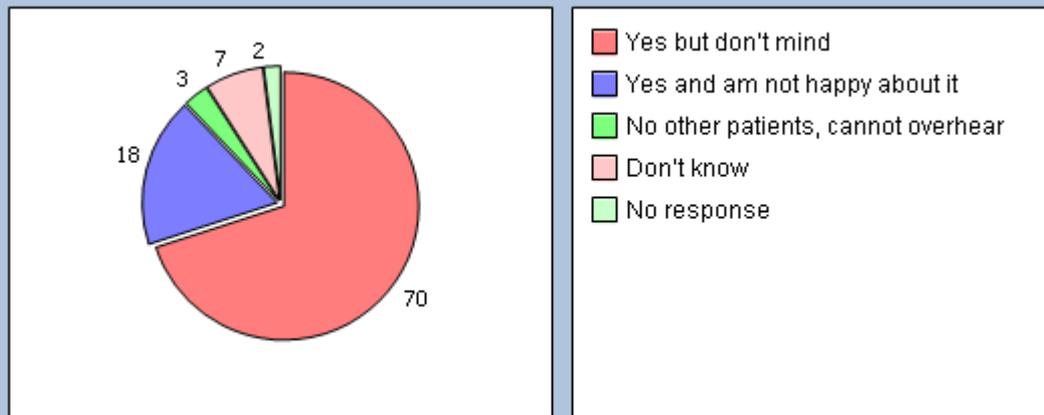
Q2. How clean is the GP surgery?

Very clean **89%**
Fairly clean **9%**
Not very clean **0%**
Not at all clean **0%**
Don't know **0%**
No response **2%**



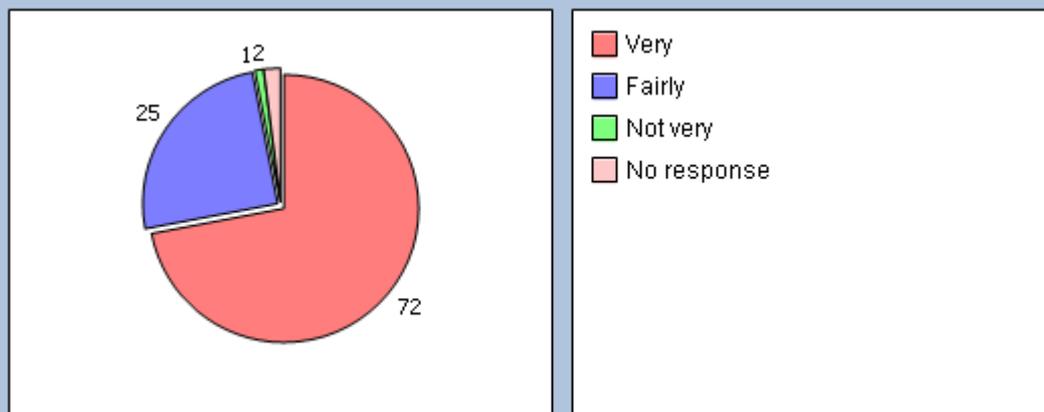
Q3. In the reception area; do you think that other patients overhear what you say to the receptionist?

Yes but don't mind **70%**
Yes and am not happy about it **18%**
No other patients, cannot overhear **3%**
Don't know **7%**
No response **2%**



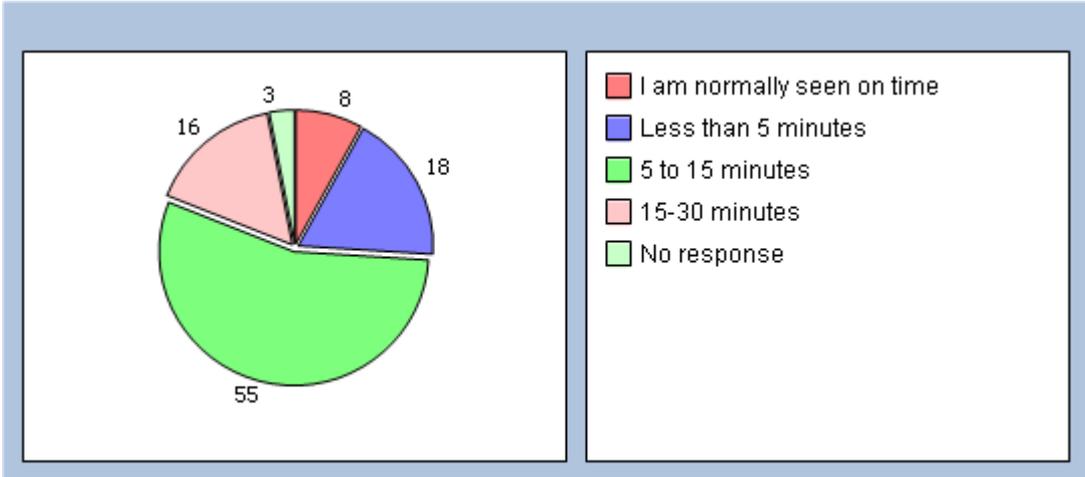
Q4. How helpful do you find the receptionists at the surgery?

