

## LOCAL PATIENT PARTICIPATION REPORT (2013/14)

### REDGATE MEDICAL CENTRE

#### 1. A description of the profile of the members of the PRG

\* For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

In early 2013 the practice established a Patient Group who agreed to meet regularly. Alongside this the practice continued to seek the views via email from its previously established virtual patient group. For the Patient Group and virtual patient group combined the practice successfully managed to engage patients from of all age ranges with the exception of patients aged 85+.

The practice currently has 6705 registered patients, 3508 male and 3196 female. The practice has a younger than average registered population, with almost 70% of patients registered being under the age of 49 years. Patients aged over 65 years account for only approximately 13% of the total practice population.

<b>AGE GROUP</b>	<b>17-29</b>	<b>30-49</b>	<b>50-64</b>	<b>65-79</b>	<b>80+</b>
Practice Profile	17%	29%	16%	11%	4%
Patient Group Profile	37%	32%	15%	16%	0%

<b>GENDER</b>	<b>Male</b>	<b>Female</b>
Practice Profile	52%	48%
Patient Group Profile	45%	55%

Whilst the Patient Group and virtual PRG combined are fairly representative of the practice profile based on age split, Patient Group members who meet regularly and the practice would like to attract members from the younger age groups. However this is felt to be appropriate as patients in this age group are often more regular users of practice services, particularly as this group of patients often suffer from long term conditions.

The majority of patients registered at the practice who have a recorded ethnic origin are white British (83%). The second largest group of registered patients being white of other/mixed ethnic origin (10%). This group of patients are mainly of eastern European descent.

The ethnicity of patients engaged in the Practice Group or virtual patient group is noted to be very similar to that of the practice population.

Practice Population	Patient Group Profile	Difference
<b>ETHNICITY</b>		
<b>White</b>	<b>White</b>	
83 % British Group	78% British Group	<b>-5%</b>
Less than 1 % Irish	Less than 1 % Irish	
10 % White other	14% White other	<b>+ 4%</b>
<b>Mixed</b>	<b>Mixed</b>	
3 % white or black mixed ethnic	Less than 1% white or black mixed ethnic	<b>-2%</b>
<b>Black or Black British</b>	<b>Black or Black British</b>	
Less than 1 % African/Caribbean	Less than 1% African/Caribbean	<b>0%</b>
<b>Asian or Asian British</b>		
Less than 1 % Indian/Bangladeshi/Pakistani	Less than 1% Indian/Bangladeshi/Pakistani	<b>0%</b>
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>	
Less than 1%	Less than 1%	<b>0%</b>

**2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category**

- \* The variations between Provider population and PRG members
- \* How has the Provider tried to reach those groups not represented?

(Component 1)

Whilst the practice has continued to maintain representation of its younger population via its virtual patient group it has been difficult to engage patients from the younger age groups that are willing to meet regularly as part of our Patient Group. From discussion with patients from the younger age groups we have identified time constraints (work/family) and the reluctance to take on any additional commitments or responsibilities as the two biggest obstacles. Likewise, we have a significant number of patients from our minority ethnic groups who are willing to be a member of our virtual patient group, but not keen to engage with the Patient Group.

In order to try and encourage membership from groups not currently represented we have:-

- Designed an information leaflet about the patient group which can be easily

translated into any language via our practice website. This information leaflet is routinely included as part of our new patient registration pack.

- Included articles in our quarterly Patient Group Newsletter, outlining the role of the group
- Included announcements on our practice website
- Set up a dedicated noticeboard within the waiting area to display news/information about the patient group and its activities
- Patient Group members approaching patients in the waiting area in support of our patient survey
- Displayed slides on our waiting room TV screen
- Included a message about our patient group on our waiting room patient call system (Jayex board)

### **3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey**

- \* How were the priorities identified and agreed?

(Component 2)

A meeting with Patient Group members was held to consider areas of priority. Members of the virtual patient group were also invited to email their suggestions.

