

University of Reading Medical Practice

Local Patient Participation Report

Contents:

1. The Patient Representation Group (PRG)
 - a. Our Local Practice Survey
 - a. Priorities to be covered in our survey
 - b. Methodology used in running the survey
 - b. Overview of the results and agreed actions arising out of the survey
 - a. Initial analysis of the results including representation
 - b. Consultation on the findings and agreed actions
 - c. Considerations for 2012/13 survey
 - c. Current access details
 - a. Core Services
 - b. Extended opening times

- Appendix 1 Proposed plan of action for patient group
Appendix 2 Overview of the survey results

1. The Patient Representation Group

The practice first established its patient representation group (PRG) five years ago in 2007. Regular meetings have been held since that time and on average around 2-4 meetings are held each year depending on the situation at the time. We have a total of 6 members at present and generally attendance runs at approximately 75%

Over the last five years we have found it difficult to encourage active participation in this forum with the students, particularly given their high turn around (typically 3 year duration). We have therefore established other links via such forums as the Steering Group (a University body with an overview of the medical services to April 11), the Student Welfare Group and the Students Union.

We also decided to try a virtual group in 2011 and were successful in recruiting approximately 10 people to this, including 4 students. This group are communicated with via email, but we also continue to meet with the established PRG group. This approach has also enabled two of our disabled

patients to participate. Males and females are represented in proportion to the practice list which is almost 50-50.

We are always keen to recruit new members and advertise for the group via our website, our internal patient information display and our regular newsletters on an ongoing basis.

Both the virtual and the established RPG have been consulted throughout the patient survey program and we have also used our well established direct routes to ensure that the student voice has also been heard.

2. **Our Local Practice Survey**

a. Priorities to be covered in our survey

All of our RPG members were emailed with a brief description of the requirements of the patient survey and asked as to which topics they would like to see covered within the survey. They were particularly asked to raise any areas where they had any concerns about any aspect of the service offered.

The results were as follows:

Questions	Responses
Ability to contact practice	8
Getting appt when you need it	9
Opening Times	18
Quality of Clinical Care	7
Continuity of Care	8
Our Staff	4

No particular concerns were raised but the group felt that we should explore any issues pertaining to access as that was generally key to patient satisfaction.

We also introduced a section on the support staff including medical secretaries and administrators as this area had not been covered by previous surveys

Once the final questionnaire had been constructed this was again passed by the patient group by email to ensure that all were content that the matters raised had been adequately covered

b. Methodology used in running the survey

The survey was produced in paper copy and distributed within Reception. It was also made available online on the practice website.

The survey was originally planned to run for 3 weeks but as there were problems with the on-line submissions we increased our focus on the paper based approach and ran for a further 2 weeks. The practice had appointed a subcontractor to manage the audit and the technical issues lay with their system.

The contractor compiled a report of the survey results but made no analysis of these results.

3. Overview of the results and agreed actions arising out of the survey

a. Initial analysis of the results including representation

The practice put together a brief report on the findings of the survey which was circulated to the patient group together with the full survey results a week before a previously agreed date for a meeting to discuss the findings on the 2nd February. The report was drawn up as an aid to further discussion and is shown in full in Appendix 1

b. Consultation on the findings and agreed actions

The actions detailed in Appendix 1 were agreed but the following discussions and additional points were raised

The group felt that we should not be influenced too much by the apparent preference for the ability to book appointments over the internet. They felt that the phone provided a more immediate service and enabled a discussion regarding possible options.

However it was recognised that the provision of the internet service was a valuable tool for many patients and that given the response we should increase our efforts to advertise the service. The group was very clear however in not wanting to see any degradation of the telephone service as a result.

The group had a long discussion over the apparent discrepancy in the survey findings regarding the patients' ability to book ahead and the reality as portrayed in the final graph in the report. The graph shows the availability of appointments over the coming 6 weeks from a given point of time in February. The group discussed what was understood by 'book ahead' and agreed that subsequent surveys would need to probe further and that more specific questions were required. The group also thought that we should advertise that appointments are available up to 6 weeks in advance.

Overall the group thought that the results were excellent and a true reflection of the quality of service enjoyed by the patients.

They asked that question 12 regarding specific doctors be removed from any future surveys as they felt uncomfortable with it.

Finally the rate of attendance was questioned as the group noted that the response rate was predominantly female with 70% female to just 30% male. This raised the question of whether the practice did enough to support its male patients or indeed of whether females consulted more than males.

