

Ashburton Park Medical Practice

Patient Reference Group's (PRG) Profile

1. Validate that the patient group is representative

1.1.A description of the population of the members of the PPG

The profile of the Ashburton Park Medical Practice patient participation group is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence, free time and have the flexibility to attend the meetings.

Gender

Male	Female
1	8

Age Group

Age Group (years)	No of Participants
10-19	-
25-29	1
30-39	-
40-49	1
50-59	4
60-69	3
70+	1

In trying to recruit members for the PPG the practice found the biggest interest came from the female patients between the ages of 50 to 69 years and the were mainly female patients who seemed to have more time and courage to get involved in the practice life.

The practice has considered evening meetings to attract patients who are working, are in full time education or have children of school age. Unfortunately, such patients have not come forward or were able to offer their time.

Ethnicity:

Ethnicity	No of Participants
White British	5
Other white	2
Black Caribbean	1

Indian or Indian British	1
Other Asian group	1

Access to internet

All participants have access to internet

1.2 A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

The following steps were undertaken with an aim of increasing the membership to the group and making it more diverse:

- Posters were put at all the prominent places to persuade the patients to join the group (See Annex 1 & 2)
- New patients were also invited to join when they were registering with the practice.
- PPG registration forms were distributed to existing and newly registered patients. (See annexe 3).
- **“Help us serve to you better”** campaign was launched using poster (see Image 1 for example of poster) and registration forms that encouraged patients who were waiting on appointments to join.
- The registration forms were available at the reception for all the patients to join.
- The reception team were tasked with promoting the group to patients.
- Our reception staff and team of clinicians have actively encouraged patients to join the PPG.

3. Survey

3.1 A description to be entered in around how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The practice was very keen on engaging patients to help deliver and design services around the needs of its patients.

The PPG was given the opportunity to comment about any aspect of the service or facilities of the practice and suggest issues that they wanted the survey to address.

Based on that feedback as well as patients comments from the ‘comments and suggestion book’ that is available in the reception area, survey questions were formulated using the templates and guidelines of:

- The GP Patient Survey
- NHS In-Patient Questionnaire
- The National Survey of NHS Patients

Created survey was then presented to the PPG group for final review and approval.
(See Annexe 4)

Annexe 1 Poster “Help us to serve you better”

Help Us To Serve You Better

**Become part of our
Patients’ Reference Group (PRG)**



It’s simple to join----Ask the receptionist and fill in a simple form to provide us with your contact details etc.

It’s virtual – mostly communication will be done via email, telephone or text.

It has a voice—Practice will listen and implements the suggestion of the PRG to improve services it offers for the patients’ e.g. appointments, access to premises etc.



We would welcome you to share your experience of being a patient at Ashburton Park Medical Practice.

Some patients have been generous with their time and have identified the main problems that we might be able to go some way to solving.

If you would complete the attached questionnaire we shall be better able to address possible solutions to these issues. Your answers will be confidential. The statistics will be available after analysis and we will let you all know the outcome, by advertising it in the practice or other means.

Annexe 3 - PPG registration form

Ashburton Park Medical Practice

Practice Participation Group

We are pleased to invite you to join our practice patient reference group.

Aim and Objectives: The aim of the Patient Reference Group (PRG) is to proactively engage our registered patients to seek their views on what matters to them most regarding the healthcare services provide by our practice

What is Patient Reference Group (PRG): It is sub group of selected patients which should represent the practice population as much as possible and help practice decide and prioritise changes and improvements in the services we offer through information we will gather from patients' surveys.

How PRG will work: A group of people will be selected by the practice as it should be representative of the practice population in regards to its demographics etc.

The group will be a virtual group and the communication will be done via emails.

How can I participate: If you are interested then please fill-in this form and return it to receptionist. You'll be informed by the practice as soon as the group is formed and if you are selected.

The information you give on this form will remain Private and Confidential.

Patient Name: _____

Date of Birth: _____

Email address: _____

Mobile No: _____

Landline No: _____

Would you prefer us to contact you via: (Please tick appropriate boxes)

Email

Post:

Phone and Text:

(Please note that you need to have access to internet and a valid email address to participate via email etc.)

Signature: _____ **Date:** _____

Annexe 4 – Patient survey

Ashburton Park Medical Patient Survey 1

Q1. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days, Please tick as appropriate.