Very **72%**
Fairly **25%**
Not very **1%**
Not at all **0%**
No response **2%**



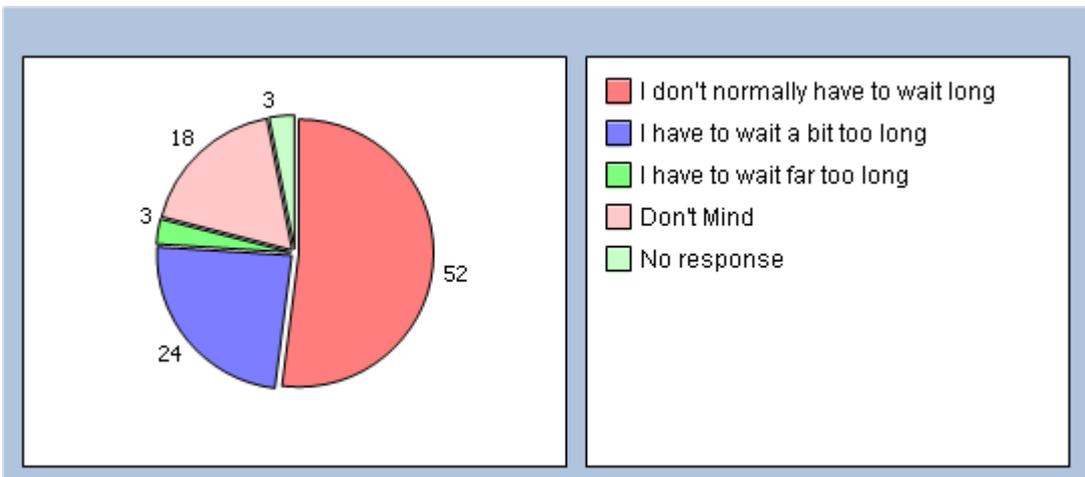
Q5. How long after your appointment time do you normally wait to be seen?

I am normally seen on time **8%**
Less than 5 minutes **18%**
5 to 15 minutes **55%**
15-30 minutes **16%**
More than 30 minutes **0%**
No response **3%**



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

I don't normally have to wait long **52%**
I have to wait a bit too long **24%**
I have to wait far too long **3%**
Don't Mind **18%**
No response **3%**



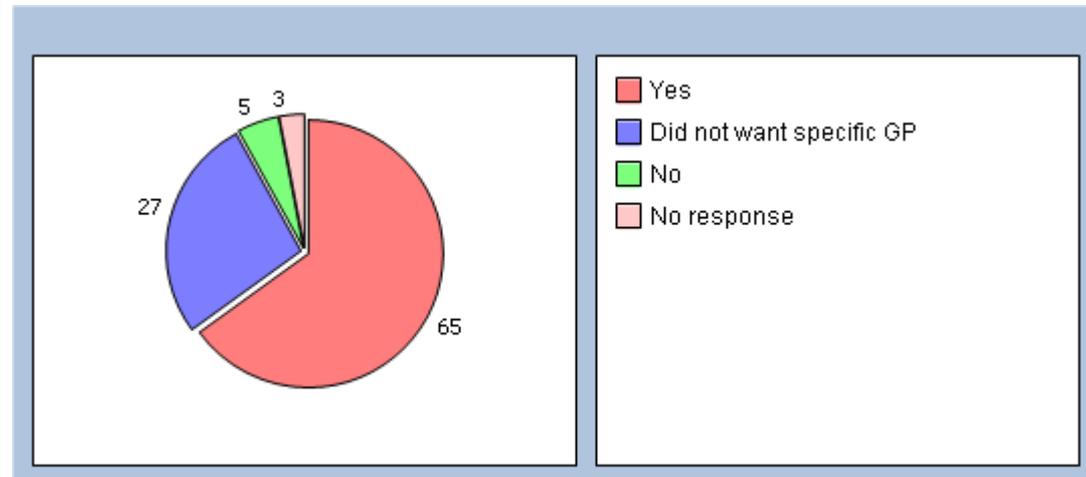
Q7. Were you able to see the GP you wanted to see?

