

# ABBEY MEDICAL PRACTICE

## Patient Participation GP Survey Report 2013-14

Practice Code:

M81094

Practice Name:

ABBEY MEDICAL PRACTICE

### Surgery Opening Times

The surgery is open at the following times:

Monday 8 a.m. – 6.30 p.m.

Tuesday 8 a.m. – 6.30 p.m.

Wednesday 8 a.m. – 6.30 p.m.

Thursday 8 a.m. – 6.30 p.m.

Friday 8 a.m. – 6.30 p.m.

GP and nurse appointments are available from 8.30 a.m. daily. Some earlier appointments are also available for INR testing and fasting blood tests. Appointments are available to book online for all GPs and up to one month in advance. Patients can also book appointments online at [www.patient.co.uk](http://www.patient.co.uk). Please note that nurse clinic appointments are not available online at the present time.

### An introduction to our practice and our Patient Participation Group (PPG)

Abbey Medical Practice is a growing practice, based in Evesham, with a current list size of 7,471 patients. There are four GP partners, of whom two are male and two are female. We have also recently employed an additional female salaried GP. We have three practice nurses (two of whom are Nurse Prescribers), two Healthcare Assistants and a Nursing Assistant (temporary post).

The practice has had a very active Practice Patient Participation Group since 1997. Currently, the group is composed of three men and eight women. The practice manager, Business Manager and a GP also attend the meetings. The age range of the members is 39 years to 72 years and the ethnicity is White British, which largely reflects the ethnicity of the patients. The PPG meets every two months to discuss the services that the practice provides and how they may be improved.

In the last two years, the group has been responsible for the establishment of a 'virtual' Patient Group which enables patients who cannot attend meetings to become involved in improving services. Despite the group's best efforts, virtual group numbers are small and aged 45 years and above. A priority for the coming year will be to attract more young members to both the main group and the virtual group to represent the interest of younger patients.

The group has also organised and arranged the annual GP patient survey. The responses to the survey are then collated and discussed in the PPG meetings and an action plan for improvements in the coming year is developed by the group. The final survey report and action plan is then made available to all patients on the practice website.

### Profile of the Patient Participation Group

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

	Practice population profile	PPG profile	Difference
<b>Age</b>			
% under 21	7%	0	Not represented
% 21-44	28%	12.5%	Under represented
% 45-65	32%	12.5%	Under represented
% 66-85	31%	75%	Over represented
% Over 85%	2%	0	Not represented
<b>Gender</b>			
% Male	36%	25%	Under represented
% Female	64%	75%	Over represented
<b>Ethnicity</b>			
% White British	98%	100%	Well represented
% Mixed white/black Caribbean/African/Asian	1%	0	Not represented
% Black African/Caribbean	1%	0	Not represented
% Asian – Indian/Pakistani/Bangladeshi	0%	0	None
% Chinese	0%	0	None
% Other	0%	0	None

#### Reasons for any differences between the above PPG and Practice profiles:

Despite the best efforts of the practice and the PPG members to recruit representatives of different age groups and ethnicity, the PPG is still represented by 100% White British ethnicity and the majority of the group is over 55 years of age and female.

At present, the reasons for this are unclear. Even though the group meets out of surgery hours to allow the younger and working people to attend and have personally canvassed patients in the surgery, we have still been unsuccessful in recruiting members that represent younger, working people. It is the group's intention to formulate innovative ideas to market the PPG to younger patients in the coming year.

What we will do to try to identify patients from unrepresented groups and invite them to join:

One plan going forward is to ask the GPs and nurses to identify patients from unrepresentative groups and encourage them to join the PPG or virtual group. There will be a publicity campaign in the Spring of 2014 to specifically attract new members.

This will be advertised on the Patient Information Screen and the Patient Checking Screen as well as posters on a full sized display board by the main door. Further posters will be placed in the consulting rooms and also in the Dispensary.