Yes No Not Sure

Q.2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her:

Same Day Next working day 2-5 Days
More than 5 working days Not Sure

Q.3. How do you rate the way you are treated by receptionists at our practice?

Excellent Good Average Poor

Q.4. Ease of getting through to the surgery on the phone:

Haven't Tried Very Easy Fairly Easy
Not very Easy Not at all Easy Came in and booked

Q.5. How long do you usually have to wait at the practice for your consultation to begin?

5 minutes or less 6 – 10 minutes 11-20 minutes 21-30 minutes more than 30 minutes

Q.6. Do you have access to the internet at all?

Yes No

Q.7. Given the choice please mark which services you would like to be able to do online.

Appointment Booking Repeat Prescription Change of details
Emailing the practice For medical issues Medical record viewer None of the above

Q.8. What additional hours would you like the practice to be open?

Early Morning Evenings Weekends None, I'm satisfied

Q.9. How do you rate the service that is provided by our Nurses?

Excellent Good Average Poor

Q.10. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?

Excellent Good Average Poor

Any Additional Comments:

PATIENTS PARTICIPATION GROUP SURVEY RESULTS

ASHBURTON PARK MEDICAL PRACTICE

Survey Participants Details

Total no of patients participated in the survey: 50

The survey was actively given to the patients by the reception staff.

The survey was available at the reception desk in reach of the patients calling at reception with appropriate stationery to help them fill it in.

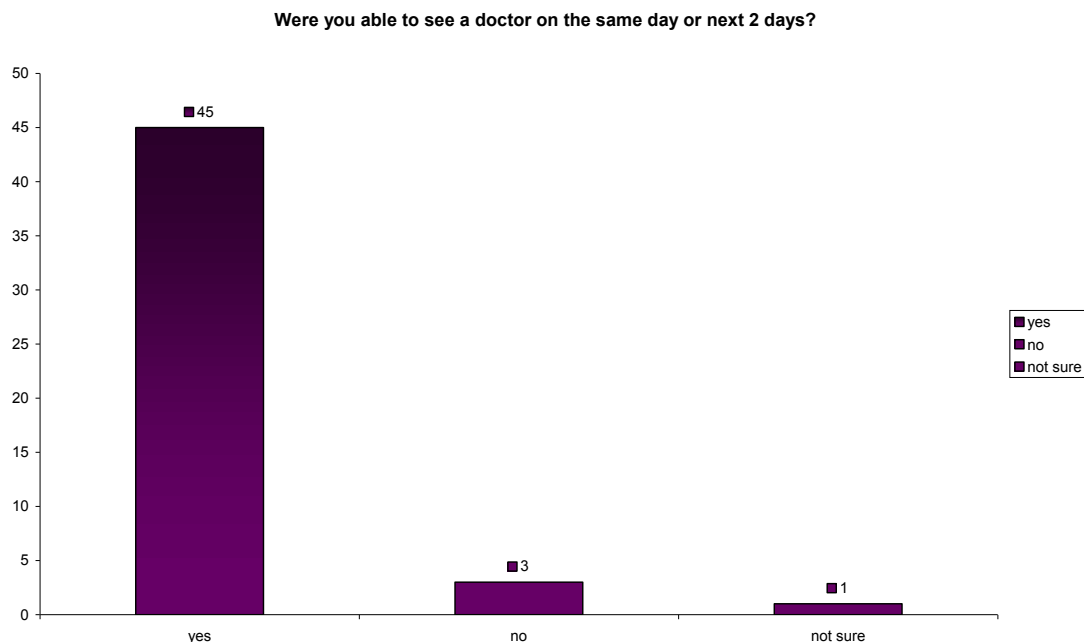
Survey forms were available for: all who visited the practice

Survey was anonymised

The Survey Results

Patients were asked to rate how satisfied they are with surgery by using a 1 to 10 scale. Where 1 means you are very dissatisfied and 10 means you are very satisfied.

