

**Ettingshall Medical
Centre
Patient Survey
2011 - 2012**

Ettingshall Medical Centre
Patient participation report 2011 - 2012

STEP 1: DEVELOP A PATIENT REFERENCE GROUP

PROCESS USED TO RECRUIT

Provide details of the methods used to recruit patient to the PRG:

The practice subscribed to the PCC support package for the patient participation DES, of which included a contact form to be completed when recruiting a patient to the PRG. This provided the practice a sample contact form, which was then tailored to reflect the practice population. To cover our diverse and deprived population easy read paper forms were professional printed, with interpreting support available to cover our multicultural population.

The '*Have a say in the services we provide*' leaflet asked patients the following information:

- Demographic details
- How they wish to be contacted
- Methods of involvement
- Priority areas of focus

It also addressed what would be required of them when joining the PRG.

The contact forms were then inputting into the PCC database, which is held on the PCT's secure server.

The following were the practices method of advertising the PRG:

- Put up posters in practice
- Put on JX Board
- Printed leaflets offered to all patients attending practice using '*Have a say in the services we provide*'
- Interpreting service involved in issuing leaflets to patients on site

PRACTICE POPULATION PROFILE

Age & Sex Profile:

Age Range	Male	Female	Total	
0 - 16	219	219	438	23%
17 - 24	114	148	262	14%
25 - 34	164	184	348	18%
35 - 44	129	122	251	13%
45 - 54	109	116	225	12%
55 - 64	69	73	142	7%
65 - 74	54	48	102	5%
75 - 84	46	51	97	5%
85+	18	40	58	3%
Total	922 (48%)	1001 (52%)	1923	

(Figures for regular patients registered in February 2012)

Ethnicity:

British or mixed British	109	5.67%
White total	901	46.85%
Black total	241	12.53%
Asian total	315	16.38%

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Total Mixed	258	13.42%
Chinese	8	0.42%
Other ethnic group - category unknown	64	3.33%
Other – Not stated	27	1.40%
Total Population	1923	

PRG PROFILE – OBTAINED FROM THE PCC PRG DATABASE

Age:

Age Range	Male	Female	Total
0 - 16			0 0%
17 - 24	1	1	2 8%
25 - 34		1	1 4%
35 - 44	2	1	3 12%
45 - 54	3	7	10 38%
55 - 64	2		2 8%
65 - 74	2	3	5 19%
75 - 84		2	2 8%
85+		1	1 4%
Total	10 (38%)	16 (62%)	26

Ethnicity:

White	23	88%
Black	2	8%
Asian	1	4%
Mixed	0	0
Total Population	26	

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

Steps taken by the practice to reach groups not represented and address variation within the PRG.

32% of the practice population is aged over 45 years, this group is strongly represented on the PPG. In order to attract representation from the younger population we have established a virtual PPG being contacted by their preferred method: letter, telephone and e-mail.

The practice population is very diverse through the use of the interpreting service on site, offering different preferred methods of communication and recruitment as described we have achieved representation across different ethnic groups.

We are continuing to recruit to the PRG.

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STEP 2: AGREE AREAS OF PRIORITY WITH THE PRG

Describe how the priorities were set:

On completing the '*Have a say in the services we provide*' leaflet patients were given the opportunity to indicate the areas of our service we should focus on. The list formed part of the PCC database.

The areas were as followed:

- Getting an appointment
- Clinical care
- Telephone answering and access
- Waiting room facilities
- Customer service
- Time keeping
- Patient information
- Opening times
- Parking
- Other

Priorities were analysed which then formed the basis for the patient survey.

STEP 3: COLLATE PATIENT VIEWS THROUGH THE USE OF A SURVEY

Survey

How were the views of registered patients sought?

Anonymous questionnaire forms

How were the questions drawn up?

Areas of priority were collated and the question bank on the PCC survey tool was used to identify appropriate questions.

How was the survey conducted?

A paper survey was handed out by reception team to registered patients who volunteered to complete when attending the practice over a two week period commencing Monday 6th February 2012. Responses were collected and inputted on the PCC survey analysis tool. 62 responses were received. The Department of Health guidelines recommend that to ensure a representative patient sample for every 1,000 registered patients, 25 completed questionnaires are required, this equates to 48 surveys for this case. Therefore, this guideline was fully met.

What were the survey results?

Analysis of responses attached.

62 total respondents to the survey, of these:

7% attended weekly

38% monthly,

45% more than once a year

We were very pleased that our overall satisfaction levels were high at 98.5%.

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1. Clinical care

We were pleased with the clinical care responses; all of which were high: e.g.
Giving you enough time: 90%,
Asking about symptoms: 93%
Listening: 93%
Care & concerns: 93%

2. Getting help with longstanding health issues

44% had not received a written documents
33% had no plan summarising care
This area will be a targeted area

3. Preferred Doctor

Although most of our GP team are part-time in their clinical duties and we have 3 sites
47.5% of patients saw their preferred doctor most or a lot of the time

4. Waiting after appointment time

87% of patients waited under 15 minutes and of this 53% were under 5 minutes

5. Reception

93.5% of patients felt that the receptionists were helpful, out of this 92% found them very helpful. The remaining 6.5% had not spoken to the receptionist.

STEP 4: PROVIDE PRG WITH OPPORTUNITY TO DISCUSS SURVEY FINDINGS AND REACH AGREEMENT WITH THE PRG ON CHANGES TO SERVICES

Describe the methods used to give the PRG and opportunity to comment and discuss the findings of the survey:

All patients that completed the contact form to join the PRG that stated they wished to be contacted, were done so via their preferred method. They were issued the survey finding, draft action plan for comment.

