

Canute Surgery Patient Participation DES Report March 2012

Step 1 – Develop a patient reference group (PRG)

Practice Profile – Age groups

Age Range	Male	Female	Total
0 - 16	498	473	971
17 - 24	246	244	490
25 - 34	363	354	717
35 - 44	351	322	673
45 - 54	277	326	603
55 - 64	269	293	562
65 - 74	164	166	330
75 - 85	62	124	186
86+	11	66	77
Total	2241	2368	4609

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)

We are continuing to grow our PRG but despite all our efforts the 16-34 and also the over 65's have a low representation. We will continue with the above processes but will also add a message to right hand side of prescriptions, target the younger population when they attend for contraception advice and issue flyers to the Community Nursing Team to hand to our elderly and housebound patients. We will also endeavour to contact patients by letter and telephone. This topic will be front page of our next newsletter.

Step 2 – Agree areas of priority with the PRG

The results of a recent Patient Survey were discussed at a Practice Meeting on 6th September 2011 and priorities for improvement were agreed. 'Getting results over the phone' was found to be an issue raised by some of our patients.

We had limited response to forming the PRG initially so we decided to start with the above issue and when we were able to build a group we decided we would consult with them as to what priorities to improve the Practice they would like to look at next.

It was decided to create a Virtual PRG. These patients would be contacted by e-mail or post. The process was helped with use of Survey Monkey.

The recruitment campaign started in August 2011 but there was insufficient response initially to joining the group so we decided to start with the issue of “getting results over the phone”, an area proven from a previous survey to be one in which we did not score well in. The first survey was sent out to the group in January 2012. Feedback was collated during January and February 2012.

We are currently conducting a survey with the PRG asking them which priority area to look at next for the basis of the next survey. Details of which are in **Appendix B**.

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

Results

13 Responders out of 17

1. Have you contacted the practice by telephone to request test results

answered question 13

skipped question 0

**Response
Percent Response
Count**

Yes 76.9% 10

No 23.1% 3

If you have answered No to this question, please move onto Question 5 0

2. When telephoning the practice to obtain test results, how easy was it to get through on the telephone?

answered question 10

skipped question 3

**Response
Percent Response
Count**

1. Have you contacted the practice by telephone to request test results

Very Easy	10.0%	1
Fairly Easy	40.0%	4
Not very Easy	50.0%	5
Not at all Easy	0.0%	0
Don't Know	0.0%	0

3. What time of the day did you telephone the practice?

answered question	10
skipped question	3

	Response Percent	Response Count
Before 9.00am	20.0%	2
9.00am - 11.00am	60.0%	6
11.00am - 12.45pm	10.0%	1
1.45pm - 3.00pm	10.0%	1
3.00pm - 6.30pm	0.0%	0
Don't Know	10.0%	1

4. How many attempts did you make before getting through on the telephone to speak to a receptionist?

answered question	10
skipped question	3

3. What time of the day did you telephone the practice?

	Response Percent	Response Count
One	10.0%	1
Two	20.0%	2
More than two	50.0%	5
Don't Know	20.0%	2

5. If you have answered no to Question 2 and not telephoned the practice to request a test result, should the need arise for you to do so what time of the day would be most convenient for you?

answered question		7
skipped question		6

	Response Percent	Response Count
Before 9.00am	0.0%	0
Between 9.00am and 12.45pm	71.4%	5
Between 12.45pm and 3.00pm	0.0%	0
Between 3.00pm and 6.15pm	14.3%	1
Don't Know	14.3%	1

Step 4

The survey results showed that 60% of responders who had telephoned the surgery to obtain results had done so at the busiest time of the day (between 9am – 11am) and that 71.4% had said that it would be most convenient for them to do so between 9am and 12.45pm.

In a direct response to these results we have reviewed the staffing cover for those staff covering the telephone in the morning and have now employed additional staff to meet demand over these times.

An e-mail was sent to our PRG on the 13th March 2012 with the results of the survey embedded within the e-mail. They were invited to give feedback on the results.

See copy email sent to patients below.

Dear Patient

We would like to take this opportunity in thanking you for your assistance in answering our first virtual patient participation group survey.

You may recall that the survey on obtaining results over the telephone was carried out between January and February 2012.

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.

It's very pleasing to see that we received 13 responses from our virtual group of 17 members. (We are continuing to accept new members).

The survey results showed that 60% of responders who had telephoned the surgery to obtain results had done so at the busiest time of the day (between 9am – 11am) and that 71.4% had said that it would be most convenient for them to do so between 9am and 12.45pm.

After looking at the results and discussing this at a Practice meeting and as a direct response to these results we have reviewed the staffing cover for those staff covering the telephone in the morning and have now employed additional staff to meet demand over these times.

We hope you will be happy with this outcome but would encourage you to give feedback about this decision.

We have now 'closed' the survey on obtaining results over the telephone but will shortly contact you with regards to other priority areas the surgery could look at improving.

Can we thank you once again for your continued support.

Many thanks again for all your help

Canute Surgery

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

We did not have any responses to the results email and request for feedback, but we trust this concludes that the patients were pleased with the outcome of additional staffing to make obtaining results on the telephone more easily.

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 2012, 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:

	Times	
Monday	08:15 - 12:45	14.00 - 18:15
Tuesday	08:15 - 12:45	14.00 - 18:15
Wednesday	08:15 - 12:45	14.00 - 18:15
Thursday	08:15 - 12:45	14.00 - 18:15
Friday	08:15 - 12:45	14.00 - 18:15
Saturday	<i>Closed</i>	
Sunday	<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 appointments are every Tuesday morning, from 7.30am - 8.00am and 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:

Name: Mrs Carole Penney, Practice Manager

Date: 26 March 2012

Appendix B

Next email to PRG

Thank-you for taking time in completing our first patient survey on obtaining results on the telephone, this survey has now been 'closed'. Results are in the process of being published on our website, www.canutesurgery.nhs.uk

May we also welcome any new members into our group, your opinions and views are much appreciated.

We now need to decide on the next area of priority to consider making improvements to at the practice.

Can we thank-you all once again for helping us get this virtual group off the ground, it is much appreciated.

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

- Opening times
- Appointment System
- Speaking to a GP on the telephone
- General review, premises, staff, parking etc

Any other suggestions and comments

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

- Rarely Occasionally Regularly

Many thanks for taking time to fill in this short questionnaire. We will be in contact shortly with the results and another short survey with regards to the outcome of this.

Many Thanks

Appendix B continued

This local survey was sent on the 26 March 2012 to the PRG.

There are currently still only 17 patients in the group and we are in the process of collating the results. We will endeavour to promote and continue to grow the size of our PRG.