

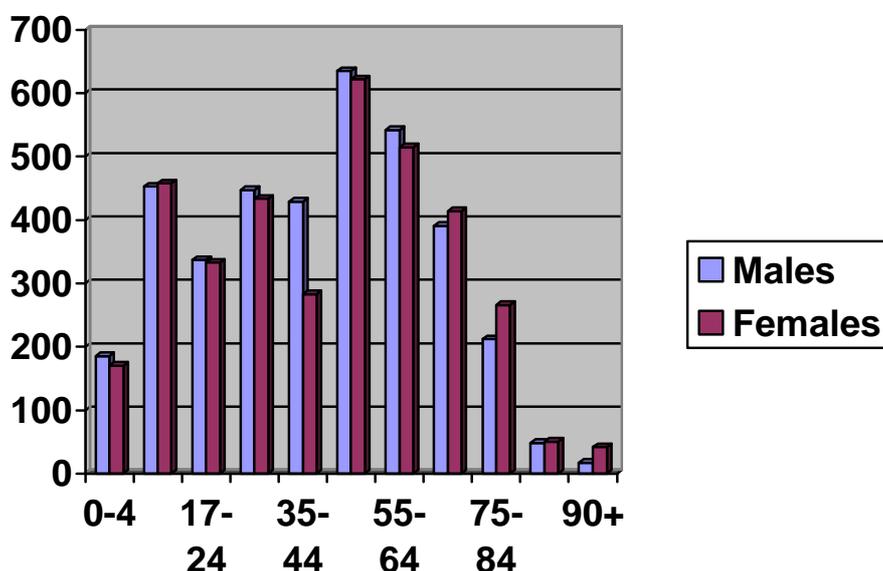
Patient Participation Scheme DES 2013/14

Step 1: Develop a structure that gathers the views of patients and enables the practice to obtain feedback from the practice population.

We launched our patient forum in the winter of 2011 and currently have 11 regular members - 7 female, 4 male - for a current practice population of 7519. All members are currently registered with the practice.

Is the group representative of the practice population?

Our forum members are aged between 33 and 69 - the average age being 58. This age falls within the second biggest demographic in our practice population (see below).



The steps taken to ensure the PF is representative and if not, steps taken to engage that category.

The majority of PF members fall within our second largest representative sample (age 55 – 64). The patient forum is promoted on a number of platforms in an attempt to raise participation. These include:

- Practice website
- Practice newsletters
- Waiting room leaflets
- Waiting room posters
- Sending information to patients alongside other practice communications
- Notes on the bottom of repeat prescriptions
- Call board screen information
- Promotion from current PF members
- Promotion from staff

Patient Participation DES Report. Crawcrook Medical Centre. March 2014. Paula Wright

Discussion has taken place to identify our practice profile and it has been agreed that, as we are on the far western border of Gateshead our ethnic minorities are very low in comparison to those of central and eastern Gateshead. Non-the-less many resources for this demographic are included in our literature and on our website, as well as resources for LGBT communities, young people, carers and people with learning difficulties.

The practice makes every effort to gain as much information about our patients as possible so that we can understand their needs to the best of our ability. Information is requested when registering a new patient, on booking appointments as well as through feedback requests via patient surveys, a comments box and website feedback page.

We are also discussing using social media (Facebook/Twitter) to engage and recruit patient forum members.

Step 2: Agree areas of priority for the local patient survey with your PF

A copy of our patient survey can be found in Appendix i.

The existing forum has supported the practice in creating our 2013/14 patient survey, advising on questions. This year they were able to be much more engaged in the process.

Survey questions were formally discussed in forum meetings held on 6/6/13 and 12/12/13 and finalised on 12/12/13 as follows:

“A few small changes were requested and these would be made so that the questionnaire can start to be issued on 13.12.13. The questionnaire would be available to patients on the website and it will be emailed to patients who are on the newsletter list. Questionnaires will be available at reception, in the clinical rooms at Crawcrook, at Greenside and with Mr Thompson’s permission, within the pharmacy. The outcome of the questionnaires will be collated and presented to the patient forum on the 6th February 2014 and at that point, an action plan will be developed to take forward the views/comments expressed by patients.”

Step 3: Collate patient views through the use of a survey

See appendix ii.

Step 4: Provide PRG with opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Survey findings were discussed in the February patient forum. Minutes were published on our website. The following report was compiled:

Introduction

GP practices are being increasingly encouraged to engage with patients to gain their views on the services provided, suggest improvements to services and be involved in decisions that lead to changes to services.

Crawcrook Medical Centre is keen to engage and involve patients and one of the ways this has been achieved is through the establishment of a Patients Forum. Further commitment has been shown by the practice's participation in the Department of Health's Patient Participation Enhanced Service initiative.

A requirement of this initiative is for participating practice's to undertake a local practice survey at least once a year.

This reports details the process used to develop and undertake the recent practice survey, report on the survey's results and development of the action plan based on the findings of the survey.

Patient Participation Survey

At the Patient Forum meeting held on 3rd October 2013 it was agreed to survey patients as part of the Patient Participation Enhanced Service initiative and a small task and finish group was set up to formulate the questionnaire to be used in the survey. It was agreed to canvass views on three areas within the survey; Communication, Service Delivery and Patient Experience.

The questionnaire was greed at the Patient Forum meeting held on 12th December 2013. The survey was undertaken between 13th December 2013 and 31st January 2014. A copy of the questionnaire was available at reception for patients coming in for appointments, with queries, ordering or collecting prescription. Copies were also available at the chemist adjacent to the practice and posted on the practice's website.

Over 160 questionnaires were completed and returned to the practice.

Survey Results and Findings

Overall the results of the survey are encouraging and copies of the full set of the results are available at reception and posted on the practice website.

The majority of questions across the three areas of Communication, Service Delivery and Patient Experience were highly rated. In particular those questions that focused on the experience following consultation with the clinician were extremely favourable and valued by patients.

Survey results that focussed on waiting times prior to the consultation were less positive and rated poor.

Respondents were invited to include comments as part of the questionnaire and over 50 were received. Comments made by patients were less favourable than those received for the questions and a number of common themes emerged relating to privacy at reception, waiting times, siting of notice boards, opening times and personnel changes within the practice.

