**The Marches Surgery Local Patient Participation Group Report 2013/14**

In 2011, The Marches Surgery established a successful Patient Participation Group with the aim of hearing the view of our patients and improving the service we provide.

Our patient group currently consists of 101 members. Some patients attend our meetings at the practice, others prefer to be involved by email or letter.

We aim to have meetings 2-3 times a year. Currently these are very well attended and the practice has greatly benefited from hearing the feedback from our patient group.

**Our Practice and Patient Participation Group Profile**

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| --- | --- | --- |
|  | **Practice Profile** | **Patient Group Profile** |
| **Total population** | 8809 | 100 |
| Male | 49% | 31% |
| Female | 51% | 69% |
|  |  |  |
| **Ethnicity** |  |  |
| % of patients with ethnicity recorded | 31% | 100% |
| White/British | 77.5% | 95% |
| Irish | 1.4% | 0% |
| White/other | 14% | 3% |
| Asian or British Asian | 0.6% | 2% |
| Other ethnic groups | 2.3% | 1% |

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| --- | --- | --- | --- |
| Age | Practice population profile (%) | Patient group profile (%) | Difference |
| <16 | 17.2 | 4 | -13.2% |
| 17-24 | 8.9 | 2 | -6.9% |
| 25-34 | 10.5 | 6 | -4.5% |
| 35-44 | 10.8 | 6 | -4.8% |
| 45-54 | 14 | 8 | -6% |
| 55-64 | 14 | 24 | +10% |
| 65-74 | 13.1 | 33 | +19.9% |
| 75-84 | 8 | 14 | +7% |
| >84 | 3.5 | 3 | -0.5% |

**The steps taken by The Marches Surgery to ensure that the patient group is representative of our registered patients and, where a category of patients is not represented, the steps we took in an attempt to engage that category.**

This is the third year that The Marches Surgery has had a Patient Participation Group. We sought to continue to recruit members of our practice population using the following methods:

 Posters and leaflets were placed in our reception areas advertising the group at both our Leominster and Bodenham practices.

 Our receptionists actively recruited patients to the group following staff training at a practice education day about the group.

 Leaflets have been placed in our registration packs so that all new patients are aware of the group and have the opportunity to join.

 Drs have recruited patients opportunistically, when seeing patients on home visits and when patients attend for routine reviews such as learning difficulties or mental health reviews.

 Patients were recruited when Drs attended weekly clinics including the local 4US clinic for young people and at DASH sessions

 Nurses and HCAs actively recruited patients when they attended for appointments and had posters in their rooms advertising the group.

 Patients were actively recruited when attending for flu vaccines

 Leaflets advertising the group were distributed to registered patients at a local nursing home.

 A receptionist attended the practice baby clinic and encouraged young parents to attend.

Our leaflets gave an introduction to the Patient Group and answers to frequently asked questions. Patients were asked to leave their details including how they would prefer to be contacted eg by letter, telephone or email. They were also asked to indicate their age, sex, ethnicity and how often they visit the surgery.

Our patient Group comprises a large percentage of people over the age of 65 and is underrepresented in young people (although this category is difficult to fully compare as ‘under 16s’ also includes babies and toddlers who obviously would not be able to join!) Females are also overrepresented.

To address this – Drs, nurses, and receptionists were all made aware of the need to recruit more young people and males to the group. This was done actively by approaching patients and also by Drs encouraging patients from the school 4US to join.

Our group is diverse however and has members from all ages, working, retired and unemployed, various ethnic groups, carers, patients with chronic illness, housebound patients and patients with learning difficulties.

We used a variety of methods of communication to facilitate a response from a broad range of patients. Some patients were keen to attend Patient Group meetings at the practice whereas others preferred, or were only able to, be part of a virtual group of communicate simply by letter or phone.

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

The patient group has met on a number of occasions and discussed a variety of issues. Our appointment system has been discussed a number of times and we wanted to hear people’s current views on this, including on our recently implemented online appointment booking system and telephone consultations.

As the practice will be inspected by CQC (Care Quality Commission) in the near future, we also included questions on cleanliness of the practice, access to the practice and helpfulness of our practice team. These are all areas in which we aspire to reach high standards. Patients were also asked whether they would recommend the practice to friends and family.

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

A survey was formulated based on the above areas as discussed with our patient group. A link to the survey was emailed to all of those in our patient group who prefer this method of communication and posted to others.

100 surveys were completed by patients attending our Leominster surgery

50 surveys were completed by patients attending our Bodenham surgery

50 surveys were posted to patients picked at random from our list in an attempt to gain the views of patients who perhaps do not attend the surgery regularly. 23 of these were returned.

