

## Patient Participation Report 2013 - 2014

### Practice Profile

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile				PRG profile				Difference
Age				Age				Age
Total Practice population number	9398			Total PRG population number	143			
16 and under	1559	% Under 16	<b>16.6%</b>	16 and under	0	% Under 16	<b>0.0%</b>	<b>-16.59%</b>
17 - 24	1244	% 17 - 24	<b>13.2%</b>	17 - 24	2	% 17 - 24	<b>1.4%</b>	<b>-11.84%</b>
25 - 34	1890	% 25 - 34	<b>20.1%</b>	25 - 34	7	% 25 - 34	<b>4.9%</b>	<b>-15.22%</b>
35 - 44	1376	% 35 - 44	<b>14.6%</b>	35 - 44	12	% 35 - 44	<b>8.4%</b>	<b>-6.25%</b>
45 - 54	1150	% 45 - 54	<b>12.2%</b>	45 - 54	27	% 45 - 54	<b>18.9%</b>	<b>6.64%</b>
55 - 64	878	% 55 - 64	<b>9.3%</b>	55 - 64	31	% 55 - 64	<b>21.7%</b>	<b>12.34%</b>
65 - 74	678	% 65 - 74	<b>7.2%</b>	65 - 74	37	% 65 - 74	<b>25.9%</b>	<b>18.66%</b>
75 - 84	387	% 75 - 85	<b>4.1%</b>	75 - 85	21	% 75 - 85	<b>14.7%</b>	<b>10.57%</b>
85 and over	236	% Over 85	<b>2.5%</b>	85 and over	5	% Over 85	<b>3.5%</b>	<b>0.99%</b>
Ethnicity				Ethnicity				Ethnicity
Total Practice population number	9398			Total PRG population number	143			
<b>White</b>		<b>White</b>		<b>White</b>		<b>White</b>		
British Group	5642	% British Group	<b>60.0%</b>	British Group	113	% British Group	<b>79.0%</b>	<b>19.0%</b>
Irish	36	% Irish	<b>0.4%</b>	Irish	0	% Irish	<b>0.0%</b>	<b>-0.4%</b>
<b>Mixed</b>		<b>Mixed</b>		<b>Mixed</b>		<b>Mixed</b>		
White & Black Caribbean	45	% White & Black Caribbean	<b>0.5%</b>	White & Black Caribbean	0	% White & Black Caribbean	<b>0.0%</b>	<b>-0.5%</b>
White & Black African	58	% White & Black African	<b>0.6%</b>	White & Black African	0	% White & Black African	<b>0.0%</b>	<b>-0.6%</b>
White & Asian	118	% White & Asian	<b>1.3%</b>	White & Asian	2	% White & Asian	<b>1.4%</b>	<b>0.1%</b>
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		
Indian	80	% Indian	<b>0.9%</b>	Indian	3	% Indian	<b>2.1%</b>	<b>1.2%</b>
Pakistani	21	% Pakistani	<b>0.2%</b>	Pakistani	1	% Pakistani	<b>0.7%</b>	<b>0.5%</b>
Nepalese	1	% Nepalese	<b>0.0%</b>	Nepalese	0	% Nepalese	<b>0.0%</b>	<b>0.0%</b>
Bangladeshi	35	% Bangladeshi	<b>0.4%</b>	Bangladeshi	0	% Bangladeshi	<b>0.0%</b>	<b>-0.4%</b>
<b>Black or Black British</b>		<b>Black or Black British</b>		<b>Black or Black British</b>		<b>Black or Black British</b>		
Caribbean	22	% Caribbean	<b>0.2%</b>	Caribbean	0	% Caribbean	<b>0.0%</b>	<b>-0.2%</b>
African	68	% African	<b>0.7%</b>	African	0	% African	<b>0.0%</b>	<b>-0.7%</b>
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>		
Chinese	78	% Chinese	<b>0.8%</b>	Chinese	3	% Chinese	<b>2.1%</b>	<b>1.3%</b>
Any Other	1712	% Any Other	<b>18.2%</b>	Any Other	11	% Any Other	<b>7.7%</b>	<b>-10.5%</b>
Not stated	68	% Not stated	<b>0.7%</b>	Not stated	9	% Not stated	<b>6.3%</b>	<b>5.6%</b>
Gender				Gender				Gender
Number of Males	4827	% of Males	<b>51.4%</b>	% Male	65	Number of Males	<b>45.5%</b>	<b>-5.9%</b>
Number of Females	4571	% of Females	<b>48.6%</b>	% Female	77	Number of Females	<b>53.8%</b>	<b>5.2%</b>