The attendance rate of patients over a 6 month period was subsequently analysed and found to be 63% female and 37% male. The survey findings therefore provide a true reflection of the usage of the services albeit not the practice population as such.

c. Considerations for 2012/12 survey

The group also touched on considerations for future surveys as follows:

- Encourage better response by shortening the survey
- Remove questions which proved of little value
- Drill down on the questions where answers required more analysis eg access of appointments on the days of the week across various time slots. This would enable the practice to tailor the availability of appointments to demand.
- Introduce questions on facilities (including cleanliness), and range of services
- Query interest in possible future services (especially considering those applicable for male patients)

4. Current access details

- a. Core services are provided between the hours of 8am to 6.30 pm Monday to Friday excepting bank holidays. Appointments are available throughout each day lunch hours included
- b. Extended opening times are currently provided from 6.30 – 8.00 pm on a Thursday evening and from 8am – 12 noon on Saturday mornings. These sessions are for pre-bookable appointments only together with limited Reception services eg collection of prescriptions. The doctors man these sessions on a rota basis so please contact Reception for details of specific availability.

Appendix 1

Proposed plan of action following findings of the patient survey November 2011

The last patient survey to be conducted in house was held in 2008 and was of a slightly different format, hence there will be no comparisons made in this analysis to earlier versions.

The survey was run over 4 weeks and received 396 responses in total. The practice initially focussed on promoting the survey via the internet but given a poor response and some technical issues the old methodology was adopted of asking each patient to complete a form before they left the surgery.

Analysis of results

The positive aspects:

Overall the results of the survey were very encouraging; and given the response to the question 'would you recommend the practice?' received 95.5% as definitely and probably combined, we appear to be on the right track.

The following results are also worthy of special note:

How helpful do you find the Receptionists?

Very and fairly helpful combined scored 96% which is outstanding in such a difficult area

Does the practice open at convenient times for you?

89.8% of patients responded yes with a further 5.7% as don't know. From other responses to questions about access it is clear that there is work to do in this aspect (further details below) but again our approach to the provision of appointments appears to be largely successful

And our clinical team received positive feedback with the following achievements with the very good and good categories combined:

- GPs giving patients enough time - 90.0%
- GPs listening to patients - 89.9%
- GPs treating patients with care and concern - 89.8%
- Patients having confidence and trust in the nurse - 89.4%

Our support staff similarly scored 92.7% with the time that they gave patients

Areas where action is indicated:

1. Promotion of services

It would appear that some patients are not aware that:

- they can make appointment on line
- that we provide late night appointments on Thursday evening
- that we run a Saturday morning clinic
- that we provide appointments throughout the lunch hour.

We propose to promote these services via the in house display in Reception, on our web site and via a special leaflet to be handed to all patients attending for a month re feedback on the survey and actions planned. We will also put up posters from time to time to catch patients on an ongoing basis.

2. Ability to book ahead

The Practice needs to have a better understanding of what patients mean by 'booking ahead' and hence this will be discussed with our patient group.

The clinicians templates are loaded onto our appointment system approximately 6 weeks in advance and patients are able to book over 50% of those appointments via the web, telephone or in person. Each day 30 appointments are embargoed to ensure that there are some appointments available 'on the day'. 15 of these are released at 1pm the day before, and the remaining 15 at 8am on the day itself. In addition there is a duty doctor each day who will see patients who need to be seen urgently.

If patients are wanting to book 2-3 days in advance the availability is admittedly restricted by then - but by other patients appointments and not our management of the system.

Report attached on the current availability for the coming 10 days from 25th January