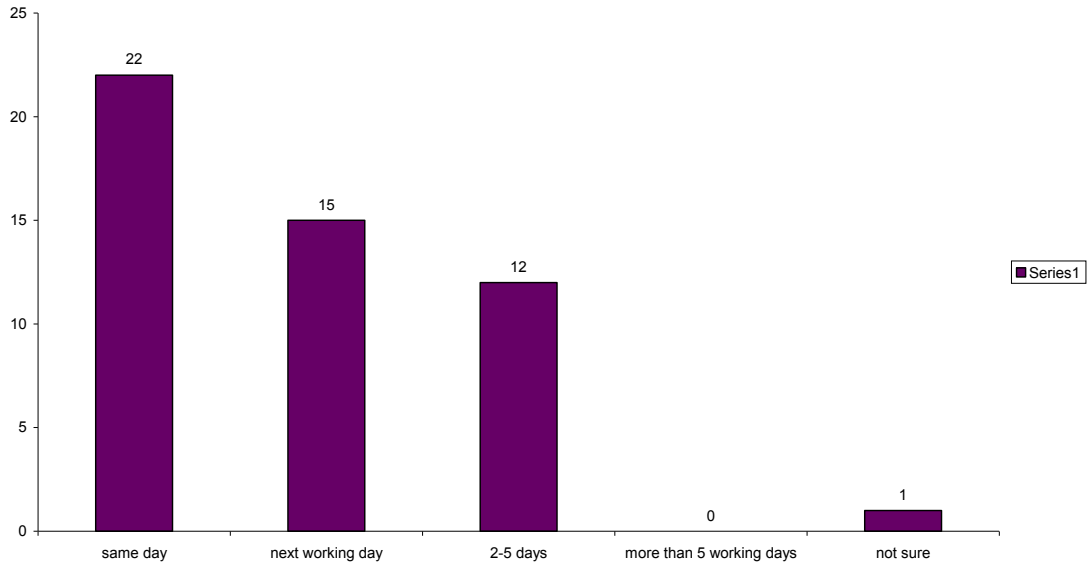
Q1. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days, Please tick as appropriate.



- **91% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days**
- **Only 6% of patients said they were unable to see the a doctor within next two days of their call or visit to the practice to make an appointment with the doctor**

Q.2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her.

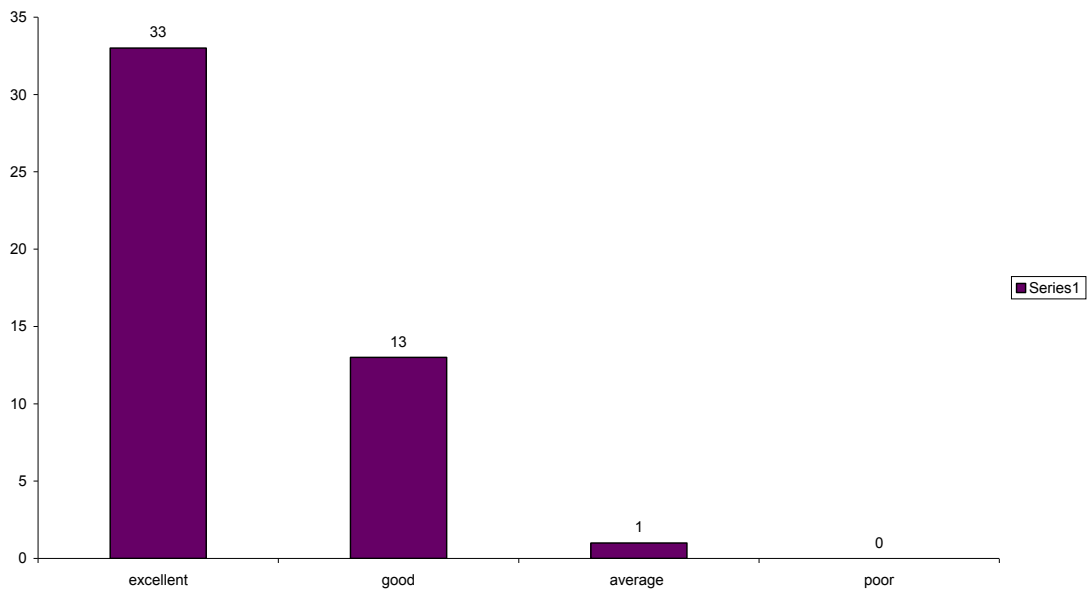
Thinking of the time when you want you want to see a particular doctor, how quickly do you usually get to see her



- 22 patients said that they were able to get the same day appointment to see the doctor.
- 15 patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor
- 37 patients were able to see the doctor with in 48 hours which is the 75% of the patient responded to this question

