

Local Patient Participation Report 2011-12

Village Green Surgery Patient Reference Group

Practice Profile

The surgery is situated in an attractive part of Wallsend, Tyne & Wear. It has 10,000 patients and serves a diverse population. Opening hours are as follows:

Monday 8.00am to 6.30pm

Tuesday 8.00am to 8.00pm

Wednesday 8.00am to 6.30pm

Thursday 8.00am to 8.00pm

Friday 8.00am to 6.30pm

Saturday, Sunday and Bank Holidays – Closed

The practice offers appointments with GPs, Practice Nurses, Healthcare Assistants, Physiotherapists, Counsellors, a Midwife, District Nurses, an Orthotist, Pharmacists, a Mental Health Team, and a Smoking Cessation Advisor.

Appointments can be booked either in person in the surgery, on the telephone, or online via our practice website.

The practice has an on call doctor available at all times listed above.

Patient Reference Group Membership Profile

There are currently 30 members of the Patient Reference Group, all are registered with the practice. Their ages range from 29 to 76, and currently there is a 60:40 split of women to men on the group. However, many individuals represent families with several patients within the household.

We have striven to achieve a broad range of patients, covering all of the various groups and long term illnesses. We continue to recruit members, and look to strengthen the group ongoing with repeated drives for members.

The group is run as an online forum. This has proved much more popular than the previous traditional group meeting which was held in the surgery. The ability to log on and share views via online surveys has encouraged many more people to sign up than was previously possible.

How do we Recruit Members?

Recruitment is a major challenge. Many patients have no interest in joining the group, as they are perfectly entitled to be. In order to counteract this and achieve a balanced group we have used the following methods to sign people up:

- Posters in the surgery.
- An ongoing message on our Jayex board.
- An invitation on our website.
- Leaflets in the reception area.
- Leaflets in consulting rooms.
- Personal requests by clinicians in consultations to sign up.

- Personal requests by clinicians in chronic disease clinics to sign up.
- Personal requests by volunteer staff circulating in the waiting room asking people if they would sign up.

When people agree to sign up we make it as easy as possible. We take their email address, make a note on their patient record, and send them an email from the Patient Forum email account. This tells them what to expect and makes promises about our conduct of the group.

How do we Agree Priorities to Discuss?

We sent an email to all group members asking them how they wanted to be involved. This email had a link to a survey we had set up. We asked how long they wanted to spend on subsequent surveys, and how often we could contact them for their views. The results of this initial survey informed our decisions on how to best create a system which would allow meaningful input from all participants.

Following this, for the year 2011-12 we commissioned CFEP, a major national patient survey company, to provide, process and analyse a Practice Improvement Questionnaire. This questionnaire was circulated in the practice to 251 patients during September 2011, and analysed by CFEP on 28 September 2011.

A report was generated by CFEP, and this was discussed at a practice meeting involving all sectors of the practice team on 23 November 2011. This meeting isolated out the key issues and created a list of related questions which were to be passed to the Patient Reference Group for their views.

How do we Seek Members Views?

Whenever we want to ask the group for their views, a questionnaire is created on Survey Monkey, a website which we have signed up to. To protect patient's privacy no personal details are requested via Survey Monkey. All questions are phrased in a way that allows freedom of answer. There are no leading questions. Where it is appropriate, there is either multiple answer choices available, or a box in which to record personal comments.

The following questions were asked of the Patient Reference Group in 2011, based on responses from the CFEP questionnaire:

1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG is to be asked if they think the changes are working, and if they have any other suggestions.
2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG is to be asked when they find most convenient to attend the surgery. A range of options throughout the day will be considered.

3. **Late Night Surgeries.** The PRG is to be asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.
4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG is to be asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.
5. **Speaking to a GP on the Phone.** The low satisfaction on this issue is a surprise, as we have numerous spare telephone consultations every day. The PRG is to be asked whether they are aware of them, and if they would use them.
6. **Would people recommend us to their family and friends?** The PRG is to be asked this question and given the opportunity to comment on both GPs and Admin staff.
7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?
8. **Test Results.** In relation to general satisfaction with our services, the PRG is to be asked whether it is happy with the way they get results from us.
9. **General Comments.** The survey to the PRG will have a comment section for general comments and suggestions.