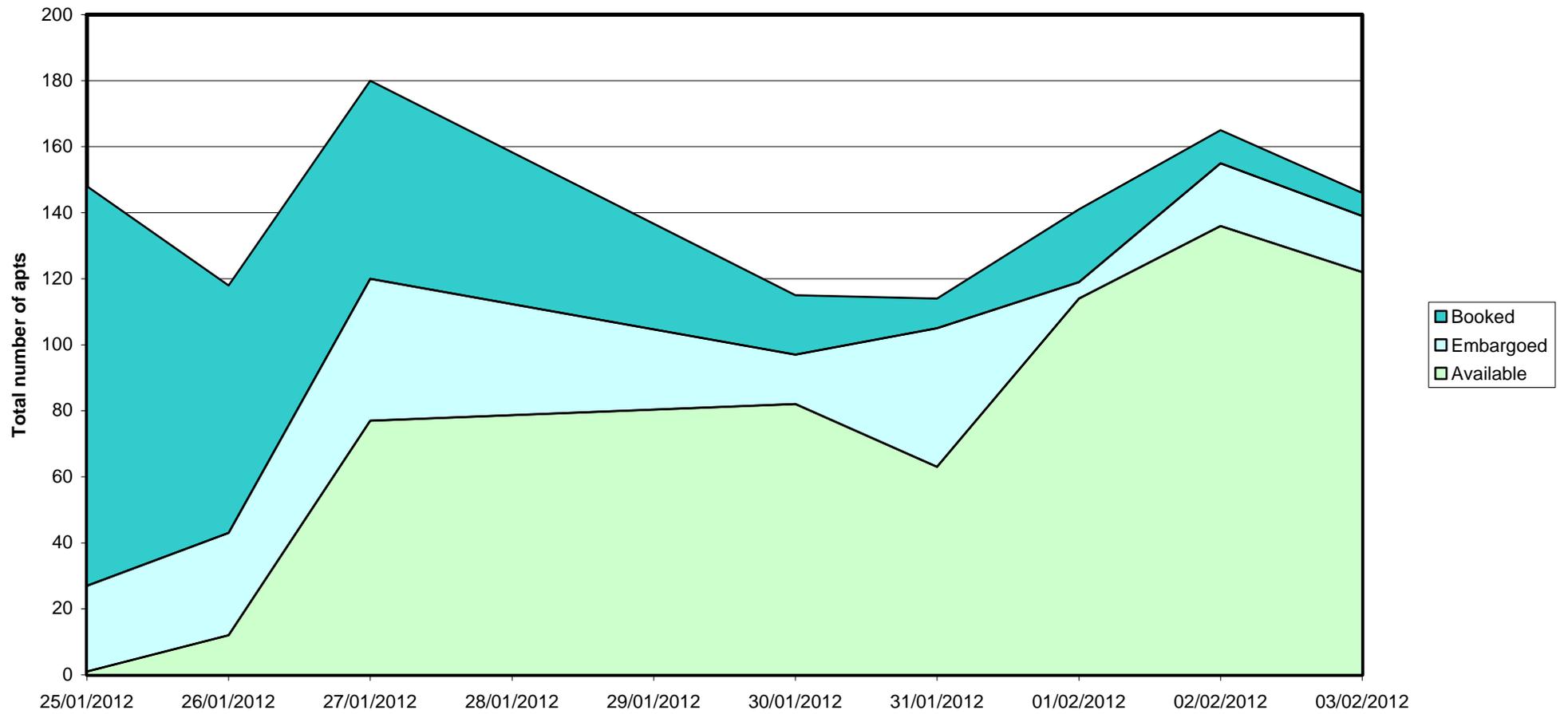
3. On line access

Currently we do not provide on line access to the nurses appointments. This is because there are several types of appointments and a number of specialist clinics. In addition not all nurses will have the training and experience to deal with certain issues.

We have looked at this but currently can see no easy way to provide direct access to booking as triage is a necessary exercise to ensure patients are booked into the most appropriate clinic.

Again we need to feed this back to our patients and explain what our concerns are.

Distribution of booked, embargoed and available appointments over next 10 days



Appendix 2 Summary of Survey results

ques About Receptionists and Appointments										
		weekly	>1x mth	<1x mth	2-3x yr	<1x year				
1	How many times in the last 12 mths have you attended the surgery	4.3%	15.4%	37.2%	30.9%	12.2%				
2	How helpful do you find the Receptionists	66.1%	29.9%	1.5%	0.0%	2.5%	not tried			96.0%
3	How easy is it to get through to the practice	43.4%	40.7%	3.0%	0.0%	2.0%	10.9%			84.1%
4	How easy is it to speak to a doctor or nurse	21.0%	29.9%	5.1%	0.5%	4.8%	38.7%			50.9%
5	If you need to see a GP urgently, can you normally get seen same day	50.3%			11.4%		38.4%	yes/no/don't know		50.3%
6	How important is it for you to be able to book ahead	90.9%			9.1%			Important / not		90.9%
7	Is it easy to book ahead	54.8%	33.3%	4.3%	1.3%	1.3%	5.1%			88.1%
8	How do you normally book your appointments	22.1%	55.7%	21.9%	0.4%					77.8%
9	Which of the following would you prefer to use	17.4%	47.8%	34.0%	0.8%					65.2%
		person	phone	online	N/A					
Thinking of times you want to see a particular doctor										
10	How quickly do you usually get seen	1-2 days 27.7%	2-4 41.8%	+5 8.0%	not tried 7.1%	Don't know 15.4%				69.5%
11	How do you rate how quickly you get seen	Excellent 36.3%	V good 25.5%	Good 14.1%	Fair 7.0%	poor 1.6%	V poor 0.0%	N/A 15.4%		61.8%
12	Which GP are you referring to	EJ 18.8%	MR 17.5%	IR 12.0%	SA 20.5%	JF 12.4%	JM 6.4%	NMH 2.1%	MK 9.4%	SDA 0.9%
										36.3%
Thinking of times you are will to see any doctor										
13	How quickly do you usually get seen by any doctor	1-2 days 59.4%	2-4 25.8%	+5 1.3%	not tried 4.6%	Don't know 8.9%				85.2%
14	How do you rate 'how quickly you are seen by any GP'?	Excellent 46.7%	V good 25.8%	Good 9.0%	Fair 6.0%	poor 0.8%	V poor 0.0%	N/A 11.7%		72.5%
15	How long did you wait for consultation to start	<5mins 28.0%	5-10mins 49.0%	11-20mins 16.2%	30mins 2.2%	>30mins 3.4%	no set time 1.1%			77.0%
16	How do you rate your waiting time	Excellent 35.0%	V good 27.0%	Good 17.2%	Fair 14.5%	poor 2.7%	V poor 1.6%	N/A 1.9%		62.0%