Patient Participation DES Report. Crawcrook Medical Centre. March 2014. Paula Wright
These comments were used to help determine areas that need addressing as part of the action plan. For comments please see appendix iii.

Conclusion from Survey Result and Action Plan

Results of the survey suggest that the practice is doing well in most areas and patients are reasonably satisfied with the service. However further improvement is still required to meet the needs of the patients and bring about further service improvement.

The results of the survey were discussed in detail at the Patient Forum meeting held on 6th February 2014 and an Action Plan was agreed that will focus on the key themes arising from the survey including;

- Further awareness raising on the ways to contact the practice, access services, access information.
- appropriate use of the consultation/appointment system
- waiting times
- promotion of the practice website
- repeat prescriptions
- opening times
- personnel changes

Crawcrook Medical Practice continues to support patient participation through the Patient Forum. The agreed action plan will be implemented and monitored via the Forum with achievement posted on the website and in the practice newsletter.

Step 5: Action Plan

See appendix iv.

Step 6: Publicise actions taken.

Report uploaded to our practice website on 28/3/13.

Appendix

i) Patient Survey 2013/14

Crawcrook Medical Centre and Greenside Patient Questionnaire

Please complete the following questions and return this form back to reception. The results of this questionnaire will be discussed at the Patient Forum in February 2014 and made available to all in March 2014. Thank you for your participation

Q1. How easy is it to get through to someone at your GP practice on the phone?

- Very easy Fairly easy Not very easy
 Not at all easy Don't know Haven't tried

Q2. How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- Very easy Fairly easy Not very easy
 Not at all easy Don't know Haven't tried

Q3. Are you aware that if you leave a message with reception the doctors will telephone you back for a telephone consultation?

- Yes No

Q4. If you need to see a GP urgently, can you normally get seen on the same day?

- Yes No Don't know/never needed to

Q5. Are you confident you know who to contact if you need urgent medical attention when we are closed?

- Yes No

Q6. How important is it to you to be able to book appointments ahead of time in your practice?

- Important Not important

Q7. How easy is it to book ahead in your practice?

- Very easy Fairly easy Not very easy
 Not at all easy Don't know Haven't tried

Q8. How do you normally book your appointments at your practice? (please tick all boxes that apply)

- In person By phone Online Doesn't apply

Q9. Which of the following methods would you prefer to use to book appointments at your practice? (please tick all boxes that apply)

- In person By phone Online Doesn't apply

Q10. How important is it for you to see a named GP?

Important Not important

Q11. Thinking of your most recent consultation with a doctor or nurse – How long did you wait for your consultation to start?

Less than 5mins 5 – 10 mins 11 – 20 mins
 21 – 30 mins 30 mins +

Q12. How do you rate how long you waited?

Excellent Very good Good Satisfactory Poor Very poor

Q13. Thinking of your most recent appointment at the practice – How good was the Doctor/Nurse at listening to you?

Very Good Good Satisfactory Poor Very poor

Q14. Giving you enough time?

Very Good Good Satisfactory Poor Very poor

Q15. Explaining your condition and treatment?

Very Good Good Satisfactory Poor Very poor

Q16. Involving you in decisions about your care?

Very Good Good Satisfactory Poor Very poor

Q17. Providing or arranging treatment for you?

Very Good Good Satisfactory Poor Very poor
 Doesn't apply

Q18. How useful is the information provided on the boards in the waiting areas?

Very useful Fairly useful Not useful Totally useless
 Never looked Don't know

Q19. Have you looked at our details on the internet?

Yes No

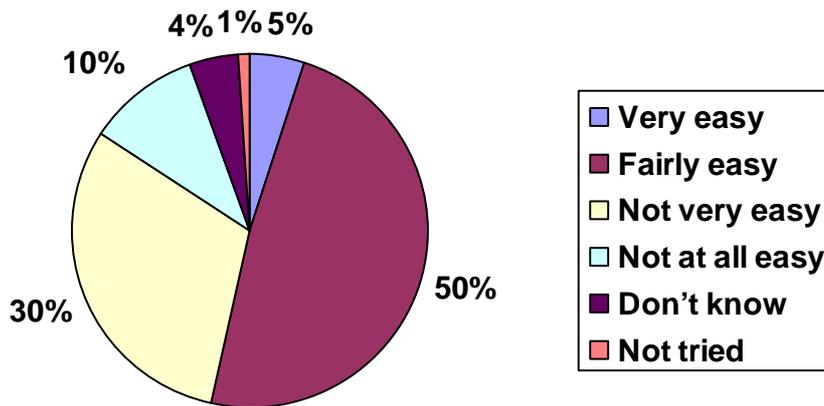
Our website is available at www.crawcrookmedicalcentre.nhs.uk

