

# PRG Report 2013

## INTRODUCTION

This is our second formal report regarding a survey of patient's views undertaken by Bellbrooke Surgery. We have of course taken part in national surveys administered by the Department of Health and also conduct individual surveys for GP Re-validation in which we take the opportunity to ask for patient's comments about our Practice. We do not believe that comments should only be sought on an annual basis and the Practice has long valued and welcomed the opinions, comments and recommendations of patients of the Practice and other users of our services. To support this the membership of our Patient Reference Group (PRG) is open all year round and we are pleased to continue with its development and hope that we remain responsive to the changing needs of patients. This report will discuss how we have progressed our PRG and agreed the priority issues for inclusion in this years' Patient Survey Questionnaire. It describes how the views of the PRG members were obtained and how we developed our Action Plan which sets out priorities and proposals to address the issues raised through the questionnaire. The full findings from the questionnaire can be found via the link.

Should you wish to contact us please remember that the practice is open 8:00am to 6:00pm Tuesday, Thursday and Friday and 8:00am to 8:00pm on Monday and Wednesday when we have two doctors available during our extended hours sessions.

## BACKGROUND

We are aware that the Practice is located in a culturally diverse area of Leeds and so made positive attempts to ensure the PRG where possible reflected diversity. During 2011-13 a campaign was initiated which advertised the formation of a PRG and patients self selected their involvement by completing the forms which are readily available in the surgery or via the website. Patients from under represented groups were either approached by clinicians at the end of their consultation or directly by a member of staff in the waiting areas. Language Line was available if required. The analysis of our PRG membership shows that our PRG continues to be a representative group in terms of gender, age, sex and nationality. Of the patients who continue to volunteer their involvement, some suffer with a disability or long term condition, while others are carers, some are frequent callers to the surgery and others come rarely. We also have a range of full time employed patients to patients who are now retired from work. We are aware that we may need to respond to changes in need as the size of the Practice grows and alters.

The diversity of our Patient reference group is demonstrated in the diagram below.

## PRG Joiners (B86081)

This report provides current results for Belbrooke Surgery - Reference group joiners.

[Back to www.mprkcbesurvey.co.uk](http://www.mprkcbesurvey.co.uk)

