

# Ashburton Park Medical Practice

## Patient Reference Group's (PRG) Profile 2012-13

### 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
4	5

#### Age Group

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

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	6
Other white	1
African	1

Other Asian group	2
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### **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 annex 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.

Annexe 2 Help us to Serve you better (2<sup>nd</sup> Poster)



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** **2012-13**

## **ASHBURTON PARK MEDICAL PRACTICE**

### **Survey Participants Details**

Total no of patients participated in the survey: 100

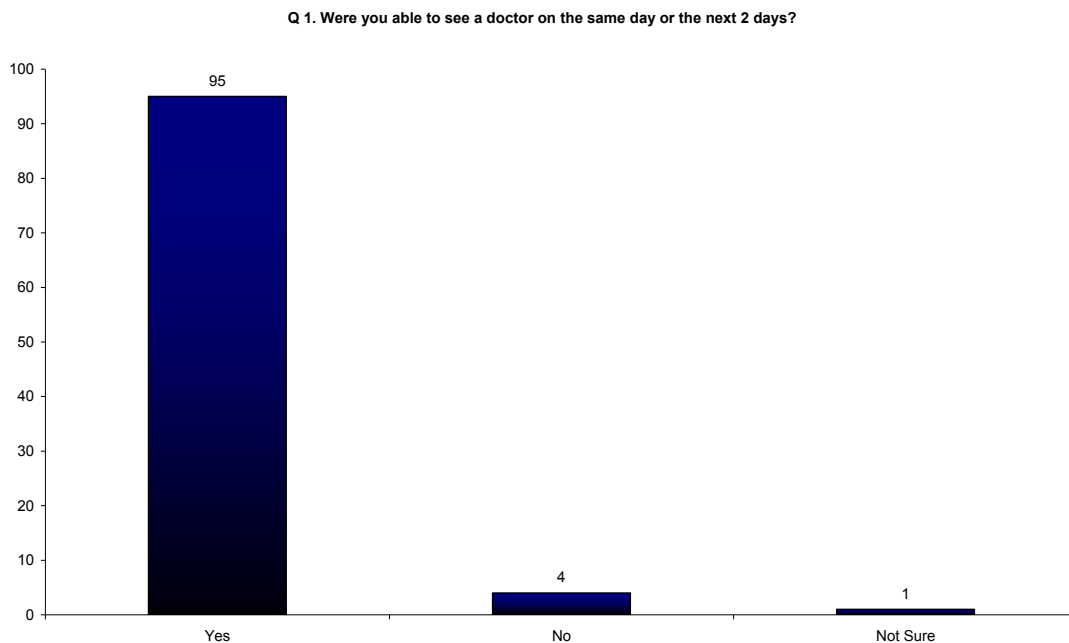
Survey forms were available for: all who visited the practice

