

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Littleborough Group Practice
Completed by	Kelly Vines

### Patient Reference Group (PRG) Profile

Number of face to face members	8	
Number of virtual members	481	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	0	0
17 – 24 -	7	13
25 – 34 -	10	30
35 – 44 -	18	46
45 – 54 -	43	59
55 – 64 -	42	57
65 – 74 -	34	42
75 and over -	15	26
<b>Ethnicity</b>		
White	91	136
Mixed		
Asian / Asian British		
Black / Black British		
Chinese / Chinese British		

Other ethnic group		3
<b>Employment Status</b>		
Employed		
Unemployed		
Retired	19	35
<i>Other (e.g. no of carers)</i> Carers 23		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>We actively promote the PRG through our Practice website and advertised recruitment within the Practice.</p> <p>The Health Centre within which the Practice is based had a Major Refurbishment that was completed in April 2013. During this period the Practice actively participated in the PCT led Refurbishment Steering Group and utilised this group to recruit new members for our PPG.</p> <p>Individual patients who raised questions or concerns were invited to join the PRG following resolution of their issues.</p>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<p>Whilst we don't have any representation from under 30s, we have and continue to, actively recruit through Facebook and other social media networks.</p> <p>The timings of the group meetings have been varied to try and meet the needs of working patients and those with young families.</p> <p>Patients who do attend the group do speak to many patients who are unable to attend the meetings and will often bring questions or queries.</p>		

## 2013/14 Priorities

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
<p>Due to the refurbishment it was difficult to do a paper survey, therefore we ask for comments from ;</p> <ul style="list-style-type: none"> <li>• Patients on their priorities for the Practice.</li> </ul>

- Looked at complaints/concerns we had received from patients.
- Took into consideration the concerns raised by members of the PCT Refurbishment Steering Group.
- Considered comments GP's had received from patients during consultations.

**What these priorities were**

- Telephone Number
- Height of Reception
- More Clinical Staff
- Appointment times
- Website/use of social media

**2013/14 Local Practice Survey**

**How we agreed with the PRG the content of the local practice survey**

The PRG and the Practice agreed at the PRG meeting that the above priorities as all were important and valid points.

The PRG were charged with developing suitable questions for the survey.

The Practice agreed to work in partnership with the PRG to be able to improve on the above priorities and to develop an action plan to deliver on the outcomes of the practice survey.

**How we agreed with the PRG the way in which the survey would be conducted**

The PRG discussed the possible ways in which the survey would be conducted, utilising the skills of PRG members and Practice Staff.

PRG members volunteered to be available in practice to help any patients who may have difficulty in completing the surveys.

Utilisation of the practice website was agreed and other possible social network media methods.

**Other methods used to seek the views of registered patients**

PRG suggested that Medical and Nursing staff visiting patients at home could provide them with a copy of the survey, if they felt it was appropriate at the time of their visit. Bearing in mind some patients may be too poorly to wish to take part in the survey.

The Practice would encourage their apprentices to engage with young patients to encourage them to complete a survey on their visit to surgery.

The Practice would explore the cost of random post out of surveys to patients home addresses to try to capture those patients who do not regularly attend surgery.

Details of how to take part in the survey could be included in the information provided with repeat prescriptions.

## **2013/14 Local Practice Survey Results**

### **An overview of the results of the local practice survey is detailed below**

The uptake on the practice survey for this year was disappointing, but it is felt that this was due to the major refurbishment work undertaken during this period.

The Practice was operating from temporary offices within the building for a number of months and patients waiting areas were restricted and not conducive to patients taking time to stay and complete the survey forms, those taken home were not returned in many numbers. At this time the website was also rendered unavailable when cable networking was being undertaken as part of the refurbishment.

However, for those surveys returned the following data was obtained.

- 91% of patients were unhappy with the 0844 telephone number stating the cost was their main concern.
  - 73% of these respondents stated they were happy with the options available to them on the system
  - 14% found the system complicated to follow
  - 13% failed to comment further on the telephone system
- 89% of patients rated obtaining an appointment with a named Doctor of their choice as poor
- 35% stated it was difficult to get an appointment outside of working hours
- 97% of patients stated they were able to access a GP or Practice Nurse within 48hrs
  - 63% for those answering this question stated they felt more clinical staff were needed at the surgery
- 94% of respondents stated they felt the Doctor or Nurse provided them with adequate information at their consultation
- 94% of patients stated the clinical staff had treated them with respect and dignity
- 23% recorded that the literature available to patients in the surgery was poor – Again at this time the building was undergoing a major refurbishment therefore patient information was not readily available.
- 98% of respondents stated they felt they were treated with respect and dignity by the Practice staff
  - 4 individual respondents noted separately that the staff at that time were working under extremely difficult circumstances with the refurbishment works and commented on how well the staff had coped.
- 95% of patients commented on their surveys that they were unhappy with the new reception desk

stating the height was causing problems with communication with reception staff.

- 76% of patients felt the website was difficult to use
  - 54% of these respondents stated the website needed to be updated
- 32% of patients stated that access to the practice for disabled patients was poor
- 88% of patients stated that parking was a poor
- 98% of patients stated they would be happy to recommend the practice to their friends and family.

**How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

The PRG have been involved in the design and delivery of the survey and discussed at their regular Meetings. The Practice is closely involved with the PRG and attends every meeting.

**How we agreed an action plan with the PRG based on the findings of the local patient survey**

PRG were partners in agreeing the action plan and agreeing timescales.

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

- Ongoing work on Extended Hours Pilot, which PRG have fully supported. Awaiting funding decision by HMRCCG
- Lowering of reception desk – agreement from Landlord on works to be done awaiting them to undertake works.

