

**Cannington Health Centre
Patient Participation Report 2012/13**

Profile of our Patient Participation Group as at 1 March 2013

| <i>Age</i> | <i>0-19</i> | <i>20-29</i> | <i>30-39</i> | <i>40-49</i> | <i>50-59</i> | <i>60-69</i> | <i>70-79</i> | <i>80+</i> | <i>Total</i> |
|----------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|
| PPG profile | | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Female | 0 | 0 | 0 | 1 | 0 | 3 | 3 | | 7 |
| Total | 0 | | 0 | 1 | 0 | 3 | 3 | 1 | 8 |
| Practice population | | | | | | | | | |
| Male | 630 | 268 | 213 | 340 | 397 | 378 | 256 | 164 | 2646 |
| Female | 528 | 223 | 231 | 356 | 396 | 410 | 286 | 188 | 2618 |
| Total | 1158 | 491 | 444 | 696 | 793 | 788 | 542 | 352 | 5264 |

All members of the PPG are white British which reflects the predominant make up of the practice as a whole. We don't collect ethnicity information but census data will confirm this statement.

Steps taken by the practice to ensure that the PPG is representative

We are aware that many sections of the patients registered with the practice are not represented on the patient group. We also realize that many people in the under-represented groups are either

- Not regular users of the health centre and so do not feel a connection to the practice or
- Are unable to take on additional commitments perhaps because they are parents of young children or carers

During 2011/12, the practice attempted to create a 'virtual' patient group to offer a means of involvement to a wider, more representative group of patients. As reported in more detail last year, the result was very disappointing but a small number of people came forward to join the main PPG and they now form the core of the current PPG membership. To give this group a chance to get to know each other and work effectively as a team we have not attempted another major recruitment drive this year. We have however continued to publicise the PPG and invited members via our website and quarterly patient newsletter. Current members of the PPG have tried to raise awareness of the PPG by visiting meetings of local groups and spoken to people there about the work of the PPG. We have recently added a sign up form for the virtual group to our website (two new members so far, not included in the profile) and created a patient information leaflet for display in the reception and waiting area. We hope that the virtual group in particular will expand the membership and make the PPG more representative of the practice as a whole.

How did we decide what to include in the patient survey?

Discussions started with the patient group in September 2012. We examined the publicly available GPAQ survey and selected some questions that were felt to be useful but decided against using the whole questionnaire because it was too long. The PPG were keen to explore issues around self care and patients taking responsibility for their own health. Both the practice and the PPG were keen to evaluate the service provided by receptionists and the check in system as a whole. Finally, as a result of an incident, the practice wished to survey patient attitudes towards their system for obtaining test results and the PPG agreed that this should be included. The practice survey was finalised at the PPG meeting in December 2012 and a copy can be found at appendix 2 of this report.

How did we obtain the views of patients?

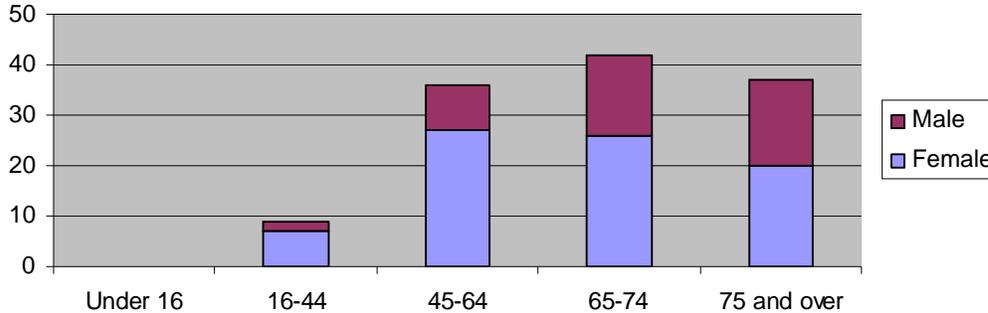
In 2011/12, we handed out surveys to patients presenting at the health centre but received only 100 replies. The PPG felt this was poor for a practice of 5300 patients. The PPG wanted to improve this number for 2012/13.

