



Attenborough Surgery

Patient Representation Group Report

2011-2012

How did we start?

It was agreed that we would use our existing Patient Participation Group as a starting point and invite additional patients to join a Representation Group. We discussed our ideas with some of the existing group. Patients that had already joined the Practice PPG group were contacted to confirm that they too would like to take part in the survey.

- Initially we set up an Online Community, using a patient volunteer to set up the I.T. After a trial, we found that this wasn't working well for us as it did not generate enough interest.
- We produced posters inviting patients to join the Patient Representation Group. These were put up at both sites and also sent to local pharmacies.
- Our website advertised the group and gave patients the opportunity to sign up on line.
- Leaflets were produced and available at the surgery. We had an in house competition to encourage staff to talk to as many patients as possible about the group and get them to sign up.
- Our Autumn PPG Newsletter told patients how they could join the PRG.
- Patients were not disadvantaged because of lack of computer access. We gave patients the choice of being contacted by post, telephone or Email.

Profile of Patient Representation Group

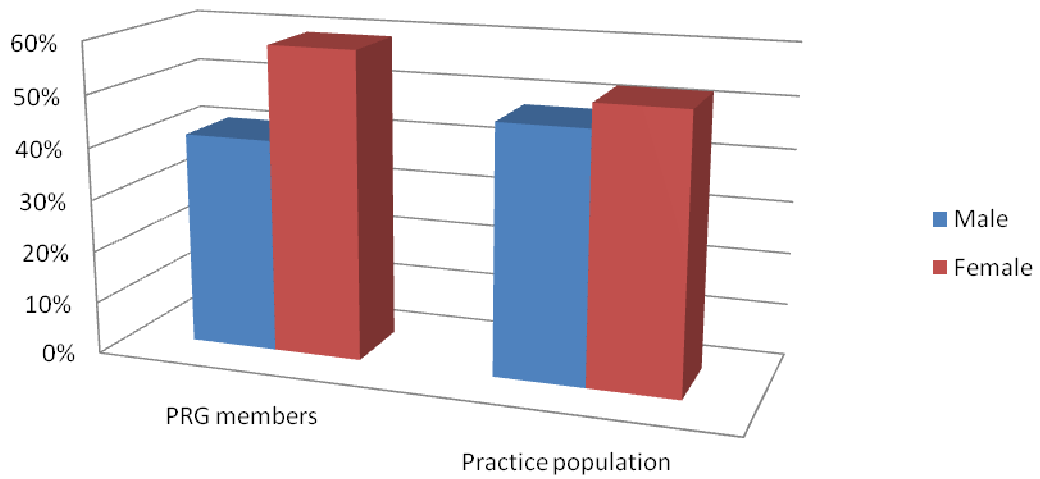
127 patients requested to join.

4 wanted contact by post

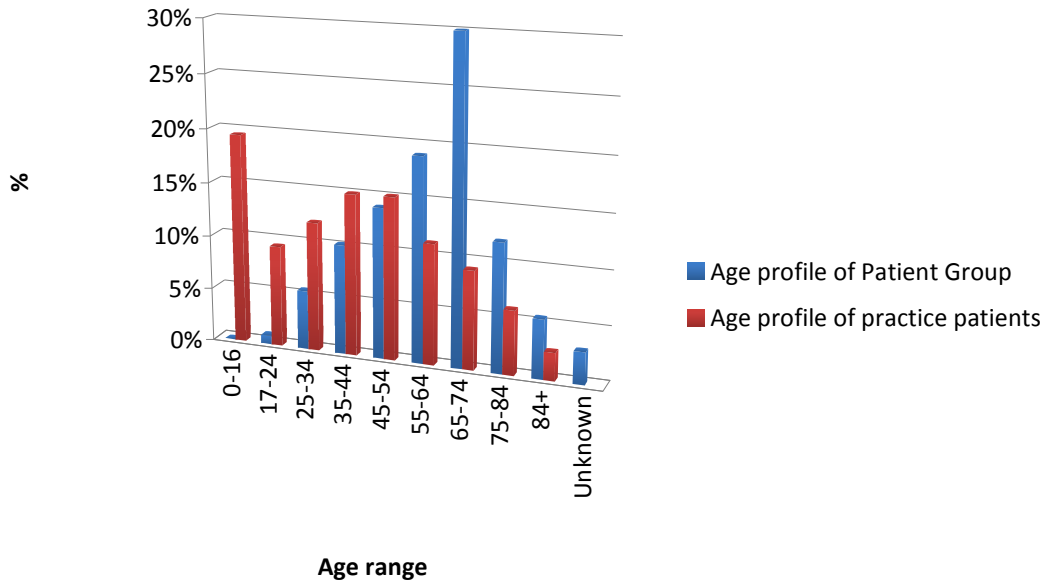
4 wanted contact by phone

119 wanted contact by email

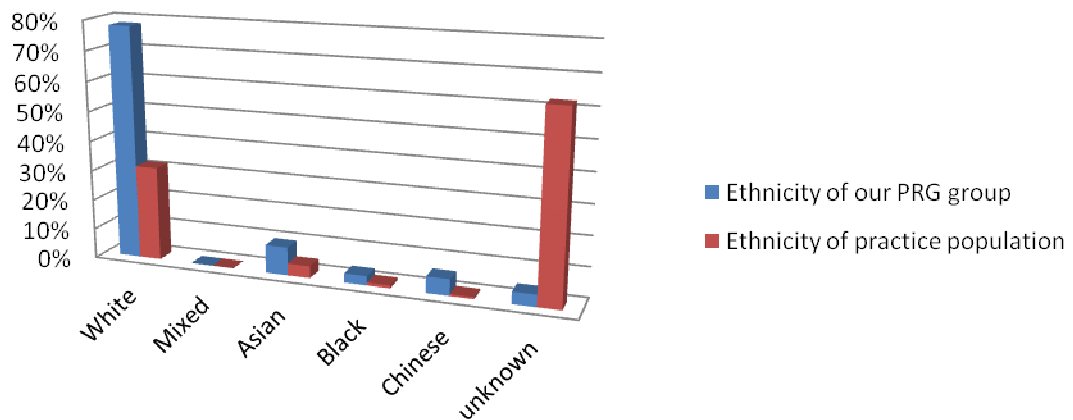
Comparison of gender of PRG members with practice population



Comparison of age range of PRG members and practice population



Ethnicity of PRG in comparison to Practice population (Insufficient historical data available)





What did we do to achieve a group representative of our practice population?

