

BALMORE PARK SURGERY – K81014
PPG DES YEAR END REPORT 2012-13
DIRECTED ENHANCED SERVICE FOR PATIENT PARTICIPATION IN
PRIMARY CARE

1. Baltimore Park Surgery Patient Participation Group (PPG)

Baltimore Park Surgery Patient Participation Group (PPG) was formed in 2008 and has been involved mainly with previous patient surveys and practice action plans from survey results.

Currently the PPG has 17 members consisting of 9 women and 8 men across different age groups and black and minority ethnic groups.

2. Survey priority areas agreed with practice and PPG

The PPG attended a meeting on 5th February 2013 to discuss appropriate questions for the practice patient survey. Prior to this meeting the group were emailed and asked to consider areas they felt should be covered in the survey and what patient issues the practice should focus on; copies of the 2012 Patient Questionnaire were emailed to the group as guidance.

Priority areas agreed by the practice and PPG were:

- **Communicating with the practice** - How does the patient normally book appointments; how easy is to get through to the practice by telephone; how long they have to wait to be seen by a particular doctor; how quickly they can be seen by a doctor urgently.
- **Opening times** – Is the practice open at times convenient to the patient; what additional opening hours would make it easier.
- **Most recent consultation** – How good was the last GP or Nurse at giving enough time, listening, explaining tests and treatments, involving patient in decisions, treating with care and concern.
- **How would the patient describe their experience of the Practice**
- **Patient demographics** – Patients were invited to complete their demographics.
- **Patients were invited to add comments on** – Anything particularly good about their health care; anything that could be improved; any other comments.

Preparation of survey questions / how survey questions were drawn up

Following the meeting on 5th February 2013, the practice manager prepared the questionnaire from the agreed relevant questions and the completed version of the survey was emailed to the PPG for approval prior to commencing the survey.

Details of meetings or other communication with PPG:

- Email to group on 11th February 2013 informing them that survey is due to commence in the practice and is available on website
- Email to group on 4th March 2013 informing them that the survey analysis was complete and inviting them to attend a meeting on 12th March 2013 to discuss findings

and prepare an agreed action plan

- Meeting held on 12th March 2013 with PPG and practice representatives – action plan agreed

3 Patient Survey
(Patient survey for 2012/2013 is available to view on the website)
www.balmoreparksurgery.co.uk

The survey was put on the practice website for patients to complete online and a paper version was handed out to patients to complete in the practice. The online version remained open for 3 weeks; the handout version was completed in 2 weeks.

Total number of completed surveys – 389.

All handout responses were added to the website responses where results analyses were automatically built up to reach the total patient survey analysis.

The survey results are published on the website; a hard copy is available at reception for patients to view on request. Notices are on website and at reception advising patients on accessibility of results. (see appendix 1)

4 and 5 Agree an Action Plan with PPG

The PPG group were emailed on 4th March 2013 advising them that the results were on the website, the survey results and patients comments were sent to the group to view prior to the meeting due to be held on 12th March. The group were asked to review the results and consider any actions they deemed necessary from the findings.

A meeting was held on 12th March 2013 with members of the PPG and practice representatives. The survey results and survey patient comments were discussed. Action points were identified and recommendations for the action plan and timescales were agreed by the PPG and practice representatives.

(see appendix 2)

Completed Action Plan from 2012 Patient Survey

(see appendix 3)

Practice website address: www.balmoreparksurgery.co.uk

Practice Details

Practice Name	Balmore Park Surgery
Form Completed By	Eileen Flood, Practice Manager
Date	20 th March 2013

Appendix 1

Baltimore Park Surgery General practice Assessment Questionnaire 2013

Number of Responses: **389**

Baltimore Park Surgery General Practice Assessment Questionnaire

We would be grateful if you would complete this short survey to help us improve the service we provide. Your opinion is valuable to us.