The practice dispenses medication to about 95% of its patients so it was agreed that we should attach a questionnaire to all repeat medications for a period of time. Because of the timescale for responses this was only possible for four weeks but meant that questionnaires were given out to over 500 patients. We also handed questionnaires out as people checked in and publicised it on the message board in the waiting room.

The sample of patients obtained this way would not necessarily match the age profile of the practice population but would reflect the main user groups.

These efforts resulted in a 26% improvement in the number of responses but 126 replies is still not impressive. There were responses from all age groups except the under 16's. There were almost twice as many replies from women as from men and 71% of respondents considered that they had a long term health condition. The PPG considered this response acceptable.

Respondents by age



Results and action plan

The 2012/13 survey results and action plan are at Appendix 2 of this report.

The updated 2011/12 action plan is at Appendix 3 of this report

The 2012/13 survey results were examined at a meeting of the PPG on 27 February 2013 and an action plan agreed. The PPG felt that on whole the results were encouraging but that some of the more negative responses might be avoided by improved communication. The focus of the action plan was agreed without disagreement and a draft action plan circulated and confirmed after the meeting. The action plan deliberately does not cover every question of the survey but instead concentrates on using improved communication to increase patient satisfaction.

The results and action plan were publicised in the following ways

- In poster form in the lobby area
- As a handout with the Spring edition of the patient newsletter
- On the practice website www.canningtonpsurgery.net

At this February meeting the PPG also reviewed the 2011/12 action plan and agreed that all the targets had been met.

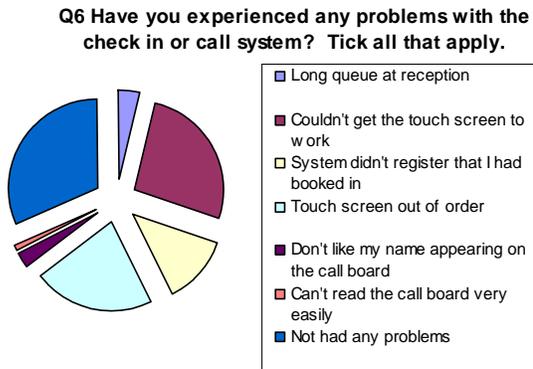
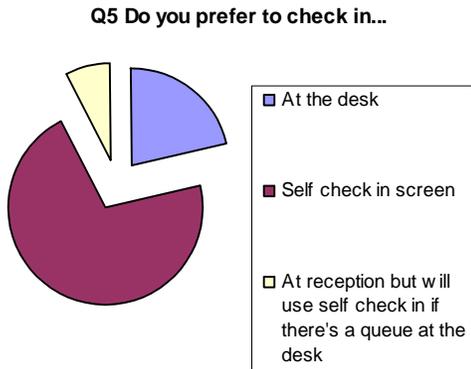
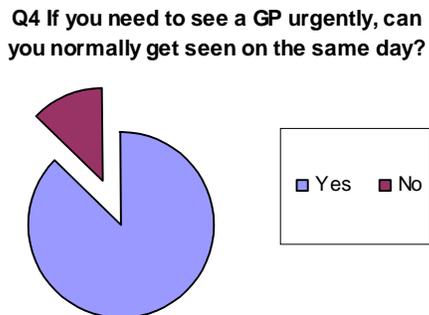
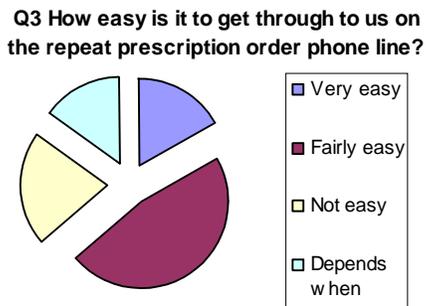
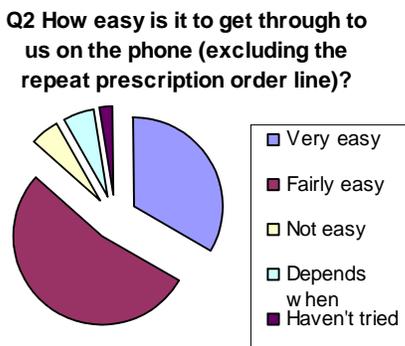
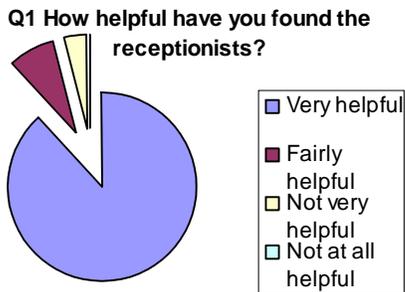
Practice opening hours

