

## Local Patient Participation Report

**Practice Name: Budbrooke Medical Centre**

**Local Patient Participation Report 2017**

### 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, Stratford 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 4750 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 are female.

The surgery has a pharmacy and we dispense for 4145 patients.

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

The survey was sent out from the patient reference group via email, emails and SMS messages via the patient communication system. Information about the survey was documented on the surgery website.

#### **Survey Subject:**

The survey was devised by and in the PPG group meetings and agreed with the surgery practice management team. The aim of the survey was to ascertain contentment with current services and to seek out areas of improvement

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

The virtual PPG group is made up of 197 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 PPG which is representative of our practice registered population.

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

Every 1.5-2 months a group of up to 12 PPG members meet to discuss surgery issues. There is a chair and vice chair persons and a secretary from the Budbrooke administrative team. The chairman attends 3PPG meetings at South Warwickshire CCG and other members often attend other meetings, for example have your say days.

### **Recruitment of PPG**

The practice actively seeks to recruit representative groups of patients through face to face invitation at the practice, when new patients register and we also have a board by the reception desk with PPG information on.

On the website we have a dedicated area for the PPG, including forms to register interest.

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

- Recruitment of members to the group were invited by email, reaching wide numbers of the patient population
- Talking to patients when they come to the practice about the patient participation group.
- Local key stakeholder organisations were engaged to seek support and membership, eg. Health watch
- Dedicated PPG email address
- PPG meetings are held bi-monthly at the surgery
- Section in the monthly surgery newsletter about the PPG meetings

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 PPG and support engagement. For example the local shop.

#### **Future actions to be completed:**

- Production of PPG newsletter that can be sent out to patients

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

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

- Communication within the practice – PPG will look at ways of assisting with communication to patients, input into website, attending the surgery to promote health campaigns and the

- PPG and information boards. Signing off communications to patients where possible.
- Group to address main concerns of patients
  - Group will be representative and represent patients, continuously looking to increase 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
  - Attendance to other meetings that feed into Budbrooke PPG

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

- Young patients engagement plan to be completed
- Additional presence by PPG in the surgery to promote health campaigns and the PPG

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

Survey was set up and displayed within the surgery and sent out via email and SMS message.

Total Number of Responses: 214

Budbrooke Medical Centre  
Patient Participation Group Survey 2017

**ABOUT THE PRACTICE:**

**Q1. What is your level of satisfaction with the practice's opening hours:**

Excellent: **64.02%**

Good: **33.18%**

Fair: **2.34%**

Poor: **0.47%**

**Q2. Are you satisfied with appointment times on offer at Budbrooke Medical Centre?:**

Yes: **96.24%**

No: **2.35%**

Don't Know: **1.41%**

**Q3. How important would the availability of weekend appointments at Budbrooke Medical Centre be to you?:**

Very Important: **13.55%**

Occasionally important: **62.62%**

Not at all important: **23.83%**

**Q4. For those who indicated availability of weekend appointments would be important, please indicate if this would be a Saturday, Sunday or both;**

Saturday: **42.18%**

Sunday: **1.42%**

Both: **27.49%**

Not Applicable: **28.91%**

**Q5. How does Budbrooke Medical Centre compare with family and friends who are registered at other practices:**

Much better: **81.64%**

Same: **16.91%**

Much worse: **1.45%**

**Q6. Are you aware you can book a telephone consultation with a doctor or a nurse here at Budbrooke Medical Centre?:**

Yes: **82.55%**

No: **17.45%**

**Q7. Overall, how often do you wait more than 15 minutes (after your appointment time) to see your doctor?**

Always: **2.34%**

Most of the time: **9.81%**

About half of the time: **18.69%**

Once in a while: **56.07%**

Never: **13.08%**

**Q8. Do you see a wait of more than 15 minutes (after your appointment time) to see your doctor as a major issue?**

Yes: **17.76%**

No: **82.24%**

**Q9. How well are you informed if a doctor or nurse is running late with their appointments?**

Well Informed: **30.99%**

Sometimes informed: **36.62%**

Not informed: **22.54%**

Not experienced such delayed: **9.86%**

**Q10. Would you like the practice to embrace social media such as twitter and facebook as a form of communicating with patients, particularly to engage with the 14-25 age group?**