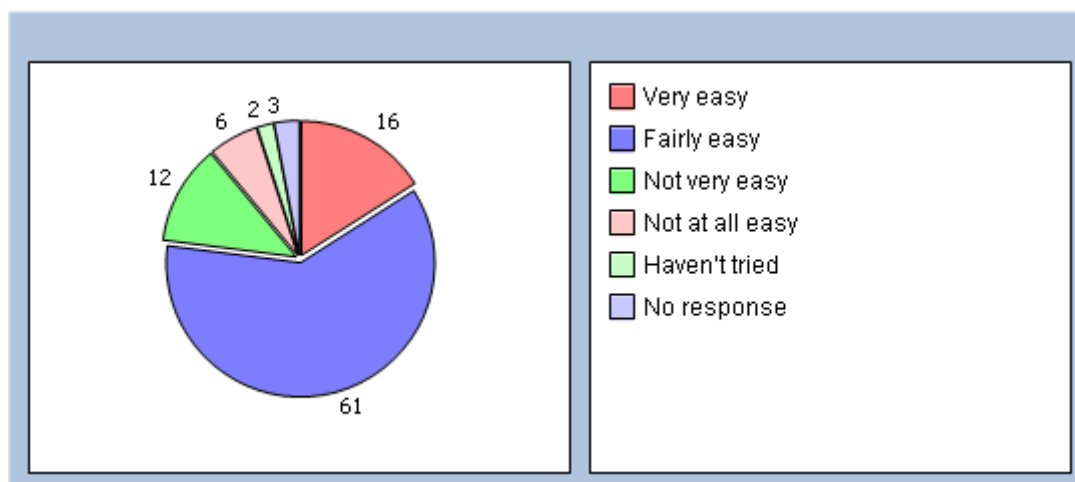
Please answer **ALL** the questions that apply to you by clicking in the box. When all completed press "send".

Q1 How do you normally book your appointments at the practice? (Please tick all boxes that apply)

In person	16%
By phone	87%
Online	8%

Q2 How easy is it to get through to someone at the practice on the phone?

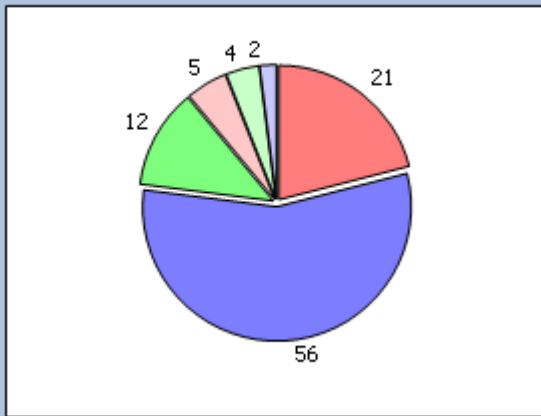
Very easy	16%
Fairly easy	61%
Not very easy	12%
Not at all easy	6%
Haven't tried	2%
No response	3%



Thinking of times when you want to see a particular doctor:

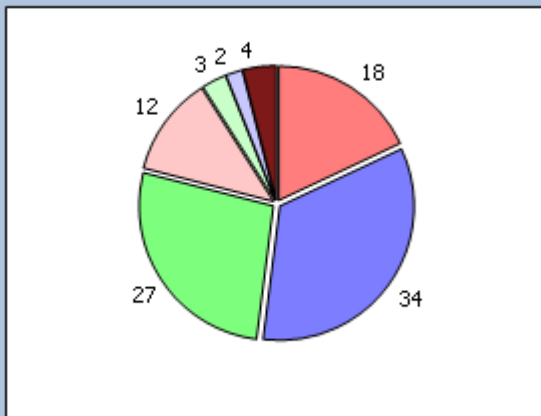
Q3 How quickly do you usually get seen?