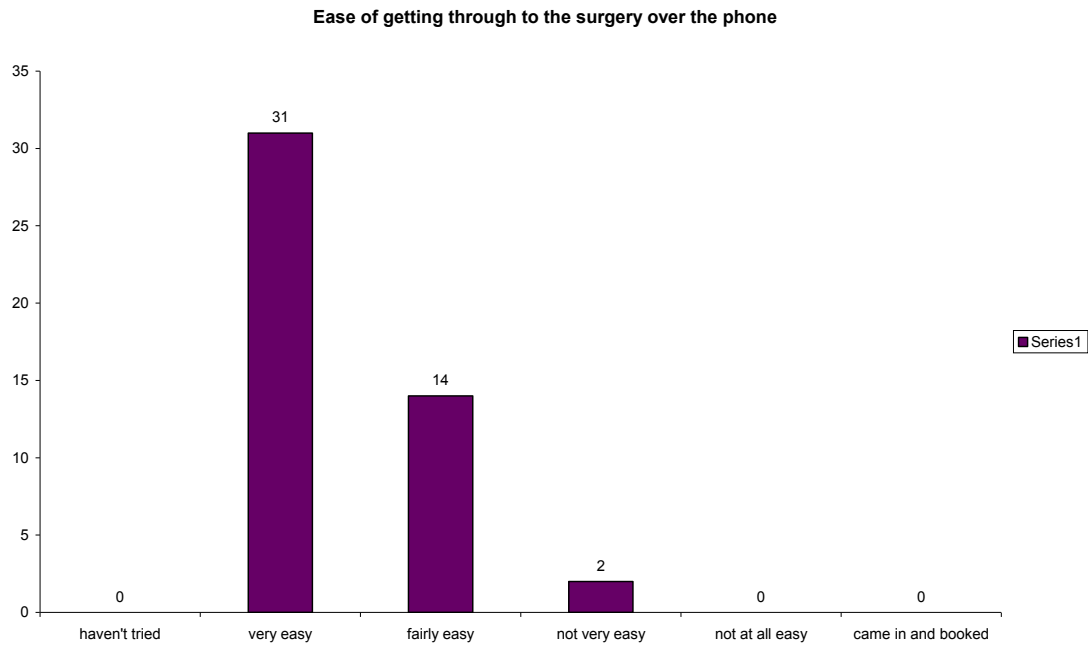
Q.3. How do you rate the way you are treated by receptionists at our practice?

How do you rate the way you are treated by receptionists at our practice?



- 98% of patients' survey rated the way you are treated by receptionists at our practice to be Excellent and good.
- Only 2% rated it as average and non rated it as poor

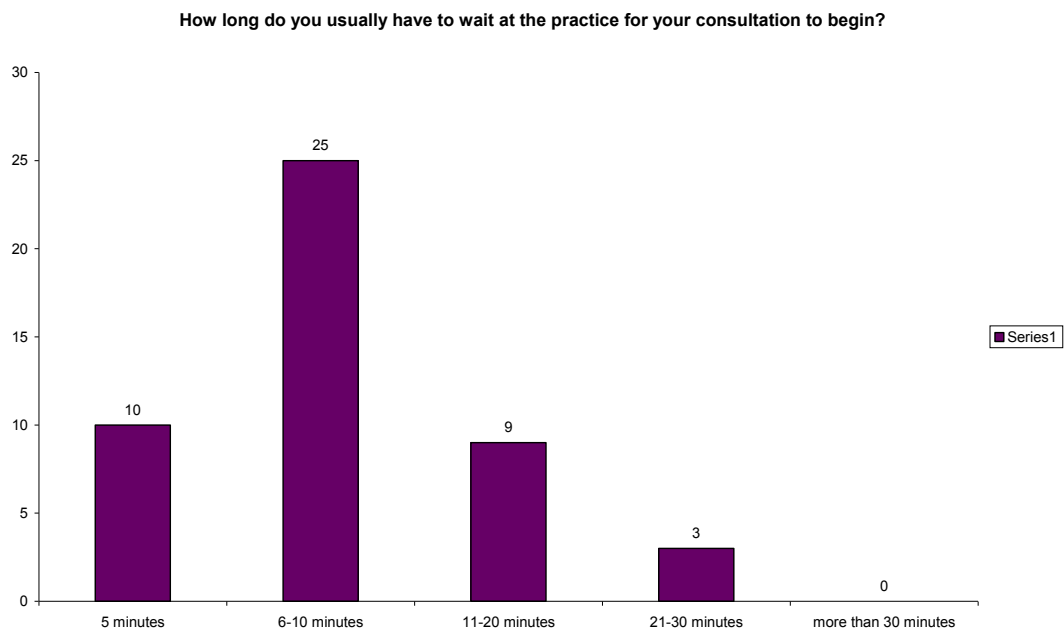
Q.4. Ease of getting through to the surgery on the phone:



65% patients said it was very easy to get through to the surgery on the phone

29% patients said it was fairly easy and only 4% said it was not very easy/

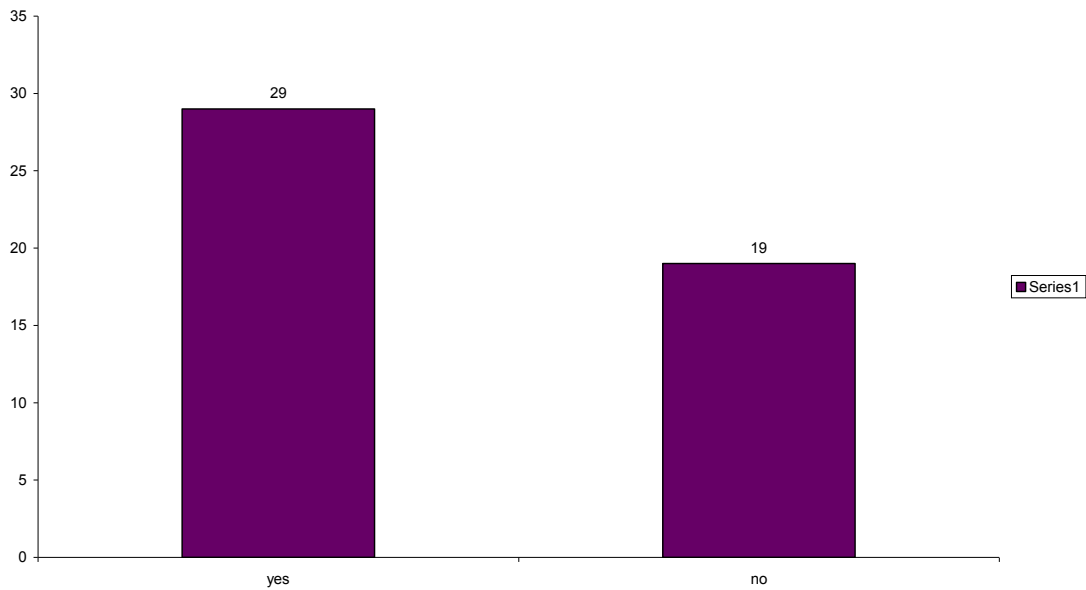
Q.5. How long do you usually have to wait at the practice for your consultation to begin?



- Highest no of patients said that they were seen by the doctors within 6-10minutes of their appointment time. Their percentage was 53%
- 22% of patients were seen within 5 minutes of their appointment time.
- 19% were seen within 11-20mintues and 6% within 21-30minutes of their appointment time.

Q.6. Do you have access to the internet at all?

Do you have access to the internet at all?

