

THE ABBOTSBURY PRACTICE
Patient Participation Group (PPG) Report-2014

Information on the practice profile as on 6.3.14:

Males – 3358
Females – 3472

AGE 0-16	1261
AGE 17-34	1442
AGE 35-64	2805
AGE 65-84	1144
AGE 85+	178

TOTAL 6830

PPG profile:

Age - This varies from 53-84. Gender - there are 8 females and 3 males.

Ethnicity - 1 British Asian, remainder are White British.

Working patterns of patients - 1 full-time employed, 1 part-time employed,
2 working part-time from home, 7 Retired /Active Volunteers.

Carers – None

Care groups, e.g. Learning Disability Community, and Mental Health Groups - None.

Other – None

Differences between the practice population and PPG members:

The PPG continues to be under-represented in the younger age group.

The Practice has attempted to recruit a wider demographic through invitations to join the PPG. These have been distributed via the midwife and the health visitor in the past. Individual patients and patients in general have also been invited via the reception desk and patient waiting room. The PPG continues to advertise vacancies through its Newsletter and the PPG noticeboard which is located in the practice waiting area.

Survey 2013-2014

As the GP Survey (attached) indicated 7% equivocal answers regarding satisfaction with appointment booking there is clear room for improvement which guided the topic choice for the PPG survey.

The priorities were agreed by the whole PPG after a meeting in which they discussed what they felt would be useful to patients. This is an extract from the minutes of the meeting dated 8.4.13:

“Everyone is anxious to help and undertake something worthwhile for the benefit of the Practice and the patients, but there is the danger that the Group might be a bit short of ideas at times? The PPG is autonomous and we must rely on ourselves (not the Practitioners!) to present ideas: also no matter what has been tried, we the Group cannot offer anything if the Patient Body does not let us know what they want! The PPG, as I see it is an intermediary between the Practice and the Patients, who we represent.

- Dr Joseph also indicated that at some time in the future it will become possible for patients to make appointments/request prescriptions via the internet.
- From a practice point of view this service aimed to improve the patient experience on a number of levels - namely choice, accuracy and ease of access: by enabling on line access the patient is able to bypass a busy reception desk and take their time booking a convenient appointment. Furthermore, when requesting repeat prescriptions using the access method the margin for error is further reduced on both sides. This was explained to the PPG.
- The PPG members discussed the merits of this system and raised the possibility of using the patient survey to assess demand for this facility before the practice proceeds with this service. The PPG sees that the practice staff and doctors are very busy and does not want the practice to feel obliged to implement a new system if it will not be used.
- In the interests of providing a more efficient and modern approach the PPG decided that this was a simple topic on which to survey the practice population.

How to survey the patients: (from minutes dated 8.4.13)

“In discussion with Dr Joseph and the practice manager the PPG decided the questionnaire should be distributed within the practice. They decided against posting the survey to patients due to the large postage costs. However, the practice will enclose a copy of the survey in any patient letters that are to be posted in the survey month. The idea of emailing surveys couldn't be implemented at this stage as the practice currently does not hold many patient email addresses.

Therefore it was agreed and confirmed in the meeting that the questionnaire would be distributed via the reception desk, attached to repeat prescriptions, and sent to patients receiving other mail from the practice for the duration of at least 1 month.

The PPG members agreed that the practice will print, photocopy and distribute the survey. (A copy of the questionnaire is attached at the end of this report.)

The practice and the PPG agreed that the survey would be a simple YES/NO questionnaire asking the patients if they would use an online appointment making facility and an online repeat prescription service. The PPG in conjunction with the practice did not feel the need to outsource the survey or the collation of the results due to their experience with previous practice surveys; despite hundreds of surveys being distributed the return rate was relatively low at 30%. Therefore the PPG were happy for the survey to be distributed and to receive the results at a future meeting."

As detailed above the practice distributed the survey via the reception desk, attached it to repeat prescriptions, and sent it to patients receiving other mail from the practice for the duration of at least 1 month. It was also given out by doctors during consultations.

The validity of the returned forms was maintained as they were all returned in person at the reception desk and passed straight to the practice manager for safe keeping until they could be counted at the next meeting.

RESULTS

Number of Questionnaires Completed	90	Percentage
Number of Patients Likely to use Appointment Booking	64	71%
Number of Patients Likely to use Prescription Request	67	74%
Number of Patients Likely to use Both Services	63	70%
Number of Patients Unlikely to use Either Service	24	27%

Survey Results & Action Plan:

Extract from minutes of meeting dated 13.5.13:

"There had been 90 responses from the patients. Dr Joseph confirmed that at least 200 surveys had been printed and after a steady rate of return responses had now dwindled. Consequently, it was jointly agreed not to extend the survey deadline. The PPG and PM looked at the surveys and based on the results the PPG agreed that the

online appointment and repeat prescription service was worth implementing. This task will be taken forward by the practice, specifically the practice manager who will liaise with the computer trainer. The aim is to have this service available by June 2013 so that it can be advertised in the newsletter."

This was initially trialled on a limited number of appointments each with plans to expand to all appointments if successful. At the time of writing the majority of doctors non-urgent appointments retain the on line booking facility.