Any other comments: see appendix iii

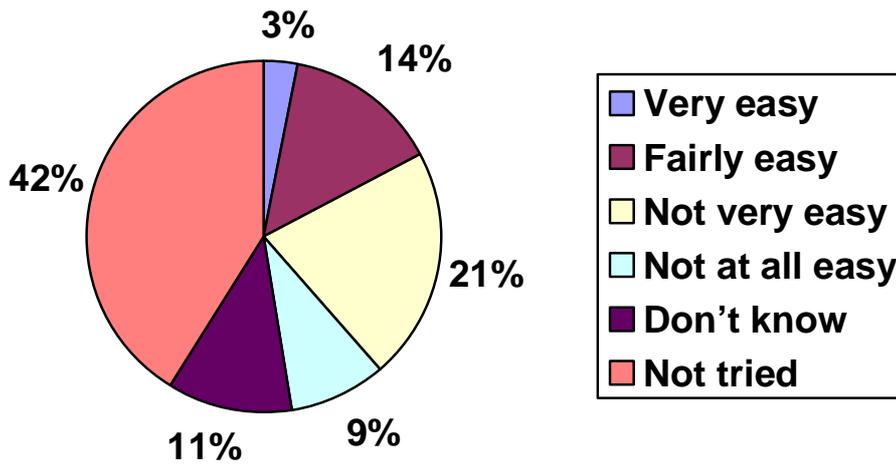
ii) Survey results

Crawcrook Medical Centre and Greenside Branch Patient Questionnaire responses

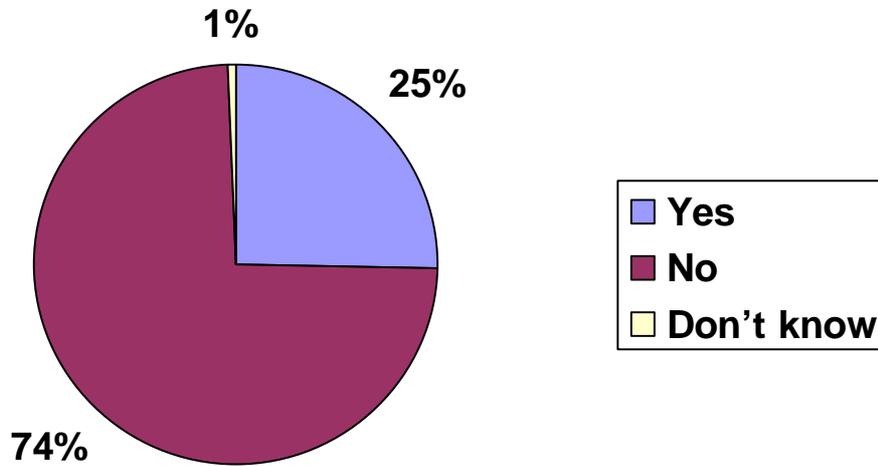
Q1. How easy is it to get through to someone at your GP practice on the phone?



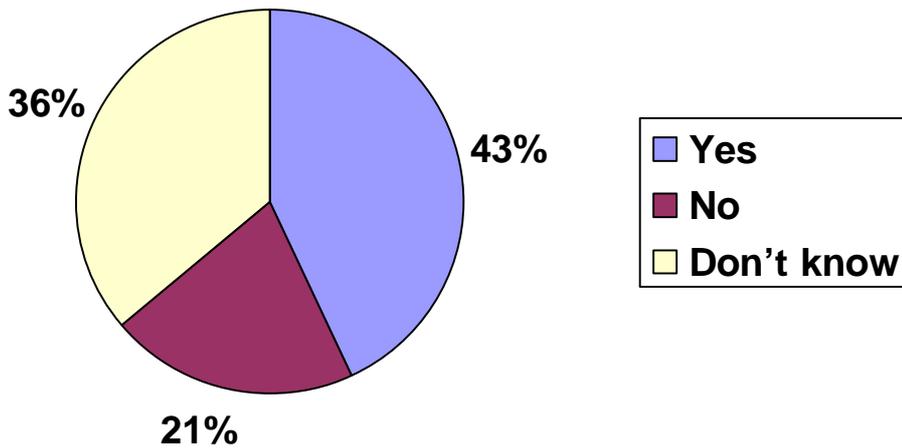
Q2. How easy is it to speak to a doctor or nurse on the phone at your GP practice?



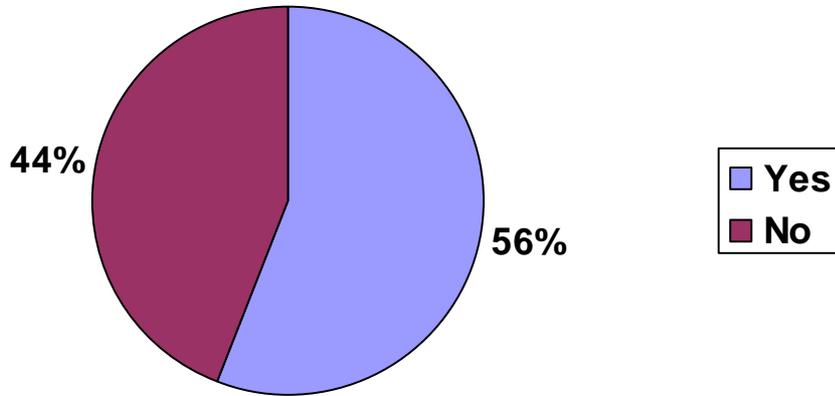
Q3. Are you aware that if you leave a message with reception the doctors will telephone you back for a telephone consultation?



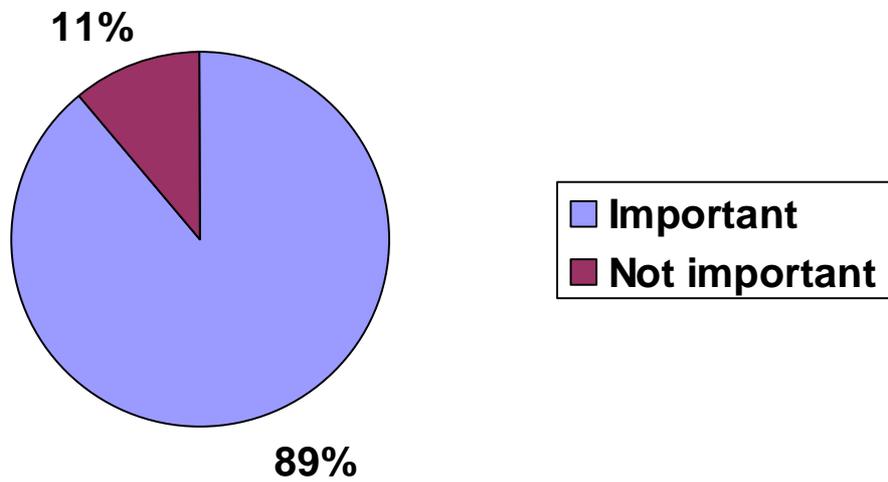
Q4. If you need to see a GP urgently, can you normally get seen on the same day?



