

PATIENTS REFERENCE GROUP'S **(PRG) PROFILE – 2015/16**

Ashburton Park Medical Practice

<http://www.ashburtonparkmedical.co.uk>

The Practice Opening Times

These are displayed on the practice website as shown above, in our practice leaflet, within the surgery and on the NHS Choices website.

Reception Times

Mon, Tue, Thu & Fri: 8am – 6.30pm

Wed: 8am – 1:00pm

- Telephone 02037146868
- In person
- Online services

Surgery Times

| | |
|------------------|--|
| Monday | 8:00 - 18:30 |
| Tuesday | 8:00 - 19:30 Extended Hours from 18:30 - 19:30 by appointments only |
| Wednesday | 8:00 - 13:00 |
| Thursday | 8:00 - 19:00 Extended Hours from 18:30 - 19:00 by appointments only |
| Friday | 8:00 - 18:30 |

1. Validate that the patient group is representative

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

The profile of the Ashburton Park Medical Practice patient reference 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 | 9 |

Age Group

| Age Group (years) | No of Participants |
|-------------------|--------------------|
| 10-19 | - |
| 25-29 | 2 |
| 30-39 | - |
| 40-49 | - |
| 50-59 | 1 |
| 60-69 | 5 |
| 70+ | 5 |

In trying to recruit members for the PRG 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 | 3 |
| African | 2 |
| Other Asian group | 3 |

Access to internet

All participants have access to internet

1.2 A description of what steps the Practice has taken to ensure that the PRG 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 joint the group (See Annex 1 & 2)
- New patients were also invited to joint when they were registering with the practice.
- PRG 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 PRG.

3. Survey

3.1 A description to be entered in around how the Practice and the PRG 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 PRG 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 PRG 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 (2nd 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 - PRG 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 Practice – Patient Survey

Q1. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely Likely Neither likely nor unlikely Unlikely Extremely unlikely
 Don't know

Q2. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days?

- Yes No Not Sure

Q3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?

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

Q4. How do you rate the way you are treated by receptionists at our practice?

- Excellent Good Average Poor

Q5. 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 & booked

Q6. How long do you usually have to wait at the practice for your consultation to begin?

- 5 minutes 6-10 minutes 11-20 minutes 21-30 minutes More than 30 minutes

Q7. Do you have access to the internet at all?

- Yes No

Q8. 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

Q9. What additional hours would you like the practice to be open?

- Early Morning Evenings Weekends None, I'm satisfied

Q10. How do you rate the service that is provided by our Nurses?

- Excellent Good Average Poor

Q11. 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

Q12. Thinking of your recent appointment, did you have to call back to make an appointment?

- Yes No

Q13. How would you rate your overall experience making an appointment?

- Excellent Good Average Poor

Any Additional Comments:

PATIENTS REFERENCE GROUP SURVEY RESULTS – 2015/16 ASHBURTON PARK MEDICAL PRACTICE

Survey Participants Details

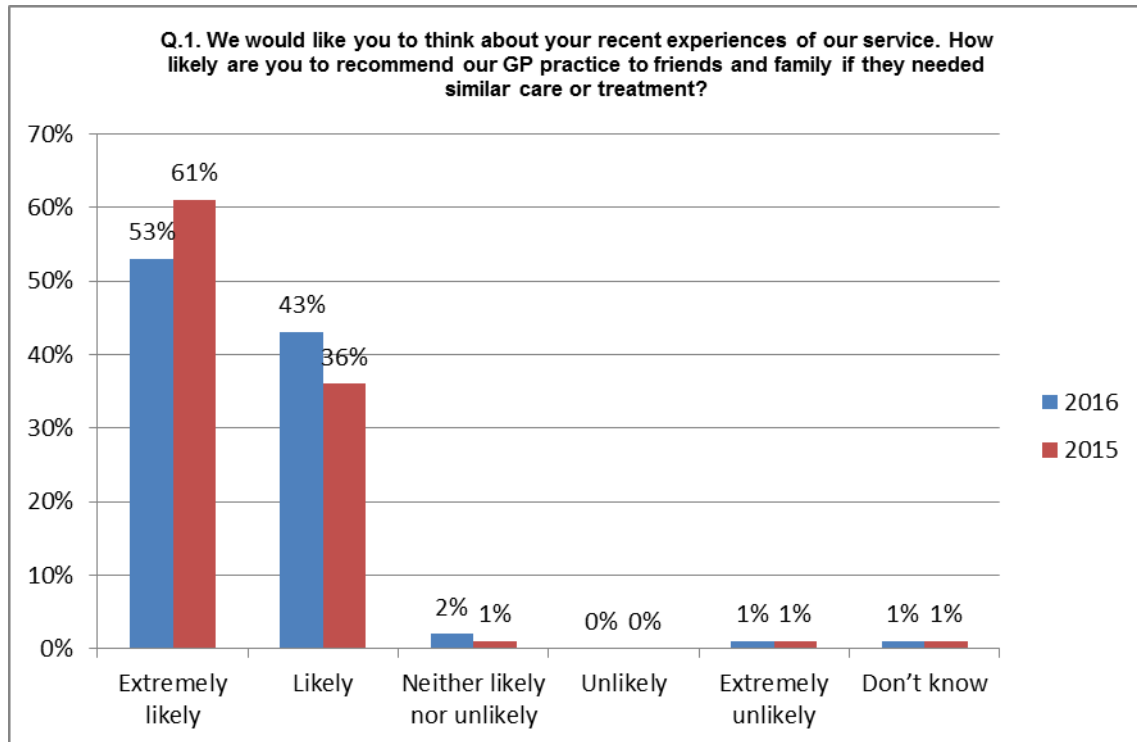
- Total no of patients participated in the survey: 100
- The survey was actively given to the patients by the reception staff.
- The survey was available at the reception desk in reach of the patients calling at reception with appropriate stationery to help them fill it in.
- Survey forms were available for: all who visited the practice
- Survey was anonymised
- Results include a comparison with last year's survey results

The Survey Results 2015/16

Patients were asked to rate how satisfied they are with surgery by using multiple choice questions; for example, giving a rating of Excellent, Good, Average or Poor. A comparison with last year's results was also made.

