

Dr S K Sur & Partners

Patient Reference Group Annual Report 2011/2012

The Department of Health (DoH) has commissioned a Patient Reference Group enhanced service from NHS GP Practices over two years - 2011-12 and 2012-13.

Our practice has contracted to deliver this service as we value the opinions of our patients. We have followed the process set out in the DoH's commissioning document. This involved the following steps:

- Setting up a Patient Reference Group (PRG) that is representative of the practice population
- Seeking the views of a sample of the Practice's patients through a questionnaire survey.
- Discussing the findings of this survey with the PRG.
- Drawing up and implementing an action plan to address an important priority for improvement from the perspective of our patients.

This document reports on the way in which the process worked, how a PRG was formed, the ways in which the views of our patients were sought, the priorities for improvement chosen by our PRG and the action plan we formulated

Setting up a PRG

Following the release of the guidance from the DoH the practice had a meeting and discussed how we would begin to deliver this service. It was agreed that we should set up a website which would enable us to set up a "virtual" PRG. The website was commissioned and became live in August 2011.

Recruitment to the PRG

On the website patients were invited to participate in our group. However the uptake was very, very slow so we decided that we would need to recruit in other ways - this was done by advertising in the waiting room on the Jayex board and we also gave out leaflets. This again was really slow so we re-invented the leaflets and got our receptionists to invite people to participate.

The leaflets which we gave out (and also emailed to those already members of the PRG) invited patients to highlight any areas which they thought we should survey. The recruitment leaflet also asked people to voluntarily enter their age/sex/ethnicity as we had, as a practice, to make sure that the group was representative of our practice profile as per DoH guidelines

Age Groups:

| Age Group: | Under 16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ |
|--------------------------------|----------|-------|-------|-------|-------|-------|-------|-----|
| Practice Popln (8740 Patients) | 25% | 13% | 14% | 15% | 13% | 10% | 7% | 3% |
| PRG (50 patients) | | 12% | 20% | 31% | 12% | 20% | 4% | 0% |

As can be seen from the above we have a very young practice population. It seems very unfortunate that such a large number of patients have to be omitted from our survey but this is obviously a necessity in view of their ages. The PRG itself currently has 49 members and therefore the percentage figures shown do not give a true picture as the numbers themselves are so small (6;10;15;6;10;2;0) We did try to get representation from some of our elderly patients but the reply was "can't be bothered" (and who can blame them!!!)

Male /Female Groups

The Male/Female practice population is exactly 50:50. Our PRG profile is 58% female and 42% male - this shadows the higher attendance of females to males in surgery.

Ethnic Groups

Of the practice population of 8740 we have recorded the ethnicity of 86% - of these 93% are British/British Mixed, 6% are Other White and the remaining 1% is a small population of mixed races.

We have now recruited 50 patients to our PRG whose profile is 96% British and 4% Other White. Our difficulty with recruiting patients from other races is a language barrier.

