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**LOCAL PARTICIPATION REPORT AND ACTION PLAN**

- a) Description of the profile of the members of the Patient Reference Group for this practice  
The group consists of : 8 females, 5 males. 10 white/British, 3 Asian. 1 carer, 1 with learning disability. Age ranges: 20-30yrs=1, 30-30yrs= 1, 40-50yrs= 2, 50-60yrs= 3, 60-70yrs= 6
- b) The steps taken by the practice to ensure the PRG is representative of its registered patients involved us contacting all our regular email contacts via email. We sent a letter (see attached). After the response we realised we had not manage to recruit anyone with a disability or a carer, which we felt needed to be included in our PRG. We then contacted known carers by telephone and one accepted and after discussing with her disabled son he agreed to join the PRG also.  
It should be noted that we were unable to invite anybody of a certain sexual orientation as we do not record this information in practice. We were unable to attract further Asian patients as the majority live quite a distance from the surgery. For the year 2013 we used the same patients involved in the PRG for 2012.
- c) In 2012 emailed the PRG and held a virtual discussion regarding questions that they would like to be asked on the patient survey. The consensus of the PRG was to have a survey with a mixture of questions covering all aspects of the general practice. However in 2013 we decided to use a survey that was designed by the practice manager's forum. It was felt that this had more general practice related questions contained.
- d) The survey was completed within the practice by practice staff handing out copies of the survey to all patients who attended. The patients were asked to complete the survey and return to reception. We received 196 responses (to meet the requirements for our practice list size) these were then analysed within the surgery. Please see attached a copy of the survey.
- e) PRG meeting was held on Thursday 10<sup>th</sup> January 2013 at 1pm to discuss the results of the survey, and decide on an action plan for the practice.

**ACTION PLAN FOR THE PRACTICE**

- f) At the PRG meeting all members were given a copy of the practice survey results. Overall the survey results were very positive, including positive

comments added at the end of many surveys. An outstanding area for the practice was the GP's, Nurse and reception staff scored an average 95.9% of patients felt confidence and trust. The PRG agreed with this statistic. The two main areas for improvement appeared to be 1) Patients being aware they can book a routine appointment in advance 2) Advertising our website.

This was discussed at the meeting and all members agreed that these two issues were the main areas highlighted in the survey. It was then agreed by the PRG that these two issues would form the action plan. The managers highlighted that another issue they would like to improve on was the late night access. This was due to the decrease in demand for appointments on Thursday night when the late clinic is held. This was also agreed as an action point.

The first issue discussed was patients being aware that they can book a routine appointment in advance. Over 40% of the patients surveyed did not know this was possible. The PRG discussed that, although most were aware you could book in advance, many did not know how far in advance. Also some other practices in the area do not allow their patients to book in advance so its not widely known that it is a possibility for our patients.

PLAN OF ACTION: Managers pointed out that at the bottom of every patient letter we send out is a box that highlights you can book an appointment up to 8 weeks in advanced. It was felt we need to advertise this more with our patients. Posters can be displayed in the waiting room and the clinical rooms.

The second issue discussed was the fact that 62% of our patients were not aware we have a practice website. In the future this will be increasingly used e.g. to book online appointments and order prescriptions. The PRG were not aware we had a website but many were aware of our email address to email prescriptions.

PLAN OF ACTION: An advertising campaign highlighting our website and email address for scripts. We can also include our website on all our patient leaflets and letters. This can be run in conjunction with the awareness of booking in advance campaign.

The third issue was raised by management and not the patient survey. The staff have noticed a decline in the late night surgery appointments being booked. As part of the DES access extended hours must be offered, and we offer ours on a Thursday evening. However recent quarterly return of figures have shown that only a small percentage of appointments offered are being used, thus resulting in wastage.

PLAN OF ACTION: the late night has now been moved to a Tuesday evening. This is because we have a high volume of calls and demand for appointments at the beginning of a week. This late surgery can accommodate the increase in calls. It is planned that this will be monitored by quarterly figures to see if there is an increase in the uptake of these appointments.

#### g) SUMMARY OF EVIDENCE

From the practice survey it is clear that most patients are unaware of advance bookings and our website. It also shows that we have improved following last year's survey and our action plan. The two areas in our plan were: 1) waiting times for the gp 2) ability to get through on the telephone. These questions

were re surveyed in the 2013 survey. 79.5% of patients surveyed felt that there had been an improvement in both the areas. This was supported by the response to question 6 'If you have telephoned the surgery in the last 6 months, was the call answered promptly?' 77.5% of patients felt that it was answered promptly. This shows that our action plan has had a positive affect on our patients.

h) Opening Hours for the practice are as follows:

Monday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm
Tuesday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm*
Wednesday 8am – 4pm	Telephone access 9am – 12pm
Thursday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm
Friday 8am – 6.30pm	Telephone access 9am- 12pm 3pm – 6.30pm

\*extended hours are from 6.30pm – 8.30pm Tuesday

Reception is open throughout the practice opening hours for patient to speak directly to a member of staff. Patients can ring on the above telephone access times. We also provide prescription ordering line Monday, Tuesday, Thursday, Friday 1pm – 3pm. We also accept prescription requests via email and fax throughout the day.

i) We participate in the Extended Hours Direct Enhanced Service Scheme. Patients can therefore access a GP on Tuesday evenings on the extended hours of 6.30pm – 8.30pm.

