

19 Beaumont Street Surgery - Dr Kenyon & Partners

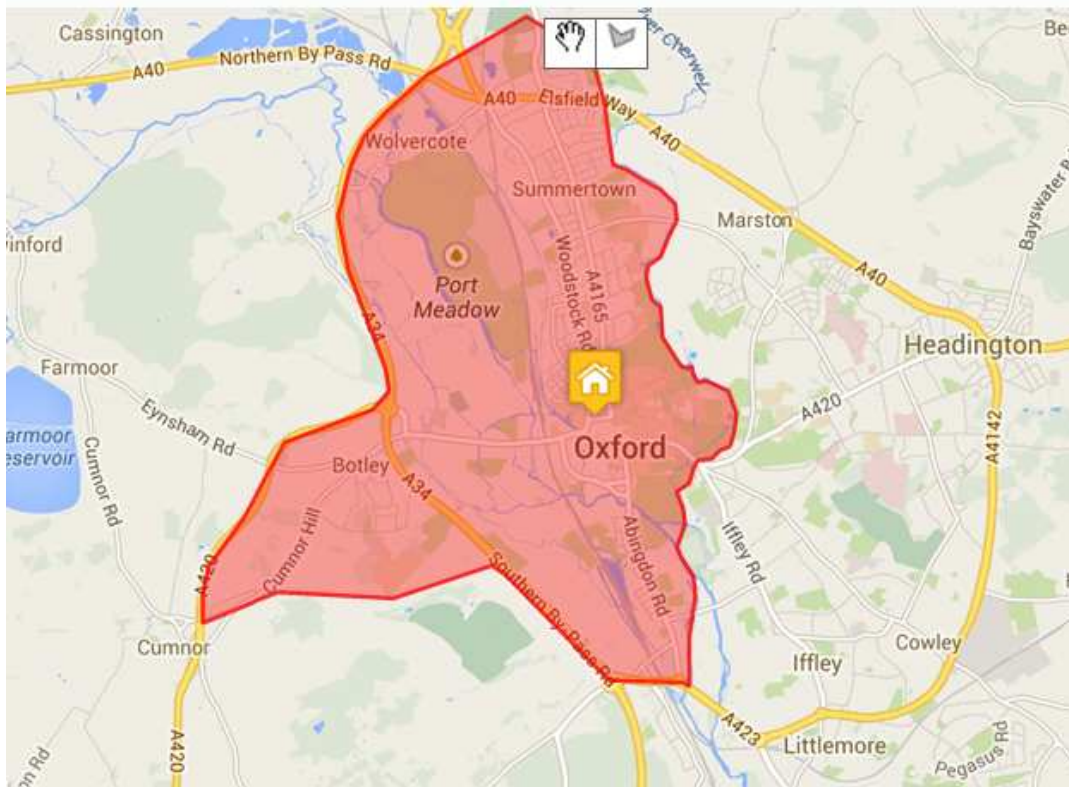
Patient Participation Group Report 2013-14

Aims of the patient participation group

The purpose of creating our Patient Participation Group was to ensure that we involve patients in decisions about the range and quality of the services we offer. We want patients to be involved in decisions that lead to changes to the services we provide. We want the group to be representative of the population that we provide a service for.

The profile of the patient participation group

We have tried to ensure our patient group reflects our patient demographics. We are a city centre practice but have a large catchment area and anyone within our boundary (see below) can register with us:



We have an extremely varied population of patients. Students make up a sizeable proportion of our list, but we also have many local families and individuals, young and old, registered with us. We also look after patients at the local Bail and Probation Hostels.

Our practice is located in 2 adjoining Georgian houses (19 and 20 Beaumont Street). We currently have 8 GP Partners, 2 salaried GPs, 2 Registrar GPs, 4 Practice Nurses and 2 Healthcare Assistants. We have access to the following associated clinician staff: District Nurses; Health Visitors; Midwife; College Nurses; Counsellor; Physiotherapist; and Addictions Specialist Nurses. We are supported by an Administrative Team including: Patient Services manager; Receptionists;