About opening times											
		Yes	No		Don't know						
17	Does the practice open at convenient times for you	89.8%		4.6%		5.7%					89.8%
		before 8am	lunchtime	after 6.30	Saturday	Sunday	None of these				
18	Which of the following hours would make it easier for you	9.4%	5.0%	25.7%	32.3%	14.5%	13.1%				14.4%

About seeing the doctor of your choice											
		Yes	No		Don't know						
19	Is there a particular GP you prefer to see	56.9%		43.1%							56.9%
20	Which Dr do you prefer to see	EJ	MR	IR	SA	JF	JM	NMH	MK	SDA	37.6%
		20.7%	16.9%	11.3%	20.7%	10.8%	8.0%	1.9%	8.0%	1.9%	
21	How often do you see the GP you prefer	Always	Mostly	sometimes	Rarely	not tried					58.8%
		36.3%	22.5%	18.8%	3.1%	19.4%					

How good was the last GP that you saw (within 6mths)											
		V good	Good	Fair	poor	V poor	N/A				
22	At giving you enough time	67.2%	23.7%	5.6%	0.0%	0.0%	3.6%				90.9%
23	At listening to you	72.2%	17.7%	4.8%	1.2%	0.6%	3.6%				89.9%
24	Explaining tests and treatments	60.5%	23.7%	5.8%	0.9%	0.3%	8.8%				84.2%
25	Involving you in decisions re your care	63.8%	22.2%	6.6%	1.2%	1.2%	5.1%				86.0%
26	treating you with care and concern	67.9%	21.9%	4.5%	1.5%	0.0%	4.2%				89.8%

How good was the last nurse that you saw (within 6mths)											
		V good	Good	Fair	poor	V poor	N/A				
27	Giving you enough time	71.7%	15.0%	2.8%	0.3%	0.0%	10.1%				86.7%
28	Listening to you	73.3%	13.7%	2.1%	0.4%	0.0%	10.5%				87.0%
29	Explaining tests and treatments	66.8%	17.8%	3.1%	0.3%	0.0%	11.9%				84.6%
30	Involving you in decisions about your care	65.6%	16.8%	3.5%	0.4%	0.4%	13.3%				82.4%
			to some extent	no	Don't know	N/A					
31	Did you have confidence and trust in the nurse	82.0%	7.4%	0.4%	0.7%	9.5%					89.4%

Re overall care how well does the practice help you											
		v well	unsure	not v well	N/a						

32	Understand your health problems		77.7%	16.2%	1.9%	4.1%			77.7%
33	Cope with your health problems		76.2%	16.1%	2.2%	5.5%			76.2%
34	Keep yourself healthy		71.1%	20.2%	1.1%	7.6%			71.1%
		Excellent	V good	Good	Fair	poor	V poor	N/A	
35	Overall experience	52.2%	34.4%	10.9%	2.0%	0.6%	0.0%		86.6%
		Definitely	Probably	Prob not	Def not	Don't know			
36	Would you recommend	77.1%	18.4%	1.1%	0.6%	2.8%			95.5%

Experience of support services

		Excellent	V good	Good	Fair	poor	V poor	N/A	
37	How good are our support staff	42.5%	40.0%	14.1%	3.4%	0.0%	0.0%		82.5%
		Yes		No		Don't know			
38	Do they give you enough time	92.7%		0.6%		6.7%			92.7%
		Excellent	V good	Good	Fair	poor	V poor	N/A	
39	How do you rate how they listen to you	43.8%	34.9%	16.5%	4.0%	0.9%	0.0%		78.7%

Statistics relating to patients who completed the patient survey

Gender	Male	30.30%		Female	69.70%			
Age bracket	Under 16	16 - 44	45-64	65-74	75+			
	0.3%	70.8%	17.2%	7.9%	3.8%			
Patients with a long standing health condition	Yes	49.70%		No	45.60%		Don't know	4.70%
Occupation	Employed	Unemployed	Education	LT sick	home/family	retired	other	
	41.8%	1.5%	40.9%	2.4%	0.0%	11.6%	1.8%	
Ethnicity	White	Black	Asian	Mixed	Chinese	Other		
	87.70%	3.20%	4.10%	1.80%	0.90%	2.30%		