- We identified that 17-44 year old patients were under represented and so targeted this group by sending out 160 personal letters inviting them to join the PRG.
- We felt we were under represented by ethnic minority groups and so wrote personal letters to a further 140 patients inviting them to join the PRG.

How did we decide what our priorities were?

- November 2011 - The Practice Manager and a GP Partner met to discuss ideas for our questionnaire using complaints data and information available from the balanced scorecard.
- We fed back ideas to our patient group. They met and agreed that the priorities for the survey should be:-
 1. Appointments
 2. Telephone consultations
 3. Use of E mails

Next Steps

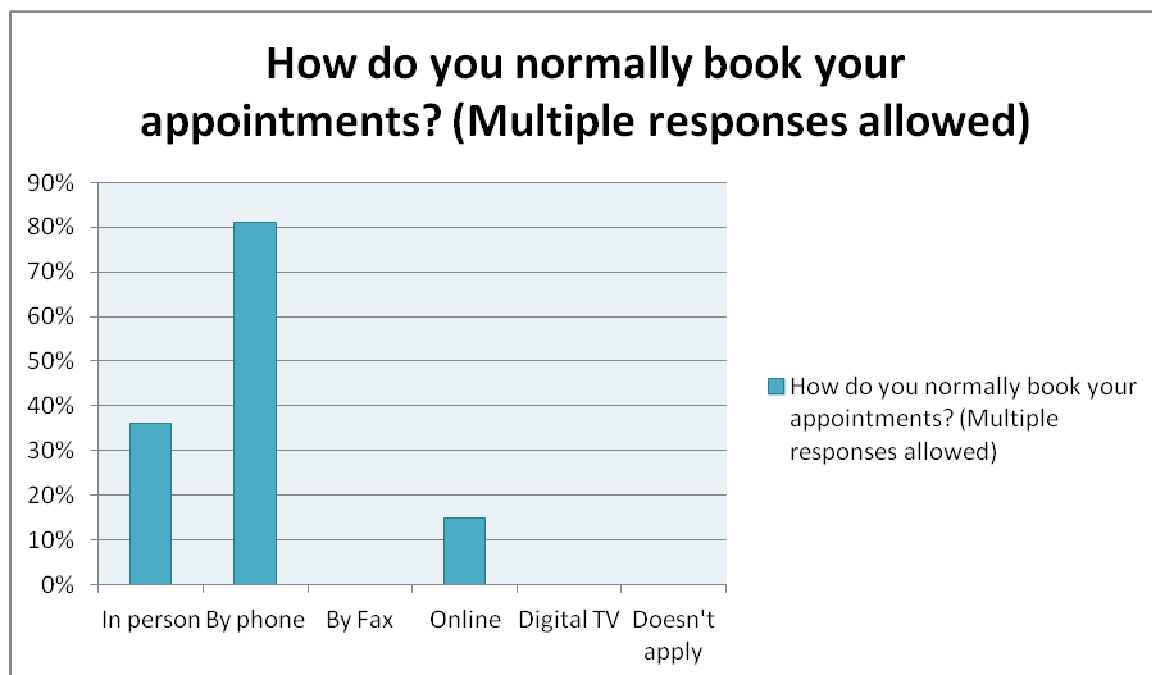
February 2nd 2012. We met with the PPG representatives to agree the questionnaire based on these priorities.

We agreed the following:-

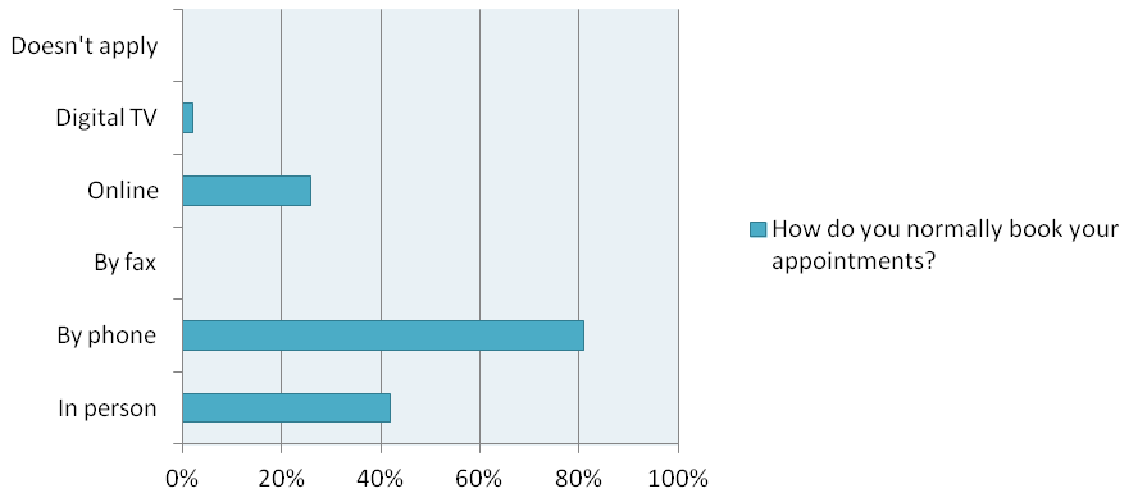
- survey was to be sent out W/C 6th February 2012
- The survey was sent by post and email depending on patient preference
- Closing date 24th February 2012
- Analyse Data W/C 27th February 2012
- Meet with the patient group 15th March to agree an action Plan