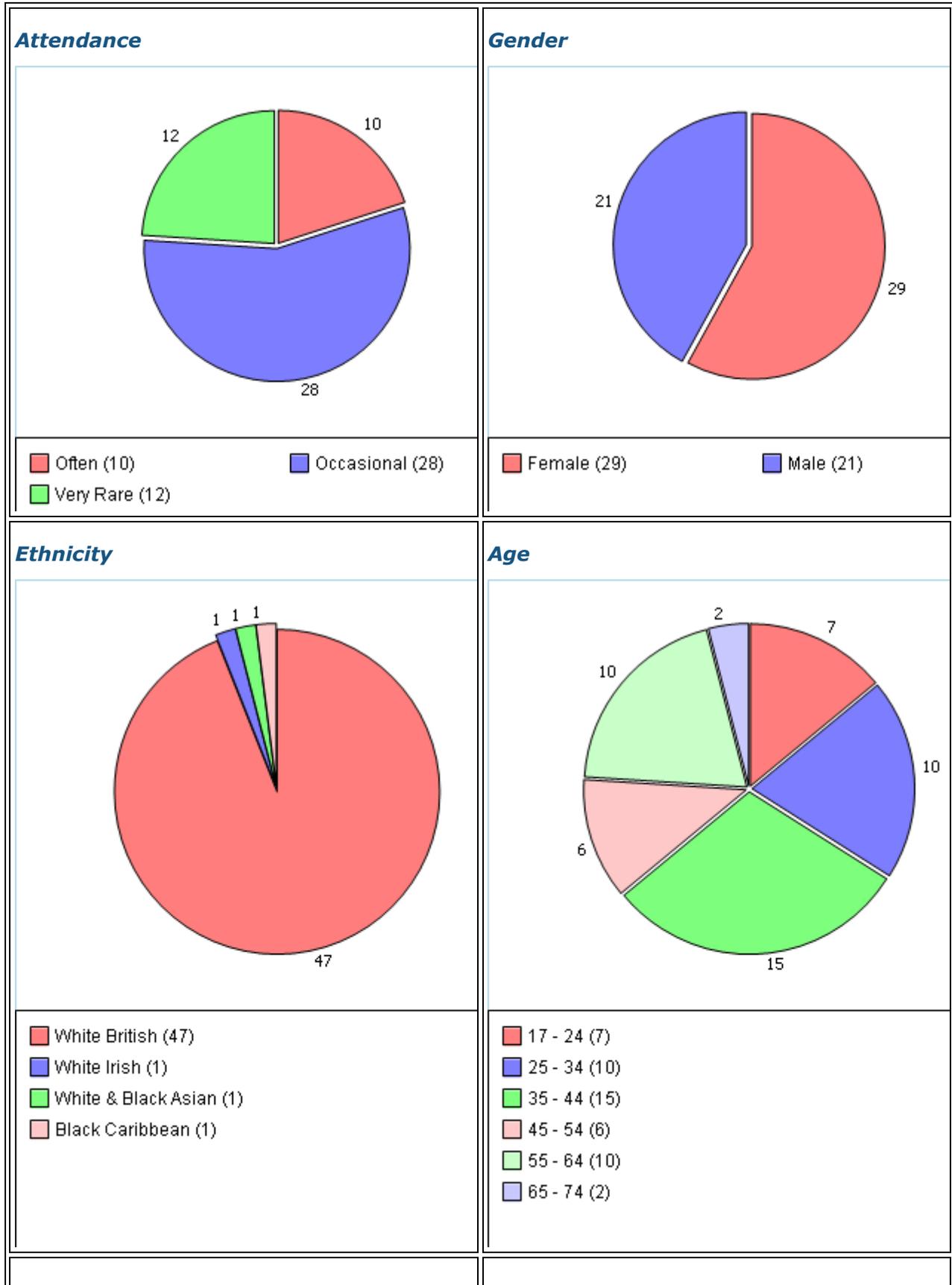
Developing a Survey

Whilst recruiting to the PRG we asked patients what areas of our services they thought we should survey. We suggested some of the following as well as any other areas we may not have mentioned.

- Telephone access/responsiveness
- Opening times
- Appointment availability
- Viewing your medical records on line
- Experience of using our GP Service
- Experience of using our Nursing Service
- Experience of using our Health Care Assistant Service
- Experience of using our Phlebotomy Service
- Experience of using our Reception Service
- Experience of using our Administration Service

We had 33 responses to our questions and the subject which was prioritized was appointments. We therefore looked at a number of surveys from different sources and used our own judgment to select what we thought would be the most relevant queries for our practice. The survey was then emailed out to all of the PRG as well as putting an invitation to participate in the survey on our website. The results of the survey follow:

Patient Reference Group - 50 members:



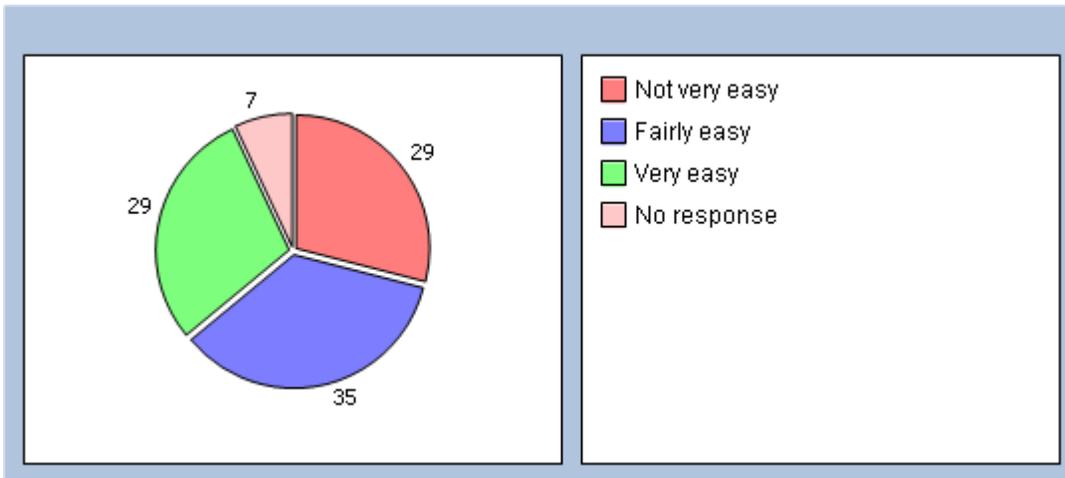
Survey Results

Our Appointments Survey

Number of Responses: 17

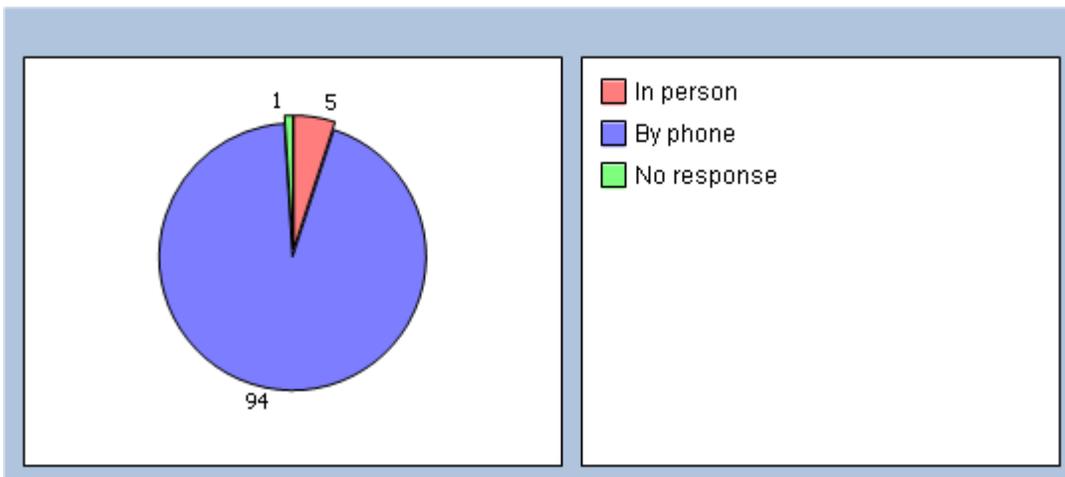
Q1: How easy was it to get an appointment for the time you wanted?

Not very easy 29%
Fairly easy 35%
Very easy 29%



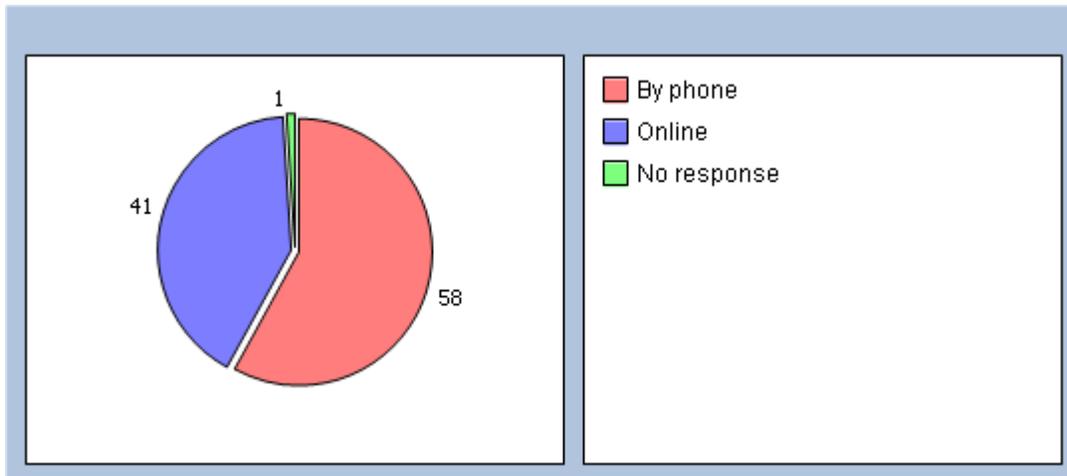
Q2 How do you normally book your appointments at your practice? Please tick all boxes that apply.

