

SHERRINGTON PARK MEDICAL PRACTICE

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PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C84682

Practice Name:

SHERRINGTON PARK MEDICAL PRACTICE

An introduction to our practice and our Patient Reference Group (PRG)

The practice set up a patient participation group in 2011. The group has had some changes from last year due to sickness and patients moving from the practice. We have a newly formed patient participation group. We continue to advertise and promote our patient group within the surgery. Our Doctors and Nurses also promote the group to patients when appropriate during face to face consultation. We currently have 8 members.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice profile	population	PRG profile	Difference
Age				
% under 18	18.3		0	18.3
% 18 – 34	26.6		0	26.6
% 35 – 54	34.6		0	34.6
% 55 – 74	17.2		0.53	16.67
% 75 and over	5.9		1.7	4.2
Gender				
% Male	51.3		0.09	51.21
% Female	48.6		0.29	48.31
Ethnicity				
% White British	58.5		100	-41.5
% Mixed white/black	9.92		0	0

Caribbean/African/Asian			
% Black African/Caribbean	0.52	0	0
% Asian – Indian/Pakistani/Bangladeshi	30.8	0	0
% Chinese	0.07	0	0
% Other	0.11	0	0

These are the reasons for any differences between the above PRG and Practice profiles:

The practice has met to discuss who would be most suitable to be approached to be part of the PRG during the past year as members have declined to participate for another year. Taking into consideration if they were in employment, were caring for someone or had someone caring for them, had a disability or lived in a care or residential home we have campaigned for new members through word of mouth, posters in the waiting room. Also as the GP's and practice nurses have an in depth knowledge of the practice population and have also been involved in recruitment .Following a continued recruitment drive the current members were the only patients who wished to be part of the patient participation group.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

Our practice area has a high number of working professionals, who when approached explained they did not have sufficient time available to participate in the patient reference group. A couple of the members are carers themselves. We did understand that the group was not representative of the wider practice population but agreed we would develop a mechanism to enable patients to feed in their views to the group.

This is what we have tried to do to reach groups that are under-represented:

We advertise in our surgery and in the practice leaflet. We regularly update our website to keep our patients informed about forthcoming relevant information such as staff changes. We encourage those with internet access / email accounts to inform the surgery of their details.

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey

After discussion with the PRG it was decided as they had no pressing areas of concern; obtaining feedback from the practice population would be the most logical step in finding a platform with which to move forward from. It was agreed to run a survey to obtain patient feedback to identify priority areas.

The practice informed the PRG that they perform a patient survey annually using a nationally recognised tool 'Client Focused Evaluation Programme' (CFEP) UK Surveys. CFEP have a variety of questionnaires available and it was decided 'Improving Practice Questionnaire' would again be the most appropriate as the questions

were more relevant to areas of importance to patients.

Another additional benefit with using CFEP is their ability to benchmark our practice data in relation to all practices nationally that has carried out an Improving Practice Questionnaire (IPQ). Since 2004 over 3,000,000 patients have completed an IPQ this provides patient feedback to over 4,000 practices and over 16,000 health practitioners making it a reliable interpretation of patient feedback.

Once the survey was analysed each member of the PRG were forwarded the results so that they could make notes which was then discussed at the group meeting.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

CFEP UK Surveys was agreed by the PRG as the questionnaire of choice and as it is nationally recognized as a reliable and sensitive tool accurately measuring patient satisfaction in designated areas. IPQ specialise in patient feedback surveys for health professionals within primary care

Once the IPQ has been carried out on more than one occasion any change in patient satisfaction and perception of the service can be clearly and reliably monitored

The PRG also decided to use CFEP UK Surveys again as it was felt to be useful and informative tool and is an excellent way to identify the practice populations' views which would enable the PRG and the practice to identify areas of importance, which can be addressed in the coming months. Therefore the questions were not reflective of priority areas but to obtain a general overview.

