

# Canute Surgery Patient Participation DES Report March 2013

## Step 1 – Develop a patient reference group (PRG)

### Practice Profile – Age groups

Age Range	Male	Female	Total
0 - 16	503	466	969
17 - 24	233	219	452
25 - 34	353	354	707
35 - 44	349	318	667
45 - 54	271	310	581
55 - 64	263	295	558
65 - 74	179	181	360
75 - 85	59	123	182
86+	15	66	81
<b>Total</b>	<b>2225</b>	<b>2332</b>	<b>4557</b>

### Practice Profile – Ethnicity

Predominantly White/Mixed British with other small minority Ethnic Groups.

#### Process to invite members to join the PRG:

- Posters on the main door and in and around the Surgery
- Letters and application forms at Reception Desk
- Letters and application forms were placed on seats in the Waiting Room
- Letters and application forms in the consulting rooms
- Staff talking to patients re the PPG
- Letter and application forms given with New Patient Questionnaires to encourage new patients to become members

#### PRG Profile

We currently have 17 Members.

Age Range	Sex	Ethnicity
16 – 34	Male 8	White British 15
35 – 54	Female 9	Irish 1
55 - 64		Other 1
65+		

**(See Appendix A for more detailed analysis)**

At Canute Surgery we have a Virtual PRG. These patients are contacted by e-mail or post. The survey process is helped with use of Survey Monkey. We are continuing to grow our PRG but despite all our efforts a few members of our original group decided to leave, either just the group or when they left the practice (following a move out of area), so despite new members joining the group total has changed very little in the past year. The 16-34 and also the over 55-64's have a low representation.

We will continue with the above processes, will add a message to right hand side of prescriptions, continue to target the younger population when they attend for contraception advice and have again issued flyers to the Community Nursing Team to hand to our housebound patients. We will also endeavour to contact patients by letter and telephone. This topic has been front page of our newsletter in the past year and we will continue to include this in all our newsletters.

## Step 2 – Agree areas of priority with the PRG

Following on from the 2011-2012 survey, on 26<sup>th</sup> March 2012 we sent a short Patient Survey to our members entitled “What’s Next” and asked for their comments and areas of priority for improvement that they would like us to look at next.

### Response Summary

**Total Started Survey: 10**  
**Total Finished Survey: 10 (100%)**

PAGE: THANK YOU AND WHAT NEXT?

1. 1. Please tick one box to indicate what area you would like the practice to look at next

**answered question** **9**

**skipped question** **1**

	Response Percent	Response Count
<b>Opening Times</b>	22.2%	2
<b>Appointment System</b>	22.2%	2
<b>Speaking to a GP on the telephone</b>	22.2%	2
<b>General review, premises, staff, parking etc</b>	33.3%	3

2. 2. In your opinion how often would you say you visit the surgery?

**answered question** **10**

<b>skipped question</b>			<b>0</b>
	<b>Response Percent</b>	<b>Response Count</b>	
<b>Rarely</b>	0.0%	0	
<b>Occasionally</b>	40.0%	4	
<b>Regularly</b>	<b>60.0%</b>	<b>6</b>	

Feedback was collated. 10 responses were received; see results above and we felt that we would look into the area the majority (3/10) had indicated which was a general review, premises, staff etc.

### Step 3 – Collate patient views through the use of a survey

In November 2012, the next patient survey based on our members request was sent out asking about levels of satisfaction with areas of the premises and we also took the opportunity to ask our members about their level of satisfaction with the clinical team.

See results below.

#### 12 Responders out of 17

Response Summary

**Total Started Survey: 12**  
**Total Finished Survey: 12 (100%)**

#### PAGE: PRACTICE REVIEW 2012

1. Please tick one box to indicate your level of satisfaction with the following:

	answered question					12
	skipped question					0
	Poor	Fair	Good	Very Good	Excellent	Response Count
<b>Level of satisfaction with the practice opening hours</b>	0.0% (0)	16.7% (2)	16.7% (2)	<b>50.0% (6)</b>	16.7% (2)	12
<b>How easy do you find it to park in the surgery car park</b>	16.7% (2)	<b>58.3% (7)</b>	0.0% (0)	16.7% (2)	8.3% (1)	12
<b>Comfort level of waiting room (e.g. chairs, magazines etc)</b>	0.0% (0)	16.7% (2)	<b>41.7% (5)</b>	33.3% (4)	8.3% (1)	12
<b>How clean is the surgery</b>	8.3% (1)	0.0% (0)	25.0% (3)	<b>33.3% (4)</b>	<b>33.3% (4)</b>	12
<b>The manner in which you were treated by reception staff</b>	0.0% (0)	0.0% (0)	16.7% (2)	33.3% (4)	<b>50.0% (6)</b>	12
<b>Information provided by the practice about its service (e.g. repeat prescriptions, test results, etc)</b>	0.0% (0)	25.0% (3)	8.3% (1)	<b>41.7% (5)</b>	25.0% (3)	12
<b>Information provided by the practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of</b>	8.3% (1)	0.0% (0)	<b>33.3% (4)</b>	25.0% (3)	<b>33.3% (4)</b>	12