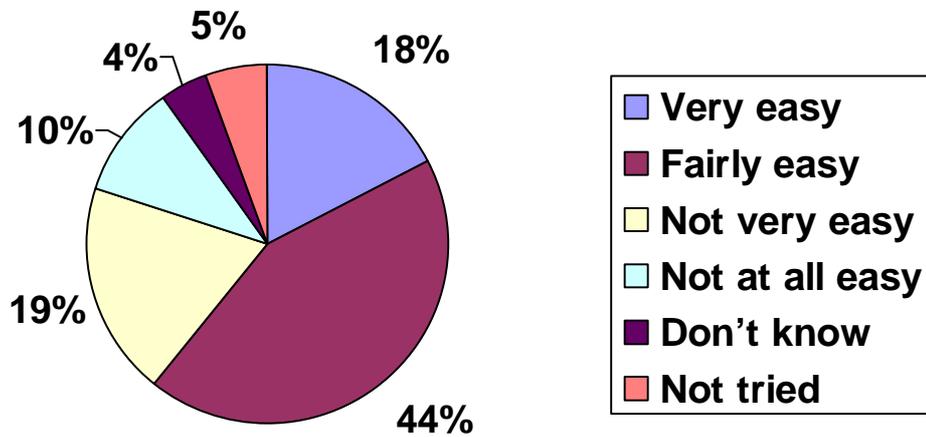
Q5. Are you confident you know who to contact if you need urgent medical attention



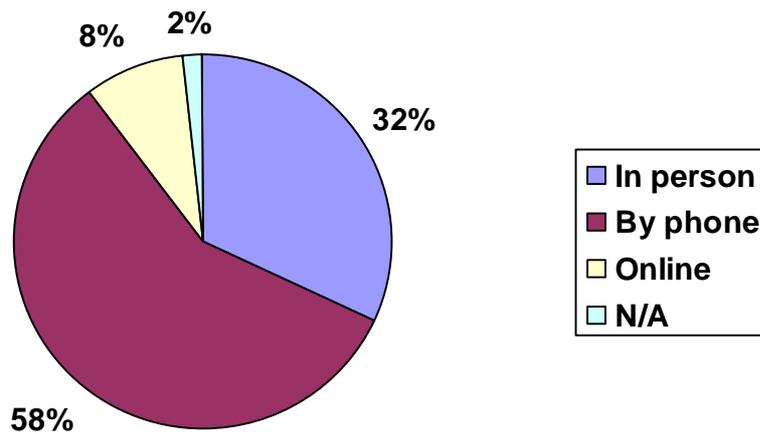
Q6. How important is it to you to be able to book appointments ahead of time in your practice?



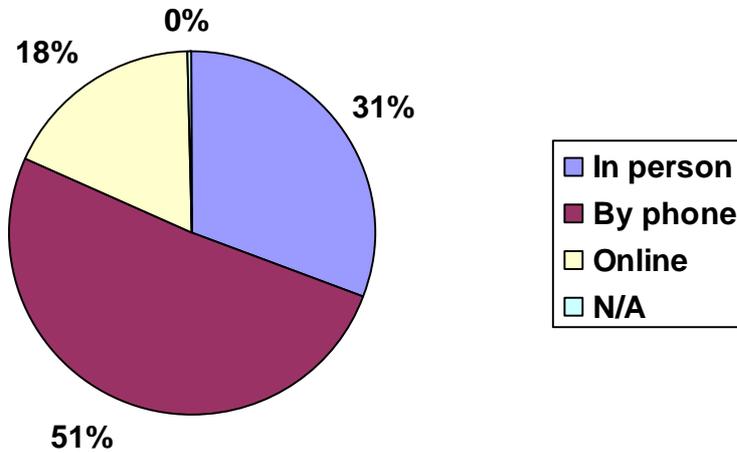
Q7. How easy is it to book ahead in your practice?



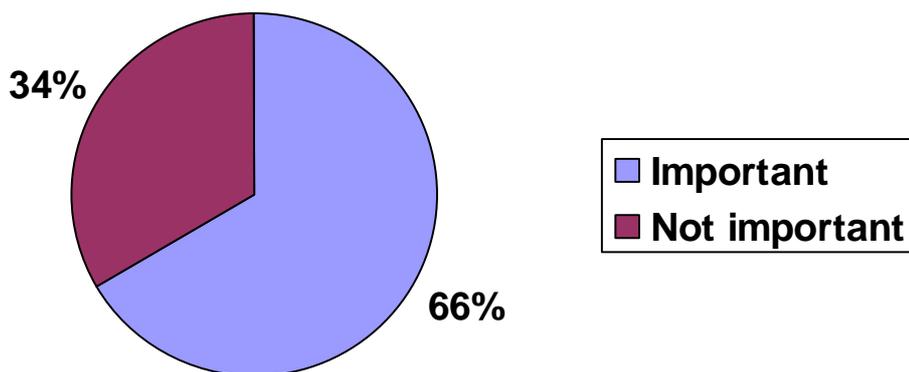
Q8. How do you normally book your appointments at your practice? (please tick all boxes that apply)



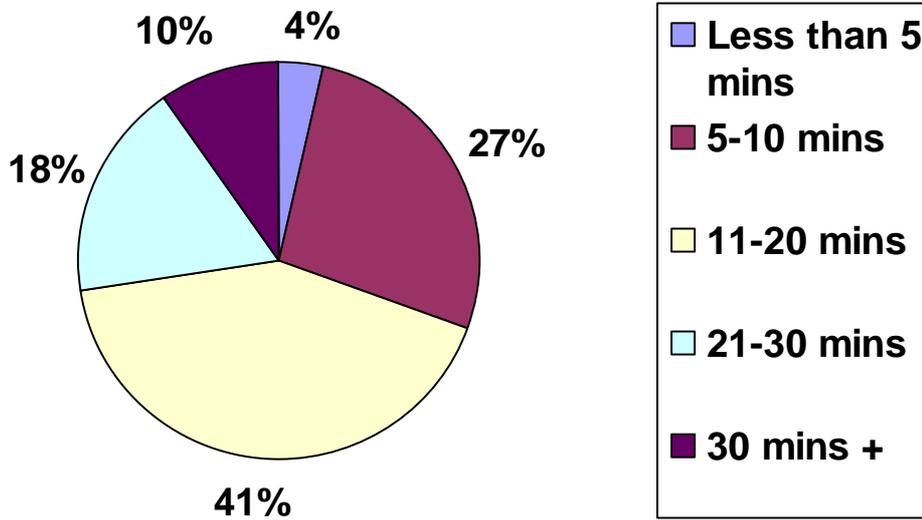
Q9. Which of the following methods would you prefer to use to book appointments at your practice? (please tick all boxes that apply)



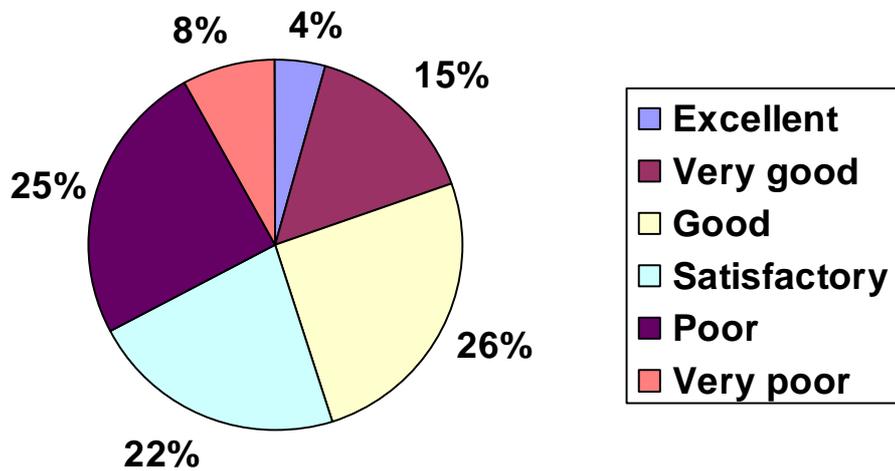
Q10. How important is it for you to see a named GP?