### **Setting the priorities for the annual patient survey**

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

The results of the 2012 survey were discussed at the PPG meeting in March 2013. The Practice Manager and GP representative were in attendance and an action plan for April 2013 onward was passed unanimously. The results of the survey and the action plan were then added to the practice website for patients to access.

At a further PPG meeting in June 2013, members of the PPG discussed possible changes to the 2014 survey but decided to use the same questions as the previous year in all areas since putting our action plan in to place. The areas that had shown most dissatisfaction were telephone access, availability of appointments

It was decided to omit the text boxes this year as patients had commented that the survey was overlong and as a result, many patients had not completed the form. However, it was agreed to add a text box for suggestions to next year's survey.

### **Undertaking the patient survey**

This describes how the survey was conducted with our patients

The PPG agreed the questions would remain the same as 2012 but it was decided not to include text boxes to make the survey less onerous to complete. The survey opened online on 1<sup>st</sup> April 2013 and the survey was scheduled in the practice for November 2013.

It was decided to leave the GP survey in the practice until the Autumn to enable the PPG to carry out a patient satisfaction survey of its own in the summer. The summer survey enabled patients to enter their opinions and suggestions in free text boxes and the results of that survey and also the GP survey will be combined to inform the PPG and practice strategy for 2013-14.

During the first week of November, PPG members attended the practice in the morning and afternoon and the reception staff continued to hand out the questionnaire to patients at all other times, which ensured that a wide spectrum of patients was engaged in completing the survey.

PPG members performed an invaluable role by answering patient queries, checking that the returned forms had been completed fully and promoting the Patient Participation Group by distributing copies of the latest Practice Newsletter and PPG enrolment forms.

Many patients told us that they had thoroughly enjoyed having PPG members in the surgery to discuss various issues and we hope that this most successful project can be repeated in the future.

Abbey Medical Practice would like to offer its wholehearted thanks to the members of the Patient Participation Group for their help in the distribution and collection of the survey.

**Comparative Results of the Survey:**

A performance comparison of the 2012 and 2013 results was performed in following areas:

	2012/13 score	2013/14 score	
Satisfaction with opening hours	90%	85%	↓
Satisfaction with helpfulness/courtesy of receptionists	99%	98%	↓
Satisfaction with ease of seeing a doctor	73%	70%	↓
Satisfaction with how quickly patients can get seen by a doctor at practice (within 2 working days or less)	75%	79%	↑
Satisfaction with phoning through to practice	67%	64%	↓
Importance of seeing a doctor of choice	85%	88%	↑
Satisfaction with telephone consultations	99%	92%	↓
Satisfaction with doctor's care and concern	94%	95%	↑
Satisfaction with how well doctor explains condition	96%	97%	↑
Satisfaction with how much doctor involves patient	90%	92%	↑
Satisfaction with amount of time doctor spends with patient	84%	80%	↓
Satisfaction with ease of finding out about services offered	91%	95%	↑
Awareness of the practice brochure	64%	52%	↓
Awareness of the practice website	61%	76%	↑
Satisfaction with the service of our Dispensary	62%	65%	↑
Satisfaction with overall service at the practice	95%	98%	↑
Would recommend the surgery to others	97%	97%	-
Completed the survey online	29%	27%	↓

These results were initially discussed at the PPG meeting in December 2013 where a rough analysis was provided. It was then agreed that a PPG subgroup would be formed to draft an Action Plan for Improvement for 2014.

## Analysis of the patient survey and discussion of survey results with the PPG subgroup

This section describes how the patient survey results were analysed and discussed with PPG, how the practice and PPG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

The PPG subgroup met on 6<sup>th</sup> February 2014 to discuss the survey results and action plan for the coming year.

It was noted that, although the results were very similar to the 2012-13 results, there had been a slight decline in satisfaction in some areas, namely in the areas of opening hours, telephoning through to the practice, telephone consultations and ease of seeing a doctor.

