

2012 Local Patient Participation Report from Drs. Shaw & McDonagh GP Practice Patient Reference Group

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1. About the Patient Reference Group (PRG)

Drs. Shaw & McDonagh GP Practice invited patients to form a patient reference group in February 2012. The aim was to involve patients more closely and so improve the way patients' needs are looked after.

Patients were invited to join through in-practice poster & notice board displays; face to face during their attendances; and by opportunistic invitation – verbal & written.

The current PRG has 4 members. They range in age from +30 to +70 and are representative by gender, medical impairment, and community locality.

The practice and the PRG realise that the group is not wholly representative of the practice population. To try and make it as representative as possible the practice firstly compared the characteristics of members to that of the wider practice list. Seeing that there were gaps in the representation of younger persons, the practice is continuing with its efforts to engage with people in these groups through in-house literature, verbally, and appropriate mailings.

2. Wider practice survey

A key objective of the PRG is to understand and improve the way the practice cares for its patients. To assist this, the practice and the group utilised the Department of Health approved services of CFEP UK Surveys in carrying out a sample of the practice population between 5th – 20th March 2012.

The questions asked were based on the Department of Health agreed Improving Practice Questionnaire (National Surveys) – in seeking an evaluation of the quality of care provided by the Practice and Clinicians. This

method was deemed the most appropriate and thorough method during discussions at the February PRG meeting. It was considered suitable in supporting the need to examine overall access within the Practice.

The practice staff and patient group considered the survey questions suitable because they are clearly important to other patients, and the Practice would be able to positively address the results. It was considered that the survey would highlight the difficulties experienced with access (appointment systems, telephony, and reception services).

The survey was carried out over 2 weeks and questionnaires were distributed in-practice to those patients aged 16 and over. This method was chosen because of its uniformity and confidentiality, whilst being representative of the Practice population.

3. Survey results and action plan overview

The survey results showed that 79% of all patient ratings were good, very good or excellent although within these results; lower scores are evident across access to service categories. There are no significant differences in the responses – for example by age, gender or disability.

A complete summary of the results is provided at appendix 2.

The PRG and practice staff discussed these results and based upon this, the group and the practice have agreed that by December 2012, the following improvements will be made:

- A better choice of pre-bookable appointments
- Easier access to same day appointments
- Improved efficiency with telephony systems

The full action plan is provided at appendix 1.

4. Summary

The development of a Patient Reference Group and carrying out a patient survey has helped Drs. Shaw & McDonagh GP Practice to identify some key areas for action. The practice and group will continue to work together to understand patients' views about their practice, and how and where improvement can be made.

Appendix 1 – Action plan

Issue identified	Action to be taken (or reason why this cannot be addressed in the near future)	Success criteria – how will we know our action has led to improvement	Timetable	
			When will we implement	When will we measure progress
Appointment access	to have adequate capacity in place to offer patients an appointment quickly; to have processes in place to predict where this may not be possible; to provide a variety of access routes; to educate patients in how to use our services effectively; to reduce DNA (did not attend)	Patient satisfaction will be counselled Surgery timings will reflect trends in peak demand Internet appointment booking and auto-text patient reminders will improve DNA rates Improved awareness of supporting services and their accessibility	Initial task is to gauge the problem in the lack of same/next-day or pre bookable appointments. Capacity & demand profiling to be introduced wef April	Monthly findings will highlight progress PRG quarterly update
Telephony	Telephone system is often the first point of contact that a patient has with the Practice It will enhance the patient journey or disrupt it. System & requirements to be evaluated.	Improved access and prompt response Telephony driven by patient needs	Staffing levels & demand audit to be introduced wef April	Monthly findings will highlight progress PRG quarterly update

Appendix 2 - survey results

These are as detailed in attached adobe files and cover:

The questions asked

Number of overall responses to the questions

Number and % of responses answering in a particular way

Number and % of responses based on demographic data if revealing

Notes or graphs as appropriate

Appendix 3 – practice opening hours

Drs. Shaw & McDonagh GP Practice premises are open:

Monday to Friday 8.00 am – 12.30 pm and 1.30 pm – 6.30 pm.

During opening hours, patients are able to access services in the following ways –

Appointment booking

Telephone – 0151 928 8668

Repeat prescriptions

Telephone – 0151 928 8668 (strictly housebound patients only)

Via the repeat prescription re-order slip whenever possible – or at reception in person

Other services

The Practice offers a number of additional services including maternity; diabetes and chronic disease management; minor surgery; and baby immunisation. Details and availability of these services is available by contacting the Practice reception.

Out of hours

Out of hours, patients can contact the Out of Hours service on 0845 070 4422. This phone number is given on the practice answering machine message.