

Grove House Practice

Local Patient Participation Report - March 2014

1. A Description of the Grove House Patient Group Profile.

As reported in previous years' local patient participation reports, Grove House Practice's Patient Participation Group (PPG) is now very well established and has been running since 2006. The membership consists of patients who want to work with the Practice to discuss general Practice developments, issues and concerns and ways of overcoming them, who also have the time available to attend the meetings ten times per year between 5.30pm – 6.30pm (usually on a Thursday).

The Group was initially formed by the Business Manager by putting up notices in the waiting room and also inviting by letter some patients who had made formal comments or complaints about the services offered by the Practice.

The Group has gained 1 member and lost 1 member since last year (the latter moving out of the area towards the end of the financial year) and is again actively trying to recruit new members – using the waiting room and also inviting patients who have taken the time to write in and let the Practice know their views on the services offered. (NB: One new female member has joined but not yet been able to attend any meetings so is not included here) There are currently 10 members - 7 male and 3 female and their age range is as follows:

| Age Range | Number of Members |
|-------------------|--------------------------|
| 18-26 years | 0 (0%) |
| 27-45 years | 0 (0%) |
| 46-65 years | 3 (30%) |
| 66 years and over | 7 (70%) |

2. The Steps the Practice has Taken to Ensure that the PPG is Representative of All Registered Patients.

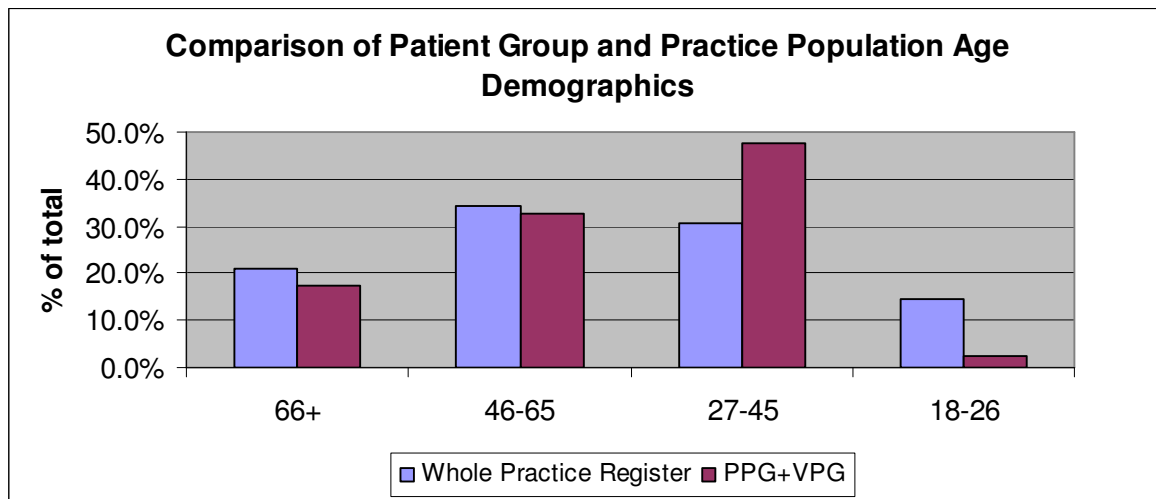
Recognising that the PPG alone was not fully representative of all registered patients, the Practice also set up a Virtual Patient Group (VPG) during 2011.

Members to this group are recruited by advertisements within the Practice - eg via a display in the waiting room as well as on the Practice website, via a patient leaflet and in the Practice Newsletter. The Practice also sends out regular emails to all patients who provide an email address and who are between the ages of 18 and 45 in particular to try and capture the younger age group of patients to join the VPG (where we know we are not well represented).

Although the total number of members of the VPG has stayed the same as last year, the age range of the group has changed. This group currently consists of 30 members and their age range is as follows:

| Age Range | Number of Members |
|-------------------|-------------------|
| 18-26 years | 1 (3%) |
| 27-45 years | 19 (63%) |
| 46-65 years | 10 (33%) |
| 66 years and over | 0 (0%) |

This means that the Practice overall has a reasonably good representative patient participation as the chart below shows:



However we have still not been successful in encouraging representation from our non white British patients. We recognise that we need to continue to encourage *all* demographic groups to have a voice and we will continue to work with the PPG to increase membership accordingly. We are aware that the newly formed local Healthwatch has minority group representation and we will work with them to try and encourage patients from other demographic groups to join our Patient Group.

