

PARKLANDS SURGERY

(www.parklandssurgery.co.uk)

PATIENT PARTICIPATION REPORT 2012

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided, and over time, commissioned by their practice.

A description of the profile of the members of the PPG:

There are currently 20 members of the Group. There are 12 female and 8 male representatives. Their age profile is as follows:

- 1 member - 17 – 25 years
- 3 members - 36 – 55 years
- 8 members - 56 – 65 years
- 8 members - 66+ years

A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage those patients:

The Practice had an existing Patient Forum which was established from targeted patients, those known by clinicians with specific conditions ie diabetes, and asthma. Further volunteers were identified following an in practice survey carried out by a young work experience student, who is herself now a member of the Group. This identified several other members of the Group such as young mothers as well as two patients who were also very involved with LiNK the Local Involvement Network. These members then met to discuss ways of attracting new volunteers.

It was agreed to attract new members to the group by publicising its meetings through its website, surgery notice boards and in local magazines.

Patients were particularly targeted during the flu clinics, which attract a large number of patients with a wide range of age and conditions. Personal contact was also made with specific patients known to have an interest in the services provided at the surgery.

In order to encourage new members, arrangements are now in place for the distribution of a quarterly newsletter outlining the work of the Group, together with information about the services provided at Parklands. There is a specific Patient Forum notice board within the Surgery as well as information on the Practice website. Details of the Patient Group are also included in the new patient registration packs.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.

The Practice was keen to engage patients to help deliver and design services around the needs of its patients. We were keen to ensure that before we sought the views of patients on the priority areas, that the Group understood its role and responsibilities. The following objectives for the Parklands Patient Forum were therefore identified.

- Provide resources and services for the good of the Practice patients which would not otherwise be provided by the normal statutory services.
- To encourage a spirit of self help and support amongst patients to improve their health and well being, especially those with long term illness.
- To help improve communication between the Practice, other Service providers, the Patient Forum and most importantly the patients.
- To instigate a regular Survey and to collate the results from the patients feedback with the sole objective of improving their services.
- To promote a patient perspective and enable patients to access and make better use of the available health care, via notice boards, presentations, website or newsletter.

After detailed discussion the members agreed that their first priority was to instigate a survey which would identify not only what patients thought of the services currently provided by the Surgery, but also identify their knowledge of the availability of these services.

The manner in which the Practice sought to obtain the views of its registered patients:

It was agreed that the questions used in the survey should be created by the members of the Group. Each member drew on his or her experience to agree the format of the questions.

The survey form was then created in house and handed out to patients attending the surgery over a two week period . The survey form was also available for completion on the Practice's website.

A total of 250 completed forms were returned for analysis.

Details of the steps taken by the Practice to provide an opportunity for the patient group to discuss the contents of the action plan.

Analysis of the 250 completed survey forms was carried out by a member of the Patient Group with experience in survey analysis.

This detailed analysis was then presented to a meeting of the Patient Group and a copy was also emailed to all members for further consideration.

Following discussion at the meeting an action plan was developed.

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.

The first key message coming out of the Survey was that a large percentage of respondents were fully aware of their ability to book appointments either on the day up to two months in advance. Whilst many were aware that routine bookable appointments were available

on a Saturday fewer knew that appointments were available up to 8 pm on a Tuesday or Thursday evening.

Over half the respondents were aware of the Practice website and that they could book their appointments on line and order their repeat prescriptions.

However, the Group agreed that every effort should be made to increase this awareness to as many patients as possible. Displays and advertising within the surgery and on line were suggested. The production of a newsletter which would contain information on any developments or changes within the surgery, together with profiles of the staff working within the Practice was also agreed. The establishment of a comments box to encourage feedback from patients.

Action 1

To continue to increase awareness and to raise the profile of the practice website and the availability of EMIS Access.

Action 2

To publish a quarterly newsletter to give the opportunity for more information to be disseminated and raise awareness of services provided at Parklands.

Action 3

The establishment of a comments box to obtain feedback from patients.

The most positive responses from the Survey came in respect of Practice Staff who received a very high satisfaction score. The friendliness and efficiency of Reception staff was of particular note. Patients were on the whole happy with the standard of accommodation and facilities provided in the Practice. However, there was a great deal of negative feedback in relation to the car parking facilities.

In view of the size and shape of land available to the Practice, there is no facility available to increase the number of car parking spaces.