At the meeting members of the Patient Group were provided with demographical information about the practice population and current membership of the virtual PRG, including age, sex and ethnicity. It was acknowledged that almost all age groups and minority ethnic groups were well represented on the virtual PRG group, but the meeting had not attracted many of the younger patients or those from ethnic minority groups.

The group considered two options 1) whether to re-run the previous patient survey, which had focused on appointment access, or 2) whether to run a survey to ascertain patient satisfaction with GP consulting skills. After lengthy discussion the group opted to run a survey to ascertain patient satisfaction with GP consulting skills.

### **4. The manner in which the Provider sought to obtain the views of its registered patients**

- \* What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

The group considered the most appropriate methodology to collect patient views.

To support a high response rate from current service users (as opposed to patients with no recent consultation experience) the group opted to use a waiting room based survey. Several members of the group agreed to help conduct the survey and

support patients completing surveys in the waiting room.

Members of the group were asked to consider what questions they would like to see included in the survey. To support group members in agreeing questions for the survey the Practice Manager provided copies of other surveys. This included the national GP Patient Survey and a patient satisfaction survey routinely used for GP appraisals.

The practice manager collated the responses from Patient Group members and the top 10 questions were put together into survey format. At the group's next meeting in November 2013 the draft survey was then presented to group members. The group favoured a single page survey over multiple pages and were keen to include a comments section and information about joining the patient group. The group considered what target response rate they hoped to achieve from the survey. It was agreed that the survey would focus on GP appointments only and that there should be a minimum response rate of 2% of the overall registered practice population (approx 134 responses). The practice manager then calculated how long it would take to obtain the appropriate number of responses but for ease it was agreed to survey patients initially for a two week period.

Details about the patient survey headlined the December edition of our Patient Group Newsletter. As agreed with the Patient Group the practice also took the following steps to publicise the survey:-

- Details were added to the practice website in the latest news section and patient group area.
- Information slides were displayed on the waiting area TV screen
- A message was added to the patient call system
- Reminders were added to the back of repeat prescriptions

During the survey period (9<sup>th</sup> – 20<sup>th</sup> December 2013) clinical and administrative staff actively encouraged patients to provide their views. In addition members of the patient group themselves sat in the waiting room and encouraged patients to complete the survey. A secure collection box was set up in Reception in which patients could place completed surveys.

**5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)**

- \* How was the PRG involved in agreeing the action plan?
- \* Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

A further meeting with our Patient Group was convened on 29<sup>th</sup> January 2014 to review the survey results. Prior to the meeting the results were collated into a report by the Practice Manager which was circulated to both members of the Patient Group and virtual Patient Group.

Members of the group and representative practice staff who attended the meeting reviewed the survey results and after broad discussion agreed two specific actions

that would form an action plan.

There were no areas of disagreement between the practice and the Patient Group, who were extremely supportive of the practice team and felt they should be thanked for their efforts.

The group then decided how the results of the survey and action plan should be communicated to other patients/service users. The following methods were chosen

- Slides displayed on the TV screen in the waiting area
- The headline for the Spring Patient Group Newsletter
- Within the Patient Group page of the practice website
- Email circulation to all members of the virtual patient group
- Email circulation to practice staff

**6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey**  
(Component 4)

We completed 142 surveys – a sample size of approximately 2.1% of the registered practice population.

86% of responders felt the Doctor/Nurse Practitioner made them feel very or extremely welcome.

80% of patients said the Doctor/Nurse Practitioner significantly involved them in decisions about their care and 15% felt moderately involved in decisions.

90% said the Doctor/Nurse Practitioner was good or very good at listening to them.

83% of responders felt the Doctor/Nurse Practitioner gave them enough time.

80% of responders felt their main concerns had been addressed during the consultation, with a further 14% saying some of their concerns were addressed but not fully.

82% felt confident about the Doctor/Nurse Practitioner's assessment.

85% of patients were clear what would happen next and a further 10% were partly clear.

81% were clear what to do if their condition worsened.