Results

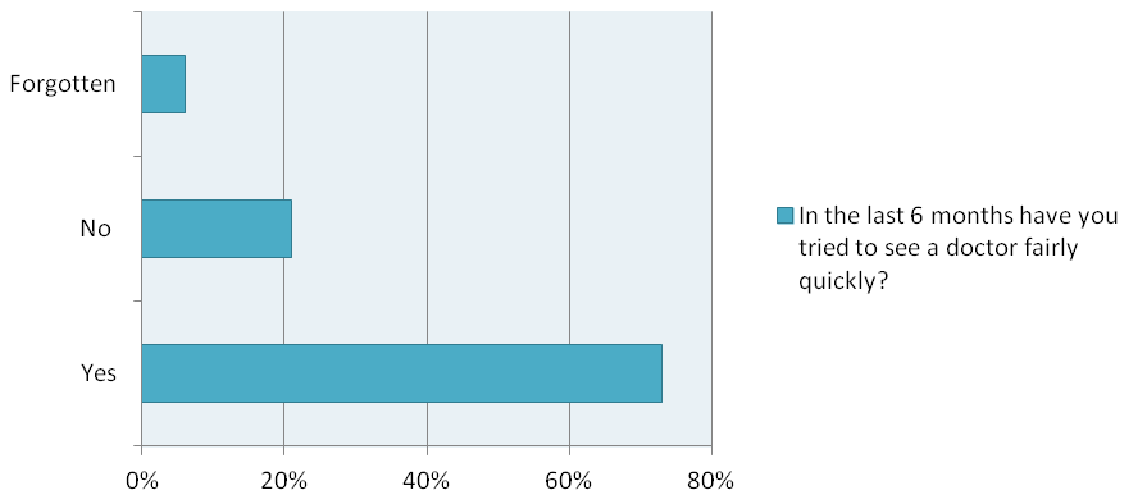
53 responses were received



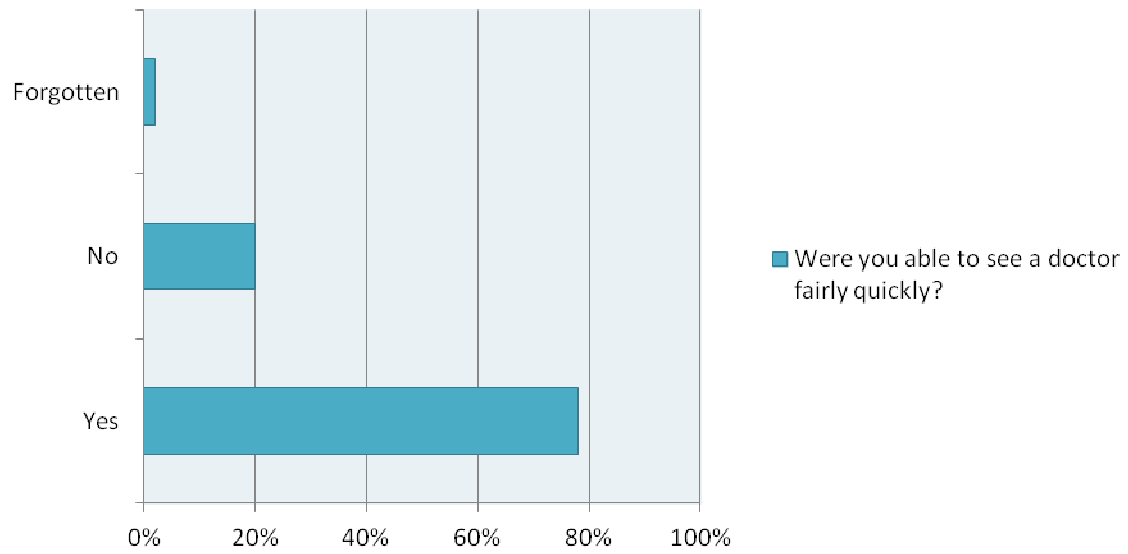
How would you prefer to book your appointments? (Multiple responses allowed)



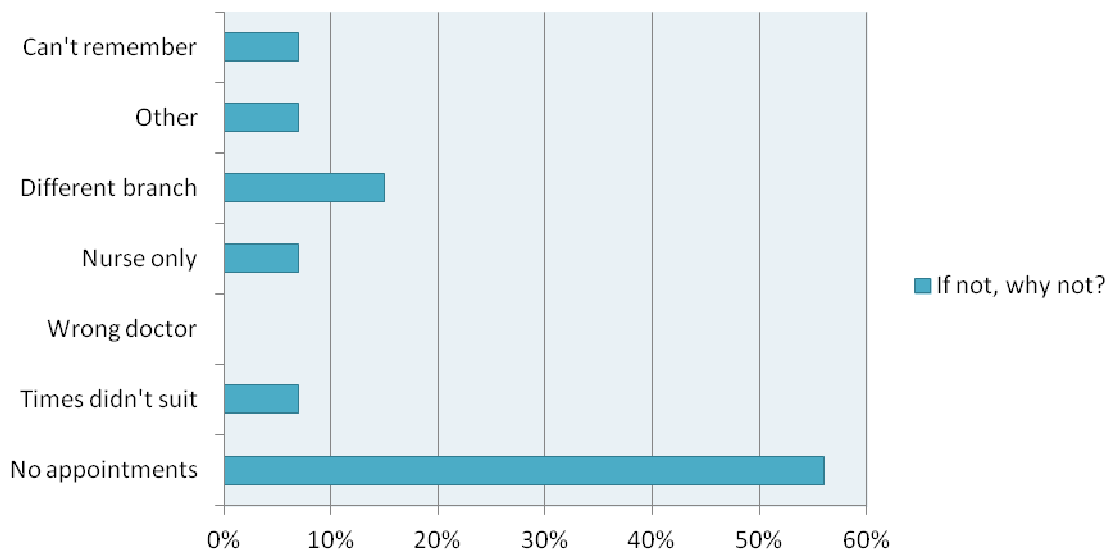
In the last 6 months have you tried to see a doctor fairly quickly?