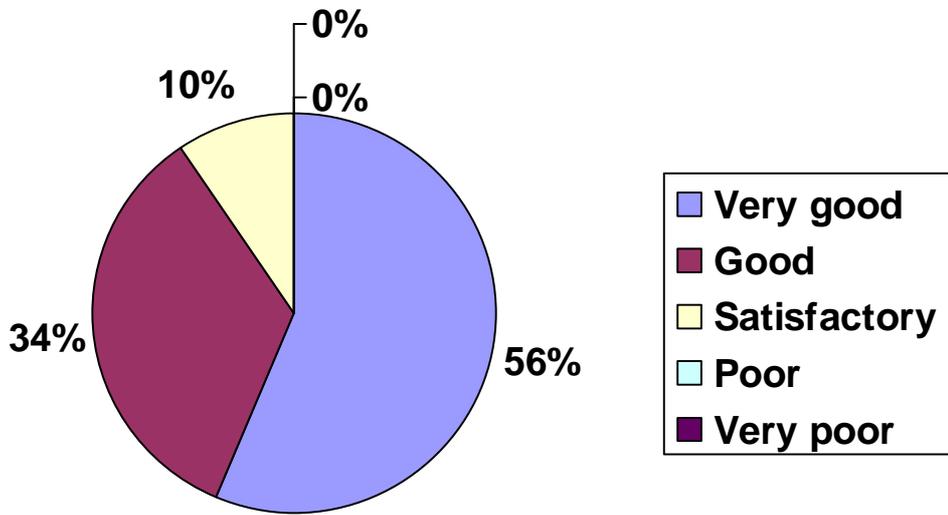
Q11. Thinking of your most recent consultation with a doctor or nurse – How long did you wait for your consultation to start?



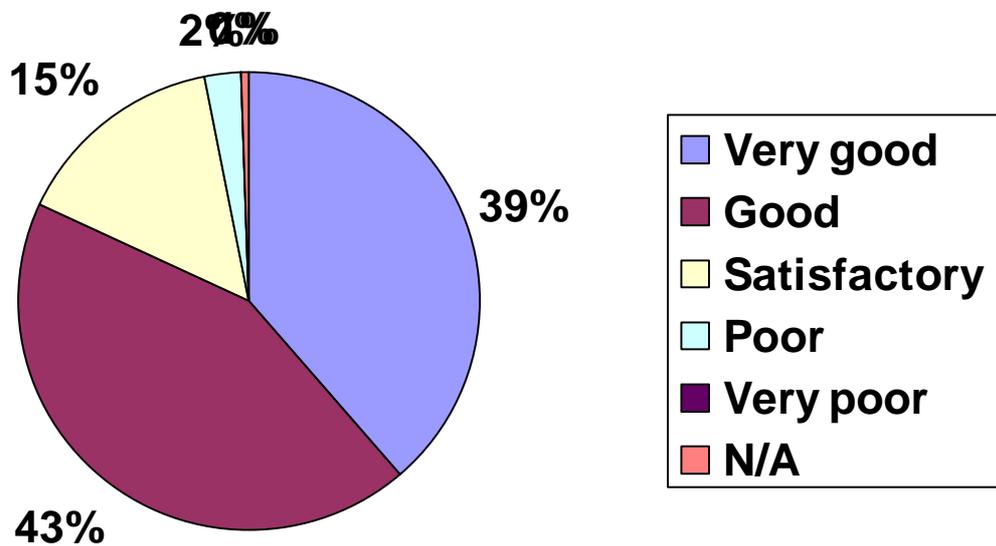
Q12. How do you rate how long you waited?



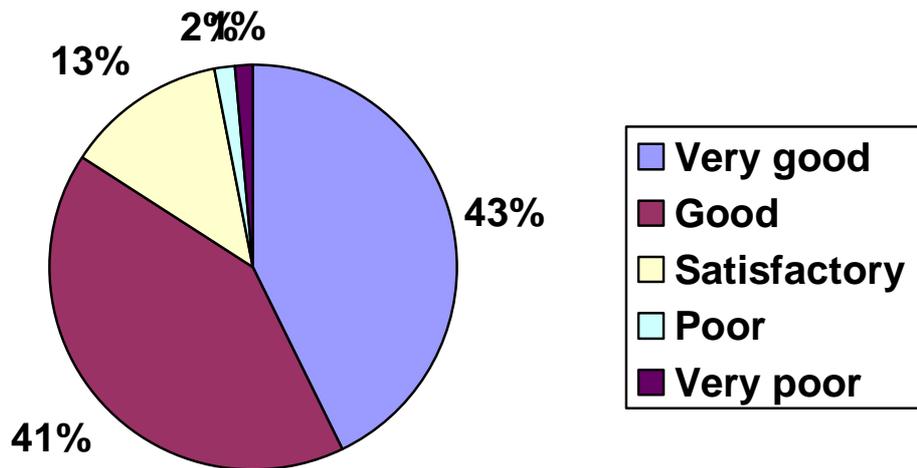
Q13. Thinking of your most recent appointment at the practice – How good was the Doctor/Nurse at listening to you?