81% found it easy to understand what the Doctor/Nurse Practitioner was telling them.

88% of responders rated their overall experience on this occasion to be either good or very good

Members of the group and practice staff met on 29<sup>th</sup> January 2014 to review the survey results agreed the following actions:

- clinicians should consider reviewing current consultation methods to ensure patients leave with a clear and concise understanding of their condition, what to expect next and what to do should symptoms worsen.
- Patients should be encouraged to think about what they want to tell or discuss with the Doctor/Nurse Practitioner prior to their consultation might help improve the outcome for some patients.

In addition to the results of the survey noted above there is a variety of documentation available as evidence of the process undertaken and the work completed by the practice and the patient group, all of which are currently available on our practice website.

- Patient Group Terms of Reference
- Sample Patient Group Survey Form
- Survey Results Report to the Patient Group – January 2014
- Notes of meetings with the Practice and Patient Group
- Patient Group Newsletter

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey
- where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

(Component 5)

<b>Findings / Proposals or PRG Priority Areas</b>  <i>'You said...'</i>	<b>Action to be taken</b> (if no action is to be taken provide appropriate reason)  <i>'We did...'</i>	<b>Lead</b>	<b>Timescale</b>	<b>Progress</b>  <i>'The outcome was...'</i>
Clinicians should consider reviewing current consultation methods to ensure patients leave with a clear and concise understanding of their condition, what to expect next and what to do should symptoms worsen.	Clinical team to discuss at next team meeting	Donal Hynes	By 28 <sup>th</sup> February 2014	Discussion at clinical team meeting held on 7 <sup>th</sup> February 2014 where clinicians unanimously agreed that it was important to ensure patients have a clear understanding of their condition and what to expect. Although no significant changes were considered to be necessary to current consultation methods it was agreed that the survey results and subsequent discussion had provided heightened awareness of this issue amongst clinicians. Agreed it would be useful to continue to survey patients to ensure compliance.

<p>Patients should be encouraged to think about what they want to tell or discuss with the Doctor/Nurse Practitioner prior to their consultation which might help improve the outcome for some patients</p>	<p>Implementation of a leaflet to encourage patients to get the best from their consultation or when they are prescribed new medicines</p>	<p>Kathy Bartley</p>	<p>By 28<sup>th</sup> February 2014</p>	<p>Draft leaflet reviewed and approved by Patient Group at its meeting on 12<sup>th</sup> March 2014. Leaflets to be made available to patients in the waiting area, at reception and via the practice website</p>
<p>Share the results of the survey with patients, staff and other service users</p>	<p>Survey results and agreed action plan to be circulated as agreed by the Patient Group</p> <ul style="list-style-type: none"> <li>• Patient Group Newsletter</li> <li>• Practice website</li> <li>• Waiting room TV</li> <li>• Email circulation to virtual patient group members</li> <li>• Email to staff</li> </ul>	<p>Kathy Bartley</p>	<p>By 31 March 2014</p>	<p>17<sup>th</sup> March 2014 - survey results circulated as agreed</p>

**8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.**

- \* Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The practice is open from Monday to Friday, 8 am – 6.30 pm.

We offer pre-booked GP appointments with two GPs on alternate Saturday mornings between 8.30 am and 12.45 pm for patients who cannot attend during normal opening hours.

Patients are able to make appointments via

- Telephone
- Online at [www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk)
- By visiting the practice.

Details of our opening hours and all the services offered are available on the practice website: [www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk), or in the practice leaflet which is given to all new patients and available in reception for all patients.

**9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.**

- \* If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

The Practice offers extended hours alternate Saturday mornings between 8.30 am and 12.30 pm. Information about our extended opening hours are displayed on our waiting room TV screen, in our Practice Leaflet and via our website.

**Date Report Published:** .. 18<sup>th</sup> March 2014

**Web Address of Published Report:** [www.redgatemedicalcentre.co.uk](http://www.redgatemedicalcentre.co.uk)