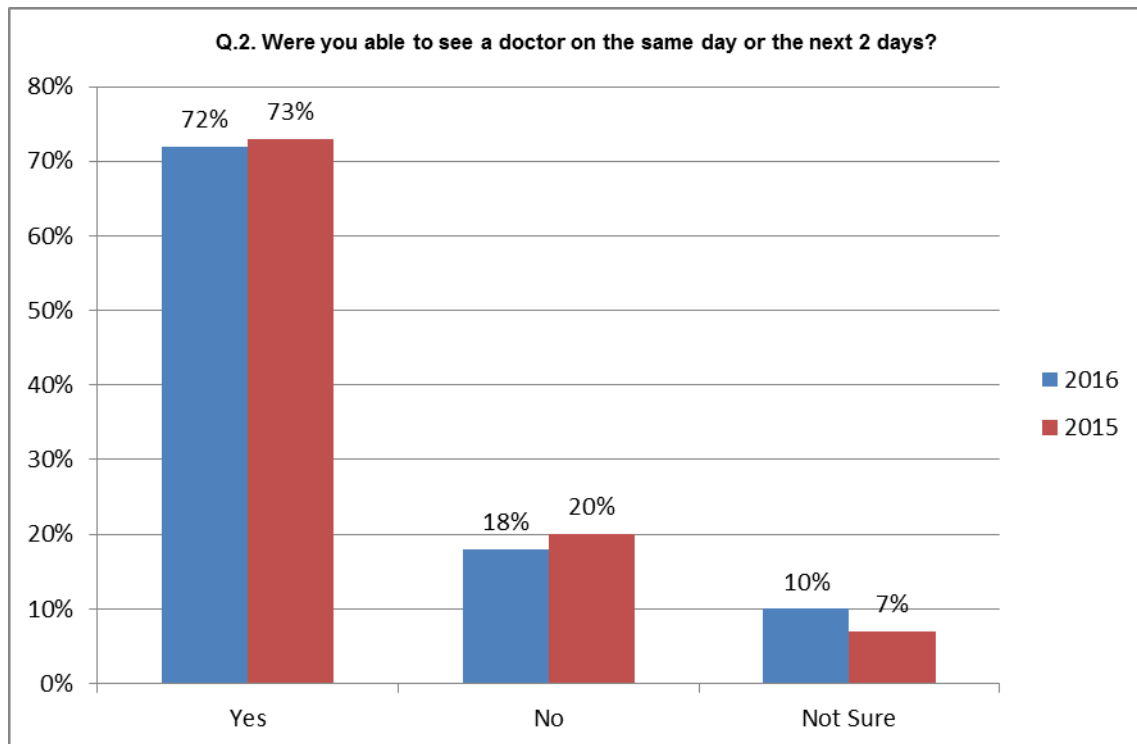
The analysis of the survey results are as follows:

Q.1. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



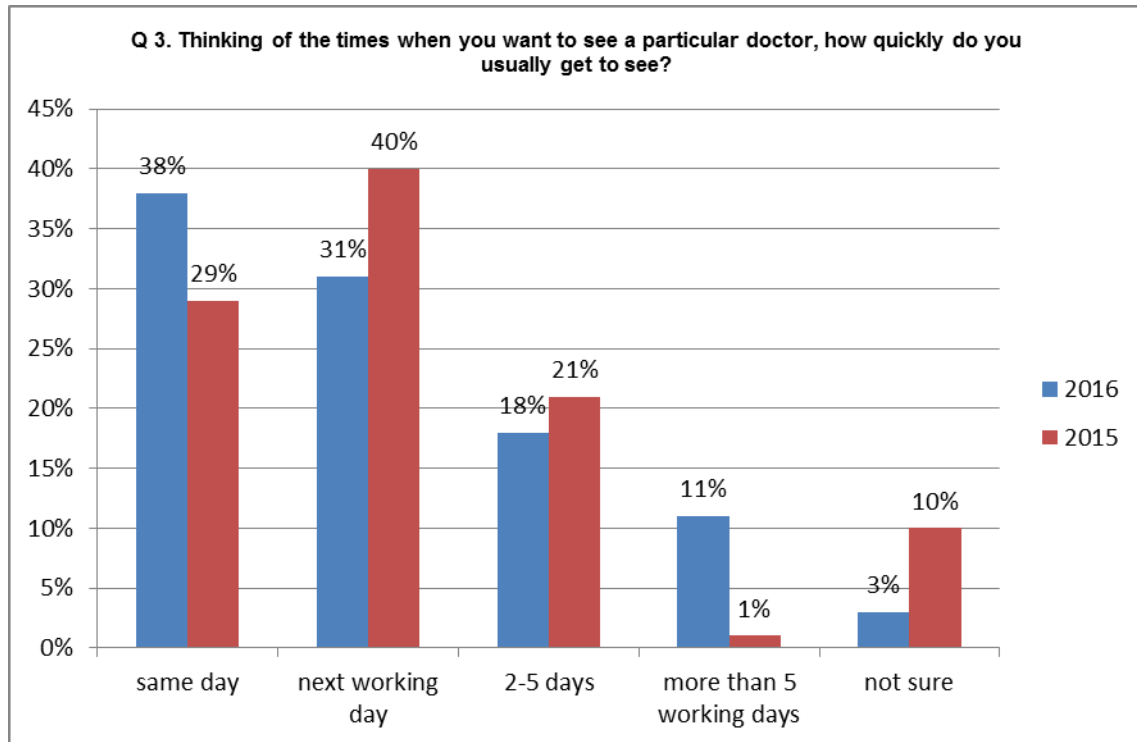
- 53% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends and family in comparison to 61% last year.
- 43% of patients surveyed said that it is likely they will recommend the GP practice to friends and family in comparison to 36% last year.
- 2% of patients surveyed said neither likely nor unlikely compared to 1% last year.

