

Patient Participation Report

Stage One

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Practice Population:		10782				
		Sex:	Male	5322	Female	5459
Age:		Under 16's	1739			
	17 - 25	1248	36 - 45	1491	56 - 65	1258
	26 - 35	1642	46 - 55	1542	66 +	1862
Ethnicity:		Caribbean	67	Russian	11	
British, Mixed British	10050	African	61	Pakistani	85	
English		Mixed Black	2	other:		
Scottish	18	Chinese	181	other:		
Welsh		Japanese	5	other:		
Indian, British Indian	153	Arabic	119	other:		

Are there any specific Minority Groups within the Practice Population?
 There are currently no identified specific minority groups within the practice population. The practice attracts registrations from chinese and arabic patients as we have doctors who speak mandarin/cantonese and arabic (Drs Mok and Abou-Shameh).

Validating that the patient group is representative of the practices population base. Payment Component 1

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Patient Representative Group Profile (PRG):						
		Sex:	Male	5	Female	7
Age:		Under 16's	0			
	17 - 25	0	36 - 45	1	56 - 65	0
	26 - 35	0	46 - 55	1	66 +	10
Ethnicity:		Caribbean	other:			
British, Mixed British	100%	African	other:			
English		Mixed Black	other:			
Scottish		Chinese	other:			
Welsh		Japanese	other:			
Indian, British Indian		other:	other:			

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?
 The Manor Surgery Practice Participation Group has been active since 2010 with an inaugural membership of only 4 patients, 3 of w of which remain in the current group. Over a period of a few months the membership was gradually increased to it's current number with a stable membership. Recruitment to the group is ongoing with a nominated display board in the waiting room. Two members of the group have made themselves available during surgery hours to talk to patients and answer questions about membership and the purpose of the group. It is acknowledged that the membership of the group is skewed but the group is active in trying to increase diversity in its membership.

Validating that the patient group is representative of the practices population base. Payment Component 1

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Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?
 The dominance of one ethnic profile in the practice is reflected in the profile of the representatives. Ethnic diversity within the practice is only 0.06%. There is a slight imbalance between the male/female ratio but as this is only one member it is not considered a problem by the group. More worrying is the imbalance in age ranges with 8.3% of the group being aged over 66. As previously documented the group are well aware that they are not representative of the practice population and strenuous efforts have been made to recruit a more extensive age range. Clinicians have been encouraged to encourage patients to join the PPG. Meetings are held in the evening to enable workers (who are likely to be below age 66) to attend.

Validating that the patient group is representative of the practices population base. Payment Component 1

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG)
 As previously documented the group is committed to attracting younger members and has been active in it's approach. Two members of the group have made themselves available in the waiting room during several surgeries on different days and at different times to chat to patients about membership of the PPG and it's aim and purpose. The Practice Manager has contacted the Patient and Public Involvement Officer at Nottinghamshire County Teaching PCT who has helped the group by designing an eye catching notice to help recruit further members. This was approved for display by the PPG. The practice produces a quarterly Newsletter in which details of the group and invitations for membership are advertised. Recent discussions at the group has been around virtual email members.

Validating that the patient group is representative of the practices population base. Payment Component 1

Patient Participation Report

Stage Two

Agreeing Priorities

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How has the practice sought the PRGs views of priority areas?

During the first year of it's conception the PPG met monthly, however during the second year it has met on a bi-monthly basis.

During this time the PPG had identified some issues concerning access to the surgery both physical and by telephone and communication. As a result of this the entrance to the surgery has been altered and an automatic door installed, the surgery telephone number has been changed from an 0844 number to a local 0115 number and a website for the practice has been developed.

Validate through the local patient participation report. Payment Component 2

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Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

The patient questionnaire used by the practice was based around the 3 priorities set by the PPG - Accessibility, Quality of Consultation and Communication. The individual questions were devised by the PPG members - the PPG designed it's own survey and did not use a 'bought in' package.

Validate through the local patient participation report. Payment Component 2

Stage Three

Survey

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How has the practice determined the questions used in the survey?

1. Accessibility - the PPG wanted to determine the views of the practice population with respect to both the physical access to the surgery, particularly reflecting the views of those patients who may have disabilities, and also accessibility with respect to gaining access to a clinician - either by face to face contact or by telephone.

2. Quality of Consultation - although past patient surveys had shown a high level of satisfaction with the quality of consultation with all clinical members of the practice team, in view of the retirement within the last two years of long standing and well respected GPs it was thought worthwhile to ascertain the current level of satisfaction.

3. Communication - the PPG wanted to find out from the survey how well the practice and the PPG communicates with the Practice population and how relevant information is cascaded to patients.

Validate the survey through the local patient participation report. Payment Component 3

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How have the priority areas been reflected in the questions?

The survey contained 21 questions in total, 10 dealing with accessibility, 7 with quality of consultation and 4 with communication. One of the drivers in designing the survey was that it should not be too long - all PPG members agreed that previous surveys (e.g. GPAQ) although designed to collect all relevant data were far too long and patients lost interest when asked to complete. The ideal was to get the questionnaire to fit on a double sided piece of paper, although this proved impossible. Gender and age data was collected to verify match with patient population.