Yes **65%**

Did not want specific GP **27%**

No **5%**

No response **3%**



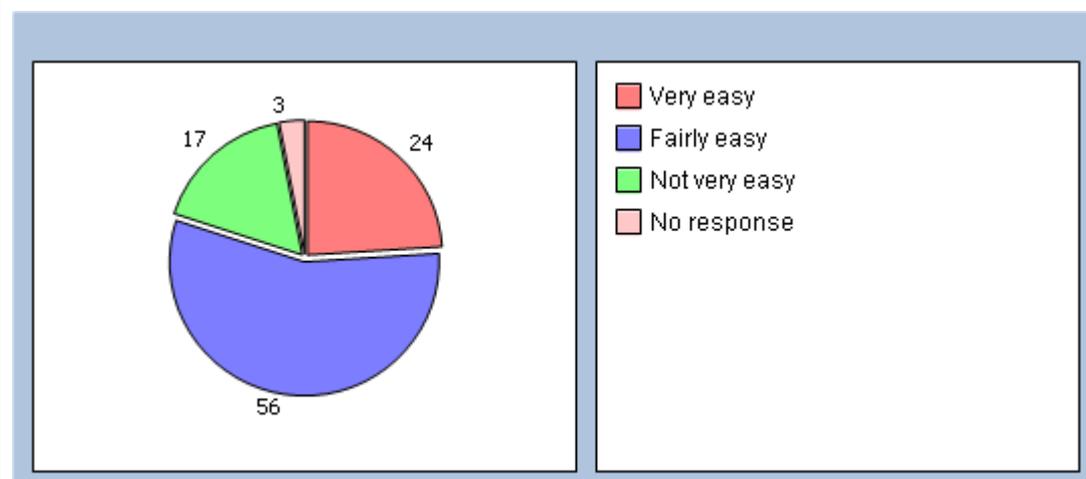
Q8. How easy do you find it to get an appointment with the GP you wanted to see?