3. Progress on PPG DES Years One and Two Action Plans

In 2011-12, the Practice ran a survey to raise awareness of and get patient views on how we should respond to patients who book and then subsequently neither cancel nor turn up for a GP appointment (ie those patients who “DNA” their appointment). The results were collated and shared with the PPG and the VPG and an action plan based on these results was devised with the Groups’ input.

All actions agreed with the Patient Groups were implemented and the DNA rate for the Practice initially improved. However, this improvement was not sustained and the Practice continues to work with the Patient Groups to look for alternative ways to improve this.

In 2012-13, the Practice and the Patient Group agreed that how the Practice communicates test results to patients was a high priority area for patients and should therefore form the basis of the patient survey for that year. Again, the results were collated and shared with the PPG and VPG and an action plan developed.

All the actions agreed with the Patient Group were implemented and the Practice moved to a new clinical computer system in July 2013. This was hoped to help as the new system has the facility to send SMS messages to patients to notify them of their results. However, the Practice has subsequently opted not to use this facility as the clinicians realised that the system would send individual messages to patients who had perhaps had 4 or 5 blood tests taken, as each result came back (they don't necessarily all come back at once). This could cause confusion and alarm to patients who might think their tests were normal – only to receive a further message when the final test came back which was not normal. Further work is needed to understand how best to use this facility (if at all) once the Practice is fully up to speed with using the new clinical system.

4. How the Practice and the PPG determined the Priority Issues for Further Investigation/Development

In 2011, when the PPG and the Practice first discussed the key priority areas that they felt needed to be addressed to improve patient services, there were 3 priorities identified:

- 1) DNAs (Did Not Attend – i.e. missed GP appointments)
- 2) Communicating Test Results
- 3) Communication with patients generally

The Practice and the PPG agreed that, due to the high DNA rate at the Practice at the time, this area was the first priority to be addressed during 2011-12.

In June 2012 the Practice and PPG agreed that how the Practice communicates test results to patients remained a high priority for patients and should therefore form the basis of the 2012-13 patient survey and action planning process.

For 2013, the Patient Group was unaware of any key specific area of concern for patients any more (and felt that general communication with patients was now of an acceptable standard) and therefore decided that the Practice should survey on overall patient satisfaction with the services offered by the Practice. The Group also thought it might be useful to try and get some feedback on the main reasons why a patient might move GP Practices when the reason was not because they were moving home, as this might highlight areas on concern for future surveys/development work.

5. How the Practice obtained the Views of its Wider Patient Population about Overall Patient Satisfaction

Based on the PPG views, the Practice developed the survey and agreed the questions to be asked with both the PPG and VPG. As in previous years, it was agreed to provide both a hard copy survey and an online version (using Survey Monkey). The draft survey was discussed with the PPG at the meeting on June 2013 along with an online version for 'Survey Monkey' – and both the online survey service and the survey questions were agreed at that meeting. The final survey form is shown at **Appendix A**.

The Practice ran the survey during June and July 2013 as follows:

- A display was placed within the waiting room to inform patients what the survey was all about, why it was being conducted and to confirm that it had the approval of the Patient Groups.
- Every day during the survey period, survey forms and pens were placed on each chair in the waiting room - during different periods of the day and at times when patients were coming in for clinics.

- The survey was also advertised on the Practice website during this time and all members of the VPG were sent it by email.

It was agreed that this gave a wide variety of ways for patients to take part in order to enable as many returns as possible.

The Survey ran for nearly 5 weeks and 402 responses were received which were then analysed by the Practice.