In person 5%
By phone 94%
Online 0%
Doesn't apply 0%



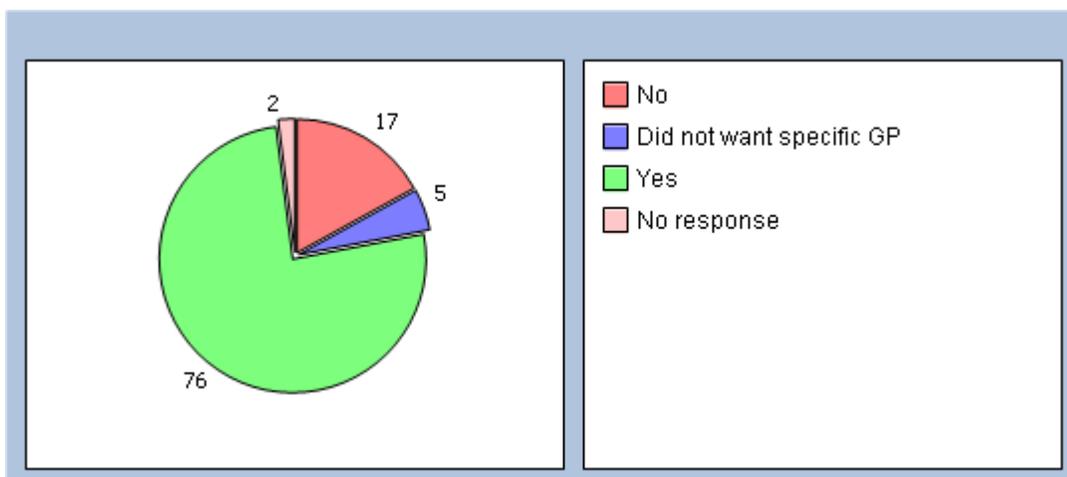
Q3 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.

In person 0%
By phone 58%
Online 41%
Doesn't apply 0%



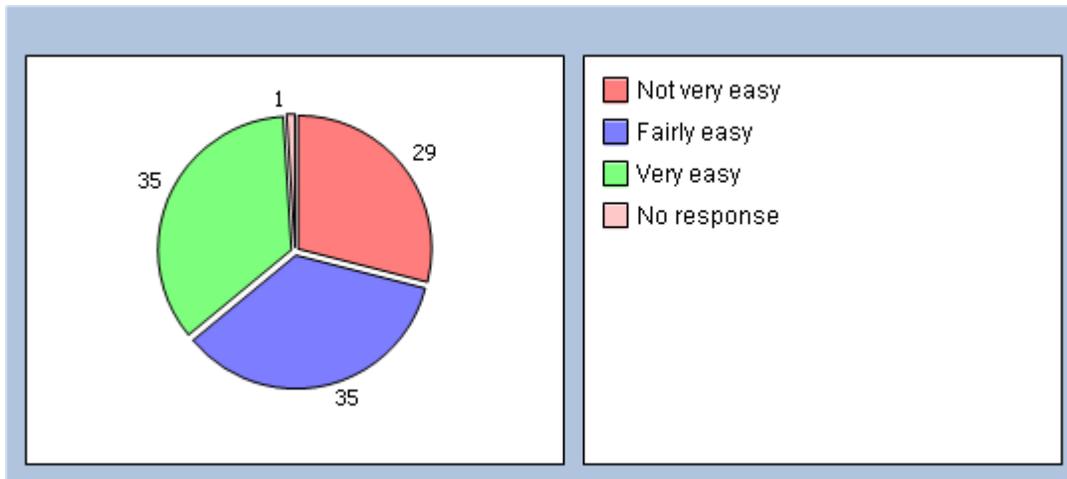
Q4: Were you able to see the GP you wanted to see?