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.**

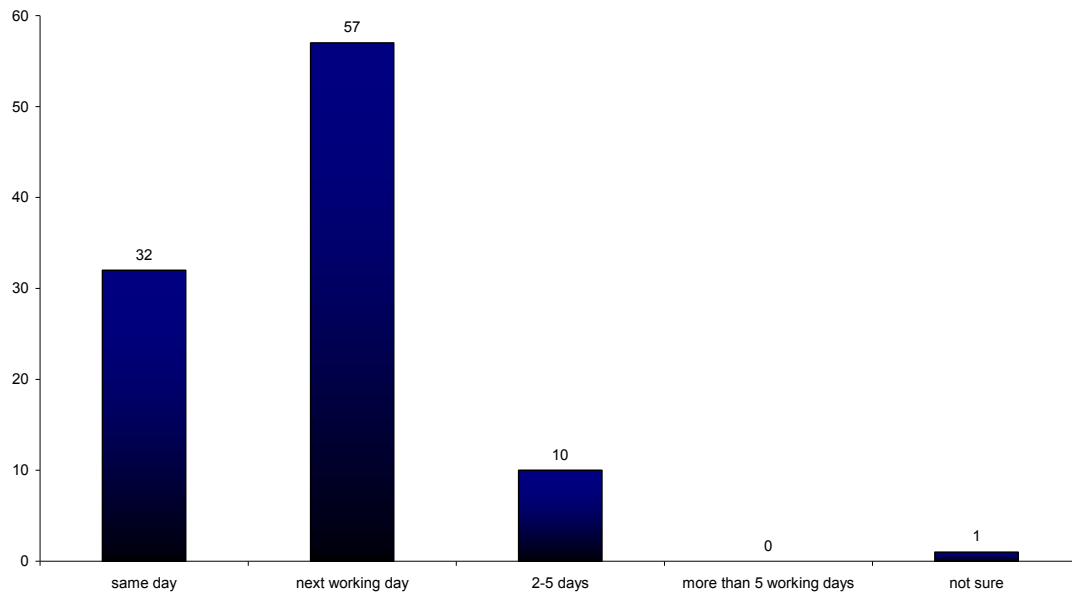


- 95% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days
- Only 4% of patients said they were unable to see the a doctor within next two days of their call or visit to the practice to make an appointment with the doctor
- 1% of patients were not sure



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

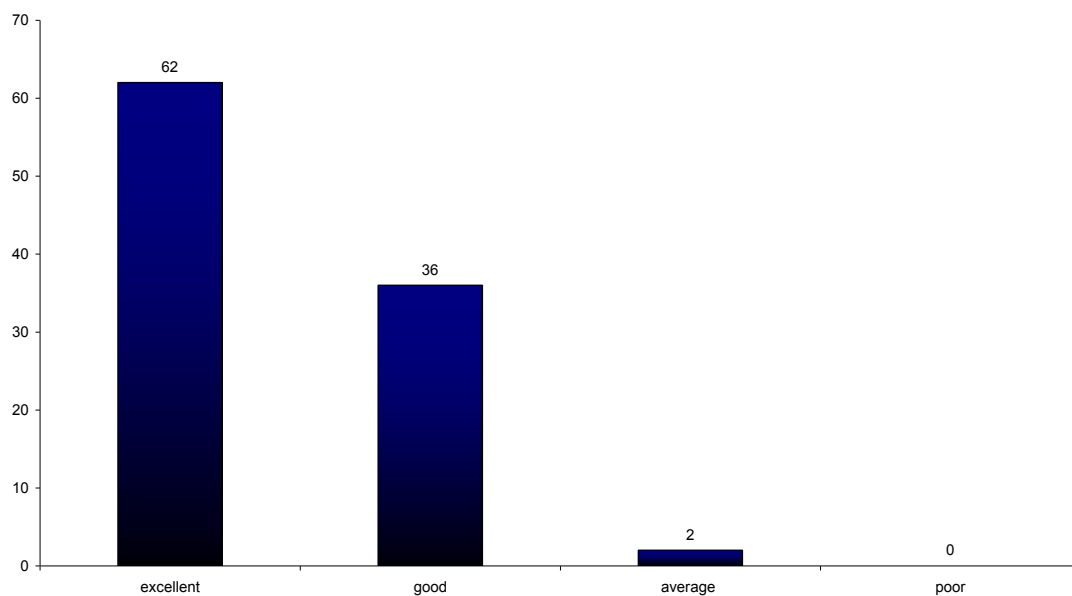
Q 2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her?



- 32 patients said that they were able to get the same day appointment to see the doctor
- 57 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
- 10 patients were able to see the doctor with in 2-5 days

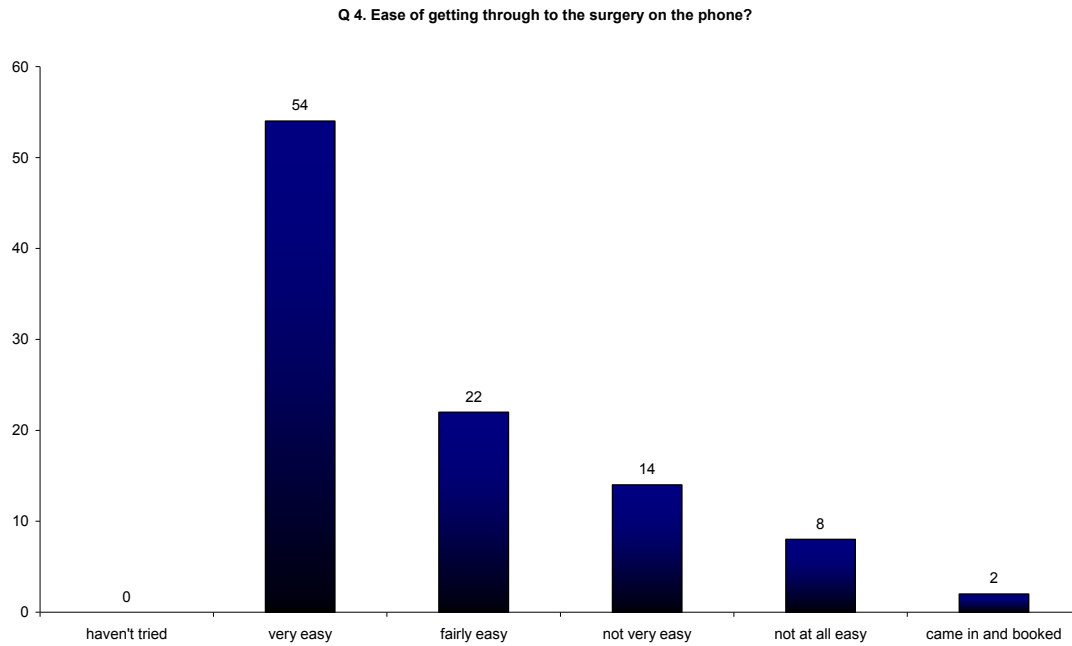
## Q.3. How do you rate the way you are treated by receptionists at our practice?