11 surveys were completed online.

Altogether – 184 surveys were completed.

**Details of the steps taken by the practice to provide an opportunity for the patient group to discuss the contents of the action plan.**

The patient group were forwarded the results of our survey via email and asked to respond with any comments they had. These comments were taken into account when formulating a plan for improvement in our services.

**Details of our survey results and findings/proposals arising from this.**

All results are shown in percentages of the number of people who responded to each question.

1. **I visit the surgery website:**
2. **I am aware that I can book GP appointments online**
3. **I would prefer to book my GP appointments online**
4. **I have used the online booking system and found it to be a positive experience**
5. **I am aware that I can order my repeat prescriptions online**
6. **I would prefer to order my repeat prescriptions online**
7. **I have used the online prescription service and found it to be a positive experience**
8. **I find it easy to get an appointment with my GP**
9. **I am aware that I can book an on the day phone consultation with my GP, as an alternative to a surgery visit**
10. **When visiting the surgery by car, I always park trouble free**
11. **The surgery reception staff are always helpful and friendly**
12. **I am happy with the cleanliness of the practice**
13. **In general, I am always satisfied with my GP appointment and our**

 **consultation**

1. **I would recommend The Marches Surgery to my friends and family**

**Details of the action that the practice has taken/intends to take with respect of these results.**

In response to each individual question:

1. **Use of the surgery website**

It appears that the majority of patients (except for the patient group) are either not aware of, or rarely use, our practice website. This is something we are therefore aiming to publicise more – through posters in our reception and signposting from our reception staff to the site for patient information about the practice facilities. We are looking at a voice recorded message for patients to hear when they phone the practice and are put on hold – this message would advertise the website and the benefits to patients in using this. We are also looking at promoting the website more in a practice newsletter and through the creation of a practice facebook page.

1. **Awareness of online appointments**

This is a facility our patients voted for positively on our previous practice survey and which our patient group was also keen to see introduced. We are pleased to now be able to offer this facility to patients.

Most patients seem aware of this service, though less so in Leominster than Bodenham. Again, we are aiming to promote this more using the following methods – displays in reception, answering machine messages for patients when on hold, reception and clinical staff encouraging patients to use this service, creation of a practice newsletter with information about this service. Our website also advertises this service and its benefits. We have developed a new practice registration form which also directs people to our website and the online appointment facility.

The NHS is actively trying to encourage practices to use offer this service and we are aiming to improve patient awareness of it and their experience of using it.

1. **Preference to book online**

This question received a mixed response. Leominster patients are slightly more in favour of using this service than Bodenham patients. Perhaps as patients become more familiar with this service, it will be more widely used. Some patients highlighted in their comments that they preferred the more personal approach of booking appointments on the phone or face to face rather than online. Other patients do not have access to a computer so online booking is irrelevant for them. Many patients also commented that appointments online was a great concept and helpful for those who work early so are unable to always phone for an appointment.

1. **Experience of online booking**

On the whole, patients seem positive about this facility. There was little specific feedback though which would be useful to have. We will look at whether this can be obtained through Emis Access. As more patients register for this service, we will increase the number of appointments available to be booked online and hopefully improve patient experience of this service. Some comments received include ‘easy to book appointments online’ and ‘a very useful service’.

1. **Awareness of our online repeat prescription ordering facility**

It appears more patients are aware of this service now. We are increasing our promotion of this service again through advertising in our reception areas, promotion by our staff on reception and prescription desk and by clinical staff. Again, a newsletter will be created which will encourage patients to use this service and we are looking at an answering machine message advertising it when patients are on hold for the prescription desk.

1. **Preference to order prescriptions online**

Bodenham patients on the whole seem to prefer this less than Leominster patients. Perhaps this is because of the dispensary at our Bodenham practice which offers a repeat dispensing service and consistently achieves very positive feedback.

1. **Experience of those using our online prescription service.**

On the whole this appears to be positive.

Again little specific feedback was obtained through the survey but comments are often received through our website to which we respond. Some comments received have mentioned medication usually ordered over the phone not being on patient’s repeat list when they look online. This is because the prescriptions have been recorded as ‘an acute prescription’ rather than ‘repeat’. GPs are now actively putting medication on repeats where appropriate rather than ‘acutes’ in order to reduce the chances of this occurring and to improve patient’s experience of online ordering.

1. **Ease of booking a GP appointment**

Bodenham patients appear to find this easier than Leominster patients – who give a mixed response. Many patients comment that it can take a long time to get through on the phone in the morning. We have taken steps to try to improve access for patients to their GP by offering on the day telephone consultations (a service patients in our PPG were in favour of and rated as a good idea on a previous survey). We also now offer online appointments which can be booked up to 2 weeks in advance (again a facility previously requested by our PPG and rated as a positive idea on a previous survey). As these services become more widely known about and used, they will hopefully help to improve patient’s experience of booking a GP appointment.