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 in terms of ethnicity but is still under represented by some ages groups – mainly patients aged 44 and under.

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 sign up in the waiting room with 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. An email was sent out to all patients (not just group members) with a registered email address containing the survey link and also inviting them to join the patient group. Request forms were also 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 and also different ethnicities to represent all categories 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,*

*The year to date has been an exceptionally busy one for the practice. As a lot of you will be aware, the NHS restructure has taken place and we are now part of the Dorset Clinical Commissioning Group (DCCG). Practices in the Dorset area have been divided up into locality groups and The Alma Partnership along with seven other surgeries is now part of the Bournemouth North locality. The GP practices of each locality meet on a regular basis to discuss progress on their priorities for healthcare in the Dorset area.*

*As of the 1st April 2013 all GP practices had to be registered with the regulatory body, The Care Quality Commission (CQC). The CQC is the independent regulator of all health and social care services in England. They inspect providers such as hospitals, care homes, GP surgeries and dental practices. As part of the Alma Patient Participation Group, you may be called upon to feed back on our services. Below is a link which provides you with some useful information. If any of you would be happy to speak to a CQC inspector during our inspection, please let me know.*

[http://www.cqc.org.uk/sites/default/files/media/documents/20130509\\_cqc\\_guide\\_for\\_ppgs\\_final.pdf](http://www.cqc.org.uk/sites/default/files/media/documents/20130509_cqc_guide_for_ppgs_final.pdf)

*As we have rolled into the financial year of 2013/2014 we are starting the annual 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. I would be grateful if you could feed back any suggestions via email to this address.

Once we have some ideas in place, we need to agree some priority areas. A survey questionnaire will then 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 changes.

I hope I have provided enough information for you and I would be very grateful if you could feedback your ideas by 12<sup>th</sup> August 2013.

I have included a table below to update you on the progress of last year's action points. As you can see, we have made quite a bit of progress.

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. The outcome was then fed back in an email to the group.

The PRG were asked if they were happy to work with the suggestions that were detailed and if they were, it was explained that a questionnaire would be drafted to incorporate the suggestions. The PRG were asked to provide any feedback 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 December 2013 and January 2014. 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 355 responses were received.

A copy of the survey can be found below:

*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 areas for improvement. We would like your views on these so that we can identify some priorities for the future. Please take some time to answer these questions to help our medical centre meet your needs.*

**1. For those attending the surgery for blood tests, please indicate which time slot is more convenient for you:**

- 8am – 8.30am  8.30am – 9.30am  9.30 – 10.30am  10.30am – 11.30am  
 None of the above  Not applicable

**2. Would you like to see a wall-mounted plan indicating which part of the waiting room is close to each doctor's room?**

- Yes  No  Not sure

**3. Are you aware of our online booking facility for GP appointments?**

Yes  No

**4. Are you aware that you can order repeat prescriptions via our website?**

Yes  No

**5. Are you aware of the NHS 111 number if you need medical advice when the surgery is closed?**

Yes  No

**6. Would you find an electronic notice board displaying surgery and NHS service information useful?**

Yes  No  Not sure

**7. Do you think providing additional bike racks at the rear of the building would encourage more patients to cycle to the surgery?**

