

# **PATIENTS REFERENCE GROUP'S** **(PRG) PROFILE – 2017/18**

**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 to Fri 8am – 6.30pm

- Telephone 02037146868
- In person
- Online services

\* Practice doors are closed between 1 – 2pm for admin and telephones are closed between 1 – 3pm.

## **Surgery Times**

<b>Monday</b>	<b>08:00 - 13:00, 14:00 - 18:30</b>
<b>Tuesday</b>	<b>08:00 - 13:00, 14:00 - 19:30 Extended Hours from 18:30 - 19:30 by appointments only</b>
<b>Wednesday</b>	<b>08:00 - 13:00, 14:00 - 18:30</b>
<b>Thursday</b>	<b>08:00 - 13:00, 14:00 - 19:00 Extended Hours from 18:30 - 19:00 by appointments only</b>
<b>Friday</b>	<b>08:00 - 13:00, 14:00 - 18:30</b>

## 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
1	8

#### Age Group

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

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	3
Other white	1
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 (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 - 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

<b>Ashburton Park Medical Practice – Patient Survey</b>	
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?	
<input type="checkbox"/> Extremely likely	<input type="checkbox"/> Likely <input type="checkbox"/> Neither likely nor unlikely <input type="checkbox"/> Unlikely <input type="checkbox"/> Extremely unlikely
<input type="checkbox"/> 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?	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure	
Q3. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see?	
<input type="checkbox"/> Same Day <input type="checkbox"/> Next working day <input type="checkbox"/> 2-5 Days <input type="checkbox"/> More than 5 working days <input type="checkbox"/> Not Sure	
Q4. How do you rate the way you are treated by receptionists at our practice?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor	
Q5. Ease of getting through to the surgery on the phone:	
<input type="checkbox"/> Haven't Tried	<input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy
<input type="checkbox"/> Not very Easy	<input type="checkbox"/> Not at all Easy <input type="checkbox"/> Came in & booked
Q6. How long do you usually have to wait at the practice for your consultation to begin?	
<input type="checkbox"/> 5 minutes <input type="checkbox"/> 6-10 minutes <input type="checkbox"/> 11-20 minutes <input type="checkbox"/> 21-30 minutes <input type="checkbox"/> More than 30 minutes	
Q7. How do you normally book appointments?	
<input type="checkbox"/> Using Online-booking	<input type="checkbox"/> Coming in person to Book <input type="checkbox"/> Booking in advance
<input type="checkbox"/> Telephone any time to book	<input type="checkbox"/> Calling on the day at 8AM <input type="checkbox"/> All of the above
Q8. What additional hours would you like the practice to be open?	
<input type="checkbox"/> Early Morning <input type="checkbox"/> Evenings <input type="checkbox"/> Weekends <input type="checkbox"/> None, I'm satisfied	
Q9. How do you rate the service that is provided by our Nurses?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor	
Q10. 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?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor	
Q11. Thinking of your recent appointment, did you have to call back to make an appointment?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Q12. How would you rate your overall experience making an appointment?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor	
Q13. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at listening to you?	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply	
Q14. During your appointment with the GP do you;	
<input type="checkbox"/> discuss one problem only?	<input type="checkbox"/> discuss more than one problem in the same consultation?
<input type="checkbox"/> request the GP for your repeat prescription and /or filling of form which can normally be done by the receptionist?	
Q15. While waiting for your appointment in the waiting area;	
<input type="checkbox"/> Would like to be seen on time within 10 minutes <u>but</u> discuss only one problem with the GP?	
<input type="checkbox"/> Are happy to wait longer and discuss all your problems in the same consultation?	
Additional Comments: <i>(please use more space over leaf if needed)</i>	

# **PATIENTS PARTICIPATION GROUP SURVEY RESULTS – 2017/18**

## **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
- Results include a comparison with last year's survey results
- One question from the last survey has been replaced with another
- One question has been removed
- Three additional questions have been added in this year's survey.

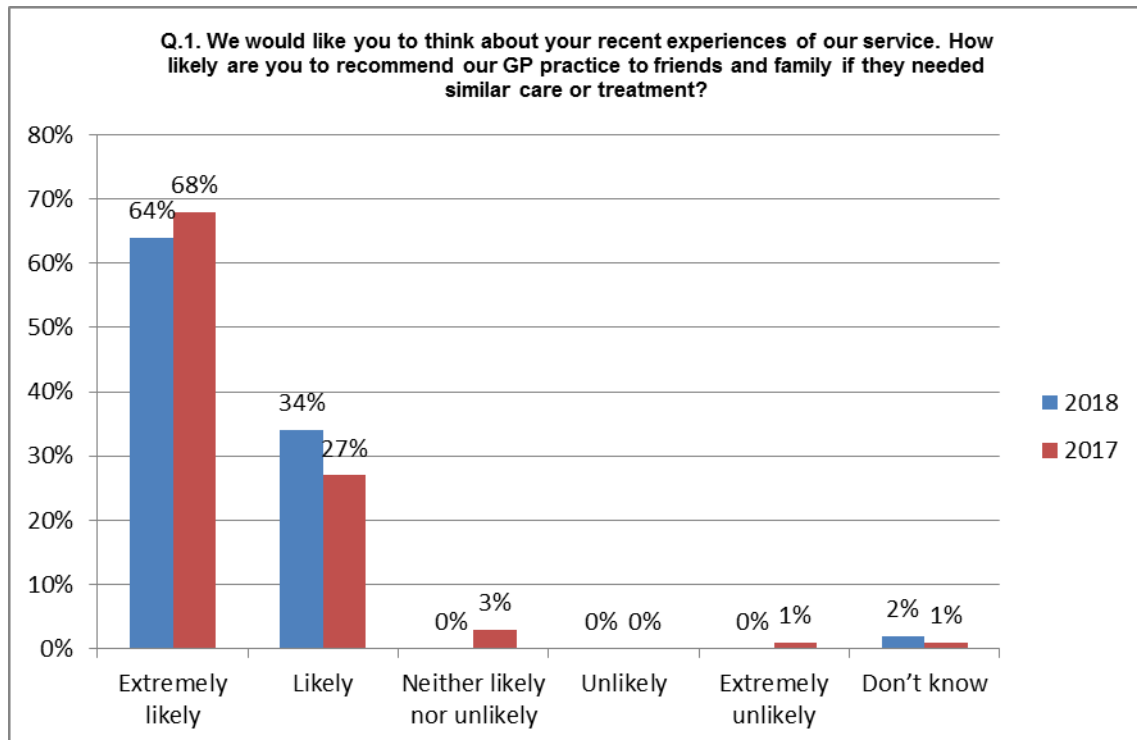


## The Survey Results 2017/18

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.

