

PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81013

Practice Name:

Baslow Health Centre

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

Our patient group is made up of volunteers who meet every two months to discuss matters arising relating to patient experience. The group is a representation of the practice population; however it has proven difficult to recruit younger members to the group. The group is split down to working groups when required, such as appointments, communication and patient experience. All members are registered patients at the practice.

The purpose of the "PPG" is to seek the views and ideas of our patients when formulating the services that we provide. Most of this will be done by the members speaking and listening to patients that they meet in the community or patients contacting them. The group will sometimes obtain patient perceptions via questionnaires. The group has also established a virtual group, so it is not necessary for some members to attend meetings to be part of the Group.

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	15.79%	0%	100%
% 18 – 34	12.17%	0%	100%
% 35 – 54	24.93%	0.92%	99.08%
% 55 – 74	33.45%	.55%	99.45%
% 75 and over	13.66%	0%	100%

Gender			
% Male	47.54%	0.29%	99.71%
% Female	52.46%	0.13%	99.87%
Ethnicity			
% White British	99.98%	100%	0%
% Mixed white/black Caribbean/African/Asian	0%	0%	0%
% Black African/Caribbean	0.01%	0%	100%
% Asian – Indian/Pakistani/Bangladeshi	0%	0%	0%
% Chinese	0%	0%	0%
% Other	0.01%	0%	100%
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>Problems that the practice faces is that 63% of the population base is 45 years and over and a majority of the 14 – 25 year olds are boarders or at university. The majority of the working population are professionals who work outside of the area. The practice is in a rural setting, with patients residing over wide area, thus involving travel by car essential. Local bus services are limited and cease at 18:15 hrs. The Practice has a very small ethnic population.</p>			
<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>			
<p>Unemployment within our practice population is extremely low. The group has looked at working patterns and this is the main reason that the meetings take place in the evening and only every two months in order to make it more accessible.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>The group and the Practice have actively tried to recruit younger members. The Practice Manager and Chair Person met Sixth Form students from a local school to try and ascertain what their generation would like to see in at a GP surgery and how we could involve patients of their generation with the PPG. The main response was that they do not have time or the inclination to be part of a PPG and this also included being a virtual member. The group has increased its virtual membership; however, numbers are still low. Members have canvased for new younger members at local community hubs, such as toddler groups and nursery, however they have been met with a negative response. Problems faced is that 63% of the population base is 45 years and over and a majority of the 14 – 25 year olds are boarders or at university. “Wanted” type posters have been displayed in the various villages and social hubs. The group and the Practice will continue to campaign for younger members to join the group.</p>			

Setting the priorities for the annual patient survey

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

Please describe how the priorities were set:

At the group meeting in January 13, the group discussed and identified the following areas from the 2012 survey that they would like to concentrate on. These were:

- Communications
- Parking
- Appointments

Parking: The Practice Manager informed the group that there is no room for productive alterations to be made to the car park and that the Highway Agency and Local Planning will not consider increasing our traffic flow, owing to the main road adjacent to the practice entrance.

Communications: As the surgery was no longer moving to new premises, refurbishments started to take place in July, this led to the removal of all the notices and the installation of a large wall mounted TV screen in the waiting room, displaying patient information. The group and the Practice Manager redesigned the DNA letters and November saw the first publication of the PPG's newsletter.

Appointments: The group said that they had received complaints from patients, regarding problems with booking an appointment, despite the practice not receiving any complaints.

The group and the practice agreed that a survey should be conducted in order to highlight patient's perceptions and any problems with patients booking appointments. The team met with the Practice Manager to gain an understanding of the current appointment system and its challenges. The team particularly wanted to capture any difficulties that patients may have had with telephoning for an appointment as there had been some concerns, so the survey was designed with this in mind.

Main Priorities:

- Difficulties in contacting the practice for an appointment
- Difficulties in obtaining an appointment
- How easy an experience was it to book an appointment

Describe how the questions were drawn up:

The Appointment working group met with the Practice Manager to gain an understanding of the current appointment system and its challenges. They felt that they would design the survey on a similar style as the National survey that relates to GP surgeries. The team particularly wanted to capture any difficulties that patients may have had with telephoning for an appointment as there had been some concerns over the demand at 08:00hrs and they also wanted to capture any difficulties that patients may have with obtaining appointments. The group agreed that there is a difference in the demand for GP appointments to those of the Nurses, so the survey had to be able to capture these two types.

The questions being asked in the survey were to capture the main priorities, along with gaining a general perception of the patients experience and their thoughts on how they would like to book their appointments.

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)

The group used the same format as the National GP survey as a template. Considering the priorities the team initially worked with the Practice Manager on the type and style of questions that we wanted to ask. It was agreed that this survey needs to be a tick box one, to allow it to be easily completed.

We needed to know the day and time when they tried to book the appointment and by what method and any difficulties and agreed that we would record:

- Method of booking
- Preferred method
- When they booked it
- How easy and convenient
- Amount of times you had to phone and how long it took you
- Rate your overall experience

The team produced a draft survey for that was emailed to the group and the Practice Manager for comments and suggestions. After minor amendments the survey questionnaire was produced.