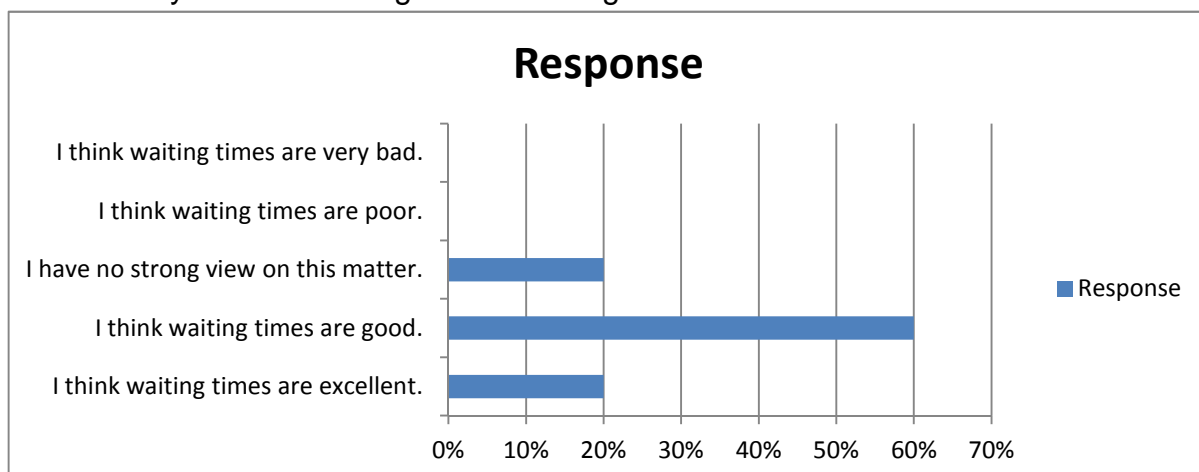
Statistical Analysis of Responses

Survey Monkey was used to ask the Patient Reference group questions arising from the Improving Practice Questionnaire produced by CFEP in September 2011.

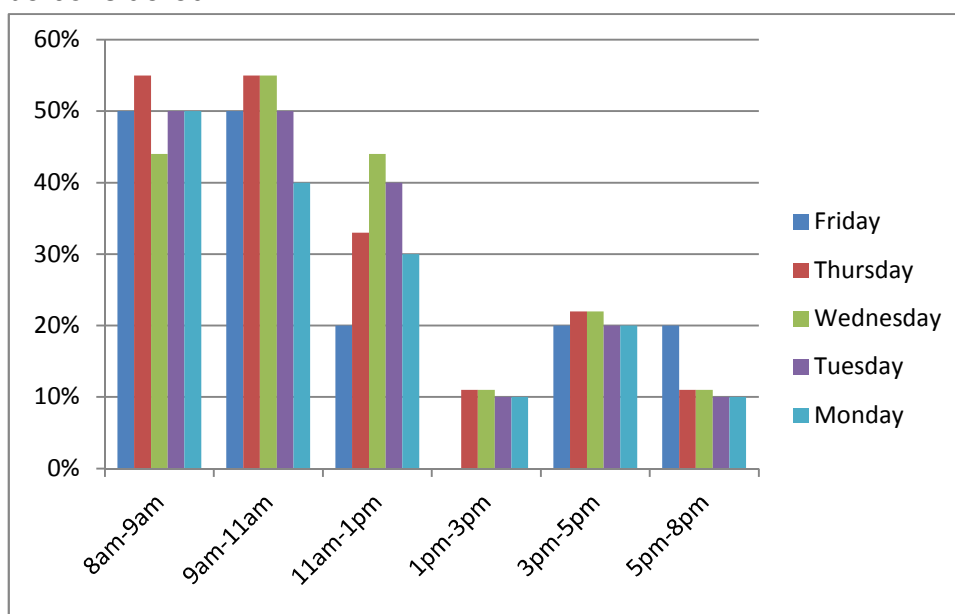
The following areas were felt to be most appropriate for action, and the survey results are recorded below each question:

1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG was

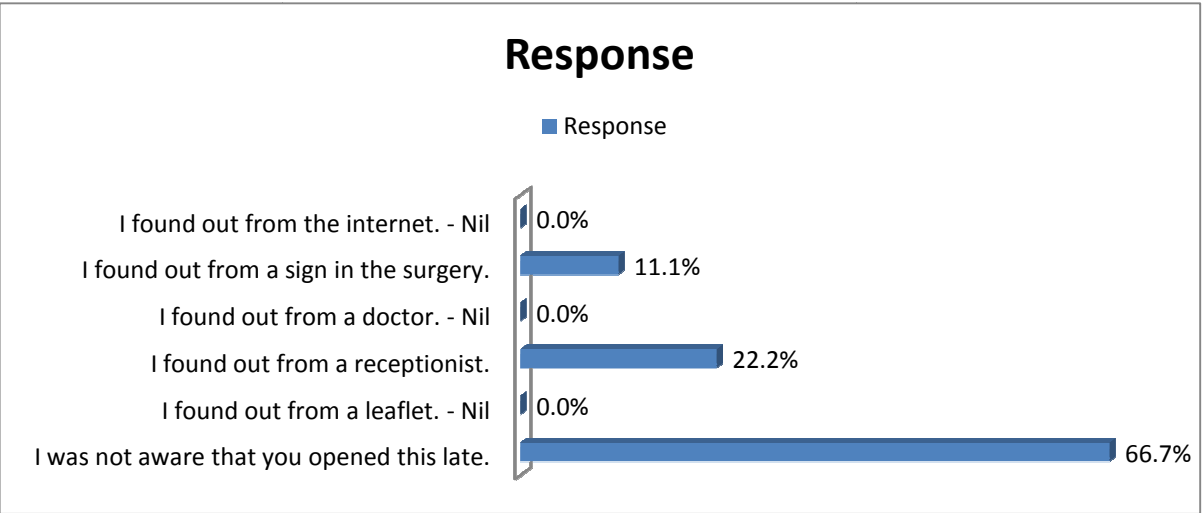
asked if they think the changes are working.



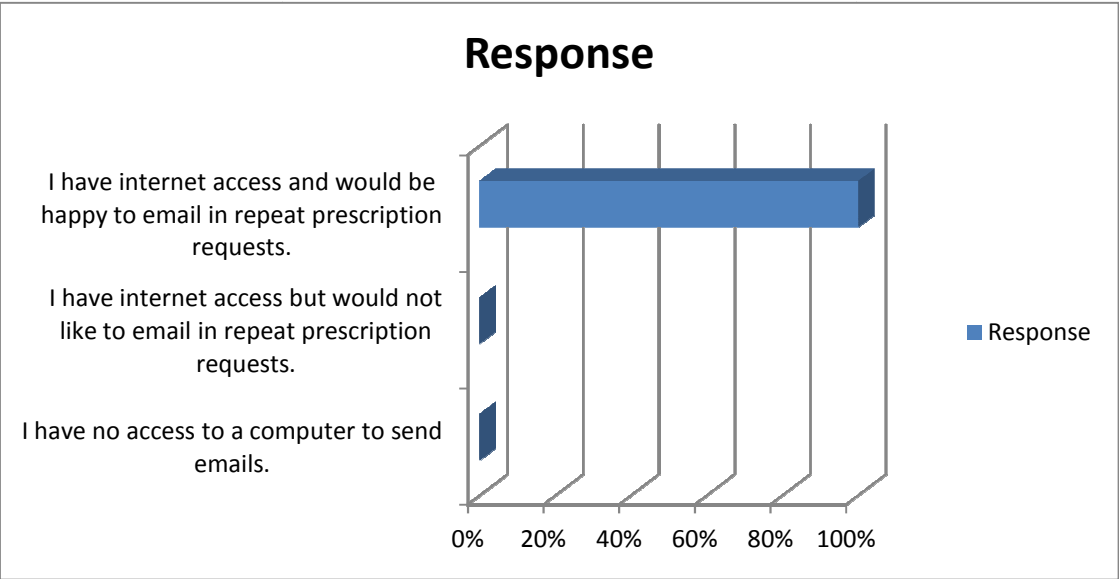
2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG was asked when they find most convenient to attend the surgery. A range of options throughout the day was be considered.