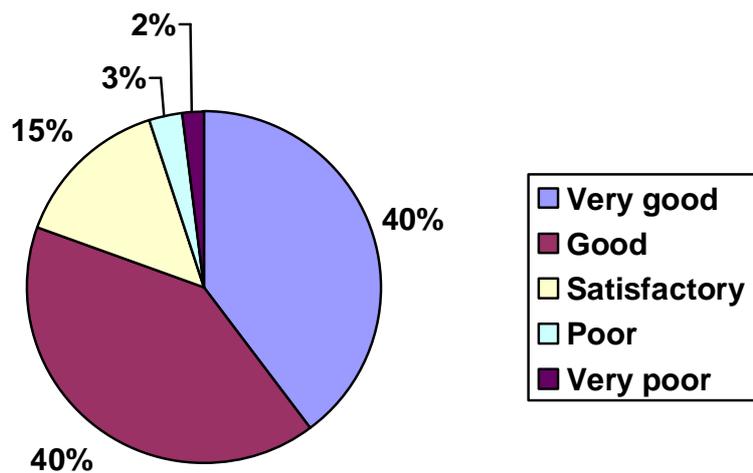
Q14. Giving you enough time?



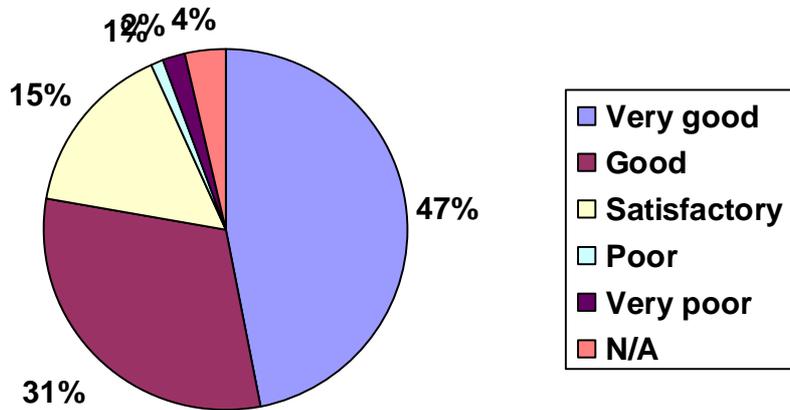
Q15. Explaining your condition and treatment?



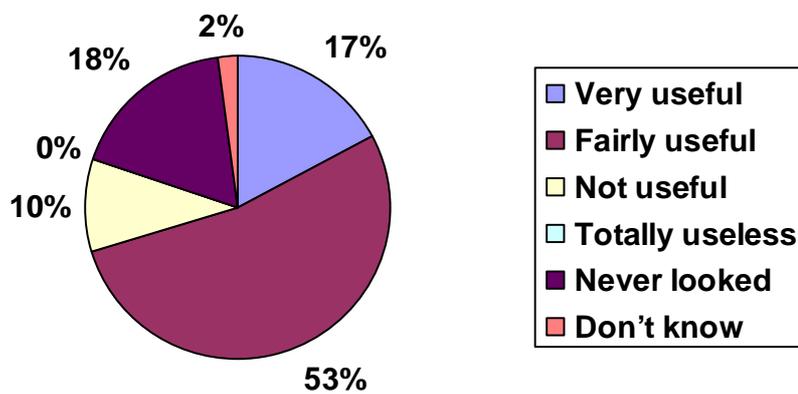
Q16. Involving you in decisions about your care?



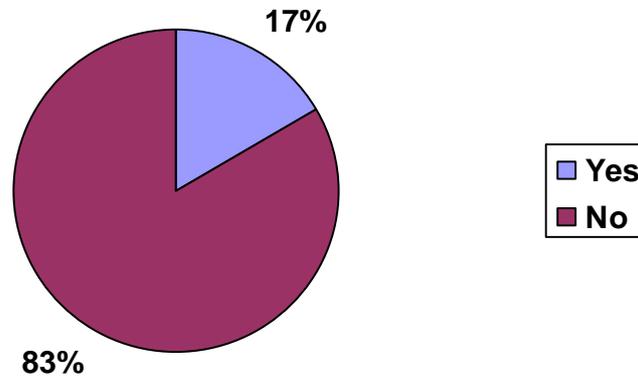
Q17. Providing or arranging treatment for you?



Q18. How useful is the information provided on the boards in the waiting areas?



Q19. Have you looked at our details on the internet?



iii) Comments/Themes

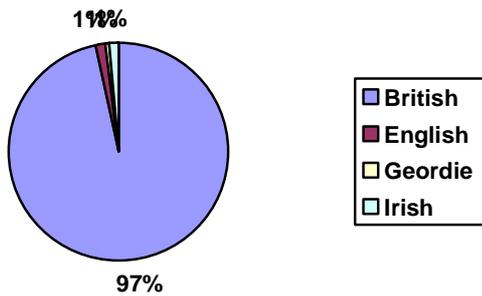
We had a total of 52 comments but these capture the main themes.

- 1 I understand the GPs are very busy but they need to be more accessible to patients on the phone and take the pressure off the reception/front of house staff.
- 2 Appreciate early morning appointments but Saturday or late nights would be helpful.
- 3 We seem to be losing all our doctors. Not it seems like we seen someone different every time we have an appointment. We don't have time to get to know them before their time is up to leave and move on.
We need to know our doctors and they need to know us on a personal level to give continuous treatment. Why are all our doctors leaving? We have a lovely medical centre but doctors mustn't want to be there.
- 4 Because of the changes in medical personnel a board with names and photographs would be very helpful. Patients would then have some idea who their appointments were with.
- 5 I have never checked my time with the doctor or nurse but I do know time varies. Would it not be a good idea to make or give patients a time slot of 15 mins. Then if the doctor can deal with the patient in less time then it would help to keep surgery running smoothly for patients and staff alike. Perhaps even having a time at the end of the surgery when reception could say "if you would like to come at the end of surgery a doctor will see you then".
- 6 It would be a good idea if you could have a surgery on a Saturday for people who work long hours during the week (Mon – Fri before the surgery opens, and finish work after the surgery has closed. This has been mentioned to me by a lot of people who can't make your normal appointments because of their work hours.
- 7 Length of time to wait on phone to make an appointment is not acceptable. However, staff v. helpful.
- 8 Appreciate the same day appointments but want to be able to book an appointment slot for non-urgent appointments within a reasonable time (say 5 days).

