

## Patient Participation Directed Enhanced Service 2013-2014

### Local Patient Participation Report

**Practice Name: Budbrooke Medical Centre**

**Local Patient Participation Report March 2014**

#### **Introduction**

Budbrooke Medical Centre is a purpose built practice premises located in Hampton Magna, Warwick.

It provides care to its patients in the rural area between Henley in Arden, Kenilworth, Warwick and Wellsbourne. The doctors and practice staff are committed to providing the best care possible and strongly welcome any comments or suggestions for improvements from their patients. As a result of this commitment, the practice has a patient reference group which provides feedback from our patient population.

The practice population is approximately 4200 patients, The age sex population is within national normal limits, the prevalence of chronic long term illness is broadly average in relation to national prevalence

The practice area encompasses representative areas of affluence and socio-economic deprivation. In the area local to the practice there is minorities that include French, Eastern Europe, Asian & Black African

The practise has 1 partner GP, male. There are also 3 part time salaried GP's who 2 are female and 1 male.

The surgery has a pharmacy and we dispense for most of our patients.

Consultations are also provided by treatment room nurses, chronic disease management nurses and phlebotomy.

The Survey was offered in the surgery to patients and was sent out to the patient reference group via email. Information about the survey was documented on the surgery website.

#### **Survey Subject:**

With all the recent changes at the practice the survey was developed around this to ascertain how the patients were feeling and how we could improve for the future.

#### **A description of the profile of the Budbrooke members of PRG**

The PRG is made up of 100 members who have volunteered their time and ideas to help the practice with feedback. They have been recruited from both sexes and cover all ages and every ethnicity within the practice. Members with long term conditions and disabilities are represented. As a result we are fortunate to have a PRG which is representative of our practice registered population.

The PRG is made up from a virtual group via our website and emails and are represented by the following;

Gender:

Female: 56

Male:44

Ethnicity:

British/White = 90

British/Mixed British = 2

Other Ethnic Asian/White = 5

European = 3

Age ranges:

Under 16's = 0

17-24 = 1

25-39 = 12

40-45 = 16

46-65 = 39

66-75 = 22

76+ = 10

### Recruitment of PRG

The practice actively sought to recruit representative groups of patients through face to face invitation at the practice, and when new patients registered.

A dedicated section on the website has been created, including forms to register interest.

Steps taken by the practice to ensure that the PRG is representative of its registered patients:

- Recruitment of members to the group was invited by email, reaching wide numbers of the patient population
- Talking to patients when they come to the practice about the patient participation
- Local key stakeholder organisations were engaged to seek support and membership, eg. Health watch

Where a category of patients is not represented,

- Local key stakeholder organisations were engaged to seek support and membership, eg. Children's Centre User group, Carers group
- Local community centre was approached to publicise the PRG and support engagement. For example the local shop.
- Practice website updated with group information, the "virtual patient group" through the website

### Future actions to be completed:

- Run a campaign by text message to find out if patients would like to join the PRG – Virtual, meetings, emails updates
- Production of PRG newsletter that can be sent out to patients

- PRG dedicated email address
- PRG dedicated monthly or quarterly meetings to be held at the surgery
- PRG dedicated notice board in the surgery

### **Agreeing areas of priority with the PRG**

#### **Priorities for the group:**

- Communication within the practice – PRG will look at ways of assisting with communication to patients, including introducing information screens, input into website, addressing campaign boards and information boards. Signing off communications to patients where possible.
- Group to address main concerns of patients
- How the group will be representative and represent patients, continuously look at increasing attendance from different patient sectors, for example working patients, stay at home mothers/fathers providing childcare, ethnic minorities, young patients 16-25 range, patients with disabilities, carers, unemployed patients.
- Changing priorities and how the group responds to these.
- Outside influences that can put demands on Budbrooke services

#### **Actions to be completed in the future;**

- A member of the group & the surgery to attend South Warwickshire Clinical Commissioning group and report into the PRG and discuss relevant points
- Minutes from the meetings to be displayed in the surgery and on the website
- Feedback & suggestion box – PRG to give and review patient experience and agree action points with Budbrooke to address.
- Feedback & suggestion hyperlink on website to go directly to Practice Management team

### **Collating patient views through the use of survey**

Survey was set up and displayed within the surgery.

- Patients who volunteered for “virtual Patient Group” were emailed to inform them that the survey was now ready to take on the practice
- Survey also distributed in the practice

Total Number of Responses: 65

**Budbrooke Medical Centre**  
**Patient Participation Group Survey 2013-2014**

**ABOUT THE PRACTICE:**

**Q1. Your level of satisfaction with the practices opening hours:**

Excellent **40%**  
Very Good **37%**  
Good **17%**  
Fair **2%**  
Poor **2%**  
No response **2%**

**Q2. Ease of contacting the practice on the telephone:**

Excellent **52%**  
Very Good **32%**  
Good **11%**  
Fair **3%**  
Poor **0%**  
No response **2%**

**Q3. Satisfaction with the day and time arranged for your appointment:**

Excellent **52%**  
Very Good **31%**  
Good **11%**  
Fair **3%**  
Poor **3%**  
No response **0%**

