



Dunelm Medical Practice Patient Participation Report 2011/12

February 2012

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES), commissioned by North East Primary Care Services Agency on behalf of NHS County Durham & Darlington 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 its 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 8 'physical' PRG members within the group. There are 5 male and 3 female representatives.

Age profile:

4 x members: 56-65 years

4 x members: 66+ years

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 had a pre-existing PPG but had attracted new 'virtual' members to the group by publicising its meetings through its website, notice board, display leaflets etc in and around the practice. The Practice has tried to target specific registered patients, particularly under represented groups through various means but been unsuccessful to date.

The Practice has made use of its text messaging service to patients. However, the practice has found that targeting patients, who are either in education or in employment, are not able to offer their time to attend meetings. It has encouraged patients to join its virtual PPG group.

The Practice is looking to put together an information pack to invite the views of patients and gives them an opportunity to raise issues about their own care and treatment as well as any issues of concern through 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 within the Local Practice survey:

The practice was very keen in engaging patients to help deliver and design services around the needs of its patients.

The Practice analysed its national Patient Survey results for 2010-11 in order to ascertain where it performed below PCT average. The Practice felt it was important to be able to separate the views of patients at each of its three sites which would build an understanding of the different needs when compared to the geographical demographics.

We were keen to 'go back to basics' and look at issues regarding their patient experience with regards to appointments, telephone access, seeing a GP of their choice. A view of what the patients at Dunelm Medical Practice think about the services it receives from the GPs, Nurses and staff. The Practice had also used 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 locally adapted a well established questionnaire, which is widely used in the UK and presented it to the PRG for comment (via email). This confirmed the questionnaire was suitable and met the areas/priorities to be included within the survey. The Group supported the use of the within the Practice.

Prior to the survey, the practice displayed posters in and around each of its three sites informing patients that a survey would be undertaken and how long it would last.

Patients were asked upon arrival to the surgery if they would be happy to participate in the local survey and the reception staff assisted patients when they were asked. The Practice looked at targeting various groups of patients and different times of the day (baby clinic, chronic disease clinics, flu clinics and general routine appointments with GP/Nurses). To ensure that the practice's house bound patients weren't excluded from sharing their views, survey packs were put together for each site to send 2 surveys per day, with stamped addressed envelopes to those patients requiring home visits. The practice nurses also followed the same process when visiting our nursing home patients to give their flu jabs.

The Practice also used their online local survey, which also enabled patients visiting the website (for prescriptions, information etc) the opportunity to participate. It's important to note that no responses were received.

The survey was conducted during week commencing 17th October 2011. Questionnaires were completed by patients and returned to the Practice via sealed boxes in each reception area. A total of 315 questionnaires were completed and for analysis and a report of the findings was compiled.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together

The practice internally analysed the local patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed.

The results were discussed in detail, which enabled the PPG to compile an action plan based on the findings/results. The Practice was able to agree an action which was approved by the group at its meeting held on 13th February 2012.

A description of the findings or proposals that arose from the local Practice survey

Patients were asked a total of 26 questions (a copy of the questionnaire is attached for reference) with regards to the practice; the practitioner; the staff and areas around complaints, illness prevention and reminder systems.

The Practice received many comments regarding the appointment system, problems in getting through to the practice first thing in the morning and problems experienced in getting an appointment with a GP.

Responses found to be positive

Excellent staff, from receptionists to GPs. Very caring and approachable

Treated with kindness, consideration and respect by all members of staff

Registrar GP's are very thorough

Prompt, efficient and friendly

Informed environment

Responses found to be least positive

Telephones - comments regarding the difficulties in getting through to the practice first thing in the morning and suggestions that there is a need for more telephone lines. Patients find the appointment system frustrating (ie time it takes to get through to find that same day appointments have gone or doctor of choice is not available).

Booking an appointment - more evening appointments/Saturday appointments, need to be able to book appointments in advance instead of having to wait weeks to get an appointment. Requests to change/improve the appointment system.

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

- Over 92% of patients gave a positive response to their overall satisfaction
- Over 90% of patients felt they were always treated with Dignity and Respect
- Over 83% of patients said they would recommend the surgery
- Almost 85% of patients said they were satisfied with the opening hours
- Between 85 & 90% of patients said the Doctors were good at giving enough time, listening and treating them with care and concern
- Between 85 & 95% of patients said the Nurses were good at all parts of their consultation

- Some areas for improvement were:
 - Almost 50% of patients said they like the surgery to open at additional times
 - Of that 50% 95 patients said Saturday AM and 83 patients said After 6pm
 - Over 65% of patients said that they had been unable to be seen by a GP within 2 working days
 - Almost 35% of patients are waiting between 3 and 8 days to see the doctor of their choice
 - Almost 30% of patients find the telephone systems either difficult or very difficult to get through on

A description of the action which the Practice, the PCT 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:

- Help work with the Practice to reduce the number of Did Not Attend (DNA) appointments, which may help with access appointments
- Making appointments available to book on line which should reduce pressure on the telephone system
- Introducing a triage service

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.

