

Local Patient Participation Report

This report summaries the development and outcomes of Barrow Health Centre's Patient Participation Group 2012/2013.

Content:

1. Profile of practice population and Ethnicity Breakdown
2. Profile of PPG
3. Process of Recruitment
4. Results of Patient Survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of opening times.

1. Practice Population summary as at 31st August 2012

GP Capitation Report

GP: Totals

Health Authority: Leicestershire

Practice: Dr Simpson (Barrow Health Centre)

Age Range	Male	Female	Total
0 - 16	829	813	1642
17 - 24	324	337	661
25 - 34	423	477	900
35 - 54	1269	1286	2555
55 - 64	631	609	1240
65 - 74	475	496	971
75 - 110	287	395	682
Total	4238	4413	8651

Prepared on: 1 Aug 2012

Ethnicity

Ethnicity	Patient Count
British or mixed British - ethnic category 2001 census	8464

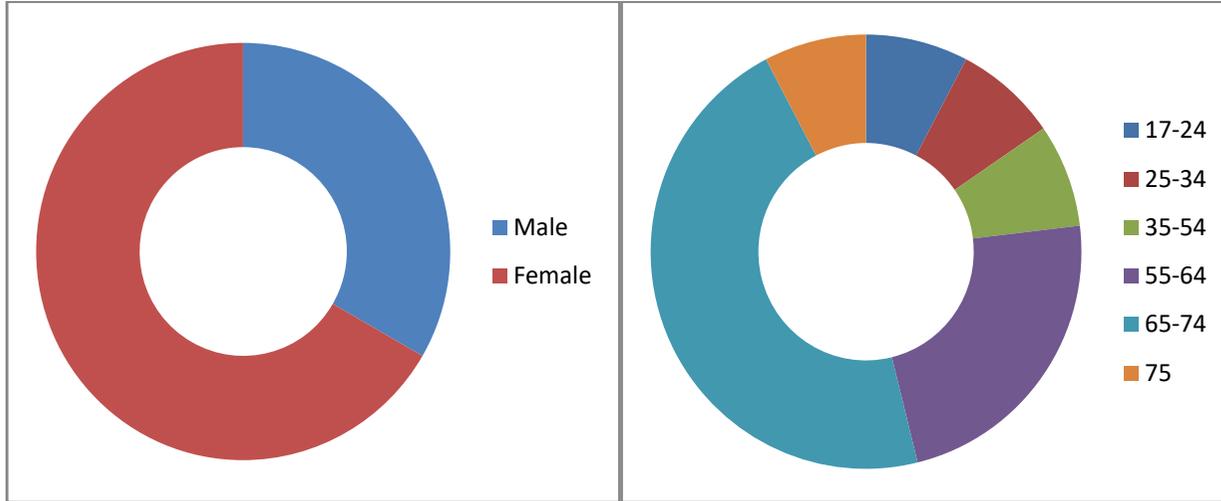
Irish - ethnic category 2001 census	15
Other White background - ethnic category 2001 census	56
White and Black Caribbean - ethnic category 2001 census	2
White and Black African - ethnic category 2001 census	4
White and Asian - ethnic category 2001 census	3
Indian or British Indian - ethnic category 2001 census	4
Pakistani or British Pakistani - ethnic category 2001 census	1
Other Asian background - ethnic category 2001 census	4
Caribbean - ethnic category 2001 census	6
African - ethnic category 2001 census	3
Chinese - ethnic category 2001 census	9
Ethnic category not stated - 2001 census	44