The practice is open 8.00 a.m. to 6.30 p.m. Monday to Friday. Patients can telephone or call in person to access services during these hours. The practice does not provide extended hours access.

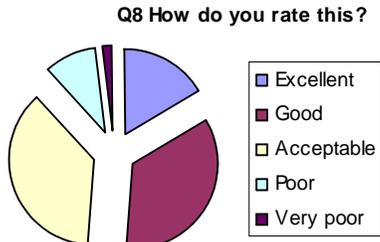
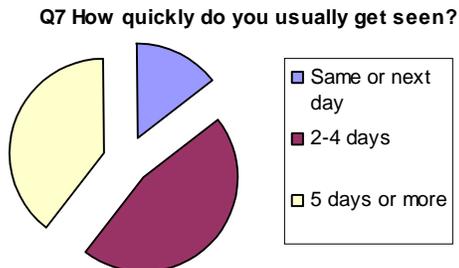
Cannington Health Centre Patient Survey 2012/13

Thank you to everyone who completed the survey. We had 126 replies and here are the results. The Patient Participation Group has debated the results and helped to produce an action plan which focuses on improving information for patients.

About receptionists and appointments, in the last 12 months:



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



About getting test results.

We are trying to find out how acceptable you find our current system for passing on test results. These questions apply only for tests such as blood tests or investigations such as X-rays that have been done or requested by us and not by others such as the hospital.

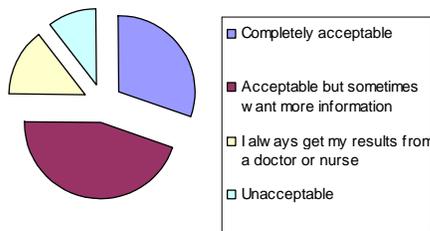
Notifying you of results – If a test result is very abnormal, we will contact you but otherwise we expect you to contact us to get your test results.

Q9 Do you think this system is:



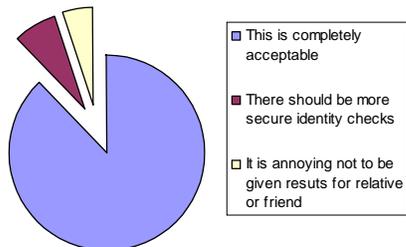
Passing on results – GPs review all the results and leave a comment for receptionists to pass on to you

Q10 How do you feel about getting your results through a receptionist?

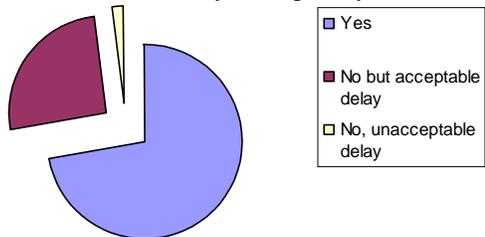


Confidentiality – normally we will only give results out to the person concerned but apart from checking the address, date of birth and asking when the test was done, we don't have any security checks to confirm the identity of the caller. We do refuse to divulge results to anyone other than the patient without that patient's consent.