The results of the analysis were shared as follows:

1. with the PPG at their meeting in September 2013
2. with Practice staff and clinicians at a Practice meeting in September 2013.
3. with the wider Practice patient population via a display in the waiting room **(please see Appendix B)**
4. via the Practice website – www.grovehouse.co.uk/patient_surveys.shtml
5. with the VPG via their monthly e-bulletin
6. with a special Practice Newsletter **(please see Appendix C)**

6. A Summary of the Results of the Practice Survey about Overall Patient Satisfaction

The survey asked patients for their level of satisfaction with each of the following services:

- the GP team
- the Practice Nurse team
- the Reception and Administration teams
- the Management team
- the Prescription Service
- the Appointment Service

The results can be summarised as follows:

| Service | % survey responders who expressed satisfaction with service | % survey responders who expressed dissatisfaction with service | % survey responders who did not answer this question |
|-----------------------|--|---|---|
| GP team | 85.4% | 7.9% | 6.7% |
| Practice Nurse team | 80.9% | 3.6% | 15.2% |
| Reception/Admin teams | 81.4% | 10.7% | 8.0% |
| Management team | 63.9% | 8.2% | 27.9% |
| Prescription Service | 76.6% | 7.2% | 16.2% |
| Appointment Service | 66.5% | 24.4% | 9.1% |

Respondents were also asked if they could explain their main reasons for their satisfaction level. The most frequent reasons given were the appointment system itself and concerns over GP continuity (the survey ran at a time when one GP had just gone off on maternity leave and another had just left the Practice to move to Cambridgeshire).

The percentage of respondents answering the question about whether they had - or would - ever consider changing GP Practices locally were:

- 74% had or would never consider it
- 21% had or would consider it
- 5% did not answer the question

Again, those who said they had or would consider changing GP Practices locally were asked to provide their main reasons for this. 65 respondents answered this question as follows:

- 29 because of the appointment system
- 24 because of the GPs or lack of continuity with a particular GP
- 6 because they wanted a GP surgery nearer home
- 6 for a variety of other reasons

The final question asked patients if there was one thing we could change to improve our services for them personally. We received 251 replies to this question, as follows:

- 36% cited the appointment system
- 22% cited continuity with the GPs
- 25% gave a variety of other reasons (with no clear trend)
- 17% felt that nothing could be or needed to be improved

These results were then discussed both within the Practice and with the PPG and an action plan drawn up accordingly.

7. Details of the Action Plan developed as a result of the survey about Overall Patient Satisfaction

The full Action Plan is shown at **Appendix D**.

8. Details of the steps taken by the Practice to provide an opportunity for the PPG to discuss the contents of the action plan about Overall Patient Satisfaction

From the analysis of the 402 responses the Practice, together with the PPG, agreed the key findings from the survey and confirmed the actions that the Practice needed to take to improve the service. These were specifically discussed at the PPG meetings in September 2013, October 2013, January 2014 and February 2014. The PPG have confirmed that the Practice should now implement the agreed changes and have asked that both they and the VPG are kept aware of progress with regular updates.

The latest progress was discussed at the PPG meeting in February 2014 with progress and the next steps agreed and recorded on the Action Plan, as outlined at **Appendix D**.

9. About Grove House Practice – a Summary of Services

Grove House Practice is situated in St Paul's Health Centre and shares the premises with Tower House Practice and a number of community services including District Nurses and Health Visitors. The Practice is continually looking at ways to improve services for our patients. In addition to normal GP consultations, many services are offered in-house including:

- Chronic disease health reviews
- Blood tests
- Health Checks
- Minor surgery
- Baby immunisations
- Wart removal
- Foot checks for diabetic patients
- Warfarin (INR) clinic
- Weight Management
- Smoking Cessation
- ECGs and 24 Hour Blood Pressure Monitoring
- Family Planning – including pill checks and depo injections

GP Appointments are currently available at Grove House Practice from 08.30-18:00 Mon to Fri and Nurse appointments are currently available from 08.20- 18:10 Mon-Fri.

Patients may book an appointment in the surgery via the telephone on 01928 566561 (which also includes our 24 hour telephone booking service) or they can book and cancel appointments via the appointments online service for a GP appointment (please see our website: www.grovehouse.co.uk for details). We now have 40% of GP appointments available to book online and are looking to start introducing some Practice Nurse bookings online this year. Patients may also order their repeat medication through this online service. Currently just over 40% of our patient population have signed up to use our online services.