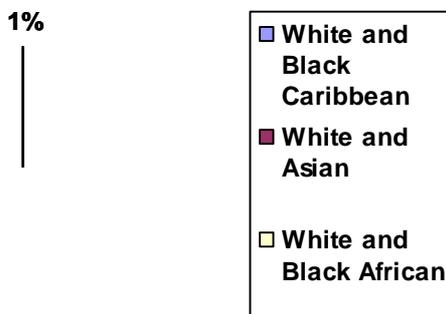
- 9 Would prefer not to be asked address details and what prescription is at reception given everyone can hear. However moved surgery recently to Crawcrook as bad service from a different practice. Already very impressed even though haven't been that much.
- 10 I like being treated by a named GP and due to all the changes in personnel, I realise it will take time to build up a trustful relationship between doctor and patient. I feel the staff are helpful and seek to do a professional service.
- 11 I think Janet is a huge asset to the practice and hope that she is appreciated as such. Prefer to book appointments online and request repeats online also.
- 12 I have also found the receptionists very helpful.
- 13 Do think there should be more privacy near reception area. Very open not at all private 'specially when waiting area is open and full of people.
- 14 I have always been satisfied with the service from Crawcrook Medical Centre and from Greenside Surgery.
- 15 No privacy at the counter. Everyone in the waiting room or in the queue can hear you.
- 16 Hold a diabetic clinic where all treatment i.e. bloods, feed, dietary can be held on same day instead of spaced appointments. Will make it easier for those who work.

Patient demographic

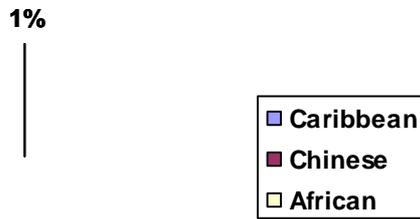
White



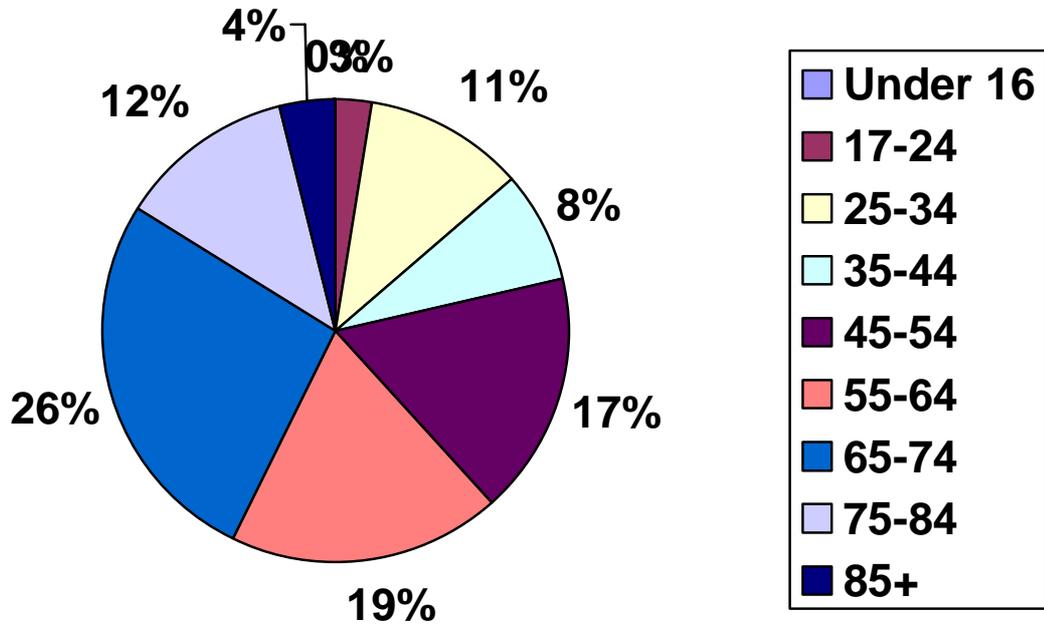
Mixed



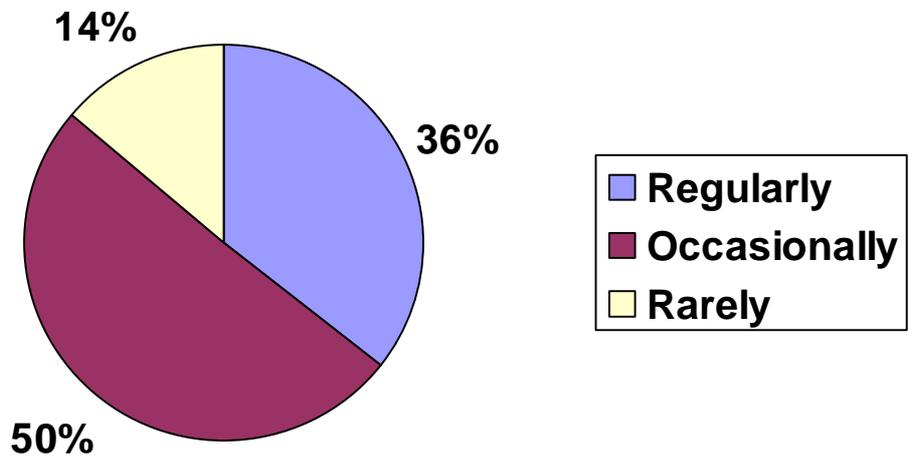
Black or Black British, Chinese or other ethnic group



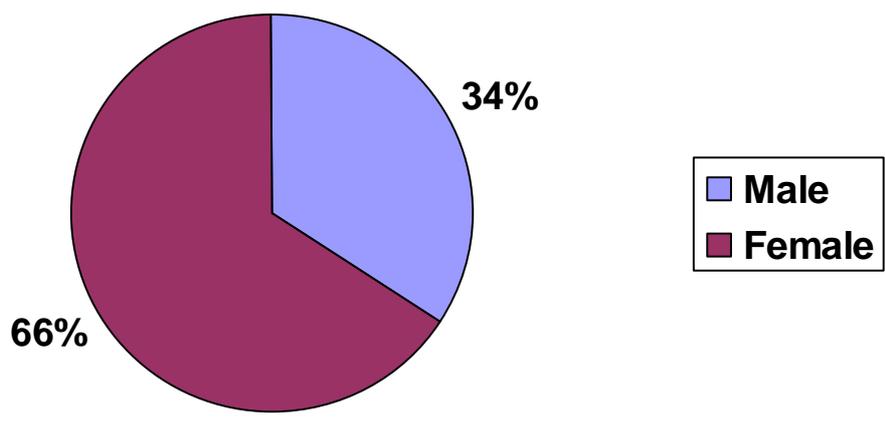
Age Group of respondents



How often do you visit the Practice?