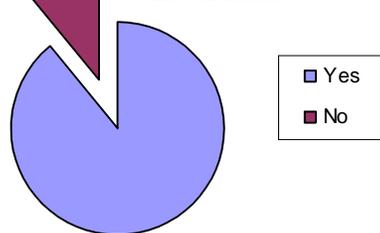
Q11 Do you think



Q12 When you contacted us for your results, were we able to tell you straightaway?

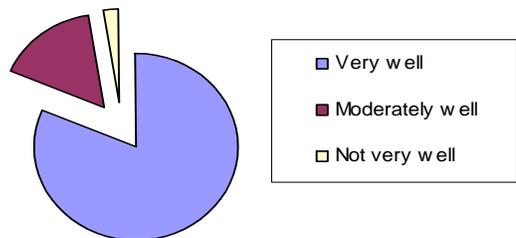


Q13 Did you receive sufficient information?

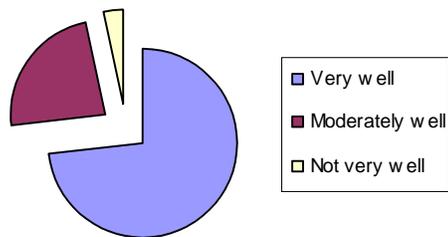


Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

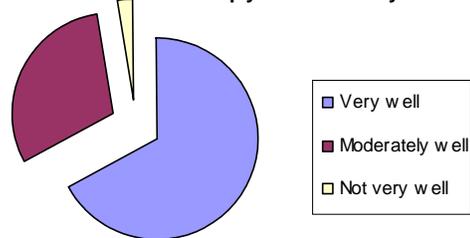
Q14 Understand your health problems?



Q15 Cope with your health problems?

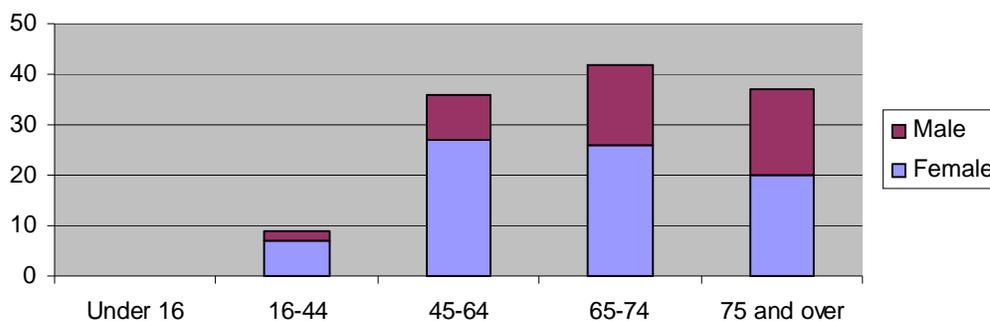


Q16 keep yourself healthy?



The respondents reflected the usual users of the health centre.

Respondents by age



63% of replies were from women and 73% of respondents considered that they had a long standing health problem.

25 patients made comments which are summarised below. Some patients made more than one comment and one made many interesting comments but as they were outside the scope of the survey they are not included in the summary.

| | |
|----|--|
| 13 | Praising the practice |
| 3 | Requesting a service at weekends |
| 3 | Variable standard of service from receptionists |
| 2 | Too long a wait for an appointment with a particular GP |
| 2 | Touch screen has got more reliable |
| 2 | Extend the opening hours for the repeat prescription line |
| | All the other comments were made by single respondents |
| | Touch screen too unreliable |
| | Don't like date of birth showing on touch screen |
| | Delays at the dispensary hatch |
| | Dispensing error |
| | Make online repeat prescription ordering simpler |
| | Time pressure during appointments |
| | Too many hours to wait for a same day appointment |
| | Can be difficult to get a nurse appointment at short notice |
| | Patients need to be informed that they have to contact the practice for test results |
| | Receptionist unable to answer a query about a test result |

Action plan

The practice Patient Participation Group (PPG) met on 27 February 2013 to discuss the survey results and produce an improvement action plan.

