

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Ellenbrook Medical Centre
Completed by	Practice Manager

Patient Reference Group (PRG) Profile

Number of face to face members	8 (patient members)	
Number of virtual members	0	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -		
35 – 44 -		
45 – 54 -		
55 – 64 -	3	1
65 – 74 -		1
75 and over -	1	1
Ethnicity		
White	4	3
Mixed		
Asian / Asian British		
Black / Black British		
Chinese / Chinese British		

Other ethnic group		
Employment Status		
Employed	1	
Unemployed		
Retired	3	3
<i>Other (e.g. no of carers)</i>		
What the practice did to ensure that the PRG is representative of the practice registered patients		
<p>The group has been going for a number of years now. When we first set up the group we advertised for members with posters in the waiting room, notices on the practice notice board and leaflets handed out opportunistically by staff and clinicians. Over a 2 month period we received 11 applicants and all were accepted. Over time members have left (for personal reasons) and we have had a number of new members join. Currently we have 8 face to face members (patients), 1 GP, 1 practice nurse and practice manager.</p>		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<p>Unfortunately, we have no representation from 4 out 8 age bands; these bands include the 0-44 yrs. We imagine that patients from the middle bands age 17 – 44yrs are largely in full time education or full time work. In order to encourage representation from these groups we offered virtual representation, however this was not taken up.</p> <p>To gain as much input from all patients as possible we continuously advertise the group in the waiting area of the practice – on the notice board, hot topic board and in the newsletter.</p> <p>We also give patients the option to make suggestions anonymously that the group can discuss.</p>		



2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey

Discussion took place with the group as to what the group wanted to gain from the survey.

For the practice it was important to know whether patients felt that it was easy to access the surgery for appointments, telephone calls etc and the overall experience when a patient is in contact with the practice.

For the patients it was important to understand the value of a consultation to a patient; whether the patient understood information given etc.

It was also important that we were able to compare the previous year's scores to this year.

What these priorities were

- 1.How do patients choose to contact the surgery
- 2.How easy it is for patients to contact the surgery by their chosen method
- 3.How quickly are patients able to get an appointment in an urgent situation
- 4.Did the clinician explain information given to the patient at a level the patient could understand
- 5.Do you understand your own health

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey

A number of surveys were made to the group for discussion. In previous years we have used a particular questionnaire. The group agreed that the same questionnaire should be used as it included all the relevant questions, without being too lengthy and so would most probably achieve higher level of responders. It was also agreed that if we use the same survey we are able to compare results from the previous years.

The group felt no amendment should be made to the questionnaire.

How we agreed with the PRG the way in which the survey would be conducted

As the surgery gets a lot of 'foot traffic' it was felt the best way to conduct the survey was in paper form in the surgery. 200 surveys were distributed by reception staff and clinical staff. 141 were returned. We did find it seemed most surveys were handed in from patients completing it in the surgery not from those who took the survey away to complete.

Other methods used to seek the views of registered patients
We regularly have suggestion slips in the waiting room for anonymous suggestions and of course patients can comment on the NHS choices website.

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below
The survey results are attached at the end of this report. Please scroll down to view.

How we provided the PRG with the opportunity to discuss the findings of the local practice survey

A meeting was scheduled to review the results. The survey results were circulated to the group prior to the meeting for comments.

How we agreed an action plan with the PRG based on the findings of the local patient survey

The group discussed the findings and highlighted the following as most important points –

1. The results are very positive
2. Both the GPs and nurses scored highly
3. Waiting times in the surgery need to be reviewed
4. Reception desk waiting time to be reviewed
5. Assessing whether patients could be more involved in their care

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Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why

N/A

2013/14 Action Plan

2013/14 Action Plan (and how this relates to the findings of the local practice survey)			
Action	Why the action was decided	Who to action	Date to review if action achieved
Consider the use of a 'shared care' slip in the waiting room, in which patients highlight the 3 main issues to discuss with clinician.	To possibly reduce the number of appointments that run over the allocated time. If a patient highlights the most important issue the Doctor can revisit the other issues at another appointment.	Drs/Nurses to discuss the use of this slip to decide whether to trial this.	July 2014
Create a sign to inform patients at the reception desk that staff are currently dealing with another issue and will be with them shortly	To acknowledge the wait time for patients at the reception desk	Practice Manager and reception staff	July 2014
Install a bell on reception	To allow patients to let staff know they are waiting	To discuss with reception staff whether they are agreeable to this idea	July 2014
Start a campaign to introduce terminology used by clinicians etc to patients	Ensures patients fully understand the information they are being given by clinicians. Prepare patients for a time when they may be able to access their own records.	Practice	Ongoing

<p>Survey of patients understanding of their health</p>	<p>To establish whether patients are given information on their health that is appropriate and relevant and establish if any other support could be given to aid self help</p>	<p>Practice</p>	<p>To start in April – ongoing</p>
<p>Continue to brief patients on how their information is used</p>	<p>Due to the current HSCIC care.data issues and in line with practice policies</p>	<p>Practice</p>	<p>Ongoing</p>

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Significant changes we have made / plan to make to the services the practice provides
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See above table.