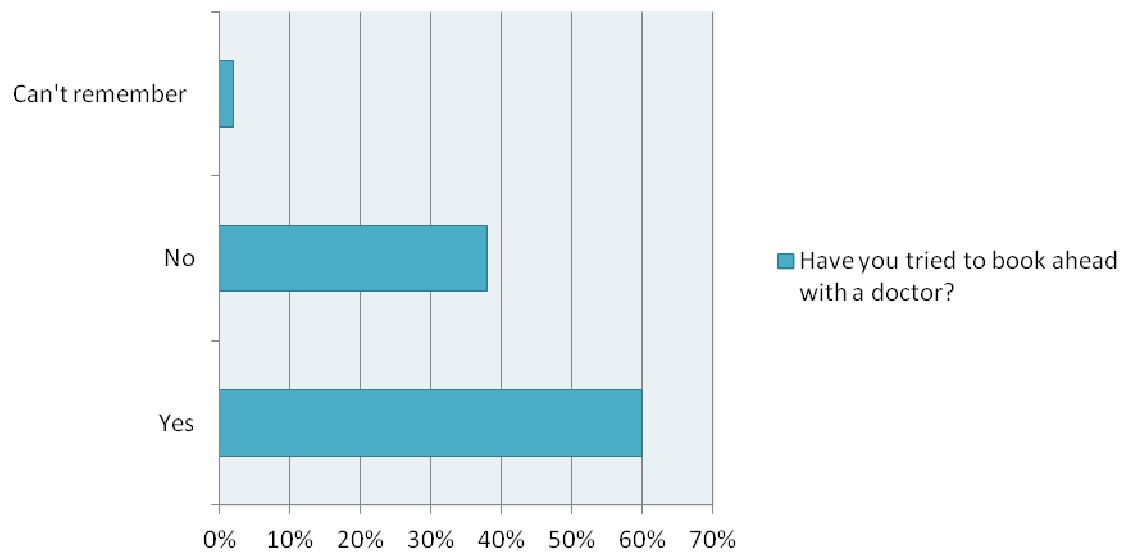
Were you able to see a doctor fairly quickly?



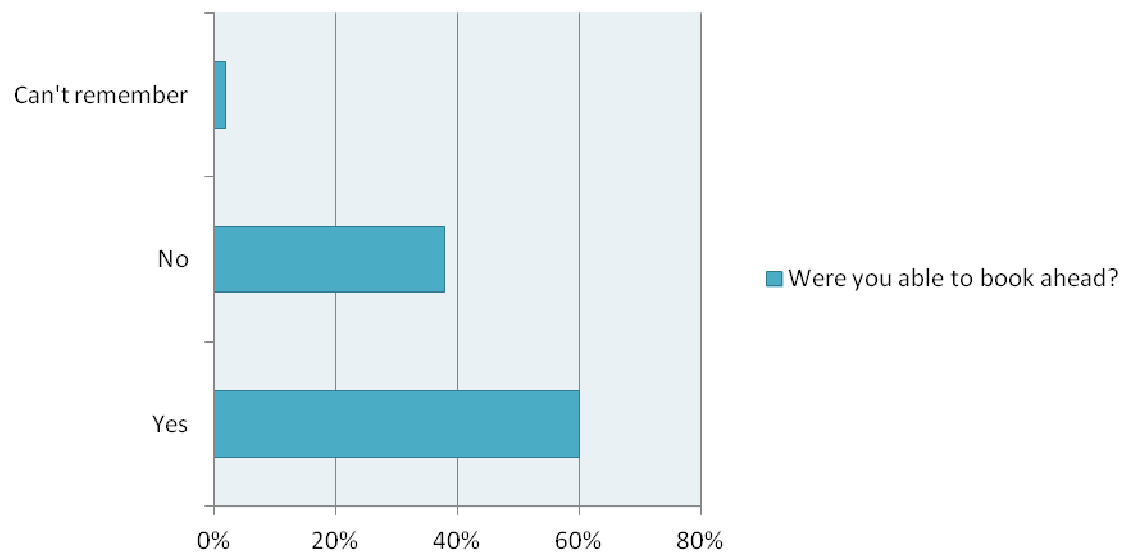
If not, why not?



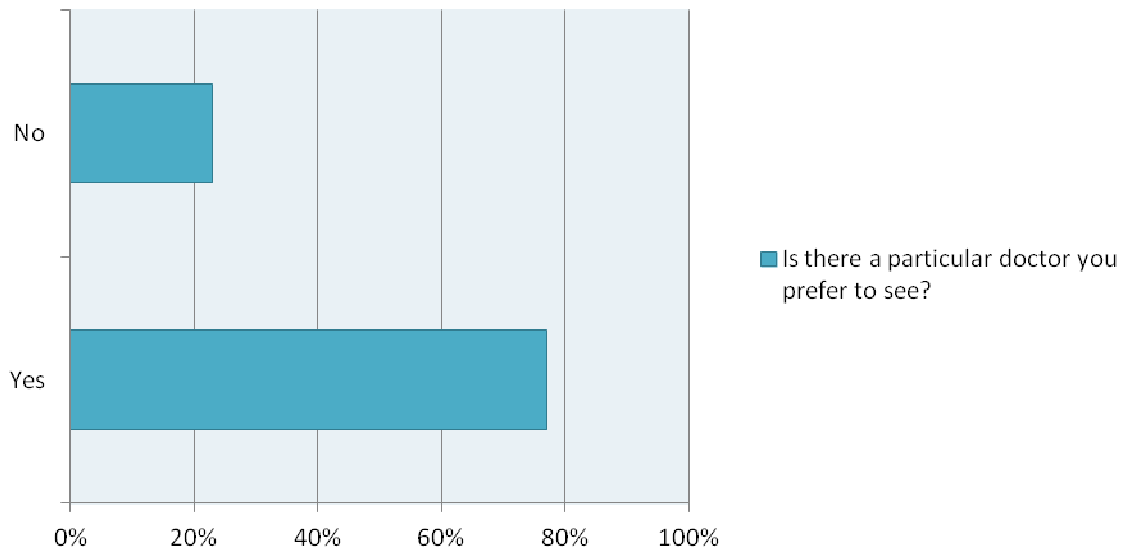
Have you tried to book ahead with a doctor?