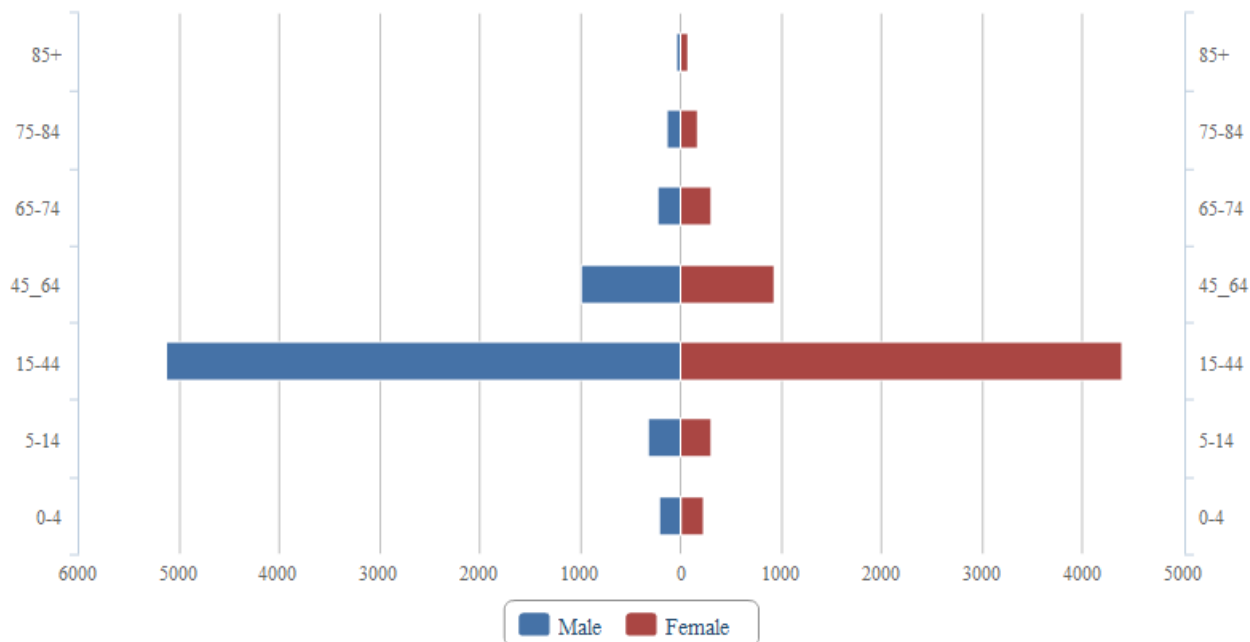
Secretaries; Clinical/Data Administrators; Medical Summariser; Administration Assistants; and the Practice Manger.

The information below is published about the location of our practice by NHS England. It shows that the practice is situated in an area with higher than average deprivation in terms of barriers to housing and lower than average deprivation in terms of income, employment and skills.

| Deprivation Standard | Practice | England Avg | England Min | England Max |
|-------------------------------------|----------|-------------|-------------|-------------|
| Index of Multiple Deprivation | 20.37 | 26.78 | 0.61 | 82 |
| Income | 0.02 | 0.18 | 0 | 0.77 |
| Employment and Skills | 0.03 | 0.12 | 0 | 0.75 |
| Healthcare | 0.57 | 0.27 | -3.05 | 3.79 |
| Education and Skills | 5.24 | 24.21 | 0.01 | 99.26 |
| Barriers to Housing | 46.44 | 18.98 | 0.64 | 67 |
| Crime | 0.94 | 0.31 | -2.55 | 3.07 |
| Living Environment | 43.23 | 28.46 | 0.15 | 89.34 |
| Deprivation affecting Children | 0.12 | 0.25 | 0 | 0.99 |
| Deprivation affecting older persons | 0.11 | 0.26 | 0 | 0.98 |

Lower than average deprivation
 Average deprivation
 Higher than average deprivation

The following bar chart shows the age and sex breakdown of our practice population:



A description of the profile of our patient group

We are required by our commissioners to provide a description of the profile of our patient group. To date our group has 18 members. Their ages range from 25 to >84. There are 12 females and 6 males. They visit the practice from “very rarely” to “once a month”. They have described their ethnic origin as “British”; “other white”, or “no comment”. The group have medical conditions representative of our patient population.

How we constructed our patient participation group

We took a range of actions in order to produce the most diverse and representative patient group possible. We are keen to enable patients that would find it difficult to get to the practice (for example due to ill health or time/work commitments) to be involved with the group. We therefore chose to have a virtual patient participation group where patients can communicate with us without having to physically be in the practice. We also think that it is important to meet face to face so the patient group will meet in the practice at intervals determined by the group.