2. PPG Profile

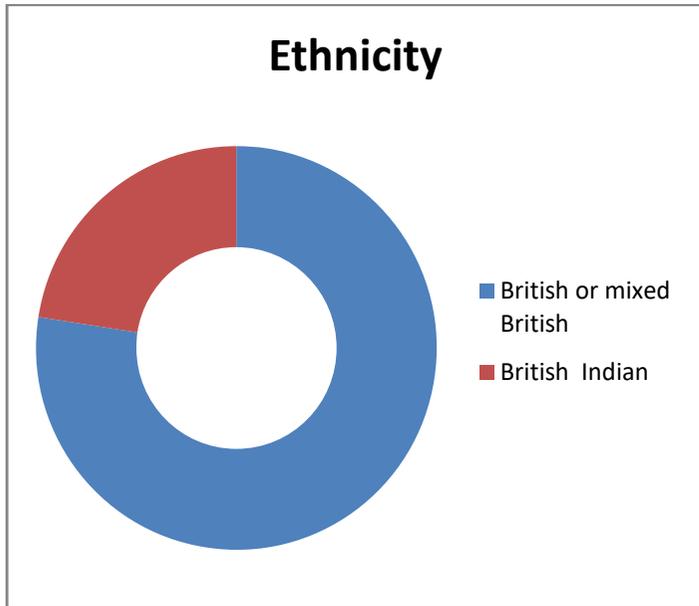
Our Patient Participation Group commenced in September 2012. The patient group comprises of 13 members. All patients of the surgery. Their gender, age and ethnicity is broken down as follows:

Gender = 4 Male and 8 Female

Age =



Ethnicity



(3)

3. Process of Recruitment to ensure there is a full range of patient representation.

- **Poster displayed in the Waiting Room**
- **Information displayed on our Practice Website**
- **Information displayed on LED display**
- **Information given to various patients to encourage others to join**
- **Applications available on our Website for joining the PPG or Virtual PPG**
- **Information given to Parish Council**

We started an advertising campaign in the surgery early in 2012, taking names and addresses of patients interested in joining our PPG. There was a lot of interest initially, but not from our younger patients. We then approached our website provider to design a questionnaire for patients to complete if they are willing to complete a survey, join a virtual PPG or participate in our PPG. We also have an area for patient's comments, complaints and ideas. These automatically come into my surgery email box to deal with appropriately, and since the existence of our PPG any messages which are relevant are passed to the PPG. We have had 2 patients request to be on the Virtual PPG and their comments will be passed to the active PPG.

Since commencing the group we have had 2 participants leave and 2 more join. We have appointed a chair, secretary and treasurer until we have an AGM in December 2013. Mrs Alison (Lee Practice Manager) also attends the meetings which are held in the practice on a Wednesday evening and when available a GP attends. We continue to promote the PPG and advertise in the surgery. We are also advertising in the local village magazine and in the Village News of the local newspaper. The PPG have their own notice board in the waiting room where they are promoting themselves and where patients can read the results of our patient survey. We have arranged for a successful Chair of another PPG to come and talk to them to advise how to proceed. We have spoken to carers in the locality to gain insight of their needs especially towards the practice. The Chair is sitting on the CCG forum for promoting 'Choose Well' and the Virtual Ward. He also attends the PPG conferences arranged by the CCG.

We designed a patient survey which took place over the summer and the results are below.

Please see below results of the patient survey we carried out through the summer months 2012.

This survey was carried out on behalf of our new Patient Participation Group to enable them to get a picture of areas they can help us improve the service, access and communication to the practice.

Each question was rated Poor, Fair, Good, Very Good, Excellent, or No Experience:-

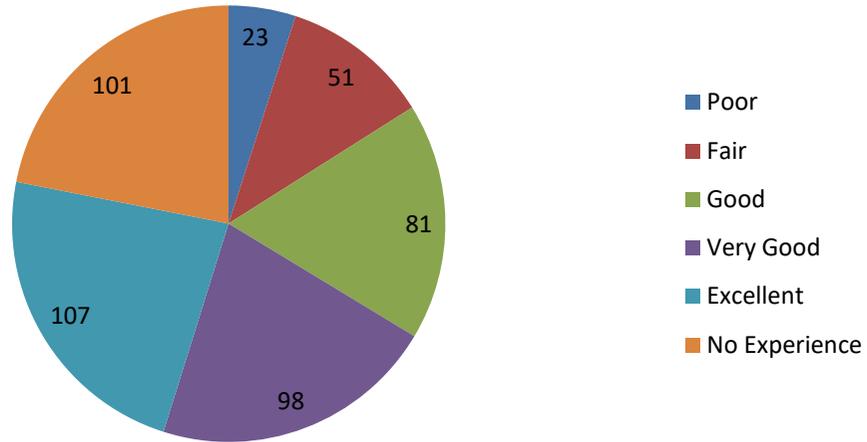
We surveyed a wide range of age groups, and a wide range of reasons for patients visits to the surgery.