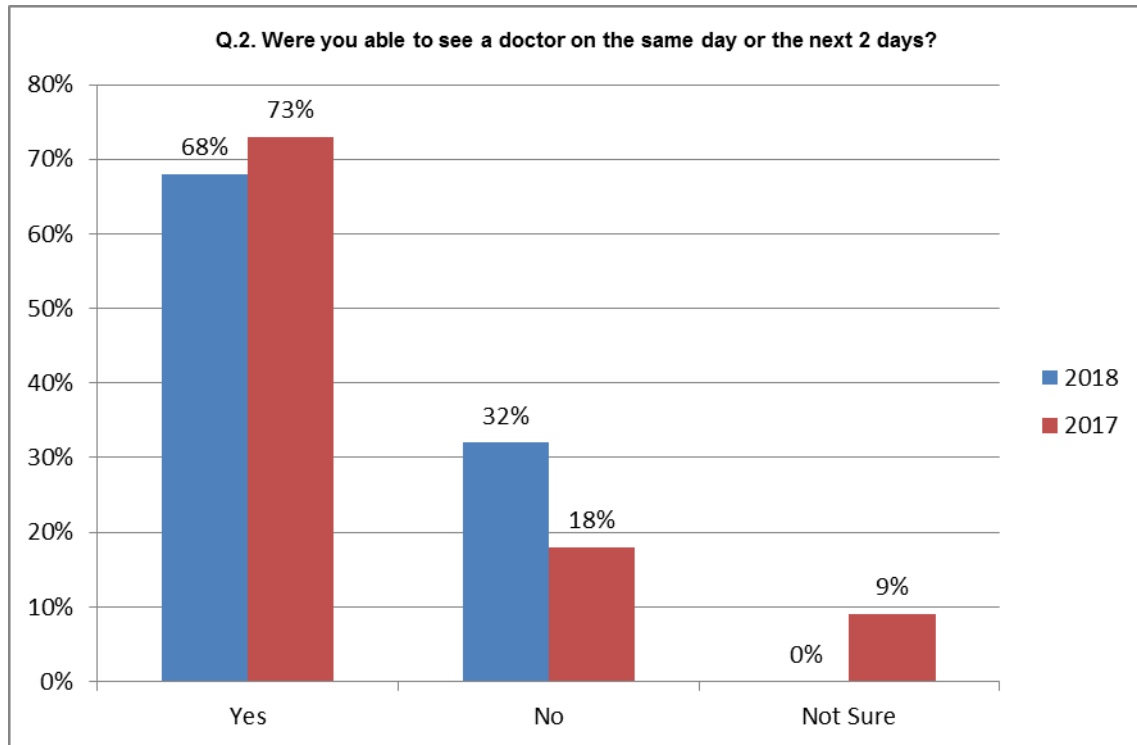
The analysis of the survey results are as follows:

### **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?**



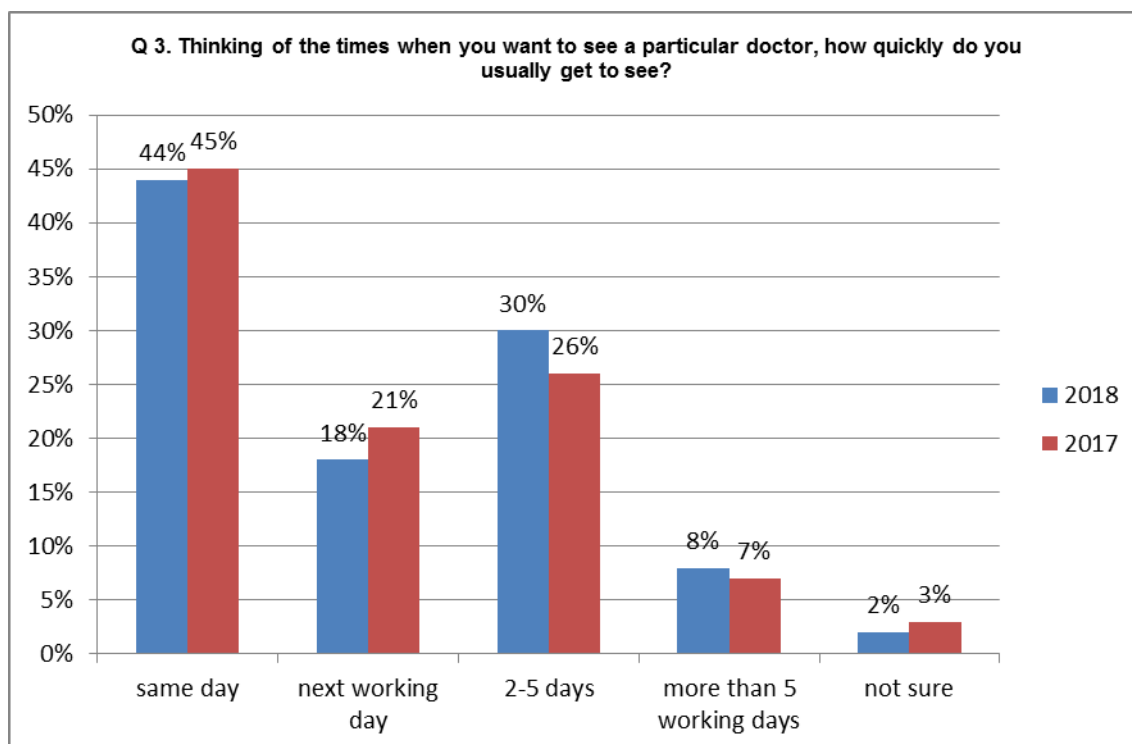
- 64% of patients surveyed said that it is extremely likely they will recommend the GP practice to friends and family in comparison to 68% as last year.
- 34% of patients surveyed said that it is likely they will recommend the GP practice to friends and family in comparison to 27% as last year.
- None of the patients surveyed said neither likely nor unlikely compared to 3% as last year.
- None of the patients surveyed said unlikely, same as last year.
- None of the patients surveyed said extremely unlikely compared to 1% as last year.
- 2% of patients surveyed said don't know compared to 1% as 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.**



