

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

Practice Name:

An introduction to our practice and our Patient Reference Group (PRG)

The Oaks Medical Centre is located in the centre of Beeston and cares for approx 7800 patients.

We are one of 12 practices from Beeston, Chilwell, Bramcote, Stapleford, Eastwood and Kimberley who form Nottingham West Clinical Commissioning Group.

Our Patient Participation Group was established in September 2011. Meetings are held bimonthly in the early evenings and are attended by the practice manager and one of the GP partners. This year the number of regular attenders has dropped slightly to between 6-9; several members including both our PRG reps have had to retire from the group due to health and personal reasons. We have a number of 'virtual' members and are kept informed by email or post.

Establishing the Patient Representative Group			
This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.			
	Practice population profile	PRG profile	Difference
Age			
% under 18	18.4	0	+18.4
% 18 – 34	27	0	+27
% 35 – 54	28.7	6.25	+21.75
% 55 – 74	17.12	62.5	-45.38
% 75 and over	8.6	31.25	-22.65
Gender			
% Male	49.87	62.5	-12.63

% Female	50.12	37.5	+12.62
Ethnicity			
% White British		100	
% Mixed white/black Caribbean/African/Asian		0	
% Black African/Caribbean		0	
% Asian – Indian/Pakistani/Banglades hi		0	
% Chinese		0	
% Other		0	
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>We do not routinely collect racial data on our patients so cannot make meaningful comparison. Our practice population is predominantly White/British with a varied mix of ethnicity; some Asian and Afro Caribbean together with recent East European economic migrants. Most PPG members are in the older age groups and of White/British origin. We have been unable to recruit any members from ethnic minorities despite targeting these groups in the surgery.</p>			
In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:			
<p>The group considered early evenings would be the most convenient time of day for our meetings thus allowing workers or those needing to arrange carers or childcare to attend. This time also allows a GP to attend the meetings, which would not be possible during the day.</p> <p>In general our experience has been that patients who are working or have young families do not have the time to commit to the group, which seems to be why most of our PPG members are in the older age categories or retired.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>We have designed posters for the waiting room and flyers to hand out in the surgery. We also display the date of the next meeting, copies of the minutes of previous meetings, and the patient satisfaction survey results in the waiting room. We have included information about the PPG in the practice leaflet and on the practice website, inviting all new members of all ages and ethnic groups. We targeted patients from under represented groups by asking verbally when attending the surgery and when handing out the flyers. We have the practice email and a suggestion box in the waiting room for patients who may want to be</p>			

involved but not attend the meetings to leave us comments or suggestions.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

This year the CCG Patient Reference Group suggested a uniform approach to the annual survey and this was agreed by all 12 practices. The questions would be focussed around access and availability

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The survey questions were proposed by the PRG which is attended by representatives from all 12 member practices. The draft survey was reviewed at the Practice Manager's forum and each PM took the survey back to show their own PPG for the final decision. Our PPG agreed to go ahead with this collective survey.

How our patient survey was undertaken:

The survey was conducted over the course of one week in December 2013. This year we considered again the use of electronic hand held devices which have been used previously by other surgeries. We thought this may be a good way of promoting the group and give us opportunity to target the underrepresented groups, so decided to give them a go. Several PPG members volunteered to attend the surgery and ask patients in the waiting room to complete the survey and offer help if it was needed. We also handed out paper copies at reception at times when the PPG members were not in attendance with the electronic devices. Responses from the paper copies were then input into the electronic devices. The survey was available for completion online via the Practice website.

Again this year, in an effort to reach a fair representation of the practice population we decided to mail out copies to patients randomly selected from the following patient groups: ethnic minorities, housebound, young people aged 16-19, men aged 30-40, disabilities & new patients registered in the last 12 months (approx 20 from each group). A postage paid envelope was included for return.

Summary of our patient survey results:

Full survey results are attached separately. In brief:-

- 93% are satisfied with the current opening hours
- 99% would recommend our surgery to others
- 97% are satisfied with the receptionists
- 91% are seen with less than 15 minutes waiting time

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Analysis of the patient survey and discussion of survey results with the PRG This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:
How the practice analysed the patient survey results and how these results were discussed with the PRG: The data from the devices was collated and analysed by the CCG data team. We also had some paper copies which were incomplete or arrived after the devices were returned, these were collated in the practice and the findings recorded on a spreadsheet with free text comments recorded separately. These were all reviewed by the PPG at our meeting in February 2014
The key improvement areas which we agreed with the PRG for inclusion in our action plan were: The group were very pleased with the survey results. There was no particular area of concern. As in previous years lots of comments were added to the free text response questions and the group referred mainly to these when devising the action plan. The positive comments far outnumbered the negative, but as in previous years we focussed on these to devise our action plan. Comments noted:- <ul style="list-style-type: none">• Opening hours - suggestions were for additional opening on Thursday afternoons, Saturdays, early mornings• Reception - queues at the desk; refurbishment of waiting room, better toys, magazines• Online facilities – booking appointments and prescriptions
We agreed/disagreed about: A few suggestions for additional local services were made were which are probably more in the remit of the CCG including physiotherapy, walk-in centre, NHS dentist, so our PRG rep will take these forward to the PRG We disagreed about nothing

ACTION PLAN
How the practice worked with the PRG to agree the action plan: We discussed at the PPG group meeting 11.2.2014 attended by the PM and a GP partner
We identified that there were the following contractual considerations to the agreed actions: N/A

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Review extended opening hours	We will be offering early morning appointments from 7.15am in addition to our existing later evening surgery	PM	ASAP	Feb 2014
Thursday afternoons	The practice had trialed re-opening on Thursday afternoons from 3.0pm to 6.30pm and now agree this will continue permanently	Practice	continuing	Feb 2014
Online services	The practice will switch on patient access facility to enable online booking of appointments and repeat prescription ordering after migration to EmisWeb 25/2/2014	PM	March 2014	
Reception	The practice will purchase an automated arrivals screen for the waiting room to reduce queues at the desk The practice is also considering complete re-design of the reception area when funds for refurbishment are available	PM GP partners	ASAP 2014/15	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

Produce a Newsletter - twice or three times a year to:

- Explain the appointment system - surgery opening times, length of appointments, urgent sit & wait procedure etc
- Any changes in the practice
- List GPs and days when available
- PPG info
- Website & email address
- Information e.g. NHS 111

So far we have only managed to produce one due the difficulties explained earlier but we plan another very soon!

Staff Photographs – to help patients:

- Know the days of the week each GP works
- Familiarise with new GPs
- Understanding of availability
- Friendly atmosphere

We are still waiting for Dr Mansford to bring in his camera despite repeated reminders! We will push this again to complete ASAP

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

No

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The report will be displayed in the waiting room and published on the practice website
The opening hours are displayed on the front and rear entrance doors, in the practice leaflet, on the practice website and on the NHS Choices website

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday 8.0am – 7.15pm
Tuesday 8.0am – 6.30pm
Wednesday 7.15am – 6.30pm
Thursday 8.0am – 12.30pm re-open 3.0pm – 6.30pm
Friday 8.0am – 6.30pm