However, satisfaction with seeing the doctor of choice increased and the group acknowledged that there had also been an improvement in satisfaction in the areas of how much the doctor involves the patient in decisions, how well the doctor explains the conditions and the care and concern shown to the patient. Most pleasing was that the percentage of patients that were happy with the overall service offered by the practice, which had risen from 95% to 98%.

The satisfaction with the length of time that the patient spends with the doctor had fallen but it was felt that this was a country wide problem, which might not be easily addressed at a practice level. It was hoped that there would be a political initiative to increase the length of appointment time nationally. This would be kept under review by the group to evaluate any political initiatives in the future.

The results also showed that the awareness of the practice brochure had dropped but this had been balanced in an increased awareness of the practice website. An increase in the satisfaction with the ease of finding out about the practice services showed that practice information was accessible to a greater number of patients.

The key improvement areas which were agreed by the PPG subgroup for inclusion in the action plan were:

1. Opening hours
2. Availability of appointments
3. Access to a doctor
4. Awareness of services offered by the Practice (e.g. minor illness clinics)
5. Developing the receptionists as "sign-posters"

## Areas of agreement/disagreement

We also agreed about the following actions:

- The need to use the patient screen more widely to promote patient education,
- How to use appointments wisely,
- Informing patients about the range of services available

<b>ACTION PLAN FOR IMPROVEMENT 2013-14</b>				
<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
Availability of appointments	Practice/PPG to undertake a study of the variety of appointments available each day and how they can be promoted to the patients.	BP/TW/RA	6/12	September 2014
	Review to be undertaken to assess the current number of appointments with 5 GPs as opposed to the same period in 2012-13 with 4 GPs.	BP/TW/RA	3/12	June 2014
Access to a doctor	Building on the work above, Practice/PPG to investigate other forms of accessing a doctor (i.e email, website)	BP/TW/JF	6/12	September 2014
Opening hours	The survey results showed a shift away from patients wanting the surgery to open in the evenings, with weekend opening the preferred option.	All PPG/TW/RA	Year	Ongoing
	Practice/PPG to keep under review government plans to extend surgery opening hours to 7 days a week and work together to develop ways of implementing the changes			
Awareness and promotion of services available at the Practice	All PPG members to look at the services offered and how these can be promoted to the patients.	PPG/TW/RA	6/12	September 2014
Development of reception team as sign posters to practice services	Meetings with departmental managers to develop, support and implement a training programme for staff	TW/RA	9/12	December 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:

### Surgery Opening Hours

Action point: The practice reported that it was proving to be difficult to implement an extension to opening times within the resources currently available. However, it was agreed that the practice would keep this under regular review with a view to implementation should additional resources become available.

Status – Kept under review by the practice and PPG

### Access to Appointments

Action point: Previous efforts to improve patient awareness about the facility to book in advance have clearly not been effective. Members of the PPG agreed that this issue required a more innovative approach to patient education. The practice suggested the possibility of installing a digital patient information screen to communicate key facts about the appointment system and other services offered by the practice. It was agreed that the Patients' Trust Fund be approached with a view to funding the purchase.

### **Action completed 30/01/12**

As an adjunct, the group proposed that the music on hold on the telephone system should be replaced with a bespoke message giving information about the appointment system and

### **Action completed 01/09/12**

### Telephone Access

Action point: PPG members noted this performance but felt that improvement in response times was required. The practice reported recent successful implementation of two new initiatives to improve patient convenience i.e. online appointment booking and online requesting of prescriptions. These initiatives will also relieve pressure on the telephone system which will, in turn, enable staff to improve response time. However, it was agreed that additional focus on telephone response times is still required.

### **Status – improvements to be evaluated at next survey**

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

No.

### Publication of this report

This is how this report have been advertised and circulated:

The report of the 2013-14 GP survey will be made available on the practice website and in the surgery.

A copy of the report will be sent to the PPG members and they will display it on the PPG Notice Board, placed on the surgery website at [www.abbeymedical.com](http://www.abbeymedical.com)

A message will be displayed on the Patient Information Screen advising patients that the report is now available on the website and in the surgery.