The Practice also has a dedicated cancellation line (01928 842577) if patients do not need to speak to a receptionist or cannot access the online services.

Most GP appointments are available to book up to 2 weeks in advance and the Practice Nurse team appointments are completely open. However, the appointments online service allows patients to book up to 6 weeks in advance for a GP appointment. All daily urgent requests to be seen that cannot be met by our normal appointment system are passed to the duty doctor and he/she triages and decides the appropriate course of action accordingly.

Appendix A
Patient Satisfaction Survey

This was a double sided A5 sheet. The 2 sides are shown here:

Grove House Practice Patient Satisfaction

We'd really appreciate your input to helping us improve our services for all our patients.

Every year, we run a patient survey in conjunction with our Patient Groups to gauge your views on the services we provide. In the last two years, we have asked our patients about access to GP appointments and about receiving test results and we have acted on your views.

This year, our Patient Groups would like to ask more general questions about the overall service provided at the Practice, rather than about specific services here.

We'd particularly like to hear about what sort of situations that would make you consider leaving the Practice. So, if you've got real experience of changing GP Practices without changing your address OR if you can think of things that might make you do this, please make sure you fill in questions 4 and 5 overleaf.

Thank you in advance for your time in completing this survey

Once you have completed the questionnaire please place it in the box provided.

Q1: Are you: (please tick one box) **Male** **Female**

Q2: What age range are you? (please tick one box) **< 18** **18-26** **27-45** **46-65** **>65**

Q3: How satisfied are you with each of the following aspects of our service (please circle your choice)

| | | | | |
|----------------------------------|----------------|------------------|---------------------|-------------------|
| The GP Team | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| The Practice Nurse Team | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| The Reception/Admin Teams | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| The Management Team | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| Our Prescription Service | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |
| Our Appointment Service | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied |

Please write any comments relating to your choices above here:

.....

.....

.....

Q4: Have you ever/would you ever consider changing your GP Practice locally? (please tick one box)

Yes **No**

Q5: If yes, could you please explain your main reason for this:

.....

