

Patient Participation Report 2012 - 2013

Practice Profile

Practice Population profile (9246 patients)				PRG Profile (77 members)				% Difference
AGE				AGE				
No under 16	1580	% 16 and under	17.09%	No 16 and under	0	% under 16	0.00%	17.1%
No 17 - 24	1185	% 17 - 24	12.82%	No 17 - 24	3	% 17 - 24	3.90%	8.9%
No 25 - 34	1837	% 25 - 34	19.87%	No 25 - 34	2	% 25 - 34	2.60%	17.3%
No 35 - 44	1339	% 35 - 44	14.48%	No 35 - 44	9	% 35 - 44	11.69%	2.8%
No 45 - 54	1169	% 45 - 54	12.64%	No 45 - 54	11	% 45 - 54	14.29%	-1.6%
No 55 - 64	872	% 55 - 64	9.43%	No 55 - 64	20	% 55 - 64	25.97%	-16.5%
No 65 - 74	626	% 65 - 74	6.77%	No 65 - 74	19	% 65 - 74	24.68%	-17.9%
No 75 - 84	399	% 75 - 84	4.32%	No 75 - 84	9	% 75 - 84	11.69%	-7.4%
No over 84	239	% 85 and over	2.58%	No 85 and over	4	% over 84	5.19%	-2.6%
ETHNICITY				ETHNICITY				
White		White		White	0	White		0.0%
No British Group	5498	% British Group	59.46%	No British Group	66	% British Group	85.71%	-26.3%
No Irish Group	39	% Irish Group	0.42%	No Irish Group	0	% Irish Group	0.00%	0.4%
Mixed		Mixed		Mixed	0	Mixed		0.0%
No White & Black Caribbean	53	% White & Black Caribbean	0.57%	No White & Black Caribbean	0	% White & Black Caribbean	0.00%	0.6%
No White & Black African	56	% White & Black African	0.61%	No White & Black African		% White & Black African	0.00%	0.6%
No White & Asian	57	% White & Asian	0.62%	No White & Asian	2	% White & Asian	2.60%	-2.0%
Asian & Asian British		Asian & Asian British		Asian & Asian British		Asian & Asian British		
No Indian	82	% Indian	0.89%	No Indian	0	% Indian	0.00%	0.9%
No Pakistani	18	% Pakistani	0.19%	No Pakistani	0	% Pakistani	0.00%	0.2%
No Bangladeshi	33	% Bangladeshi	0.36%	No Bangladeshi	0	% Bangladeshi	0.00%	0.4%
Black or Black British		Black or Black British		Black or Black British	0	Black or Black British		0.0%
No Caribbean	14	% Caribbean	0.15%	No Caribbean	0	% Caribbean	0.00%	0.2%
No African	45	% African	0.49%	No African	0	% African	0.00%	0.5%
Chinese or other ethnic Group		Chinese or other ethnic Group		Chinese or other ethnic Group	0	Chinese or other ethnic Group		0.0%
No Chinese	67	% Chinese	0.72%	No Chinese	2	% Chinese	2.60%	-1.9%
No Any Other	1650	% Any Other	17.85%	No Any Other	3	% Any Other	3.90%	0.0%
No Not Stated	1634	% Not Stated	17.67%	No Not Stated	4	% Not Stated	5.19%	12.5%
GENDER				GENDER				
No Male	4714	% Male	51.18%	No Male	36	% Male	46.75%	4.4%
No Female	4496	% Female	48.82%	No Female	41	% Female	53.25%	-4.4%

Our practice population consists of a mixture of students (school, college, university and language school), professionals, unemployed, young families, elderly, nursing/care home residents, carers and patients with learning disabilities.

You will see from the ethnicity data above that the majority of our patients are British/Mixed British. We have patients from a wide range of ethnic groups but do not have any other significantly large ethnic communities within our practice population.

Profile of the members of the PRG

Please see above for profile information.

Our group is fairly representative of our practice population. We will continue to promote the patient group and welcome new members.

The practice operates the group via email and therefore there is no formal chair. All communications are sent out by Nicky Adams, Data and Training Manager. Contact information is not shared between the members for confidentially purposes.

Steps taken to ensure that the PRG is representative of the practice registered patients.

The Alma Partnership continues to recruit new members for the PPG.

There is a display table in the waiting room with information about the PPG and sign up forms for patients to complete. The group is advertised in our practice leaflet and there is a registration form available to patients on our website. Forms are also handed to newly registering patients.

Request forms were sent out to a random sample of patients with the flu vaccine reminder letters. It was hoped that this would capture patients suffering from chronic disease to represent this section of the practice population.