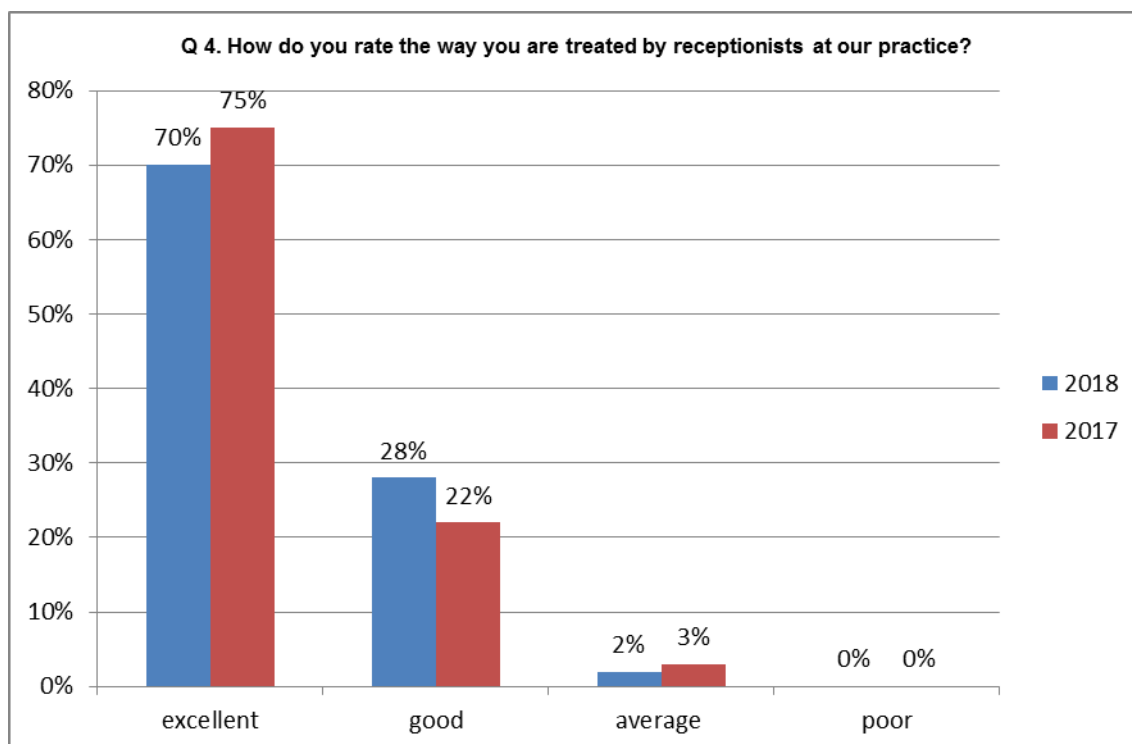
- 68% of patients surveyed said that they were able to see a doctor on the same day or the next 2 days compared to 73% last year.
- 32% of patients said they were unable to see a doctor within next two days of their call or visit to the practice to make an appointment with the doctor compared to 18% last year.
- None of the patients said not sure compared to 9% as last year.

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



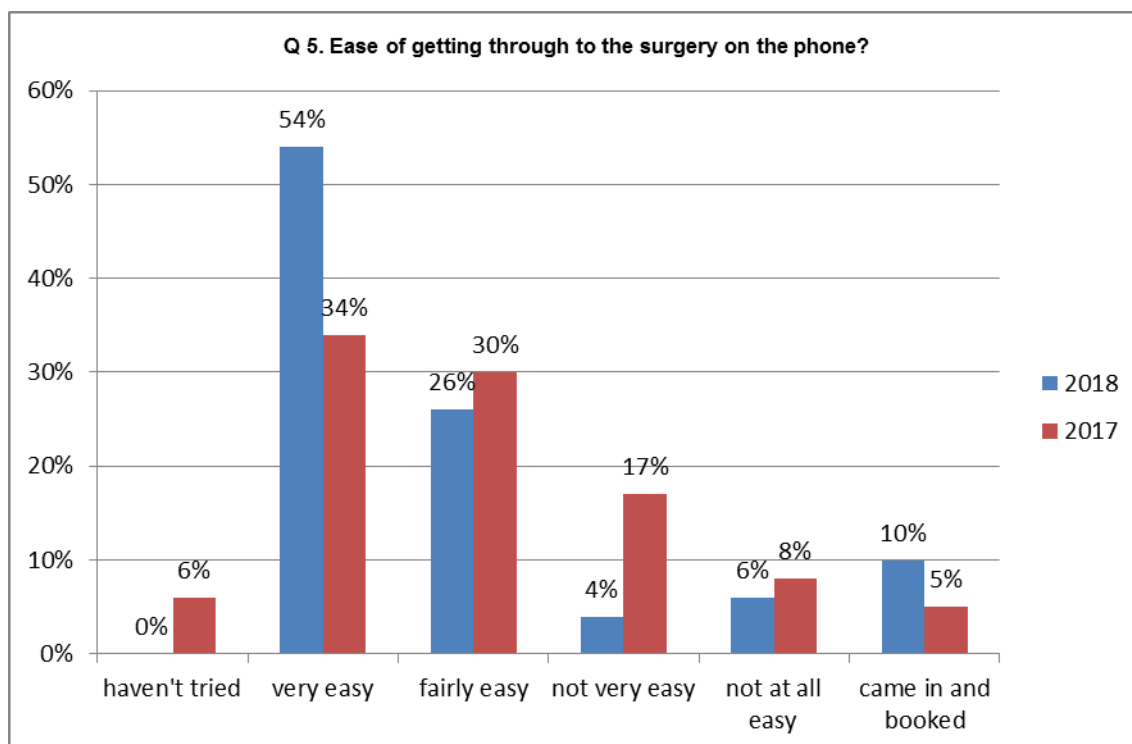
- 44% of patients said that they were able to get the same day appointment to see the doctor compared to 45% last year.
- 18% of patients reported that they were able to see the doctor on the next working day when they wanted to book an appointment with the doctor compared to 21% last year.
- 30% of patients were able to see the doctor within 2-5 days in comparison to 26% last year.
- 8% of patients were able to see the doctor in more than 5 working days in comparison to 7% last year.
- 2% were not sure compared to 3% last year.