**Q4. Chances of seeing a doctor within 48 hours:**

Excellent **49%**  
Very Good **31%**  
Good **12%**  
Fair **3%**  
Poor **3%**  
No response **2%**

**Q5. Opportunity of speaking to a doctor on the telephone when necessary:**

Excellent **38%**  
Very Good **18%**  
Good **15%**  
Fair **5%**  
Poor **2%**  
No response **22%**

**Q6. Comfort level of waiting room (eg chairs, magazines)**

Excellent **35%**  
Very Good **34%**  
Good **23%**  
Fair **8%**  
Poor **0%**  
No response **0%**

**Q7. Respect shown for your privacy and confidentiality:**

Excellent **57%**  
Very Good **27%**  
Good **8%**  
Fair **3%**  
Poor **0%**  
No response **5%**

**Q8. Length of time waiting in the practice to see the doctor:**

Excellent **31%**  
Very Good **43%**  
Good **18%**  
Fair **6%**  
Poor **2%**  
No response **0%**

**ABOUT THE DOCTOR (Who you just saw)**

**Q9. My overall satisfaction with this visit to the doctor is... :**

Excellent **65%**  
Very Good **15%**  
Good **12%**  
Fair **2%**  
Poor **0%**  
No response **6%**

**Q10. The warmth of the doctor's greeting to me was...**

Excellent **65%**  
Very Good **17%**  
Good **8%**  
Fair **2%**  
Poor **0%**  
No response **8%**

**Q11. On this visit I would rate the doctor's ability to really listen to me as...**

Excellent **68%**  
Very Good **15%**  
Good **3%**  
Fair **2%**  
Poor **0%**  
No response **12%**

**Q12. The doctor's explanation of things to me was....**

Excellent **72%**  
Very Good **15%**  
Good **4%**  
Fair **2%**  
Poor **0%**  
No response **7%**

**Q13. The extent to which I felt reassured by this doctor was....**

Excellent **52%**  
Very Good **20%**  
Good **10%**  
Fair **0%**  
Poor **0%**  
No response **18%**

**Q14. My confidence in this doctor's ability is.....**

Excellent **57%**  
Very Good **15%**  
Good **9%**  
Fair **2%**

Poor **0%**  
No response **17%**

**Q15. The opportunity the doctor gave me to express my concerns or fears was....**

Excellent **52%**  
Very Good **20%**  
Good **8%**  
Fair **4%**  
Poor **0%**  
No response **16%**

**Q16. The respect to shown to me by the doctor was....**

Excellent **56%**  
Very Good **15%**  
Good **9%**  
Fair **2%**  
Poor **0%**  
No response **18%**

**Q17. The amount of time given to me for this visit was..**

Excellent **52%**  
Very Good **15%**  
Good **15%**  
Fair **2%**  
Poor **0%**  
No response **13%**

**Q18. The doctor's consideration of my personal situation in deciding a treatment or advising me was...**

Excellent **50%**  
Very Good **23%**  
Good **12%**  
Fair **2%**  
Poor **0%**  
No response **13%**

**Q19. The doctors concern for me as a person in this visit was...**

Excellent **52%**  
Very Good **18%**  
Good **10%**  
Fair **2%**  
Poor **0%**  
No response **18%**

**Q20. The recommendation about this doctor to my friends would be...**

Excellent **56%**  
Very Good **18%**  
Good **9%**  
Fair **2%**  
Poor **0%**  
No response **15%**

**ABOUT THE STAFF**

**Q21. The manner in which you are treated by reception staff...**

Excellent **50%**  
Very Good **29%**  
Good **12%**  
Fair **2%**  
Poor **0%**  
No response **7%**

**Q22. Information provide by the practice about its services...**

Excellent **45%**  
Very Good **29%**  
Good **12%**  
Fair **4%**  
Poor **2%**  
No response **8%**

**Q23. The opportunity for making compliments or complaints about the practice about its quality and care of the service...**

Excellent **44%**  
Very Good **23%**  
Good **14%**  
Fair **4%**  
Poor **0%**  
No response **15%**

**FINALLY**

**Q24. The information provided by this practice about how to prevent illness and stay healthy...**

Excellent **35%**  
Very Good **31%**  
Good **15%**  
Fair **8%**  
Poor **2%**  
No response **13%**

**Q25. Availability and administration of reminder systems for ongoing health checks**

Excellent **31%**  
Very Good **29%**  
Good **15%**  
Fair **8%**  
Poor **2%**  
No response **15%**

**Q26. The practice's respect of your right to seek a second opinion was...**

Excellent **28%**  
Very Good **23%**  
Good **10%**  
Fair **2%**  
Poor **0%**  
No response **37%**

**Q27. My overall satisfaction with this general practice..**

Excellent **55%**  
Very Good **26%**  
Good **9%**

Fair **2%**  
Poor **0%**  
No response **8%**

### **ABOUT YOU**

#### **Q28) Are you male or female?**

Male **35%**  
Female **56%**  
No response **9%**

#### **Q29) What age are you?**

Under 16 **0%**  
17 - 24 **2%**  
25 - 39 **4%**  
40- 45 **6%**  
46- 65 **49%**  
66 - 75 **14%**  
76+ **8%**  
No response **17%**

#### **Q30) Did you see your usual GP?**

Yes: **31%**  
No: **46%**  
Nurse: **7%**  
No Response: **15%**

#### **Q31) How many years have you been attending this practice?**

More than 10 years **52%**  
5-10 years **23%**  
Less than 5 years **10%**  
No response **15%**

### **Providing the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

The results of the survey were emailed to the “virtual patient group” through the website inviting comments / discussion.