The results were encouraging and indicated that for most of the areas surveyed, the practice is successfully meeting patient expectations. The PPG wanted to come up with a realistic action plan that would help both patients and the practice. The Group decided that the action plan should focus on improving communication between the practice and patients. Other areas of weakness are not being ignored, nor are we complacent about areas where we have scored well, but the PPG wanted the plan to focus on areas where improved communication could make a difference.

We would be very grateful if you could complete this survey about aspects of the practice. We want to provide the highest standard of care and feedback from this survey can help us to make improvements.

About receptionists and appointments, in the last 12 months

Q1 How helpful have you found the receptionists?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

Q2 How easy is to get through to us on the phone (excluding the repeat prescription order line)?

- Very easy
- Fairly easy
- Not easy
- It depends when I try
- Haven't tried

Q3 How easy is to get through to us on the repeat prescription order phone line?

- Very easy
- Fairly easy
- Not easy
- It depends when I try
- Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- Yes
- No
- Don't know/never needed to

Q5 Do you prefer to check in

- At the reception desk
- Using the self check in touch screen
- At reception but will use the touch screen if there is a queue at reception

Q6 Have you experienced any problems with the check in or call system? Tick all that apply.

- Long queue at reception
- Couldn't get the touch screen to work
- The system didn't register that I had booked in
- Touch screen out of order
- Don't like my name appearing on the call board
- Can't read the call board very easily
- Not had any problems

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

Q7 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- Don't know/never tried

Q8 How do you rate this?

- Excellent
- Good
- Acceptable
- Poor
- Very Poor
- Does not apply

About getting test results

We are trying to find out how acceptable you find our current system for passing on test results.

These questions apply only for tests, such as blood tests or investigations such as X-rays that have been done or requested by us and not by others such as the hospital.

Notifying you of results - If a test result is very abnormal, we will contact you but otherwise we expect you to contact us to get your test results.

Q9 Do you think this system is

- Acceptable
- Unacceptable, the practice should notify everyone of their results

Passing on results - GPs review all the results and leave a comment for receptionists to pass on to you.

Q10 how do you feel about getting your results through a receptionist?

- Completely acceptable
- Acceptable but there are times when I should like more information
- I always get my results from a doctor or nurse
- Unacceptable

PTO

Confidentiality – normally we will only give results out to the person concerned but apart from checking the address, date of birth and asking when the test was done, we don't have any security checks to confirm the identity of the caller. We do refuse to divulge results to anyone other than the patient without that patient's consent.

- Q11 Do you think?
- This is completely acceptable
 - There should be securer identity checks
 - It's annoying not to be given results on behalf of a relative or friend

Timescale – results are usually (but not always) received within a few days and we have to allow time for the doctor to review and comment on the result

- Q12 When you contacted us for your results, were we able to tell you straightaway?
- Yes
 - No but you told me later with an acceptable delay
 - No, there was an unacceptable delay
 - Not had any tests done

- Q13 Did you receive sufficient information?
- Yes
 - No
 - I didn't need any information
 - Not had any tests done

About care from your doctors and nurses

Q14-16 Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

- Q14 Understand you health problems?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

- Q15 Cope with your health problems?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

Q14-16 Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

- Q16 Keep yourself healthy?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

It will help us to understand your answers if you could tell us a little about yourself

- Q17 Are you ?
- Male
 - Female

- Q18 How old are you?
- Under 16
 - 16-44
 - 45-64
 - 65-74
 - 75 and over

Q19 Do you have a long-standing health condition?

- Yes
- No
- Don't know

Q20 Which one of the following best describes you?

- Employed (full or part-time including self employed)
- Unemployed/looking for work
- At school or in full time education
- Unable to work due to long term sickness
- Looking after your home or family
- Retired from paid work
- Other

Thanks for taking the time to complete this survey. Please return to the health centre by 8.2.13 Finally, please add below any further comments you would like to make about the practice.

