

Bedlingtonshire Medical Group

Patient Participation Report 2011/12

Produced for the Patient Participation DES 2011/2013

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS North of Tyne is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises development and outcomes of Bedlingtonshire Medical Group Patient Reference Group (PRG) in 2011/12.

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It contains :

Step 1. Developing a Patient Reference Group (PRG)

A summary of the recruitment process used to ensure that the PRG is of sufficient size to be as representative as possible of the Practice population.

Step 2. Method and Process for Agreeing Priorities for a Local Practice Survey

The method the Practice adopted to seek the views of the PRG in determining the priority areas for the Practice to look at to include in a local practice survey.

Step 3. Details and Results of the Local Practice Survey

A description of the local practice survey and how it was carried out, as well as details of the survey Results.

Step 4. Discussing Survey Results with the Patient Reference Group (PRG)

Details of how the Practice consulted with the Patient Reference Group (PRG).

Step 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Details of the agreed action plan setting out the proposals arising out of the local practice survey results and how the practice sought agreement for changes with the Patient Reference Group (PRG).

Step 6. Details and Results of the Local Practice Survey

Details of where this Report has been published and also details of the Practices opening hours and how patients can access services. Details of the Practices extended hours access scheme.

Step 1. Developing a Patient Reference Group

The Practice must provide evidence of the following:

Develop a Structure that gains the views of patients and enables the Practice to obtain feedback from the Practice population e.g. a Patient Reference Group (PRG)

DES Component 1

As part of component 1 of the DES, Practices are required to establish a Patient Reference Group comprising only of Registered Patients and use best endeavours to ensure their PRG is representative.

Recruiting to the Patient Reference Group (PRG)

1.1 The Practice is required to confirm the process used in order to recruit to their PRG

- Put up Posters in Practice
- Offered leaflets to all patients attending practice
- Put information on the practice website (www.bedlington-doctors.com)
- Engaged directly with patients attending the practice (GPs, Nurses, Receptionists) informing them of PRG and asking if they would like to join.

Clinical staff had information leaflets and sign-up forms available during consultations, they were briefed on the type of individuals we needed in line with the practice profile. This helped us target patients from as broad a spectrum as possible. We also had a Receptionist on duty in the waiting room who talked to patients about the group.

To help us include patients from specific care groups we spoke to our local nursing home managers and learning disability carers who helped us recruit patients from these groups to the PRG.

Practices must strive to engage and encourage feedback from patients that extend beyond a mix of just age/sex and ethnic origin. These could include patients from marginalised or vulnerable groups such as elderly patients, patients with a learning disability or other disability and those with various social factors such as working patterns, employment status and carers etc.

1.2 To ensure feedback is from a representative cross section of the Practice Population, the Practice is required to provide details of its current practice profile beyond just age and sex.

Practice Population Profile as at July 2011

Age/Sex:

Age Range	Male	Female	Total
0 - 15	1004	1009	2013
16 - 25	682	591	1273
26 - 45	1315	1432	2747
46 - 65	1444	1494	2938
66 - 75	432	502	934
76+	303	504	807
Total	5180	5532	10712
	48%	52%	

Ethnicity:

White British	1514	99%
Other White ethnic group	14	0.40%
Black	1	0.10%
Indian	7	0.20%
Other Asian	7	0.20%
Chinese	5	0.15%
Caribbean	2	0.10%
Bangladeshi	2	0.10%
Pakistani	1	0.10%
Total		100%

Working patterns of employment, unemployment, carers, Specific Care Groups, patients with learning disabilities, patients in Residential/nursing homes:

Working patterns/Carers	
Employed	89%
Retired	9%
Unemployed	1.4%
Long term sick	0.3%
Carers	1.68%

Specific Care Groups	
Residential /Nursing Homes	1.4%
Learning Disabilities	0.6%
Carers	1.68%

1.3 The Practice is required to provide a brief summary of the patient groups represented in the Practices PRG and describe what steps they have taken to understand their own demographics in order to construct a PRG using a representative sample of the population

The Practice used the information held on its population profile (as detailed in 1.2) to construct its Patient Reference Group. The PRG profile is detailed below. All patients are registered with Bedlingtonshire Medical Group.

Practice PRG Profile

Age Group	No. of Male Patients	No. of Female Patients
16 - 25	3	4
26 – 45	9	33
46 -65	22	30
66 - 75	8	6
76+	3	5
Ethnic Groups	1	2
Learning Disabilities	2	1
Residential/Nursing Homes	1	2
Carers	2	3

Working patterns/Carers	
Employed	84%
Retired	14%
Unemployed	1.0%
Long term sick	1%
Carers	4%

Step 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Details and evidence of the steps taken to determine and reach agreement with the PRG on the Component 2

As part of component 2 of the DES Practices are required to agree which issues are a priority and include these in a local Practice Survey. The PRG and the Practice will shape the areas covered by the local practice survey. The areas covered in the local practice survey will, therefore, need to be agreed jointly based on key inputs including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- Planned Practice changes
- National GP and/or Local Patient Survey issues

2.1 The Practice is required to describe the process it used to seek the views of the Patient Reference Group in identifying the priority areas for the survey questions i.e. via email, website etc.