Sex



iv) Forum discussion

Minutes of Patient Forum meeting 6th February 2014

Present: Kevin Maddison (Chair)
Jean Callender
Kate Ellison
Jacqueline Apperley
Christine Squires
Rod Anderson
Sue Jennings (Practice Manager)
Paula Wright (Secretary)

Apologies: Carole Thirlaway
Dorothy Liddle

The Patient Forum thanked Dorothy Liddle for her contribution to their work.

1. Minutes of last meeting

The minutes of the last meeting were agreed as a true record.

2. Matters arising from the last meeting

None noted.

3. Appointment Access

There was a wide ranging discussion about waiting times for appointments. Dr Williams has now left the Practice and her replacement has not yet been recruited.

4. Patient Questionnaire

The responses to the patient questionnaire were discussed in detail. Kevin Maddison agreed to pull together a short narrative from the results and Jacqueline Apperley agreed to develop a grid of actions which would be circulated by the end of the following week.

5. Comments/Complaints/Suggestions

1 very complex complaint had been received which had been dealt with fully.

6. Practice News

Sue is leaving on 21st February and the practice is currently recruiting to replace her. The members of the patient forum thanked Sue for her work with them.

7. Next meeting

The next patient forum meeting will be held on Thursday 10th April starting at 6pm at the Practice. Jacqueline Apperley will be the chair.

8. Any other business

Members of the patient forum welcome the Respect poster that is now displayed in reception.

v) Action plan

Issue	Context	Action	Responsibility	Timescale
<p><u>Communication</u> Improvement to telephone system and ease of access</p>	<p>Move from 0844 to 0191 number at Crawcrook surgery appears to have reduced delay and frustration for majority of patients but has limited queuing capacity</p>	<p>*Continue to monitor impact of revised telephone system and effectiveness of the call queuing facility at Crawcrook surgery. We will look into the feasibility of a weekly audit to monitor our performance in this area.</p>	<p>PM/PW Partners</p>	<p>On-going</p>
<p>Telephone consultation with clinicians</p>	<p>Many patients/carers still unaware of this service thus not yet widely used</p>	<p>*Publicise availability of telephone consultations with medical/nursing staff - for both CMC and GBS registered patients</p>	<p>PM/PW Partners PW</p>	<p>6 months</p>
		<p>*Post notice in waiting rooms at Crawcrook and Greenside; use website to publicise service; ask practice staff to explain option to patients telephoning/calling at surgery for appointment/home visit etc.</p>		<p>On-going</p>

Patient Participation DES Report. Crawcrook Medical Centre. March 2014. Paula Wright

	concerned that they may not book surgery appointments in advance. Lack of flexibility for patients who work or have caring responsibilities to balance with other commitments	patients of booking appointments in advance *Increase awareness of extended hours surgeries which are book ahead appointments.	PM/PW/AP M/Partners /Admin	On-going
Booking appointment options for patients	Majority of patients book by telephone; promoting greater use of on-line system may improve access efficiency and flexibility; may reduce telephone 'log-jam' each morning	*Publicise at each surgery the option to make on-line appointments *Issue a patient information leaflet to explain process ; promote link on practice website to application form for registration; and consider including 'promotional' message on telephone answering/queuing system	PM/ Partners	9 months
Repeat prescription order/collection system	Reduce demand for emergency repeat prescription at surgery reception; more recording time for telephone requests for repeat prescriptions	*Promote patient/carer awareness of 48 hour notice for repeat prescription requests and policy governing emergency access for medication via pharmacy staff.	PM/APM Partners/ Admin	1 month
		*Include information on practice website and notice boards in waiting and consulting rooms (Greenside and Crawcrook) and electronic notice board.	PM/PW/AP M/Partners	2 months

Patient Participation DES Report. Crawcrook Medical Centre. March 2014. Paula Wright

		<p>*Publicise prescription collection services offered by local pharmacies.</p> <p>*Investigate increasing recording time on telephony system requests for repeat prescriptions</p>		<p>On-going</p> <p>On-going</p>
Consultation/ appointment waiting times	Patients have raised concern about increased waiting times for consultations and clinics.	<p>*Practice to ensure clinics routinely start on time</p> <p>* Consider mechanism for clinician to notify reception staff to inform patients about unavoidable delay such as emergency/extended consultation</p> <p>*If possible, use the digital message board in waiting room</p>	Partners	1 month
Reception Area	Patients have raised concerns about lack of privacy at the surgery reception area	<p>We have consulted with the builders and landlord extensively since moving into the new building. After initially agreeing to make changes in reception to improve privacy, we were then informed that these would not be happening. Information about these consultations are documented in patient forum minutes which are available to read on our website.</p>	Partners/ PM/ Landlord	

Patient Participation DES Report. Crawcrook Medical Centre. March 2014. Paula Wright

		<p>*We play music in the waiting room in an attempt to provide some privacy at reception.</p> <p>*There is a sign letting patients know that they can ask to be seen in private should they wish.</p>		
Extending surgery hours	Patient request for appointments in early evening or weekends	*We currently hold extended hours surgeries (before 9am and after 6.30pm). These are book ahead appointments only. We will do more to advertise these.	PM/ Partners/ PW/Admin	6 months
Surgery opening time	Opening surgery doors at same time as first patient appointment slot does not allow patient time to book in or to be 'on time'	*Consider opening surgery building five minutes earlier than the first patient appointment	PM/ Partners	2 months
<u>Patient Experience</u> Staff changes	Patients have expressed concerns about staff turnover and changes in recent months	Matters relating to personnel and recruitment are outside of the PF remit but members felt it appropriate to record this feedback in the action plan	N/A	N/A
Gender balance in clinical team	Patient expressed preference to consult male clinician for male only conditions	*Consider developing dedicated service such as 'Well Man' or 'Well Women' clinics	Partners	6 months
1:1 Patient – clinician engagement	High levels of satisfaction were expressed with regard to the patient-clinician consultation.	The PF is pleased to record this positive feedback in the action plan	N/A	N/A