How we publicised the local patient survey results and action plan to our registered patients
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Local Participation Report made available on practice website and in waiting room.
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Link to practice website where this report and related information can be found

www.ellenbrooksurgery.co.uk

2012/13 Action Plan – overview of progress against last year’s action plan

Action	Outcome
Access. Posters will be put up in the surgery listing all clinics/times and this will be included on the newsletter and website.	Completed May 2013
Access. Dr McCorkindale to fully review any future enhanced services regarding access.	Ongoing review
Telephone system. To conduct an audit of telephone calls to determine what the majority of calls relate.	Audit completed. New telephone system introduced to deal with volume of calls
Waiting room. Radio to be placed at opposite end of reception area.	Completed December 2013
DNAs (patients who do not attend). To look into the use of a text messaging service.	Due to lack of up to date patient details – decided against this decision
Details. To start a campaign to ensure all patient details are fully up to date.	Ongoing
Survey results. To be published in waiting area and on website.	Completed March 2013
Newsletter. Update for Spring and publish on website.	Ongoing

Patient Access

Practice Opening Hours
See website and practice leaflet
How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday
See website and practice leaflet
Extended Hours
N/A



Ellenbrook Surgery

Results of Patient questionnaire 2014

200 surveys distributed in the surgery

141 surveys returned (70.5%)

(2013 survey 200 distributed 119 returned – 59.5%)

Please note not all patients answered every question. If % do not add up this is because some didn't answer that particular question. For answers with a 0 this option wasn't chosen at all.

How good was the GP at:

Q1 Putting you at ease?

Very Good **75.8%**
Good **16.3%**
Satisfactory **2.1%**
Poor **0**
Very poor **0**
Does not apply **1.4%**

Q2 Being polite and considerate?

Very Good **78%**
Good **13.4%**
Satisfactory **2.1%**
Poor **0**
Very poor **0**
Does not apply **0.7%**

Q3 Listening to you?

Very Good **74.4%**
Good **16.3%**
Satisfactory **2.8%**
Poor **0**
Very poor **0**
Does not apply **0.7%**

Q4 Giving you enough time?

Very Good **70.2%**
Good **20.5%**
Satisfactory **4.2%**
Poor **0**
Very poor **0**
Does not apply **1.4%**

Q5 Assessing your medical condition?

Very Good 72.3%
Good 19.1%
Satisfactory 2.8%
Poor 0
Very poor 0
Does not apply 2.1%

Q6 Explaining your condition and treatment?

Very Good 68.7%
Good 19.8%
Satisfactory 4.2%
Poor 0
Very poor 0
Does not apply 4.2%

Q7 Involving you in decisions about your care?

Very Good 61.7%
Good 20.5%
Satisfactory 4.2%
Poor 0
Very poor 0
Does not apply 7%

Q8 Providing or arranging treatment for you?

Very Good 66.6%
Good 14.8%
Satisfactory 2.1%
Poor 0
Very poor 0
Does not apply 8.5%

Q9 Did you have confidence that the GP is honest and trustworthy?

Yes, definitely 90%
Yes, to some extent 7%
No, not at all 0
Don't know/can't say 0

Q10 Did you have confidence that the doctor will keep your information confidential?

Yes, definitely 88.6%
Yes, to some extent 4.9%
No, not at all 0
Don't know/can't say 0.7%

Q11 Would you be completely happy to see this GP again?

Yes 93.6%
No 0

Reception and Appointments

Q12 How helpful do you find the receptionists at your GP practice?

Very helpful 81.5%
Fairly helpful 13.4%
Not very helpful 1.4%
Not at all helpful 0
Don't know 0

Q13 How easy is it to get through to someone at your GP practice on the phone?

Very easy 35.4%
Fairly easy 51.7%
Not very easy 4.9%
Not at all easy 0
Don't know 3.5%

Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy 34.7%
Fairly easy 31.9%
Not very easy 3.5%
Not at all easy 0
Don't know 22.6%

Q15 If you need to see a GP urgently, can you normally get seen on the same day?

Yes 67.3%
No 8.5%
Don't know/never needed to 20.5%

Q16 How important is it to you to be able to book appointments ahead of time in your practice?