Same day or next day	21%
2-4 days	56%
5 days or more	12%
I don't usually need to be seen quickly	5%
Don't know, never tried	4%
No response	2%



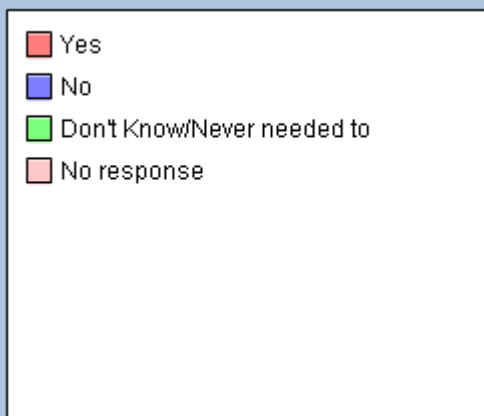
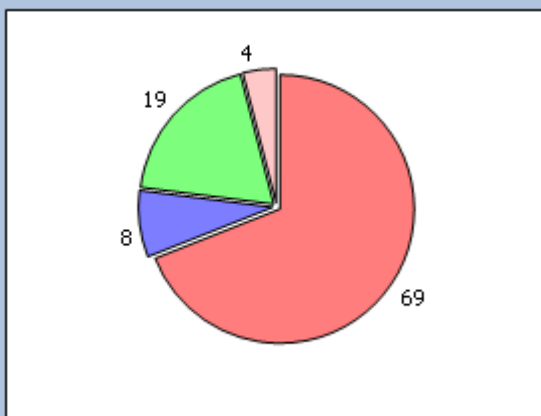
Q4 How do you rate this?

Excellent	18%
Very good	34%
Good	27%
Fair	12%
Poor	3%
Very poor	0%
Does not apply	2%
No response	4%



Q5 If you need to see a GP urgently, can you normally get seen on the same day?

Yes	69%
No	8%
Don't Know/Never needed to	19%
No response	4%



Q6 Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please tick all boxes that apply)

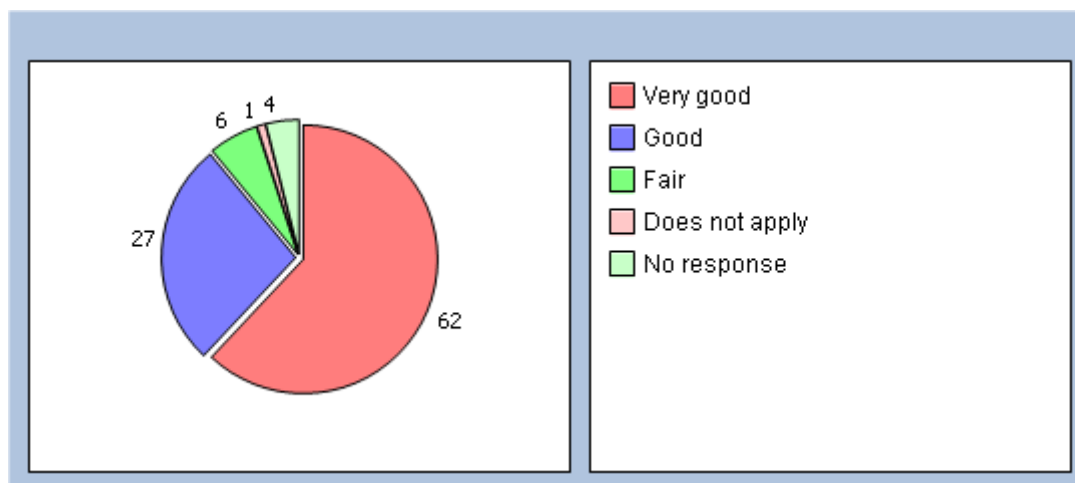
Before 8:00 a.m.	20%
After 6:30 p.m.	36%
On a Saturday	52%
None of these	20%

Thinking of your most recent consultation with a doctor or nurse:

Q7 How good was the last GP or Nurse at each of the following:

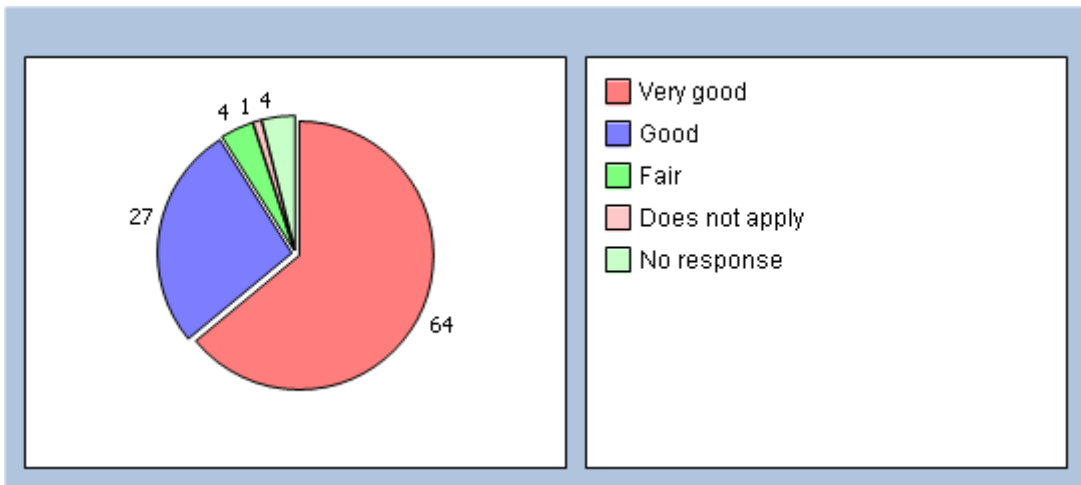
a) Giving you enough time

Very good	62%
Good	27%
Fair	6%
Poor	0%
Very poor	0%
Does not apply	1%
No response	4%



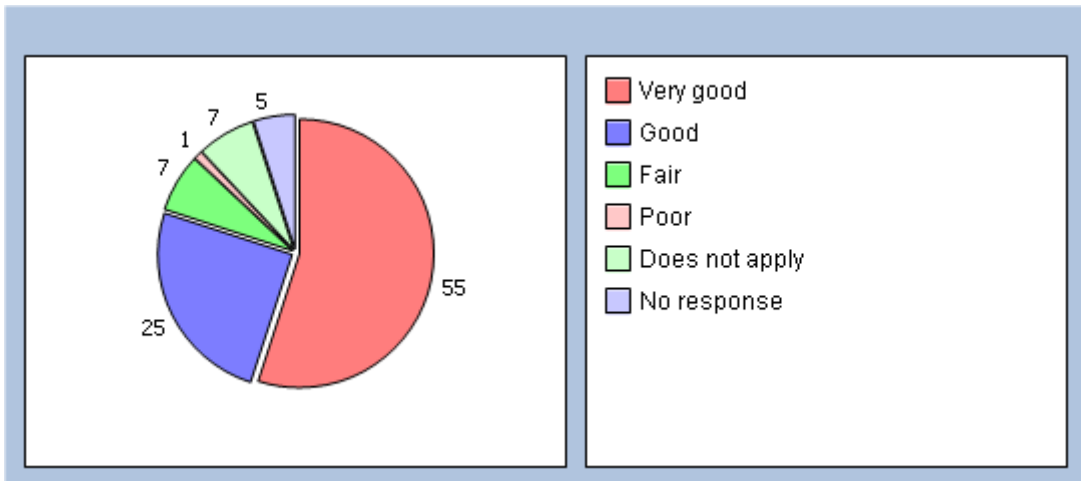
b) Listening to you

Very good	64%
Good	27%
Fair	4%
Poor	0%
Very poor	0%
Does not apply	1%
No response	4%