No 17%
Did not want specific GP 5%
Yes 76%



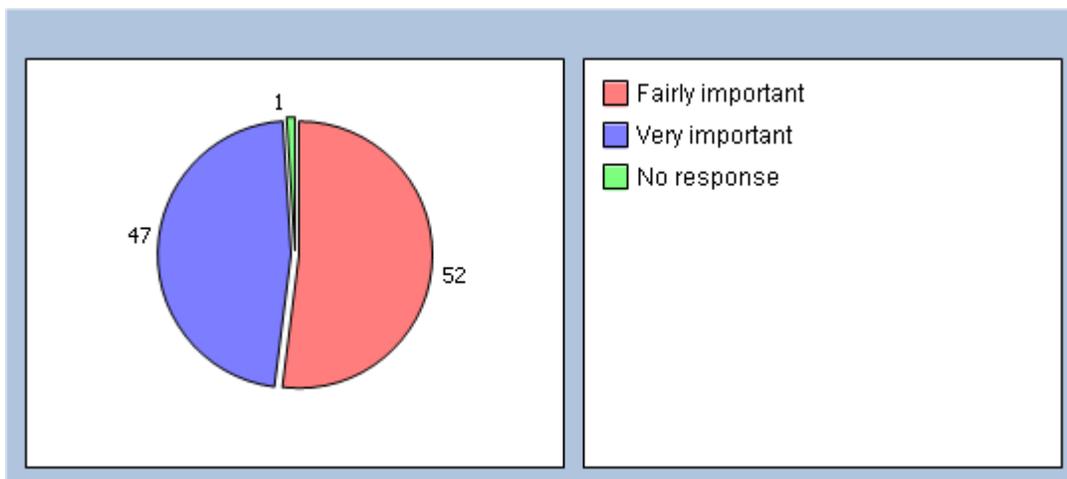
Q5: How easy was it to get an appointment with the GP you wanted to see?

Not very easy 29%
Fairly easy 35%
Very easy 35%



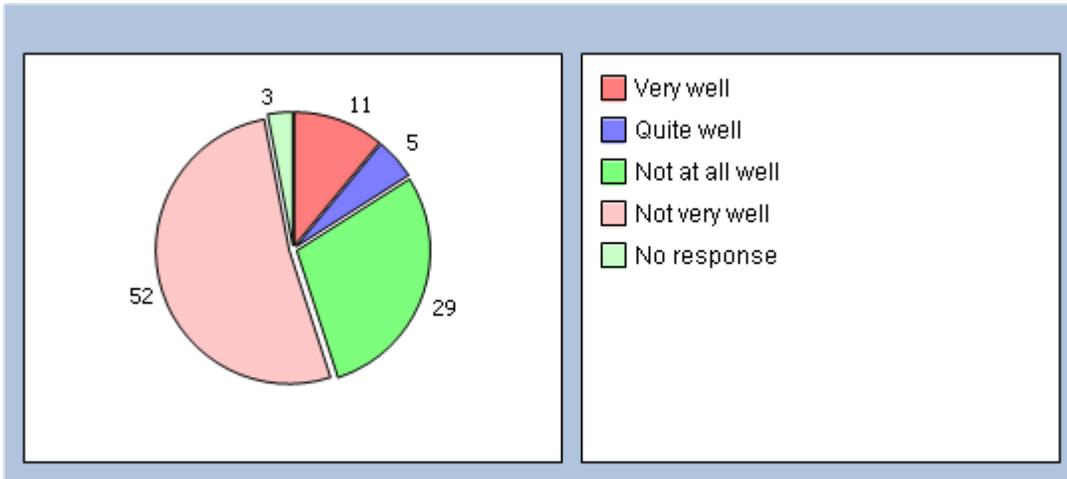
Q6: How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say 0%
Not at all important 0%
Fairly important 52%
Very important 47%



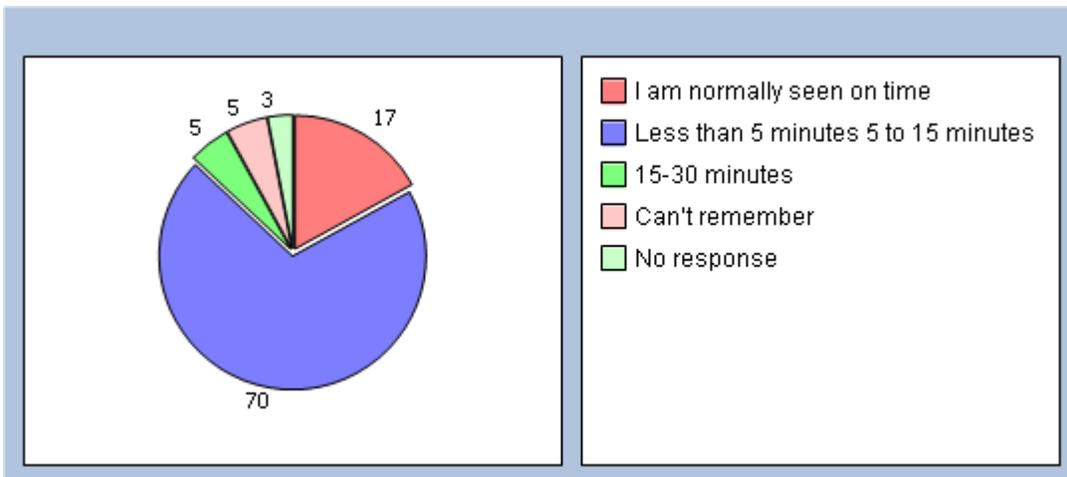
Q7: How well do you know which days of the week your GP is available?