The actions we took to recruit patients to our group are listed below:

- Posters were put up in all the waiting rooms.
- Registration forms and notices were put on the reception desk so anybody getting help at reception could see them and join up.
- Registration forms were available in the consulting and treatment rooms so that the doctors and nurses could recruit patients opportunistically.
- We advertised our Patient Participation Group on our website.
- We directly targeted patients at reception or when being seen by a clinician.
- We added a message to promote the patient participation group onto the “right hand side” of all prescriptions. The aim of this was to ensure that all patients, including those that do not come in to the practice or visit the website, would see that we are recruiting patients to become involved in the group.
- College nurses are promoting the group to students when seeing them in College.

How we determined the issues that were a priority and to include in the local practice survey.

Our patient group registration / signup form had a section that was designed to determine the issues that patients wanted to be prioritised. The form stated the following:

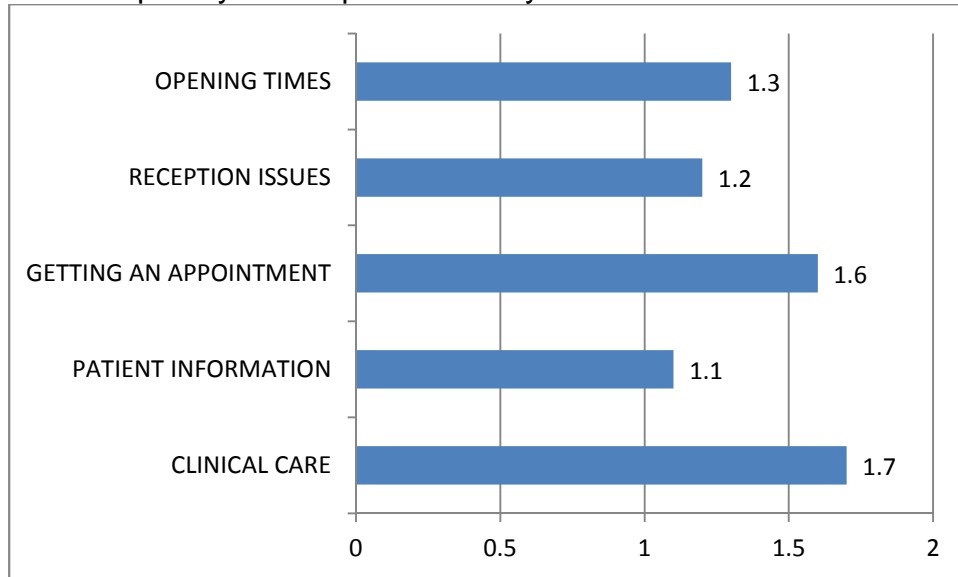
“We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on”

The patients were then prompted to prioritise a list of areas by placing a “tick” in a number of boxes. There was also a space for the patient to include their own suggestions.

The results of this exercise are given below:

Areas of priority for the patient survey



Scale: Strongly agree = 2.0

Agree = 1.0

Unsure = 0.0

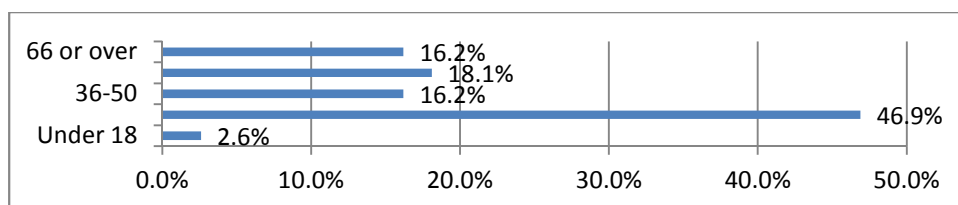
This shows that clinical care and the ability to book an appointment are the most important areas to our group.

The Local Patient Survey:

We have collated the views of our patients through the use of our Local Patient Survey. The questions in the survey were based on the priorities identified by the Patient Participation Group. The survey (see appendix 1 for a copy) was anonymous but did ask the patient for demographic information. It then asked 24 questions in total, split into three sections that covered questions about: the patient's doctor; the patient's nurse; the reception and administrative staff; the services we offer. There were also sections that gave the opportunity to comment on ideas and suggestions on how either the practice or the doctors could improve our services.