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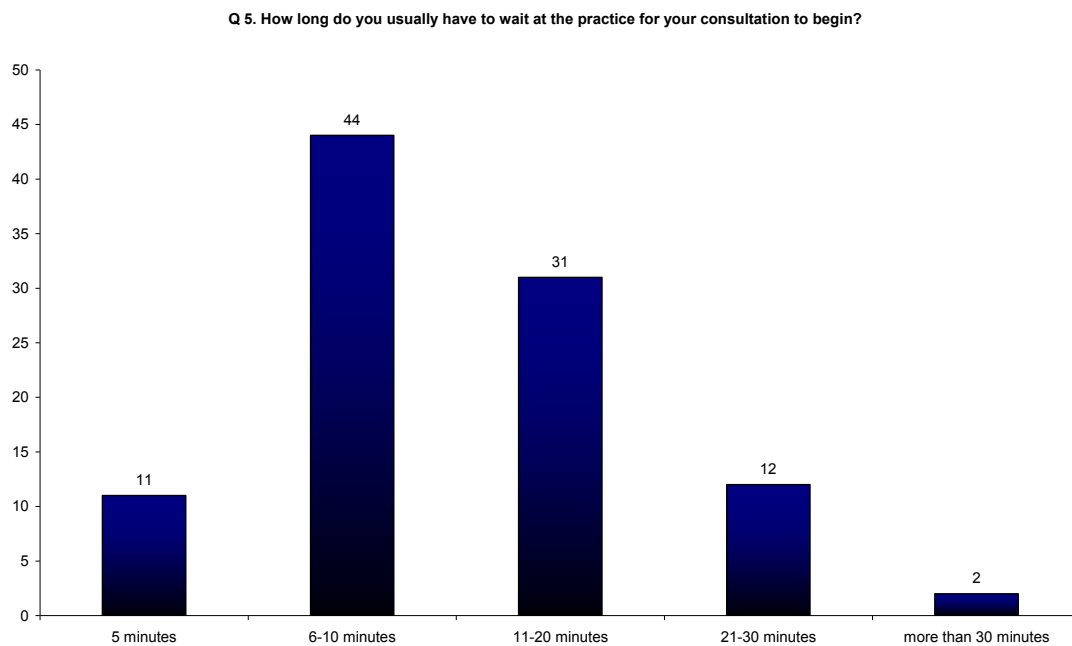
- 98% of patients survey rated the way you are treated by receptionists at our practice to be Excellent and good.
- Only 2% rated it as average and non rated it as poor

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



- 54% patients said it was very easy to get through to the surgery on the phone
- 22% patients said it was fairly easy
- 14% patients said it was not very easy and 8% patients said it was not at all easy