Cannington Health Centre Patient survey 2012/13 Action plan

| Patients said | Practice says | PPG plan | By when |
|--|--|--|--|
| It can be difficult to get through on the repeat prescription line | We don't have the resources to extend the opening hours of the phone but we are aware that it is difficult | <ul style="list-style-type: none"> • Be more understanding towards patients who do not manage to call whilst the phone line is open. • Publicise other options, particularly ordering via the website • Make online ordering simpler | <ul style="list-style-type: none"> • Immediate and ongoing • 30.6.13 • 30.9.13 |
| We can't always be seen by a GP on the day if we have an urgent need and sometimes there can be an unacceptably long wait for an appointment to see a particular GP. | <p>We claim to offer a same day appointment to everyone who says they need one so patients should contact the practice manager if they experience otherwise.</p> <p>We are revamping our appointments and plan to have more pre bookable appointments and to be able to offer same day appointments with a choice of doctors. However there will still be times when demand for a particular GP exceeds capacity, especially as most of our GPs are part-time.</p> | <ul style="list-style-type: none"> • Make sure it is obvious from the practice leaflet and other information that the GPs are part-time and not available every week day • Continue publicity of the nursing services so that seeing a nurse for a same day appointment becomes more acceptable | <ul style="list-style-type: none"> • 30.6.13 • Immediate and ongoing |
| <p>Generally the system for getting test results through a receptionist is acceptable but there are times when we would like more information.</p> <p>Is there a form to give consent for another person to pick up test results on my behalf?</p> | <p>We can appreciate that there are times when a patient will want to know more about the implications of a test result and what to do next. When there is a 'significant' finding, the GP should always discuss this with the patient, either on the phone or by asking the patient to make an appointment. There are other times though when a patient just needs a little more information</p> <p>No form as such but we can flag your records</p> | <ul style="list-style-type: none"> • GPs should try to anticipate patient reaction to test results and provide receptionists with as much information as possible to pass on • Make sure patients have the system for obtaining test results explained to them when the tests are ordered/carried out • At the same time, offer a form to permit another person to collect results on a patient's behalf. | <ul style="list-style-type: none"> • Immediate and ongoing • Immediate and ongoing • By 30.4.13 |
| You do well at helping us to understand and cope with health problems but not so well at helping to keep us healthy. | It can be difficult to know how much information to give people, especially when there is so much available in magazines and on-line. | <ul style="list-style-type: none"> • The practice already produces a patient newsletter. These should continue, at least quarterly, and should include a 'Focus on' topic each edition. This could be an update on a common long term condition such as diabetes or an article with topical health promotion advice. • PPG will continue to support the practice by distributing copies of the newsletter to locations in the area | <ul style="list-style-type: none"> • 31.3.13 and at least quarterly thereafter |

| Action planned | Achievement during 2012/13 | Further developments |
|---|---|--|
| <ul style="list-style-type: none"> Convert the nursing team display into a patient information leaflet | <p>Leaflet produced and on display in the waiting room</p> | |
| <ul style="list-style-type: none"> Continue to expand the role of the nursing team whilst being mindful of the importance to our patients of choice | <p>We have continued to develop awareness of the services of our nursing team and to guide patients towards seeing them for same day appointment requests when appropriate</p> | <p>From 1 March 2013, we will be offering up to 10 same day nurse appointments for minor illness. Our nurse practitioner is already able to prescribe in her own right but a second nurse is about to start training to become a nurse prescriber which will help provide a seamless service for patients.</p> |
| <ul style="list-style-type: none"> Produce a regular PPG newsletter which could be distributed to key locations throughout the practice area. This would increase awareness of the PPG and help to engage hard to reach patients | <p>We've had two editions so far, June and November and will publish a third with the 2012/13 survey results. PPG members have helped to distribute copies to key locations</p> | <p>Establish the newsletter as a regular quarterly publication</p> |