

Local Patient Participation Report

This report summarises development and outcomes of Dr Khokher & Partners Patient Reference Group (PRG) in 2011/12.

It contains:

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The Action Plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times

Profile of the practice population and PRG

Information checklist for local patient participation report

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	PRG profile	Difference
Age		
% under 16 27%	% under 16 2%	-25%
% 17 – 24 10%	% 17 – 24 2%	-8%
% 25 – 34 17%	% 25 – 34 11%	-6%
% 35 – 44 16%	% 35 – 44 13%	+3%
% 45 – 54 12%	% 45 – 54 15%	-3%
% 55 – 64 8%	% 55 – 64 14%	+7%
% 65 – 84 10%	% 65 – 84 40%	+30%

White		White		
% British Group	10%	% British Group	65%	+55%
% Irish	0.08%	% Irish	2%	+1.92%
Mixed		Mixed		
% White & Black Caribbean	0.05%	% White & Black Caribbean	0%	-0.05%
% White & Black African	0.20%	% White & Black African	0%	-0.20%
% White & Asian	0.36%	% White & Asian	0%	-0.36%
Asian or Asian British		Asian or Asian British		
% Indian	3.0%	% Indian	4%	+1%
% Pakistani	6.0%	% Pakistani	8%	+2%
% Bangladeshi	1.6%	% Bangladeshi	0%	-1.6%
Black or Black British		Black or Black British		
% Caribbean	0.42%	% Caribbean	0%	-0.42%
% African	1.95%	% African	6%	+4.05%
Practice population profile		PRG profile		Difference
Chinese or other ethnic Group		Chinese or other ethnic Group		
% Chinese	0%	% Chinese	0%	0%
& Any other	10%	& Any other	9%	-1%
Gender				
% Male	52%	% Male	42%	-10%

% Female	48%	% Female	57%	+9%
Differences between the practice population and the members of the PRG		The practice should describe any variations between the group and the efforts that have been made to reach any groups not represented		

The practice targeted all areas where representation was difficult to attain. We did this by advertising in the surgery and also by asking patients when they attended the surgery if they needed help completing the questionnaire. Many of our patients are unable to write in their own language and they were asked if they required an interpreting service to help them. It was also explained that our PPG has a good representative membership of our practice population and that the members would be able to help them as they speak and write different languages. Patients were also given pencils with our web address with an explanation of how to access the Patient Participation part of the website.

In our questionnaire we asked patients how often they visited the practice. This is the response:

How often do you visit the practice:

157 responses

Rarely	44	33%
Occasionally	57	43%
Frequently	31	23%

Age Sex Comparison - Practice Population vs PRG

Age	16-20	21-30	31-40	41-50	51-60	61-70	71-80	80+
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Practice Population (16+) July 2011

M	183	505	475	593	486	401	277	177	
F	236	499	452	561	459	403	348	289	
Tot	419	1004	927	1154	945	804	625	466	6344