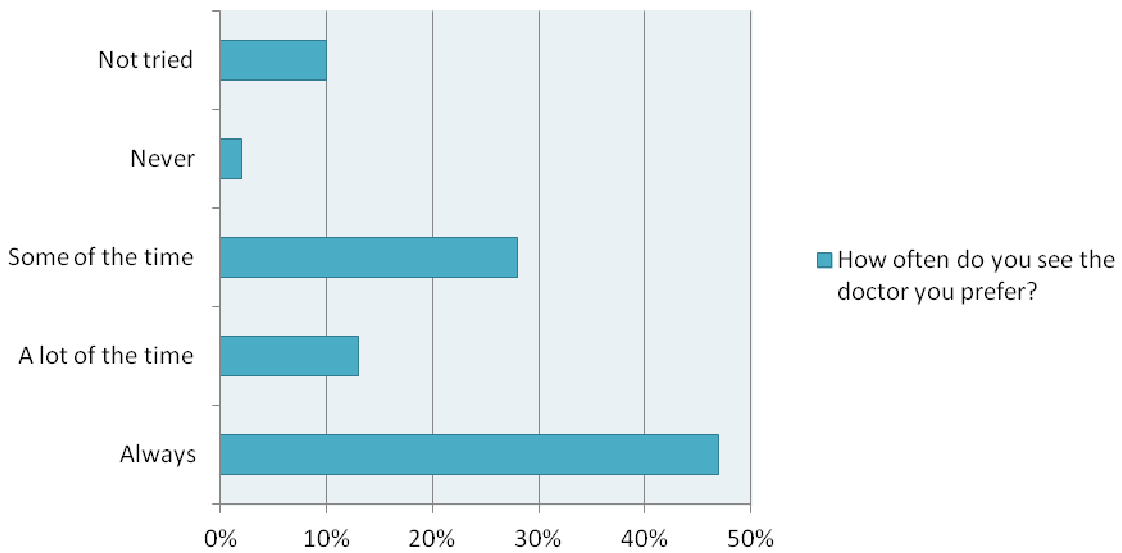
Were you able to book ahead?



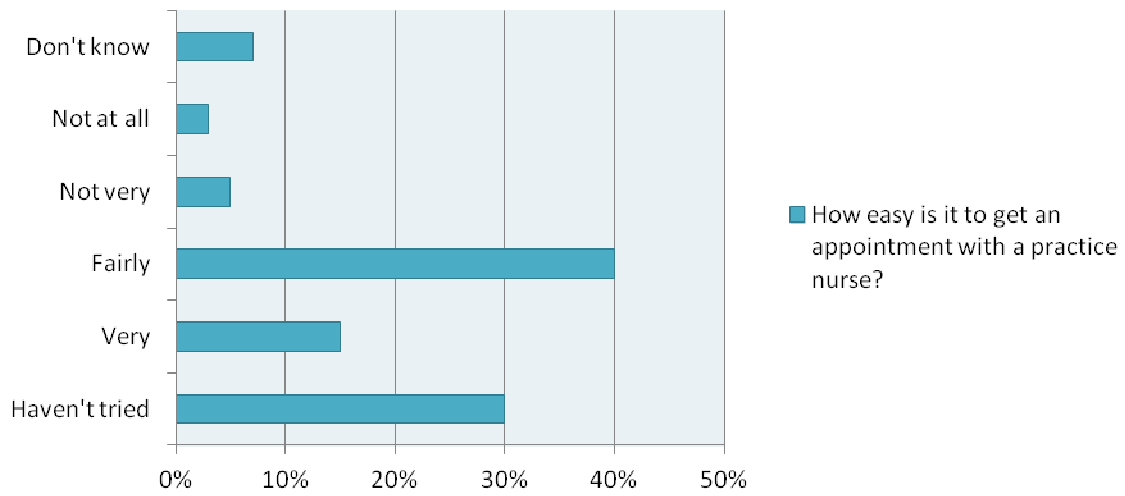
Is there a particular doctor you prefer to see?



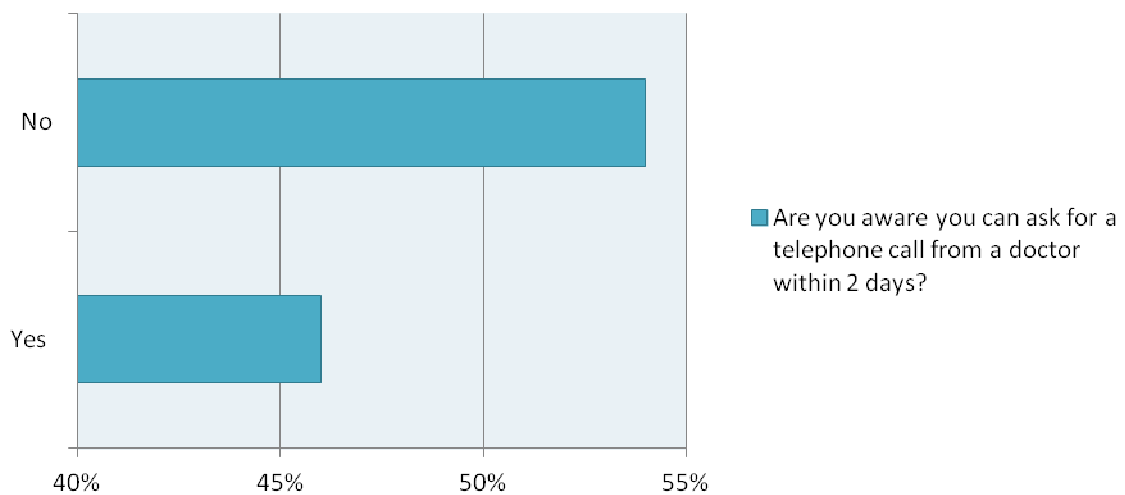
How often do you see the doctor you prefer?