Very easy **24%**

Fairly easy **56%**

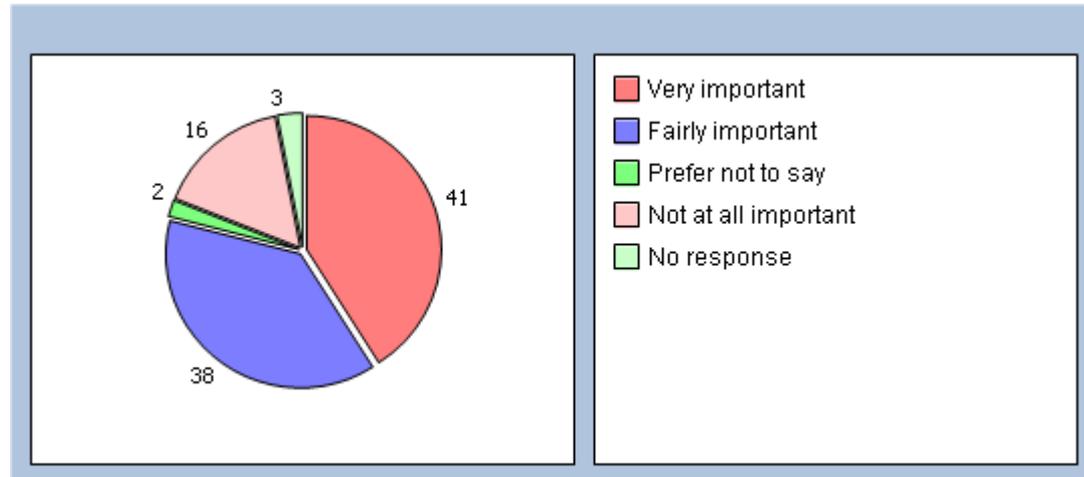
Not very easy **17%**

No response **3%**



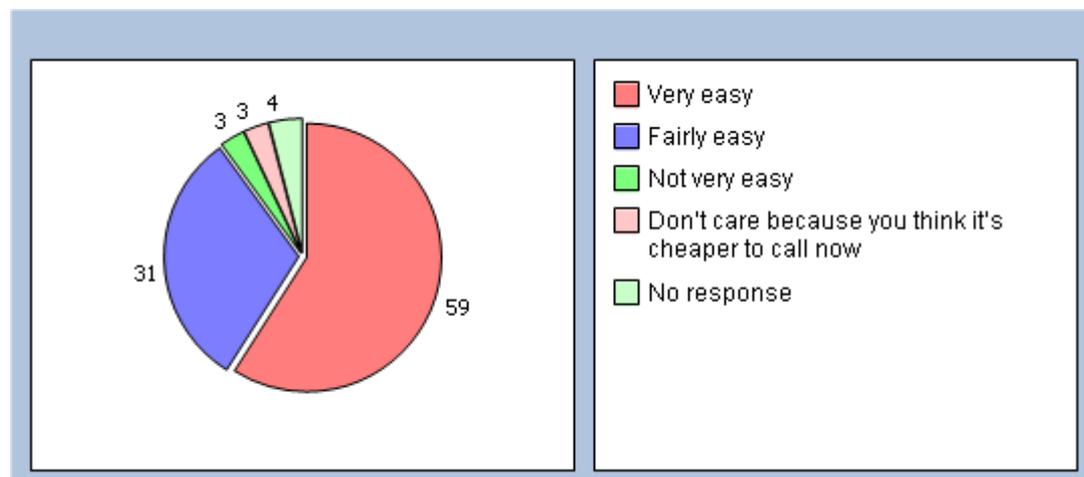
Q9. How important is it to you that you see a specific GP when coming to this practice?

Very important **41%**
Fairly important **38%**
Prefer not to say **2%**
Not at all important **16%**
No response **3%**



Q10. 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 **59%**
Fairly easy **31%**
Not very easy **3%**
Not at all easy **0%**
Don't care because you think it's cheaper to call now **3%**
No response **4%**



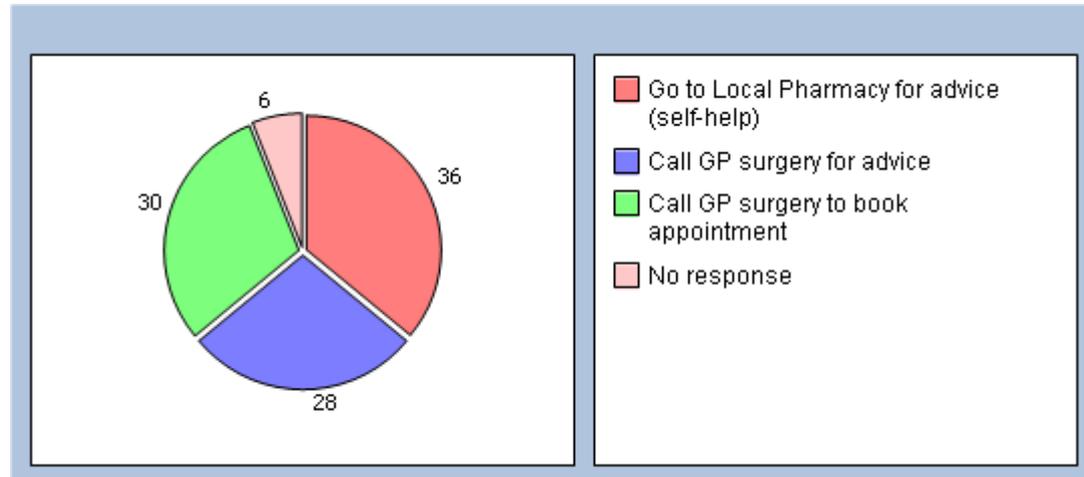
Q11. When you feel you or your child are becoming ill which of these options do you choose first?

Go to Local Pharmacy for advice (self-help) **36%**

Call GP surgery for advice **28%**

Call GP surgery to book appointment **30%**

No response **6%**



Q12. How do you find the on-line patient access services for booking appointments and repeat prescriptions?

