



Patient Participation Report 2012/13

Produced for the Patient Participation DES
2011/2013

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March 2013

This report shows how the Practice has engaged with the Patient Participant DES and the outcomes of the patient survey.

1. Update on progress since last survey
2. Developing the Patient Reference group
3. Method and Process for agreeing Priorities for a local Practice Survey
4. Details and Results of the local Practice Survey
5. Discussing the results with the Patient Liaison Group and Patient Reference Group
6. Agreeing an action with the Patient Liaison Group and Patient Reference Group
7. Publishing the local patient participation report

Background of the Practice

Stanford Medical Practice has nearly 16,000 patients registered across 3 branch surgery and two schools. It is open Monday to Friday 8.00am to 6.00pm and has appointments only during extended hours on Monday evening 6.00 – 9.00pm and Saturday morning 8.00 – 11.00am. During core hours patients can call or drop in.

All sites are accessible but at Islingword Branch disabled patients who are unable to use to the stairs to the first floor are seen by the Doctor in the nurses' treatment room on the ground floor.

The Cockcroft Branch is only open mornings in term time; outside of these hours patients can be seen at the other surgeries.

For out of hours cover this is provided by South East Health and the new 111 service from 6.30pm – 8.00am.

The Patient Liaison Group meets approximately every 3 months.

Feedback on actions identified in last year's survey:

- Investigate when the appointment system could be opened up for some appointments to be booked on line and promote to patients when this becomes available by October 2012
Update: On line booking is now available and this will be actively promoted in April with changes to how patients call in for results
- Focus group with patients at Cockcroft Surgery in April/May to discuss how the branch surgery meets their needs
Update: Focus group held on 24th October 2012, later than originally planned
- Look at a timetable of what days Doctors work being available to patients by July 2012
Update: Details were put on our web site on 25th March.
- Develop a news page on the website for patients by September 2012
Update: A whole review of the website was carried out and a decision to move to a new provider was agreed by the Partners. This will happen in Spring 2013 and give more space to the patient group

- Develop posters/information to reduce the number of DNAs by September 2012
Update: Posters displayed at all receptions

Actions taken to improve representation of Practice on patient groups identified in previous years report:

1) Low representation of patients at the Cockcroft branch which is the surgery for Brighton University

- a focus group is being set up to gain feedback and regularly views from this patient group

Update: Focus group held and engaged. Demonstrated in an increase in under 24 years completing survey

2) Low representation from 25 – 44 age group – look at particular services or clinics they use and target these

Update: Slight increase in completion of survey from this age group. Patient Liaison Group is concerned about representation and feel that perhaps this age group might prefer to be engaged on the commissioning agenda rather than practice issues.

3) Look at improving interaction with virtual patient participation group

Update: It was felt that the Patient Liaison Group needed to be better defined of what its purpose was and once this was clear it is hoped better engagement from the virtual group would happen. As a result the patient group is holding its first AGM on 13th March to elect a chair, vice chair and start to define its purpose.

1. Developing the Patient Reference Group

New members were recruited to the physical Patient Liaison Group following the recruitment efforts to the virtual group and there has been an increased enthusiasm for the purpose of the group. We have several members who have actively taken part in events organised by Jane Lodge and the CCG and our receptionist who sits on the group has attended several workshops at Woodingdean to help improve our engagement. The virtual group were again engaged with the survey but there was no direct response. A separate Patient Group has been established at our Cockcroft Branch where only university students are patients as it was recognised last year that we were not getting any real engagement with them.

2. Method and Process for agreeing Priorities for a local Practice Survey

At the Patient Liaison Meeting on 10th December the priorities for the survey were discussed based on previous survey questionnaires and feedback from the group. These priorities were then sent to the virtual participation group for comment/agreement. The main areas were:

- a) Clinical service

- b) Getting an appointment
- c) Communication with patients

The priority areas were:

- 1) Gather feedback about nurse and doctor consultations separately
- 2) Value of texting reminders and what else would patients like to receive by text
- 3) Usefulness of automatic check in on the 2nd Floor at 175 Preston Road – whether patients would like this at the other branches

A selection of questions were used from last year so a direct comparison could be done and additional questions were added.

The questions were then finalised and agreed with the groups before sending out to patients.

3. Details and Results of the local Practice Survey

The survey was put together and data collected using Survey Monkey. The survey was then sent to virtual patient group, available on the website and in all the surgeries to be completed. This year we also put the details of the survey on prescriptions. See separate survey report for full results.

We had an improved response with only 474 surveys being completed but this only represents 3% of our patient population. This is more than a 2½ times increase in responses and equates to 60 responses per Partner.

The full report is available on our website. Key headlines and comparisons with responses from last year's survey:

Key areas:

Positive areas:

- Good access for same day and within next 2 working days
- Text reminders are well received by patients
- Majority of patients feel that the 10 min appointment slot is sufficient
- Good access to the doctor via the receptionists

Areas to review

- 21% of respondents don't take an appointment same day or within 2 working days even though appointments were available as they didn't want to see the doctor that was available
- Patients expressed an interested in obtaining test results by text

Comparisons with last year's survey

In the past 12 months How easy have you found:	This Year	Last Year
Getting through on the phone	%	%
Very Easy	38.03	41.5
Fairly easy	45.8	46.2
Not very easy	7.98	7.6
Not at all easy	4.2	1.8
Speaking to a doctor on the phone		
Very Easy	8.04	11.8
Fairly easy	11.3	16.6
Not very easy	5.22	5.3
Not at all easy	3.04	1.2
Obtaining test results by phone		
Very Easy	21.81	25.3
Fairly easy	14.04	24.1
Not very easy	3.03	.6
Not at all easy	3.02	1.2
How easy is it to book an appointment with a practice nurse?		
Very Easy	52.22	49.4
Fairly easy	25.79	33.7
Not very easy	3.81	2.3
When you last visited the doctor ;how much time did you spend with the doctor?		
Less than 5 mins	19.2	14
Between 5 – 9 mins	55.41	57.3
10 -19 mins	20.13	24

In your opinion was this the right amount of time?		
Yes	82.35	85
Too little	16.99	14
The last time you saw the doctor how good were they at: Giving you enough time		
Very good	40.8	58.6
Good	39.91	26.6
Neither good nor poor	12.42	10
Poor	3.33	3
Listening		
Very good	44.54	40.76
Good	40.76	31.5
Neither good nor poor	7.57	6.3
Poor	3.79	3
Taking your problems seriously		
Very good	48.44	60.7
Good	33.3	23.8
Neither poor nor good	10.44	11.9
How satisfied are you with the care you get at the Practice?		62.6
Very satisfied	63.33	
Fairly satisfied	28.67	20.7
Nether satisfied nor dissatisfied	3.33	7
Dissatisfied	3.56	2

4. Discussing the results with the Patient Reference Group

The patient liaison group met on the 13th March to discuss the findings of the survey and a summary of the report and the full survey was then sent to the virtual patient reference group for comment. A proposed action plan was also discussed and circulated to members for consultation.

5. Agreeing an action with the Patient Reference Group and Patient Liaison Group

The action plan was discussed at the Patient Liaison Meeting on 13th March and circulated for comment to the virtual group.

Agreed Action plan

1. Look at ways to increase number of patients who receive text reminders
2. Look at the possibility of sending test results by text
3. Further develop Patient Liaison Group to engage more patients

6. Publishing the local patient participation report

The full survey report and the Local Participation Report was published on the Practice's website on the 25th March 2013 and sent to the PCT on the same day.