Access to the Doctor or Nurse:-

	No Experience	Poor	Fair	Good	V Good	Excellent
1. Speed at which the telephone was answered initially.	5	3	13	11	12	9
2. Speed at which the telephone was answered if call transferred	22	1	7	10	7	6
3. See graph below						
4. Convenience of day and time of your appointment.		1	6	14	15	17
5. Seeing the Doctor of your choice.	5	4	5	8	11	19
6. Length of time waiting to check in with Reception.	2	1	3	14	14	22
7. Length of time waiting to see the Doctor or Nurse.	4	1	9	8	15	13
8. Opportunity of speaking to a Dr or Nurse on the telephone when necessary.	7	2	2	10	16	14
9. Opportunity of obtaining a home visit when necessary.	31	3	1	2	3	4
10. Level of satisfaction with the after house service.	25	7	3	4	5	3

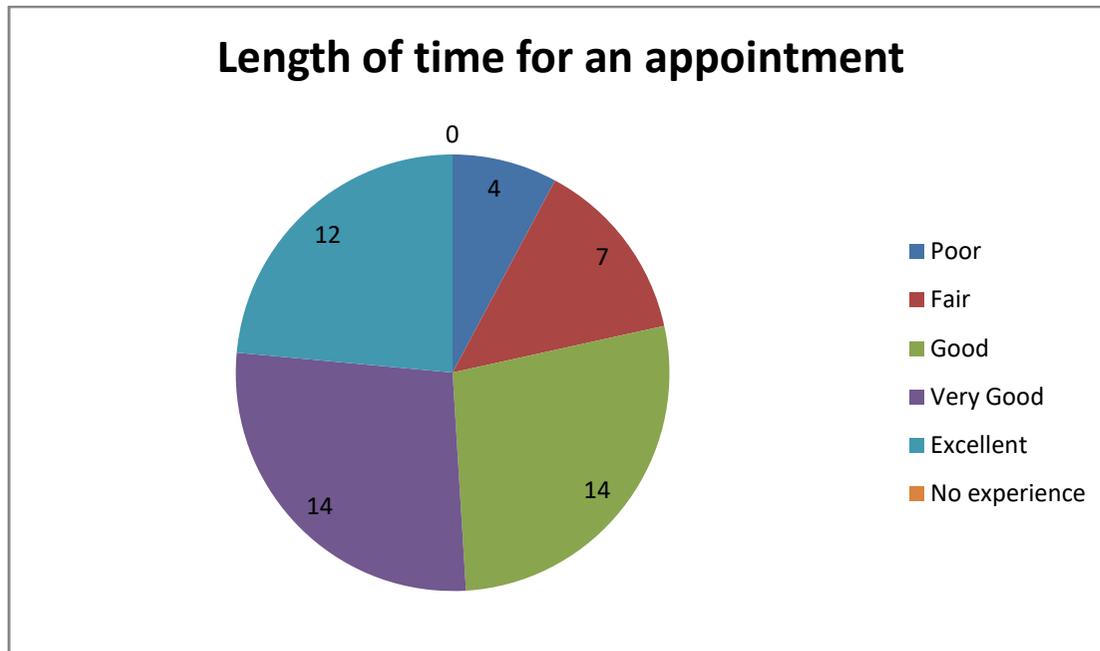
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Access to a doctor or nurse