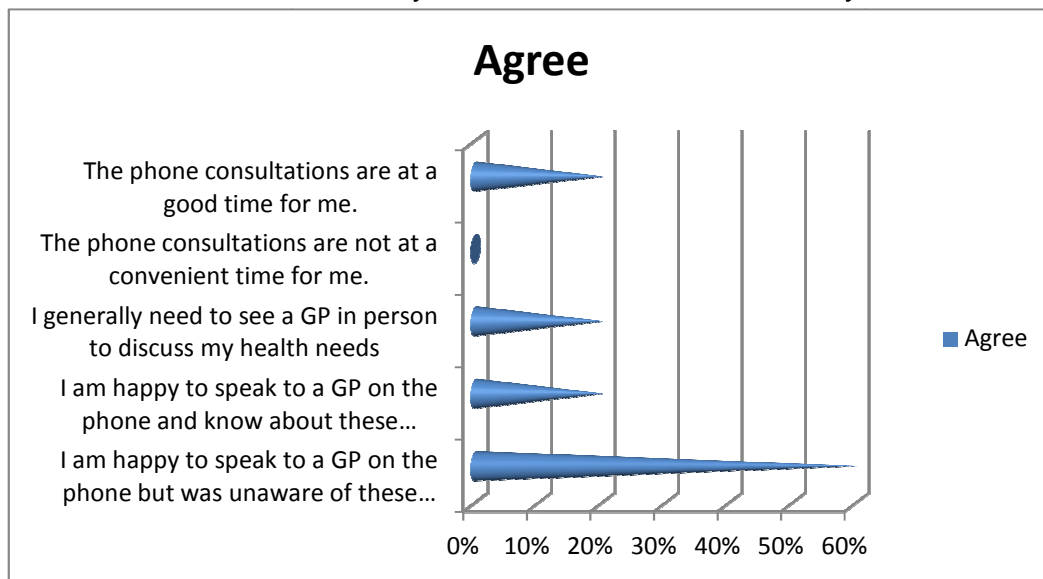
3. **Late Night Surgeries.** The PRG was asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.



4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG was asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.



5. **Speaking to a GP on the Phone.** The low satisfaction on this issue was a surprise, as we have numerous spare telephone consultations every day. The PRG was asked whether they are aware of them, and if they would use them.



6. **Would people recommend us to their family and friends?** The PRG was to be asked this question and given the opportunity to comment on both GPs and Admin staff.

Responses:

Of Course as I have always has excellent service from this practice and have complete faith in the G.P.s

Yes. Good doctors.

Yes I would, generally receive a good service.

Yes. My wife changed to the Village Green from Portugal Place.

Yes I would recommend to friends and family.