Important 81.5%
Not important 13.4%

Q17 How easy is it to book ahead in your practice?

Very easy 42.5%
Fairly easy 40.4%
Not very easy 3.5%
Not at all easy 0.7%
Don't know 2.1%
Haven't tried 3.5%

Q18 How do you normally book your appointments at your practice?

In person 18.4%
By phone 83.6%
Online 12%
Doesn't apply 0

Q19 Which of the following methods would you prefer to use to book appointments at your practice?

In person 20.5%

By phone 84.3%

Online 25.5%

Doesn't apply 0

Thinking of times when you want to see a particular doctor:

Q20 How quickly do you usually get seen?

Same day or next day 15.6%

2-4 days 56.7%

5 days or more 10.6%

I don't usually need to be seen quickly 4.9%

Don't know, never tried 7%

Q21 How do you rate how quickly you were seen?

Excellent 25.5%

Very good 33.3%

Good 15.6%

Satisfactory 13.4%

Poor 2.8%

Very poor 0

Does not apply 4.2%

Thinking of times when you are willing to see any doctor:

Q22 How quickly do you usually get seen?

Same day or next day 3.5%

2-4 days 48.2%

5 days or more 2.1%

I don't usually need to be seen quickly 4.9%

Don't know, never tried 1.4%

Q23 How do you rate how quickly you were seen?

Excellent 32.6%

Very good 32.6%

Good 17.7%

Satisfactory 9.2%

Poor 1.4%

Very poor 0

Does not apply 2.1%

Thinking of your most recent consultation with a doctor or nurse:

Q24 How long did you wait for your consultation to start?

- Less than 5 minutes 11.3%
- 5 – 10 minutes 41.1%
- 11 – 20 minutes 28.3%
- 21 – 30 minutes 12%
- More than 30 minutes 6.3%
- There was no set time for my consultation 1.4%

Q25 How do you rate how long you waited?

- Excellent 14.8%
- Very good 29.7%
- Good 26.2%
- Satisfactory 13.4%
- Poor 6.3%
- Very poor 0
- Does not apply 0

Q26 Is your GP practice currently open at times that are convenient to you?

- Yes 73.7%
- No 14.8%
- Don't know 5.6%

Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (can choose multiple answers)

- Before 8am 5.6%
- At lunchtime 2.8%
- After 6.30pm 14.8%
- On a Saturday 12%
- On a Sunday 3.5%
- None of these 1.4
- Not applicable 73.7% (answered yes to Q26)

Q28 Is there a particular GP you usually prefer to see or speak to?

- Yes 56%
- No 38.2%

Q29 How often do you see or speak to the GP you prefer?

- Always or almost always 19.1%
- A lot of the time 19.1%
- Some of the time 12%
- Never or almost never 0.7%
- Not tried at this GP practice 1.4%
- Not applicable 38.2% (answered no to Q28)

How good was the Nurse you last saw at:

Q30 Putting you at ease?

Very Good 58.8%
Good 14.1%
Satisfactory 2.1%
Poor 0
Very poor 0
Does not apply 2.1%

Q31 Giving you enough time?

Very Good 55.3%
Good 17.7%
Satisfactory 1.4%
Poor 0
Very poor 0
Does not apply 2.1%

Q32 Listening to you?

Very Good 56%
Good 15.6%
Satisfactory 2.1%
Poor 0
Very poor 0
Does not apply 2.1%

Q33 Explaining your condition and treatment?

Very Good 53.1%
Good 16.3%
Satisfactory 1.4%
Poor 0
Very poor 0
Does not apply 2.8%

Q34 Involving you in decisions about your care?

Very Good 40.4%
Good 14.8%
Satisfactory 0
Poor 0
Very poor 0
Does not apply 19.1%

Q35 Providing or arranging treatment for you?

Very Good 43.2%
Good 9.9%
Satisfactory 1.4%
Poor 0
Very poor 0
Does not apply 21.9%

Q36 Would you be completely happy to see this nurse again?

Yes 68%
No 0

(45 people did not answer this question)

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems?

Very well 82.9%
Unsure 11.3%
Not very well 0
Does not apply 2.8%

Q38 Cope with your health problems

Very well 77.3%
Unsure 13.4%
Not very well 0
Does not apply 4.9%

Q39 Keep yourself healthy

Very well 70.9%
Unsure 14.8%
Not very well 1.4%
Does not apply 7%

Q40 Overall, how would you describe your experience of your GP surgery?

Excellent 56.7%
Very good 27.6%
Good 9.2%
Satisfactory 2.1%
Poor 0
Very poor 0

Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely 77.3%

Yes, probably 12.7%

No, probably not 2.1%

No, definitely not 0

Don't know 2.1%