### Male Patients Joining

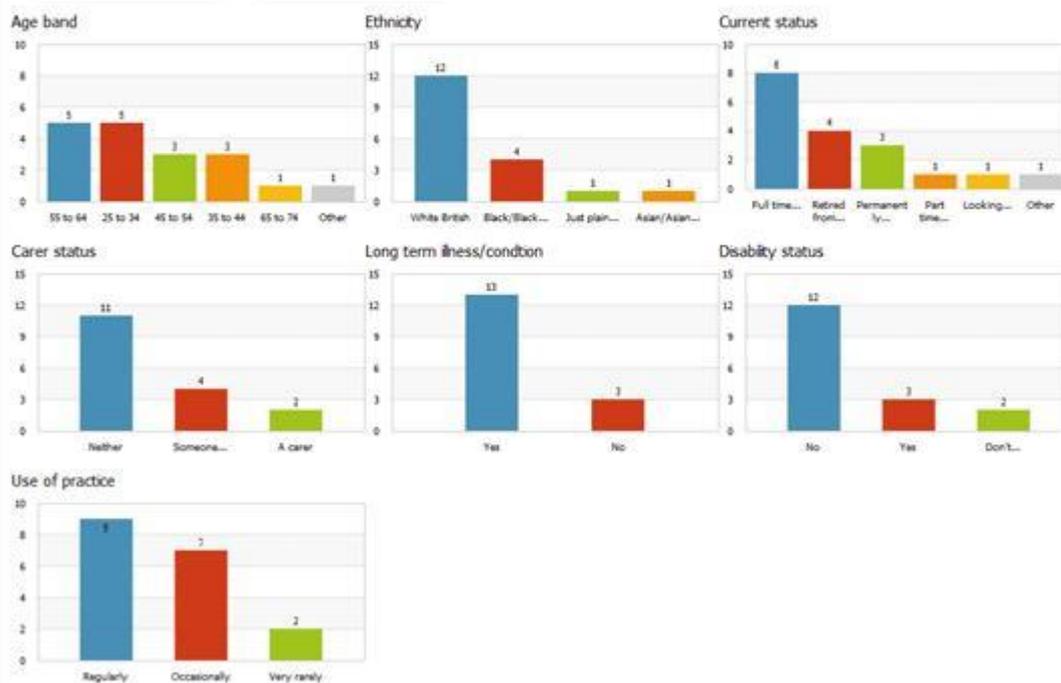
7

Number

### Female Patients Joining

11

Number



## AGREEING PRIORITIES WITH PRG

We devised a questionnaire and circulated this to members of the PRG to confirm how they individually wished to connect with the Practice and with the wider membership of the PRG. The majority replied that they wished to remain involved via email, post or telephone, very few members stated that they were able to attend meetings. The questionnaire also asked PRG members to confirm what aspects we should survey the wider population about by offering a range of topics; this included things like, getting an appointment, clinical care offered by the GPs/Nurses, accessing the practice via telephone and getting repeat prescriptions. We kept them updated with developments of last year's Action Plan and asked them for general comments.

From their feedback we were able to agree a 'Patient Survey Form' for completion by the wider patient population, which focussed on the areas below:

- Getting an appointment
- Opening times
- Getting telephone advice from GPs and Nurses

## COLLATION OF PATIENTS VIEWS

The Patient Survey Form was then made widely available for three weeks from Monday, 25 February 2013 during which time over 325 surveys were handed to patients. It was distributed through reception staff as the first point of contact, through clinical staff who gave it to patients, via Practice staff who were present in the waiting areas to provide encouragement and support, on the Practice website and via a mail shot distribution to

selected patients. Where possible patients were approached direct by staff to ensure a fair and equitable cross section of our patient list was achieved.

## ANALYSIS OF THE SURVEY

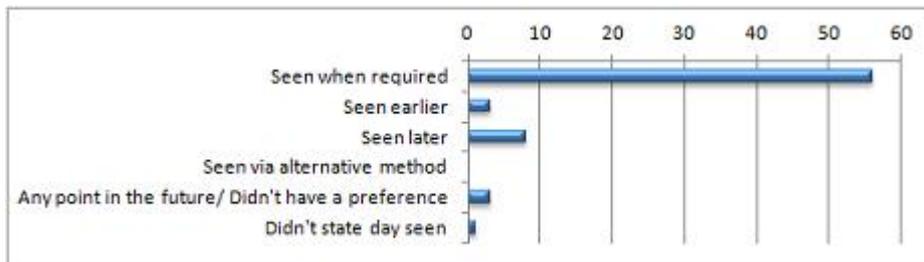
The survey and analysis of the data was completed via an internet based tool which was provided by Primary Care First; a Primary Care Consultancy firm with significant experience and expertise in this field. This helped ensure that the sampling and analysis of the survey was independent and credible.

Of the respondents – 64.7% were female and 35.3% male.

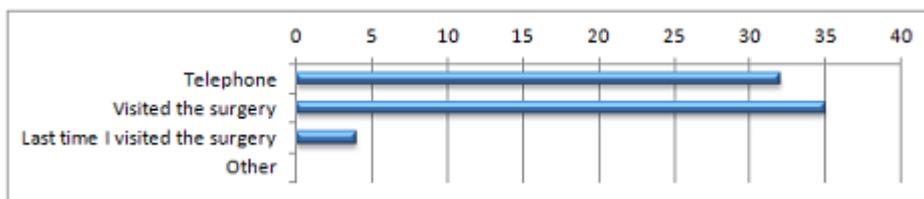
- All age groups were represented except for Under 16s and Over 84s. 17-34 represented 23.9% of the responses, 35-44 and 45-54 represented 40.3% of the responses and 55-84 represented 29.9% of the responses
- In keeping with the local population 73.8% of respondents described themselves as 'white British' and the remainder 26.2% from other ethnic backgrounds
- 34.9% were in employment or full time education
- 64.7% of the respondents suffered from a 'long term medical condition' but 70.6% described themselves as not being 'disabled' by it
- 16.7% reported that they were a carer
- Over 91% said that they visited the surgery 'regularly or occasionally'

## GETTING AN APPOINTMENT

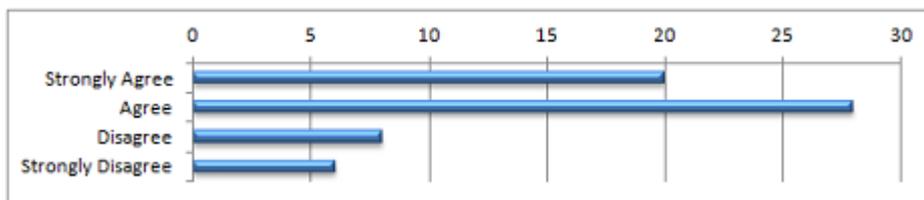
- 82% of people were seen on the day they requested an appointment or earlier and approximately 52% were seen at a time to suit their needs or earlier



- 45.1% of the patients surveyed had made their appointment by telephone, 49.3% had booked their appointment in person and 5.6% had arranged their appointment at their last visit. Almost 27% said they would be happy booking their appointment electronically via email or the internet.