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



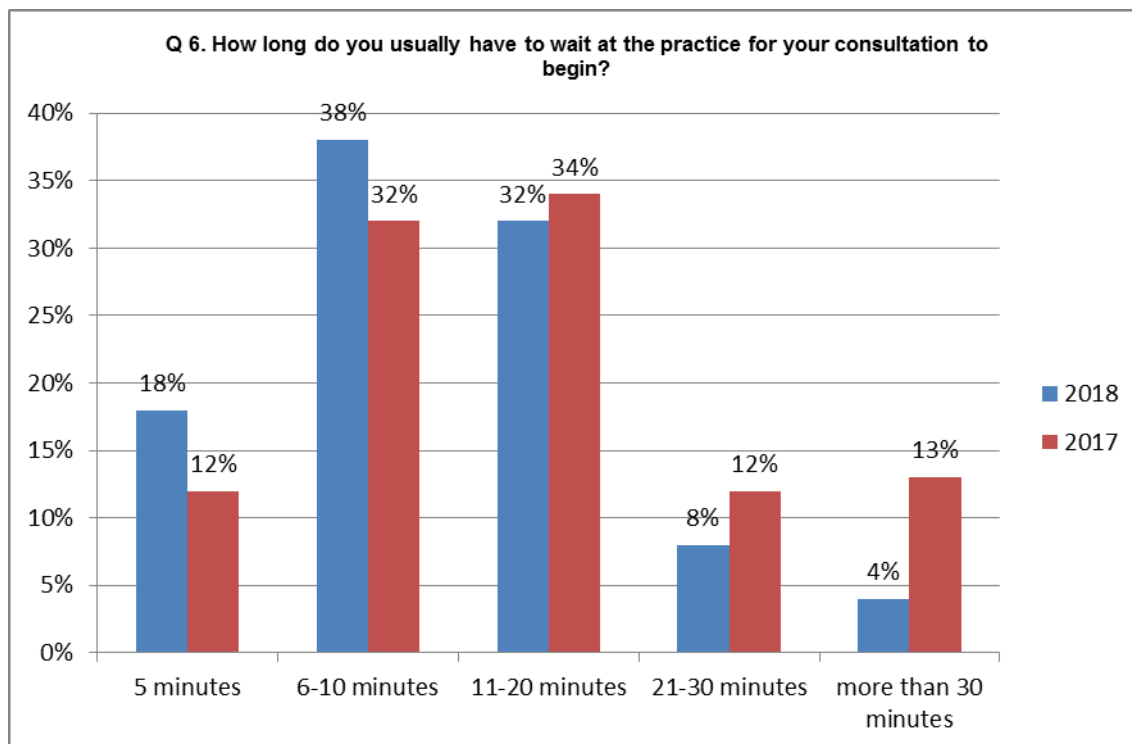
- 70% of patients rated the way they are treated by receptionists at the practice compared to 75% last year.
- 28% rated it as good compared to 22% last year.
- 2% rated it as average compared to 3% last year.
- None rated it as poor, same as last year.

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



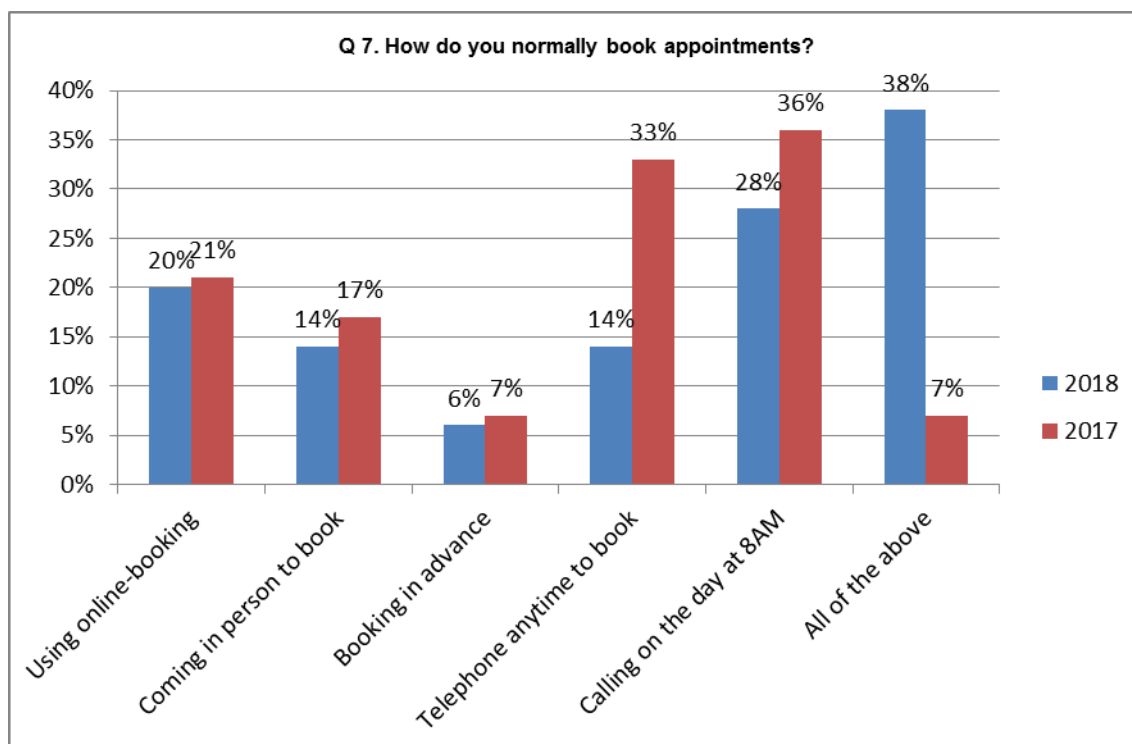
- None of the patients said they haven't tried compared to 6% last year.
- 54% of patients said it was very easy to get through to the surgery on the phone compared to 34% last year.
- 26% patients said it was fairly easy compared to 30% last year.
- 4% patients said it was not very easy compared to 17% last year.
- 6% patients said it was not at all easy compared to 8% last year.
- 10% of patients came in and booked compared to 5% last year.