The practice staff team also met to review and discuss the results of the survey.

#### **What was discussed and agreed**

##### **Ideas and Solutions;**

It was agreed through feedback and discussion that the practice with the support of the PRG would work on a number of fronts to engage the practice population and practice in ways to improve services offered by the surgery, it was agreed these will include the following themes,



- Improving patient information/communication. Including newsletter
- Opportunity for PRG to meet on a regular basis to support virtual PRG
- A dedicated notice board in the surgery to establish the group and invite participation
- Improving how patients get information about services
- Enhance the website for ease of use
- Review clinical staff and ensure continuity of GP's
- Look at the patient experience being achieved by the practice
- Review appointments – including late appointments
- Looking at the purpose and interest patients has using systems such as text messaging to remind patients of appointments.
- Improving ease of use of online appointments, website information, services on line for patients

**Survey Uptake:**

**Actions to be completed in the future;**

For next years to engage with younger patients and encourage a larger uptake from this group. We received 0% under 16's and 2% in the age group from 17-24 years.

Increase in the amount of participants who complete the survey by reaching those that are not in the surgery on a regular basis. Put the questionnaire to complete on the website and can use text messages to inform patients about the survey.

**Agreed action plan with the PRG and seek PRG agreement to implementing changes**

Patient Participation Action Plan – for Budbrooke

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
<p>Appointments:</p> <p>* Level of satisfaction with opening hours 94% of patients rated good, very good to excellent. 4% of patients rated fair or poor</p> <p>* Chances of seeing GP within 48hrs 6% of patients rated fair to poor</p> <p>* Opportunity to speak to a GP on</p>	<p>To review opening hours in particular later appointments to accommodate routine appointments for example school children</p> <p>To review more appointment availability to ensure patients can see Gp within 48hrs</p> <p>To review opening up triage telephone slots so there is daily availability to talk to a GP if required</p>	<p>Practice manager JAC and Dr White</p>	<p>30<sup>th</sup> April 2014</p>	

the telephone 7% of patients rated fair to poor	Open up appointments to have blood pressure taken by HCA			
At the surgery:  Length of time waiting to see a GP 8% of patients rated fair to poor	Patients advised if a Gp is running behind schedule.  GP to start session on time  GP to apologise to patients if they are running late  Nurses to have their appointment times extended so they do not run over	Practice manager JAC and Dr White	30 <sup>th</sup> April 2014	
Communication:  Information provided by the practice about services, 6% of patients rated fair to poor  Opportunity for patients to make compliments or complaints 4% of patients rated fair  Information by practice to prevent illness & stay healthy & reminder systems 10% of patients rated fair to poor	Patients communication board <ul style="list-style-type: none"> <li>• Staff pictures and clinician details</li> <li>• Practice activities and patient information</li> <li>• PRG board</li> </ul> Text messaging and using emails <ul style="list-style-type: none"> <li>• Ask patients for mobile numbers</li> <li>• Text patients their appointment reminders</li> <li>• Text patients campaign information, i.e. eligibility for NHS health checks etc</li> </ul> Suggestions and	Assistant Practice Manager SAD and Practice Manager JAC	31 <sup>st</sup> May 2014	

	<p>feedback box in the waiting room</p> <p>Suggestion and feedback form on the website</p> <p>Complaints policy on the website and a copy published in the waiting area</p> <p>Redesign of website to be more interactive with patients.</p> <p>Regular patient newsletters and PRG newsletters</p> <p>New recall system to be introduced for those that require chronic disease management</p>			
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Details of the proposed action plan were published:

- on the practice website
- newsletter
- In the practice.
- Through Virtual Patient Group

### **Update on Patient Participation Plan 2012/2013. Telephone appointments**

Telephone access to GP's was not always easy. Therefore from the survey last year a telephone consultation appointment slot was introduced every morning. This has worked well, however due to unforeseen circumstances and events at the practice this has changed over the last 6 months. This has been reviewed in this survey and telephone appointments are available with GP's but not set up on the system. This is to be implemented again. Currently if a patient telephones then a GP will telephone them back.

### **Opening Hours**

Mondays, Wednesdays and Fridays 08.00 – 18.00  
 Tuesdays & Thursdays – 08.00 – 17.00

Closed for lunch Tuesdays, Wednesdays and Fridays 13.00-14.00

Please see our website [www.budbrooke.warwickshire.nhs.uk](http://www.budbrooke.warwickshire.nhs.uk) and our new website will be <http://www.budbrookemedicalcentre.co.uk>