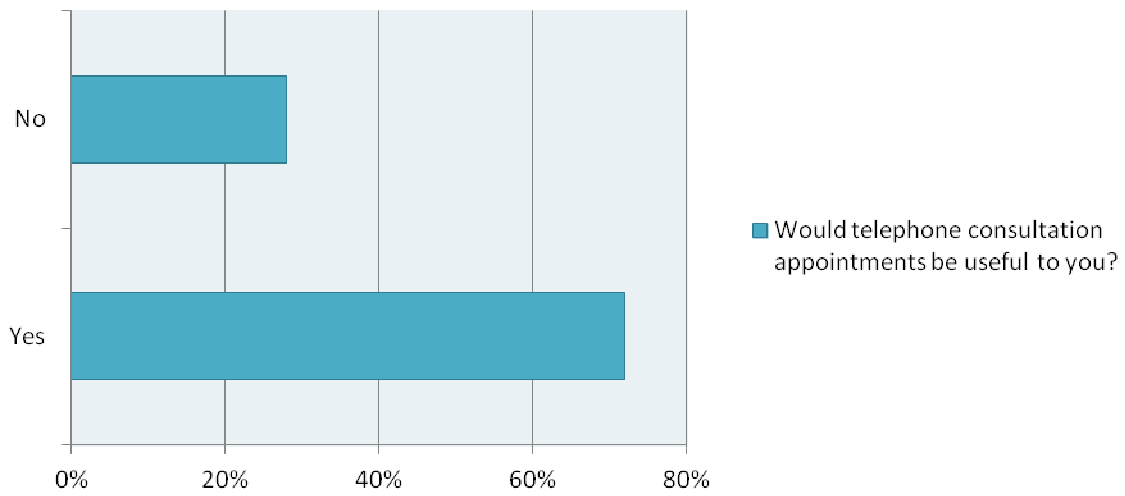
How easy is it to get an appointment with a practice nurse?



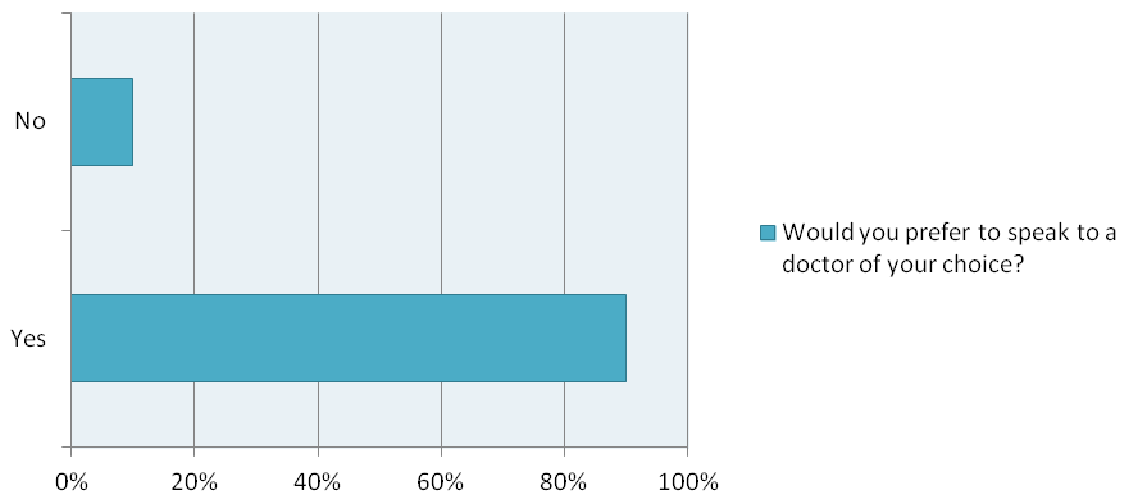
Are you aware you can ask for a telephone call back from a doctor within 2 days?



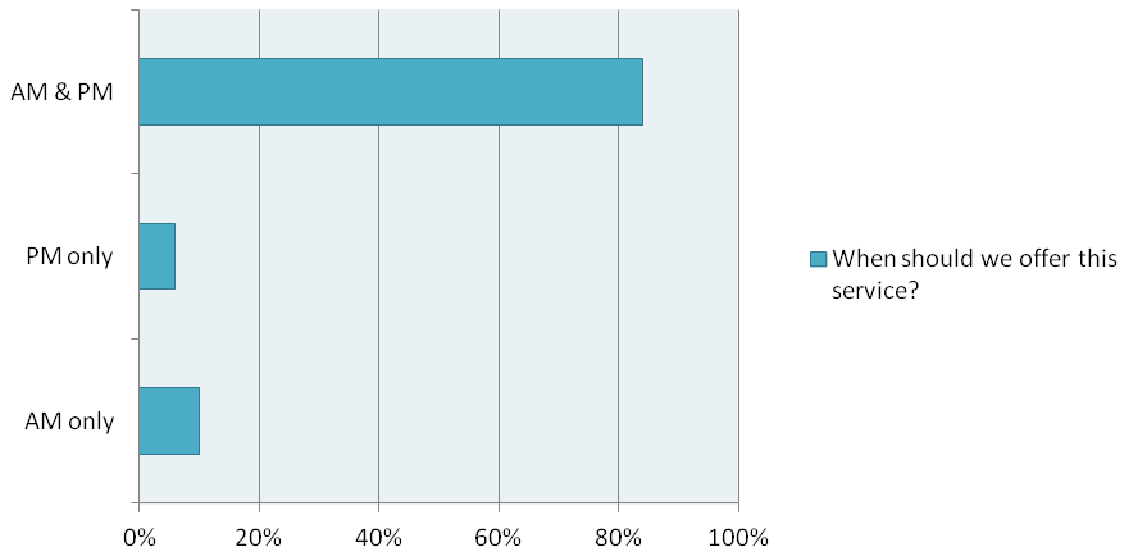
Would telephone consultation appointments be useful to you?