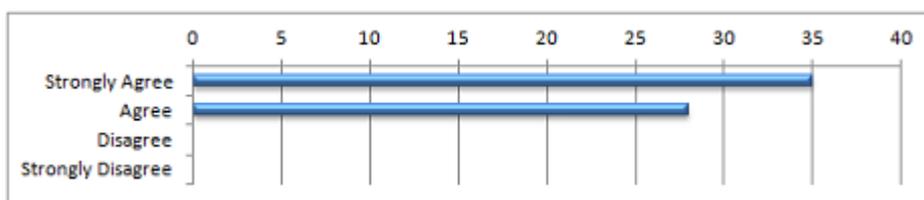
- Over 78% of patients 'strongly agree/agree' that they are 'seen on the same day they request an appointment'
- Almost 92% 'strongly agree/agree' that for a non urgent appointment they are seen within 1 week
- 77.4% 'strongly agree/agree' that they were happy with the current appointment system



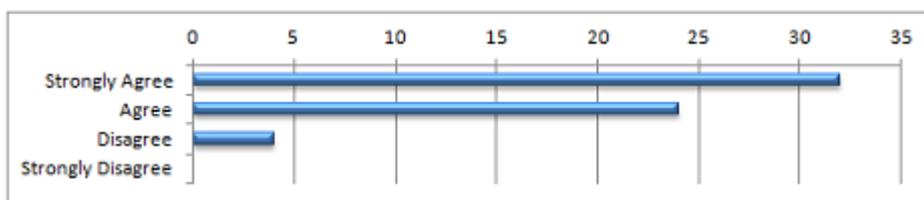
The main themes that were highlighted by patient in the comments section related to not liking the telephone queuing system, the costs associated with calling a 0844 telephone number and the '8:00am' rush for telephoning through to get an appointment.

## TELEPHONING THE PRACTICE

- 100% 'strongly agree/agree' that the surgery opening times allow them to attend appointments



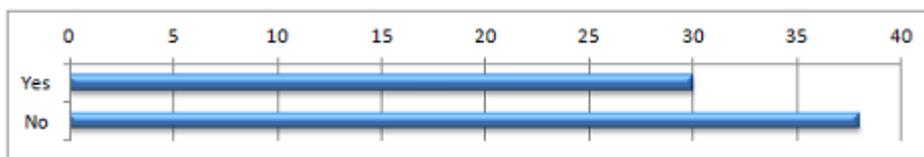
- 93.3% of patients 'strongly agree/agree' that they are happy with the opening times of the surgery.



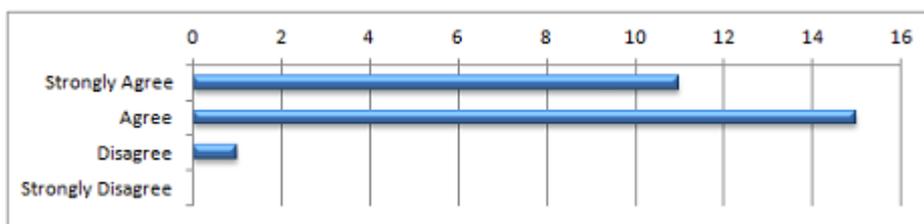
Most of the comments that were made about the opening times were very positive. One patient commented about our extended opening times on Monday and Wednesday evenings. A couple of patients suggested we open on Saturday mornings. The practice opens 54 hours per week so at the weekend we close and receive cover from West Yorkshire Urgent Care services. This helps to ensure the staff at the practice are able to rest at the weekend.

## GETTING THE TELEPHONE ADVICE FROM THE DOCTOR OR NURSE

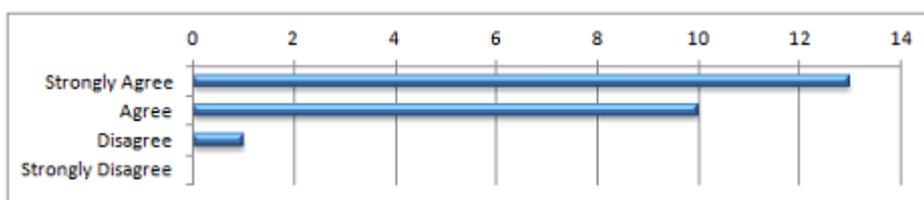
- 44% of patients surveyed had tried to get telephone advice from a doctor or nurse