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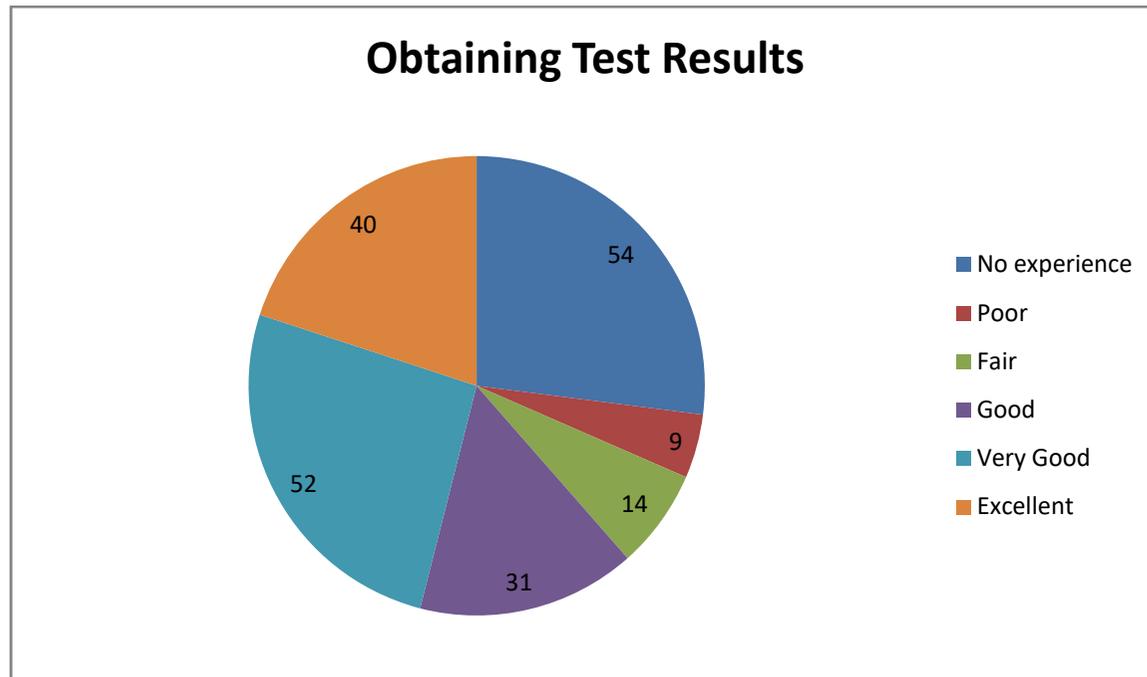
3. Length of time you had to wait for an appointment:-



(8)

Obtaining Test Results:

	No Experience	Poor	Fair	Good	V Good	Excellent
14. Were you told when to contact us for results?	14	3	1	9	12	11
15. Results available when you contacted us	13	2	3	10	13	10
16. Level of satisfaction with the amount of information provided	14	2	6	6	14	7
17. Level of satisfaction with the manner in which you were given the results	13	2	4	6	13	12