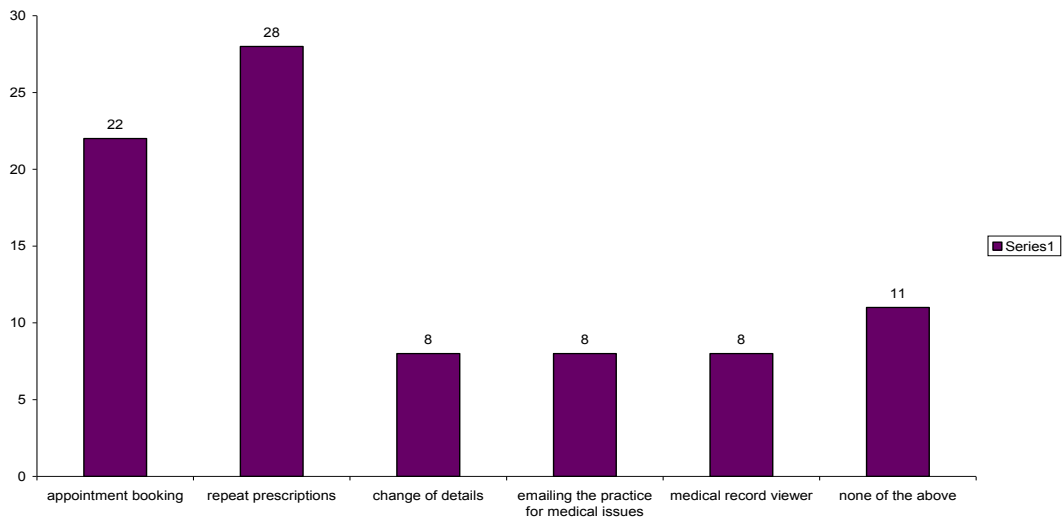


- **60% of the patients have internet access**

- **40% said they do not have internet access**

Q.7. Given the choice please mark which services you would like to be able to do online.

Given the choice please mark which services you would like to be able to do online?

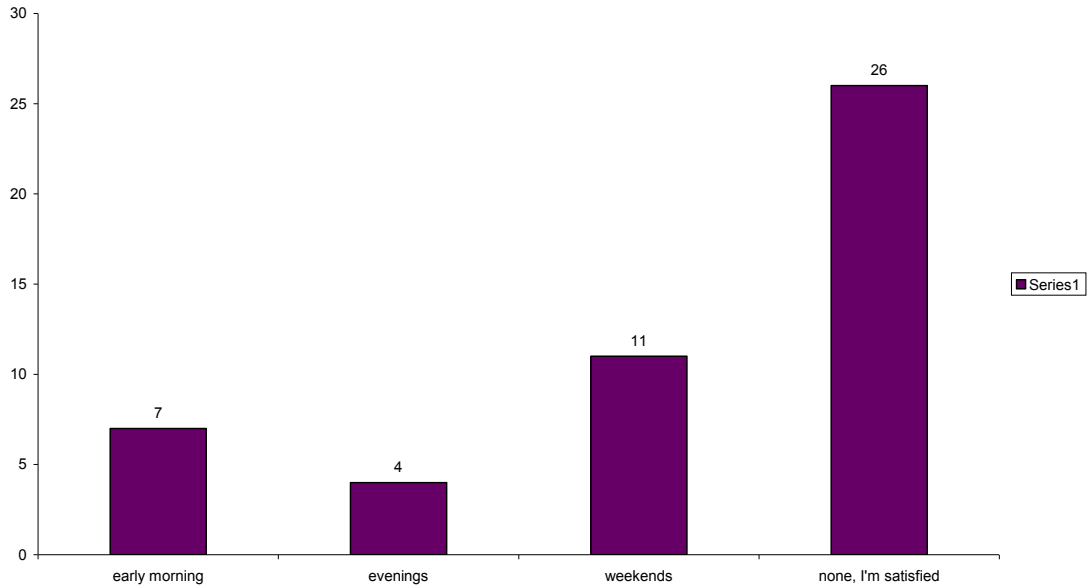


Many patients choose more than one option in response to this question

- 32% want to use internet facility to order their repeat prescriptions.
- 25% want to make online appointments
- 13% do not want any service through online access

Q.8. What additional hours would you like the practice to be open?

What additional hours would you like the practice to be open?