Don't Use **74%**

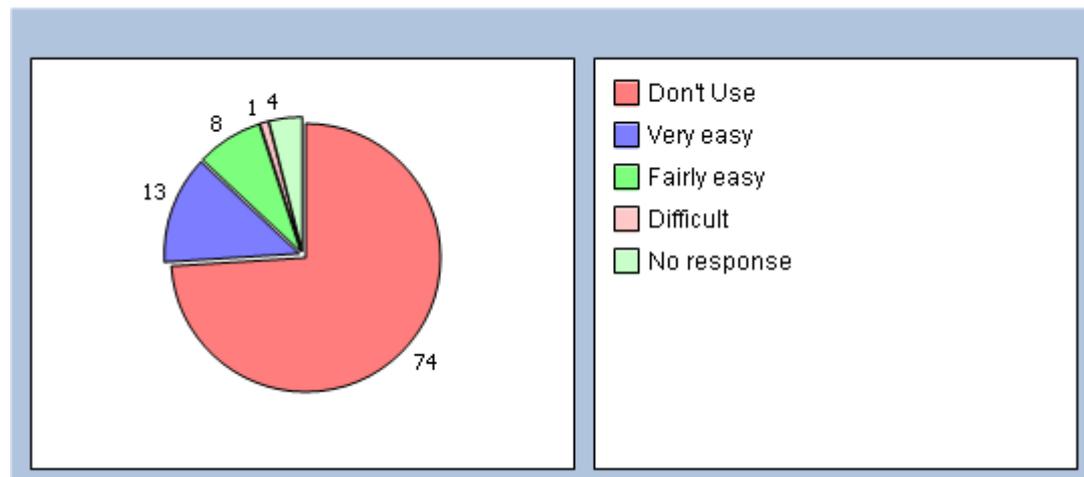
Very easy **13%**

Fairly easy **8%**

Fairly easy but then stops working **0%**

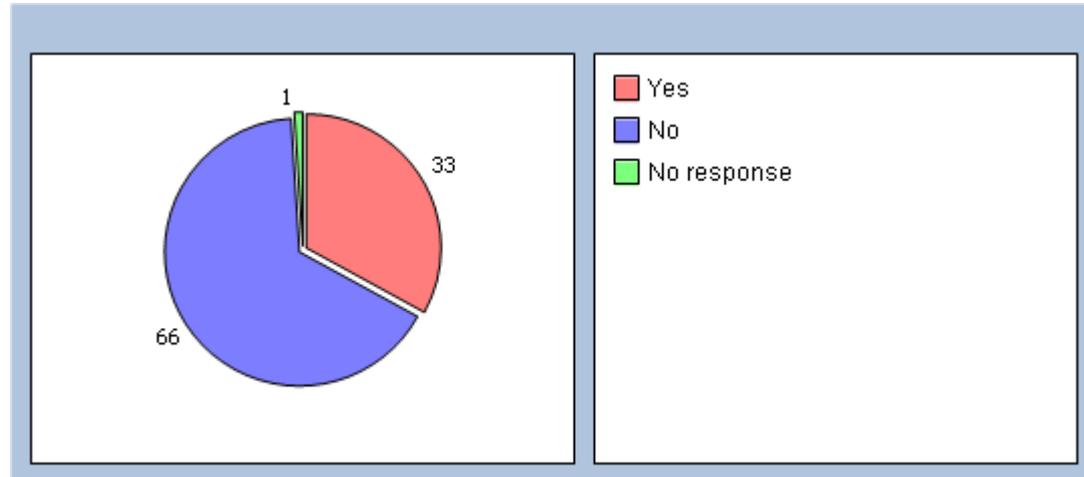
Difficult **1%**

No response **4%**



Q13. The surgeries opening times are Mon-Fri 0800am-0630pm, would you like the surgery open at additional times?