Very well 11%
Quite well 5%
Not at all well 29%
Not very well 52%



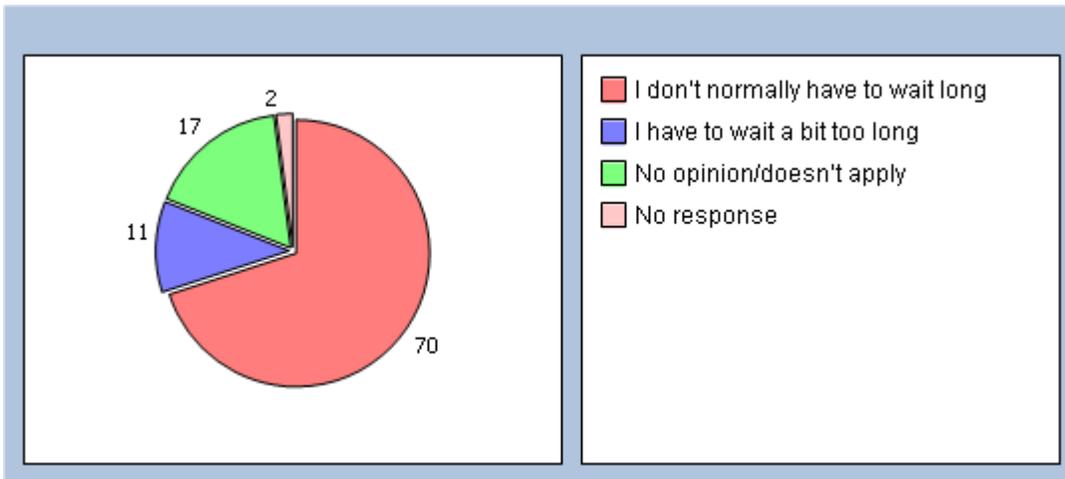
Q8. How long after your appointment time do you normally wait to be seen?

I don't normally have appts at a specific time 0%
I am normally seen on time 17%
Less than 5 minutes 5 to 15 minutes 70%
15-30 minutes 5%
More than 30 minutes 0%
Can't remember 5%



Q9. How do you feel about how long you normally have to wait ?

I don't normally have to wait long 70%
I have to wait a bit too long 11%
I have to wait far too long 0%
No opinion/doesn't apply 17%

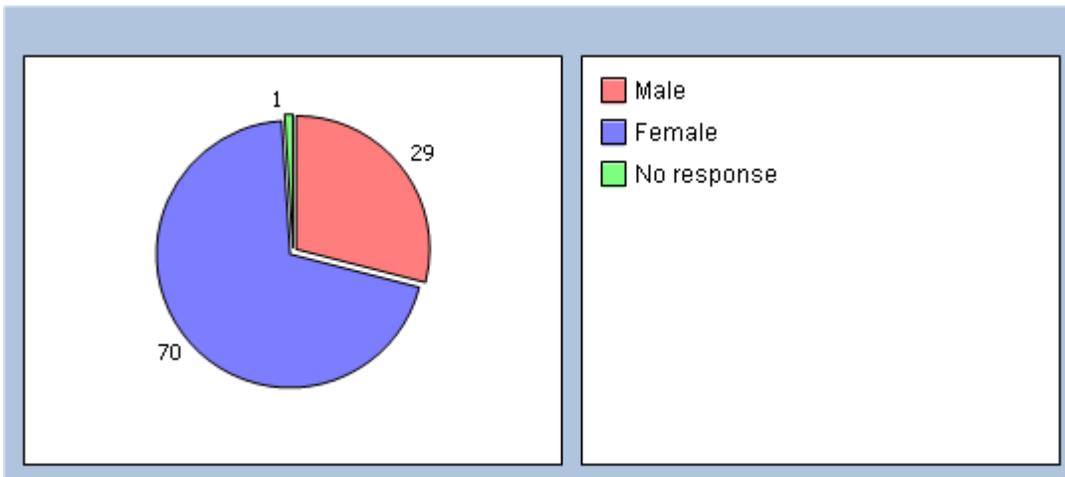


.Finally, please add any other comments you would like to make about our appointments system:

To help us analyse your answers please tell us a few things about yourself:

Are you male or female?