Yes  No  Not sure

**Please provide your views about our reception services**

**8. Courtesy of staff at the Reception desk**

Good  Adequate  Poor

**9. Courtesy of staff on the telephone**

Good  Adequate  Poor

**Please add any other comments about our Reception Services:**

**Please provide your views about our doctors**

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

Yes  No  Not sure

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

Yes  No  Not sure

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

Yes  No  Not sure

**13. Do you have trust and confidence in our doctors?**

- Yes  No  Not sure

**Please add any comments you have about our doctors**

**14. 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

**15. What is your gender?**

- Male  
 Female  
 Prefer not to say

**16. Do you consider yourself to have a disability?**

- Yes  
 No  
 Prefer not to say

**17. What is your ethnic group?**

- |   |  |
|---|--|
| <input type="checkbox"/> White British                      | <input type="checkbox"/> Asian or Asian British (Other)      |
| <input type="checkbox"/> White Irish                        | <input type="checkbox"/> Black or Black British (Carribbean) |
| <input type="checkbox"/> White Other                        | <input type="checkbox"/> Black or Black British (African)    |
| <input type="checkbox"/> White and Asian                    | <input type="checkbox"/> Black or Black British (Other)      |
| <input type="checkbox"/> White and Black African            | <input type="checkbox"/> Chinese                             |
| <input type="checkbox"/> White and Black Caribbean          | <input type="checkbox"/> Gypsy                               |
| <input type="checkbox"/> Other Mixed Background             | <input type="checkbox"/> Traveller                           |
| <input type="checkbox"/> Asian or Asian British (Pakistani) | <input type="checkbox"/> 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 and the final statistics were generated from the Survey Monkey system.

### **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. Comments were logged and considered by the Partners in a meeting.

*Dear Patient Group 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 355 patients responded over the months of December 2013 and January 2014.*

*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 me by replying to this email and I will print out a hard copy which can be collected from the surgery.*

*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. In the meantime, if you have any suggested actions relating to the survey results, please let me know.*

*Welcome as always to new members of the group. We now have 139 members!*

*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. All comments were logged considered.

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.

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

Kind regards,

Nicky Adams

**Patient Participation Group Proposed Action Plan 2014 - 2015**

**Summary of results from patient group questionnaire**

**Phlebotomy Appointments**

The following percentage of respondents expressed a preference for specific appointment time slots:

8am – 8.30am	16.4%
8.30am – 9am	9.7%
9.30am – 10.30am	13%
10.30 – 11.30am	17.6%
None of the above	7.3%
Not applicable	36.1%

**Wall Mounted Plan**

63.9% of respondents said they would like to see a wall mounted plan indicating which part of the waiting to sit in according to which doctor/nurse they are seeing

11.1% of respondents were unsure if this would be useful

25% of respondents said they would not find this useful

**Awareness of online booking**

64.5% of respondents were aware of the online booking facility.

35.5% of respondents were unaware of the online booking facility.

**Online ordering of repeat prescriptions**

50% of respondents were aware that prescriptions can be ordered online.

50% of respondents were unaware that prescriptions can be ordered online.

#### **Awareness of 111 Out of Hours Number**

79% of respondents were aware of this facility.

21% of respondents were unaware of this facility.

#### **Electronic Notice Board**

64.7% of respondents said they would find an electronic notice board displaying surgery and NHS service information useful.

22.6% of respondents were unsure.

12.7% of respondents said they would not find it useful.

#### **Bike Racks**

24.1% of respondents felt that providing additional bike racks at the rear of the surgery would encourage more patients to cycle to the surgery.

45.8% were unsure.

30.1% of respondents felt that the provision of more bike racks would not encourage patients to cycle to the surgery.

#### **Suggested action plan based on the results of the survey**

<b>Issue</b>	<b>Priority according to responses</b>	<b>Plan</b>	<b>To be completed by</b>	<b>Date completed/ Updated</b>
Phlebotomy appointment times	N/A	A phlebotomy clinic has recently been introduced which runs from 8am until 11.40am and therefore incorporates a range of appointment times to cater for the preferences expressed.	N/A	Complete
Need for a wall mounted plan informing patients where they should sit in the waiting room	High	A waiting room plan will be drawn up converting the waiting area into zones indicating where patients should sit for each doctor or nurse. This will be displayed in a	April 2014	