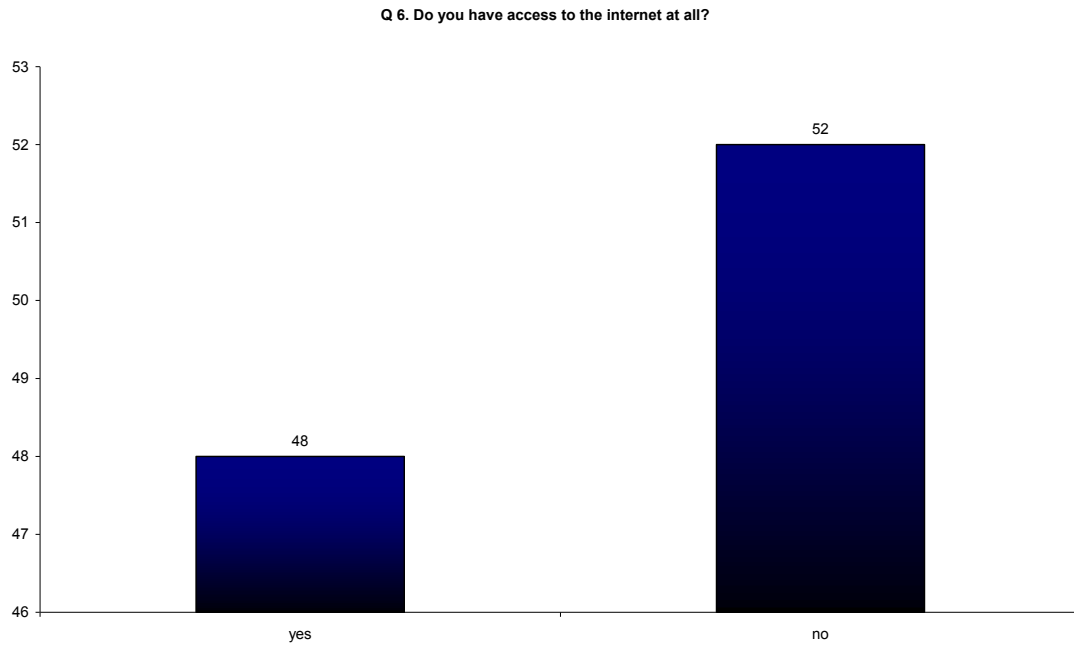
#### Q.5. How long do you usually have to wait at the practice for your consultation to begin?



- Highest no of patients said that they were seen by the doctors within 6-10 minutes of their appointment time. Their percentage was 44%
- 11% of patients were seen within 5 minutes of their appointment time.

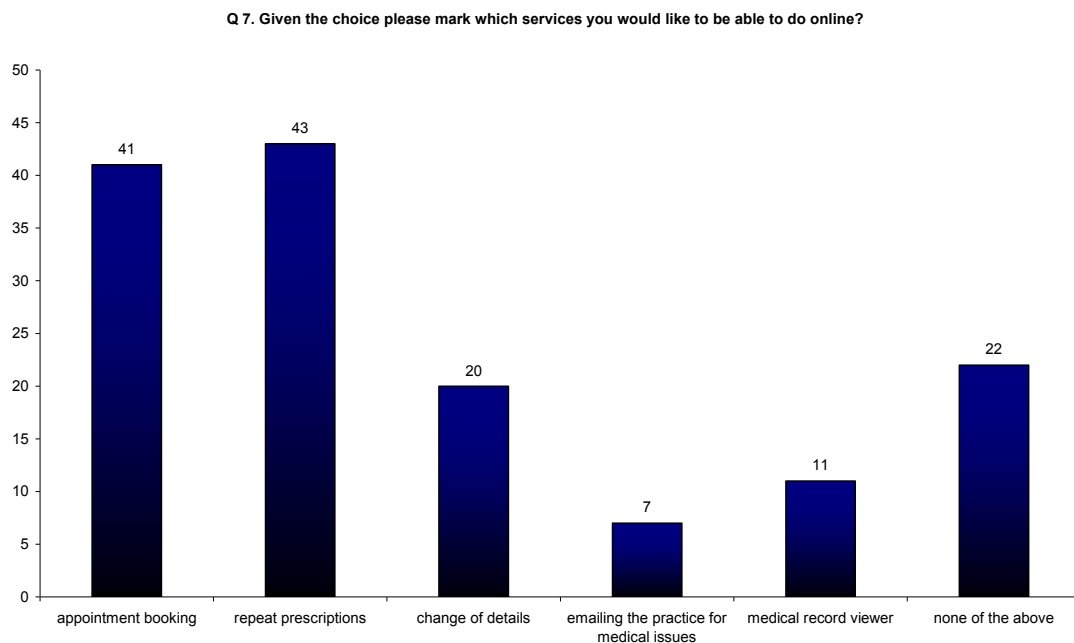
- 31% were seen within 11-20 minutes and 12% within 21-30 minutes of their appointment time.
- 2 patients waited more than 30 minutes