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



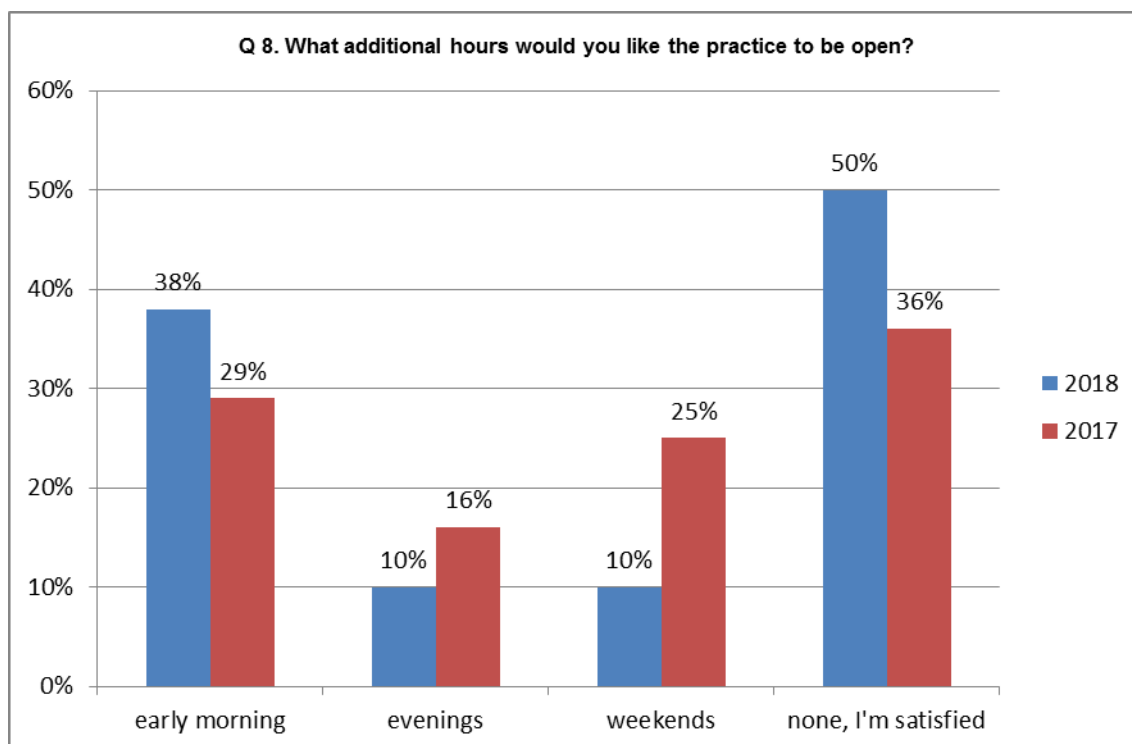
- 18% of patients said they were seen by the doctors within 5 minutes of their appointment time compared to 12% last year.
- 38% of patients said they were seen within 6-10 minutes compared to 32% last year.
- 32% were seen within 11-20 minutes compared to 34% last year.
- 8% were seen within 21-30 minutes compared to 12% as last year.
- 4% waited more than 30 minutes compared to 13% as last year.

### Q.7. How do you normally book appointments?



- 20% said they are using online-booking compared to 21% last year.
- 14% said they are coming in person to book compared to 17% last year.
- 6% said they are booking in advance compared to 7% last year.
- 14% said they telephone anytime to book compared to 33% last year.
- 28% said they are calling on the day at 8AM compared to 36% last year.
- 38% said they are using all of the above compared to 7% last year.

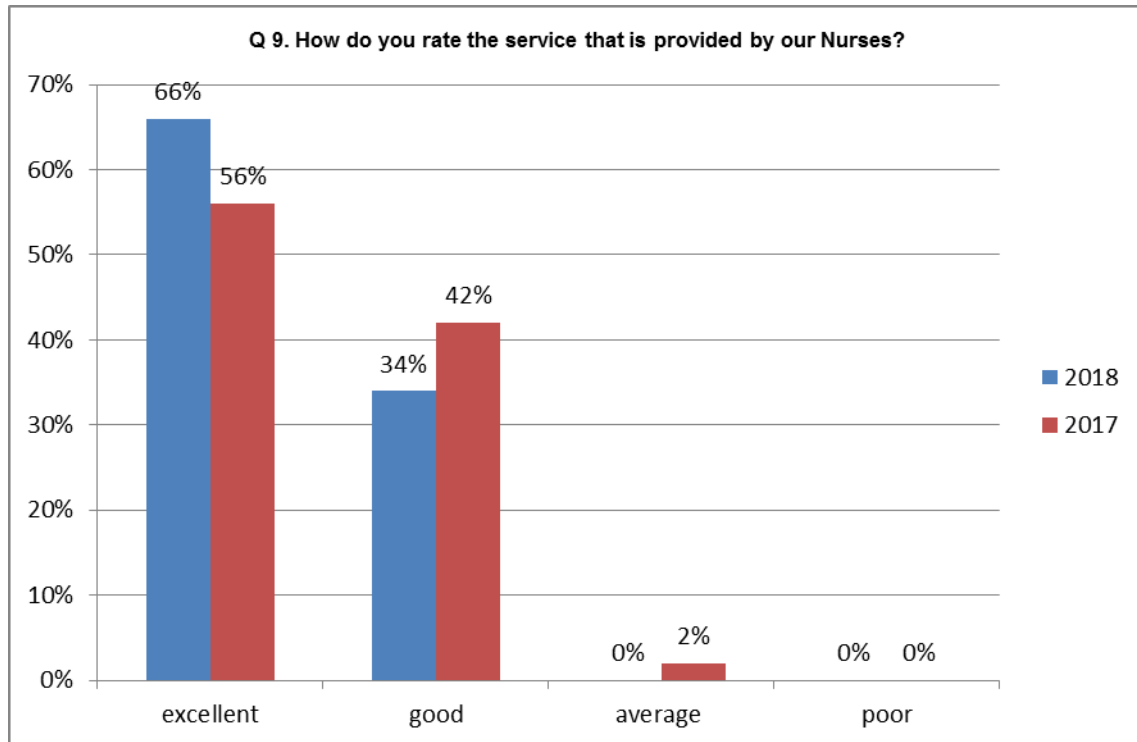
### Q.8. What additional hours would you like the practice to be open?



- 38% would like the surgery to be open early morning compared to 29% last year.
- 10% would like evenings compared to 16% last year.
- 10% would prefer weekends compared to 25% last year.
- 50% are satisfied with the current opening hours compared to 36% last year.