Members of the Forum did however feel that improvements could be made by removing several high kerbs around the perimeter of the car park, and specifically those around the disabled parking bays. This would allow for better access within the limited space.

Action 4

To look at the possibility of improving car parking facilities by the removal of high kerbs.

Feedback from patients' also indentified negative feedback in relation to one particular GP whom patients did not feel possessed the same communication skills as other partners. Discussion amongst members of the Group concluded that this particular GP should be advised that he needs to improve his patient interaction.

Action 5

To offer support and advice to one GP in improving his communication with patients.

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the Practice survey.

Responses from 250 completed survey forms

Question 1		
Male		32.2%
Female		67.8%
Question 2		
16 or under		1.6%
17-24		7.3%
25-34		8.5%
35-44		20.6%
45-54		15.0%
55-64		16.2%
65-74		20.2%
75-84		8.9%
84+		1.6%
Question 3		

Never	5.2%
Once	16.1%
Twice	23.0%
3 or more	55.6%
Question 4	
Appt bookable up to 2 months in advance YES	52.6%
Appt bookable up to 2 months in advance NO	47.4%
Urgent Appt available 'On The Day' YES	84.3%
Urgent Appt available 'On The Day' NO	15.7%
Saturday Appt YES	76.7%
Saturday Appt NO	23.3%
Late Evening Appt Tues/Thurs YES	45.2%
Late Evening Appt Tues/Thurs NO	55.1%
Online Appt Booking YES	58.7%
Online Appt Booking NO	41.3%
Repeat Prescriptions online YES	53.4%
Repeat Prescriptions online NO	46.6%
Website YES	56.7%
Website NO	43.3%
Question 5	
Specialist Nurse Appts YES	66.2%
Specialist Nurse Appts NO	33.8%
Stop Smoking Service YES	66.8%
Stop Smoking Service NO	33.2%
Counselling & Wellbeing Service YES	40.7%
Counselling & Wellbeing Service NO	59.3%
Physio On Site YES	27.2%
Physio On Site NO	72.8%
Question 6	
Satisfaction Level 1	0.0%
Satisfaction Level 2	1.7%
Satisfaction Level 3	2.1%
Satisfaction Level 4	12.3%
Satisfaction Level 5	36.6%
Satisfaction Level 6	47.2%

Summary of Comments Received

What do you like about Parklands Surgery

*All doctors and staff helpful and friendly
Always very clean
Appointment delays very infrequent
Being able to see a doctor on the day you request
Booking on line and late appointments
Comfortable surroundings and pleasant staff
Easy access and my choice of doctor
Efficient prompt and pleasant service
Friendly and efficient
Friendly Receptionists always helpful
Getting seen promptly
Good doctors who take you seriously
It is always easy to book an appointment
The staff are always friendly and professional
Local efficient and well managed
Polite professional service
Satisfied with everything
Receptionists are always helpful, pleasant and friendly
Self booking in system saves time
Staff and ease of booking appointments
Very flexible to ensure you can always get an appointment time that suits
You can see a doctor the same day if needed
Very friendly and nice people
The staff are great*

What could be improved about Parklands Surgery

*Better parking as there is not always enough room
Bigger car park
Car parking
Certain doctors need more patient interaction
Parking is a bit limited and awkward
Car parking is sometimes difficult
Availability of female doctors
Parking access
Waiting times
Doctors need to listen
Chemist open on a Saturday morning*

*Open more evenings
A clock
Advertising of website and on line facilities*

Satisfaction Comments

*All brilliant staff
Always get an appointment if needed; lovely staff
Always friendly and helpful
Good quality services, friendly staff and short waiting time
First class service
The service received has always been excellent
I am always seen when I need to be; staff are friendly and helpful
Well organised and friendly
Very efficient surgery*

The opening hours of the Practice premises and the method of obtaining access to services throughout the core hours

The surgery is open from 8.00 am – 6.30 pm Monday to Friday and until 8.00 pm on alternate Tuesdays and Thursdays. It is open on a Saturday from 8.00 am – 12.30 pm.

Patients may telephone or visit the surgery between these times. They may book appointments either by telephone, personal visit or by EMIS Access on line booking. Requests for repeat prescriptions may also be made on line, by fax or by post. All information is available on our website.

All six doctors provide a Saturday morning surgery (8.00 – 12.30) on a rota basis together with a late evening surgery (6.30 – 8.00) on either a Tuesday or Thursday evening, again on a rota basis.