



## St.David's Family Practice Patient Participation Report 2012/13

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### Background:

Our Patient Participation Group was founded in 2009. The original Committee consisted of five members, together with the Senior Practice Partner and the Practice Manager.

Whilst the original Committee profile tended to lean towards the older generation, membership included a full time Carer and a disabled person. It was recognised, that to be more reflective of our practice profile, the Committee needed representation from the younger age group as well as from the multi-ethnic backgrounds that make up our patient list.

Despite extensive advertising including posters, newsletters, networking and our Practice Leaflet, we have not yet achieved a group that is as representative of our practice population as we would wish. Our 2013 Action Plan detailed below, acknowledges this and identifies further steps that will be pursued in order to hopefully achieve a more balanced profile, through the engagement with underrepresented groups. Our current profile consists of 2 males and 7 females, all of whom are aged >50. Of these, all except one are of White British ethnicity. We will however, endeavour to achieve a more reflective mix, consistent with our practice profile.

Age Groups	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 85	total
Male						1	1			2
Female					3			2		5

In addition to our Founding Committee Members, we also have a further five patients, two of whom have been recruited in recent weeks, who have indicated their willingness to be involved with reviewing survey analyses and participating in the formation of action plans and decision making.

### Development of greater patient involvement:

In April 2011, the Practice decided to enable patients to have more involvement in decisions about the range and quality of services that we provide, by the formation of a Virtual Patient Participation Group.

An advertising campaign was launched which included posters in the Waiting Area, Newsletters and the display of application forms at Reception and other public areas. Patients were informed that we would ask the members of this representative group some questions from time to time, such as what they thought about our opening times or the quality of the care or service they receive. Contact with them would be via email, our surveys would be brief and concise, so it shouldn't take too much of their time and that we had also set up a discussion forum for them to have their say. We aimed to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample. For this to happen, the group should include young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

In hindsight, our expectations were perhaps out of line with local interest. Stanwell is a very needy area, consists of pockets of deprivation, a wide spectrum of social need, unemployment and a very transient population. For many of our patients, English is not their native tongue and households with access to the internet are perhaps, more limited than was envisaged. It was also evident that the principal of how a Virtual Group worked was not easily understood, as many

applications did not even include an e-mail address. A total of 21 applications to join a Virtual Patient Participation Group were received back, of which only twelve included an e-mail address.

It was evident however towards the end of the year, that a Virtual Group would not after all, be the best way forward. Instead, we opted to personally approach patients and invite them to join our face to face Patient Group

### **2013 Patient Survey:**

At our Patient Participation Group Committee meeting held on 24 January 2013, a review of our Achievement against 2012 Action Plan was presented to the Committee and we were able to inform them that all Action Points had been implemented. That Achievement Outcome is attached to this Report as *Appendix 1*

The priorities of our second Patient Survey were discussed with the Committee at this same meeting. These were largely based around National GP Patient Survey issues, patients' priorities and Practice priorities. From these, a Survey was constructed which was brief, concise and primarily would gauge patient perception of our Accessibility. The Survey consisting of 14 questions, was approved by the Committee and a copy is attached to this Report as *Appendix 2*.

Survey questionnaires were distributed randomly to patients from 28/1/13 to 8/2/13 and were also available at Reception and at Patient Check-In. The Committee indicated that a minimum of 100 responses needed to be analysed. The Survey concluded on 8 February 2013, by which time 124 responses had been returned for analysis, whilst a few "spoilt" responses were not suitable to be considered.

### **Survey Findings Discussion:**

The PPG Committee, a GP and Practice Manager met again on 14 February 2013, together with the patient representatives who were able to attend, to discuss the findings. The patient representatives were reminded of the PPG's purpose and objectives - to ensure that patients are involved in decisions about the range and quality of services.

All delegates had received an analysis of the survey prior to the meeting. The survey report describes the assessment process of identifying those areas deemed by patient satisfaction, to require improvement and thus which then formed the basis of an Action Plan.

### **Action Plan:**

The Survey analysis was discussed at length at this same meeting and minutes taken. The PPG delegates unanimously approved a series of action points in response to the analysis. An Action Plan was then drawn up to address the action points and circulated to all delegates, seeking confirmation that the Plan accurately reflected their recommendations. There were no changes to the way services were currently being provided. The Action Plan consists mainly of recommendations.