A copy of this report and action plan can be found on our practice website, NHS choice website and a copy has been supplied to Bolton PCT.



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Dear Patient,

The practice is trying to organise a Patient Participation Group. The purpose of the Patient Participation Group is to ensure that patients are involved in decisions about the range and quality of services provided at our practice. We aim to develop a virtual Patient Participation Group that we can consult via email on a regular basis and does not have face to face meetings.

We would like to take this opportunity to invite you to join our group. We plan to contact you via email alone to ask you to help with our annual patient survey and for any feedback you may wish to share with us.

Below are some commonly asked questions relating to a Patient Participation Group. If after reading this you are keen to join and help make our practice better, please complete the final form.

Thanks again, we look forward to working with you.

## **Common patient questions and answers**

### ***Q Why are you asking people for their contact details?***

A We would like to be able to contact people occasionally to ask them questions about the surgery and how well we are doing to identify areas for improvement.

### ***Q Will my doctor see this information?***

A This information is purely to contact patients to ask them questions about the surgery, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the surgery they might see general feedback from patients.

### ***Q Will the questions you ask me be medical or personal?***

A We will only ask general questions about the practice, such as short questionnaires.

### ***Q Who else will be able to access my contact details?***

A Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

### ***Q How often will you contact me?***

A Not very often, probably once or twice a year.

### ***Q What is a patient group/patient participation group?***

A This is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need.

**Q Do I have to leave my contact details?**

A No, but if you change your mind, please let us know.

**Q What if I no longer wish to be on the contact list or I leave the surgery?**

A We will ask you to let us know by email if you do not wish to receive further messages.

If you are happy for us to contact you periodically by email please leave your details below and email it back to us.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you?

Male  Female

Age: Group

Under 16  17 – 24

25 – 34  35 – 44

45 – 54  55 – 64

65 – 74  75 – 84

Over 84

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

**White**

British Group  Irish

**Mixed**

White & Black Caribbean  White & Black African  White & Asian

**Asian or Asian British**

Indian  Pakistani  Bangladeshi

**Black or Black British**

Caribbean  African

**Chinese or other ethnic Group**

Chinese  Any Other

How would you describe how often you come to the practice?

Regularly

Occasionally

Very rarely

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

# PATIENT SURVEY

1. How long have you been a patient at this practice? (Circle appropriate answer)  
**Under 1 yr**
**1 to 5 yrs**
**6 to 10 yrs**
**over 10 yrs**
  
2. To which age group do you belong? (Circle appropriate answer)  
**24 or under**
**25 – 44**
**45 – 64**
**65 or over**
  
3. Approximately how many times have you been to see the doctor in the last 6 months?  
**None**
**1 - 2**
**3 – 5**
**6 – 10**
**over 10**

		Yes	No
<b>4</b>	<b>Are you aware that you can book routine appointments up to ..... in advance?</b>		
<b>5</b>	<b>Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?</b>		
<b>6</b>	<b>If you have telephoned the surgery in the last 6 months, was the call answered promptly?</b>		
<b>7</b>	<b>Did you complete the previous practice questionnaire?</b>		
<b>8</b>	<b>The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?</b>  a) Waiting times for the GP b) Ability to get through on the telephone		
<b>9</b>	<b>When you last visited the surgery, were you satisfied with the overall cleanliness of</b> a) The waiting room? b) The consulting room? c) The patient toilets?		
<b>10</b>	<b>When you last visited the surgery, did you feel that you had confidence and trust in</b> a) GPs? b) Nurses? c) Admin staff?		
<b>11</b>	<b>When you last visited the surgery, were you treated with dignity and respect by</b> a) GPs? b) Nurses? c) Admin staff?		
<b>12</b>	<b>Do you have access to the internet?</b>		
<b>13</b>	<b>Are you aware of our practice website?</b>		
<b>14</b>	<b>In Bolton, over 50% of patients attending A&amp;E could have been treated elsewhere. Are you aware of the services offered by</b> a) GPs? b) Pharmacists? c) Dentists?		
<b>15</b>	<b>In the last 6 months, have you attended A&amp;E for an illness or condition which could have been treated elsewhere?</b>		

Please continue to next page

If you wish to offer further comment on any of the questions above, please do so in the box below.

Comments:

We may need to contact you for further information on your comments. If you are willing to be contacted for this purpose, then please complete the details below and tell us how best to contact you:

Name.....

Address.....

.....

Telephone/mobile.....

Email address.....

Preferred method of contact.....

We greatly value the views of our patients on ways in which we can develop our practice. It is only by gaining your views and opinions that we know what we are doing right, and how we can improve. Thank you very much for completing this questionnaire.

If you would like to join our Patient Participation Group, then please complete your contact details above, and tick the box below. You can obtain more information on our website:

[www.littleleverdoctors.co.uk](http://www.littleleverdoctors.co.uk)

I would like to know more about the Patient Participation Group