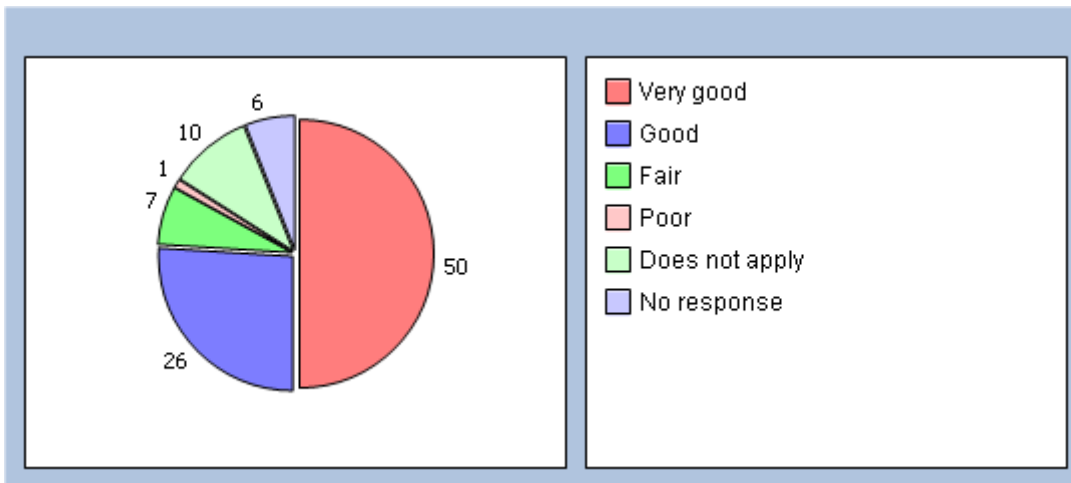
c) Explaining tests and treatments

Very good	55%
Good	25%
Fair	7%
Poor	1%
Very poor	0%
Does not apply	7%
No response	5%



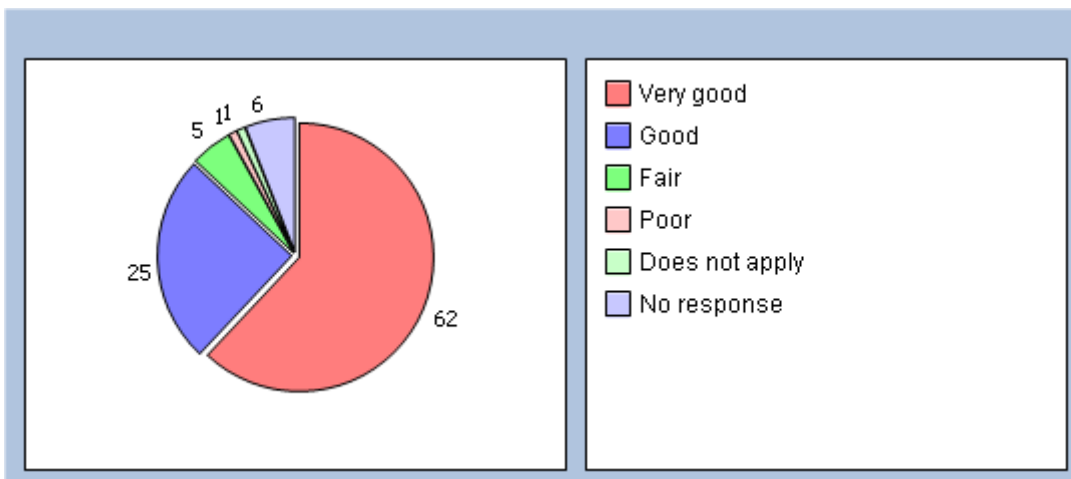
d) Involving you in decisions about your care

Very good	50%
Good	26%
Fair	7%
Poor	1%
Very poor	0%
Does not apply	10%
No response	6%



