

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	CHURCHGATE SURGERY, DENTON
Completed by	CAROLINE MELLORS

### Patient Reference Group (PRG) Profile

Number of face to face members	42	
Number of virtual members	0	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	0	0
17 – 24 -	0	0
25 – 34 -	1	2
35 – 44 -	1	4
45 – 54 -	2	7
55 – 64 -	1	9
65 – 74 -	7	4
75 and over -	1	3
<b>Ethnicity</b>		
White	13	28
Mixed	0	0
Asian / Asian British	0	0
Black / Black British	0	0
Chinese / Chinese British	0	0
Other ethnic group	0	1
<b>Employment Status</b>		

Employed	NONE SUBMITTED	NONE SUBMITTED
Unemployed	NONE SUBMITTED	NONE SUBMITTED
Retired	NONE SUBMITTED	NONE SUBMITTED
<i>Other (e.g. no of carers)</i>		
NONE SUBMITTED		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<ul style="list-style-type: none"> <li>• Advert throughout the year to ALL patients that attended the surgery inviting them to join the PPG on the Patient TV message screen, Notice board in reception &amp; forms on the reception desk.</li> <li>• ALL patients made aware &amp; encouraged to complete PPG forms/leaflets to register by reception staff when they attended the reception desk</li> <li>• Section on Website headed 'Patient Group' with an explanation of the PPG &amp; link to the on-line form</li> <li>• Note attached to all paper copies of patient survey for all patients that attended the surgery during November 2013 with information regarding the PPG &amp; how to register to become a member.</li> </ul>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<ul style="list-style-type: none"> <li>• Patient leaflets handed out to patients on days where clinics would see younger patients i.e. Baby Clinic for young mums &amp; Dads &amp; asthma clinics.</li> <li>• Reception staff and PPG member volunteers targeted patients from ethnic diversity groups, younger age groups &amp; males of all ages to ask them to become members &amp; to complete the patient survey. The PPG member volunteers offered to complete forms with patients to assist them if needed.</li> <li>• Search done on EMIS PCS for all patients with a recorded ethnicity other than White/British in November 2014 which produced a list of 196 patients. Letter sent to 60 of these patients asking them to complete the patient survey &amp; including a paper form for registration for the PPG.</li> </ul>		

## 2013/14 Priorities

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
<p>It was agreed at the PPG meeting on 25/3/13 that the same patient survey should be done again later in the year and PPG members volunteered to come in to hand out surveys to get more patient uptake. This is documented in the minutes from PPG meeting on 25/3/13</p> <p>The previous survey was discussed in the PPG meeting on 26<sup>th</sup> Sept 2013. It was agreed that the proposed survey should be emailed/posted to all the PPG members for them to make any amendments/additions to the survey. This is documented in the minutes from PPG meeting 26<sup>th</sup> Sept. This was sent on 30<sup>th</sup> October 2013 to all PPG members via email &amp; post.</p> <p>Replies were collated from PPG members &amp; via email/post &amp; amendments to the survey were completed before this was released to all patients.</p>

**What these priorities were**

- More patient uptake to get a true representation for the practice – volunteers from PPG members to hand out surveys to encourage patients to fill them in over a 2 week period.
- Same survey as last one to enable the PPG to compare the results of the 2 and agree priorities/actions at next meeting.
- Question added regarding child friendly facilities at the request of the PPG

**2013/14 Local Practice Survey****How we agreed with the PRG the content of the local practice survey**

The previous survey was discussed in the PPG meeting on 26<sup>th</sup> Sept 2013. It was agreed that the proposed survey should be emailed/posted to all the PPG members for them to make any amendments/additions to the survey. This was documented in the minutes from PPG meeting 26<sup>th</sup> Sept. This was sent on 30<sup>th</sup> October 2013 to all PPG members, this was sent via email/post.

Replies were collated from PPG members via email/post & amendments to the survey were completed before this was released to all patients.

**How we agreed with the PRG the way in which the survey would be conducted**

A discussion took place at the PPG meeting on 26th September 2013 – it was agreed that the survey would be conducted in the following ways:

- Survey available to all patients on line on the surgery website for 1 month throughout November
- Paper copies of the survey available to all patients who attended the surgery throughout November 2013
- Volunteers from the PPG members to hand out surveys to patients & offer to assist patients to complete the survey if needed.
- Advertise on the Surgery Website home page
- Advertise on the Waiting room patient messaging TV screen & Notice board
- Encouragement from the reception staff to all patients to complete the survey & for those who didn't have time on the day to give them a paper copy to return or a leaflet giving details of how to access the survey from the Surgery website when they returned home.
- Letter sent to 60 patients with ethnic group other than white/ British recorded to ask them to complete the survey

**Other methods used to seek the views of registered patients**

All listed in last question

## 2013/14 Local Practice Survey Results

### **An overview of the results of the local practice survey is detailed below**

Patients reported an improvement in customer service with 94% recording the reception staff either fairly helpful or very helpful.

