

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C84120

Practice Name:

Dr Gavrilovic & Partners, Chilwell Valley & Meadows Surgeries

An introduction to our practice and our Patient Reference Group (PRG)

Our practice is a large and expanding two-site suburban practice with over 13,500 registered patients and run by a partnership of 12 general practitioners.

In 2011/12 we established a virtual patient reference group. As well as open invitations to participate we targeted people from specific groups, as needed, to try to ensure they were represented. We also aimed to recruit relatively large numbers of people overall in order to try to improve representation across all groups. Most patients were invited to join the virtual group by flyers given out at the surgeries and so the demographic distribution of the PRG reflects surgery attendees. In order to broaden representation we asked existing PRG members to cascade the invitation to others. We also targeted invitations at under-represented groups.

We aimed to recruit at least 1% of the registered practice population to the 'virtual' Patient Reference Group. In addition we aimed to ensure that all age, gender, and major ethnic groups were included. Overall 1.08% of the practice population were recruited, exceeding the target. We also ensured that we recruited similar numbers from each of our two surgery sites ensuring that both populations were adequately represented.

During 2013/14 we maintained contact with the virtual group by email. However most activity has taken place within regular face to face meetings. This group now has responsibility for its own organisation, with its own terms of reference and chaired (and co-chaired) by patient representatives. As a consequence we adopted the term 'Patient Participation Group' (PPG) in order to reflect the greater degree of direct patient involvement. Meetings take place regularly on the first Monday evening of each alternate month and are advertised by email and on the practice noticeboards.

Establishing the Patient Representative Group

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

	Practice population profile	PRG profile	Difference
Age			
% under 18	22.3%	0.7%	21
% 18 – 34	20.4%	18.2%	2
% 35 – 54	29.8%	37.1%	7
% 55 – 74	19.5%	28.0%	9
% 75 and over	7.8%	16.1%	8
Gender			
% Male	47.5%	32.9%	15
% Female	52.5%	68.5%	16
Ethnicity			
% White British	95%	92.9%	2
% Mixed white/black Caribbean/African/Asian	<1%	0.7%	0
% Black African/Caribbean	1%	0.7%	0
% Asian – Indian/Pakistani/Bangladeshi	2%	2.9%	1
% Chinese	2%	0.7%	1
% Other	<1%	2.2%	1

These are the reasons for any differences between the above PRG and Practice profiles:

Our PRG profile is based on data that is collected from patients on joining the PRG. Historically different categories have been used and it is disappointing that these have been changed to those above as it is impossible to directly correlate the two. The profile is based on membership of the virtual PPG.

The main differences in age profile are due to the fact that children under 18 are not represented in the PPG. Other than this the PPG profile mirrors that of the practice.

The proportion of women on the virtual PPG is still higher than men in relation to the practice population – but this could be considered appropriate given that women tend to be higher users of general practice than men.

Only approximately one-quarter of registered patients have their ethnicity recorded on the practice system. Of these the vast majority are white British and this is also reflected in the constitution of PPG membership. However all ethnic groups are represented to some extent within the virtual PPG.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

Our face to face meetings take place in early evenings (6.30pm) to try to accommodate the needs of working patients whilst also making them reasonable for patients who do not like to be out late in the evenings.

This is what we have tried to do to reach groups that are under-represented:

Last year we invited the manager of the Mental Health Rehabilitation Unit to join on behalf of the residents. We also had meetings with managers of local care homes and nursing homes.

During this year we have tried to increase awareness of the Patient Participation Group overall with a view to attracting membership from under-represented groups. This has included providing information to all new patients at registration. To date this approach has not been particularly successful and a more targeted approach may be appropriate

Setting the priorities for the annual patient survey

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

Priority areas for the annual patient survey were discussed at the PPG meeting on 4th November 2013. The group were keen to maintain continuity with previous years in order to allow progress to be monitored, particularly in the areas of access, clinical care, opening times, and waiting times. In addition it had already been agreed to include questions about awareness of the Patient Participation Group and online booking facilities within the survey as part of the agreed Action Plan.

Despite the above the CCG PRG wanted all practices to use a different set of questions that were common to all surveys. We were able to adapt our questionnaire to include these questions although it meant that not all of the questions in our survey were comparable with previous years.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The practice and PPG wanted to use the same survey tool as the previous year because:

- a) It encompassed all of the priority areas identified by the PPG
- b) It would allow comparison of results between the years.
- c) It is a widely used validated questionnaire (GPAQ)

A copy of the questionnaire is available via the following link: www.gpaq.info/GPAQV3.pdf.