Yes: **23.36%**

No: **40.65%**

Unsure: **35.98%**

**Q11. Are you aware of the patient participation group (PPG) that meets with the surgery staff to help improve services for Budbrooke Medical Centre patients?**

Yes: **77.57%**

No: **22.43%**

**Q12. Budbrooke Medical Centre would like to invite interested parties to participate in the PPG meeting group (committee usually held every 2 months for an hour) and the wider virtual group (run via email). We would like to attract a varied age range so as to better understand a wider range of views of our patients. Please state below if you would be interested in:**

PPG Meeting Group: **13.27%**

Wider virtual group(run via email): **31.28%**

Neither: **55.45%**

**Q13. How satisfied are you with the practice as a whole?**

Extremely satisfied: **78.51%**

Fairly satisfied: **12.21%**

Somewhat satisfied: **2.82%**

Not satisfied: **0.47%**

**Q14. Are there any other suggestions you may have to improve our services?**

- **Free text from patients**
- **Analysed by PPG in a meeting – January 2018**

Analysis of free text information provided by patients:

\* by far the largest proportion of comments made are by people taking the opportunity of the free format text box is to praise Budbrooke MC, it's staff and overall performance.

\* There are six comments regarding the need for some kind of extended hours. Lots of these responses were done before the Monday evening appointments started. Of course there is also the extended hours contract which is due to start on 1st Oct 2018 – Plans in place – review of extended hours access at the surgery at some point with patients to establish if this works for the patients, review June 2018 PD & SAD

\* There were 6 comments around various aspects of late running (Docs, Nurses, Midwife) and the need to try and reduce the amount of late running whilst also communicating if someone is running late – This aspect still remains after being highlighted last year. Several actions have been put in place including realignment of the workflow system and how patients information is processed, availability of email enquiries by patients, the request from reception for a brief outline on why the patient is seeing the GP, this allows for the GP to prioritise workloads and to limit the amount of enquiries put to them in one consultation if there is a high demand on that session.

\* Couple of comments around parking and a request to ask people to park considerately so as many cars as possible can be accommodated in the space available – SAD- There are plans to look at re-lining the spaces in the car park. Parking is available on the street and by the shops, therefore leaving car parking for less mobile and families to use the car parking facilities. There is also a bus stop outside the surgery, it may be advantageous for patients to use the bus rather than bring their car if possible and practical.

\* One request for baby change facilities in the toilet – Patient can use a room to change babies in and for feeding if required. – Two notices are up in the reception are about this facility

Overall summary:

214 people completed the survey (about half the number of 2016-17 survey, but there has been loads of surveys this year, so overload might be a factor). Having said that at over 4% completion rate it is still over double what SWCCG achieved with their GP Survey.

The survey results are again amazing and Budbrooke MC should be very proud of what they are achieving in a tough climate. – Phill Dix – PPG Chairman

Question breakdown/summary

1. What is your level of satisfaction with Budbrooke Medical Centre opening hours:  
Excellent and Good rating has improved from 90% last year to over 97% this year  
Only 1 person marked as poor.
2. Are you satisfied with the appointment times on offer at Budbrooke Medical Centre:  
- Yes improved from 91% to 96%
3. How important would the availability of weekend appointments at Budbrooke Medical Centre be to you:  
- The replies were virtually identical to last year
4. For those who indicated availability of weekend appointments would be important, please indicate if this would be a Saturday, Sunday or both:  
- New question – mainly Sat only (42%) but with 27% wanting both Sat and Sun
5. How does Budbrooke Medical Centre compare with family and friends who are registered at other practices:  
- The replies were virtually identical to last year
6. Are you aware you can book a telephone consultation with a doctor or a nurse at Budbrooke Medical Centre:  
- Big increase in people being aware from 62% to 83%
7. Overall, how often do you wait more than 15 minutes (after your appointment time) to see your doctor:  
- decrease in always/most of the time from 17% to 12% which is good.
8. Do you see a wait of more than 15 minutes (after your appointment time) to see your doctor as a major issue:  
- New Question – over 82% do not see this as a major issue, which is good to see.
9. How well are you informed if a doctor or nurse is running late with their appointments:  
- slight improvement in well and sometimes informed, but also a reduction in people who had not experienced a delay.
10. Would you like Budbrooke Medical Centre to further embrace social media (such as Twitter and Facebook) as a form of communicating with patients, particularly to engage with the 14-25 age group:  
- The replies were virtually identical to last year and with still a larger No.
11. Are you aware of the patient participation group (PPG) which meets with the surgery staff to help improve services for Budbrooke Medical Centre patients:  
- Increase in awareness of PPG from 56% to 77%
12. Budbrooke Medical Centre would like to invite further patients to participate in the PPG meeting group (committee usually held every 2 months for an hour) and the wider virtual group (run via email). We would like to attract a varied age range so as to better understand a wider range of

