

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Unsworth Group Practice
Completed by	Jane Banks (Practice Manager)

Patient Reference Group (PRG) Profile

Number of face to face members	0	
Number of virtual members	62	
Age & Sex breakdown	Male	Female
Under 16 -	0	0
17 – 24 -	3	1
25 – 34 -	3	2
35 – 44 -	12	6
45 – 54 -	4	2
55 – 64 -	11	7
65 – 74 -	8	2
75 and over -	1	0
Ethnicity		
White	39	19
Mixed	1	0
Asian / Asian British	2	1
Black / Black British	0	0
Chinese / Chinese British	0	0
Other ethnic group	0	0

Employment Status		
Employed	25	6
Unemployed	5	5
Retired	12	9
<i>Other (e.g. no of carers)</i> n/a		
What the practice did to ensure that the PRG is representative of the practice registered patients		
<ul style="list-style-type: none"> • Promote on website, • Section within patient leaflet, • Waiting room signs, • Actively invite (particularly patients who have provided feedback or complaints) • Invite via on-line services e-mails • Target certain age groups that are not well represented and individually invite 		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<ul style="list-style-type: none"> • Target certain age groups that are not well represented and individually invite • Ensure that patients are aware that it is a 'virtual PRG' and therefore not essential to attend meetings (which is perceived to be time consuming) 		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
<ul style="list-style-type: none"> • We e-mailed our existing PPG asking them what they felt was important to gauge our patients population's views about. • We put posters up in the waiting room to ask visiting patients what they felt the survey should ask
What these priorities were
<ul style="list-style-type: none"> • Online services / internet users

- Continuity of care / seeing same doctor
- Recommend the practice to friends and family
- Any improvement from last year
 - getting an appointment
 - speaking to a doctor on telephone
 - getting through on the telephone at busy times

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey

We suggested extra and additional questions we should ask around the agreed priorities

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

Discussions via e-mail, it was agreed that the survey should be :

- Given out at reception
- E-mailed to all on-line patients
- Available on Website to download

Other methods used to seek the views of registered patients

- Real-time feedback form,
- poster in waiting room encouraging practices to feedback
- via complaints procedure

2013/14 Local Practice Survey Results

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

Q: How do you normally book your appointments to see a doctor or nurse at the surgery?

The majority of patients still booked over the phone, but there was a significant increase in on-line booking of appointments

Q: If you contacted us by telephone in the past 3 months how was your experience in getting through?

Getting through on the telephone for an appointment being 'very' or 'fairly good' was slightly improved, but was still only 61%

Speaking to doctor on the telephone was significantly improved (increase by 30%), although still majority of patients had not ever tried to.

Q: Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next two weekdays when the GP surgery or health centre was open?

The percentage of patients who managed to obtain an urgent appointment or was happy to wait, has again increased (by 4% increase)

Q: Do you have regular access to the internet ? AND confident user ?

Those patients who answered 'yes, definitely' or 'yes, some extent' was at 76 % and 71% retrospectively. This was a new question and seemed to support the popularity of our new on-line service.

Q: Did you have the confidence and trust in the person you saw? And being treated with dignity and respect ?

The majority of the patients replied to 'Yes, definitely' or 'Yes, to some extent' to these two questions, which is in line with previous years and improved this year (81%) and (95%) retrospectively.

Q : Thinking about the GP practice, which of these listed below are the most 'important' to you?

Out of the 16 possible answers the following were the most important :

- Access to see a GP at a time convenient to you
- Getting through on the phone to book an appointment
- Access to a Nurse at GP practice

- Alternative ways of booking appointments (i.e. by text, online)
- Getting to see a GP urgently

Q: How helpful were the receptionists?

The majority of the patients asked answered that they thought the receptionist were 'very helpful' or 'fairly helpful' (94%)

Q: Did the person you saw on your last visit know about any previous care treatment you had received?

A large proportion of patients (71%) answered 'Yes' which would support continuity of care.

Q: Would you recommend this service to your friends or family? (1 – 10)

81 % of patients scored 8–10, and 12% of patents scored 5-7.

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

The survey results were e-mailed to the PRG and the results were displayed on the website.

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

We put forward an action plan devised by the partners and management and asked for comments and suggestions.

