

## **Practice Name: PENKETH HEALTH CENTRE**

### **Patient Participation Report 2013/14**

This report summarises the development and outcomes of the Patient Participation Group (PPG) in 2013/14.

The report contains:

1. A profile of the PPG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PPG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PPG.
5. Details of the Action Plan agreed with the PPG.
6. Confirmation of practice opening times.

#### **1. Profile of the PRG**

The PPG consists of 11 patients:

- 1 female, white British in the age group 18 to 40
- 3 female white British and 2 male white British in the 41 to 60 age group
- 2 female white British and 3 male white British in the 61 to 74 age group

Amongst the group we have 2 members who have carer responsibilities and who represent their views. Only 0.74% of our practice population are from ethnic minority groups and are not specifically represented on the PPG.

Whilst we accept that 90% of PPG members fall within the 41 to 74 age group, which is disproportionate as only 58% of the practice population fall within this age range, we have tried to encourage membership and where patients have stated they are unable to attend group meetings due to personal commitments have offered membership of a virtual group in order to gain a more representative view but to date patients have not taken up this offer.

One of our PPG members produced a notice inviting patients to join which was displayed on our website, in the surgery and in the local pharmacies, shop and library. Whilst we did receive some enquiries about this it did not increase overall membership. In addition to posting invitations around the local area the Practice Manager always extends invitations to any patients who contact the surgery to express comments about the service, to join our PPG. We also include information about the PPG as a 'footer' on all patient correspondence which leaves the surgery.

During a recent PPG meeting we discussed the possibility of going into schools and attending some of the local groups with the aim of increasing representation, something which is included in our action plan.

## **2. Priorities for the survey and how they were agreed with the PPG**

Currently our appointments system is a 'book on the day' service with some pre-bookable slots. Some patients stated they wanted more pre-bookable appointments which would be a reversion to the system we had prior to the current one. However as we had already agreed with our PPG last year that we would review the current system, questions regarding this were included in the survey.

Like the majority of practices across the country, demand for appointments is extremely high and the majority of appointments are booked early in the morning although there are occasions when many appointments are still available later in the day. Audits of the doctors' sessions have demonstrated that some patients could be dealt with in other ways e.g. telephone consultations, by the admin team or by another clinician, which would free up appointments allowing improved access to a GP. Following discussions with our PPG, we agreed to include questions to determine patients' views on alternative options to seeing a GP.

## **3. Method and results of patient survey**

The survey ran for 6 weeks from 20 December 2013 to 31 January 2014. 11 GPs and 4 nurses handed out survey sheets to patients. Survey sheets were also given to patients by the reception staff; were available for completion in the waiting room and at local chemists. Members of our PPG also distributed forms in their local area.

The survey questionnaire was also added to the practice website and links to the website were displayed on the Warrington Clinical Commissioning website. Information on the availability of the survey was also posted on social media by the CCG and Healthwatch. In addition the practice invited 2142 patients to complete the survey via text messages.

During the survey period 28.46% (4327) of the practice population took a copy of the survey form, of which 15.97% (691) returned a completed survey.

Additionally during the survey period the practice recorded **8814** hits on its website but only **69** survey sheets were completed online.

## **4. How the survey findings were discussed and changes agreed with the PPG**

One of the PPG collated and analysed the results of the survey and a summary report was produced and presented to the PPG members. The results of the survey and items for the action plan were discussed at our PPG meeting on 15 January 2014 and 26 February 2014.

## 5. Action plan agreed with the PPG

You said...	We did...	The result is...
You want the PPG to be more representative of the practice population.	The PPG chair and Practice Manager agreed to contact local groups e.g The Olive Tree, Manor House, local schools, antenatal classes and baby vac clinics to develop representation	Due to personal reasons this has had to be scheduled post April 14
Many patients find it difficult to contact the surgery by phone	Assessed throughput and found the majority of calls are received prior to 10.30 a.m	Encourage patients to ring after 10.30 a.m unless they require an appointment. Notify this via the website, practice telephone message and as a footer on letters
The majority of patients wish to pre-book appointments	This would only revert the system to how it was previously and would not address the demand issue	Develop a system which better meets demand
<p>The majority of patients would be happy:</p> <ul style="list-style-type: none"> <li>• to have a GP telephone consultation</li> <li>• to give basic symptoms to the receptionist</li> <li>• to say if the problem is new or existing</li> <li>• to give the receptionist brief details of the reason for the request to see a GP</li> <li>• receive non clinical advice from a receptionist</li> </ul>	Investigate possibility of introducing Doctor First	<p>The practice has had a presentation of the Doctor First system</p> <p>The practice has applied for funding to conduct the initial demand assessment and is awaiting agreement for this</p>

## **6. Opening times**

The Practice is open throughout the day on Mondays to Fridays from 8.00a.m until 6.30p.m (8.30p.m on Mondays and Wednesdays). Patients can contact the Practice face to face or by phone. They can book appointments on line, via phone or at the surgery premises. Repeat prescriptions can be ordered on line or by submitting a written request to the practice (we do not accept telephone requests other than in exceptional circumstances due to the potential for error via this media). Patients can ring for results or speak to a secretary throughout the day.

## **7. Extended hours**

The Practice operates extended hours on Mondays and Wednesdays and opening hours on these days is from 8.00a.m until 8.30p.m. Patients can pre - book an appointment to see a GP during extended hours.