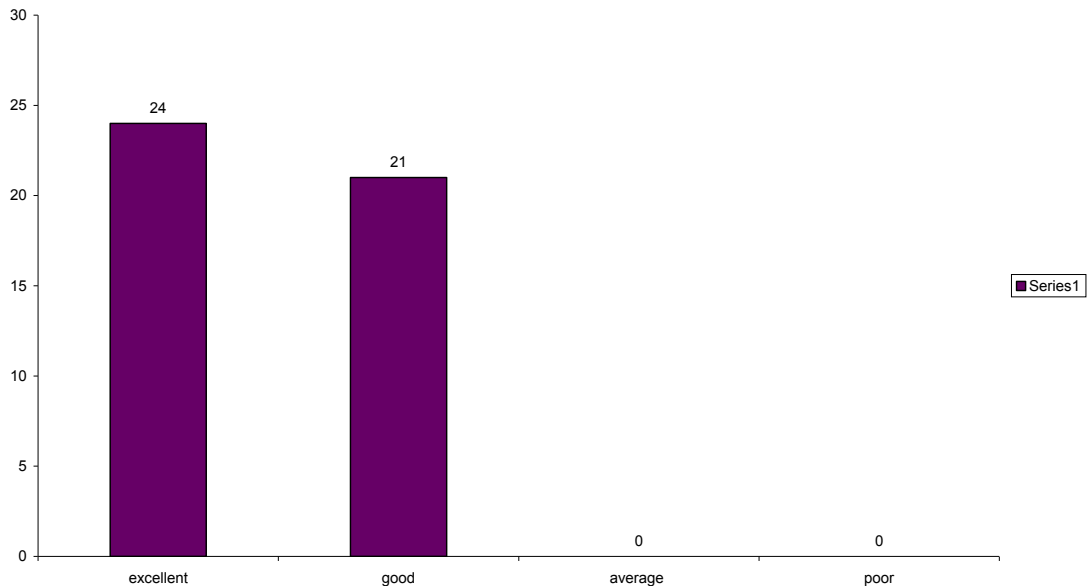


The practice believes in continuous improvement of the healthcare services we offer to our patients, though the majority of patients 26 said they are satisfied with the current services.

7 suggest early morning opening times, 4 suggested late evening times, and 11 to open practice at the weekends.

Q.9. How do you rate the service that is provided by our Nurses?

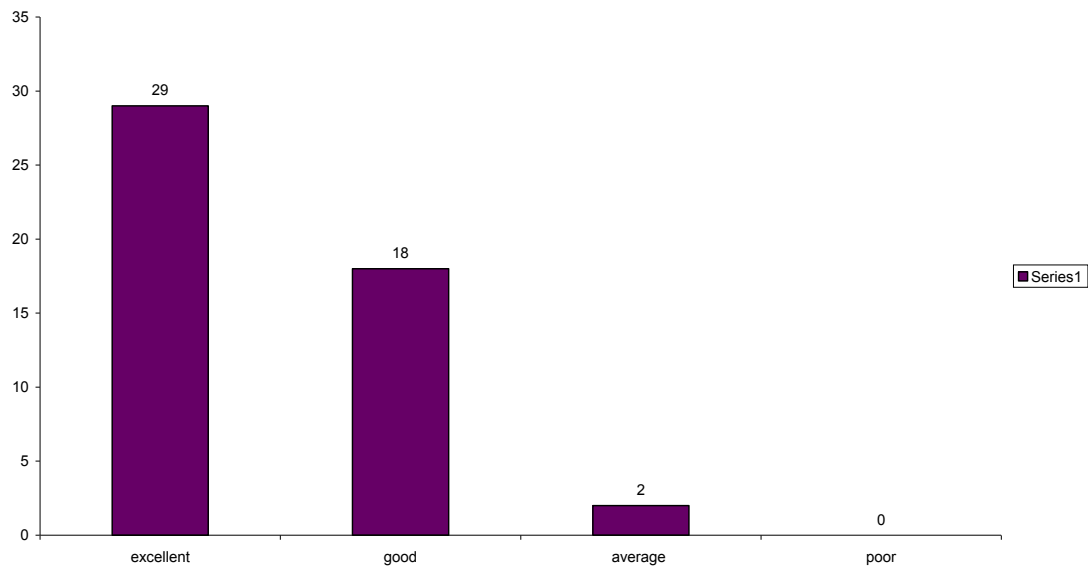
How do you rate the service that is provided by our nurses



- **100% of the patient rated the service provided by the Nursing staff at the practice as Good and Excellent**

Q.10. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?

Overall when you contacted the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?



59% rated practice ability to help them or provide medical advice as Excellent
37% rated it as Good
4% rated it as Average

OTHER COMMENTS:

- **Difficult to book advance appointment as cannot call on the day.**
- **GP- very supportive and good listener**
- **More information should be provide when given a blood or urine test regarding fasting etc.**
- **Staff – helpful and friendly**

Action Plan for implementation (Changes suggested by PRG)

	Recommendation And Suggestions	Action required	Practic e Lead	Time frame for change s
1	Making appointments and ordering prescriptions online	To Activate the Online booking system	Practice Manager	July 2012
2	Early morning clinics	Early morning session at 8am on Tuesdays	Clinicians	April 2012
3	Relevant information available for patients regarding in house investigations e.g.: bloods and urine tests	Patient education leaflets	Clinicians & Receptionists	May 2012
4	Informing patients when surgery is running late	Information will be displayed regarding time delay of clinics	Reception Staff	April 2012