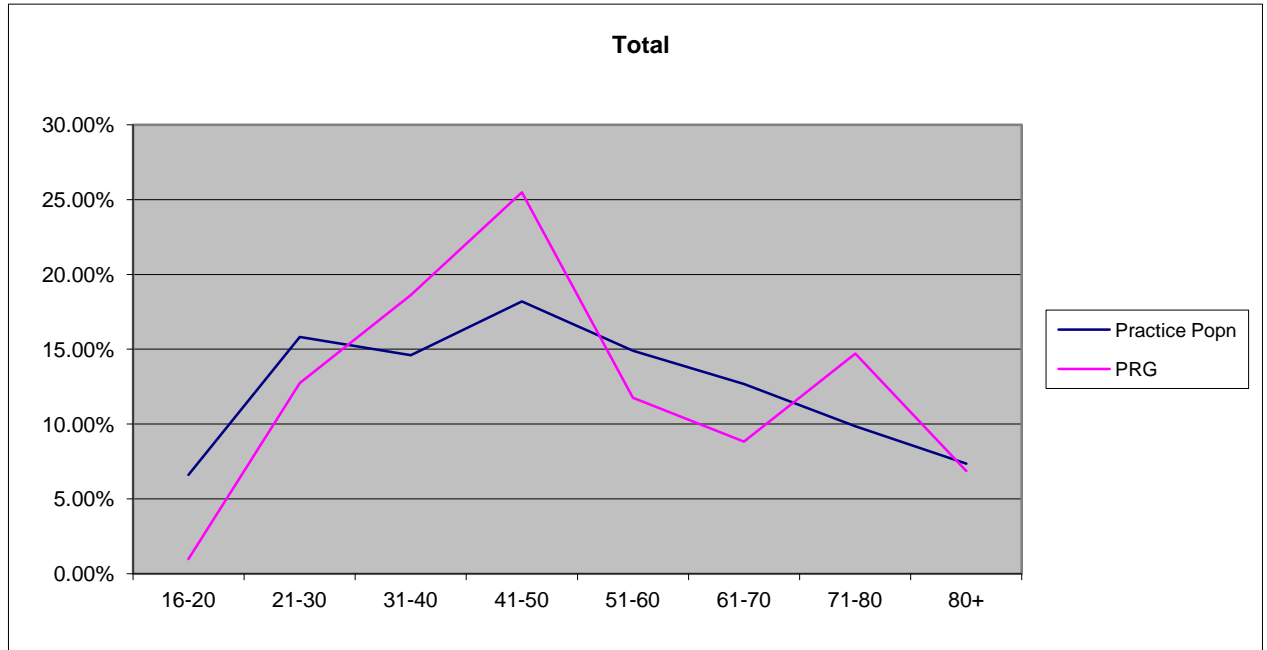
M	2.88%	7.96%	7.49%	9.35%	7.66%	6.32%	4.37%	2.79%	
F	3.72%	7.87%	7.12%	8.84%	7.24%	6.35%	5.49%	4.56%	
Tot	6.60%	15.83%	14.61%	18.19%	14.90%	12.67%	9.85%	7.35%	100.00%

PRG

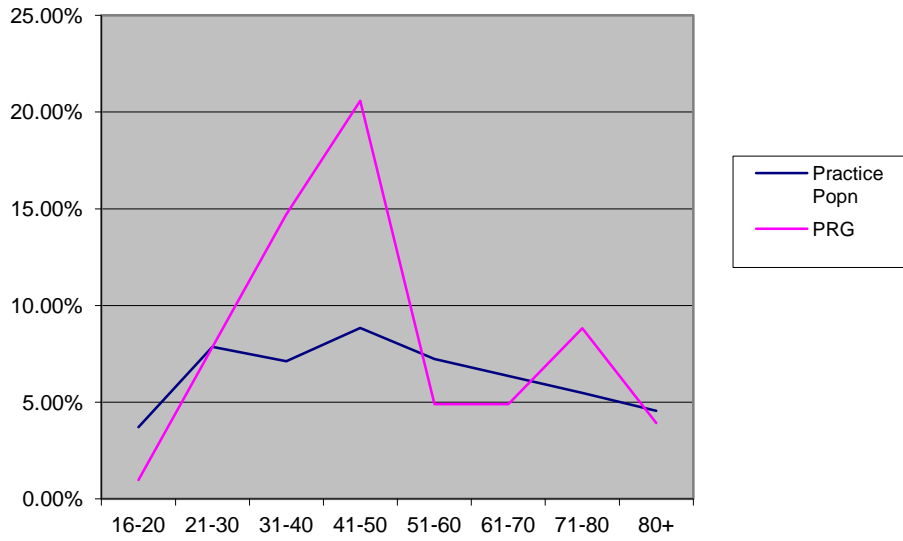
M	0	5	4	5	7	4	6	3	
F	1	8	15	21	5	5	9	4	
Tot	1	13	19	26	12	9	15	7	102

M	0.00%	4.90%	3.92%	4.90%	6.86%	3.92%	5.88%	2.94%	
F	0.98%	7.84%	14.71%	20.59%	4.90%	4.90%	8.82%	3.92%	
Tot	0.98%	12.75%	18.63%	25.49%	11.76%	8.82%	14.71%	6.86%	100.00%