Q.2. 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.



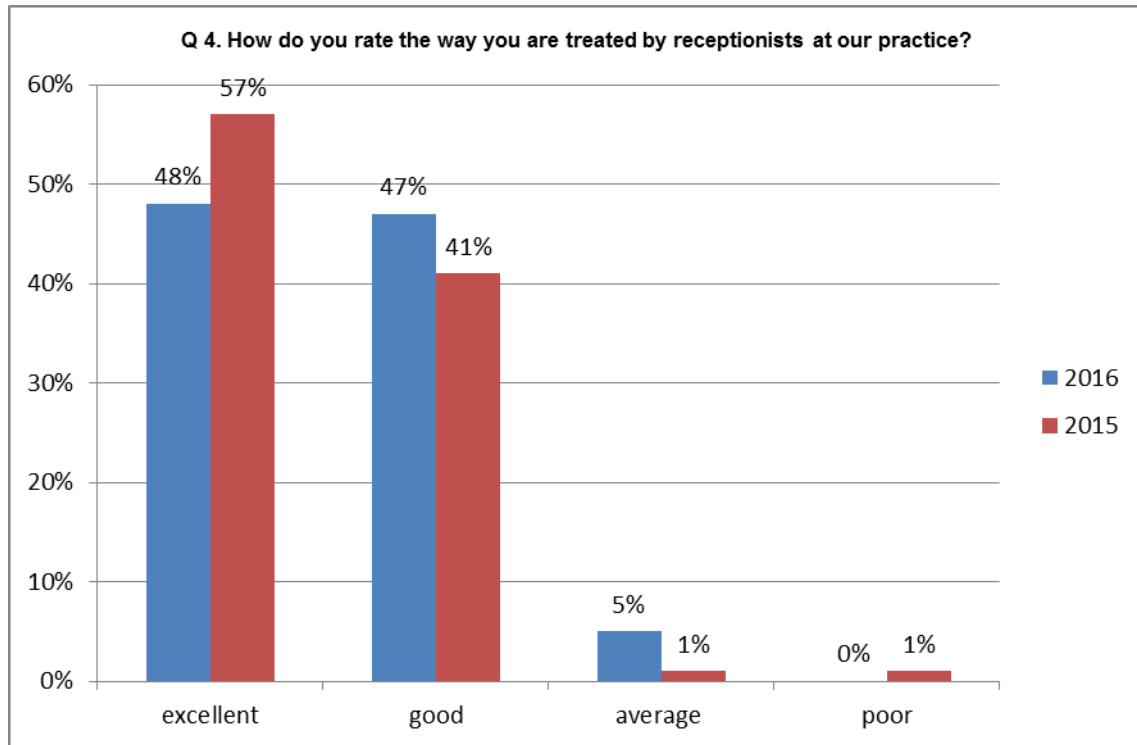
- 72% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 73% last year.
- 18% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor which is the same as last year in comparison.
- 10% of patients were not sure compared to 7% last year.

Q.3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?



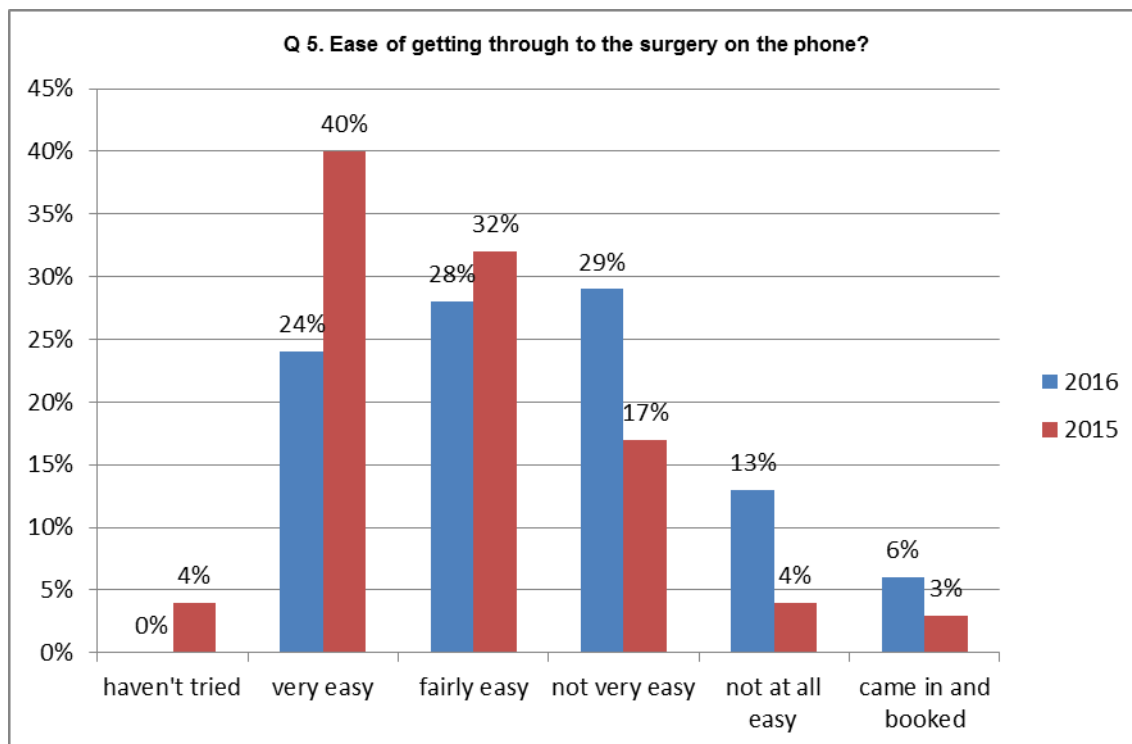
- 38% of patients said that they were able to get the same day appointment to see the doctor compared to 29% last year.
- 31% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 40% last year.
- 18% of patients were able to see the doctor within 2-5 days in comparison to 21% last year.
- 11% of patients were able to see the doctor in more than 5 working days in comparison to 1% last year.
- 3% were not sure in comparison to 10% last year.