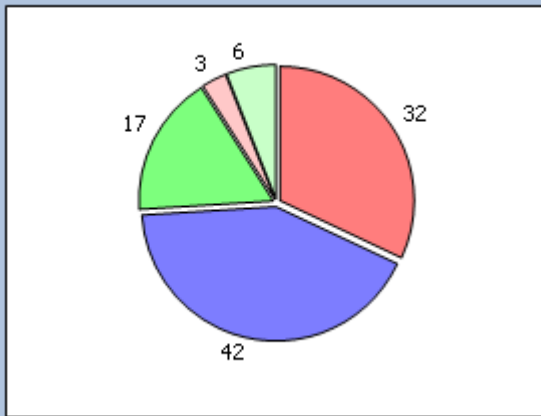
e) Treating you with care and concern

Very good	62%
Good	25%
Fair	5%
Poor	1%
Very poor	0%
Does not apply	1%
No response	6%



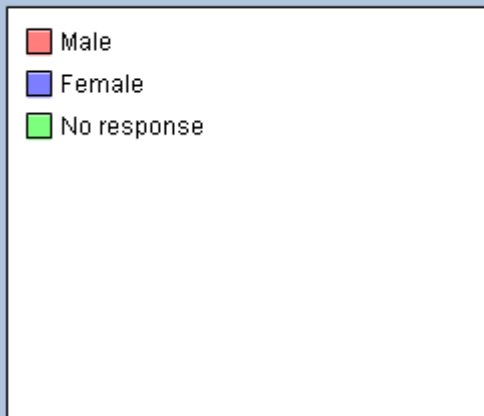
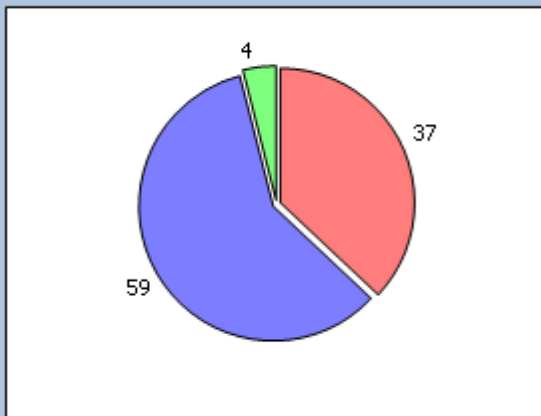
Q8 Overall, how would you describe your experience of the Practice?

Excellent	32%
Very good	42%
Good	17%
Fair	3%
Poor	0%
Very poor	0%
No response	6%



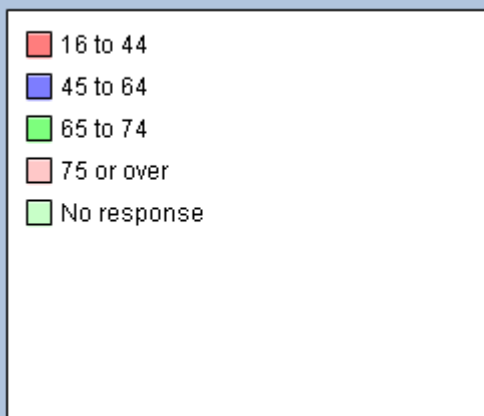
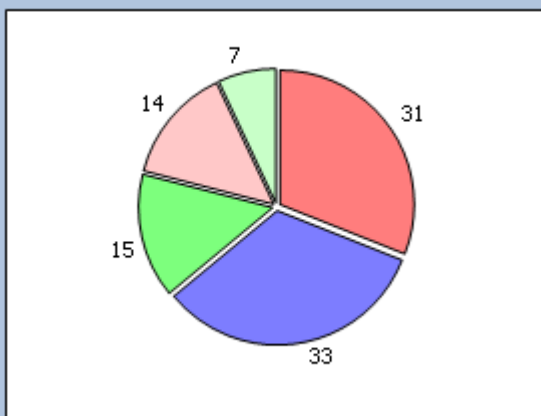
Q9 ARE YOU?