How our patient survey was undertaken:

The survey was conducted over a two week period in February 2014. All patients attending the practice to see a clinician during that period were asked by the clinician if they would be willing to participate in the anonymous survey. If the patient agreed they were given a questionnaire and envelope.

Once completed a box was placed on reception where the completed survey needed to be posted.

Once all the questionnaires were collected they were sent by recorded delivery to GFEP UK Surveys for analysis.

Summary of our patient survey results:

The results consisted of a detailed report and an overall patient percentage. The practice received 93% of all patients rating the practice as good, very good or excellent. There was also the opportunity for patients to make additional comments using a free text box

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Please describe survey results:

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Comments about how the practice could improve

- Text me before appointment would be helpful.
- Not really - I've always been very happy with this service. In fact, I have recommended it to friends in the same area.
- None.
- Don't find layout of reception very good. Feel like you have to try to get eye contact to be heard.
- None - practice staff are professional and efficient
- None - other than couple of magazines would be nice to read whilst waiting
- Longer appointments. Less book on the day appointments - impossible to get through at 8.30 when I should be leaving for the school run. The lunch phone message is not taken off promptly after lunch. I book all of my partners appointments but reception refused to tell me his appointment time when I forgot the exact time. Bring back ordering repeat prescriptions by phone.
- Very good, nothing negative about the practice.
- Always very pleased with the way my doctor treats me, she is the best doctor I have ever been to see.
- This practice is absolutely satisfactory and as always met and served my needs.
- Two telephone lines for 8.30am!
- Provide some general reading material but mark such with a note to infection carriers not to use same (i.e. I see that magazines have been removed since my last visit and I assume this is due to the risk of cross infection)
- None.
- I have always found all aspects of this practice exemplary.
- Excellent overall practice.
- Very satisfied.
- Install a bike stand and should information on the need to obtain health check-up be displayed? Travel information on getting to the QMC by public transport e.g. city transport leaflets/bus timetables.
- None

None.

Comments about how the doctor/nurse could improve

Smile.

I find the nurses great here, always make me feel comfortable whereas some of the doctors don't and found on one occasion to be judgemental.

Great clinical service from GP in the past - could work a little on empathy.

None, I am also very happy with the nurse/doctor I see.

It will be difficult to find a replacement for them.

No, I've very satisfied with her and have always found her helpful and friendly.

No, as I feel a superb service exists in every respect.

No, he is great.

None at all.

My GP is marvellous.

I would prefer all my family to have a doctor who is as caring as this one.

No

Nothing for me to add which would improve my care here, very happy here.

I find no improvement needed. Doctor and nurses always helpful. Reception including telephone always helpful.

This is no improvement on perfection.

Not on this appointment but I do think again the problem is insufficient time. Appointments feel rushed sometimes,
but she is a nice doctor and knows her stuff.

I am happy with the service. Thank you.

None at all - in my opinion, she is excellent in every respect.

No but thanks.

No, all very courteous and professional yet friendly and reassuring.

They all seem ok to me.

Actively engage with patients - be 'open' to be listening. Always very engaged when a medical student present -
should be standard.

- None. Consistently excellent service.
- He could be more communicative - smiley, but this is minor as he is thorough.
- None - excellent.
- Doctor could be more compassionate. Feel rushed every time we see the doctor. Do not feel like we could open up to the doctor.
- I'm happy with him.
- None - I actually am very pleased that after years at a surgery with a GP I wasn't happy with, I've now moved to an area which resulted in me changing practices and seeing this doctor who I find entirely trustworthy and professional.
- Slight more human touch. One of the other doctors is too blunt and doesn't let you finish.
- Better overview care when patients have complex medical issues and are seeing a variety of consultants. More proactive on understanding overall treatment and issues, checking for new hospital reports etc.
- Love her to bits.
- The doctors are both great.
- None.
- None, service excellent.
- No improvement necessary.
- Very good for me.
- None at all - This doctor is all I could expect of a doctor. Excellent.
- It's hard to feel reassured if a bad diagnosis is identified but the doctor is still excellent!
- This doctor is in my opinion the best doctor. I have no problems, every time I visit the practice. A big thank you.
- None.
- None, she's brilliant.