Q.4. How do you rate the way you are treated by receptionists at our practice?



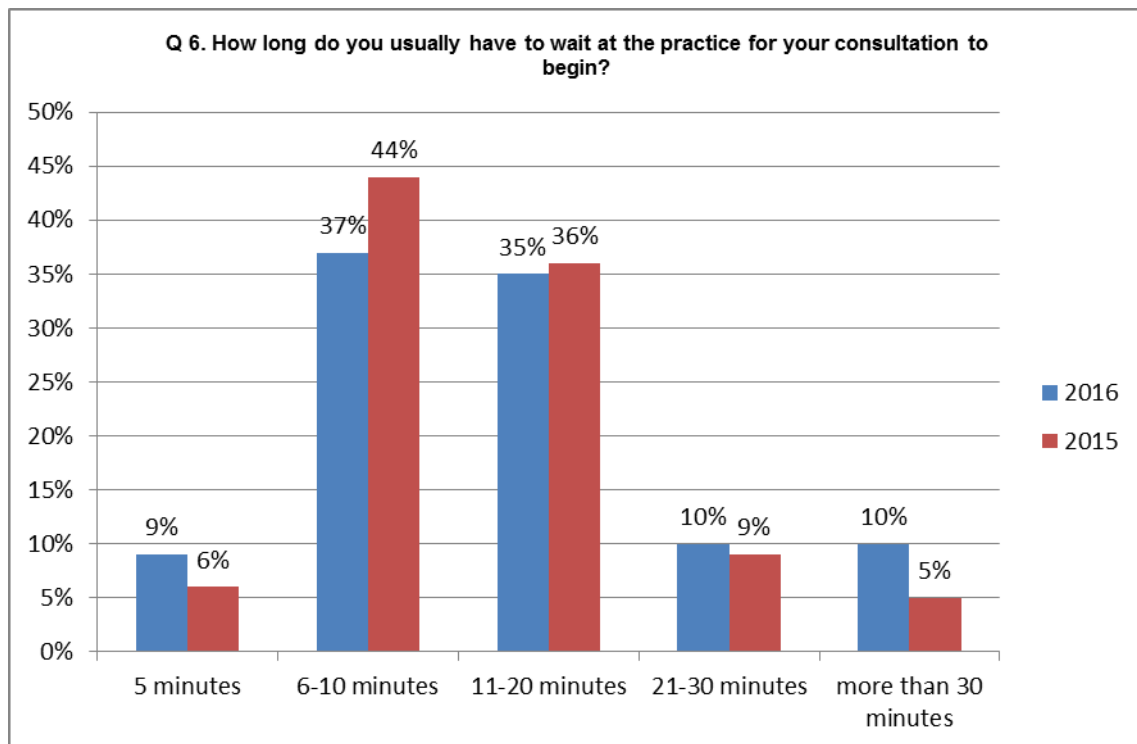
- 48% of patients rated the way they are treated by receptionists at the practice compared to 57% last year.
- 47% rated it as good compared to 41% last year.
- 5% rated it as average in comparison to 1% last year.
- None rated it as poor compared to 1% last year.

Q.5. Ease of getting through to the surgery on the phone:



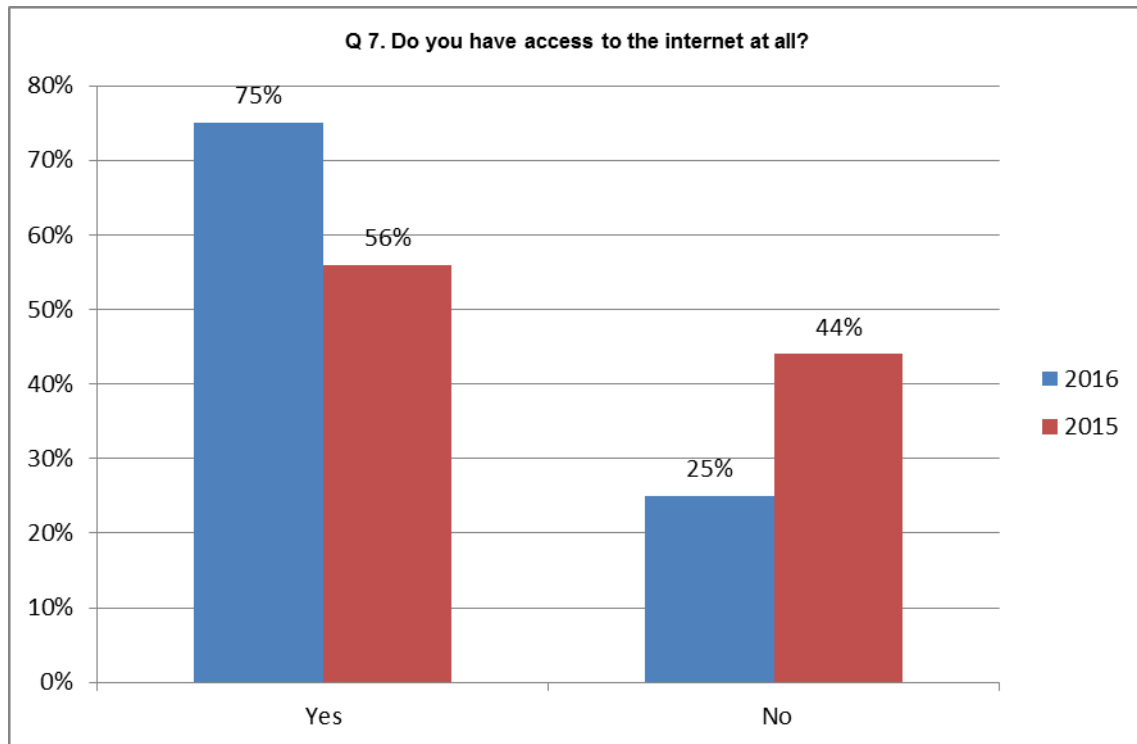
- 24% of patients said it was very easy to get through to the surgery on the phone compared to 40% last year.
- 28% patients said it was fairly easy compared to 32% last year.
- 29% patients said it was not very easy compared to 17% last year.
- 13% patients said it was not at all easy compared to 4% last year.
- 6% of patients came in and booked compared to 3% last year.

Q.6. How long do you usually have to wait at the practice for your consultation to begin?



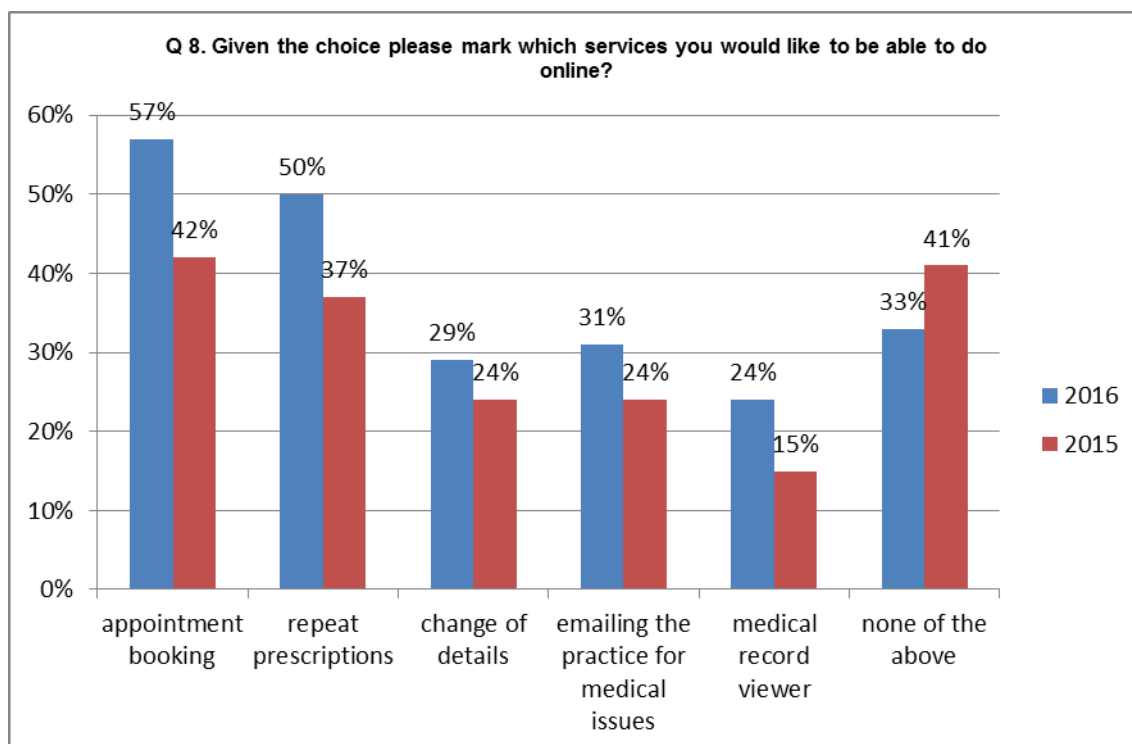
- 9% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 6% last year.
- 37% of patients said they were seen within 6-10 minutes compared to 44% last year.
- 35% were seen within 11-20 minutes compared to 36% last year.
- 10% were seen within 21-30 minutes compared to 9% last year.
- 10% waited more than 30 minutes compared to 5% last year.

Q.7. Do you have access to the internet at all?



- 75% of patients said yes to having access to internet compared to 56% last year.
- 25% said they do not have internet access compared to 44% last year.