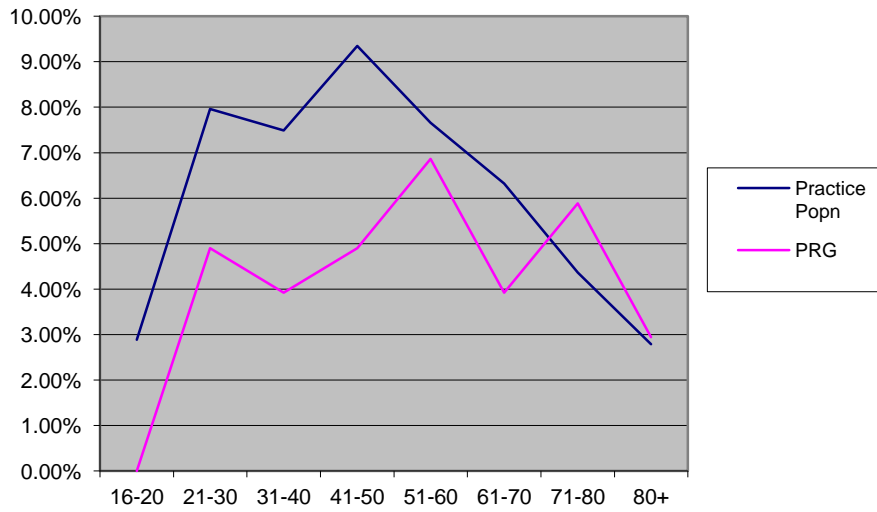
Diff	-5.62%	-3.08%	4.02%	7.30%	-3.13%	-3.85%	4.85%	-0.48%	
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Females



Males



The process used to recruit to our PRG

In order to recruit to our PRG we:

Put up posters in practice (see attached)

Offered leaflets to all patients attending practice (see attached)

E-mailed patients (see attached)

Put information on the practice website (see attached)

Wrote to every head of household on our practice list in August 2011 (see attached letter)

Met with our Patient Participation Group (PPG) on 17th November 2011 and they agreed to include an article in their Autumn 2011 newsletter. This was distributed to patients on both sites and to local businesses and religious institutions (see attached)

The Priorities for the survey and how they were agreed

In order to determine the priorities for the survey we:

Consulted with our PPG on 17th November 2011

Asked patients attending the practice

Emailed patients/PRG

Asked for priorities on the practice website

Wrote to every head of household on our practice list in August 2011

The method and results of the patient survey

Once we had established the priorities we developed the questions using:

Paper forms

Email forms

Survey tool on our website

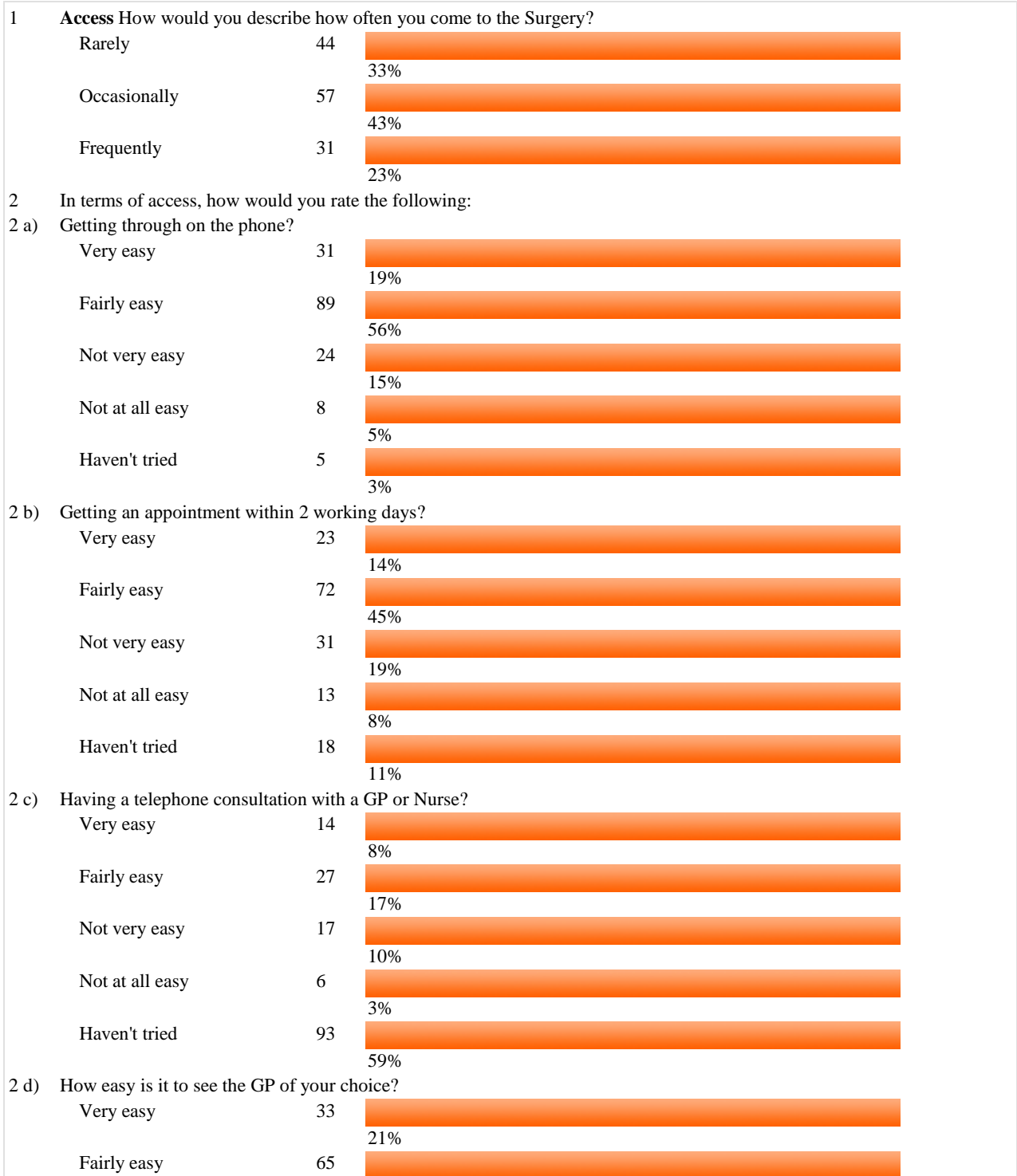
We carried out the main survey between November 2011 and March 2012

