



## PATIENT PARTICIPATION REPORT 2013/14

**Practice Code:**

C81017

**Practice Name:**

The Arthur Medical Centre

### An introduction to our practice and our Patient Reference Group (PRG)

The Arthur Medical Centre was founded in 1973 with the premises being extended over the years to its present size and now including a modern pharmacy. Today it serves 8,276 patients.

The Patient Participation Group (PPG) was formed in 2005 and has met monthly with the Practice Manager since then. Doctors and other members of staff have also attended various meetings and more recently representatives of the PPG have met with PPGs from other GP surgeries. This process has allowed the practice to benefit from the opinions and input from patients to guide the development of its services and manage major changes such as premises developments in tune with patient perspectives.

The PPG holds a formal AGM each May which is open to all patients of the Arthur Medical Centre. Guest Speakers have been booked from organisations such as the Derbyshire Fire and Rescue Service, Derbyshire Carers Association, Walking for Health, and Healthwatch in order to promote and encourage attendance.

In 2011 wider patient input was sought with the launch of the Patient Reference Group (PRG). Communications with PRG Members are via mail or email to inform and supplement the monthly dialogue of the Monthly PPG Meetings.

### Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
<b>Age</b>			
% under 18	18.3%	4.0%	+14.3%

% 18 – 34	18.5%	7.4%	+7.1%
% 35 – 54	29.2%	20.8%	+8.4%
% 55 – 74	25.9%	53.0%	-27.1%
% 75 and over	8.1%	14.8%	-6.7%

#### Gender

% Male	49.5%	37%	+12.5%
% Female	50.5%	63%	-12.5%

#### Ethnicity

% White British	97.3%	97.3%	0%
% Mixed white/black Caribbean/African/Asian	0.8%	0.7%	+0.1%
% Black African/Caribbean	0.1%		+0.1%
% Asian – Indian/Pakistani/Bangladeshi	0.9%		+0.9%
% Chinese	0.1%		+0.1%
% Other	0.8%	2.0%	-1.2%

These are the reasons for any differences between the above PRG and Practice profiles:

Older patients having shown more interest in patient participation and tend generally to attend surgery more frequently. Similarly women have tended to show more interest in participation than men. This is reflected in the above figures.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

PRG membership seems to reflect a good range of backgrounds but we continue to bear these factors in mind when seeking feedback.

This is what we have tried to do to reach groups that are under-represented:

We continue to target those below 40 years of age and male patients when promoting the PRG for example by Newsletter, notices or direct contact.

#### Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

The subject area for the survey and the wording of questions was discussed in detail with the PPG

over a number of monthly meetings in 2013. At least one patient survey per year has been carried out since 2005 and so the various themes, timings and results of these surveys were taken into account during discussions. The final layout was agreed without difficulty and approved by the PPG, and a meeting of senior staff at the practice reviewed and endorsed the approach.

In view of the variety of clinicians that can be seen at the medical centre it was decided to focus on questions around the appointment systems and access to services at the Arthur Medical Centre. With possible developments to appointment and care pathways in mind patient comments on this area were thought to be most valuable in defining any changes.

The opportunity was also taken to explore patient understanding of the NHS 111 system and also to seek opinions and comments regarding online access to GP Services.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

Please see above.

How our patient survey was undertaken:

The survey questionnaire was sent to all PRG members either by email or post according to their individual preference. Forms were also handed out in reception at various times and throughout the survey period the survey was promoted and available for response on the practice website. Practice Newsletter articles also promoted participation in the survey.

Summary of our patient survey results:

Responders to the survey showed a wide range of use of consultations with the full clinical team (Doctors, Triage Nurses, Practice Nurses, Health Care Assistant and Clinical Pharmacist) but it was evident that they could benefit from more information on the roles and duties of the individual groups.

Whilst 73% said that they had a good understanding of the appointment system 58% indicated that they would appreciate fuller information on this and on the services that different types of clinical staff provide. The main preference was for this information to be provided in a pamphlet although website and posters in the waiting room had a significant following.

