



# Dunelm Medical Practice Patient Participation Report 2014/15

March 2015

## Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES), commissioned by North East Primary Care Services Agency on behalf of NHS England, Durham Darlington and Tees Area Team is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) or Patient Participation Groups (PPG) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

### **A description of the profile of the members of the PPG:**

The current PRG membership is neither reflective nor representative of the practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence and free time, and have the flexibility about working and earning money.

There are 9 'physical' PRG members within the group and 2 'virtual' members. There are 6 male and 5 female representatives.

Age profile:

2 x member : 45-54 years

4 x members: 55-64 years

3 x members: 65-74 years

2 x members: 75 years and over

The practice has considered evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately patients such as children/young people, carers, and parents with small children in particular have not come forward or are able to offer their time.

**A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

Dunelm Medical Practice has a pre-existing PPG but has attracted new and 'virtual' members to the group by publicising meetings through its website, notice boards and display leaflets in and around the practice.

In addition, the Practice has added a message and application form to the SystemOnline site, enabling patients who are ordering prescriptions and booking appointments online to apply to become a member of the forum.

The Practice continues to target specific registered patients, particularly under-represented groups, through various means with limited success. This is an ongoing process and the introduction of Patient Information Screens in the coming months will hopefully enhance these efforts.

The Practice also continues to utilise the text messaging service to encourage patients to share their views and also encourages patients to join the virtual PPG via the website.

The Practice has a comprehensive information pack which invites the views of patients and provides a platform to raise issues about their own care and treatment. Issues of concern are similarly encouraged to be voiced via a patient leaflet/flyer.

**A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety as a result of patient feedback:**

The Practice is very keen to engage patients to help deliver and design services around their needs and encourages feedback from patients on many platforms.

The Practice has carefully analysed patient feedback from a variety of sources including the Friends and Family Test, previous patient surveys, online comments and direct face to face feedback.

The Practice is continually working to improve and develop services with regards to appointments, telephone access, seeing a GP of their choice. These are, understandably, recurrent themes which patients voice concern and interest in. Other issues such as Electronic Prescribing, improvement to premises, access to Mental Health Services and Practice Nurses have also been scrutinised by the practice this year, and have specifically been included as agenda items in the Patient Forum meetings. The Practice continues to use feedback from complaints, significant events, comments and suggestions to help inform some of the priority areas.

The above issues had previously been discussed at PPG meetings and the members agreed that it would like to survey patients on these issues, which were included in the survey.

### **A description of how the Practice sought to obtain the views of its registered patients**

The practice has utilised the new Friends and Family test questionnaire this year. The NHS friends and family test (FFT) is an important opportunity for patients to provide feedback on the services that provide their care and treatment. The feedback helps the Practice to improve services for everyone. The test is available at 'elekiosks' (electronic kiosks in reception) within all three practice sites, as well as via SystemOnline (the online system which allows patients to book appointments and request Repeat Prescriptions online). Reception desks will also offer a sealed box into which patients can drop their responses. Over 300 responses have been obtained, and as patients become more aware of this method of expressing their opinion, the numbers increase.

In addition the Practice continues to collect patient views through face to face contact, via complaints procedures and via the practice website

### **How the Practice sought to discuss the outcomes of patient feedback and the Practice's action plan together**

The practice produced a report based on the findings of patient comments and used this, as well as the action plan from the previous year, to produce an action plan for the next year. This action plan was sent out for agreement by the members of the Patient Forum.

### **A description of the findings or proposals that arose from patient feedback**

Patients were asked how likely they would be to recommend the Practice to family and friends if they needed similar care or treatment. In light of their response, they were then asked to provide the main reason that they feel this way.

As a result, the survey provides both a statistical analysis of how happy patients are (quantitative), as well as collecting a wide variety of opinions about the services the practices provide (qualitative).