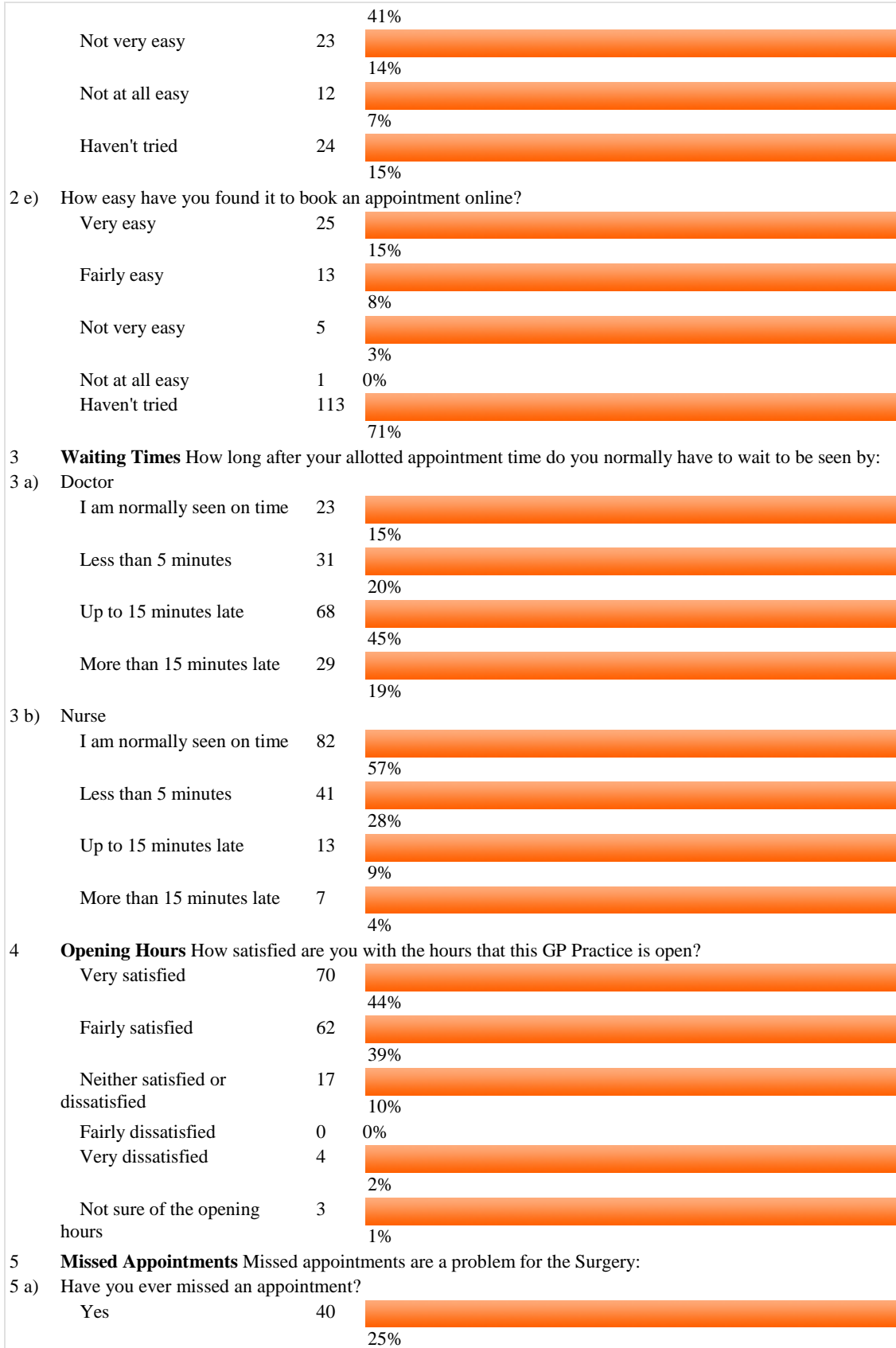
Survey Results

Patient Survey Analysis