Steps taken to attempt to engage with that groups not represented within the PRG

As above, steps were taken to spread awareness of the group to all patients registered at the practice.

Steps taken to determine and reach agreement on the issues which had priority and were subsequently included in the local practice survey.

The PRG was contacted by email to ask for ideas for improvement and any feedback they had on our services.

Dear Group Member,

First of all, welcome to all our new members. The number is steadily increasing and we now have a total of 83 members.

As this is the beginning of a new financial year, we are starting the group process off again and would like to get your ideas on what changes we can make to improve our service for our patients. Suggestions can be for large or small changes and each suggestion will be carefully considered. Please bear in mind however that it may not always be possible to make some of the changes suggested and if this is the case, we will work with you to look at alternative solutions.

You may wish to provide suggestions to improve the following:

- *Our telephone system*
- *Access and improvements to the building*
- *Cleanliness*
- *Your overall experience of the surgery from booking your appointment to being seen*
- *Our website (www.almapartnership.co.uk)*
- *Provision of information. For example if you have a long-term condition, is there any information we could provide on treatment or services that you would find beneficial?*
- *Appointment times*
- *Service provision – ideas regarding new services we can provide*

The above are just a few areas you might like to think about - please don't feel restricted to commenting on just these areas.

It would be great if each member could provide at least three ideas for improvement. The next stage (as per last year) is for the group to agree some priority areas resulting from the feedback. Once the priority areas have been agreed, a questionnaire will go out to both group members and the wider practice population. The results of this survey will be fed back to group members and we can agree some more action points and start making some more changes.

I hope I have provided enough information from you and I would be very grateful if you could feedback your three ideas (or more!) by the 18th June 2012.

I have included a table below to update you on the progress of last year's action points. We still have quite a bit to do but progress is being made!

If you need any further information, please do not hesitate to reply to this email and I will do my best to answer any questions you may have.

The ideas that PRG members fed back were then summarised and taken to a Partners' meeting where all suggestions and feedback were discussed. It was felt by the practice that we could work with a lot of the ideas but some were simply not possible within budget constraints. This was all fed back in an email to the group.

The PRG were asked if they were happy to work with the suggestions that were detailed in the first instance and if they were, it was explained that a questionnaire would be drafted based on these and sent out over the months of September to October. The PRG were asked to provide any feedback by the deadline of 20th August 2012 and if the majority were happy with the suggestions outlined, we would go ahead with the questionnaire.

Description of how the survey questions were drawn up and how the survey was carried out in order to obtain the views of registered patients.

The responses received from the PRG agreed that we should go ahead with the outlined suggestions and prioritise them into a questionnaire. A questionnaire was then created via Survey Monkey and a link was sent out to all members of the PRG as well as to all

surgery patients who have registered an email address with the practice. Paper copies of the questionnaire were created and distributed to patients in reception during the months of September and October 2012. We felt that by distributing the questionnaire both electronically and manually, we could reach a broad range of patients and obtain a sample that is representative of the practice population. A total of 376 responses were received.

A copy of the survey can be found below:

Alma Medical Centre Patient Survey

The Alma Medical Centre is keen to gather the views of its patients to ensure that it continues to deliver accessible, relevant and high quality health care, in an environment that is comfortable for patients. We have worked with a number of patients to identify some key issues that we would like your views on so that we can identify some priority areas for the future. Please take some time to answer these questions to help our medical centre meet your needs.

1. Would you find it useful if the main reception desk was open at lunchtimes?

Yes No Not sure

2. Would you find it more convenient if we offered lunchtime GP appointments?

Yes No Not sure

3. Would you find it more convenient if we offered more appointments after 5pm?

Yes No Not sure

4. Would you prefer to receive reminders to book appointments via email (rather than post)?

Yes No Not sure

5. Do you think a privacy screen at the main reception desk would be beneficial?

Yes No Not sure

Please provide your views about our reception services

6. Courtesy of staff at the Reception desk

Good Adequate Poor

7. Courtesy of staff on the telephone

Good Adequate Poor

Please add any other comments about our Reception Services

8. Do you feel as involved as you want to be in respect of your decisions relating to your medication?

Yes No Not sure

9. Do you feel you are given answers you understand when you have a question for your doctor?

Yes No Not sure

10. Do you feel our doctors treat you with dignity and respect?

Yes No Not sure

11. Do you have trust and confidence in our doctors?

Yes No Not sure

Please add any comments you have about our doctors.