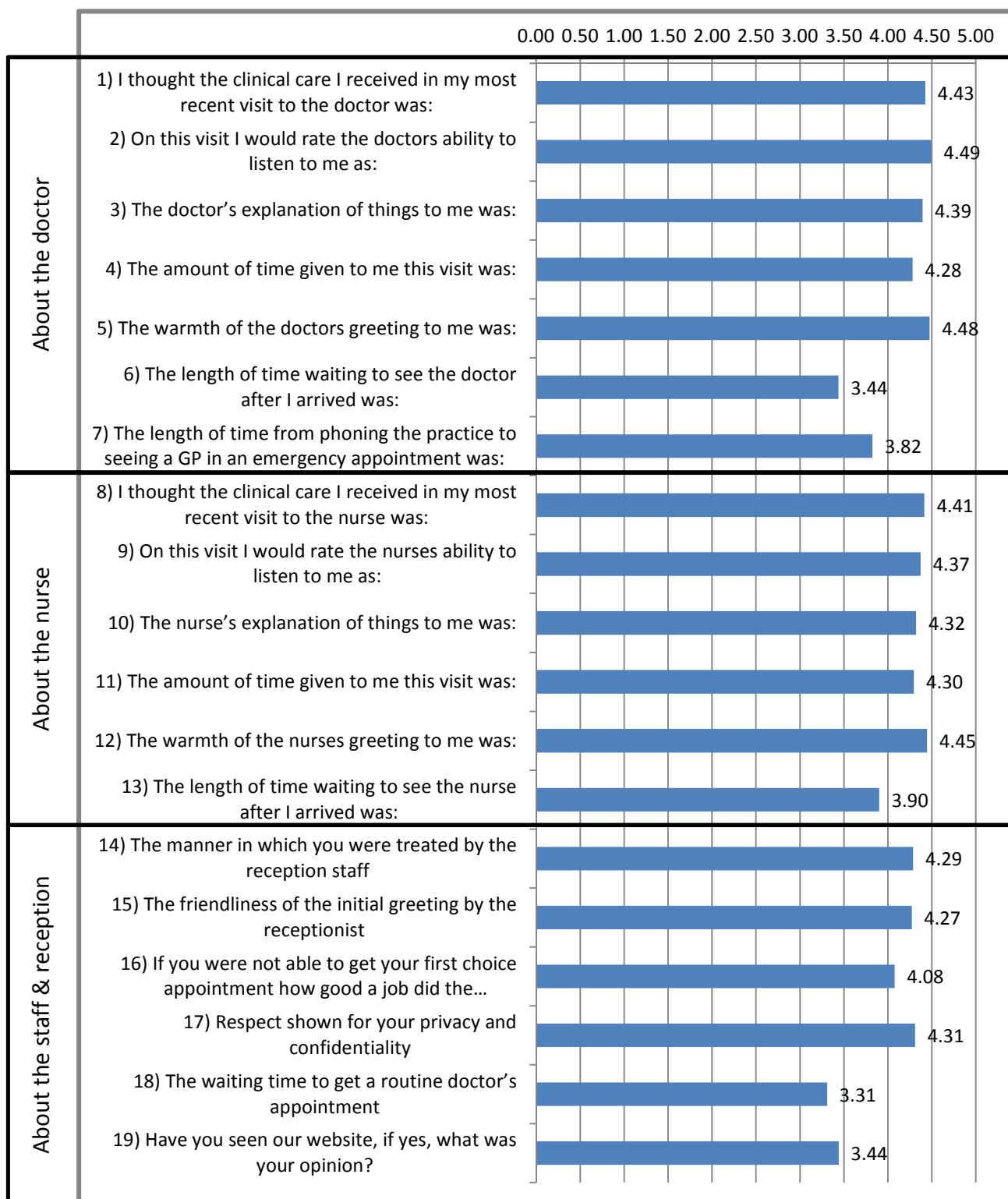
The survey questionnaire was available in reception, the waiting rooms, consulting rooms, treatment rooms, and downloadable from the website. The patient could simply drop off the completed form anonymously into a box left in reception (similar to a "ballot box"); or they could hand their form to any member of staff; or the patient could send us the form by email or post.

A total of 310 forms were completed over a two week period. 57% of the respondents were female and 43% were male. Their age range is shown below:



The results of the survey are summarised on the following page.

Summary of 310 patient responses to the Local Practice Survey



Scoring system

5 = Excellent; 4 = Very Good; 3 = Good; 2 = Fair; 1 = Poor

General Comments included:

1. Display practice web address at reception.
2. Email prescriptions - not only phone + website.
3. Add Lloyds in Botley to the list of chemists for picking up prescriptions.

4. Surgery needs a renovation.
5. Better information about travel clinic – e.g. what information to bring and times/dates of clinics.
6. Leaver operated taps in the patient toilets please.