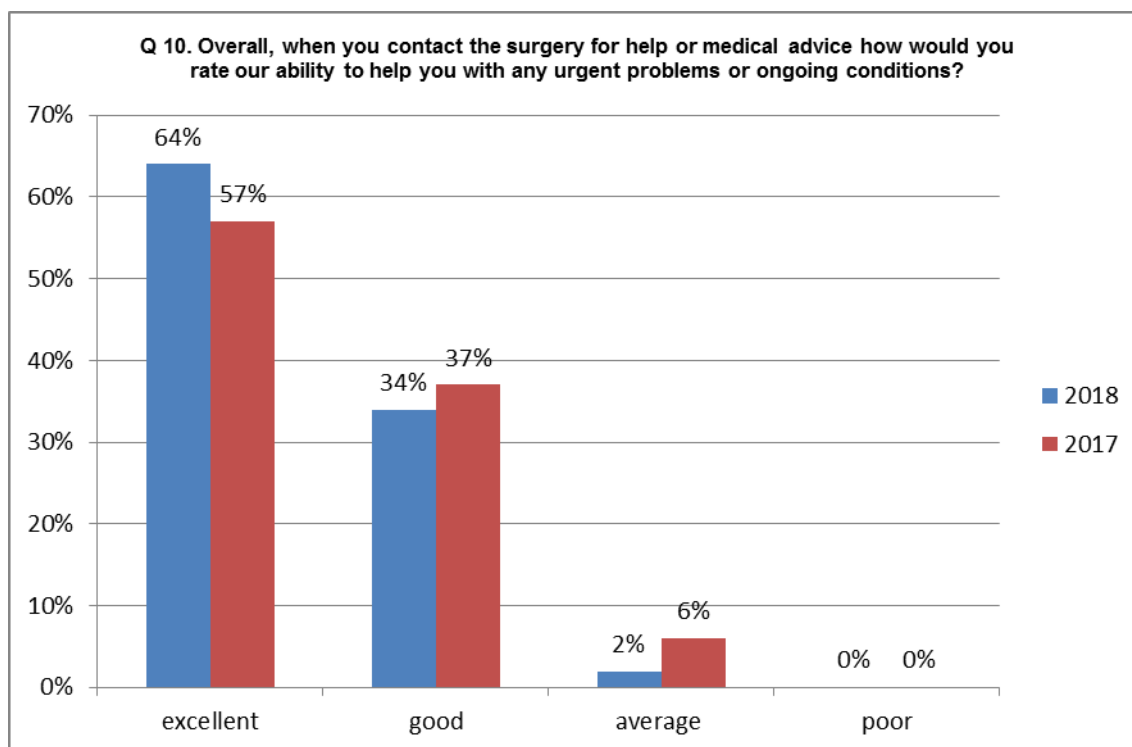


### Q.9. How do you rate the service that is provided by our Nurses?



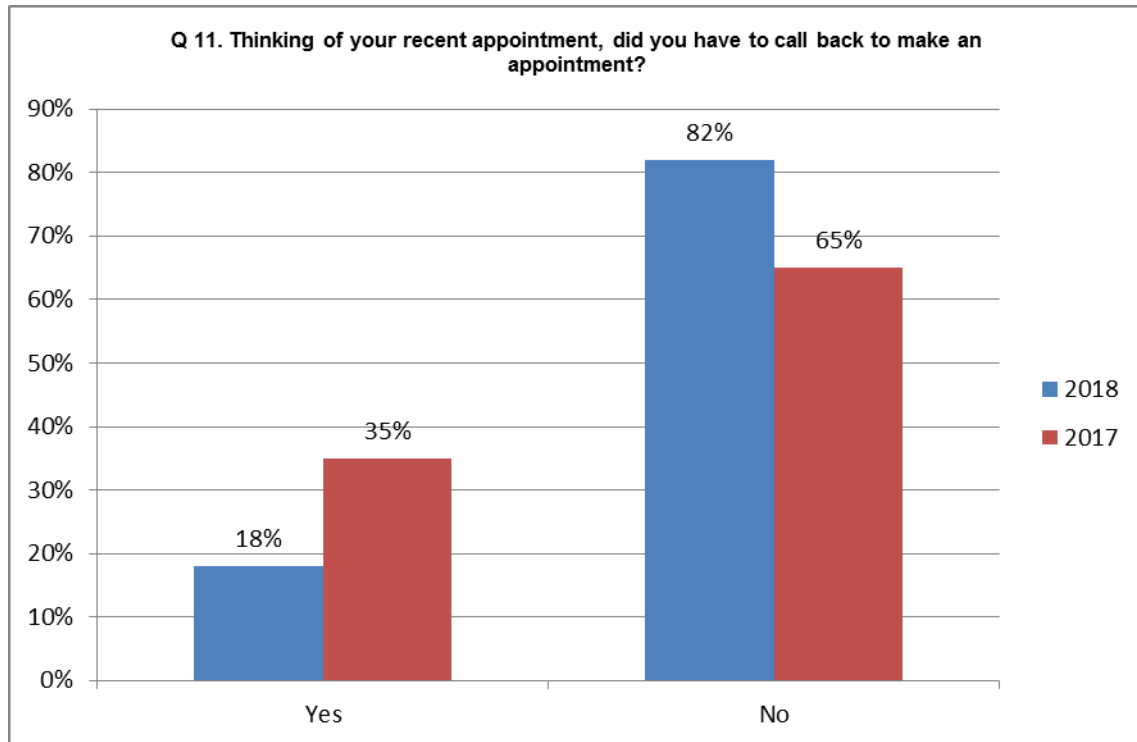
- 66% of the patient rated the service provided by the Nursing staff at the practice as Excellent compared to 56% last year.
- 34% of patients said the service was good compared to 42% last year.
- None of the patients rated the service as average compared to 2% as last year.
- None said poor, same as last year.