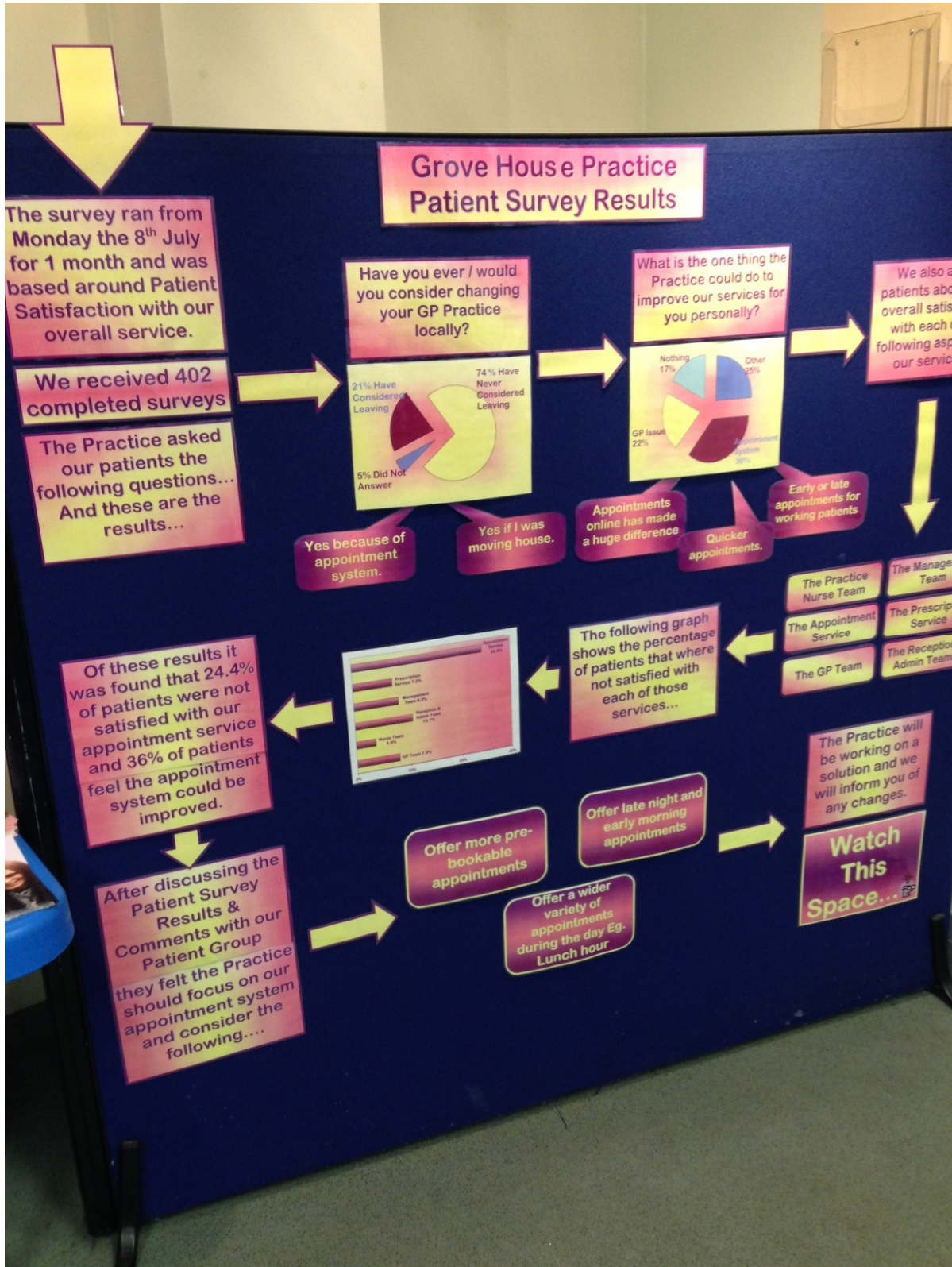
.....

Q6: What's the one thing the Practice could do to improve our services for you personally?

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Appendix B
Results display for Patient Satisfaction within the waiting room



Appendix C

Patient Newsletter providing Key Survey Results and summary of Action Plan

This was a double-sided A4 sheet. The 2 sides are shown here

Patient Survey Results - 2013-14

Grove House Practice Page 1
January 2014

A Special Patient Newsletter following our recent Survey

Over the years, we regularly ask our patients to give us their feedback by completing short surveys and the results have been extremely useful to us in developing our services. Many of the improvements you see today are as a direct result of patient feedback.

This year, our Patient Group felt there was no obvious area of concern to explore with our annual survey and so asked us to try and measure the *overall* satisfaction our patients felt with the Practice and the services we provide. In particular, we were interested to hear what sort of reasons a patient might have for leaving the Practice.

We ran the survey during June and July last year by placing survey forms out in the waiting room, as well as on our website and via the internet, using Survey Monkey. This special Newsletter is provided to update you on the results and tell you what actions we have subsequently agreed with your Patient Group.

Thank you to all those of you who contributed to the survey. You may also have seen the display board in the waiting room, which provides some of the key results



The Waiting Room Display of our Survey Results

We received 402 completed surveys - thank you!

Our survey asked....
...about overall satisfaction with the various Practice teams - GPs, Nurses, Reception & Administration?

The highest satisfaction response rate (85.4%) was with the GP team

The highest dis-satisfaction response rate (10.7%) was with the Reception & Administration teams

Our survey asked....
...about overall satisfaction with the prescription & appointment services?

The highest satisfaction response rate (76.6%) was with our Prescription Service

The highest dis-satisfaction response rate (24.4%) was with our Appointment Service

141 people gave a reason to explain their satisfaction level in these questions. Of those, 40.4% (57 people) felt we could improve our appointment system and 39.7% (56 people) were worried about continuity of our GPs (Dr U had just left to live in Cambridgeshire and Dr Forde was on maternity leave at the time).

 We have discussed the concerns about GP continuity with our Patient Group at a number of meetings and agreed that the Practice needed to do more to reassure patients that, as much as possible, our current GPs are here to stay.