#### **A Quantitative Snapshot**

In the month of February:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither Likely nor unlikely</b>	<b>Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't Know</b>
<b>19</b>	<b>11</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>5</b>

#### **Some positive qualitative comments**

'...the doctors and staff are always so helpful and kind...'

'...very pleasant staff usually able to get appointment when required...'

'...always had excellent service from everyone over the last 30 years...'

'Extended opening hours are extremely beneficial as we work full time'

'Always get great service/treatment at this med centre.'

### **Responses found to be least positive**

'... Sometimes very long waits...'

'Can never get through on the phone in the morning...'

'...see a different GP every time...'

'...never able to get an appointment...'

'Receptionists are very unfriendly and awkward...'

### **A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out of the Friends and Family Test:**

**Further statistical information can be provided on request.**

- Patients were happy that they were treated well by doctors and other staff
- Patients found it easy to book an appointment
- Patients were satisfied with online services
- Patients were pleased with opening times and access to services
- Patients expressed that doctors were good, clear communicators
  
- Some areas for improvement were:
  - Requesting Repeat Prescriptions
  - Reception staff customer service
  - Appointment availability
  - Telephone lines
  - Waiting times

### **A description of the action which the Practice intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.**

The PPG have identified the following priorities:

Premises

Access / Appointment System

Reception Staff training

An action plan details the recommendations/priorities identified by the PPG/Practice

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

Dunelm Medical Practice is open Monday to Friday 8.30 – 18.00. The practice provides extended hours on Monday evening 18.00 – 21.00, at its Framwellgate Moor site, both a doctor and a nurse are available. This enables patients (particularly those in education/working) to access appointments at a later time. From October 2013 the practice have again taken part in a winter pressure pilot, whereby our Framwellgate Moor site has been open Saturday mornings from 8am to 1pm every week and on alternative Sundays we open 1-6pm too.

Patients can make appointments by telephoning or calling in to the practice to make an appointment. The Practice also offers online facilities, to enable patients to request repeat prescription and appointments via its secure website.

The practice has text messaging facilities to remind patients of their appointment, opening hours during holiday periods, as well as providing health promotion messages.

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The practice provides extended opening hours on Monday evenings (18.00 – 21.00) at Framwellgate Moor. These are pre-bookable and book on the day appointments. The healthcare professionals available during these sessions are a GP and a practice nurse.

From October 2013 the practice have again taken part in a winter pressure scheme, whereby our Framwellgate Moor site has been open Saturday mornings from 8am to 1pm every week and on alternative Sundays we open 1-6pm too.

This service offers a combination of (30) pre bookable appointments and (10) same day appointments. The same day appointments are accessible either via NHS 111 or if our patients turn up in person. This is part of a North Durham wide scheme which allows all patients registered in the area to access a GP on Saturday and Sunday between 8am and 6pm - if it's clinically appropriate.

We have also opened our Gilesgate and Bearpark sites on a Tuesday and Thursday evening respectively from 18:00 to 20:30 outside of the DES requirements.

**Improving Patient Satisfaction  
Practice Action Plan**

Area for Improvement	Recommendation	Action required	Timescale
Appointment System	<ul style="list-style-type: none"> <li>• More telephone appointments available</li> <li>• More online appointments available</li> <li>• Specific appointment types available</li> </ul>	<ul style="list-style-type: none"> <li>• Rotas analysed and changed to add slots</li> <li>• Online slots added to appropriate rotas</li> <li>• Appointment templates developed</li> </ul>	0-3 months  Ongoing
Premises	<ul style="list-style-type: none"> <li>• Internal decoration</li> <li>• Patient Information Screens in reception</li> </ul>	<ul style="list-style-type: none"> <li>• Rolling programme for property maintenance agreed across all sites</li> </ul>	6-9 months
Staff Training	<ul style="list-style-type: none"> <li>• Reception staff to undergo customer service training</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to complete training</li> <li>• Practice Management to produce manual and TNA's for staff</li> </ul>	Summer  Ongoing