**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?**



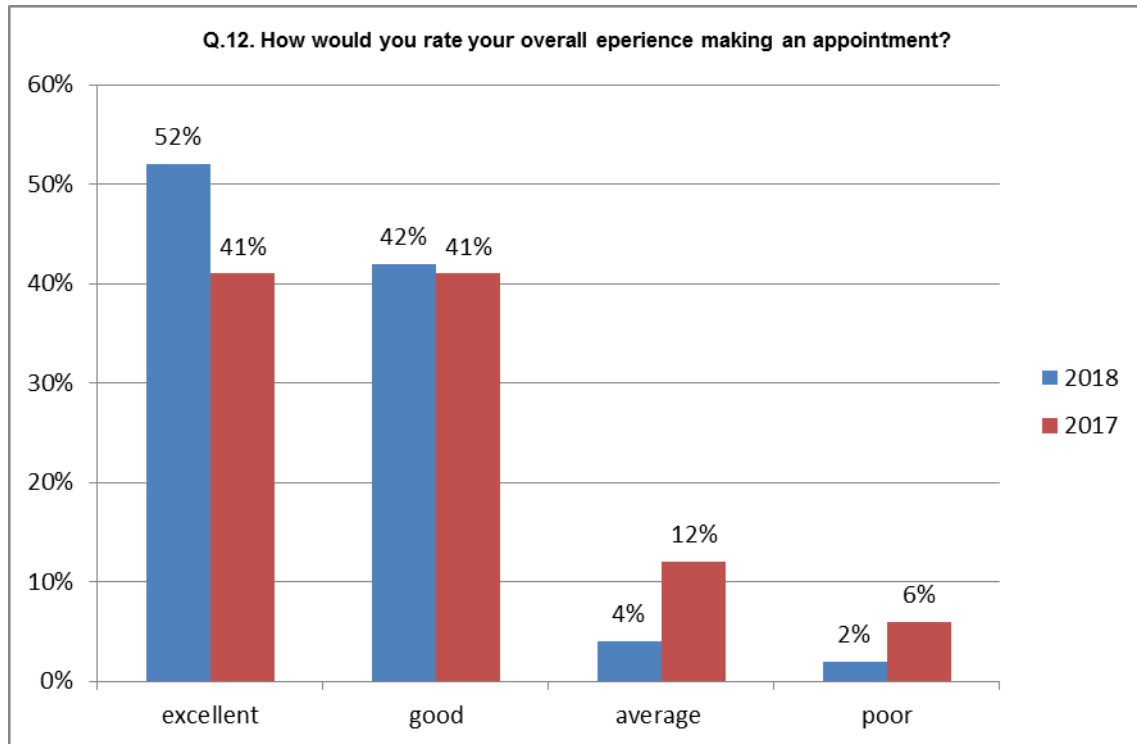
- 64% rated practice's overall ability to help them or provide medical advice as Excellent, compared to 57% last year.
- 34% rated the overall service as Good compared to 37% last year.
- 2% rated it as Average compared to 6% last year.
- None rated poor, same as last year.

**Q.11. Thinking of your recent appointment, did you have to call back to make an appointment?**



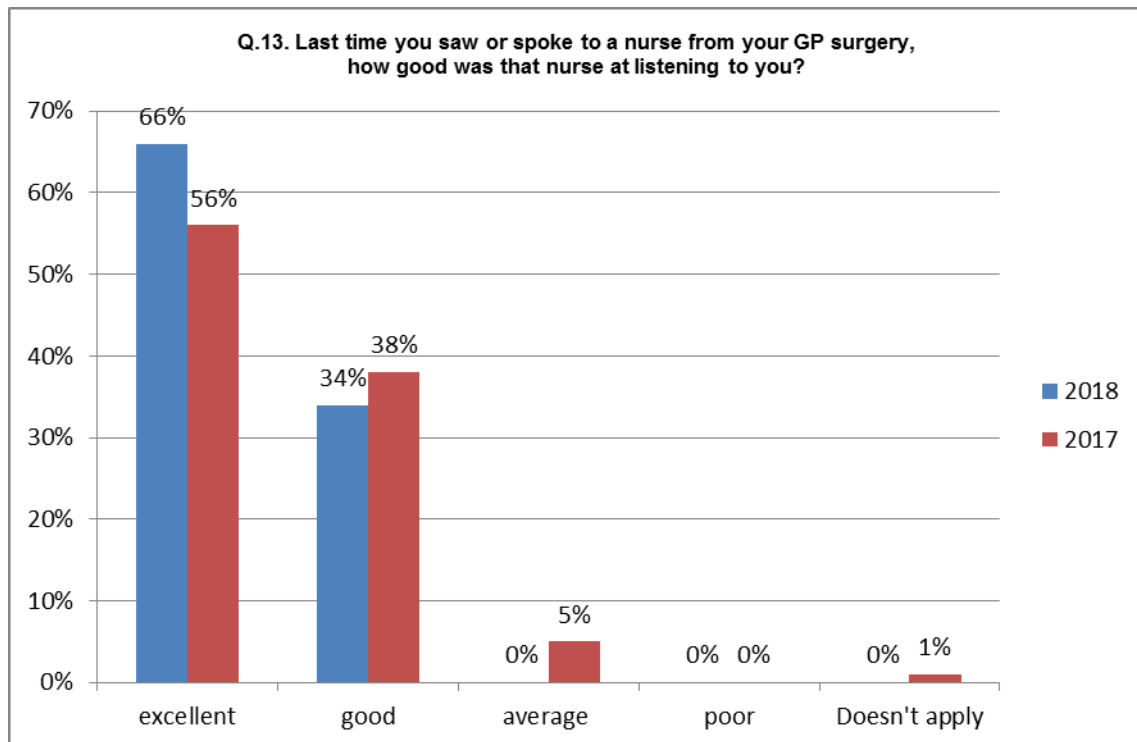
- 18% said they had to call back to make an appointment compared to 35% last year.
- 82% said no they did not have to call back to make an appointment compared to 65% last year.