Any member of the PRG who had expressed an interest in attending meetings was invited to a meeting on 12th March 2012. The Practice Manager, a Partner and 13 patients attended the meeting.

The practice manager went through the analysed statistics from the survey. The practice were pleased with the comments from the group and strong survey results.

The PRG felt the although waiting time for appointments had been highlighted as an area of improvement this was area they felt was good in comparison to their past experiences and they themselves never felt rushed when seeing GP. The group all felt that it would be of use communicating information about availability of Doctors in the practice, but understood that with urgent condition they would need to see the Doctor on duty. The group particularly commented on the helpfulness of the Reception Team, finding them friendly, making eye contact and approachable.

The priorities agreed by the PRG are agreed by the practice team and are identified in the agreed action plan.

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STEP 5: AGREE ACTION PLAN WITH THE PRG AND SEEK PRG AGREEMENT TO IMPLEMENTING CHANGES

ACTION PLAN

How did you agree the action plan with the PRG?

Steps 4 and 5 were combined using the patients preferred method of contact. Comments from the virtual PRG and practice meeting form the basis of the action plan.

The action plan is attached.

What are the main findings/proposals that can be implemented?

See attached action plan.

What are the findings/recommendations that will not be implemented?

Please include reasons?

However, the other services requested will be dependent on future commissioning decisions.

What are the actions that the practice intends to take/has taken in respect of the findings:

See attached action plan.

Are there any contractual considerations to the agreed actions?

Not to our knowledge.

LOCAL PATIENT PARTICIPATION REPORT

Please describe how the report was devised and circulated:

The report was advertised on the dedicated practice website.
A poster of findings has been displayed in patient and staff areas.
Report issued to PPG members.
Report e-mailed to staff.

OPENING TIMES

Opening Times

Reception is open and available on the telephone and face-to-face.

Monday 8.00am-8.00pm

Tuesday 8.00am-6.30pm

Wednesday 8.00am-8.00pm

Thursday 8.00am-6.30pm

Friday 8.00am-6.30pm

Saturday 8.00am-12.00pm

Draft Action Plan 2011/12

Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
Attending an Appointment <u>Waiting to be seen</u> 33% 5-15 mins 7% 15-30 mins <u>Feel about waiting</u> 17% wait a bit or far too long <u>Time spent with Dr</u> 17% less than 5 mins 19% to little time spent	Length and availability of appointments: <ul style="list-style-type: none"> Advertise double appointment in waiting room and website Additional administration support for GP's To establish a system whereby reception clearly communicate to the patients in the waiting room if the clinic is running late	PPG Practice Manager Reception Staff GP's	3 months – July 2012
Using other Health Service Going to the accident and emergency department at a hospital (instead of your GP) - 24% NHS Walk-in Centre - 26% NHS Direct (24hr telephone helpline) - 24% 31% felt that more services could be done in the practice	<ul style="list-style-type: none"> Participate in Frequent A&E Attenders Advice Scheme Advertise pathways through NHS services on website and in waiting room 	PPG Practice Manager Reception Staff GP's	3 months – July 2012
Discussion re long-term conditions <u>Written document</u> <ul style="list-style-type: none"> 44% not issued written information for managing your condition Does your doctor give you enough information about any diagnosis or treatments? 20% some extent 2% No 	Increase leaflets in clinical rooms and hyperlinks on practice chronic disease templates focusing on hypertension Establish a system to ensure written information is also available for patients who require chronic disease management at home	PPG Practice Manager GP's	6 months - Sept 2012

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
<u>Written Plan Summarising Discussion</u> – 33% not issued <u>Care Plan</u> – 44% not issued	7.3% of practice population are asthmatics – provide a minimum of 70% of this group with a written plan	PPG Practice Manager GP's	12 months – March 2013
Services patients wish to see offered at practice <ul style="list-style-type: none"> • Health visiting • Blood tests • Support groups • Pharmacy • Weight Management • Back to work support 	<p>Explanation of which services which are currently in the practices remit to provide – e.g. blood tests</p> <p>More advertisement in reception regarding direction to services – Dedicated Service/Support Group noticeboard</p> <p>Discuss with RWHT Smoking Cessation Department whether there is/could be a stop smoking support group</p> <p>Audit patient usefulness of COPD support group</p> <p>Write to RWHT to communicate waiting times at local phlebotomy clinics as suggest an time allocation system</p>	PPG Practice Manager GP's PPG Practice Manager GP's PPG Practice Manager GP's PPG Practice Manager GP's/Nursing Team PPG Practice Manager	3 months – July 2012 3 months – July 2012 3 months – July 2012 9 months – Dec 2012 3 months – July 2012
Services patients wish to see offered but currently offered at practice <ul style="list-style-type: none"> • Minor injuries • Nurse appointments • Midwifery/pregnancy 	Advertise which service the practice offers	PPG Practice Manager GP's	3 months – July 2012

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Priority for Action	Proposed Changes	Who needs to be involved?	What is an achievable time frame?
Call saving visit to Practice 22% felt could have been dealt with on phone	Advertise which services are currently available with a member of the clinical team on the telephone	PPG Practice Manager GP's	3 months – July 2012
Preferred method of Advertise online booking as 16% wanted it	Advertise online booking	PPG Practice Manager	3 months – July 2012
Preferred Doctor 47.5% of patients felt that they could see a doctor of their choice most or a lot of the time	Advertise when doctors undertake their usual shifts	PPG Practice Manager GP's	3 months – July 2012