Comments about appointments:

7. It takes a long time to get an appointment.
8. Needs to be an easier way to negotiate urgent/fairly urgent appointments.
9. Disappointed by telephone booking system. Had to wait a week for an appointment when phoned at 8am.
10. It would be nice to be able to book an appointment a day in advance.
11. Having to phone at 8am for an appointment on the day is stressful.
12. When a part time doctor is on duty, I feel you have to wait longer for an appointment.
13. For continuity of care it would be good to see one's regular doctor.
14. Increase the number of hours available during the seasons of higher demand.
15. It takes quite a while to get an appointment with a GP whether it's an emergency or for a routine check-up.
16. Some appointments should be kept available for booking each day for emergencies.
17. It is difficult to get through to the surgery if an emergency appointment is needed.

Positive feedback comments include:

18. Very friendly & professional. Thank you.
19. Happy with service the practice gives.
20. Best practice I have been to.
21. Doctors made me feel listened to. I value the medical conditions being explained in detail and the surgery's willingness to investigate matters.
22. Service was really good. Very friendly.

Face to face meeting with the Patient Participation Group to discuss findings of the Local Patient Survey

The results of the Local Patient Survey were emailed to the Patient Participation Group. The group was then invited in to the practice for a face to face meeting so that the results could be discussed. The group was given the option to simply email us their comments should they not wish or be able to attend the meeting in person. Two Partners, the Practice Manager, the Patient Services Manager and our Data Administrator also attended the meeting.

The results of each question of the survey were discussed in detail. We also looked at the recurring themes gained from the comments. We agreed a series of actions to take (these are detailed in the next section of this report).

Action Plan

Waiting times for an emergency /urgent appointment.

This was one of the biggest issues identified by the survey and the comments we received. There was a perception that it took a long time to get an emergency appointment with a GP, though it should be noted that the average score for this question was 3.8, i.e. somewhere between good (a score of 3) and very good (a score of 4). The group agreed that this was most probably due to some confusion about the definition of an “emergency” or “urgent medical need” because any patient will always be seen the same day by a GP if medically appropriate. This is irrespective of whether there are any routine appointments available that day. The patient (or if appropriate their carer) will speak to the duty doctor and s/he will determine if the patient needs to be seen that day. The group felt, therefore, that there is an educational/communication need about how to get an urgent appointment.

Action 1 – we will review how we communicate the process by which our appointments, both routine and urgent, are allocated. We will then publish this to our patient population. This will be via the noticeboards, practice leaflet, practice website and by training our staff, particularly those with a patient facing role.

Action 2 – we received a number of comments about not knowing the practices website address. We will put posters up on the noticeboard and completely refresh the website.

Action 3 – we received feedback that our practice is in need of a refurbishment. We agree that some areas are in need of attention. However as funding in real terms is being reduced year on year it will be very difficult to address this in a single refurbishment. We will therefore start a rolling program of refurbishment and keep the group informed of our progress.

Action 4 – we have had a request to fit lever operated taps in the patient toilets. Again funding is an issue but, as part of action 3 above, we will make sure that lever operated taps are put in at least one of the patient’s toilets (starting on the ground floor and working up through the building).

Action 5 – we have had feedback about the ability to pick up prescriptions from the Lloyds pharmacy in Botley. As far as we knew this was already happening without any problems but we will contact the pharmacy to see if there is a problem and to resolve it if there is one.

Action 6 – face to face meetings. There was some discussion as to the frequency of the patient group’s face to face meetings. We will contact the group and ask each member to tell us their preference.

Action 7 – we discussed the need for a patient participation group notice board. We agreed to have a dedicated PPG notice board.

Action 8 – we received a request to make the information about travel clinics clearer. We will create a dedicated travel clinic notice board and also review and refresh the information on our practice website and leaflet.

How to access our services:

Appointments can be made to see our clinicians by telephone, online and for certain doctors by email. Repeat prescription requests can be telephoned or made online. Appointment reminders are sent by text if the patient has given us a mobile phone number.