67% of patients recorded being able to see a GP the same day if they needed to urgently with 14% recording they had never needed to try.

92% of patient stated it was very important to be able to book ahead for appointments & 70% said it was easy to do so.

26% of patients would like to be able to book appointments on-line & 79% are happy with the surgery opening times.

79% of patients recorded the service was fair to excellent when they wanted to book an appointment with a particular doctor & 84% when they were willing to see any doctor.

During consultations with a GP patients recorded an average of 82% describing their experience as good or very good for the GP giving enough time, Listening, putting them at ease, assessing their medical condition, explaining their condition & treatment, involving them in decisions about their care, providing or arranging treatment & being polite & considerate.

89% of patients also recorded they were confident the GP was trustworthy & honest & 90 % were confident they would keep their information confidential.

87% of patient recorded being completely happy to see the GP again

During a consultations with a Nurse patients recorded an average of 64% describing their experience as good or very good for the nurse giving them enough time, listening, explaining their condition & treatment, involving them in decisions about their care, putting them at ease & providing or arranging treatment. (although an average of 32% of patients recorded 'no response' to these questions)

70% of patients said they would be happy to see that nurse again (30% recorded 'no response')

An average of 68% of patients described the practice overall as dealing very well with helping them understand their health problems, cope with their health problems & helping them to keep healthy.

81% of patients described their overall experience as either good or excellent & 82% said they would definitely or probably recommend the surgery to someone moving into the area.

Unfortunately 73% of patients surveyed said the question relating to children's facilities at the surgery did not apply to them or ticked 'no response' so we were unable to gauge a true response on this survey.

### **How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

The results were copied and given to all PPG members who attended the meeting on 9<sup>th</sup> December 2013. This could not be discussed in detail due to time constraints at this meeting so a further meeting was agreed for the sole purpose of discussing the survey results. This was arranged for 10<sup>th</sup> February 2014 and all PPG members were informed of the date & agenda of this meeting.

A powerpoint presentation was prepared at the request of the PPG showing the comparison of the

results from November 2013 & Jan/Feb 2013 to be presented at the next meeting.

This was presented to the PPG by Dr Jordan at the meeting on 10<sup>th</sup> February 2014

The patient comments from the survey were collated & put into categories then copied and given to all PPG members who attended to discuss at this meeting also.

The results were discussed at the meeting on 10<sup>th</sup> February 2014 and actions/priorities agreed as a result of both the survey results & patient comments.

The results of the survey were published on the Surgery website & Patient Notice board in the waiting room for all patients to view and minutes/actions from the December 2013 meeting & February 2014 were published on the website, TV screen & the Notice board in the waiting area.

Minutes from the meeting on 10<sup>th</sup> February 2014 were also posted/emailed to all PPG members

### **How we agreed an action plan with the PRG based on the findings of the local patient survey**

The Powerpoint presentation identified areas that had improved, areas that would benefit from further improvement, scored high, scored low so the group had a clear picture of how we were performing as a practice. The patient's comments were categorised so the group could see what the main areas of praise or main areas for concern were from patients completing the survey.

All the results were discussed at the meeting on 10<sup>th</sup> February 2014 and areas where improvements had already been made since the survey was presented to the group for their approval (Via Powerpoint).

The group were all in agreement that the changes were positive and the remaining areas were then looked at & a discussion took place at this same meeting for suggestions to make further improvements to the patient experience at the practice.

Actions were agreed at the meeting on 10<sup>th</sup> Feb 2014 & documented on the minutes of the meeting. The minutes were then posted on-line and advertised for all patients on the Waiting room TV & Notice board. Minutes were also sent to all PPG members to ensure members who could not attend had sight of the agreed action plan

### **Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

Patient comments on the survey requesting a water dispenser in the waiting room - We have looked into this & surveyed several other surgeries in the area to find it is a Health & safety issue. We even found that one surgery had this installed due to patient demand & subsequently had to have their dispenser removed again due to it causing a health & safety issue. The dispenser would need to be located on the carpeted area to ensure spillages do not cause slips on the waiting room floor. The carpeted area is away from sight of the reception and cannot be monitored by the reception staff safely so it was decided this request would not be adhered to at this time.