As part of the sign up to the group we asked patients to choose what priority areas they would like us to focus on for the local practice survey. Below is a table of the results:

Diabetes	19	Learning Difficulties	2	Opening Hours	29
Asthma	17	Antenatal Services	7	Appointments	35
COPD	6	Older Peoples Services	21	Reception & Administration Services	21
Heart Conditions	16	Young Peoples Services	6	Other :	
Cancer Services	17	Children's Services	13	Education of Health through healthy eating	1
Sexual Health	3	Mental Health	16	Breast Cancer Awareness	1
				How surgery links/refers to external bodies	1
				New and Developing Services	1
				Adult Social Care	1
				Vulnerable Adults	1
				Commissioning of Healthcare	1
				Palliative Care	1
				Computer System	1
				Weight Management	1
				Anything you wish to ask about	1
				Bowel Disease	1
				Arthritis	1

2.2 The Practice is required to list the priority areas and confirm how these match those set out by the PRG.

The top 4 areas chosen by the PRG are highlighted in the table above. We also used the results from the National GP survey. We ran two surveys. Our first survey was a Telephone Satisfaction survey, we decided to review our telephone service as the results from the National GP Survey were below the national average and have been for the last two years, this an area we would like to improve on. Our second survey was on Receptionists, Appointments and Opening Times, these were the top 3 areas of concern identified by our PRG. Questions for the survey were drawn up in collaboration with our PRG. The survey was reviewed and altered by PRG members. We used a free online survey service from kwiksurveys.com. All patients from the PRG were sent the surveys and all responses are tracked and auditable which allows the PRG to validate the results.

Step 3. Details and Results of the Local Practice Survey

Collate patient views through the use of a survey

Component 3

As part of component 3 of the DES Practices are required to collate patients views through a local practice survey and inform the Patient Reference Group (PRG) of the findings.

The Practice must undertake a local Practice survey at least once per year. The number of questions asked in the local practice survey will be a matter for the Practice and the PRG to agree. Questions should be based on the priorities identified by the PRG and the Practice.

3.1 The Practice is required to confirm how it determined the questions to be used in the survey?

The top 4 areas chosen by the PRG are displayed in 2.1. Questions for the survey's were drawn up in collaboration with our PRG. The survey was reviewed and altered by PRG members. We used a free online survey service from kwiksurveys.com. All patients from the PRG were sent the surveys and all responses are tracked and auditable which allows the PRG to validate the results.

3.2 The Practice is required to confirm what method(s) it used to enable patients to take part in the survey? i.e. survey monkey, paper survey, email, website link.

We used a free online survey service from kwiksurveys.com. All patients from the PRG were sent the surveys and all responses are tracked and auditable which allows the group to valid the reports if required. Paper copies were sent to patients without access to a computer.

3.3 The Practice is required to confirm how it collated the results.

The results and responses received from each survey are collated using kwiksurveys.com. Paper results were input manually into the online service. The results of each survey have been uploaded to the practice website. All patients from the PRG were sent the surveys and all responses are tracked and auditable which allows the group to valid the reports if required.

3.4 The Practice is required to confirm the dates of when the survey was carried out and provide a copy of the survey to demonstrate how the Practice has reflected the priority areas in the questions used.

Our Telephone Satisfaction Survey was conducted from 20/07/2011 to 30/11/2011
Our Receptionists, Appointments and Opening Times Survey was conducted from 11/11/2011 to 15/2/2012.

Step 4. Details and Results of the Local Practice Survey

Provide the Patient Reference Group (PRG) with the opportunity to discuss survey findings and reach agreement with the PRG of changes to services.

Component 4

As part of component 4 of the DES Practices are required to provide the Patient Reference Group (PRG) with the opportunity to comment and discuss findings of the local practice survey and reach agreement with the PRG of changes in provision and manner of delivery of services.

4.1 The Practice is required to describe how it sought the views of the PRG on the findings of the survey and any proposed changes highlighted from it.

A random sample of 20 patients from the PRG were emailed/sent a copy of the results from the Telephone Satisfaction survey and the survey on Receptionists, Appointments and Opening Times. These patients were also sent a draft Action Plan. The patients were asked to review the results of the surveys and Action Plan and they were asked for comments and ideas for improvements. . The Practice received a number of recommendations which were all incorporated into the final Action Plan. The final Action Plan was reached with their input and agreement. The full results of the surveys and the agreed Action Plan were sent to the full PRG on 12th March 2012. The results are also published on the website and copies have been placed in the waiting room.

There were no significant changes to opening hours or changes that would impact on contractual arrangements.

Step 5. Action Plan

Agree and Action Plan with the Patient Reference Group (PRG) and seek PRG/PCT agreement to implementing changes.