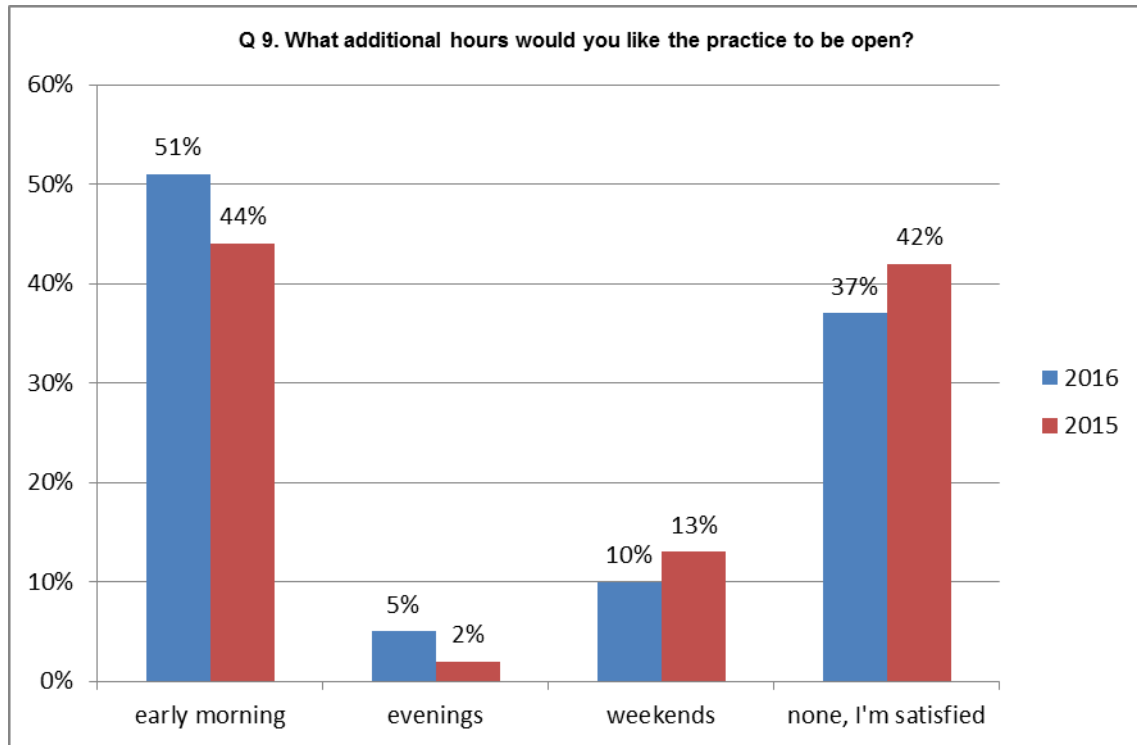
Q.8. Given the choice please mark which services you would like to be able to do online.



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

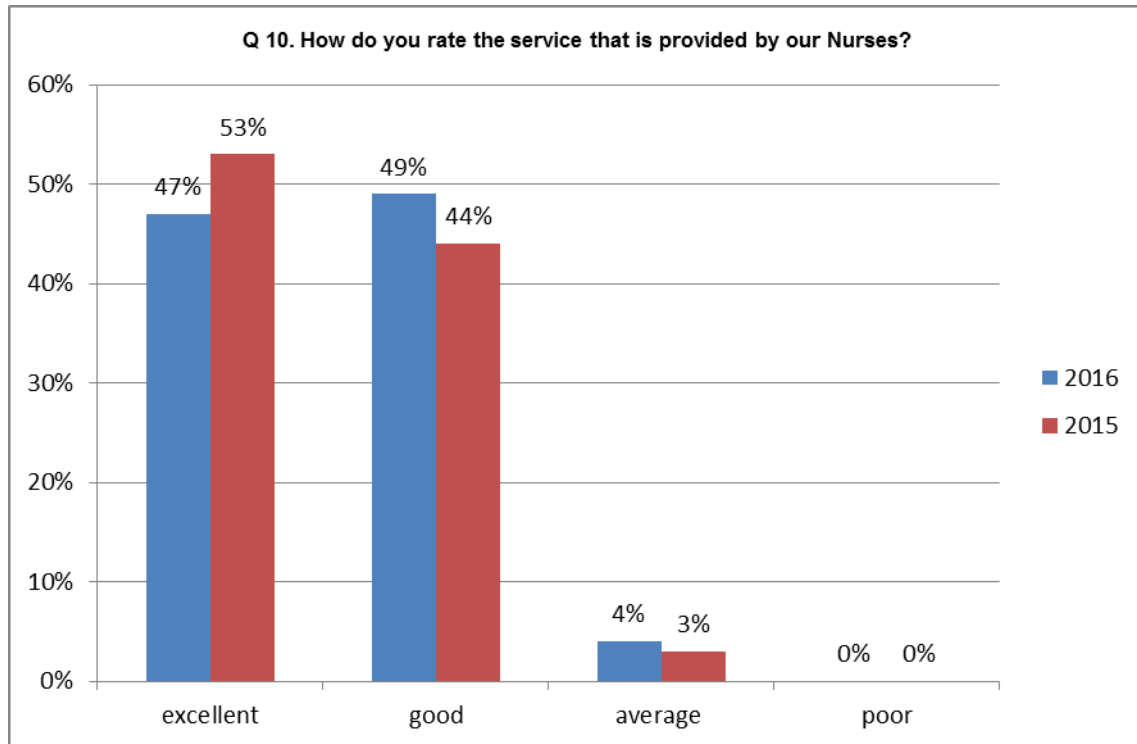
- 57% would like to book appointments online compared to 42% last year.
- 50% want to order their repeat prescriptions online compared to 37% last year.
- 29% would like to be able to change their details online compared to 24% last year.
- 31% would like to email the practice about medical issues compared to 24% last year.
- 24% would like to be able to view their medical records online compared to 15% last year.
- 33% do not to want any service through online access compared to 41% last year.

Q.9. What additional hours would you like the practice to be open?