## 2013/14 Action Plan

### 2013/14 Action Plan (and how this relates to the findings of the local practice survey)

All items here were actions highlighted on the local practice survey as areas for improvement:

1. On line booking appointments. The practice are currently developing the service to provide on line bookable appointments – Action – This has be advertised extensively on the website & waiting rooms for patients to register to take this forward. Patients will be sent user details throughout February 2014. A note was also attached to all prescriptions leaving the surgery for a period of 2 weeks to notify patients of this service.
2. MJOG-Text message service - following the positive feedback from the survey to continue this service – Action –MJog service to continue & all staff members trained on the use of this service – ongoing
3. TV Screen. This had very positive feedback and it was agreed that the practice will continue to inform patients through this messaging screen. – Action – Waiting room screen to be kept updated with relevant patient information – ongoing
4. No Smoking on the Premises and grounds. As a result of comments made on the survey the practice now enforces no smoking anywhere on the practice site with a sign informing patients. – Action – Inform patients on TV screen & notices in Waiting room/ surgery windows – Immediately
5. Prescriptions - the on line service will include ordering of repeat medication on line. – ACTION – Patients will be sent user details throughout February 2014. This will be advertised extensively in the surgery & on our website.
6. Wait time messaging for individual clinicians on the patients self check in will be introduced. – Action – New Reception Manager to manage the self check-in system for patient messages – to be introduced within next 2 months
7. Improving confidentiality at the front desk –Action – It was agreed that there will be a trial of using a red tape for patients to stay behind and also a larger notice informing patients of the confidentiality booth. Also it was agreed that the prescription request box will be moved from the reception desk.
8. Prescriptions- Action - attach a message onto all scripts and on the TV message screen informing patients regarding on- line ordering and ordering through the pharmacy.
9. Telephone message- too long. Action - The practice aims to review this in the next three months.
10. Child facilities – Action – To be reviewed again in the next PPG patient survey as there were several comments from patients against the introduction of toys/books etc.

### Significant changes we have made / plan to make to the services the practice provides

#### Improvements already introduced/services to continue

- Customer Service – Introduction of new Reception Manger
- Appointment booking - On-Line facility introduced
- Child facilities - New baby changing facility installed & Breast feeding room provided with heater.
- Text message Service - to continue due to excellent feedback from patients

- Patient TV message screen - Practice to continue to keep this updated with all patient notices/information
- Smoking on site -Notice put up on internal & external doors to the waiting room & on the TV screen to advise patients the building & grounds are 'No smoking areas'
- Prescriptions - Improved on-line request system introduced

### **Improvements to be introduced**

- Wait time for appointments - Management of self check in machine to be passed to the Reception Manager to introduce messaging for individual GP's to advise patients of any delays
- Telephone answering message – to be looked at with a view to changing
- Confidentially - Red tape for patients to stand behind & larger sign to advertise Tape & room availability on the reception desk. Repeat prescription box to be moved from the reception desk.
- Prescriptions – Notice to be attached the all scripts & notice on Patient TV screen for a period of 1 month to advise patients to use chemist & new protocol for postdate & issue of prescriptions

Full information is documented on powerpoint presentation & action plan from PPG meeting on 10/2/14

### **How we publicised the local patient survey results and action plan to our registered patients**

- Survey results & action plan uploaded to the surgery website
- Survey results & action plan available on notice board in patient waiting room
- Advertisement on Patient TV screen for survey results & action plan to be viewed on-line on the surgery website - also advising results available on request at reception
- Copy of Survey results given to all PPG members who attended the meeting on 9/12/13 & 10/2/14
- Action Plan & link to survey results emailed/posted to PPG members
- Powerpoint presentation presented to PPG at the meeting on 10/2/14 with results of the survey to agree the action plan

### **Link to practice website where this report and related information can be found**

The patient survey results can be found in the surgery website on the following link  
<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=174812&v=P89019>

The action plan can be found on the surgery website on the following link  
<http://www.churchgatesurgery.co.uk/ppg.aspx> on the 'Agree Action Plans' tab

The full PPG local report can be found on the surgery website on the following link to the Patient Group page  
<http://www.churchgatesurgery.co.uk/ppg.aspx>

### **2012/13 Action Plan – overview of progress against last year's action plan**

- Confidentiality at the front desk – Notice now displayed on the reception desk advising patients that there is a room available
- Test results – The process has now been communicated on the patient TV screen

- Introduction of new Doctors - These have now been communicated on the patient TV screen & will continue to be done so with the introduction of all new trainees/registrars
- Customer Care – Continuing improvements in this area with the introduction of a new reception manager
- Disabled parking – 2 spaces have now been provided by Tameside Council on the road directly outside the surgery

## Patient Access

### Practice Opening Hours

MONDAY 7AM TO 7.30PM  
 TUESDAY 8AM TO 6PM  
 WEDNESDAY 8AM TO 6PM  
 THURSDAY 8AM TO 6PM  
 FRIDAY 8AM TO 6PM  
 SATURDAY CLOSED  
 SUNDAY CLOSED

### How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

TELEPHONE  
 FACE TO FACE AT RECEPTION  
 ON-LINE BOOKING FOR APPOINTMENTS AND REPEAT PRESCRIPTIONS

### Extended Hours

7AM TO 8AM – MONDAYS  
 6.30PM TO 7.30PM - MONDAYS