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 requests 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). These are pre-bookable and book on the day appointments. The healthcare professionals available during these sessions are a GP and a practice nurse.

**Improving Patient Satisfaction
Practice Action Plan**

| Area for Improvement | | Recommendation | Action required | Timescale |
|----------------------|---|---|--|------------|
| Appointment System | Consider online appointment booking system for patients | <ul style="list-style-type: none"> • See appointment system – review to ensure that online booking is feasible | <ul style="list-style-type: none"> • Practice Manager to work with local IT Dept to release appointments on line | 3-6 months |
| Access | Reduce the number of Did Not Attend Appointments (DNA) | <ul style="list-style-type: none"> • Continue use of text messaging service as a reminder to patients not to forget their appointment • Display reminders to patients each month on the number of wasted appointments via posters, newsletter and website updates | <ul style="list-style-type: none"> • Share findings with PPG at quarterly meeting to quantify actual results compared to same period of previous year | Ongoing |
| | Review of Practice Appointment System | <ul style="list-style-type: none"> • Review of appointment system to help improve access and manage patient demand • Practice to look at matching capacity to demand | <ul style="list-style-type: none"> • Practice to liaise with practices within the cluster to ascertain alternative models for consideration | 1-3 months |
| Triage System | GP led Triage | <ul style="list-style-type: none"> • GP to triage all requests for same day appointment on AM to ensure patients are signposted to most appropriate healthcare professional | <ul style="list-style-type: none"> • Piloted systems at one site throughout March in order to collated and evaluate data in April. Once evaluation completed next steps can be agreed ie. Staged implementation of triage | 1-3 months |

PATIENT SURVEY OCTOBER 2011

A. General information

Q1. Which site do you usually attend?

| | |
|-------------------|-----------------------|
| Bearpark | <input type="radio"/> |
| Framwellgate Moor | <input type="radio"/> |
| Gilesgate | <input type="radio"/> |

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q2. Are you male or female?

| | |
|--------|-----------------------|
| Male | <input type="radio"/> |
| Female | <input type="radio"/> |

Q3. How old are you?

| | | | |
|----------|-----------------------|-------------|-----------------------|
| Under 18 | <input type="radio"/> | 55 - 64 | <input type="radio"/> |
| 18 - 24 | <input type="radio"/> | 65 - 74 | <input type="radio"/> |
| 25 - 34 | <input type="radio"/> | 75 - 84 | <input type="radio"/> |
| 35 - 44 | <input type="radio"/> | 85 and over | <input type="radio"/> |
| 45 - 54 | <input type="radio"/> | | |

Q4. What would you consider your ethnic group to be?

(Please complete)

B. Opening Hours

Q1. Are you satisfied with the opening hours at the surgery?

| | |
|--------------------------|-----------------------|
| Yes | <input type="radio"/> |
| No | <input type="radio"/> |
| Don't know opening hours | <input type="radio"/> |

Q2.a Would you like the surgery open at additional times?

| | |
|-----|-----------------------|
| Yes | <input type="radio"/> |
| No | <input type="radio"/> |

Q2.b If Yes, when would you like the surgery to open?

Please put a tick in each row

| | |
|------------------|-----------------------|
| Before 8am | <input type="radio"/> |
| At lunchtime | <input type="radio"/> |
| After 6.00pm | <input type="radio"/> |
| Weekend | <input type="radio"/> |
| Other | <input type="radio"/> |
| (please specify) | |

C. Appointments at your GP Surgery

Q1. Please tell us how you currently book your appointments to see a doctor or nurse at the Surgery and how you would like to? *Please tick all that apply*

| <i>Method</i> | <i>Current</i> | <i>Preferred</i> |
|---------------|-----------------------|-----------------------|
| In person | <input type="radio"/> | <input type="radio"/> |
| By phone | <input type="radio"/> | <input type="radio"/> |
| By fax | <input type="radio"/> | <input type="radio"/> |
| Internet | <input type="radio"/> | <input type="radio"/> |
| Digital TV | <input type="radio"/> | <input type="radio"/> |
| No Preference | <input type="radio"/> | <input type="radio"/> |

Q2. How many days do you usually have to wait to get an appointment with the GP of your choice? *Please tick one only*

| | |
|---|-----------------------|
| Don't usually get an appointment with the GP of my choice | <input type="radio"/> |
| Same day | <input type="radio"/> |
| Next day | <input type="radio"/> |
| Two days | <input type="radio"/> |
| Three days | <input type="radio"/> |
| 4-7 days | <input type="radio"/> |
| 8 days or longer | <input type="radio"/> |
| Don't know | <input type="radio"/> |