Yes **33%**
No **66%**
No response **1%**



Q14. If you answered yes to Q13, what additional times would you like to see and why? (Please Print)

- >> Lster in day when it may be quieter <<

- >> ? <<

- >> 1 hour later for people who work later <<

- >> 7.30-7pm <<

- >> 7.30pm work commitments make it hard to come earlier maybe once a week <<

- >> 7am so people working to get appointments <<

- >> 7am-7pm (late working hours makes it difficult to see doctor) <<

- >> 7pm - work til 6pm & struggle to get there for 6pm <<

- >> A little later at evening for workers <<

- >> A little longer in the evenings for people who work <<

- >> After 6.30 but only for people that are working <<

- >> an extra couple of hours once a week for people who actually work for a living would be nice, this period should only be for working people as trying to book a 'pre-bookable' appointment is more difficult than finding rocking horse excrement! <<

- >> Appts dont start until 8.30 - 8 would be more useful <<

- >> because your illness may be outside these hours <<

- >> does not apply to me personally but would save working people having to lose earnings

for non-urgent cases if you opened later <<

>> Evenings because sometimes its easier <<

>> evenings later/ sat am <<

>> I work and sometimes i find it hard because i have to take time off work <<

>> I work in manchester and it can be difficult filling in appointments with other commitments <<

>> I work shifts its not always easy to get an appointment when I need one <<

>> i would like til little later if i have work and is unable to get any additional time off to make the appointment <<

>> I would like to see the surgery open on a saturday morning because if you're ill over the weekend, you have to wait until monday morning <<

>> I would like to see the surgery open until 7,.30pm and sometimes on weekends <<

>> I would say 8.00am while 7.30pm as sometimes when I feel ill, the doctors are shut <<

>> late evening or weekend appointments <<

>> Late in evening & weekend due to my own working hours <<

>> Late night til 8.30pm saturday mornings <<

>> Late night weekdays, weekends <<

>> Later at night <<

>> later evening 1x a week due to work <<

>> Later evenings due to finishing work at 6.15pm <<

>> Later surgery for after work appts <<

>> Later than 6.30pm & saturdays <<

>> Not Bothered <<

>> One late night would be of use <<

>> Open saturday <<

>> Open saturday morning as people need to bring me sometimes and they work late <<

>> open some evenings later because there are not enough appointment times, open friday until 7pm? open saturday mornings for the working people <<

>> open til 7.30pm in the evenings <<

>> open until 8.30pm/9pm so that it gives opportunities for children coming from school and people who are at work to get appointments too <<

>> out of hours <<

>> People dont stop being ill at the weekend and do need to see someone saturday or

sunday <<

>> People should have access at all times including weekends <<

>> People work & unsuitable times- cante get in to see gp <<

>> Possibly a later night as out of hours dont operate until 8pm and been stuck with really late appointments if baby/toddler is poorly and theres no surgery appointments <<

>> Possibly saturday mornings, 8.30-1pm because when you need to see a doctor at the weekend you have to wait until monday and all the appointments have been taken <<

>> ref to question 13- not sure what hours doctors work in order to see patients ie i asked for an appointment at 11am and was told surgery hours finished by then so dont understand what open until hours are theres no guidance <<

>> sat am for important issues that cant wait til monday <<

>> sat am sometimes difficult to go, doctors only work when i work full time <<

>> Sat morning, late evenings <<

>> Sat mornings <<

>> saturday <<

>> Saturday 9a,-12pm <<

>> Saturday AM <<

>> Saturday AM as i work long hours (7am-7pm mon-thurs, fri 7am-6pm)so it would benefit many people who work <<

>> Saturday as well - difficult to come during the week when working mon-fri <<

>> saturday morning <<

>> Saturday morning <<

>> Saturday morning again please <<

>> Saturday morning because sometimes I have to work late <<

>> Saturday morning woukld make it easier if working <<

>> Saturday mornings <<

>> Saturday mornings 8-12 as this would be more convenient for people who work full time <<

>> Saturday mornings and 2 late night surgeries til 8.30 <<

>> Saturday mornings as i work during the week <<

>> Saturday mornings because of work <<

>> Saturday mornings due to working <<

>> saturday mornings in case friday afternoon is busy and later in the evening because i find it difficult to get to surgery during as my wife works in blackburn <<

>> Saturday mornings or some way speak to one of the doctors for advice over the weekend
<<

>> Saturday morninh as I work in Manchester and I have to leave at 7am & dont usually get home until after 6.30pm <<

>> Saturdays AM <<

>> Saturdays as cant always get week day appointment <<

>> Saturdays as i work mon-fri sometimes til 6.30 <<

>> Sometimes 6.30 just not enough with all the things you have to do or what if you finish work at 5.30 and you have to pick up your child and feed it <<