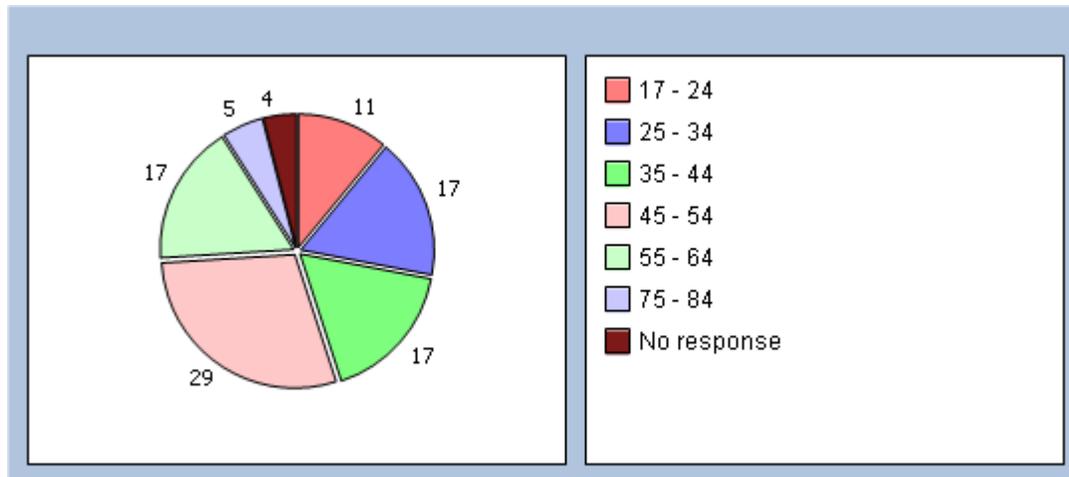
Male 29%
Female 70%



What age are you?

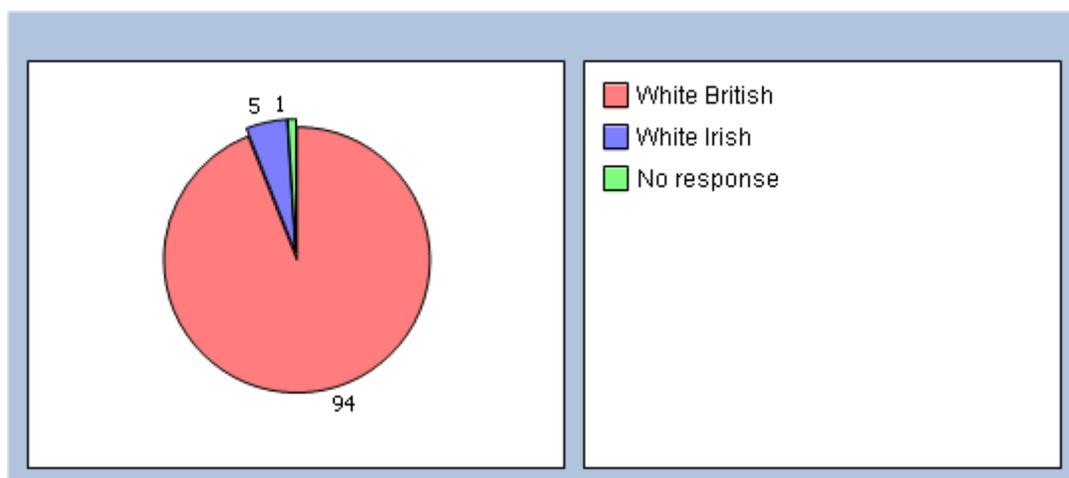
Under 16 0%

17 - 24 11%
 25 - 34 17%
 35 - 44 17%
 45 - 54 29%
 55 - 64 17%
 65 - 74 0%
 75 - 84 5%
 Over 84 0%