### **Publication of Findings:**

The analysis of the 2013 Patient Survey, were made available to our patients from March 2013 by way of posters which represent the analysis in pie graph format. This poster display has been positioned in a very prominent position in our Waiting Room, so that all patients entering our Reception area can see the graphics as they arrive. We have also had our practice Action Plan printed on two enlarged A1 sized posters, again strategically positioned, so that all patients arriving at our Reception foyer, can see our proposals in response to the comments received.

Additionally, our practice website, [www.stdavidsfamilypractice.co.uk](http://www.stdavidsfamilypractice.co.uk) has had the results analysis and Action Plan uploaded onto it and which were made available for patient access, from March 2013.

### **Further Information:**

The opening hours of St. David's Family Practice are:

Monday	08.00 – 18.30 (with extended hours to 20.00)
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30 (with extended hours to 20.00)
Thursday	08.00 – 18.30
Friday	08.00 – 18.30
Saturday	09.00 – 11.00 (extended hours)

The practice does not close at lunchtime and telephone lines are open from 08.30 to 18.30 Monday to Friday.

To obtain access to services throughout the core hours, appointments can be made by telephone, in person or through Patient Access using the internet, if they have registered for this service.

### **Extended Hours Access Scheme**

The practice opens for extended hours on Monday and Wednesday evenings and Saturday morning, when individual healthcare professionals are available for routine appointments under an extended hours access scheme between 18.30 and 20.00 on Monday and Wednesday and from 09.00 to 11.00 on Saturday morning.

Surgery opening times and how to access Out of Hours when the practice is closed, can be accessed via an answer machine message over the telephone by dialling 01784 883933, our practice leaflet and on the practice website,

The practice website is: [www.stdavidsfamilypractice.co.uk](http://www.stdavidsfamilypractice.co.uk)

All information regarding the Patient Participation Group including this Report and a full analysis of all Patient Surveys can be found at this address.

**St. David's Family Practice  
Stanwell**

## Appendix 1

### 2012 ACHIEVEMENT v ACTION PLAN

#### In response to Patient Survey on Accessibility.

#### The Practice and our Patient Participation Group have jointly agreed the following:

1. The PPG recommends a greater promotion of Patient Participation to assist with reaching a wider and more diversified audience. Poster/information material to be displayed at Children's New Start Centre in Hadrian Way, targeting young Mum's/younger families. Practice to enquire of ENVISAGE (the audio visual display screen) if an advertisement for Patient Participation can be produced for integration into the available subjects library
  - Recruitment of two additional Committee Members, one of whom has an ethnic background *partly achieved 2013*
2. The PPG recommends that the Practice increase the level of advertising informing patients of the EMIS Access service.
  - Our Health Check questionnaire can have reference to this service added in so that patients are aware of EMIS Access from the moment they apply to the Practice to register as patients *Achieved March 2012*
  - Waiting Room posters *Achieved March 2012*
  - Flyers/application forms visible at Reception *Achieved March 2012*
  - Provision of "business cards" advertising the internet service in general *Achieved March 2012*
  - Make service more convenient to users by e-mailing user details to patients who forget their access details and become "locked out" *Achieved template est. April 2012*
  - Inclusion of service availability in ENVISAGE library for Waiting Room audio visual display system *Achieved June 2012.inc.Envisage library*
  - An additional benefit from promoting EMIS Access and increasing patient uptake would be to reduce the level of patients contacting the Practice at peak times to book appointments via the telephone, which can cause congestion
3. We anticipate patient satisfaction with telephone contact to gradually increase further, with the promotion of EMIS Access *Achieved. Telephone access not included in 2013 Survey but only 1 patient comment rec'd re this*
4. The PPG recommends reviewing patient privacy and related issues at the Reception interface:
  - the Practice to revisit the issue of confidentiality at the Reception Counter and Waiting Area
  - Is a smaller front Reception desk area feasible which would create a larger distance between patient discussion and waiting area? *Not practical due to damage that would be incurred to furniture & appearance of counter*
  - Explore alternatives to having a "please wait behind this line ...." patient notice *Compromise reached June 2012. Installation of convex mirror enabling Reception to view queue without vision prevented by design of Reception counter*
5. The PPG recommends that:
  - Our opening times and range of appointment availability need to be reinforced via greater advertising i.e. on business cards available at Reception *Achieved March 2012*
6. The PPG recommends that in relation to urgent appointments that:
  - to make patients more aware that telephone appointments are available *Achieved . Now reinforced at Reception training - ongoing*
  - to explore the feasibility of setting up a triage system
  - the Practice to remind patients that they are not able to specify a particular named Doctor when requesting an urgent appointment but that we will do our best to ensure that patients requesting to see a male or female Doctor are given that opportunity as best we can *Achieved. Now reinforced at Reception training - ongoing*
7. In summary:
  - generally, the patient feedback was good / excellent but areas requiring review/change have been identified and agreed with PPG
  - overall, the PPG are happy with the survey analysis