12. What is your age range?

Under 16 66 years to 74 years

16 years to 25 years 75 years plus

26 years to 35 years Prefer not to say

36 years to 55 years

56 years to 65 years

13. What is your gender?

Male

Female

Prefer not to say

14. Do you consider yourself to have a disability?

Yes

No

Prefer not to say

15. What is your ethnic group?

White British

Asian or Asian British (Other)

White Irish

Black or Black British (Carribbean)

White Other

Black or Black British (African)

White and Asian

Black or Black British (Other)

White and Black African

Chinese

White and Black Caribbean

Gypsy

Other Mixed Background

Traveller

Asian or Asian British (Pakistani)

Eastern European

Asian or Asian British (Bangladeshi)

Other ethnic group

Asian or Asian British Indian

Prefer not to say

Rational for using the chosen survey method

The practice chose Survey Monkey as a reputable company. The survey could be completed online or on a paper copy obtained from the surgery. Responses from paper copies were input into Survey Monkey.

Details of the steps taken to provide an opportunity for the PRG to discuss the survey findings

The results of the questionnaire were sent by email to all members of the PRG with the email below which explained the next stage of the process and asked for comments on the results.

Dear Members,

Thank you to all who completed the Alma Partnership Patient Survey online. We also gave out copies of the questionnaire to patients at front desk and I am pleased to say that a total of 376 patients responded over the months of September to November 2012

I have attached the results of the questionnaire for you to take a look at. If you have any problems opening the document, please contact Penny Tap by replying to this email and she will provide a hard copy which you can come in and have a look at. I am still on maternity leave although I will be in the office from time to time.

The next stage of the process is for the Practice and members of the group to agree an action plan to implement changes based on the results of the survey. The questionnaire results will be discussed with the Partners and a draft action plan will be sent out to the members as soon as possible. You can then let us know if you would like to make any changes/additions to the plan. Ideally the plan will be agreed by the end of January so that we can start making changes ASAP.

Please bear in mind that we will try and work with the results of the questionnaire but we are somewhat financially restricted due to Health Service cutbacks and it may not be possible to action every point.

I would be grateful for any comments regarding the results. A few areas have been highlighted where we could clearly improve but we also received some very encouraging comments.

Welcome as always to new members of the group. We currently have 78 members and hope to increase this figure.

Thank you for your ongoing support!

Action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented.

The action plan below was sent out to all members of the Patient Group for their comments and approval.

Dear Members,

Further to my last email, the Partners have now had the opportunity to discuss the results of the patient survey and we have drafted the plan below for your comments.

In terms of prioritising the changes we have looked at responses for each question, prioritised (low, medium, high) according to the percentage of patients who want the change or would find it useful and then looked at timescales for each change.

Some of the changes are dependent on finances but we will endeavour to try and implement as many as possible and will feed back if we are not able to meet any of the deadlines and the reasons why.

We are still welcoming comments on the results of the survey as well as on the plan proposed below and we look forward to hearing from you. Thank you to those who have already responded.

Welcome as always to our new members!

Patient Participation Group Proposed Action Plan 2012 - 2013

Summary of results from patient group section of questionnaire

Reception open at lunchtimes

61.1% of patients would find it useful if the main reception desk was open at lunchtime.

Lunchtime GP appointments

58% of patients would find it more convenient if we offered lunchtime GP appointments.

GP appointments after 5pm

72.4% of patients would find it more convenient if we offered GP appointments after 5pm.

Email reminders to book appointments

49.6% of patients would prefer email reminders to postal reminders.

Privacy screen at main reception

35.4% of patients thought a privacy screen at main reception would be beneficial.

Suggested action plan based on the results of the survey

Issue	Priority according to responses	Plan	To be completed by	Date completed/Updated
Open reception at lunchtime	Medium	Look into staffing arrangements and investigate the feasibility of opening the reception desk at lunchtimes. Consider a trial.	August 2013	
Offer lunchtime GP appointments	Medium	Trial lunchtime GP appointments for at least one day a week	August 2013	
Offer more GP appointments after 5pm	High	Look into moving surgeries to provide more appointments after 5pm. Consider a trial in the first instance.	August 2013	
Email reminders instead of postal	Low	Look into patient recall processes, discuss with administration	September 2013	

		team and consider practicalities of sending email reminders in relation to clinical system		
Privacy screen at reception	Low	Only 35.4% of patients felt this would be beneficial. Options to be looked at and considered but not a priority.	December 2013	

Summary of the evidence relating to the findings or basis of proposals arising out of the local practice survey

The survey was handed out at reception and emailed to members of the PRG. The practice received a total of 376 responses. The responses were looked at and prioritised according to percentage in agreement for change.

Summary of results (A full copy of the survey results can be obtained by phoning Nicky Adams on 01202 519311 or emailing nicola.adams@dorset.nhs.uk)

Opening the reception desk at lunchtime

61.1% of patients felt that it would be useful if the main reception desk was opened at lunchtime.