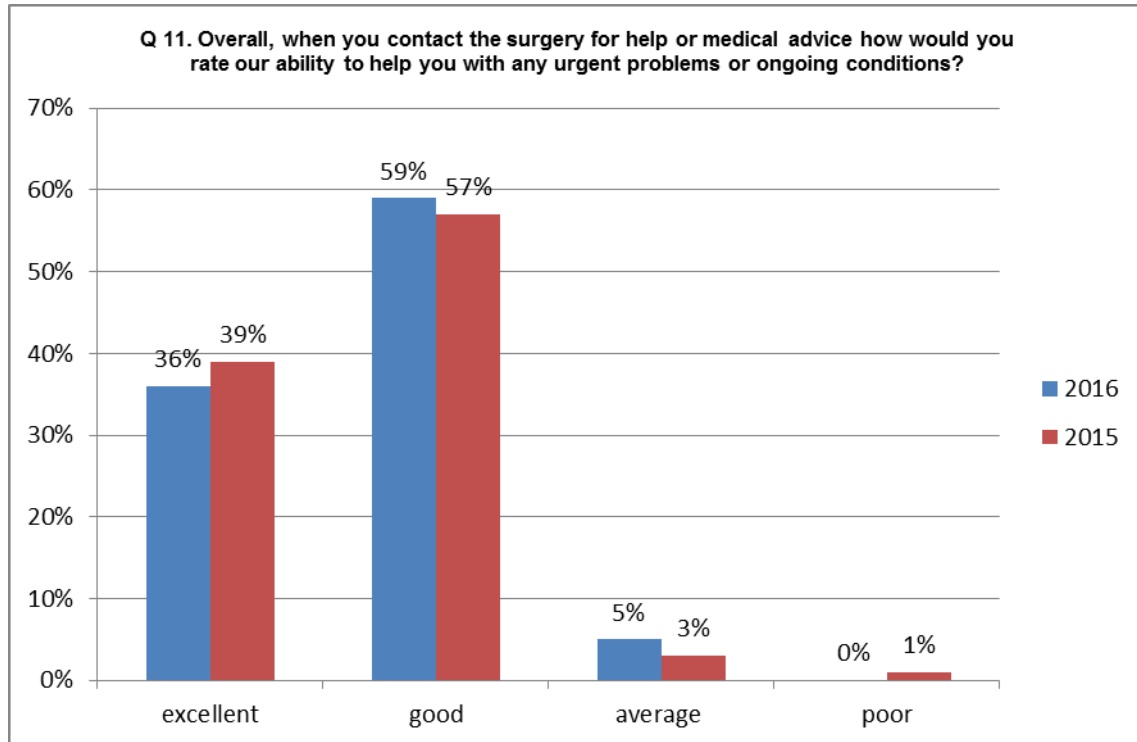
- 51% would like the surgery to be open early morning compared to 44% last year.
- 5% would like evenings compared to 2% last year.
- 10% would prefer weekends compared to 13% last year.
- 37% are satisfied with the current opening hours compared to 42% last year.

Q.10. How do you rate the service that is provided by our Nurses?



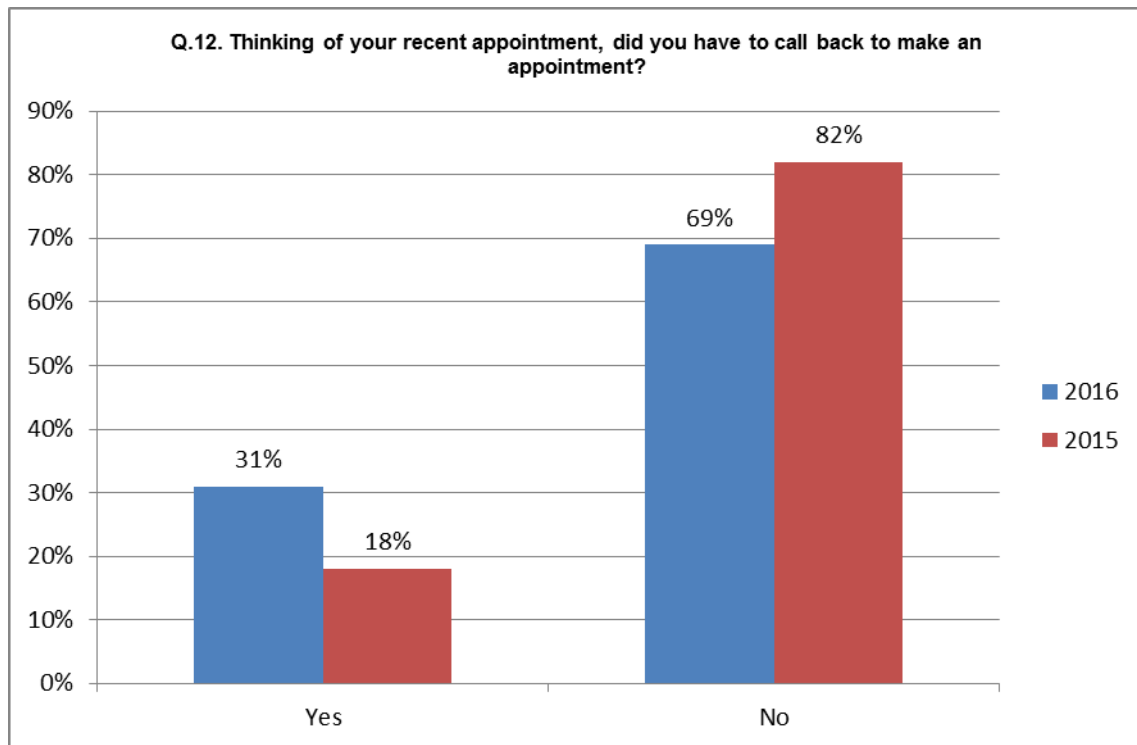
- 47% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 53% last year.
- 49% of patients said the service was good compared to 44%.
- 4% rated the service as average, same as last year.
- None said poor, same as last year.