Individual comments on the sorts of information required were varied and numerous. This provides a valuable checklist for the development of a pamphlet.

Whilst responses on questions about NHS 111 showed a fairly good general understanding amongst the responding patients there were significant indications that its full potential and availability needs promoting in more detail.

General comments were also received in response to an open question at the end of the survey form. Many praised the practice and its staff whilst a few raised observations that have been taken into account in the proposed action plan.

<b>Analysis of the patient survey and discussion of survey results with the PRG</b>
This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:
How the practice analysed the patient survey results and how these results were discussed with the PRG:  Survey results were provided to PPG Members ahead of a routine monthly meeting for consideration. At the meeting there was full discussion within the group and with the Practice Manager leading to the development of proposed action points.  The survey results were reviewed at a Weekly Practice Meeting involving all Doctors, Clinical Pharmacist, Lead Nurse and Practice Manager. The action plan proposed by the PPG was considered following this analysis and agreed fully.
The key improvement areas which we agreed with the PRG for inclusion in our action plan were:  Patient Education and Communication Appointment Making
We agreed/disagreed about:  Nothing

<b>ACTION PLAN</b>				
How the practice worked with the PRG to agree the action plan:  See above				
We identified that there were the following contractual considerations to the agreed actions:  None				
Copy of agreed action plan is as follows:				
<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
Patient Education and Communication	Produce a secondary practice leaflet that describes "How to get the most from your GP Surgery"	Practice Manager	June 2014	
Patient Education and Communication	Promote NHS111 more with information on the full range of uses.	Practice Manager	June 2014	

Appointment making	Further promotion of online appointments to include “do’s and don’ts” to guide more appropriate use of the facility already in use.	Practice Manager	June 2014	
Appointments	Consider developing telephone consultations further.	GPs & Practice Manager	July 2014	
Patient Education and Communication	Display screen now installed but needs further work to develop multi-format information system.	Practice Manager & Admin Team	Sept 2014	
Patient Education and Communication	Develop and launch a website for Amber Pharmacy.	Practice Manager	Dec 2014	
Patient communication	Improve signage to the lift	Practice Manager	May 2014	
Patient self-registration	Investigate extension of touchscreen to cover currently blocked self-registration for lower level and sit-ins	Practice Manager	Aug 2014	
Premises	Replace flooring in upper waiting room to single material (vinyl)	Practice Manager	Dec 2014	
Patient information and choice	Provide readily accessible information on choices of Phlebotomy services in the area	Practice Manager	May 2014	

### **Review of previous year’s actions and achievement**

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan:

**“You said ..... We did ..... The outcome was .....”**

33% expressed an interest in online appointments. This option now exists and has been operational since September 2013.

An electronic display system in the waiting room would improve communications. We investigated the options in conjunction with the PPG. A display screen was installed and became operational in January 2014. We still have work to do in order to maximise the use and effectiveness of this investment.

More information was needed in the practice brochure. The brochure has been updated but see above for further work intended in now developing a secondary pamphlet.

2 comments were received about confusion resulting from brand changes and related changes in colour and appearance of regular medications. We responded by saying and doing :- Variations in the supply of medications are not a problem specific to the pharmacy attached to the Arthur Medical Centre. Such variations are likely to occur at any pharmacy but Amber Pharmacy will continue to minimise variations wherever possible.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

None exist

**Publication of this report and our opening hours**

This is how this report and our practice opening hours have been advertised and circulated:

The results of the patient survey will be included in our next Practice Newsletter in March 2014. Copies of this report will be sent to all PRG Members. This report will be posted on the Arthur Medical Centre website in March 2014.

Opening times are shown in our practice leaflet, on our front door, and on our website.

**Opening times**

These are the practice's current opening times (including details of our extended hours arrangements)

Monday to Friday (except Bank Holidays) 8.00 am to 6.30 pm.

Saturdays 8.00 am to 12.15 pm (pre-booked appointments only)