We have also increased our locum use on days where pressure for appointments has been high in an attempt to improve patient access to a GP.

1. **Awareness of on the day phone consultations**

This is a service set up in the past year following feedback from patients in the PPG and from our annual survey.

Generally patients seem aware of this service, more so at our Leominster practice. Slots aren’t currently offered whilst GPs are working at Bodenham but patients can phone and book a telephone consultation with a GP when they are at the Leominster practice. The aim of this service was to reduce the pressure for GP appointments, to improve patient access and to make it easier for patients who may find it difficult to come to surgery.

This service is already promoted on our website and by reception staff but we will aim to increase awareness of this service through a message patient’s hear when they are on hold on the phone and through a practice newsletter.

1. **Experience of parking at the practice**

Bodenham patients on the whole have little difficulty with parking. Leominster patients have a more difficult time and this area attracted very negative feedback. Comments received include ‘parking is a nightmare’, ‘very limited parking at Leominster’. The practice is aware of the parking problem patients have at Leominster. It has been highlighted on numerous occasions to our previous PCT and raised with the local MP and councillors. We aim one day to move to a purpose built surgery with adequate parking and access for patients and have been campaigning for this for a long time.

1. **Reception staff**

Patients were overwhelmingly positive about our reception staff at Leominster and Bodenham and this question attracted very little negative feedback. Comments include ‘staff always friendly and helpful’, ‘staff at reception are excellent’, ‘everyone always polite and helpful’.

Our staff strive to provide a service of a high standard to patients and the feedback from this survey highlights the excellent job they are doing. They continue to train to improve their skills and therefore patient’s experience.

1. **Cleanliness of the practice**

This area attracted positive feedback in general. It is an area that is very important to the practice in terms of health and safety. It is also an area which we will be inspected on by CQC (the Care Quality Commission) in the near future. A lot of emphasis has been placed on ensuring both surgeries are cleaned to a high standard in the past year so it is pleasing to see most patients have no concerns about this area. Some comments received however mention that the practice premises is ‘dated and needs refurbishment’ and ‘clean but run down and shabby’. Again the practice team are aware of this and continue to campaign for a move to a more modern building (as mentioned in the feedback for question 10)

1. **Experience of GP consultations**

Patients generally seem happy with their GP consultation. Perhaps more so at Bodenham. GPs consistently train to improve both their clinical and consultation skills in an attempt to improve patient experience and care. It is reassuring to see the practice scores highly in this area.

1. **Recommending the practice.**

Patients kindly rated this question positively on the whole which is reassuring and a good morale boost for the practice team. Comments include ‘fantastic service’, ‘Hearing experiences of friend and family elsewhere, they all wish they could join this practice’, ‘Very happy with practice in general’, and ‘Lucky to have such a good surgery’.

We aim to continue to develop and improve our service to patients and actively encourage patients to help with this through our Patient Participation Group and through comments at our reception and through our website.

**The opening hours of the practice premises and the method of obtaining access to services throughout the core hours**

Our opening hours are already published on our website but can be seen here also.

**Opening Hours**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Main Leominster Surgery**Telephone lines are open every weekday from 8.00am - 6.00pm.Morning surgeries start at 8.30am and continue through to 11.30am.Afternoon surgeries start at 3.00pm and continue through to 6.00pm.**The Branch Surgery, Bodenham**[Bodenham](https://web.nhs.net/OWA/redir.aspx?C=sdcJQHIH-kqq2DTGykVPLpjC5ux0FtFI2BUXFr8U9O6tI19iwmN6OErStrgihvT3ayb4UK98JKA.&URL=http%3a%2f%2fwww.marchessurgery.co.uk%2fbodenham.php) telephone lines are open as follows:Monday, Tuesday, Thursday and Friday between 8.30am and 12.30pm.Wednesdays between 2.00pm and 6.00pm.

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| --- | --- | --- | --- | --- | --- |
|  | **MONDAY** | **TUESDAY** | **WEDNESDAY** | **THURSDAY** | **FRIDAY** |
| **am** | Dr I Wall Dr C Knight | Dr C Fisher | *closed* | Dr J Johnson | Dr A Knight |
| **pm** | *Closed* | *Closed* | Dr M Birket | *Closed* | *Closed* |

Morning surgeries start at 9.00am and continue through to 11.00am.Afternoon surgeries start at 3.00pm and continue through to 5.00pm |