D. Getting through on the phone

Q1. How easy have you found the following? *Please put a tick in one circle for each row*

| | Haven't tried | Very Easy | Fairly easy | Not very easy | Not at all easy | Don't know |
|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Getting through on the phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speaking to a Doctor on the phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speaking to a Nurse on the phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Obtaining test results by phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

E. Seeing a Doctor

Q1. In the past 6 months have you tried to see a Doctor quickly? *By quickly we mean on the same day or in the next two weekdays that the GP or Health Centre was open.*

| | |
|----------------|-----------------------|
| Yes | <input type="radio"/> |
| No | <input type="radio"/> |
| Can't remember | <input type="radio"/> |

Q2. If you weren't able to be seen during the next 2 weekdays that the Surgery was open, why was that? Please tick all the circles that apply

| | |
|---|--------------------------|
| There weren't any appointments | <input type="checkbox"/> |
| Times offered didn't suit | <input type="checkbox"/> |
| Appointment was with a Dr who I didn't want to see | <input type="checkbox"/> |
| A nurse was free but I wanted to see a Dr | <input type="checkbox"/> |
| Was offered an appointment at a difference branch of my surgery | <input type="checkbox"/> |
| Another reason | <input type="checkbox"/> |
| Can't remember | <input type="checkbox"/> |

Q3. In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

| | |
|----------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Can't remember | <input type="checkbox"/> |

Q4. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?

| | |
|----------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Can't remember | <input type="checkbox"/> |

F. Seeing the Doctor you prefer

Q1. Is there a particular Dr you prefer to see at the GP Surgery?

| | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

Q2. How often do you see the Dr you prefer?

| | |
|------------------------------|--------------------------|
| Always or most of the time | <input type="checkbox"/> |
| A lot of the time | <input type="checkbox"/> |
| Some of the time | <input type="checkbox"/> |
| Never or almost never | <input type="checkbox"/> |
| Not tried at this GP Surgery | <input type="checkbox"/> |

Q3. Are you happy to be seen by any GP including a Registrar if the Dr you prefer is not available?

| | |
|------------------------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Sometimes | <input type="checkbox"/> |
| Not tried at this GP Surgery | <input type="checkbox"/> |

G. Seeing a Doctor at the GP Surgery

Q1. The last time you saw a Dr at the surgery how good was the Dr at each of the following? Please put a tick in one box for each row

| | Good | Neither good nor bad | Bad | Doesn't apply |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Giving you enough time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Asking about your symptoms | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Listening | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Explaining tests and treatments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Involving you in decisions about your care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Treating you with care and concern | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Taking your problems seriously | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

H. Seeing a Practice Nurse at the GP Surgery

Q1. Do you find it easy it to get an appointment with a Practice Nurse at the surgery?

| | |
|---------------|-----------------------|
| Haven't tried | <input type="radio"/> |
| Yes | <input type="radio"/> |
| Sometimes | <input type="radio"/> |
| No | <input type="radio"/> |

Q2. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? Please put a tick in one box for each row

| | Good | Neither good nor bad | Bad | Doesn't apply |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Giving you enough time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Asking about your symptoms | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Listening | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Explaining tests and treatments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Involving you in decisions about your care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Treating you with care and concern | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Taking your problems seriously | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

I. Your Overall Satisfaction

Q1. In general do you feel that you are treated with dignity and respect when you visit the Surgery?

| | |
|-----------|-----------------------|
| Yes | <input type="radio"/> |
| Sometimes | <input type="radio"/> |
| No | <input type="radio"/> |

Q2. In general, how satisfied are you with the care you get at the Surgery?

| | |
|------------------------------------|-----------------------|
| Very | <input type="radio"/> |
| Fairly | <input type="radio"/> |
| Neither satisfied nor dissatisfied | <input type="radio"/> |
| Quite dissatisfied | <input type="radio"/> |
| Very dissatisfied | <input type="radio"/> |

Q3. Would you recommend the Surgery to someone who has just moved to your local area?

| | |
|----------------|-----------------------|
| Yes | <input type="radio"/> |
| Might | <input type="radio"/> |
| Not sure | <input type="radio"/> |
| Probably not | <input type="radio"/> |
| Definitely not | <input type="radio"/> |
| Don't know | <input type="radio"/> |

OTHER COMMENTS

If there is anything else you would like to tell us about your experience in the Surgery please do so below

| |
|--|
| Was there anything particularly good about your visit? |
| Was there anything that could be improved? |
| Any other comments? |