1. Please tick one box to indicate your level of satisfaction with the following:

smoking, diet habits etc)

2. The last time you saw a Dr at the surgery how good was the Dr at each of the following?

answered question

12

skipped question

0

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Response Count
<b>Giving you enough time</b>	<b>50.0% (6)</b>	41.7% (5)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Asking about your symptoms</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Listening</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Explaining tests and treatments</b>	<b>58.3% (7)</b>	16.7% (2)	16.7% (2)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Involving you in decisions about your care</b>	<b>50.0% (6)</b>	33.3% (4)	8.3% (1)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Treating you with care and concern</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Taking your problems seriously</b>	<b>58.3% (7)</b>	25.0% (3)	8.3% (1)	0.0% (0)	0.0% (0)	8.3% (1)	12

3. Last time you saw a Practice Nurse or Health Care Assistant at the Surgery, how good did you find them at each of the following? Please put a tick in one box for each row

<b>answered question</b>							<b>12</b>
<b>skipped question</b>							<b>0</b>

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Response Count
<b>Giving you enough time</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Asking about your symptoms</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Listening</b>	<b>75.0% (9)</b>	16.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Explaining tests and treatments</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Involving you in decisions about your care</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Treating you with care and concern</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12
<b>Taking your problems seriously</b>	<b>66.7% (8)</b>	25.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	8.3% (1)	12

4. 2. In your opinion how often would you say you visit the surgery?

answered question

12

skipped question

0

Response

Response

Percent

Count

**Rarely**

8.3%

1

**Occasionally**

33.3%

4

**Regularly**

**58.3%**

**7**

#### **Step 4**

The survey results showed that although our members have shown concern over the car parking availability, we felt this was partly beyond our control as we have a shared car park with Woolston Lodge Surgery. We are in discussions with them regarding restricting staff usage of the car park to increase the patient parking satisfaction. However, in addition to our car park, short-term parking is available in the side roads surrounding the surgery.

With respect to the clinical team results, it was very satisfying to note that the over-whelming majority felt they had received all-round either very good or good care.

The areas that were shown to be highlighted for improvement were the comfort of the waiting room, information given to patients regarding the services at the practice and information about staying healthy etc.

At a practice meeting on Wednesday 6<sup>th</sup> February the results were discussed and it was proposed that we would re-decorate the surgery and install a computer programmable information system and some 3D healthy lifestyle boards.

An e-mail was sent to our PRG on the 18<sup>th</sup> February 2013 with the results of the survey embedded within the e-mail. They were invited to complete a further survey giving them the opportunity to approve our proposal and/or influence the outcome.

See copy email sent to patients below.

We would like to take this opportunity in thanking you for your assistance in answering our virtual patient participation group survey. You may recall that the survey covered a general Practice Review. I am pleased to attach the results of this survey and have also published these on our practice website for all to see. We would welcome any feedback you may have on these results. We have now 'closed' the survey on the Practice Review

We received 12 responses from our virtual group of 17 members. (We are continuing to accept new members).

With respect to the clinical team results, it was very satisfying to note that the over-whelming majority of you that responded felt you had received all-round either very good or good care.

The survey results showed car parking availability continues to be only fair/good – we have limited control of this situation as we share the car park with Woolston Lodge Surgery, although we are in discussions regarding limiting staff usage of the car park to increase patient parking availability.

The results regarding waiting room comfort, information given by us regarding our services and information given by us about how to stay healthy all were shown to be areas we could improve on. As a direct response to these results and after discussion at a Practice meeting on Wednesday 6<sup>th</sup> February 2013, we are proposing to re-decorate the waiting room, provide a waiting room information screen from [www.noticeboardtv.com](http://www.noticeboardtv.com) and have some healthy life-style information boards

We hope you will be happy with this proposal of a refurbishment of the waiting room but would encourage you to give feedback within the next 10 days.

Are you for or against the proposal for the changes to the waiting room

For  Against  Not sure

Comments / Suggestions 

Can we thank you once again for your continued help and support.  
Canute Surgery



## Section 5 – Agree action plan with the PRG and seek PRG agreement to make changes

We had 8 responses to the results email and request for feedback, 6 were in favour of the proposed changes, 2 unsure – reasons given are shown within the results below.