## 2013/14 Action Plan

<b>2013/14 Action Plan (and how this relates to the findings of the local practice survey)</b>				
<b>2013/14 Patient Survey Action Plan</b>				
<b>No</b>	<b>Issue</b>	<b>Action</b>	<b>Timescale</b>	<b>Date Completed</b>
1	Telephone Number	Under contract – negotiate exit from contract and reinstate local number.	Jan 2014	Jan 2014
1a		Staff to inform patients on the use of automated system for appointments etc at every opportunity	Ongoing	Ongoing
2	Appointments	Extend opening hours one day per week to make appointments available for patients after working hours	Nov 2013	Nov 2013
2a		Increase nursing staff with appointment of Consultant Practice Nurse	Feb 2014	Feb 2014
2b		Training Practice – on completion of refurbishment accept trainee GP's	May 2013	May 2013
2c		Work collaboratively with Littleborough GP Practices to produce business plan for Extended Hours Scheme to cover 24/7 for all patients registered with practice. – Seek funding from HMRCCG	Dec 2013	Ongoing
2d		Ensure new website has facility for 'real time' booking of appointments	March 2014	Sept 2013
3	Patient Information	Installation of electronic call system which provides patient information	May 2013	May 2013
3a		Provide patient information leaflets in reception area – refresh monthly	June 2013	Ongoing
3b		Recruit volunteer from PRG to assist with Patient information display in reception	June 2013	March 2014
4	Reception Desk	Liaise with Centre Manager to have the height of reception desk lowered – design fault in refurbishment plans – works to be done by Prop Co.	May 2013	Ongoing
5	Commission new Website	Work with PRG and staff to design new website – more interactive meets the needs of NHS England for security	Aug 2013	Sept 2013
6	Disabled Access	All aspect of access for disabled patients has been covered in the refurbishment of the building. Patients' representative from Rochdale And District Disability Action Group has assessed access on completion of works.	May 2013	May 2013
7	Car Parking	On completion of building works extra car parking for disabled and able bodied patients was provided.	May 2013	May 2013
7a		Negotiation with GMP results in access to parking for patients on the adjacent Police Station.	May 2013	May 2013

**Significant changes we have made / plan to make to the services the practice provides**

- Increase nursing staff with appointment of Consultant Practice Nurse
- Work collaboratively with Littleborough GP Practices to produce business plan for Extended Hours Scheme to cover 24/7 for all patients registered with practice. – Seek funding from HMRCCG
- Telephone system - Under contract – negotiate exit from contract and reinstate local number.
- Extend opening hours one day per week to make appointments available for patients after working hours
- Ensure new website has facility for 'real time' booking of appointments

**How we publicised the local patient survey results and action plan to our registered patients**

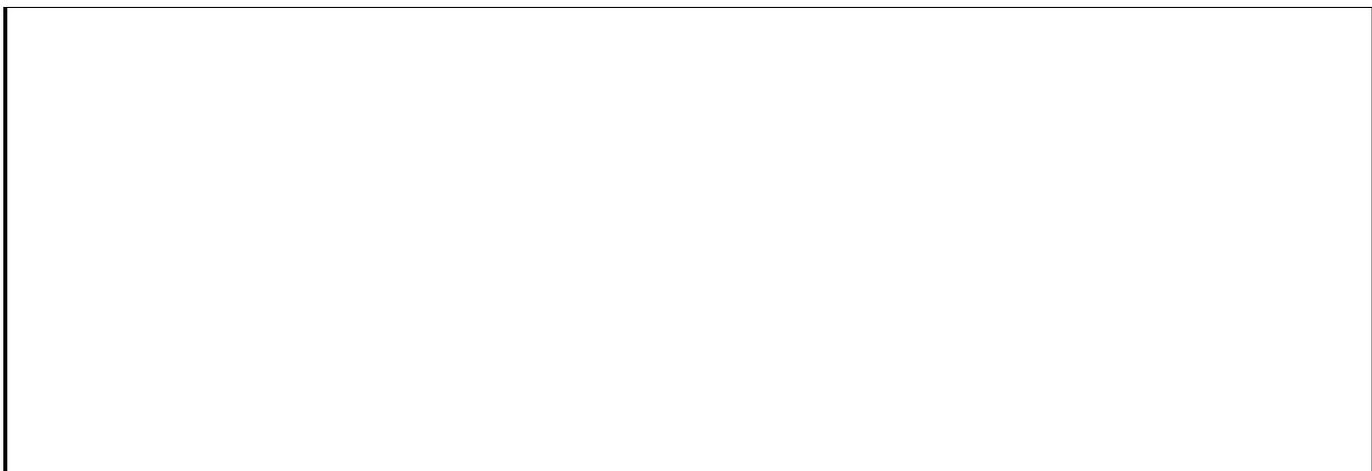
- Information will be displayed in the reception area
- Information will be placed on the website
- Included in the next PRG newsletter

**Link to practice website where this report and related information can be found****2012/13 Action Plan – overview of progress against last year's action plan**

- Significant progress has been made in increasing access to appointments.
- Staffing levels have increased with the use of skill mixing both in clinical staff and administration support.
- Greatly improved disabled access
- Increased car parking facilities
- Updated Practice Website

**Patient Access****Practice Opening Hours**

08.30- 21.00 Monday  
08.30 – 18.30 Tuesday  
07.00 – 18.30 Wednesday  
08.30 -18.30 Thursday  
08.30-18.30 Friday



**How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

Patients can access services face to face, online or telephone.

**Extended Hours**

The Practice is currently open until 9pm on Mondays, through consultation with the PRG the Practice we decided to open a early morning this came into force in February 2014