Male **37%**
 Female **59%**
 No response **4%**



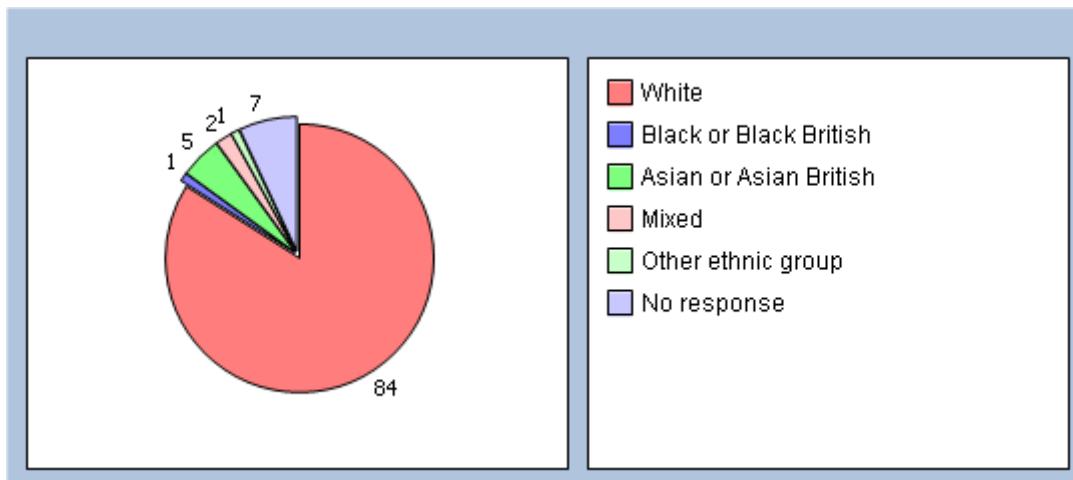
Q10 How old are you?

Under 16 **0%**
 16 to 44 **31%**
 45 to 64 **33%**
 65 to 74 **15%**
 75 or over **14%**
 No response **7%**



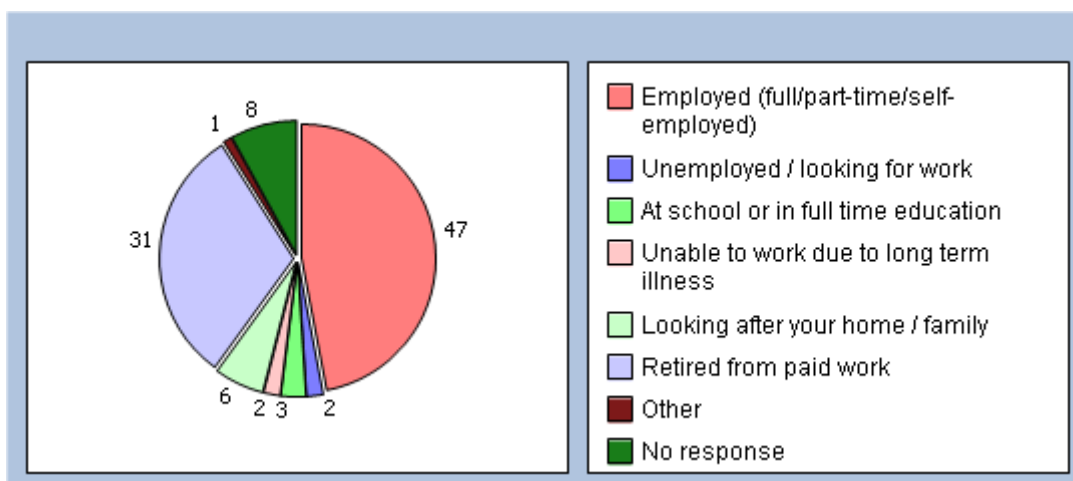
Q11 What is your ethnic group?

White	84%
Black or Black British	1%
Asian or Asian British	5%
Mixed	2%
Chinese	0%
Other ethnic group	1%
No response	7%



Q12 Which of the following best describes you?

Employed (full/part-time/self-employed)	47%
Unemployed / looking for work	2%
At school or in full time education	3%
Unable to work due to long term illness	2%
Looking after your home / family	6%
Retired from paid work	31%
Other	1%
No response	8%



Q13 We are interested in other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?