>> til 7.30pm because people work til 5.30pm and work away and dont get home til 6.30pm
<<

>> till 7 or 7.30 one night <<

>> until 7pm for working people <<

>> until 8pm so we dont have to panic if we cant get there during the day <<

>> up to 8pm it will help withthe people who work & other people <<

>> very hard for working people to get early morning appointments - saturday mornings <<

>> Weekend - saturday or sunday <<

>> weekend <<

>> Weekend as if you are very ill you need to see a doctor and cant always wait til monday
<<

>> weekend limited access <<

>> Weekends - sat morning <<

>> Weekends <<

>> Weekends and bank holidays are nearly unsatisfactory. There are insufficient services and funding being put into localised services - in my opinion - and I have suffered (district nurse service is the exception & is very good) <<

>> Weekends for emergency use <<

>> Weekends mainly <<

>> weekends to accomodate the employed <<

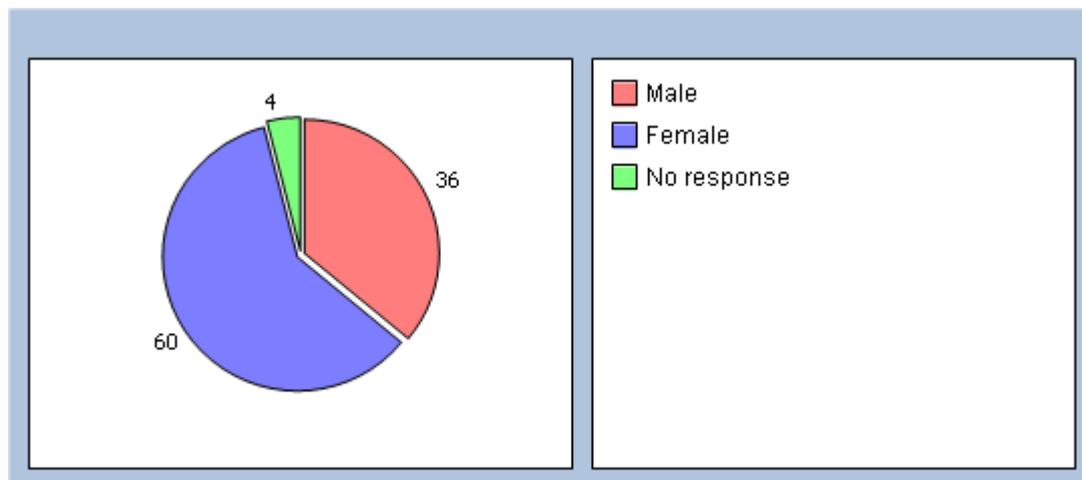
>> weekends would be good as i have had to take my children to out of hours surgeries when they become poorly on the weekend <<
>> would like it to open a little later as i do not return from work until after 6pm <<

>> Would like Saturday mornings as i work and would not have to come out of work <<

>> Would like to see a 4-on/4-off system 10-2, 2-10 and 8-2. To be discussed would not work in small surgeries, just an idea <<

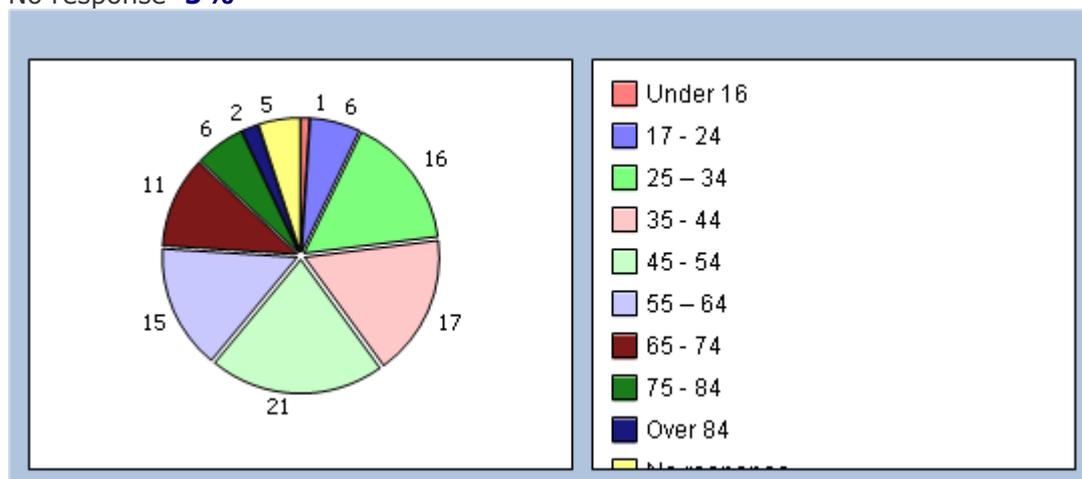
To help us analyse your answers please tell us a few things about yourself: Are you male or female?