Questions 4 -12 and 15 refer to appointments (a top priority area); and questions 19-33 refer to clinical care (a second priority area); In addition waiting times are covered in question 13; receptionist approach in question 1; and telephone access in questions 2 and 3.

Several of the question response categories had to be adapted in order to fit the requirements of the CCG PRG as well as some additional questions.

Two additional questions were included for the benefit of the practice PPG:

Q43: Did you know that you can book appointments and request prescriptions on-line?

Q44: Did you know that the practice has a patient participation group that is open to all registered patients?

How our patient survey was undertaken:

- We gave out 100 questionnaires to patients attending each of our surgeries in the two weeks commencing 1st December 2013.
- We also emailed all members of the Practice 'virtual' Patient Reference Group and invited them to complete an on-line version of the survey during December 2013.

Summary of our patient survey results:

Some highlights:

Receptionists: Nearly all respondents rated the manner in which reception staff treat them as 'very good' (80%) or 'good' (18%).

Telephone Access: It appears to be getting harder to get through to the surgery by phone with nearly one-fifth of respondents saying that it is not easy. It also appears to be getting harder to speak to a doctor or nurse by phone with one-third of respondents saying that it is not easy compared with one-quarter in the previous survey.

Online Appointment Booking: Despite efforts to promote this, and more than half of respondents saying that they know that it is possible, there is still a dissonance between the number who use the system and those who would like to be able to do so.

Overall Experience of the Practice: Three-quarters of respondents rate the care that they receive from the practice as very good or excellent, and 88% would be likely or extremely likely to recommend the practice to others.

Appointment Availability: 84% of respondents reported that they are normally able to get an appointment on the same day if needed and 72% said that it was easy or very easy to book ahead. These figures have not changed significantly from previous years despite efforts to improve access.

Opening Times: 89% of respondents are happy with current opening times and this is an improvement on 85% who indicated this in the previous survey. 75% of respondents responded positively to wanting the surgery to be open on a Saturday.

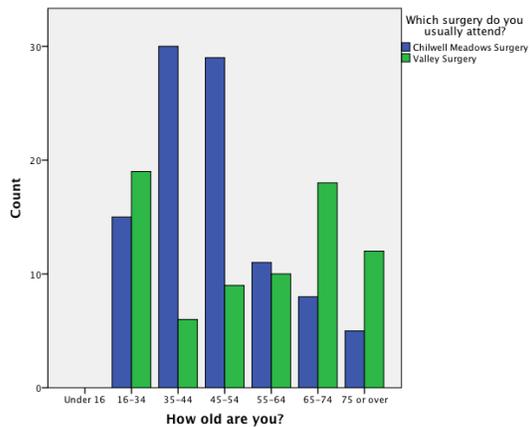
Clinical Care: More than nine out of 10 respondents say that the doctors or nurses that they see are either good or very good at giving them enough time, listening to them, explaining tests and treatments, involving them in decision making, and treating them with care and concern.

NB The timing of this survey was different to previous years (just before Christmas compared with mid-February) and this may affect some responses such as access to appointments. The timing was in order to provide some data for the CCG PRG survey, and some of the survey questions had to be modified in order to get an equivalent response.

Who completed the survey?

We received 185 completed responses:

- 56% were from patients who normally attend Chilwell Meadows Surgery and 43% were from patients who normally attend the Valley Surgery (1% were unattributed).
- Patients attending one or other surgery completed 173 surveys, and 12 were completed online.
- 56 of respondents (32.6%) were male and 116 (67.4%) were female (13 people didn't answer this question)
- In terms of ethnicity, 94.4% of people who completed the questionnaire described themselves as white, and the remainder were from a mixture of ethnic groups.
- 55.1% of respondents reported that they had a long-term medical condition.
- Just over half of respondents (54.3%) reported that they were working / employed, (part-time or full-time) with 26.3% being retired, and the remainder being unemployed (1.7%), in full-time education (1.1%), unable to work due to medical problems (5.1%) or looking after home / family (10.9%).
- Respondents from the Valley Surgery were significantly less likely to be employed and more likely to be retired. However this may reflect the time of day at which the questionnaires were distributed rather than a real population difference. This is also reflected in the age distribution of respondents shown below:



Contacting the Surgery

The survey asked about receptionists and getting through to the surgery by phone:

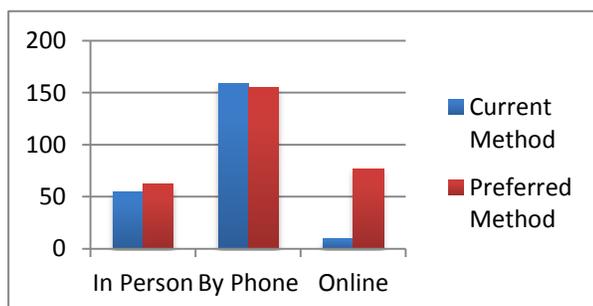
- Nearly everyone (98%) who completed the survey said that the manner in which our receptionists treat them is very good (80%) or good (19%). [no difference from a similar question in 2012 and 2013]
- Of those that had tried to get through to the surgery by phone, 81% of respondents reported that it was very easy or fairly easy, but 19% thought that it was not easy. [in 2012 13% said that it was 'not easy', and in 2013 17% said this]
- Of those that tried to speak to a doctor or nurse by phone, 67% reported that this was very or fairly easy, but 33% said that it was not easy. [in 2012 and 2013 only 25% said that it was not easy]

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Booking Appointments

The survey asked about booking appointments:

The figure below shows that the majority of people book their appointments by phone, but more people would prefer to be able to book online. These results are similar to those from 2012 and 2013 despite efforts to increase awareness of on-line booking facilities and the fact that half of respondents claimed to be aware of the online booking system.



There was no significant difference in responses between the Valley Surgery and Chilwell Meadows Surgery.

The survey asked about ease of booking appointments:

84% of respondents who had tried to get an appointment on the same day reported that they were normally able to do so (compared with 91% in 2012 and 86% in 2013). Although 84% of respondents indicated that it was important to be able to book an appointment in advance (compared with 77% in 2013), only 72% reported that it is easy or very easy to do so (compared with 77% in 2012 and 72% in 2013). 78% of respondents from Chilwell Meadows Surgery agreed that it was easy to book ahead (65% in 2013) compared with 65% of those from the Valley Surgery (81% in 2013).

The survey asked about people's experience of trying to see a particular doctor:

- Of the patients who like to see a PARTICULAR doctor, 25% said that they can usually be seen on the same or next day (compared with 40% in 2013), but 46% reported having to wait five or more days (compared with 36% in 2013). Only 37% rated this aspect of our service as very good or excellent (compared with 47% in 2013) and 14% rated it as poor or very poor (compared with 15% in 2013).
- At Chilwell Meadows Surgery 59% of patients reported having to wait five or more days to see the doctor of their choice compared with 31% at the Valley Surgery, and this difference was also reflected in satisfaction ratings.

The survey asked about people's experience of seeing *any* doctor:

- Of the patients who tried to see ANY doctor, 80% said that they can usually be seen on the same or next day (compared with 85% in 2012 and 80% in 2013), with only 7% having to wait five or more days (4% in 2013). 65% thought that this was very good or excellent (compared with 79% in 2012 and 70% in 2013), with only 4% rating it as poor or very poor (same as in 2013).

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Continuity of Care

Just over two-thirds of patients reported that they have a particular doctor that they prefer to see. Of these, 68% managed to see that doctor almost always or a lot of the time, and a further 26% 'some of the time'.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Opening Times

The survey asked for comments about the practice opening times:

- 89% of people who completed the survey said that the current surgery opening times are convenient for them and this is an improvement on 2013 when only 85% said this.
- However in the closed question about Saturday opening 75% of respondents said that they would like the surgery to open on a Saturday.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

In terms of free text comments about preferred opening times, 20 respondents requested later evening

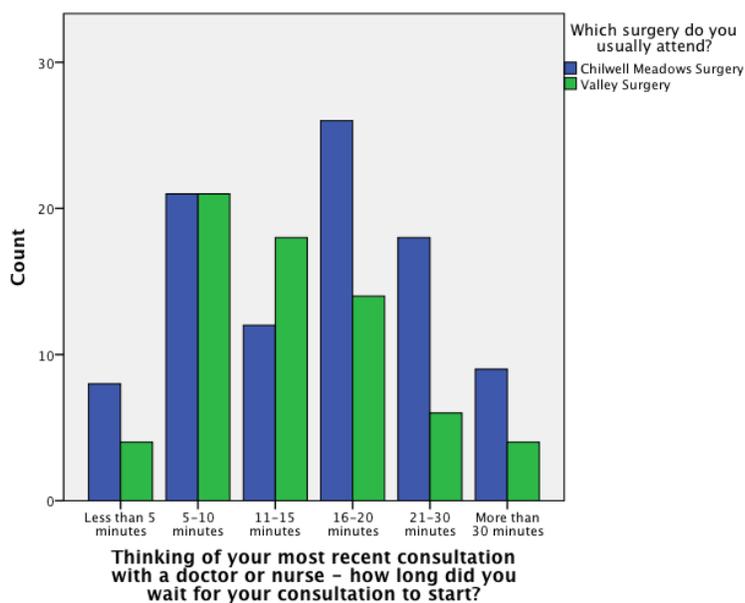
appointments, but more than half of these comments came from Chilwell Meadows patients where such appointments are already available. There were four requests for weekend opening and three for early morning appointments (although these already take place at both surgeries).