BALMORE PARK SURGERY PATIENT SURVEY ACTION PLAN

Meeting held Tuesday 12th March 2013

The findings of the February 2013 Patient Survey carried out in the practice and on the website were discussed at the above meeting held at the Practice. It was attended by members of the PPG and representatives from the Practice.

The Practice and the PPG felt the survey was very successful – 389 surveys had been completed including handouts at the Practice and online surveys. Results showed that we achieved “excellent” and “very good” responses to several questions.

Patient comments, which consisted of some very positive comments showed that overall our patients are very happy with the service we provide; we were also very pleased to receive comments highlighting areas where we can improve.

The Practice will aim to address the comments on areas we can improve and will publish our responses in a Practice newsletter which will be available in the Practice and online.

Areas identified by the Practice and the PPG as priorities from the Patient Survey 2013

Survey Question heading - Communication with the Practice:

Q1. How do you normally book your appointments at the practice?

Results showed that 16% book their appointments in person, 87% by phone and only 8% of patients book their appointments online. (Currently only 11% of the practice population have signed up to Online Services)

Survey Question heading - Opening times:

Q6. Which of the following additional hours would make it easier for you to see or speak to someone? (Please tick all boxes that apply)

Results showed that 20% of patients requested before 8am, 36% requested after 6.30pm, 52% requested a Saturday, 20% requested none of these.

(The practice is currently open 4 evenings and 1 early morning per week and 1 Saturday in 4).

Action points:

The Practice will change the Extended Hours opening from 1st April 2013.

The Practice has found that early morning appointments are not always utilised by patients and create more DNAs (Did not attend), therefore it is proposed to cease the early morning additional hours and offer more Saturday additional hours. (1 Saturday in 2).

The Practice needs to highlight information to patients on the current online services and extended opening hours service. This information is available on notices in the reception waiting area and on the website but not all patients are aware of these services.

1. The Practice has recently reinstated the Practice Brochure which will highlight Online Services. Brochures to be given out with patient registration forms and placed on reception desk for patients to take. Practice Brochure to be added to website.

Action EF/CM/Timescale 2 months

2. The Practice to highlight online services information in the Practice Newsletter.

Action JP/EF/ Timescale 2 months

3. The Practice to produce business cards or appointment cards advertising website / online information.

Action EF/Timescale 4 months

4. The practice to add another option on telephone message options advising patients they can book their appointments online.

Action EF/ Timescale 3-4 months

5. The Practice to ensure the Patient Calling System advises patients re online services and also requests mobile telephone numbers and email addresses to increase the number of patients using online services.

Action EF/ Timescale 1 month

6. The Practice to discuss patient survey comments with the reception team.

Action EF / Timescale 1 month

Action points from Patient Survey 2012:

The Practice needs to highlight information to patients on the current online services and current extended opening hours service. This information is available on notices in the reception waiting area and on the website but not all patients are aware of these services. Due to the layout of the building and multiple A4 sized notices currently situated in various parts of the reception area and waiting room, information notices are not always clearly seen.

1. The Practice to add advice on Online Prescription Ordering to the patient's repeat prescription request sheet. Receptionists to remind patients opportunistically of online services
Action EF / Timescale 2 months - Completed

2. The Practice to produce a Practice leaflet highlighting above information. Leaflets to be given out with patient registration forms and placed on reception desk for patients to take
Action EF/CM Timescale 4 months - Completed

3. The Practice to produce a Practice Newsletter highlighting above information. Other information to be added to Practice Newsletter in response to patient comments on the survey re:
 - Practice car park inappropriate usage
 - Physiotherapy budget
 - Length of time of doctor's appointment slots
 - The Practice patient list size

Action JP/EF Timescale 4-6 months – Completed

**Eileen Flood
Practice Manager
Baltimore Park Surgery
20th March 2013**