		prominent position.		
Raise awareness of online facilities	Medium	We are aware that many patients find it more convenient to use our online services than to come into the surgery. We therefore plan to run a campaign to raise awareness of our online booking and prescription ordering facilities which will include posters, leaflets and emails to patients.	April 2014	
Electronic information board	High	Reposition the current TV screen to make it more visible to patients. Implement an improved display programme providing up to date practice information and relevant health information.	April 2014	
Raise awareness of Out of Hours 111 number	Low	A lot of the survey respondents were already aware of this facility. Further awareness to be raised using leaflets and emails to patients. The information will also be displayed on the electronic display.	May 2014	
Bike Racks	Low	Bike racks have been obtained through the Take a Stand scheme. Notice to be put by the bike racks at	April 2014	

		the front of the building informing patients that undercover cycle parking is available at the rear.		
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The action plan above was agreed by the group.

### **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 355 responses. The responses were looked at and prioritised according to percentage in agreement for change.

### **Results**

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

### **Phlebotomy Appointments**

The following percentage of respondents expressed a preference for specific appointment time slots:

8am – 8.30am	16.4%
8.30am – 9am	9.7%
9.30am – 10.30am	13%
10.30 – 11.30am	17.6%
None of the above	7.3%
Not applicable	36.1%

### **Wall Mounted Plan**

63.9% of respondents said they would like to see a wall mounted plan indicating which part of the waiting to sit in according to which doctor/nurse they are seeing

11.1% of respondents were unsure if this would be useful

25% of respondents said they would not find this useful

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45.8% were unsure.

30.1% of respondents felt that the provision of more bike racks would not encourage patients to cycle to the surgery.

### **Views about Reception services**

	Good	Adequate	Poor
Courtesy of staff on the reception desks	82.4%	15.6%	2.0%
Courtesy of staff on the telephone	76.9%	18.7%	4.3%

### **Views about our doctors**

	Yes	No	Not sure
Do you feel as involved as you want to be in respect of decisions relating to your medication?	85.0%	4.4%	10.6%
Do you feel you are given answers you understand when you have a question for your doctor?	92.9%	2.7%	4.4%
Do you feel our doctors treat you with dignity and respect?	95.3%	2.4%	2.4%
Do you have trust and confidence in our doctors?	89.3%	3.0%	7.7%

**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 NHS England.**

N/A

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

Main Reception is open as follows:

Monday 08:00 – 19:30

Tuesday 08:00 – 19:30

Wednesday 08:00 – 18:30

Thursday 08:00 – 18:30

Friday 07:30 – 18:30

Telephone: 01202 519311. Lines are open from 8:00 – 12:30 and 14:00 – 18:30

### 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, book online 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 follow the instructions on 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](http://www.almapartnership.co.uk) and is displayed in the surgery. Copies of this report can be obtained by emailing [nicola.adams@dorset.nhs.uk](mailto:nicola.adams@dorset.nhs.uk) or telephoning Nicky Adams on 01202 519311.

### Action Plan 2012-2013 Progress

We have tried to complete most of the actions from the 2012 - 2013 action plan but some are still under consideration. Details can be found below:

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	Completed June 2013. The Reception desk is now open at lunchtimes.
Offer lunchtime GP appointments	Medium	Trial lunchtime GP appointments for at least one day a week	August 2013	Emergency appointments are available from 12:00 – 12:30. Routine lunchtime appointments are currently not provided due to the fact that home visits are usually done during this time. This will be looked at again.
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	Completed July 2013. Surgeries were altered to provide more appointments after 5pm
Email reminders instead of postal	Low	Look into patient recall processes, discuss with administration team and consider practicalities of sending email reminders in relation to clinical system	September 2013	There are still some difficulties in implementing this with our current clinical system. The practice is intending to upgrade the clinical system in 2014. It is hoped that the new system will make this process easier.
Privacy screen at reception	Low	Only 35.4% of patients felt this would be beneficial. Options to be looked at and considered but	December 2013	Completed November 2013. The reception desks have now been swapped over and a sign has been putting up asking patients to stand away from the desk whilst

		not a priority.		queuing. A notepad is available for patient use and patients can ask to speak to someone in a private area.	
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