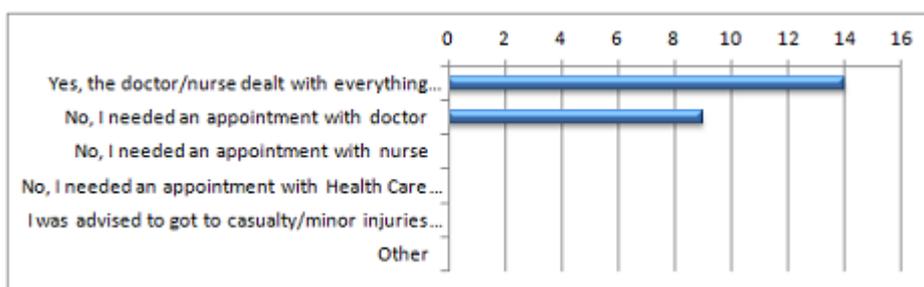
- 38% of these patients had asked for advice during the last month, 52.4% had asked for advice during the last year and the remaining 9.5% had asked for telephone advice more than a year ago
- Most people had asked for advice on the telephone from the doctor 95%
- 96.3% of the patients 'strongly agree/agree' that they were happy with the advice they were given by the doctor or nurse



- 95.8% value that they are able to get telephone advice form the doctor or nurse



- Almost 61% of patients who contacted the surgery for advice avoided the need to attend surgery and the rest needed to be seen by the doctor



- The remaining patients who had not tried to ask for telephone advice; approximately 82% felt they would find it useful being able to get advice over the telephone if needed

The majority of patients who made comments about getting telephone advice were positive and expressed appreciation at being able to call to speak to a GP or Nurse.

## PRG CONSULTATIONS AND PROPOSALS FOR ACTION PLAN

In keeping with the preferred style of communication the results of the survey findings were shared with the PRG by written correspondence and a copy of the full survey findings were made available. Through this medium we also sought their views regarding the survey results and therefore were able to form the creation of the Action Plan.

## PRACTICE ACTION PLAN PRIORITIES

### Issue – Getting an appointment:

#### You said:-

- Patients experience delays in getting through the queuing system some reporting waiting times of 10-15 and in some cases 20 minutes
- Some patients expressed being unhappy with their operator call charges when using their mobile telephone to book an appointment via our 0844 number
- The '8:00am' rush causes frustration when trying to book an appointment

#### We did:-

- We have already increased the number of reception staff covering front desk in the morning – we now have 4-5 receptionists on duty first thing in the morning. This should help with queuing times.
- We have already made a local rate telephone number available to patients wishing to use their mobile phone (0113 8879565). We will look at ways of expanding how we can publicise this information further.
- We are currently exploring if we can offer an automated booking service our of normal office hours for booking, checking, changing and cancelling appointments.

#### **Issue – Opening times:**

##### **You said:-**

a) Most patients are happy with our opening times but a handful have suggested we consider opening Saturday mornings.

b) Some patients have suggested we open earlier during the morning so that patients can book appointments before 8:00am

##### **We did:-**

- We will discuss the feasibility of opening on Saturday mornings in view of the comments that have been made
- We are currently exploring if we can offer an automated booking service our of normal office hours for booking, checking, changing and cancelling appointments and for repeat prescriptions.

#### **Issue – Getting Telephone advice from the GP or Nurse:**

##### **You said:-**

Although less than half (44%) of all respondents had tried to get advice by phone it was valued by a majority of this group.

61% of this number did not need an appointment

82% of the remaining respondents felt that it might be a useful resource

##### **We did:-**

- We will monitor the use of this facility and consider how to meet the needs of patients who may require advice.

The Practice has agreed to consult with the PRG and report back on the progress of the Action Plan by June 2013.

## **SUMMARY**

In summary, the Health Service in general and Primary Care in particular are experiencing a time of change which will have significant impact on the availability of health services and how they are to be delivered in the future. Therefore it is all the more important that we strive to provide health services in the manner that patients require and in order to do that we need to create opportunities to listen to what patients have to say about the services they use and how they can be improved. The continuation of a Patient Reference Group and the completion of survey questionnaires throughout the year has allowed us to receive comments from patients regarding the operation of the Practice and to identify areas of good practice and areas for improvement. We have together developed an Action Plan to address the areas of concern and will continue to work with all our patient population and the Patient Reference Group to ensure improvement in services at this Practice.