Q.11. 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 on-going conditions?



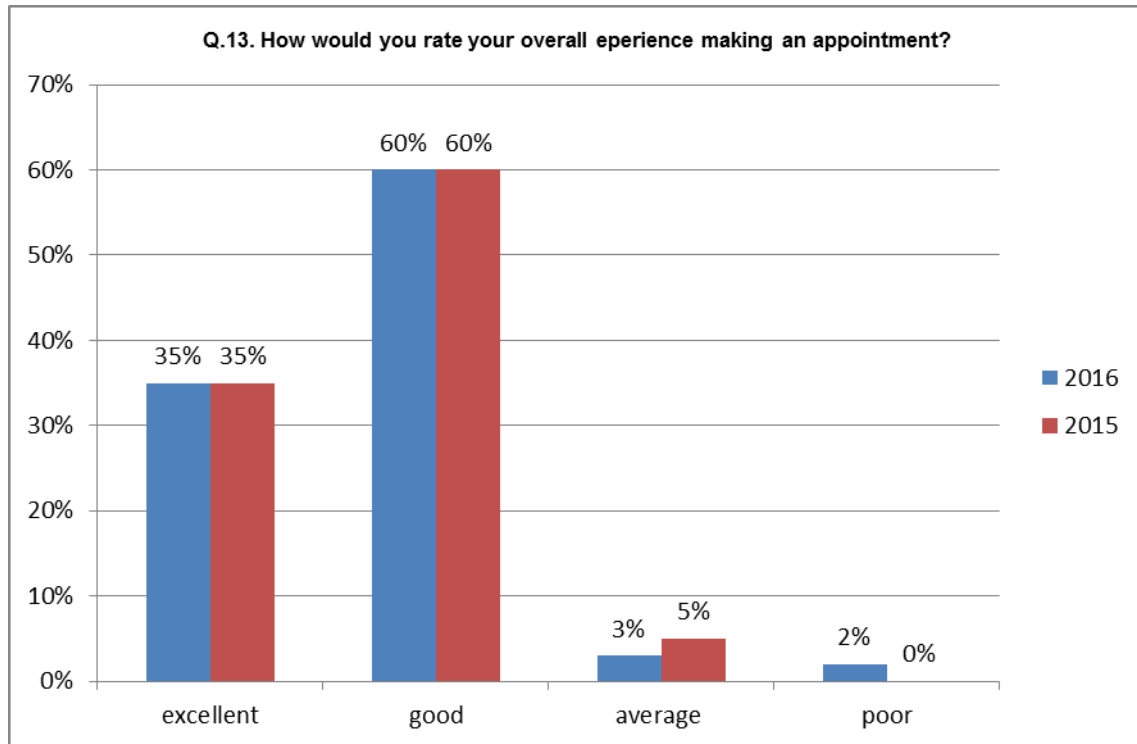
- 36% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 39% last year.
- 59% rated the overall service as Good compared to 57% last year.
- 5% rated it as Average, compared to 3% last year.
- None rated poor compared to 1% last year.

Q.12. Thinking of your recent appointment, did you have to call back to make an appointment?



- 31% said they had to call back to make an appointment compared to 18% last year.
- 69% said no they did not have to call back to make an appointment compared to 82% last year.

Q.13. How would you rate your overall experience making an appointment?



- 35% rated overall experience as excellent compared to 35% last year.
- 60% rated overall experience as good compared to 60% last year.
- 3% rated overall experience as average, compared to 5% last year.
- 2% rated poor compared to none last year.

Other Comments:

| |
|--|
| <ul style="list-style-type: none">• I am happy with the services I receive from the surgery |
| <ul style="list-style-type: none">• Much better than old practice. |
| <ul style="list-style-type: none">• All staff are great and friendly |
| <ul style="list-style-type: none">• Friendly practice. |
| <ul style="list-style-type: none">• I have been with this surgery for a very long time, nearly 28 years and have never had any problem. I have been very satisfied with all the service I have received. |
| <ul style="list-style-type: none">• It is a good doctor |
| <ul style="list-style-type: none">• Very cheerful staff |

Action Plan 2014/15 Reviewed with PRG (All Actions Completed)

| | Recommendation And Suggestions | Action required | Practice Lead | Time frame for changes |
|---|--|---|-----------------------------------|-----------------------------------|
| 1 | Provide patients online access to some of their medical records including Allergies and Medications. | Enable access for patients who request the service. Raise awareness. | Practice Manager | Completed and On-going |
| 2 | Provide Early Morning Appointments | Provide early morning appointments on Fridays from 8-8:30am from 1st April 2015 for patients who need to see the doctor before going to work. Extra 30minutes early morning session for the doctor is created. At least one appointment will be available for online booking. | Practice Manager | Completed and On-going |
| 3 | Provide further educational sessions for patients. | To provide additional health educational sessions such as the "Heart Matters" presentation conducted in Sept 2014. Topics such as coping with cancer, arthritis, diabetes and other endocrinology could be considered. To arrange talk on Asthma/COPD in May 2015. | Practice Manager / Practice Nurse | Completed |

Action Plan 2015/16

| | Recommendation And Suggestions | Action required | Practice Lead | Time frame for changes |
|---|---|---|--------------------------|-----------------------------------|
| 1 | To review access via Phones | To liaise with the telephone system provider to analyse recent telephone traffic during busy times. This will identify areas for improvement. | Practice Manager | Completed |
| 2 | To add questions to survey 2016/17 with regards to waiting time to see the doctor while in the surgery. | To add the following questions to the survey | Practice Manager | Completed and On-going |
| 3 | To make more appointments available online to meet the higher demand for online appointment booking. | To release more online appointments | Practice Manager | Completed |