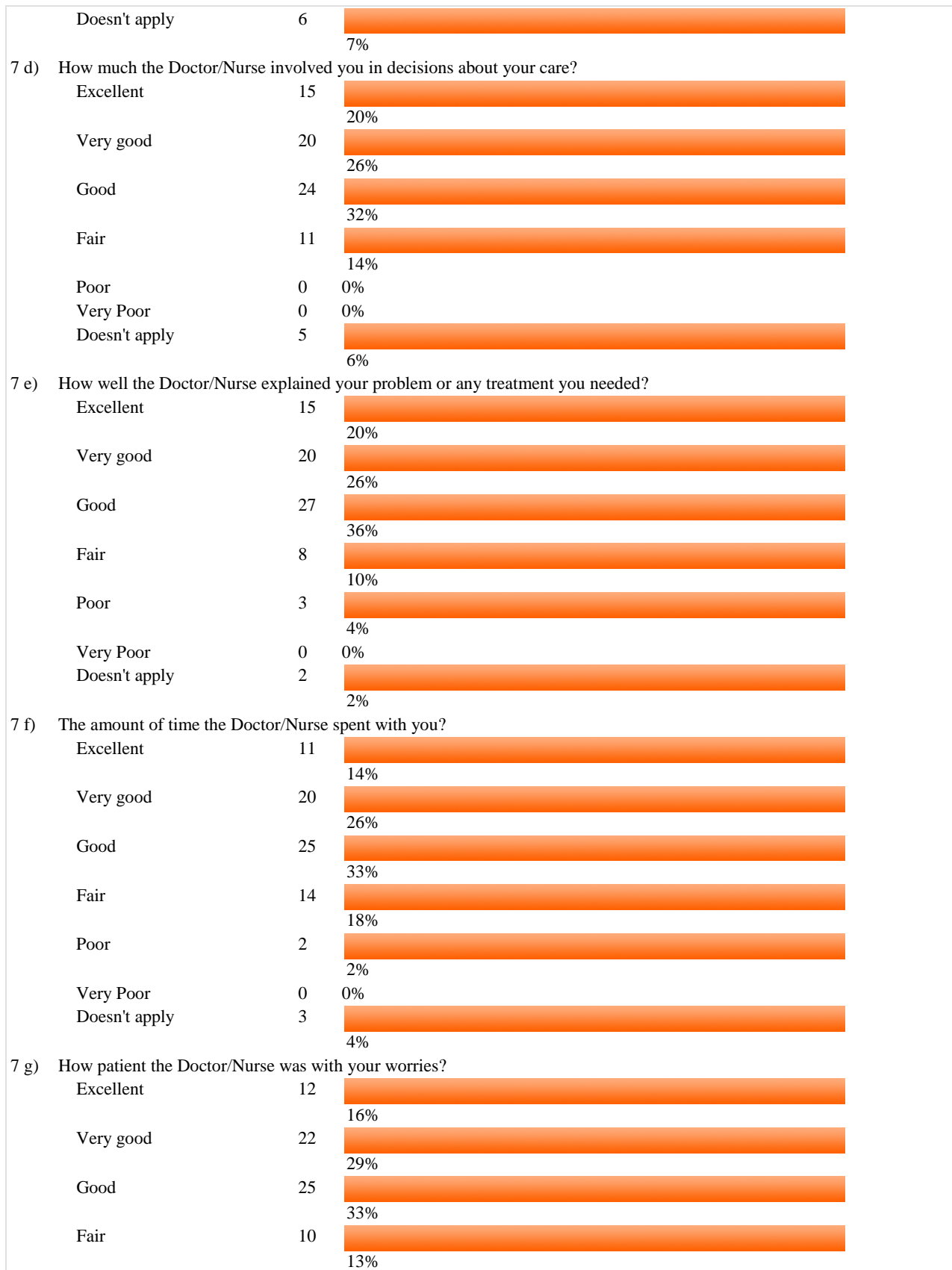
The results so far are shown below.





