**Appendix 2**

**St.David's Family Practice Patient Participation Group**  
Stanwell Health and Community Centre, Stanwell TW19 7HE. 01784 883933

**How Are We Doing?**

We would be very grateful if you could take a few minutes to fill out this survey for the **Patient Participation Group** on the timeliness and quality of service you have received at St.David's Family Practice. There are 14 questions to this survey printed on both sides of the paper. Please tick the box which most closely describes your answer and return the completed form to the Practice by **Friday 8 February 2013**. The results will be posted in our Waiting Room and on our website from **March 2013**.

**Q.1 When did you last have an appointment at St.David's Family Practice?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Within the last 3 months	3 to 6 months ago	7 to 12 months ago	More than 12 months ago

**Q.2 Was the Waiting Room clean and tidy?**

<input type="radio"/>	<input type="radio"/>
Yes	No
Comments	

**Q.3 How helpful do you find the Reception staff?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very helpful	Helpful	Unhelpful	Very unhelpful	No opinion
Comments				

**Q.4 How satisfied are you with the Practice opening hours?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No opinion
Comments				

**Q.5 How good is our system for providing you with an appointment on the same day with a Doctor when you have an URGENT problem?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excellent	Very Good	Good	Average	Poor	No opinion
Comments					

**Q.6 If you have attended the Hospital Accident & Emergency department in the last year, is there any reason why you went there and not to your GP first?**

<input type="radio"/>	<input type="radio"/>
Have attended A & E in the last year	Have not attended A & E in the last year
Comments	

**Q.7 How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Haven't visited Doctor / Nurse
Comments				

**Q.8 Do you look after or give any regular unpaid support for any family member, friend or neighbour with a long term illness, disability or problems related to old age?**

<input type="radio"/>	<input type="radio"/>
Yes	No
Comments	

**Q.9 How likely are you to recommend St.David's Family Practice to other people?**

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very likely	Likely	Not likely	Definitely not	No opinion
Comments				

**Q.10 If there was something we could implement that is relatively simple to do to improve services, what would it be?**

Comments
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**Q.11 Do you have any suggestions for any areas for inclusion in next year's Practice survey?**

Comments
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**Q.12 Age Group**

<input type="radio"/> 16-19	<input type="radio"/> 20-24	<input type="radio"/> 25-29	<input type="radio"/> 30-34	<input type="radio"/> 35-39	<input type="radio"/> 40-44
<input type="radio"/> 45-49	<input type="radio"/> 50-54	<input type="radio"/> 55-59	<input type="radio"/> 60-64	<input type="radio"/> 65 or over	

**Q.13 Gender**

<input type="radio"/>	<input type="radio"/>
Male	Female

**Q.14 Which of the following ethnic backgrounds do you most closely identify with?**

White British	<input type="radio"/>	White Irish	<input type="radio"/>	White Other	<input type="radio"/>
Mixed – White & Black Caribbean	<input type="radio"/>	Mixed – White & Black African	<input type="radio"/>	Mixed – White & Asian	<input type="radio"/>
Asian or Asian British – Indian	<input type="radio"/>	Asian or Asian British - Pakistani	<input type="radio"/>	Asian or Asian British Bangladeshi	<input type="radio"/>
Black or Black British - Caribbean	<input type="radio"/>	Black or Black British - African	<input type="radio"/>		
Chinese	<input type="radio"/>	Any other	<input type="radio"/>		

**Equality and Diversity Monitoring**

The information you provide will be treated in the strictest confidence and is for monitoring purposes only.

**Thank you for taking the time to complete this survey**  
**St.David's Family Practice**