views of our Patients. Please state if you would be interested in:

- Increase on last year, especially around the virtual group

13. How satisfied are you with Budbrooke Medical Centre as a whole:

- Extremely satisfied increased from 77% to 84%. Only 1 person not satisfied.

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

The results of the survey:

Publish on the Budbrooke Website

Publish in the practice on PPG board

Emailed out to virtual PPG

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

Twitter publication of report

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

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

It was agreed through feedback and discussion that the practice with the support of the PPG 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,

- New car parking lines in the surgery car park
- Review of the new extended hours on a Monday at the surgery and to maintain this contract
- The surgery to allow a representative to participate in the extended access proposals and the PPG chairman to attend working groups and presentations
- Maintain the young person's handbook's and make these available in GP rooms and extend on the work with social media and the young person's engagement plan with nominated PPG representative
- Ensure that feeding mothers and families with babies are aware they can use a room
- Continue with reviewing working processes and lean processes to reduce GP workload and allow for further consultation time
- Continue to ask patients why they are attending, so GPs can assist in reducing waiting time and overrunning.

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

For next year to engage with younger patients and encourage a larger uptake from this group. Also to encourage reception to ask patients to complete the survey in the surgery as well, so it has a further reach.

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**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
Issues with parking, patients taking up the wrong space	New car parking lines in the surgery car park	SAD	Dec 2018	
Extended hours provision is considered beneficially for some patients	Review of the new extended hours on a Monday at the surgery and to maintain this contract	SAD & PD	June 2018	
	Agreed representative from practice should attend local	SAD	Oct 2017 – ongoing	Completed – representative SAD attending

	workgroup on new extended access planning for SW			
	Budbrooke PPG chair to attend engagement groups for extended access	Phill Dix	Various dates - Ongoing	Completed – PDix attended multiple meetings
Further increase in social media and technologies	Introduction of WiFi in the practice	SAD	28 <sup>th</sup> Feb 2018	
	Increase in Twitter and Facebook for the practice	B Evans	01 <sup>st</sup> April 2018	Completed
	Introduction of a IT support manager at the practice to assist one day a week	SAD	1 <sup>st</sup> Jan 2018	Completed
	Introduction of online applications for patients that should assist with young person's engagement – total online process	B Evans	1 <sup>st</sup> Feb 2018	Completed
Not all patients feel they are informed when clinicians are running late	Reception to inform all patients when they arrive where they are in seeing their clinician, i.e. next in, two waiting before you etc. etc.	LN – Pt Co-ordinator team meeting	1 <sup>st</sup> Feb 2018	Completed

Details of the proposed action plan were published:

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

**Update on Patient Participation Plan 2016.**

- Review and implementation of extended hours into the surgery
- Introduce new lean ways of working to assist in GP workloads and time management to ensure correct level of consultation time and appointments are maintained
- Introduction of the young person's hand book
- Introduction of twitter
- Further development on our website which targets 14-25yr old patients has been

introduced

**Opening Hours**

Mondays 08.00 – 20.00

Wednesdays and Fridays 08.00 – 18.00

Tuesdays & Thursdays – 08.00 – 17.00

Please see our website <http://www.budbrookmedicalcentre.co.uk>