Male **36%**
Female **60%**
No response **4%**



What age are you?

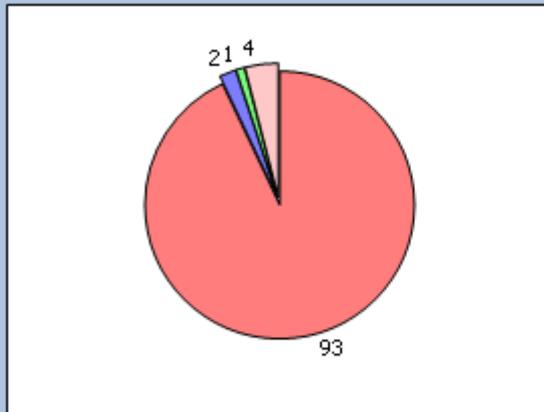
Under 16 **1%**
17 - 24 **6%**
25 - 34 **16%**
35 - 44 **17%**
45 - 54 **21%**
55 - 64 **15%**
65 - 74 **11%**
75 - 84 **6%**
Over 84 **2%**
No response **5%**



What is the ethnic background with which you most identify?

White British **93%**
White Irish **0%**
Mixed White & Black Caribbean **0%**
Mixed White & Black African **0%**
Mixed White & Black Asian **0%**
Indian **0%**

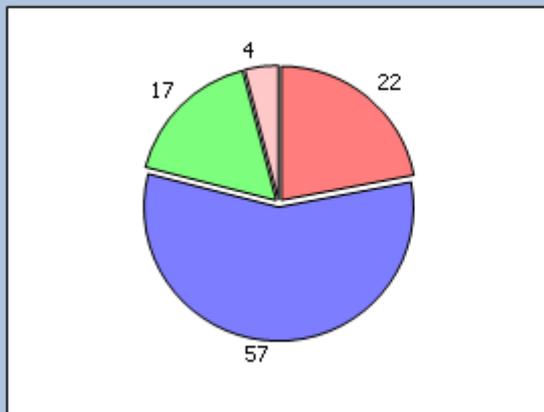
Pakistani **2%**
 Bangladeshi **0%**
 Black Caribbean **0%**
 Black African **0%**
 Chinese **0%**
 Other **1%**
 No response **4%**



White British
 Pakistani
 Other
 No response

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

Regularly **22%**
 Occasionally **57%**
 Very Rarely **17%**
 No response **4%**



Regularly
 Occasionally
 Very Rarely
 No response

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

The Results will be published on our website: www.burnleywoodmedicalcentre.co.uk and displayed in the Medical Centre by 31 Mar 2014

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

The PRG were contacted by email

Dear PPG Member,

Please see attached Minutes of PPG Meeting, Results of this year's survey, Action Plan Daft, Agreement Letter.

Can you please take a look and get back to me with any ideas? this will come mainly from Question 14 as to opening later or at weekends however 60% of responders were happy, most of the comments are from people whom work this has issues with costs and Staffing any ideas?

Plus I believe the idea of a folder full of information for patients to look at is a good idea and will move forward with this as an action for the coming year If all happy

Please could I have your suggestions or your agreement on mine, a simple email back to me/ or return agreement letter by TUE 25th would be appreciated.

Many thanks for your help.

PS: The spelling in the survey in Question 14 is exactly how patients that completed the survey spelt them.

Kind Regards
Simon Royal (Practice Manager)

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 5/17 responses were returned.

The Action Plan was developed from these responses and the survey responses and emailed/posted to PRG for agreement. We received 5/17 action plan agreements back by email.

Attached: Copy of Action plan & PRG agreement letter.



Patient Participation
Survey Action Plan 20



PRG Survey Report
Agreement letter 201

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