Lunchtime Appointments

58% of patients would find it more convenient if we offered lunchtime appointments

Appointments after 5pm

72.4% of patients would find it more convenient if we offered appointments after 5pm.

Reminders via email

49.6% of patients would prefer to receive email reminders for appointments rather than via post.

Privacy screen in reception

35.4% of patients would think a privacy screen at reception would be beneficial

Reception services

99.2% of patients thought the courtesy of staff at the desk was good (89.8%) or adequate (9.4%).

99.5% of patients thought the courtesy of staff on the telephone was good (83.2%) or adequate (16.3%).

Doctors

88.9% of patients feel that they are given answers they understand when they have a question for their doctor (7.6% not sure)

93.3% of patients feel that our doctors treat them with dignity and respect (5% not sure)

86.8% have trust and confidence in our doctors (11.1% not sure)

Details of the actions which the practice intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey.

The Practice intends to carry out all actions as detailed in the above action plan.

Any changes which will have contractual implications discussed with the PCT.

N/A

Opening hours of the practice premises and how patients can access services throughout the core hours.

Reception is open Monday to Friday from 08.00 –12.30 and 14.00–18.30

Telephone: 01202 519311. Main reception is open from 07.30 on Fridays and until 19.30 on Mondays and Tuesdays.

Consultation times

Monday	08.30 – 11.40	14.00 – 19.30
Tuesday	08.30 – 11.40	14.00 – 19.30
Wednesday	08.30 – 11.40	14.00 – 18.00
Thursday	08.30 – 11.40	14.00 – 18.00
Friday	07.30 – 11.40	14.00 – 18.00

To make an appointment, patients can contact the practice by telephone on 01202 519311 or come in and speak to the Receptionist.

If patients have an urgent medical problem, they will be offered a telephone appointment with a doctor. The doctor will then assess whether they need to be seen in surgery or as an emergency visit.

The practice telephone lines are closed between 12.30 and 2pm. If patients require urgent medical assistance which cannot wait until the surgery reopens, they should telephone the practice and listen to the recorded message. Alternatively they can come into the waiting room and speak to someone at the main desk.

If patients have an urgent medical problem when the practice is closed between 6.30pm and 8am, they should telephone 111 for medical advice.

Extended hours appointments offered by the surgery

Extended hours doctors appointments run as follows:

Monday	18.30 – 19.30
Tuesday	18.30 – 19.30
Friday	07.30 - 08.00

Patient Participation Report publication

This report has been published on the practice website www.almapartnership.co.uk and is displayed in the surgery. Copies of this report can be obtained by emailing nicola.adams@dorset.nhs.uk or telephoning Nicky Adams on 01202 519311.

Action Plan 2011-2012 Progress

The majority of the proposed actions from the 2011-2012 process have been completed. There are two outstanding items which need to be addressed and will be looked at in the near future. Details can be found below:

Issue	Priority according to responses	Plan	Progress
Hand sanitizers in the waiting room	High	To purchase and fit at least one hand sanitizer in the waiting room.	Hand sanitizer installed by the self check-in screen.
Bell on reception desk	High	To purchase and install a bell for the reception desk	Bell fitted.
Signs in the waiting room telling patients where to sit for a particular doctor or nurse	Medium	To create a sign system for seating in the waiting room. Ideas to be taken from patient survey comments.	Still to be addressed.
Text message reminder service	Medium	To look into the cost of text message reminder systems (with the intention of reducing the number of patients who do not attend appointments) and see if it is possible to purchase such a	Installed. The system has been running successfully since July 2012

		system within the practice budget	
Online booking system	Medium	To set up an online booking system and make it available to patients.	This has been set up and is running successfully.
Installation of bike racks	Medium	To look into free cycle stand schemes	Two bike racks have been installed at the front of the building.
Information on how many people do not attend appointments	Low	Conduct a regular audit of the number of patients not attending appointments and display a sign with this information in the waiting room	Still to be addressed.
Layout of chairs in the waiting room	Low	Change the layout of chairs in the waiting room to improve access. Patient suggestions on arrangement from practice survey to be considered.	This has been looked at and some chairs have been moved to improve access.
Privacy at Reception desk	Medium	Consider with the assistance of the Patient Participation Group ways of improving privacy at Reception desk. We are to some extent limited by the design of reception. Patients to be asked for suggestions in future practice survey	This was re-visited as part of the 2011/2012 planning. However, the suggestion of a privacy screen was marked as low priority with only 35.4% of patients surveyed thinking that this would be useful.