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



- 48% of the patients have internet access
- 52% 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.**

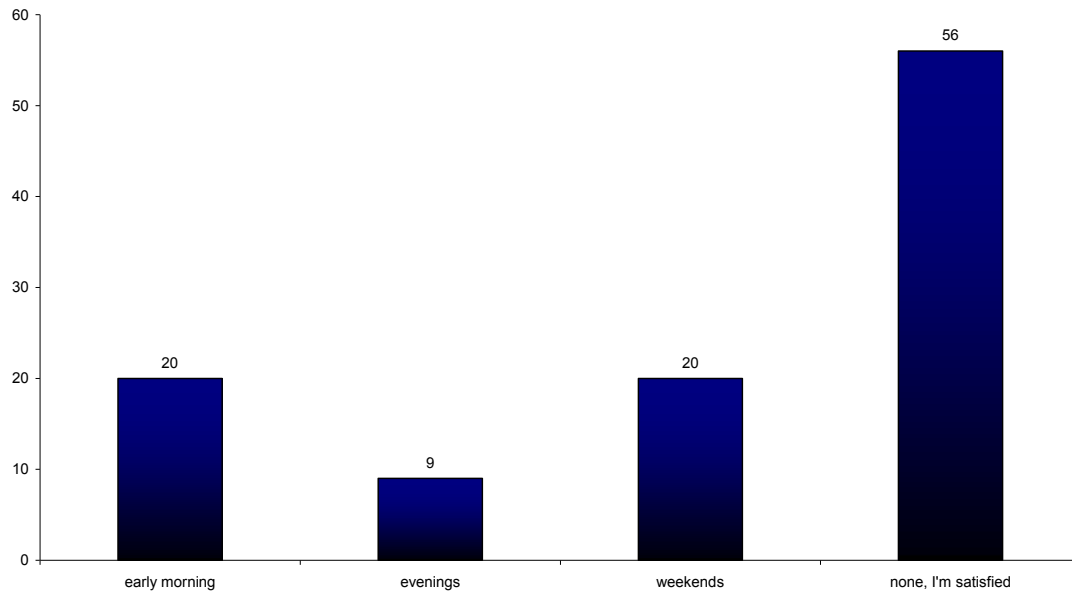


- Many patients choose more than one option in response to this question

- 43% want to use internet facility to order their repeat prescriptions.
- 41% want to make online appointments
- 20% want to use online service for change of details
- 7% would like to email the practice for medical issues
- 11% would like to be able to see their medical records online
- 22% do not want any service through online access

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

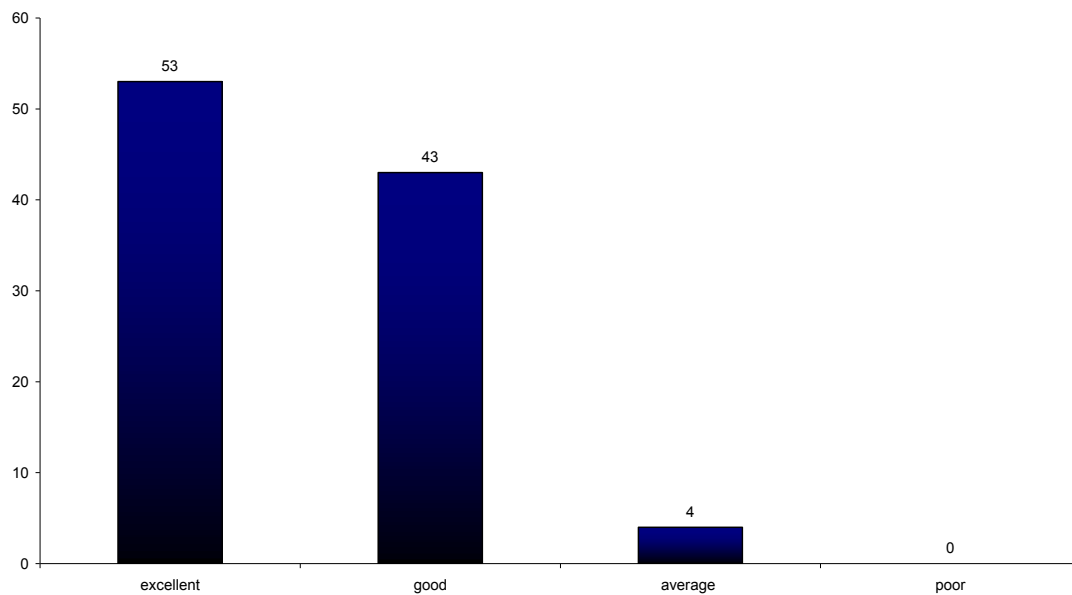
Q 8. What additional hours would you like the practice to be open?