Our Clinics, held at the surgery by appointment, include:

| | |
|----------------------------|----------------------------|
| Antenatal Clinic: | Thursday morning |
| Well Woman: | Weekly |
| Cardiovascular Clinic: | Weekly |
| Diabetic Clinic: | Weekly |
| Cryosurgery Clinic: | Every 3 weeks |
| Asthma Clinic: | Twice weekly |
| Child Health Clinic: | Wednesday p.m. |
| Child Immunisations: | By appointment with Nurse |
| Minor Operations: | Wednesdays, 8.30-9.30am |
| Hypertension Clinic: | Twice weekly |
| Travel Clinic: | Weekly |
| Physiotherapist: | By referral from GP |
| Stop Smoking Clinic: | Twice weekly |
| Addictions Support Worker: | Wednesdays, referred by GP |
| Benefits Advisor: | Thursday mornings |

Other clinics may be added from time to time

Normal opening times

Monday to Friday: 8:30 to 18:30 (Duty doctor available and phone lines open at 8:00)

Extended hours opening times

Tuesday and Thursday: 18:30 to 20:10

Saturday: 8:30 to 12:00

Our extended hours clinics are for people wishing to see a GP. The GPs cover these surgeries on a rotational basis and we aim to have a mix of male and female GPs available each week. We don't routinely have practice nurse clinics in extended hours but there are times of the year when we do. For example we will run extended hours nurse clinics in the winter for "flu clinics" and extra "travel clinics" are arranged before the summer vacation.

Patient Survey 2014

Thank you for helping with our patient survey for 2014. Your opinions on how we are doing are very important to us. The results of the survey will help to show what you would like us to improve over the coming year.

The questions are designed to be easy to answer and are based on feedback from our new 'Patient Participation Group'.

We will post the results of our survey on our website and display them in the surgery waiting room. We will also display what actions we are taking to improve the service we offer.

Thank you for your help

| | |
|--|--|
| Are you: Male..... <input type="checkbox"/> Female..... <input type="checkbox"/> Under 18..... <input type="checkbox"/> 19 – 35..... <input type="checkbox"/> 36 – 50..... <input type="checkbox"/> 51 – 65..... <input type="checkbox"/> 66 or over..... <input type="checkbox"/> | How often do you use the surgery? Once a year or less..... <input type="checkbox"/> 2 – 5 times a year..... <input type="checkbox"/> 6 – 10 times a year..... <input type="checkbox"/> More than 10 times a year..... <input type="checkbox"/> |
|--|--|

| | About the doctor (That you have recently seen) | Poor | Fair | Good | V Good | Excellent |
|---|--|------|------|------|--------|-----------|
| 1 | I thought the clinical care I received in my most recent visit to the doctor was: | | | | | |
| 2 | On this visit I would rate the doctors ability to listen to me as: | | | | | |
| 3 | The doctor's explanation of things to me was: | | | | | |
| 4 | The amount of time given to me this visit was: | | | | | |
| 5 | The warmth of the doctors greeting to me was: | | | | | |
| 6 | The length of time waiting to see the doctor after I arrived was: | | | | | |
| 7 | The length of time from phoning the practice to seeing a GP in an emergency appointment was: | | | | | |

| | About the nurse (That you have recently seen) | Poor | Fair | Good | V Good | Excellent |
|----|--|------|------|------|--------|-----------|
| 8 | I thought the clinical care I received in my most recent visit to the nurse was: | | | | | |
| 9 | On this visit I would rate the nurses ability to listen to me as: | | | | | |
| 10 | The nurse's explanation of things to me was: | | | | | |
| 11 | The amount of time given to me this visit was: | | | | | |
| 12 | The warmth of the nurses greeting to me was: | | | | | |
| 13 | The length of time waiting to see the nurse after I arrived was: | | | | | |

**DR KENYON & PARTNERS
19 BEAUMONT STREET**

| | About the Staff & Reception | Poor | Fair | Good | V Good | Excellent |
|----|--|------|------|------|--------|-----------|
| 14 | The manner in which you were treated by the reception staff | | | | | |
| 15 | The friendliness of the initial greeting by the receptionist | | | | | |
| 16 | If you were not able to get your first choice appointment how good a job did the receptionist do in finding you an alternative solution? | | | | | |
| 17 | Respect shown for your privacy and confidentiality | | | | | |
| 18 | The waiting time to get a routine doctor's appointment | | | | | |
| 19 | Have you seen our website, if yes, what was your opinion? | | | | | |

| | Services | Yes | No |
|----|--|-----|----|
| 20 | Should we change the way you book appointments so that they are given to those who need them most urgently? | | |
| 21 | Have you visited our website in the past year? | | |
| 22 | Did you know you could book appointments and order prescriptions on our website? | | |
| 23 | Did you know we offer appointments on a Tuesday & Thursday evening until 7:30 pm and also on a Saturday morning 8.30- 12.00? | | |
| 24 | Did you know you can request a phone consultation with a GP instead of having to come to the surgery for many routine matters? | | |

Any other comments on how the PRACTICE could improve its service?

Any other comments on how the service could be improved by the DOCTOR?

Thank you for your feedback