Yes

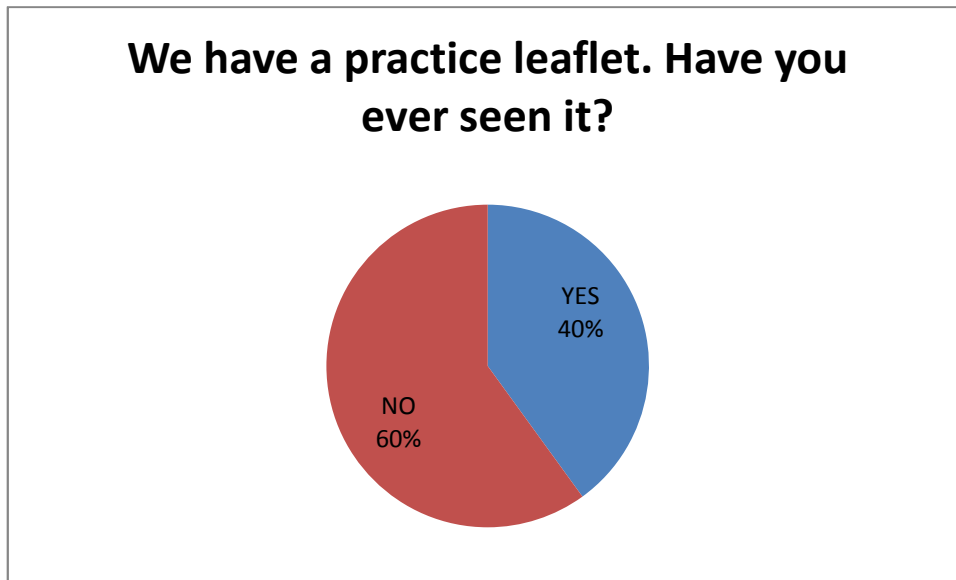
Yes

I most definitely would. I have consistently found that the service offered is excellent and the vast majority of the doctors I have seen have dealt with my conditions and concerns with understanding and professionalism.

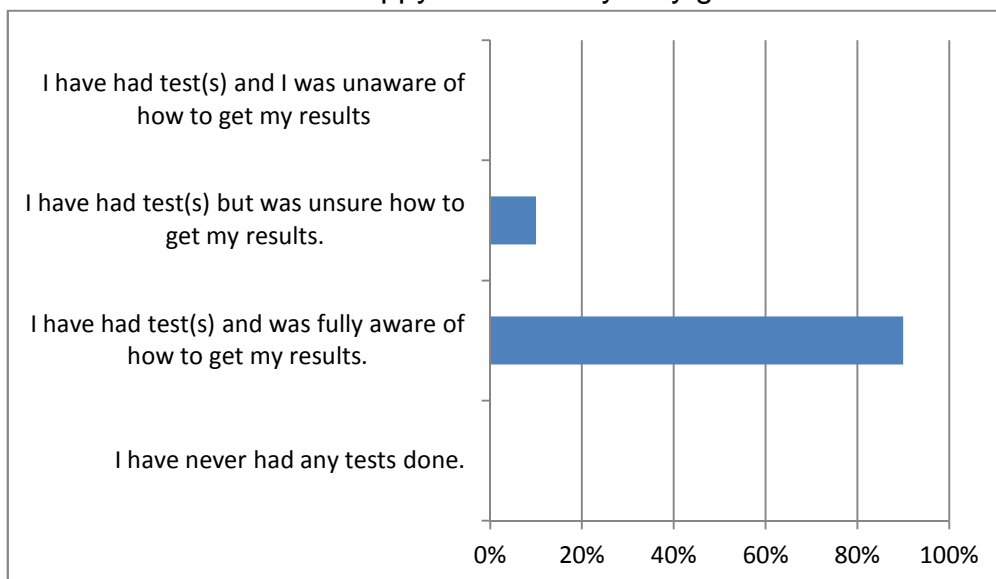
Yes. I have found the staff very friendly and helpful

Yes I would recommend your surgery as I find all of the staff professional, caring and helpful.

7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?



8. **Test Results.** In relation to general satisfaction with our services, the PRG was asked whether it is happy with the way they get results from us.



9. **General Comments.** The survey to the PRG had a comment section for general comments and suggestions.

Responses

Your newsletter is generally quite good. I think it should also be available on the practice website (if it isn't already) and maybe you should consider having a mailing list to send it to patients electronically.

I have had problems using the on line appointments so don't bother any more. I would like that service to be more reliable and possibly have more appointments available.

Question 5 - Telephone consultations are a good thing but not of any use to deaf or severely hard of hearing patients. Could MSN be considered in these cases?

I'm not sure what time span is allocated for a doctor's appointment (is it 10 mins?), but perhaps it could be increased slightly (to say, 15 mins), so that waiting times could be reduced.

Not a major issue, but if the surgery intends to continue with the Staff Photograph board, it should be as up to date as practicable. However, I do appreciate the effort it would take to comply.

Action Planning Process

The practice held a meeting on 13 March 2012 to agree actions in response to the feedback from the Patient Reference Group. The following actions were published on the website, on posters in the surgery, and on the practice newsletter:

Attendance

Dr Stephen Blair
Dr Mark Westwood
Dr Peter Olley
Dr Ruth Evans
Dr Alasdair Wallace
Dr Pipin Singh
Dr Prajwal Das
Mr Philip Horsfield
Ms Beverley Suddick
Mrs Christine Bunton
Mrs Paula Davis

Patient Reference Group Survey Action Plan

The results of the last PRG online survey were discussed and actions agreed as follows:

1. **Waiting time in the surgery.** The practice has recently altered the timings of surgeries to try and reduce late running by GP's at busy times. The PRG was asked if they think the changes are working.