- 56% of patients are satisfied with the current opening hours. 20% prefer weekends, 9% of patients would like evenings, and 20% would like the surgery to be open early morning.

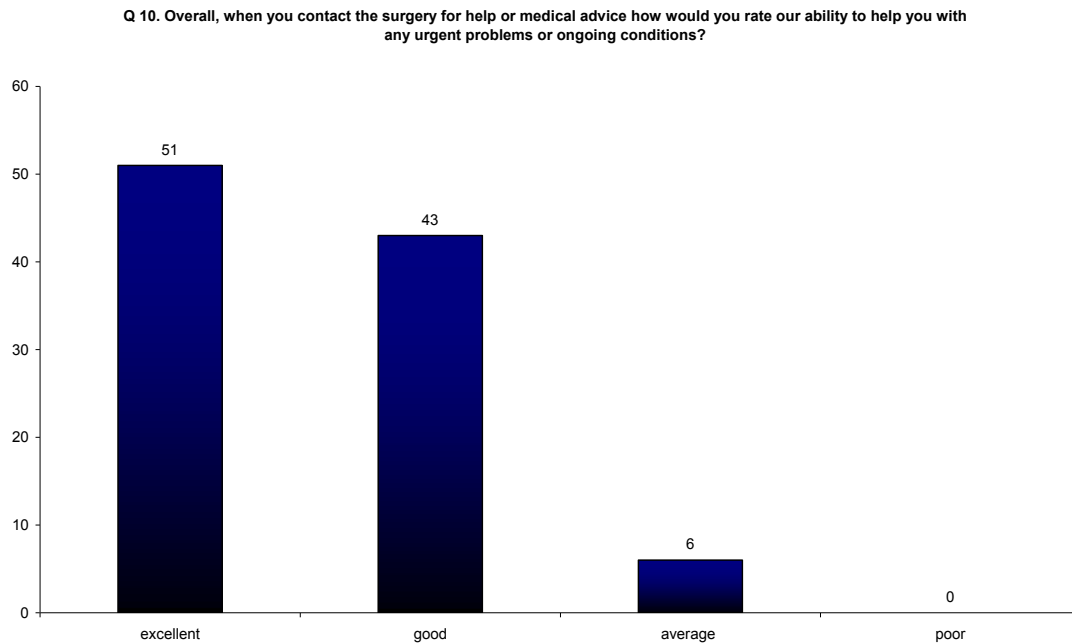
**Q.9. How do you rate the service that is provided by our Nurses?**

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- 96% of the patient rated the service provided by the Nursing staff at the practice as Good and Excellent whereas 4patients rated average.

**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?**



- 51% rated practice ability to help them or provide medical advice as Excellent
- 43% rated it as Good and 6% rated it as Average

**Other Comments:**

- Practice doctors, nurses and rest of staff are all excellent and helpful. Rate all very highly.
- Completely satisfied and happy with practice.
- Doctor has patience.
- Thank you Ashburton Park Medical Practice.
- Some receptionist more helpful and willing to assist than others.
- I would like the surgery to go back to a 0208 number instead of the 0844 number.
- I have no problems with the surgery, doctors or receptionists.
- Receptionists (not all) could be a bit more friendly.
- Staff good!

## **Action Plan for implementation** (Changes suggested by PRG)

	<b>Recommendation And Suggestions</b>	<b>Action required</b>	<b>Practice Lead</b>	<b>Time frame for change s</b>
1	Making appointments and ordering prescriptions online	To Activate the Online booking system	Practice Manager	In place
2	Early morning clinics	Early morning session at 8am – 8:30am	Clinicians	1 <sup>st</sup> April 2013
3	0844 number	Reverting back to 0208 from 0844	Practice Manager / Provider	July 2013
4	Informing patients when surgery is running late	Information will be displayed regarding time delay of clinics	Reception Staff	In place