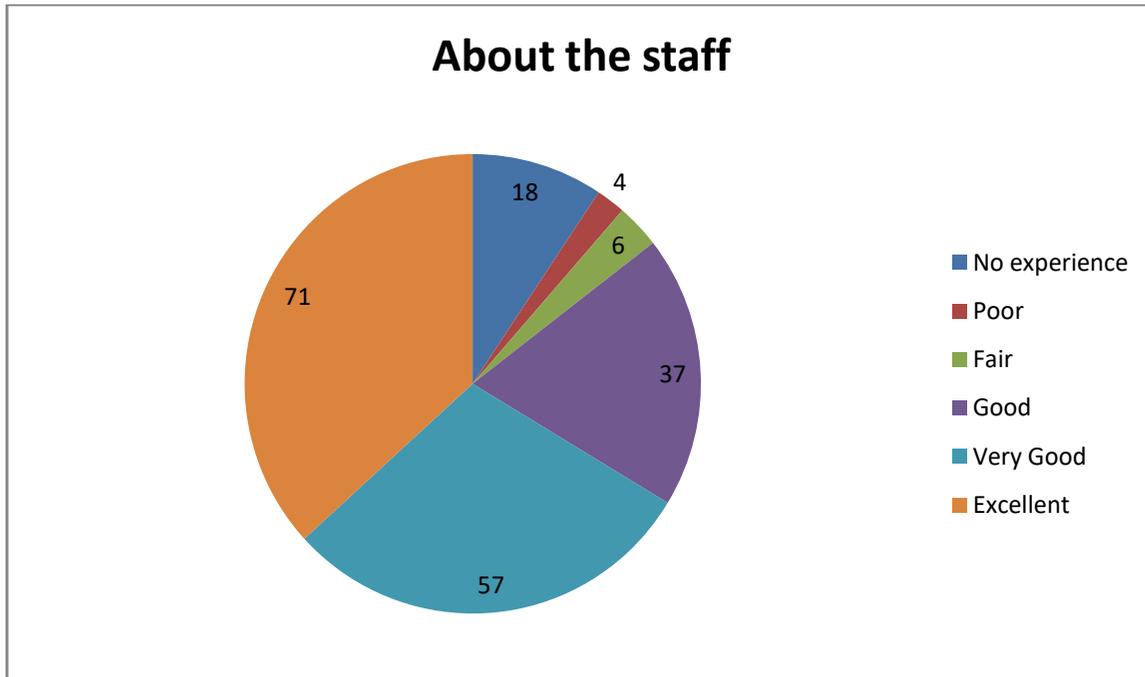


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About the Staff:-

- 18. The information provided by reception staff
- 19. The helpfulness of Reception Staff
- 20. The information provided by other staff
- 21. The helpfulness of other staff

	No Experience	Poor	Fair	Good	V Good	Excellent
18. The information provided by reception staff	1	1	3	12	13	21
19. The helpfulness of Reception Staff		1	3	6	15	27
20. The information provided by other staff	9	1		9	15	16
21. The helpfulness of other staff	8	1		10	14	17



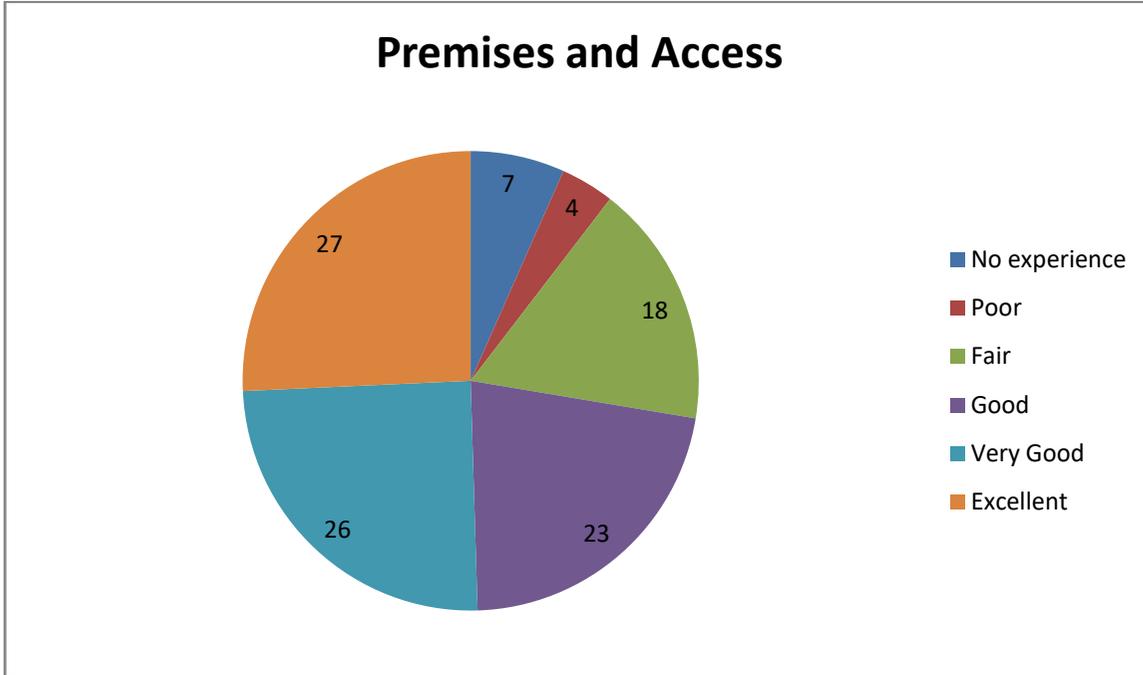
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Premises and Access