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

None

2013/14 Action Plan

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

(1) Development of Online Services

- (a) More appointments available to book on-line, which will help with patients trying to get through on the telephone
- (b) Appointments available to book on-line in the 'extended hours' (6.30pm – 8.30pm)
- (c) Make more patients aware of the on-line services available (currently only 10%)

(2) Access to GP and Nurse

- (a) Continue to review the appointments system and how 'seasonality' has an impact on appointment demand and how we can amend accordingly (urgent / routine)
- (b) Develop our Minor illness Nurses and Nurse Prescribers to be able to see more of our acutely ill patients (particularly 'on the day').
- (c) Weekly nurse clinics in 'extended hours' (ie 6.30 – 8.30) to offer nurse appointments to those who can only attend outside of normal working hours.

(3) Communication with Patients

- (a) Promote and advertise the PRG and encourage members to engage and be involved
- (b) Continue to improve the information on the website to keep it as 'up-to-date' as possible. Also to strive to make it as 'inter-active' as possible by having a designated member of staff updating regularly
- (c) Continue to promote the services offered by the surgery to its patients by using alternative methods of communication (ie text messaging; proactive e-mailing, etc)

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

See above

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

- Published on our website
- Copies available in waiting room
- Posters and signage outlining our action plan
- Article in Surgery Newsletter

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

www.unsworthgroup.com

2012/13 Action Plan – overview of progress against last year’s action plan

(1) Improvement of Access	<ul style="list-style-type: none"> • Increase our Nurse Practitioner Team • Continue to review the appointment system, and particularly telephone consultations • Analyse ‘non-attenders’ (DNA’s) 	<p>Continuing to train our nurses to NP level. Increased telephone appointments have had a positive effect on access. The online services enables patients to cancel appointment online, thus improving DNA rates</p>
(2) Patient Communication	<ul style="list-style-type: none"> • Bi-monthly Newsletter • Real-time Feedback (feedback form) • Continue Staff ‘customer services’ Training • New Website • SMS text messaging 	<p>Newsletter is in development Feedback forms are very popular Improved survey results suggest training is effective. New website is operational SMS text messaging is in development</p>
(3) Telephone system	<ul style="list-style-type: none"> • Improve telephone to develop ‘numbered options’ • Install a separate cancellation line (to reduce wasted appointments) 	<p>The telephone numbering was postponed due to patient feedback. On-line services has enabled patient to also cancel appointments.</p>

Patient Access

Practice Opening Hours

Westhoughton Surgery

	RECEPTION TIMES	MORNING SURGERY	AFTERNOON SURGERY	EVENING SURGERY	LATE SURGERY
Monday	08:00 – 18:30	08:00 – 10:40	13:00 – 15:45	15:45 – 18:30	-
Tuesday	08:00 – 20:30	08:00 – 10:40	13:00 – 15:45	15:45 – 18:30	18:30 – 20:30
Wednesday	08:00 – 20:30	08:00 – 10:40	13:00 – 15:45	15:45 – 18:30	18:30 – 20:30

Thursday	08:00 – 18:30	08:00 – 10:40	13:00 – 15:45	15:45 – 18:30	-
Friday	08:00 – 18:30	08:00 – 10:40	13:00 – 15:45	15:45 – 18:30	-
Saturday	Closed	-	-	-	-
Sunday	Closed	-	-	-	-

Blackrod Surgery

	RECEPTION TIMES	MORNING SURGERY	AFTERNOON SURGERY	EVENING SURGERY	LATE SURGERY
Monday	08:00 – 20:30	08:00 – 10:40	-	15:45 – 18:30	-
Tuesday	08:00 – 20:30	08:00 – 10:40	-	15:45 – 18:30	18:30 – 20:30
Wednesday	08:00 – 20:30	08:00 – 10:40	-	15:45 – 18:30	-
Thursday	08:00 – 18:30	08:00 – 10:40	-	15:45 – 18:30	-
Friday	08:00 – 18:30	08:00 – 10:40	-	15:45 – 18:30	-
Saturday	Closed	-	-	-	-
Sunday	Closed	-	-	-	-

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

- Telephone
- Reception
- On-line

Extended Hours

- Telephone
- Reception
- On-line