**Q.12. How would you rate your overall experience making an appointment?**



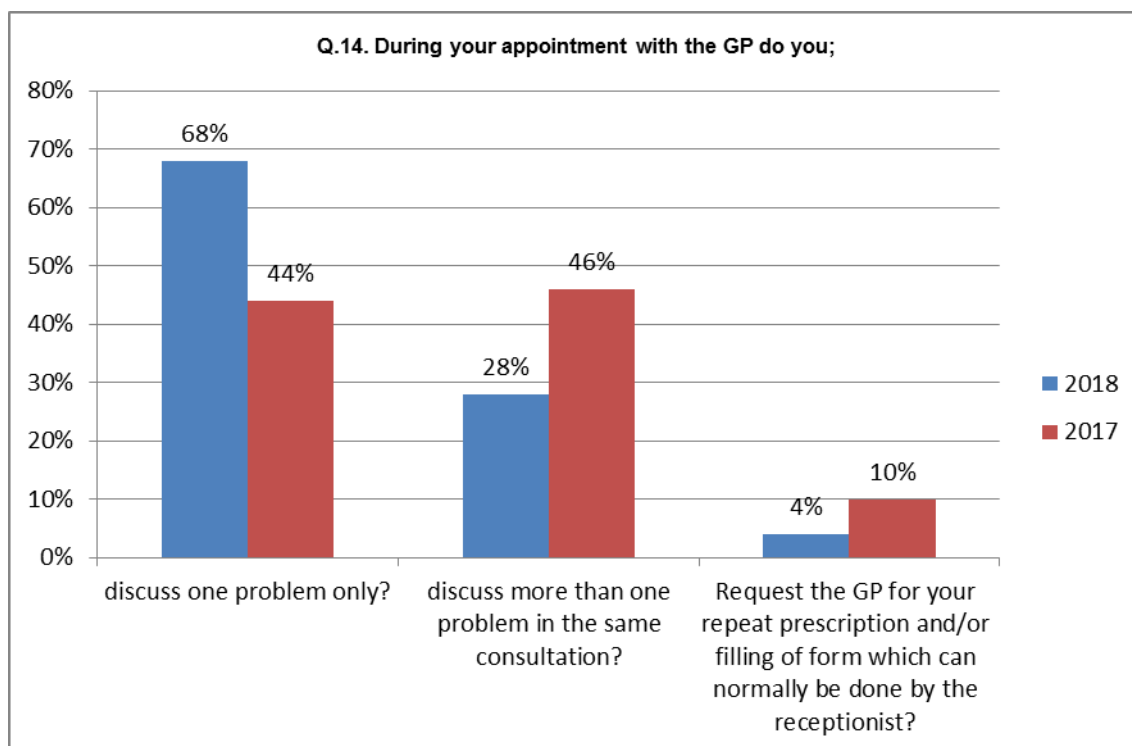
- 52% rated overall experience as excellent compared to 41% last year.
- 42% rated overall experience as good compared to 41% last year.
- 4% rated overall experience as average, compared to 12% last year.
- 2% rated poor compared to 6% last year.

**Q.13. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at listening to you?**



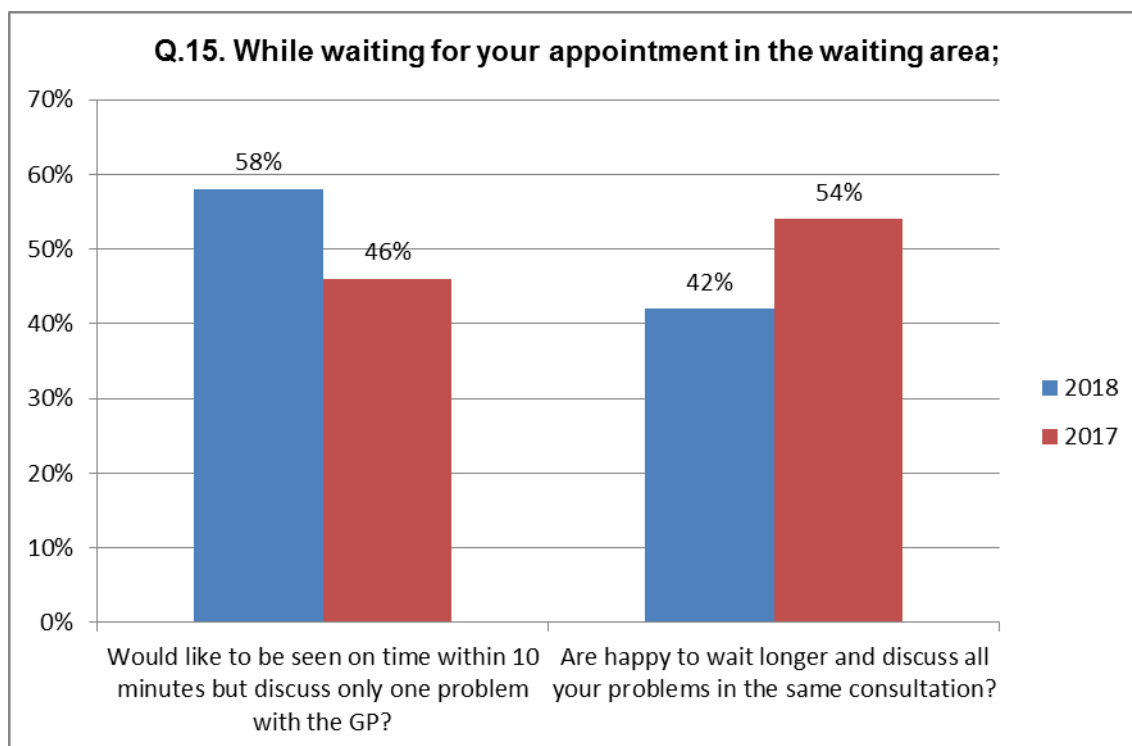
- 66% rated as excellent compared to 56% last year.
- 34% rated as good compared to 38% last year.
- None rated as average compared to 5% last year.
- None rated as poor, same as last year.
- None said it doesn't apply compared to 1% as last year.

#### Q.14. During your appointment with the GP do you;



- 68% said that during their appointment with the GP they discuss one problem only compared to 44% last year.
- 28% said they discuss more than one problem in the same consultation compared to 46% last year.
- 4 said they request the GP for their repeat prescription and/or filling of form which can be done by the receptionist compared to 10% last year.

**Q.15. While waiting for your appointment in the waiting area;**



- 58% said that they would like to be seen on time within 10 minutes **but** discuss only one problem with the GP compared to 46% last year.
- 42% said they are happy to wait longer and discuss all their problems in the same consultation compared to 54% last year.

**Other Comments:**

• Always excellent service.
• As long as I can be heard too.
• Excellent service from all surgery staff, nurses and doctors.
• Wonderful service



## Action Plan 2016/17 Reviewed with PRG (All Actions Completed)

	<b>Recommendation And Suggestions</b>	<b>Action required</b>	<b>Practice Lead</b>	<b>Time frame for changes</b>
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

## Action Plan 2017/18 – To review

Recommendation And Suggestions		Action required	Practice Lead	Time frame for changes
1	To participate in social prescribing	To participate and promote social prescribing weekly events for patients at the Ashburton Park Library when made available.	Practice Manager	On-going
2	SMS messaging	Exploring SMS messaging service for practice to communicate with patients	Practice Manager	On-going
3	Free Wi-Fi availability at practice for patients	Explore Wi-Fi availability at practice for patients	Practice Manager	On-going