One respondent admitted that they did not know what the opening times were, whilst others requested times during which the surgeries are already open on a regular basis. One respondent said 'They [doctors and staff] work hard enough as it is ... they have a life as well'.

Waiting Times

The survey asked about waiting times to be seen at the surgery:

- The figure below shows the length of time that people reported waiting for their last consultation. The overall median waiting time was between 11-15 minutes (compared with 11-20 minutes in 2012 and 5-10 minutes in 2013).
- Reported waiting times were longer at Chilwell Meadows Surgery than the Valley Surgery (median 16-20 minutes compared with 11-15 minutes).



- The wording of the question relating to satisfaction about waiting times was different to previous years and so no direct comparison was possible. Overall nearly two-thirds of respondents reported waiting times as 'okay' with only 11% saying that they were 'far too long'. However satisfaction was significantly poorer at Chilwell Meadows Surgery with 16% saying that waiting times were far too long compared with only 6% at the Valley Surgery.

Clinical Care

The survey asked about the care provided by the doctors and nurses:

- 93% thought that the GP was good or very good in giving them enough time;
- 94% reported that the GP was good or very good at listening to them
- 94% thought that the GP was good or very good at explaining tests and treatments

- 92% thought that the GP was good or very good at involving them in decisions about their care
- 95% reported that the GP was good or very good at treating them with care and concern
- 85% of respondents said that they definitely had confidence in the GP that they spoke to, and a further 13.5% agreed with this to some extent.

These results are not significantly different to previous years. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

In terms of practice nurses:

- 96% thought that the nurse was good or very good in giving them enough time;
- 94% reported that the nurse was good or very good at listening to them
- 92% thought that the nurse was good or very good at explaining tests and treatments
- 91% thought that the nurse was good or very good at involving them in decisions about their care
- 96% reported that the GP was good or very good at treating them with care and concern
- 80% of respondents said that they definitely had confidence in the nurse that they spoke to, and a further 20% agreed with this to some extent.

These results are not significantly different to previous years. There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Overall Impact & Satisfaction

The survey asked about the extent to which the practice helps people to understand their health problems, cope with health problems, and keep healthy:

- 84% of respondents thought that the practice helped them understand their health problems very well (compared with 87% in 2013) whilst 15% were unsure.
- 82% thought the practice helped them cope with their health problems very well (compared with 87% in 2013), but 15% were unsure and 3% thought that the practice did not do this very well.
- 76% of people who completed the questionnaire thought that the practice helped to keep them healthy (compared with 77% in 2013) whilst 21% were unsure and 3% disagreed. Only 69% of patients from Chilwell Meadows Surgery agreed that the practice helped keep themselves healthy compare with 85% at the Valley Surgery

Overall 74% of respondents rated their experience of the surgery as very good or excellent (compared with 82% in 2013), 21% rated it as good, and the remainder (5%) rated it as fair or poor.

59% said that they would be extremely likely to recommend the practice to someone who had just moved into the area and a further 39% said that they were likely to do so. This question was worded differently to previous years so no direct comparison is possible.

There was no significant difference in response between patients from the Valley Surgery or Chilwell Meadows Surgery in relation to the above.

Out of Hours Help-Seeking

The survey asked how respondents would obtain medical advice if the surgery was closed. Responses were as

follows:

Self-care	102 (55.1%)
Pharmacy	110 (59.5%)
A&E	45 (24.3%)
NHS 111	85 (45.9%)
Walk-in Centre	76 (41.1%)
999	14 (7.6%)
Internet	62 (33.5%)

Awareness of Online Booking and Patient Participation Group

52% of respondents were aware that they could book appointments and order prescriptions online; only 22% were aware that the practice had a patient participation group. Awareness of both was slightly greater amongst patients at Chilwell Meadows Surgery compared with the Valley Surgery.

Analysis of the patient survey and discussion of survey results with the PRG

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

How the practice analysed the patient survey results and how these results were discussed with the PRG:

A patient representative entered data from paper versions of the survey onto the on-line Survey Monkey database. All data were then downloaded to an MS Excel spreadsheet and subsequently analysed using SPSS v18. The main outcome measures were frequency distributions of responses to each of the questions and these were summarised in a written report. Comparisons were made between surgery sites and with the previous survey.