*Validate the survey and findings through the local patient participation report. **Payment Component 4***

Analysis of the patient survey and discussion of survey results with the PRG
This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:
How the practice analysed the patient survey results and how these results were discussed with the PRG:
Part of the service provided by CFEP UK Surveys is once the completed questionnaires are received by CFEP to be analysed the findings along with national benchmarks and patients free text comments are returned to the

practice usually within 2-3 weeks, this ensures complete transparency on the part of the practice.

Each PRG member of the group was given a copy of the findings prior to the meeting. The group compared the finding with the national averages and also read through the patients written comments which were discussed in detail. The results of last year's report were also compared.

The results were discussed at length with the PRG group. Each member of the group was given the opportunity to raise any area they wished to clarify for further discussion from the findings. Not all the discussion was of a negative nature as there was some very positive feedback in the comments from the survey.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

Overall the PRG felt that the response to the survey was very positive. The main issues discussed were related to urgent book on the day appointments and getting through to the surgery at 8.30am via 2 phone lines .The group were explained our practice policy of urgent appointments & telephone consultations but no solution for the high demand at 8.30am could be identified.

A discussion also took place regarding lack of privacy in the reception area & how the lay-out of reception could be changed. The practice manager explained to the group that reception lay out was due to be changed in the next few months in order to comply with CQC requirements; hopefully these changes would go some way to address this issue.

The main area for improvement of the practice as identified by the group was felt to be the reception staff. It has been proposed that another survey be devised by the members of the PRG regarding the reception staff. Once this survey has been designed patients who attend the surgery will be asked questions specifically about reception staff over a two week period. The results will be analysed by the PRG & results fed back to the practice. We will then discuss the results with our reception team and further improvements will be made.

We agreed/disagreed about:

High call rate at 8.30 am.

Reception lay out.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

At the end of the PRG we agreed on 3 main action plans

1. PRG would design a patient questionnaire specifically on the reception team to allow more specific analysis
2. PRG information to be added to our practice website
3. An information station would be set up in the waiting room advertising the PRG, and how to contact the group to feed in any issues.

We identified that there were the following contractual considerations to the agreed actions:				
None				
Copy of agreed action plan is as follows:				
Priority improvement area E.g.: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
PRG would design a patient questionnaire specifically on the reception team to allow more specific analysis	Questionnaire to be designed by the PRG	Chairperson of the PRG	May 2014	
Further PRG information to be added to our practice website	Website design company to be informed of amendments to the site	Practice Manager	April 2014	
An information station would be set up in the waiting room advertising the PRG, and how to contact the group to feed in any issues.	Poster and leaflets to be designed	Practice Manager	May 2014	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

ACTION PLAN 2013/14

1. You said.....Longer opening hours:

As the practice is open for 10 hours per day with extended hours on a Tuesday it was felt to be untenable to resolve given the current constraints of general practice

2. You said.....Text reminder for appointments:

This is now set up and reminders are sent for appointments and 'did not attend'

3. You said.....Longer appointments if needed:

A notice is displayed in the waiting room informing patients the facility of booking a double appointment. This would also be added to the practice website.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

None

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The report has been published on the Sherrington Park Medical Practice website, www.sherringtonpark.co.uk the questionnaire results and report have also been displayed in the waiting area.

The practice opening hours are on the website and also on NHS Choices

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday 8.30am – 6.30pm

Tuesday	7.20am – 6.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	8.30am – 6.30pm
Saturday	CLOSED
Sunday	CLOSED

Patients can access services during these times, either by telephone or attending the surgery. If patients wish to request a prescription this can be done either by email at spmp@gp-c84682.nhs.uk or fax or SystemOne online