Total responses: 157

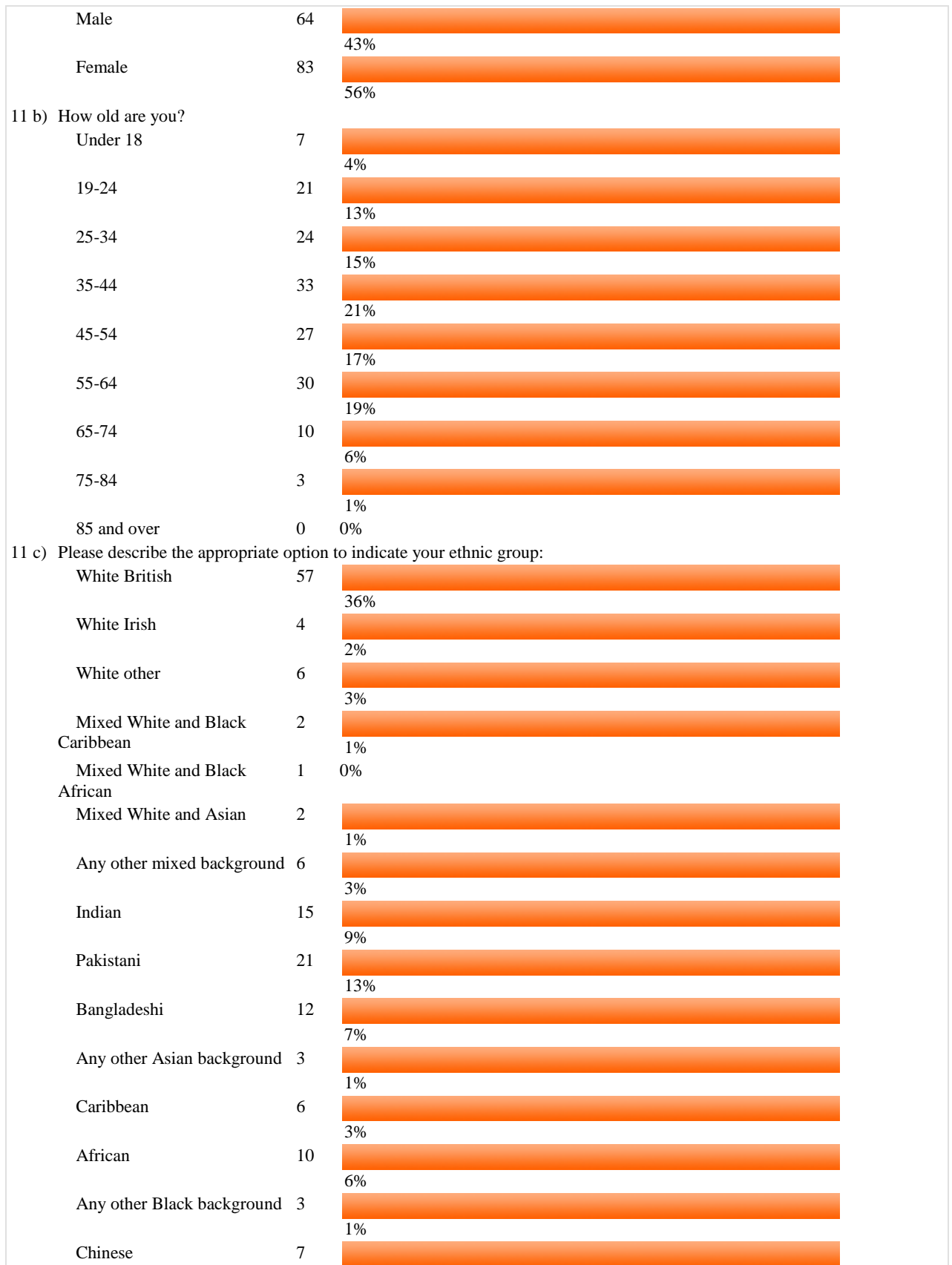






	No	115	74%
5 b)	Would you like to be reminded about your appointment by text messaging?		
	Yes	86	55%
	No	69	44%
6	Planning Your Care In the past six months, have you had a discussion with a Doctor or a Nurse about managing any long-standing health problems you may have?		
	Yes, go to Q7	64	42%
	No, go to Q8	87	57%
7	Following this discussion, how did you rate the following:		
7 a)	How thoroughly the Doctor/Nurse asked about your symptoms and how you are feeling?		
	Excellent	11	14%
	Very good	22	28%
	Good	28	36%
	Fair	11	14%
	Poor	2	2%
	Very Poor	2	2%
	Doesn't apply	0	0%
7 b)	How well the Doctor/Nurse listened to what you had to say?		
	Excellent	13	17%
	Very good	26	34%
	Good	26	34%
	Fair	10	13%
	Poor	0	0%
	Very Poor	1	1%
	Doesn't apply	0	0%
7 c)	How well the Doctor/Nurse put you at ease during your physical examination?		
	Excellent	14	18%
	Very good	25	32%
	Good	24	31%
	Fair	7	9%
	Poor	0	0%
	Very Poor	0	0%



	Poor	4	5%	
	Very Poor	0	0%	
	Doesn't apply	2	2%	
7 h)	Does the Doctor/Nurse display concern for you?			
	Excellent	11	14%	
	Very good	18	24%	
	Good	30	40%	
	Fair	8	10%	
	Poor	5	6%	
	Very Poor	0	0%	
	Doesn't apply	3	4%	
7 i)	Was the length of your appointment satisfactory?			
	Excellent	11	14%	
	Very good	19	25%	
	Good	24	32%	
	Fair	14	18%	
	Poor	4	5%	
	Very Poor	0	0%	
	Doesn't apply	2	2%	
8	What is your overall satisfaction with the Surgery			
	Very satisfied	69	47%	
	Fairly satisfied	62	42%	
	Neither satisfied or dissatisfied	12	8%	
	Fairly dissatisfied	2	1%	
	Very dissatisfied	1	0%	
9	Would you recommend this Surgery to others?			
	Yes	137	95%	
	no	7	4%	
10	Are there any other issues that you would like to be considered (please describe below): [text response - use View Comments]			
11	Some questions about yourself			
11 a)	Are you?			