1. As a direct response to the Practice Review 2012 survey results and after discussion at a Practice meeting on Wednesday 6th February 2013, we are proposing to re-decorate the waiting room, provide a waiting room information screen from [www.noticeboardtv.com](http://www.noticeboardtv.com) and have a display of some healthy lifestyle 3D information boards. We hope you will be happy with this proposal of a refurbishment of the waiting room but would encourage you to give feedback within the next 10 days. Are you for or against the proposal for the changes to the waiting room

answered question 8

skipped question 0

	Response Percent	Response Count
For	75.0%	6
Against	0.0%	0
Not sure	25.0%	2

Comments / Suggestions  
[Hide Responses](#) 3

Responses (3)

Showing 3 text responses

Would be nice as long as cost doesn't detract from clinical /staff budget. I would rather see a bland/tatty waiting room rather than have lesser care, demoralized or tired practitioners!

18/2/2013 21:01

Whatever you show it will not please everyone I feel you should leave the waiting room as a restfull place and not a noisy information desk. like a shopping mall

18/2/2013 19:46

I see no problem with the present decor but the information screen would be an asset.

18/2/2013 18:36

The majority of those who replied were in agreement to our proposal and we had no objections, in a direct response to these results we have had the waiting room re-decorated, provided a 42" screen with a new waiting room information screen from [www.noticeboardtv.com](http://www.noticeboardtv.com) and have installed 3D healthy life-style information boards on the consequences of smoking, obesity, alcohol and inactive lifestyle.

## **Section 6 – Publicise actions taken and subsequent achievement**

The Report of the decisions and actions taken has been publicised as follows:

- In the practice waiting room
- Message on Prescriptions
- Practice Newsletter
- Practice Website

This report includes the following:

- a. a description of the profile of the members of the PRG (Patient Representation Group) *See Step 1*
- b. the steps taken by the practice to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category *See Step 1*
- c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey *See Step 2*
- d. the manner in which the contractor sought to obtain the views of its registered patients *See Step 2*
- e. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan *See Step 4*
- f. details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented *See Step 4*
- g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey *See results in Step 3*
- h. details of the action which the contractor,
  - i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey
  - ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report *See Step 4*
- i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

*Our core hours, when patients can contact us by telephone on (023) 8043 6277, are from Monday - Friday between the hours of 8.00am - 6.30pm. The surgery premises opening times are as follows:*

	<b>Times</b>	
<b>Monday</b>	08:15 - 12:45	14.00 - 18:15
<b>Tuesday</b>	08:15 - 12:45	14.00 - 18:15
<b>Wednesday</b>	08:15 - 12:45	14.00 - 18:15
<b>Thursday</b>	08:15 - 12:45	14.00 - 18:15
<b>Friday</b>	08:15 - 12:45	14.00 - 18:15
<b>Saturday</b>	<i>Closed</i>	
<b>Sunday</b>	<i>Closed</i>	

- j. where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

*Extended Hours GP/Nurse appointments are every Tuesday morning, from 7.30am - 8.00am and in addition GP appointments every Tuesday evening from 6.30pm to 8.00pm and on one Saturday per month from 8.30am to 11.00am.*

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13. Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by: *Carole Penney*

Name: Mrs Carole Penney, Practice Manager  
Date: 28.02.2013

## Patient Participation Report 2012-2013

PRG practice profile:			
Practice population profile		PRG profile	
<b>Age</b>			
% Under 16	21.1%	% Under 16	0%
% 17 - 24	10.6%	% 17 - 24	)
% 25 - 34	15.6%	% 25 - 34	)6%
% 35 - 44	14.6%	% 35 - 44	)
% 45 - 54	13.1%	% 45 - 54	)60%
% 55 - 64	12.2%	% 55 - 64	12%
% 65 - 74	7.2%	% 65 - 74	)
% 75 - 85	4.0%	% 75 - 85	) 24%
% Over 85	1.7%	% Over 85	)
<b>Ethnicity</b>			
<b>White</b>		<b>White</b>	
% British Group		% British Group	90%
% Irish		% Irish	5%
<b>Mixed</b>		<b>Mixed</b>	
% White & Black Caribbean		% White & Black Caribbean	
% White & Black African		% White & Black African	
% White & Asian		% White & Asian	
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>	
% Indian		% Indian	
% Pakistani		% Pakistani	
% Nepalese		% Nepalese	
% Bangladeshi		% Bangladeshi	
<b>Black or Black British</b>		<b>Black or Black British</b>	
% Caribbean		% Caribbean	
% African		% African	
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>	
% Chinese		% Chinese	
% Any Other		% Any Other	5%
<b>Gender</b>			
% Male	48.65%	% Male	47%
% Female	49.35%	% Female	53%