22. Parking Facilities

23. Access to the building

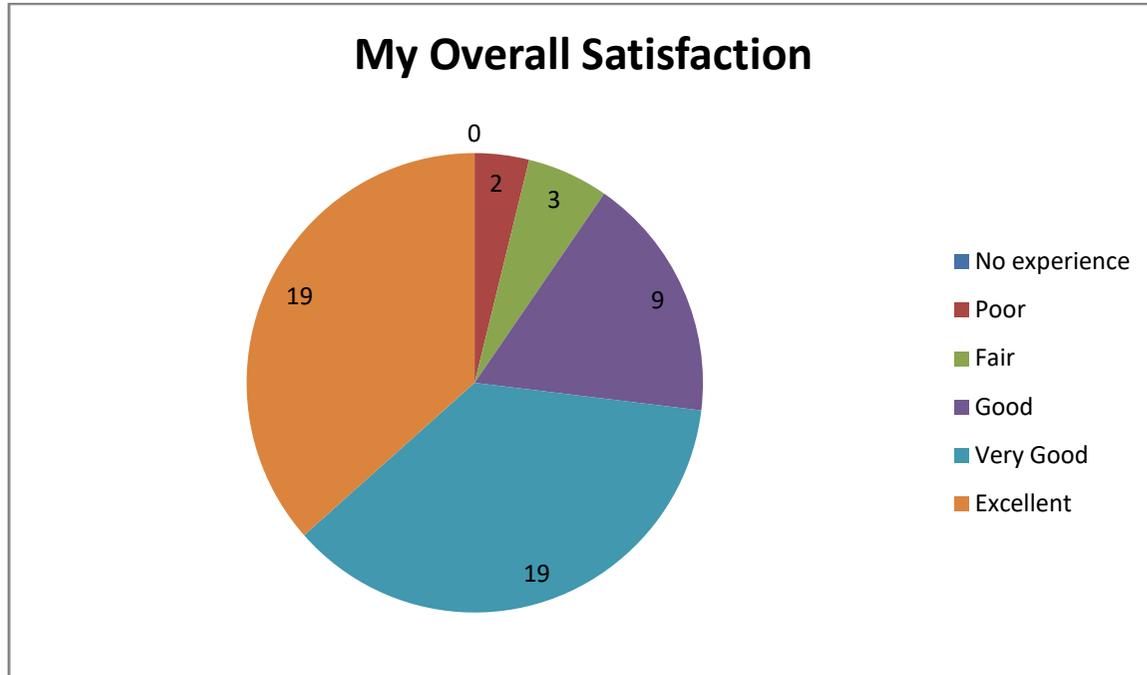
No Experience	Poor	Fair	Good	V Good	Excellent
7	4	16	8	10	8
		2	15	16	19



(11)

24. My Overall satisfaction with the Practice

2 3 9 19 19



Comments made from Improving Practice Questionnaire

An excellent all round practice, and has been since Dr Simpson took over. Please do not change anything.

When I bring my husband in a wheelchair it is like an obstacle course. Since the four years of my husband's stroke the doctors and staff have been brilliant. NEVER let me down. Always positive and helpful and make me feel welcome. Thank you for your support.

Don't like the idea that you shut for 1hour lunch. On a Monday asked to speak to a doctor and got a call back at 6pm. It would be nice to see the same doctor all the time if possible.

The surgery is a safe, clean and accessible place. Always treated with respect and with dignity. My GP of choice is excellent and fully appreciates what she does for me – nurses too – thank you.

Your contact telephone number is 0844, this is expensive and use of such is deplored by the government and independent people such as “Which”. Get rid of this as soon as possible (advise on information board).

All staff friendly and always willing to go the extra mile to help.

Further parking areas would make life easier especially for elderly and disabled people.

