

# MOOR GRANGE SURGERY

## Local Patient Participation Report 2012/13

Produced: 26<sup>th</sup> March 2013

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***This is the second Patient Participation Group report produced – the first was produced on 27<sup>th</sup> March 2012. The 2011/12 report is available from reception or on the practice website.***

***This report includes some general information carried over from the last report together with details collated from the past year.***

***The aim of our Patient Participation Group is to improve patient experience when accessing services at Moor Grange Surgery.***

Information the practice continues to feedback to our patients:

Results of patient survey

✓

Patient Reference Group

✓

Minutes of meetings, general information

What action you have taken as  
a result of patient engagement

✓

How the practice continues to feedback to our patients:

Practice website

✓

Quarterly Patient Newsletter

✓

Patient Reference Group -  
Group Meetings and Virtual group

✓

PRG Information folder -  
available to view from reception

✓

Posters in the waiting area

✓

Notice board Displays

✓

Description of the profile of the members of the Patient Reference Group;

The practice has 4,171 registered patients.

Moor Grange Surgery has been running a Patient Reference Group (PPG) consisting of both **Virtual** and **Group** members since October 2011. All the members are registered patients at the practice.

**Virtual members:**

Virtual members are contacted by email. Email contact addresses are not shared so confidentiality is maintained at all times.

Virtual members are contacted prior to each group meeting to ask if they have any ideas or comments they wish to be included. If any comments/issues/ideas are received then these are added to the agenda of the group meeting. They are also consulted via email regarding the contents of the practice survey.

Following each group meeting they are sent a copy of the minutes and any relevant handouts. They are encouraged to give feedback.

All responses from Virtual members are logged by the practice for reference purposes.

**Profile of Virtual members in March 2013**

Male/Female : 2 female members

Age group: 55-64 X 1

65-74 X 1

**Patient Participation Group members:**

Members attend (approximately) quarterly meetings held at the practice. The first meeting was held in June 2012 .

3 meetings have been held to date.

Initially the group consisted of 6 patients, however due to one request to be removed from the group and one patient moving away the group initially reduced. We have recruited 2 new members to the group & 1 virtual member, leaving us with 6 group members & 2 virtual members. Although our groups are small, the members are enthusiastic & dedicated to working with the practice to make improvements.

**Profile of group members in March 2013:**

Male/Female: Female X 5 Male X 1

Age group Under 16

17-24

25-34

35-44 X1

45-54 X1

55-64 X 1

65-74 X 3  
75-84  
85 and over

### **Combined profile of Virtual Panel & Group members – March 2013**

According to our most recent Ethnicity report our ethnic profile is:

<b>Ethnicity</b>	<b>Percentage of the total Practice population – March 2013</b>
British or mixed British	87.8 %
Ethnic category not stated	8.2 %
Pakistani or British Pakistani	2.2 %
Other White background	1.5 %
Indian or British Indian	1.5 %
Other Asian background	1.2 %
White and Black Caribbean	1.1 %
African	1.0 %
White and Asian	0.9 %
Chinese	0.8 %
Irish	0.7 %
White and Black African	0.6 %
Other Mixed background	0.5 %
Caribbean	0.1 %
Other Black background	0.1 %
Ethnic group not given - patient refused	0.1 %
Any other group	0.1 %

We have 6 white British members & 2 other white background member of our virtual & patient participation groups.

Steps taken by the Practice to ensure that the Patient Participation Groups are representative of its registered patients and where a category of patients is not represented, the steps the practice has taken in an attempt to engage that category:

When the PPG was launched the practice actively worked to promote it and encourage a variety of patients to join. Full details regarding this are contained in the 2011/12 PRG Report dated March 2012. We have continued to promote the groups & encourage a wide variety of patients to participate in improving the practice.

The practice & the groups are committed to recruiting more patients in future & that those recruited will be representative of our practice profile. We would like ethnic minority groups to be represented at our PPG & also some patients in the younger age groups.

To ensure that all our patient base continue to be given an opportunity to join the PRG the practice promotes it in the following ways:

- A **poster** in the main waiting area & also on the “ Patient Information” notice board in the foyer.
- A **Patient information sheet** which is given to new patients when they register.
- Features in the **Practice Newsletter**
- Information displayed on the **Practice website** including a **show of interest form** which can be submitted electronically.
- Verbally by **staff members** when appropriate.
- **Sign up forms & information sheets** which are readily available from the reception desk & on the information desk in the foyer.

**Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey:**

All Group and Virtual members were given the opportunity to discuss and agree what should be included in both the **2011/12 and 2012/13** practice surveys.

**The ways in which the practice sought to obtain the views of its registered patients:**

By the circulation of a practice survey. Survey conducted annually. The 2012/13 survey will be our second annual survey.

### Survey Form and distribution details 2012/13:

The survey was carried out in January 2013 over a 2 week period.

Patient Reference Group members were given the opportunity to amend/approve the content of the survey form and discuss distribution prior to it being carried out.

The survey form consisted of a 3 sided A4 size sheet. Staff were made aware that large print & other languages available on request. The survey included sections on:

- Appointments
- Opening times
- The surgery premises
- Clinical care
- Practice Staff
- Contacting the surgery by telephone
- Any other suggestions for making improvements

The sections on appointments & clinical care included separate answer sections for GPs & nursing staff as our patient group were keen to know if views differed according to healthcare professional.

Surveys were circulated as follows:

- To all PPG Group and Virtual members.
- Posted out to 20 patients on our housebound register.
- Posted out to 10 patients on our carers register
- Handed out by reception staff to patients collecting repeat prescriptions.
- Copies placed on our patient information desk in the foyer counter
- Handed out by the reception staff randomly when patients attended at the desk.

### Survey results:

200 survey responses were returned and these were collated by the practice manager. The results were detailed in the same order as the questions had been asked & documented in number of responses & percentage of response for each individual question.

Any comments/suggestions/compliments were collated separately for discussion at a practice meeting & at the PPG meeting where appropriate.

Details of the results were:

Distributed to and discussed with all practice staff.

Presented to and discussed with our Patient Participation Group members in March

Displayed on the practice website ([www.moorgrangesurgery.co.uk](http://www.moorgrangesurgery.co.uk)) and on the notice board in the foyer.

Details of the ACTION PLAN: setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented:

### ***2012 Annual Patient Survey Results***

Overall the results of the survey indicated that our patients were happy with the existing appointment system, opening times, quality of the surgery building and the service provided by our staff. The results had improved on a very similar survey from the previous year. The comments made were also encouraging. The practice nor the PPG ( meeting following the survey results- March 2013) could pick out any findings from the survey itself to be implemented & chose instead to base the 2012/13 action plan on suggestions & proposals from the PPG groups throughout the year.

Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey:

### **2013 Annual Patient Survey**

Overall the survey results showed that the vast majority of patients were happy with Appointments, Opening times, the Surgery, Clinical Care, Practice Staff & contacting the practice by telephone.

Details of the action which the practice intend to take as a consequence of discussions with the Patient Participation Group in respect of the results, findings and proposals arising out of the local practice survey; and where

it has participated in the Scheme for the year, or any part thereof, ending 31st

March , has taken on issues and priorities as set out in the Local Patient Participation Report:

### 2011/12 Patient Participation Report Actions Update:

The following actions were included in our 2011/12 report

**You said:**      **Appointments – a priority for improvement**

**What we did:**      Held a PPG meeting to further discuss the findings from the survey & suggest ways in which the appointment system could be improved. It was identified that it was the nursing/healthcare assistant appointments that were a problem so we decided to concentrate on those. The PPG gave their suggestions, we asked patients who were not members of the PPG for their suggestions, we conducted an access survey to determine how many appointments were being requested daily & weekly. Agreed to address the very high number of patients failing to attend appointments by contacting patients the day before the appointment to remind them of longer appointments. After this, we streamlined the appointment system & utilised the staff we already had more efficiently creating 35 extra appointments weekly. We have also recruited a new nurse with extra skills to give a more varied skill mix across the week.

**You said:**      **Would creating or referring to expert patient groups for patients with long term diseases lead to some load being taken off GPs?**

**What we did:**      We engaged one of our practice nurses in looking into what expert patient groups were available, to feed the information back to the practice team & that to implement referrals. It was found that there was a good programme of expert patient groups available in Leeds. As a practice we have increased our referrals to the groups by a huge number in 2012. All patients attending for long term disease reviews have been encouraged to attend a group. Our practice nurse has also started to develop some in house management plans for patients, starting with diabetics and progressing to COPD & then in time for all patients with long term conditions. We will continue with this work. Our forthcoming newsletter will have a feature about expert patient groups & we will also have a notice board display with dates & contact details of the Leeds groups.