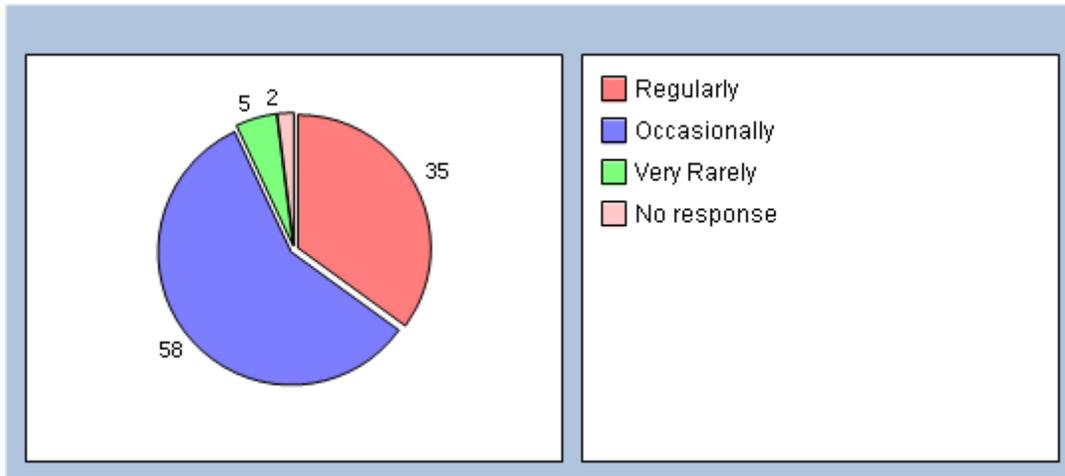
What is the ethnic background with which you most identify?

White British 94%
 White Irish 5%
 Mixed White & Black Caribbean 0%
 Mixed White & Black African 0%
 Mixed White & Black Asian 0%
 Indian 0%
 Pakistani 0%
 Bangladeshi 0%
 Black Caribbean 0%
 Black African 0%
 Chinese 0%
 Other 0%



How would you describe how often you come to the practice?

Regularly 35%
Occasionally 58%
Very Rarely 5%



Many thanks for your time in answering the questions on this survey.

Action Plan

Looking at the survey results the practice thought that the two main priorities/problem areas appeared to be (a) the wish to book appointments on line (something which we already do but in a small way and obviously not communicated well enough to our patients) and (b) the lack of knowledge regarding the availability of the different GP's.

However we emailed the results to all the member of the PRG and put the results on the website with an invitation to comment on and make suggestions how we could improve our service by using the survey results. This resulted in only one comment from a PRG member who agreed with our summation. Therefore we have assumed that the members of the PRG are in agreement with our findings and we have developed the following plan:

| Action | Plan | Date for completion |
|---|---|---------------------|
| To enable booking on line | Complete EMIS access and standardize sessions to enable appointments on-line booking. Advertise on website, in waiting room and in practice leaflet | May 2012 |
| Inform patients of GP's normal availability | Place a timetable of GP's normal availability on website and in waiting room as well as in Practice leaflet | April 2012 |

Practice Opening Times

Opening Times

| | Times |
|-----------|---------------|
| Monday | 08:30 - 20:30 |
| Tuesday | 08:30 - 18:30 |
| Wednesday | 08:30 - 16:30 |
| Thursday | 08:30 - 18:30 |
| Friday | 08:30 - 18:30 |
| Weekend | <i>closed</i> |

Appointment Times

| | Morning | Afternoon | Evening |
|-----------|---------------|---------------|---------------|
| Monday | 09:00 - 11:40 | 13:00 - 15:00 | 15:00 - 20:30 |
| Tuesday | 09:00 - 11:40 | 13:00 - 15:00 | 15:00 - 18:00 |
| Wednesday | 09:00 - 11:40 | 13:00 - 16:00 | |
| Thursday | 09:00 - 11:40 | 13:00 - 15:00 | 15:00 - 18:00 |
| Friday | 08:00 - 11:40 | 13:00 - 15:00 | 15:00 - 18:00 |
| Weekend | <i>closed</i> | <i>closed</i> | <i>closed</i> |

When We Are Closed

On weekdays between the hours of 18:30 pm and 08:00, and all day and night at weekends and on bank holidays, services are commissioned by Central Lancashire PCT. To contact an emergency doctor, phone the West Lancs Out-of-Hours Service on 01695 588777. A recorded telephone message provides this information when the surgery is closed.

Walk In Centre

You can also visit the local walk in centre: Skelmersdale Walk-In Centre, Unit 116-118, The Concourse Shopping Centre, Southway, Skelmersdale WN8 6LJ Telephone:01695 588640

NHS Direct

In the case of urgent need when the practice is closed you can call [NHS Direct](https://www.nhs.uk) (0845 4647) to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.