Component 5

As part of component 5 of the DES the practice is required to agree with the PRG an Action Plan setting out the priorities and proposals arising out of the local patient survey. They are also required to seek agreement from the PRG to implement any changes and where necessary inform the PCT.

5.1 The Practice is required to produce a clear Action Plan that relates to the survey results and attach a copy of the agreed Action Plan for 2011/12.

The Action Plan can be found on page 12 (Table 1). The final Action Plan was reached with the input and agreement of the PRG.

5.2 The Practice is required to advise whether there are any elements that were raised through the Survey that have not been agreed as part of the Action Plan and if so should outline the reasons why.

There were no elements raised through the survey that have not been agreed as part of the Action Plan.

5.3 The Practice is required to confirm whether there are any contractual changes being considered if so please give details, as these will need to be agreed by the PCT.

There were no significant changes to opening hours or changes that would impact on contractual arrangements.

Table 1

Priority for Action	Proposed changes	Who needs to be involved?	How will we measure change and timeframe
<p><u>Receptionists</u> 32% of patients felt that our Receptionists were only fairly helpful.</p>	<p>1) Training in customer service skills. Examine staff training requirements to improve the 'friendliness' of the reception experience 2) Intend to invite member(s) of PRG to attend staff meetings maybe quarterly to start with to help us understand problems and to improve links/communication with patients.</p>	<p>Practice Manager, Senior Management and Reception team, PRG members</p>	<p>Change will be measured by further short survey's on Receptionists This will be completed by December 2012.</p>
<p><u>Telephone Service</u> 80% of patients state they find it fairly easy or not very easy to get through to someone on the phone</p>	<p>1) To install extra telephone lines into surgery to help patient access via telephone. 2) Look into automated telephone system which allows ordering of repeat prescriptions and allows patients to change/cancel/make appointments 24 hours a day, 7 days a week.</p>	<p>Management Team</p>	<p>Change will be measured by further short surveys on telephone access. This will be completed by December 2012.</p>
<p><u>Appointments</u> 42% of patients felt it was only fairly easy to book ahead and 22% felt it was not very easy at all.</p>	<p>1) Improve awareness to patients of ability to book appointments up to 3 weeks in advance. 2) Use of regular articles in Newsletters, information on website, notice boards and improved training for receptionists making appointments 3) Encourage patients who do not have daytime commitments to book during core working hours to allow workers and carers the option to book early morning/early evening and extended hour's appointments.</p>	<p>Management Team, Reception team.</p>	<p>Change will be measured by further short surveys on patient's knowledge of ability to book ahead. This will be completed by December 2012</p>
<p><u>Opening Times</u> Nearly 96% of patients were happy with our opening times</p>	<p>1) The majority of patients surveyed were happy with our opening hours so we do not intend to change them at present. However there was a suggestion for us to look at telephone triage that we would like to explore further.</p>	<p>GPs, Nurse Manager, Management Team</p>	<p>As this will be a new service we will run a trial period for 6 months. Assessments will be performed as part of the trial.</p>
<p><u>Online Services</u> 82% of patients are aware of our online services however only 46% have registered.</p>	<p>1) Steps have been taken to raise awareness of online services and we will continue to work on this by using, posters, newsletters, website, telephone contact and staff meet and greet service. 2) We plan to offer some drop in sessions over the summer to demonstrate our online services.</p>	<p>Management Team, PRG member</p>	<p>Change will be measured by online statistics available from practice software and we will run a further short survey on online services. This will be completed by December 2012.</p>

Step 6. Details and Results of the Local Practice Survey

Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practice is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

The Practice should publicise the report as extensively as possible and ensure it appears on the Practice website by no later 31/03/2012.

6.1 The Practice is required to provide details of where the Local Participation Report has been published

The report has been published on the Practice website – www.bedlington-doctors.com. It can be found under the 'Latest News' section and also under the 'Patient Group' section. Details have also been placed in the Waiting room.

In addition the Practice is required to give details of Practice opening hours and how Patients can access services through core hours

6.2 The Practice is required to confirm Practice opening hours and give details on how Patients can access services during core hours (8am-6.30pm).

The Practice opening hours are detailed below. Patients can access services during these times via the surgery by phone or in person.

Day	Opening Hours
Monday	7:00am until 18:00pm
Tuesday	8:00am until 18:00pm
Wednesday	8:00am until 20:00pm
Thursday	8:00am until 18:00pm (closed from 12 noon until 12:45pm)
Friday	8:00am until 18:00pm
Saturday	Closed
Sunday	Closed

Outside of these hours when the surgery is closed, care for urgent problems will be provided by Northern Doctors Urgent Care (NDUC).

Where a Practice is commissioned to provide Extended Hours the Practice is required to confirm the times at which patients can see individual health care professionals

6.3 The Practice is required to provide details of any extended hours provided and details of access to Health care Professionals during this period.

There are extra Doctor surgeries each week. We have an evening surgery on Wednesday each week from 18:30pm to 20:00pm and an early morning surgery on Monday each week from 7:00am to 8:00am. These are for routine GP appointments only.