**You said:**      **We should change the format of the annual patient survey to encourage patients to express more opinion.**

**What we did:** We fully consulted with the PPG when formulating our next annual patient survey. The survey was approved by the PPG.

**You said:** the practice should have better baby changing facilities

**What we did:** Provided a new baby changing unit in the disabled toilet facilities.

**You said:** The surgery was not well sign posted

**What we did:** We had new signage to the front of the surgery.

**You said:** More online services to be available & to promote this

**What we did:** A practice website was launched at the beginning of 2012 – this allowed patients to order repeat medication online, download registration forms & change personal details, cancel appointments & make enquiries regarding travel vaccinations etc. We have advertised the website in the surgery, on the right hand side of prescriptions etc.



An updated Action plan has been formulated to include any outstanding actions from 2011/12 plus actions from 2012/13 PPG meetings & survey:

Issue	Aim/objective	Task/Action required	Lead	Date to be completed
To improve patient awareness of choice at the point of referral	For patients to be more aware of the choices available to them when being referred for further care & to be encouraged to be active in making those choices	GPs will complete a form at the point of deciding referral ( in the consultation) to give secretary indication of patients choice priorities in choose & book.  Choose & Book will be used for ALL available services.	Amanda McDermott -PM  Dawn Watson – secretary to assist	Patient choice forms to be formulated & in use by June 2013.  Audit completed by November 2013
To improve patient feedback systems	To encourage patient feedback on all aspects of services provided at the practice on addition to the annual survey & to promote this.	Log book at reception for informal complaints/suggestions/ideas for improvement/& compliments. Suggestion box to be more visible. Promotion of PPG & a recruitment drive. To look into providing a form to submit via the website for feedback.  To promote & encourage patient feedback on the website & in the surgery. To make this an ongoing priority for the PPG	Amanda McDermott – PM	On going plan for improvement but for review end June 2013.
To reduce DNA rates further	To reduce DNA rates for all clinicians to maximise available & timely appointments	To look into an opt out system for text message reminders rather than an opt in.	Amanda McDermott – PM	September 2013
To introduce more online services, particularly a facility for ordering repeat prescriptions within the patient record & online appointment availability	To make patient services more easily accessible	To introduce online repeat prescription ordering facility within the clinical system & to also introduce online appointment booking/cancelling.  Both these services are available within the system we use & can be set up to be accessed via the website.	Amanda McDermott – PM	Aim to have both these facilities implemented & in use by the end of 2013

The action plan template will be updated throughout the coming year & outcomes will be attached in the report 2013/14.

## **Publication and update of the Local Patient Participation Report:**

Access to the PPG information, PPG meeting minutes and Local Patient Participation Report is available either by viewing at the practice or by visiting our website [www.moorgrangesurgery.co.uk](http://www.moorgrangesurgery.co.uk)

Patients will continue to be kept updated on what is happening via our website, quarterly Practice Newsletters (on display in our waiting areas and on our website) and a dedicated Patient Information board in the practice.

**The opening hours of the practice premises and the method of obtaining access to services throughout the core hours; and where the practice has entered into arrangements under an extended hours access scheme, the times at which individual health care professionals are accessible to registered patients:**

### **Our current opening times & accessing services:**

The practice is open core hours Monday to Friday from 08.00 to 18.00 ( LCD cover 18.00–18.30). In addition we provide extended hours on Tuesdays, opening at 07.30 & closing at 20.00.

Outside these hours patients are instructed to telephone the usual surgery number 0113 2954880, where they will hear a message with instructions. Notices in the window, on the website & in the practice leaflet also provide patients with services available when the surgery is closed.

Appointment can be booked either by telephone or in person at reception. Telephone consultations are also available each day Monday to Friday. The practice offers routine (advance) & same day, more urgent appointments with both GPs & nursing staff.

There is also ‘a requirement that the practice consider whether any amendments are necessary to any of its published information relating to the services provided by them as a consequence of the implementation of any

changes following a finding or proposal arising out of the Local Practice Survey;'

At the present time no amendments are necessary. However if ideas coming out of the action plan discussions with PPG members during the following year require any amendments to be made we will consider/action

*27<sup>th</sup> March 2013*