Achievement:

After some discussion between the practice team and the computer software trainer the logistics of implementing the system were agreed and the patients were informed via the PPG's June 2013 newsletter. It was felt necessary to give a detailed explanation of the system to enable ease of patient registration. (Available to view on the practice website)

Assessment of Implementation:

At the time of writing this report (March 2014) it appears that some patients preferred the old email system for prescription requesting to the new access system. This is primarily due to the inability to request acute items which could previously be done.

This problem will be addressed by re-educating the patients on the nature of the repeat prescribing scheme via the newsletter and in-house leaflets attached to prescriptions.

Summary of the progress made with 2012/13 and 2013/14 action plan

You said	We did	The result is
Insert survey findings	Insert actions or agreements	Insert achievements to date
<p>2013-2014: The survey showed that a majority of the respondents welcomed an online appointment booking and prescription request facility</p>	<p>2013-2014: The practice introduced the online access system and continues to monitor it to ensure a good service for patients. The PPG have facilitated this by enabling the practice to include relevant information about the scheme on the patient newsletter. More than 5% of our patients have now actively logged in via the</p>	<p>2013-2014: Patients have greater flexibility and choice in the way they make appointments and request prescriptions. The practice has a more streamlined repeat prescription service and in time it is envisaged that on-line appointment availability will reduce the number of telephone calls.</p>

	online access system.	
2012-2013: The survey showed that a majority of the respondents welcomed further information on 6 main topics.	2012-2013: The PPG organised information afternoons with Age UK to signpost patients to relevant services. The PPG continues the task of producing an excellent quarterly newsletter incorporating information on education on topics as indicated by this survey and earlier survey findings.	2012-2013: We now have a cohesive PPG producing regular newsletters and communicating with patients via their practice based noticeboard and Information

Local Patient Participation Report

The report will be available via the practice website as stated below and this will be publicised in the practice newsletter.

This report will be available on the practice website at:

www.abbotsburypractice.nhs.uk by 31.3.14

Opening times

The Practice telephone lines are open from 8.30am – 6.30pm.

Extended hours appointments are available with the doctors from 6.30-7.00pm on most days from Monday-Friday and 8.00-8.30am on Friday

The building is open from 8.00am – 7.00pm.

Appointment booking and repeat prescription requesting is available on-line to enable access to care at any time.

Patients now call 111 if they require advice out of hours.

The Abbotsbury Patient Participation Group (PPG) Annual Survey

The Practice is considering introducing on-line (internet) booking of appointments and repeat prescription requests for patients.

We would be grateful for your help in completing the following questions so that the Practice can gauge how interested patients would be in this service.

Please tick answers as appropriate

If you were able to book your Doctor's appointment on-line would you be likely to do so?

Yes

No

If you were able to request your repeat prescription on-line would you be likely to do so?

Yes

No

Many thanks for your help

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

THE ABBOTSBURY PRACTICE

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	93	82%	
No	16	14%	
Don't know	4	4%	
	<u>113</u>		

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy	55	46%	
Fairly easy	59	50%	
Not very easy	2	2%	
Not at all easy	1	1%	
Haven't tried	1	1%	
Easy (total)	<u>113</u>	96%	
	118		

Q4 How helpful do you find the receptionists at your GP surgery?

Very helpful	77	66%	
Fairly helpful	37	31%	
Not very helpful	1	1%	
Not at all helpful	2	1%	
Don't know	1	1%	
Helpful (total)	<u>114</u>	97%	
	118		

Q18 Overall, how would you describe your experience of making an appointment?

Very good	65	55%	
Fairly good	45	38%	
Neither good nor poor	8	7%	
Fairly poor	0	0%	
Very poor	0	0%	
Good (total)	<u>110</u>	93%	
	118		

Q9 How often do you see or speak to the GP you prefer?

Always or almost always	38	55%	
A lot of the time	14	21%	
Some of the time	16	24%	
Never or almost never	0	0%	
Not tried at this GP surgery	0	0%	
	<u>68</u>		

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

THE ABBOTSBURY PRACTICE

Q21a Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

Very good	65	56%	
Good	47	40%	
Neither good nor poor	5	4%	
Poor	0	0%	
Very poor	0	0%	
Doesn't apply	0	0%	
Good (total)	112	96%	
	117		

Q21d Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good	49	41%	
Good	42	36%	
Neither good nor poor	20	17%	
Poor	1	1%	
Very poor	0	0%	
Doesn't apply	6	5%	
Good (total)	90	77%	
	118		

Q19 How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time	5	4%	
Less than 5 minutes	19	17%	
5 to 15 minutes	75	65%	
More than 15 minutes	17	14%	
Can't remember	0	0%	
	116		

Q22 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	80	70%	
Yes, to some extent	30	27%	
No, not at all	2	2%	
Don't know/can't say	2	2%	
	114		

This tool allows you to view the practice results for the GP Patient Survey. This NHS England survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Core Questions

THE ABBOTSBURY PRACTICE

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend	80	68%	
Yes, would probably recommend	33	29%	
Not sure	3	3%	
No, would probably not recommend	0	0%	
No, would definitely not recommend	0	0%	
Don't know	0	0%	
	<u>116</u>		