Any other ethnic group	1	4%	
11 d) Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?			
Yes	22	14%	
No	129	85%	

The Action Plan that was agreed and how it was agreed

In order to develop the action plan the practice met to discuss this on 9th February 2012. From the information in previous national surveys and from feedback from our PPG and PRG the practice discussed how best we could use the information to aid the practice. It was agreed that the most dissatisfaction from patients was obtaining appointments and therefore this was given priority in our Action Plan. We were already operating an Access Action Plan and one of the actions is that patients are allowed to book ahead as far as they require. However, this has resulted in them forgetting their appointments and not attending. The practice plans to use the texting facility so that patients can be reminded of their appointment. However, this has been a longer process than hoped as consent has to be given and recorded for each patient and their telephone numbers checked. It was agreed that the first priority would be to address our DNA rate.

In order to get comments from the PRG on the draft Action Plan we

Emailed the group

Published the report on our website

Met with the PPG group in November 2011 and March 2012.

We agreed the action plan with the group on 29th March 2012

The main actions were:

Tackle our non attenders rate to enable to free up appointments.

Now we have changed our computer system from Premier to SystemOne to use on-line booking through SystemOne.

The areas where we could not achieve what the PRG wanted were:

Although the majority of our patients were happy with our opening times there were those that suggested a change in times. At present we operate a full 9.00 a.m. – 6.30 p.m. service on both sites and offer extended hours of late evenings three times a week. It was agreed not to change our opening times at present, Saturday mornings were discussed but as GPs sometimes have Saturday morning lectures and also prefer to double up during surgery times rather than operating lone working it was decided that the three late evenings were more beneficial and offered more appointments to patients. Early morning surgeries starting at 7.00 a.m. were also discussed but there was only a

small cohort of patients requesting this and again this lessened the availability of appointments. However, it was agreed to review this in the future.

The progress made with the action plan

The summary of the progress as of 31 March 2012 is:

You said	We did
Appointment availability	Plan how to tackle our non attender rate
On line booking	We plan to have this on line by the summer

The result is

We are continuing to inform patients of our non attender rate weekly and, wherever possible, the impact on the practice and patients is explained to them, for instance if patients do not attend or book more than one appointment and do not cancel the latter one. Some patients also book several appointments for other members of their family or community and it has been noted that often these patients do not attend. It was agreed at our PPG meeting that leaders of the community will speak in the Mosque and Gurdwara to explain the impact on the availability of our appointments

We have put larger and more posters up in the surgery and we will continue to write to those patients that do not attend for a concurrent three appointments. There will also be a feature in the next PPG newsletter. The larger posters have provided a talking point at the surgery and we are hoping that this will have an impact on our DNA rate.

Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

Queens Park opens five days a week. The premises are open from 8.00 to 6.30 p.m Tuesday and Thursday and until 7.40 pm on Monday, Wednesday and Friday. The surgery is closed on Saturdays, Sundays and Bank Holidays. There are GP and Nurse sessions every day at both Queens Park and Honeysuckle Way.

The appointment times at Queens Park are as follows:

Morning	Monday to Friday	9.00 am to 11.30 am
Afternoon	Monday to Friday	2.00 pm to 4.30 pm
Evening	Tuesday and Thursday	4.30 pm to 6.20 pm
	Monday, Wed, Friday	5.00 pm to 7.40 pm

NB: The surgery is closed between 12.15 pm and 1.45 pm Monday to Friday

The session times at Honeysuckle Way are as follows:

Morning	Monday to Friday	9.00 am to 11.30 am
Afternoon	Monday, Wed, Thursday	3.30 pm to 5.30 pm
Evening	Tuesday and Friday	4.30 pm to 6.20 pm

NB: The surgery is closed between 1pm and 2pm Monday to Friday.

For out of hours service please call 01234-351661. The calls are then passed on to the out of hours service BEDOC. BEDOC is a GP led service and works under a contract from NHS Bedfordshire.

For dental problems please call 01234-310210 if you are not registered with a dentist.

Please ring the surgery number 351661; a recorded message will give you the telephone number of the duty doctor (have a pen and paper ready). PLEASE LISTEN TO THE ENTIRE MESSAGE – it will be repeated. There is always a doctor on call for urgent advice and consultation.