Response of meeting: No further action required at present, recent changes seem to have been well received by the patients surveyed. However, we will continue to monitor this as an ongoing item.

2. **Satisfaction with Availability of Appointments.** The practice now offers numerous late night surgeries, so the PRG was asked when they find most convenient to attend the surgery. A range of options throughout the day was be considered.

Response of the meeting: There was surprise at the outcome of the survey, particularly the preference for early mornings and a distinct lack of interest in evening surgeries. The meeting agreed to review the current “extended hours” provision with a view to possibly reducing the number of late night surgeries and increasing the number of slots available prior to 8.30am. Most GPs at the meeting expressed a preference for early surgeries as opposed to late nights.

3. **Late Night Surgeries.** The PRG was asked how successful we have been at communicating the availability of these surgeries, and if not how we can improve our communication.

Response of the meeting: The meeting agreed the following action. There is to be more advertising of the appointment times available

- On our proposed leaflet which will be delivered door to door
- On the improved website
- More signs in the building highlighting opening hours
- A sign on the street? Subject to planning restrictions.

4. **Telephone Access.** The greater use of email may help with telephone access, as hiring extra staff is not an economic solution. The PRG was asked whether they would consider using email to order repeat prescriptions, and whether they use the internet to book appointments.

Response of the meeting: The current patient email inbox will be utilised to accept prescription requests. Team Pharmacy will be supplied with a set of template responses to send to all patients who email in requests. BS expressed concern that if the service became popular that it might be necessary to dedicate a specific time of the day when the prescription line phone would not be answered whilst staff worked through the emails processing requests. This matter will be kept under review as the service develops.

5. **Speaking to a GP on the Phone.** The low satisfaction on this issue was a surprise, as we have numerous spare telephone consultations every day. The PRG was asked whether they are aware of them, and if they would use them.

Response of the meeting: The meeting agreed to review the whole concept of telephone consultations. A review of the effectiveness of them will be done and changes suggested to a partners meeting. There was agreement that five minute slots for phone consultations were not long enough. Also some GPs get more work than others. CB will audit the telephone consultation usage for the last month.

6. **Would people recommend us to their family and friends?** The PRG was to be asked this question and given the opportunity to comment on both GPs and Admin staff.

Responses:

Of Course as I have always has excellent service from this practice and have complete faith in the G.P.s

Yes. Good doctors.

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Yes. My wife changed to the Village Green from Portugal Place.

Yes I would recommend to friends and family.

Yes

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I most definitely would. I have consistently found that the service offered is excellent and the vast majority of the doctors I have seen have dealt with my conditions and concerns with understanding and professionalism.

Yes. I have found the staff very friendly and helpful

Yes I would recommend your surgery as I find all of the staff professional, caring and helpful.

Response of the meeting: The meeting was delighted to receive this very positive feedback

7. **Practice Leaflet.** Are the PRG members aware of it, and what would they like to see on it?

Response of the meeting: There is a new leaflet being developed at present, and the feedback from the group will feed into the content of the new document.

8. **Test Results.** In relation to general satisfaction with our services, the PRG was asked whether it is happy with the way they get results from us.

Response of the meeting: The meeting was pleased to note that patients are happy with the current system. No changes will be made.

9. **General Comments.** The survey to the PRG had a comment section for general comments and suggestions.

Responses

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Response of the meeting:

- **Practice newsletters to be added to the website.**
- **Online appointment provision from software supplier to be monitored ongoing for reliability**
- **GPs were not happy about using an insecure network such as MSN to discuss patient issues.**
- **Waiting times discussed in item 1.**
- **Staff photograph board to be updated. BS will action this.**

Conclusion

The actions arising from the process have now been publicised and are in progress. The PRG members have been thanked for their involvement to date and been kept up to date on upcoming plans and action.

Philip Horsfield

March 2012