How our patient survey was undertaken:

The group wanted to capture as many people as possible during a continuous 4 week period. The survey was conducted during July 2013 for 4 weeks. On the first day, a member of the PPG was in the waiting room encouraging patients to complete the survey, thereafter it was the Practice staff that continued with the encouragement. The Practice staff embraced the survey and took a very active role in its successfulness, with 604 surveys being completed.

Summary of our patient survey results:

83% booked their appointments via telephone. 90% said that they would like to book via telephone and 36% said online. 75% booked their appointments on the day. (This was not surprising as the majority of the appointments were booked on the day). Majority of Patients found it easy to book an appointment that was also convenient. 53% of the patients indicated that it took one minute or less to get through on the phone and 72% two minutes or less. This also indicated that 90% rated the service as fairly good or above.

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 Practice Manager built a database to record the collected responses from each question. The Database transposed the raw results into bar charts, indicating the percentage for each question. The appointment working group met to discuss the results. The results were published and distributed to each member and the practice. The results were distributed amongst the group and the Practice. Discussions took place within the Practice. The results were also discussed at the next group meeting.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

Although the majority of those surveyed indicated that they were satisfied with the current system, the group wanted to concentrate on the minority. It was agreed that the Practice would review its current appointment booking system and **increase the amount of advanced bookable and internet bookable appointments**. The Practice Manager met with the appointment working group and indicated how the appointment system could be changed to release more advance bookable and internet bookable appointments. It was agreed that the practice would alter its appointment system over the next 3 months, increasing the amount of advance and internet appointments.

We agreed/disagreed about:

We agreed that the practice would increase the amount of advance and internet appointments. There was slight disagreement that the alterations were going to take place gradually. We disagreed that the practice did not want to immediately advertise the change in the appointment system as the Practice Manager wanted it to be gradual at first to test the new system.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

Having more advanced bookable appointments was a major change from the current "Book on the Day" system. The Practice Manager explained the current system to the whole group and how he proposed to gradually change "book on the day" appointments to advance and internet bookable ones. Initially the group wanted a complete change, however they understood that this major change could cause problems and it would be better to phase it in.

It was agreed that the practice would commence with phasing in the new appointments gradually until the balance was correct between book on the day and advanced book. The Practice Manager gave a description of how this would be done and over a period of three months. The group agreed and that the Practice Manager is to keep them informed of the progress.

We identified that there were the following contractual considerations to the agreed actions:

No contractual changes needed to be changed or considered

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)
More advanced bookable appointments	Make more advance bookable appointments available	Practice Manager	3 months	1 st Jan 2014
More internet bookable appointments	Make more internet bookable appointments available	Practice Manager	3 months	1 st Jan 2014

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:

2011 – 2012 the group undertook a survey to look at the practices extended hours provision as the current Saturday provision was not being fully utilised. This survey asked patients when they would like to have extended opening hours. The survey conducted by the Patient Participation Group resulted in the majority of patients surveyed wanted an early morning and late night opening and Monday was the day that the majority wanted. The practice ceased with Saturday opening and commenced with early morning opening and late closure on Monday. This service has proved to be popular.

2012 – 2013 the group undertook a survey on patients likes and dislikes about the practice. This survey highlighted the following dislikes:

- State of building. Not able to see a GP between 12:00 – 16:00
- No weekend surgery. Lack of parking. GP's leaving
- Appointment system. Lack of news about the new surgery
- Not enough time to discuss problems with GP. Not enough On-Line appointments
- Change of name from Ashenfell to Baslow

The group identified the main arrears that they would like to deal with was the building and the appointment system. It was agreed that owing to the fact that the Practice was awaiting for the new building to be built, money should not be wasted in renovating the current building. It was agreed that the group would therefore work with the Practice and look at the appointment system and keep patients informed over what is happening with the new building.

The group established sub groups to look at communications and a sub group to look at the appointment system.

The group did not complete the action points during this year owing to the following factors: The group went through a period of a high turnover with its members reducing it from a size of 13 members to 7 members.

Two members of the appointment working group that commenced with looking at the appointment system got delayed because one had to retire for a while absent due to health and the other one with family issues. It was agreed that both members would meet at the end of February and work with the Practice Manager and conduct an audit and feedback to the group to establish an action plan. This was further delayed until April, and then again until June 2013. The communication sub group also faced similar problems. These two action points got carried over into the 2013 – 2014 reporting year.

Due to unfortunate circumstances, the practice was not able to commence with the building of the new surgery and has since begun its renovation of the existing premises.

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:

There was a slight disagreement between the Practice and the group, over keeping patients informed over the construction of the new building. It was explained that the Practice was currently in a legal battle and that the practice was not permitted to make any comments on what was taking place, other than it is with the solicitors.

Publication of this report and our opening hours

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

Copies of 2011- 2012 and 2012 - 2013 reports were placed within the waiting room, displayed on the PPG noticeboard and placed on the Practice website.

Copies of the 2013 – 2014 report is displayed on the practice website: www.baslowhealthcentre.co.uk
Copies are made available in the waiting room, to take away or read within the premises. Copies are emailed upon request. Display of notices informing patients of the report.

The Practice publicises its opening hours via the various media:

Notices and on the patient information monitor. Various Parish magazines. On the practice website, practice booklet and on the counterfoil of the patients prescription.

Opening times

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

Monday 07:30 to 19:30 hrs (Monday being the extended hours provision)

Tue to Friday 08:00 to 18:30 hrs