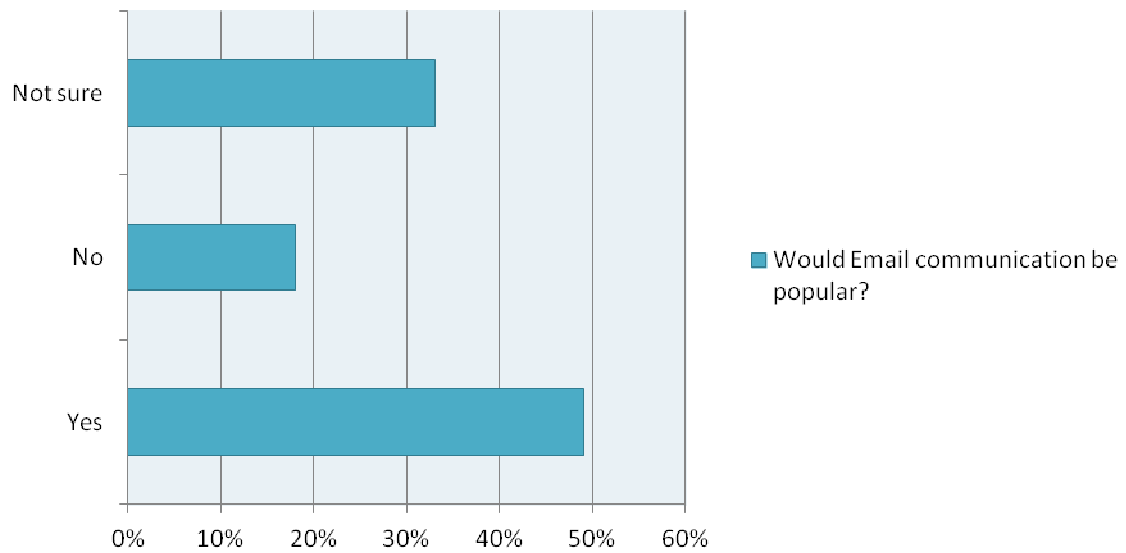
Would you prefer to speak to a doctor of your choice?



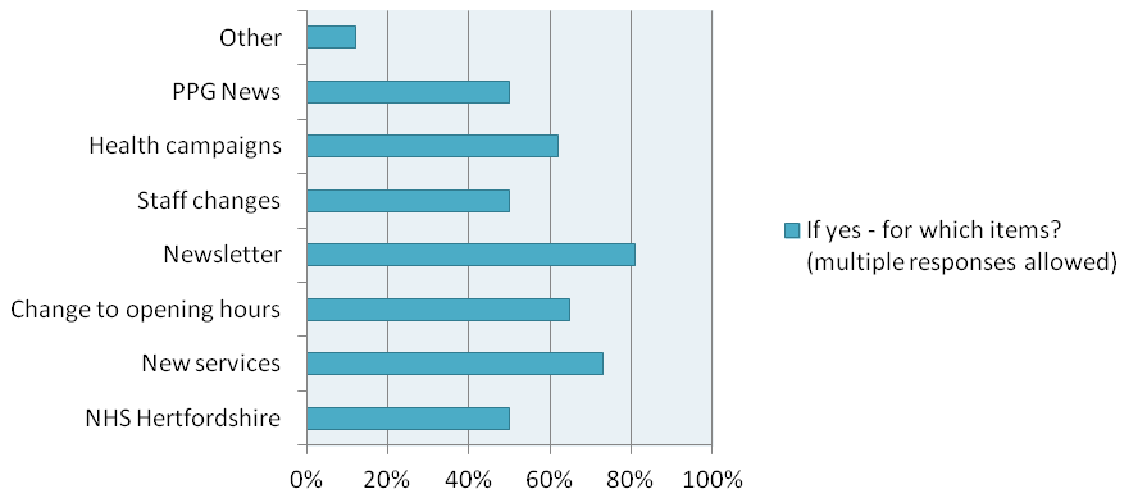
When should we offer this service?