Why aren't you open on a Thursday afternoon? Surely for the size of the village there should be more than one doctor available in the afternoon. Staff at the desk have greatly improved, friendly, helpful and a vast improvement. The phone system in the morning is a lot better too, quicker and friendly staff.

Have recently transferred to this practice so my experience of the practice and its services is very limited.

I don't wish to have to see a nurse instead of a doctor, as this should be my choice as a discerning person.

I have always found the practice very good. The staff are helpful and polite and it cannot always be easy. If for any reason there are no available appointments then you are offered a telephone consultation which is very good. The parking does not affect me but I understand for some people it is difficult because people are not using the surgery and taking car parking spaces up. The doctors and nurses are very good. The receptionists are all very helpful.

Could be useful to have a separate waiting area for suspected contagious illnesses e.g. measles, flu. Somewhere to lie down to wait especially for children. Time need to phone to get an appointment is difficult if you have children to get ready for school. Also difficult if have sleep problems or ill teenagers. Would be useful to have an hour after school session so do not have to miss school for minor ailments (but able to book on the same day). This would also be useful to

allow time in the day to gauge severity of an illness getting worse/better. More evening appointments and weekends. Useful if given attendance slip for school aged children.

Health centre provides a high standard of service and dedication. I am glad it is available to me and I would not want to go anywhere else.

Needs improving with the ever growing population of Barrow, needs to be bigger with more doctors.

I have been looked after well at this surgery.

Tried to get an appointment today (Wednesday) as you now do a late night surgery. Was told that there were no appointments as they get booked up to 6 weeks in advance. How do you know when you are going to be ill? Also sit and wait in the mornings cannot always get in. If you work a 9-5 job and want to see a doctor you can't unless you know in advance that you are going to be ill.

I've marked the service down due to a number of problems in getting my prescription in the past. The problems now seem to be resolved but I am never quite confident it will be available when I call to collect it.

When calling to make an appointment and attending the practice for the majority of occasions staff have not been very welcoming or friendly. The receptionists have sometimes been rude and abrupt, when talking to myself and other patients. This is not acceptable or professional in a "customer facing" job position.

I would like to say how helpful all your staff are when I have come to the surgery. I have always been treated with respect and kindness.

More doctors needed for the growing population in the village.

Staff are always friendly and helpful. The doctors and nurses are all very good and work hard often under difficult circumstances. I have always managed to get an appointment when needed and the clinics that are run are very good and it is good that they are run rather than having to travel to a hospital to be seen.

All the staff are always very helpful.

Baby immunisation clinic is very disappointing. Often have a 30 minute wait which is very difficult with a young baby and no apology or explanation for lateness.

The whole process of having to be at the door at 8am to get to see a doctor is ridiculous. Unable to make an appointment except for weeks in advance/online system always down. All this takes no account of working people often with busy lives.

Would be better if there was an eye clinic. I have to travel to LRI to have in growing eye lashes plucked.

Meeting to Discuss Patient Survey:-

The PPG met on January 9th and as part of the agenda discussed the patient survey with a view to agreeing an action plan for the PPG to act on.

The PPG reviewed the results and highlighted areas where improvement could be made:-

- 1) Promoting on a wider scale the services available in the surgery. The PPG thought the practice leaflet was very good and had very useful information for patients to refer to when necessary. It was realised that these leaflets are only given to new patient, so it was felt that the leaflet could be distributed to existing patients. – Work in progress.
- 2) The car park is often a problem on certain days of the week when certain clinics are held as shoppers park in the surgery car park taking up the spaces needed for patients. Ideas on how we can resolve this is a work in progress.
- 3) Telephone access was an issue and the PPG wanted an explanation as to why we had a phone system that charged a premium rate. After the explanation they could understand why practices signed into this phone system. It was advised that the contract runs out in January 2014 so the search for a new system could be helped by the PPG

The action plan was sent to the members of the PPG and the Partners for their comments and once this has been approved by the members we will display on the PPG noticeboard.

A progress report will also be displayed on the PPG noticeboard so the patients can see the progress of the actions.

Progress Report
PPG Action Plan