Validate the survey through the local patient participation report. Payment Component 3

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Describe the Survey - How and when was the survey Conducted?

The survey was conducted over a period of 4 weeks - from mid February to mid March. Any patient attending the surgery was asked by the reception staff if they would be prepared to complete a survey. Reception staff were at pains to point out that the survey was completely anonymous and that a receptacle was provided in the waiting room for patients to deposit the completed questionnaires. Surveys were also posted randomly to patients during this period - e.g. in the monthly recall letters, prescription requests etc. The survey was in paper format, however the PPG intends that in the future the survey will also be available to be completed on line via the practice website.

Validate the survey through the local patient participation report. Payment Component 3

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What methods practice has used to enable patients to take part?

As above - the surveys were brought to the attention of patients visiting the practice by reception staff and surveys were posted randomly to patients.

Validate the survey through the local patient participation report. **Payment Component 3**

Patient Participation Report

Stage Three continued

Survey

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How has the practice collated the results?

The results were collated manually by the Practice Manager and admin staff at the surgery.

Validate the survey through the local patient participation report. Payment Component 3

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How were the findings fed back to the PRG?

The results of the survey were reviewed at the PPG meeting on 27th March 2012. The meeting was attended by 8 members of the PPG and the Practice Manager.

Validate the survey through the local patient participation report. Payment Component 3

Stage Four

Results

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Please describe survey results:

400 patient surveys were distributed (3.71% of practice population) and 357 completed surveys were received back (3.31% of practice population). The PPG were extremely satisfied at this response.

Section 1 - Accessibility. The questions concerning the physical accessibility of the building were very positive, only 20 patients indication that the external access would benefit from change or did not meet their needs, although only 2 patients offered any explanation as to why. Once again the question concerning the entrance to the building received extremely positive responses only 3 people indicating that it would benefit from change - once again no additional explanation was forthcoming. Questions around opening hours/ease of contacting were less positive however although there were many positive comments about the change of surgery telephone number from an 0844 number to a local number. Some patient still do not seem aware of the extended hours that the surgery offers. There also seems to be some confusion around the method of booking appointments - some patients did not seem to be aware that appointment can and are

are released on the day and that additional appointments are released on a daily basis.

Explain how the PRG was given opportunity to comment?

The responses and comments pertaining to each question were discussed individually at the meeting on 27.3.12. Minutes were taken and responses documented.

Validate the survey and findings through the local patient participation report. Payment Component 4

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What agreement was reached with the PRG of changes in provision of how service is delivered?

Communication was targeted as a priority - lack of awareness of the PPG/website & associated services/newsletter were considered to be a detrimental factor in the development of the practice.

Accessibility - although only 2 comments had been received specifically about external access to the surgery, other generalised comments had been made around parking (for cars and bicycles). It was felt that patient demand for parking exceeded that which is currently provided and that there was no practical method by which the surgery could expand capacity. Given that there is parking which is free for one hour in the vicinity of the surgery and a bus stop right outside the surgery no action is required. With regard to bicycle parking, there is designated bicycle parking provided by the surgery although some patients seem unaware. There were some issues around waiting times for appointments for GPs of choice - Pts to be

reminded of working days of GPs - no GP works every day.

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

No changes in service provision were identified as a result of this survey. Communication and patient information were the highlighted issues.

Validate the survey and findings through the local patient participation report. **Payment Component 4**

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5***

Patient Participation Report

Stage Six

Publication of Report

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Please describe how this report has been publicised/circulated to your patients and the PRG

The report was made available to the PPG and was discussed in detail at the meeting of 27th March 2012. This report is on the designated PPG noticeboard in the patient waiting room. Hard copies of the report are available in the waiting room for patients to take away. A copy of the report was posted on the surgery website on 29th March 2012.

Additional statement to support report publication. Payment component 6

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Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Monday 08.00 to 20.00

Tuesday 07.00 to 18.30

Wednesday 08.00 to 18.30

Thursday 08.00 to 18.30

Friday 07.00 to 18.30

Saturday closed

Sunday closed

Patients can access the surgery either by telephone or face to face. There is also a facility to order prescriptions and book appointments in and out of core hours via the practice website.

Additional statement to support report publication. Payment component 6

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

Patients can access a GP from 7.00a.m. on both Tuesday and Friday mornings and up to 20.00 on Mondays.

Dr Abou-Shameh is available until 20.00 each Monday evening and Dr Charles and Dr Mannion are available from 7.00am each Tuesday morning. Dr Mok and Dr Read are available from 7.00am each Friday morning.

Additional statement to support report publication. Payment component 6

Number of PRG meetings which have taken place since 1st April 2011	6
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Office Use:

DES Component	Section attained in					
One	1		2		3	4
Two	5		6			
Three	7		8		9	10
	12					11
Four	13		14		15	16
Five	18		19		20	21
Six	22		23		24	