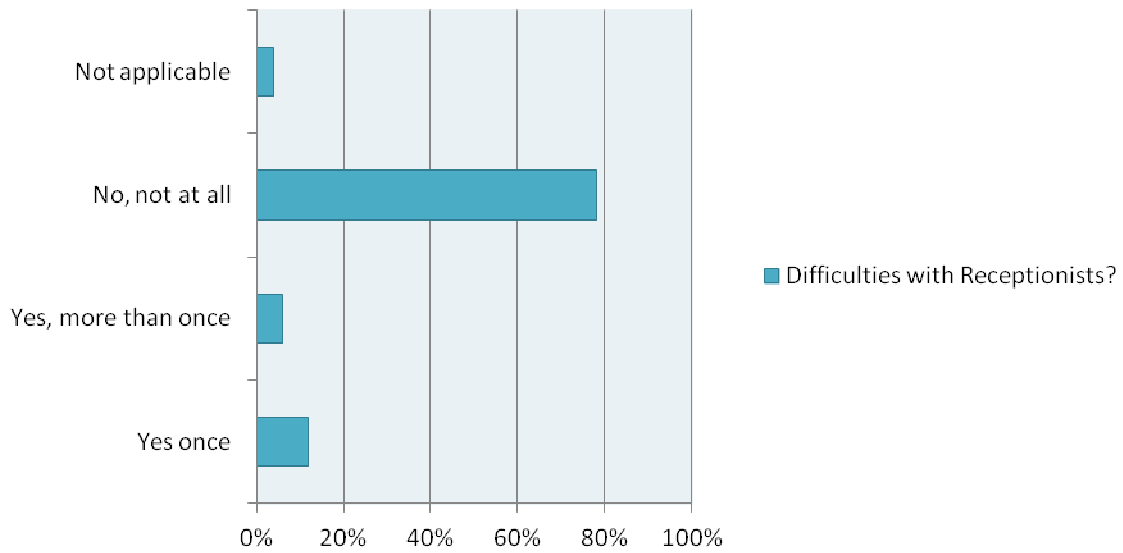
Would Email communication be popular?

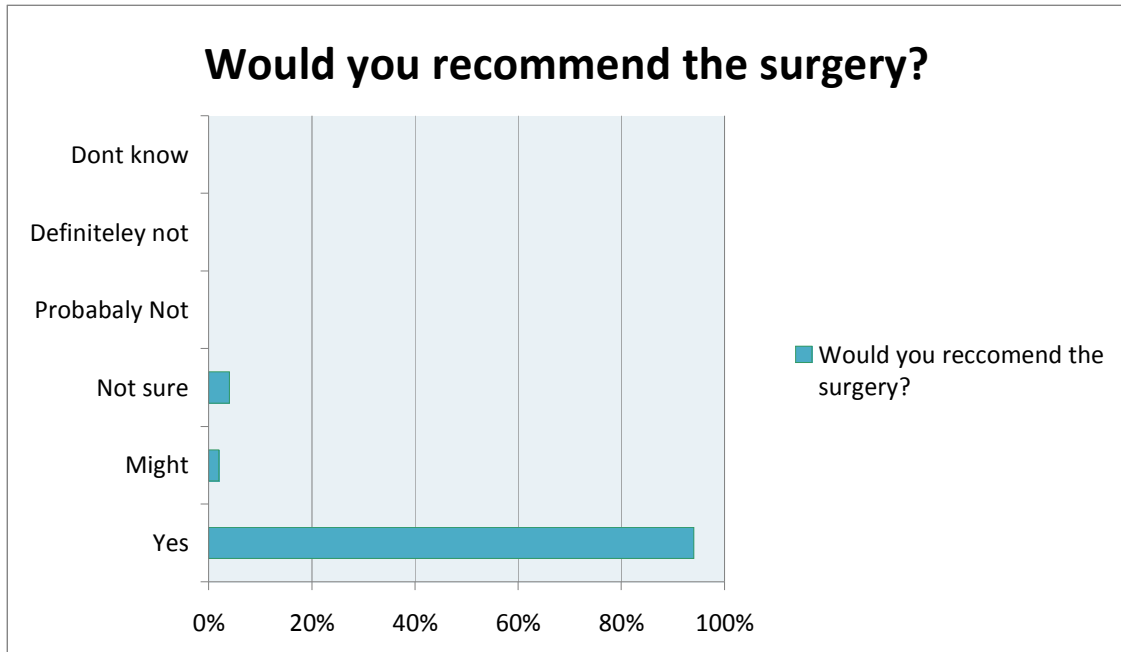


If yes - for which items? (multiple responses allowed)



Difficulties with Receptionists?





Action Plan

The Practice Manager and a GP Partner met with the Patient Group and agreed the following action plan based on these results:

Remind patients that they can book appointments on line. Information is to be included in the next PPG newsletter, and also more in depth information will be included in the next practice booklet.

The practice already offers a telephone call back from a doctor within 48 hours. This service is to be advertised as 54% of our patients surveyed were not aware. Information will be included in our next newsletter, on our website, notices around the practice, and included in our practice leaflet.

49% of responses suggested that E mail communication would be popular. The patient group are planning to investigate the options in more depth and will be contacting members in the near future in order to establish a discussion forum on this topic. They are looking at setting up a patient focus group to address this issue.

Outcomes

72% of respondents wanted telephone consultation appointments. These have been introduced in the mornings. 84% of respondents wanted these appointments available in the morning and afternoon. We currently offer a

Duty Doctor in the afternoon for urgent problems. This includes urgent telephone advice when necessary.

Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

	BUSHEY HEALTH CENTRE	CARPENDERS PARK
MONDAY	08:00- 18:30 Appointments Phones 08:00-18:30 Reception 08:00 -18:30	Phones & Reception 08:00-12.30 15:00-18:00
TUESDAY	07:30– 18:30 Appointments Phones 08:00-18:30 Reception 08:00-18:30	Phones & Reception 08:00-12.30 15:00-18:00
WEDNESDAY	07:00– 18:30 Appointments Phones 08:00-18:30 Reception 07:00-18:30	Phones & Reception 08:00-12.30 15:00-18:00 (closed temporarily maternity leave)
THURSDAY	07:00– 18:30 Appointments Phones 08:00-18:30 Reception 08:00-18:30	Phones & Reception 08:00-12.30 15:00-18:00
FRIDAY	08:00- 18:30 Appointments	Phones & Reception 08:00-12:30

	Phones 08:00-18:30 Reception 08:00 -18:30	
SATURDAY	3rd Saturday of each month (unless advised otherwise)	

- You can call the Surgery Bushey Health centre 0844 387 8633
- You can call Carpenders Park Branch Surgery 0208 428 0355

Outside of these times please call Herts Urgent Care on 03000 33 33 33