Results were discussed with members of the PPG at the meeting on 6th January 2014. The group congratulated the practice on production of the report. Items discussed included ID for registering online appointment booking, opening times, and the current trial of telephone appointments.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

- Raising awareness of the PPG in order to increase membership and improved representation
- Raising awareness of online appointment booking and prescription requests with provision of technical assistance if required
- Improving access to appointments
- Improving information to patients about alternative means of access

We agreed/disagreed about:

N/A

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

Outstanding items from the 2013/14 Action Plan were carried forward to 2014/15. Additional items have been added as a result of discussions at the PPG meetings throughout the year.

Members of the PPG were keen to initiate an online discussion forum and the practice agreed to disseminate details of this on a trial basis. We are grateful to a member of the PPG for setting up the forum.

A proposal was made to have a TV screen in the waiting area specifically to display news and information about the practice. This was included in the plan.

Access issues remain a top priority for the PPG but no single solution has been found.

We identified that there were the following contractual considerations to the agreed actions:

None

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Establishment of an online patient discussion forum	Disseminate details of the patient-led online discussion forum to patients in the virtual PRG and then more broadly	RDC	2 months	
Information screens	Flat screen monitor to be sited in Chilwell Meadows Surgery waiting room on a pilot basis to display information about the PPG, online appointment booking, and telephone appointments. A further screen to be installed at the Valley Surgery if this is found to be successful.	EL, LA	6 months	
Continue to increase awareness and uptake of online booking	Continue to promote and monitor awareness and uptake as part of annual survey. Offer support to patients with technical	EL, RDC	Ongoing Monitor in 9 months	

	difficulties.			
Continue to promote membership of the PPG	Continue to promote active recruitment to the PPG: add information to prescription repeat slips; include in new patient information / practice leaflets; poster in waiting rooms; include reminder in newsletters.	LA, RDC	Ongoing Monitor in 9 months	
Patient information: patients have requested more information about the doctors and their interests	Complete photosheets for waiting rooms and updating information about doctors in patient information leaflets.	EL, RDC	1 month (c/f from last year)	

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:

Issue / Priority Area (You said)	Proposed Action (We did)	Progress (Outcome)
Patient information: patients have requested more information about the doctors and their interests	Update patient information leaflet and website with doctor's photos and profiles. Produce a photo board of GPs and staff – one for each surgery site	Photo-sheets are nearing completion and will be posted at surgery sites and in updated patient information leaflets from April 2014.
Appointments – possible triage system: more investigation is needed before committing to this option in view of comments and concerns raised in the annual patient survey.	Undertake audits and feasibility study for a possible GP based telephone triage system	Extensive discussion took place during the year with a decision not to adopt a full telephone triage system since this would not benefit all patients. Instead shorter access appointments and telephone appointments have been trialled but with limited uptake of the latter. An information campaign will be conducted during 2014/15 to try to improve this.
Appointments – online booking: although use has increased many patients are still unaware of the service.	Increase awareness of online facilities: add information to prescription repeat slips; include in new patient information; poster in waiting rooms; include reminder in newsletters.	Actions were taken as proposed. Awareness has increased (see below) – but not utilisation
Patient involvement: the PPG are keen to increase number of patients involved in the virtual and face to face groups.	Promote active recruitment to the PPG: add information to prescription repeat slips; include in new patient information / practice leaflets; poster in waiting rooms; include reminder in newsletters.	Actions were taken as proposed. Awareness has increased (see below) – but not membership
Monitor progress on 4 and 5 above	Include questions regarding awareness	Questions were included in the annual

	of online facilities and the PPG in the next patient survey.	patient survey: 52% of respondents knew that they could book appointments and order prescriptions online; only 22% knew about the patient participation group.
<p>Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:</p> <p>N/A</p>		

Publication of this report and our opening hours
<p>This is how this report and our practice opening hours have been advertised and circulated:</p> <p>The results of the annual patient survey, the current action plan, and the achievements from the 2012/13 action plan have been posted on the practice websites. The virtual PPG have been informed by email, and copies of the reports are available in the waiting rooms at both surgery sites. A summary will be included in the next patient newsletter.</p>

Opening times These are the practice's current opening times (including details of our extended hours arrangements)
<p>Core opening hours for both surgeries are 08.30 - 18.30 Monday to Friday. During these hours patients can access the services in person or by telephone. Appointments can be made on-line at any time.</p> <p>Extended opening hours for Chilwell Meadows Surgery are 18.30 - 19.30 on Mondays and Tuesdays some Saturday morning surgeries. Extended opening hours for the Valley Surgery are 07.00 - 08.00 on Tuesdays and alternate Thursdays.</p>