Dr Meda recently left us to advance her career by becoming a Partner at a GP Surgery in Widnes and, while we recruit her replacement, we will be using more of our "regular" locums (such as Drs Dooley, Kaufman and Ahmed) - as well as trialling some new locum faces - but the aim remains to get a permanent replacement for Dr Meda as soon as possible.

Meanwhile, our GP Partners are increasingly involved in area-wide meetings as the new NHS gathers speed so they may be absent from the Practice more often than before.

We know how important continuity is to our patients and, unlike many GP Practices, our GPs get together EVERY day to share their knowledge of their patients' health issues so that, as a team, we can offer the best possible service to our patients at all times - even when you can't see your "normal" GP.

Grove House Practice

Our survey also asked.....

.... If patients if they had ever (or would ever consider leaving their GP Practice?

74% of the answers were "No"

and

21% answered "Yes"

Of those who answered, "Yes", 65 people gave reasons to explain their answer to this question. These were split as follows:

29 people (44.6%) said the appointment system

24 people (36.9%) said concerns over GP continuity

6 people (9.2%) said to be closer to home and

6 people (9.2%) said a variety of other things



How can you help?

Well, we're always on the look out for new members of our Patient Group.

We meet for an hour on a Thursday evening at 5:30pm, here at the surgery - usually once a month for 10 months of the year.

Apart from sharing latest developments - both within the surgery and in the wider Halton area - the Group discuss areas of concern for patients and work with the Practice to make improvements.

If you think you'd like to be part of those discussions, please let Reception know - and you'll get an invite to the next meeting so that you can see if it's for you.

WHAT NEXT?

We've listened to what you told us in this survey and discussed the results with our Patient Group and we are now delighted to announce that we have agreed an action plan. We are currently working on bringing in a number of improvements during 2014:

1. We will work with our clinicians to try and better space out the appointment times throughout the working day, from 08:15 to 18:15 and over the lunch period.
2. We will make all GP appointments pre-bookable, other than urgent requests each day
3. We will look again at wasted appointments (appointments booked but the patient then fails to turn up for them)
4. We will look again at how the day is made up for each GP, to better balance the use of telephone and face-to-face appointments - both pre-bookable and urgent on the day
5. We will endeavour to book some of our "regular" locum GPs to provide ongoing cover for GPs involved in work outside the Practice
6. We will try not to use other locum GPs at all - other than for long-term absence of one of our regular GPs.



Watch out for updates on our progress in future editions of our Practice Newsletter!

How to Contact Us

100



Appointments/enquiries: **566561**



Appointment cancellations: **842577**



Fax: **842529**



Website: www.grovehouse.co.uk



Address: **St Paul's Health Centre, High St, Runcom, Cheshire WA7 1AB**
If you need urgent medical advice or treatment when we are closed,
please call our out-of-hours service on: 0151 220 3685

Appendix D
Action Plan

| Key Survey Outcomes agreed with the Patient Group | Actions | Progress | Review Comments |
|---|---|---|--|
| <p>Some patients felt the current appointment system could be improved, some members of the patient group felt patients may benefit from us considering some of the following:</p> <ul style="list-style-type: none"> • Offer a late night opening and earlier morning appointments to help patients with commitments during the usual practice opening hours. • Offer a wider variety of appointment times during the day e.g. lunch hour appointments. • Offer more pre bookable appointments, and try to minimise waiting time to at least 3 days - 1 week. • Some of the patient group felt we should try and make patients more aware of the importance of DNAs (did not attend) especially to those who DNA regularly. And the practice to consider ways that we can reduce DNAs. | <p>Practice to consider (for implementation in January 2014):</p> <ul style="list-style-type: none"> • Having appointments from 08:15 to 18:15 daily (will need to work with individual clinicians to see who will work earlier shifts and who will work later shifts.) • Making all appointments pre-bookable (except for urgent daily ones) • Review the GP day in terms of the balance between telephone appointments, urgent on the day appointments and DNA rates • Finding new ways to promote/minimise DNA rates | <p>December 2013: In progress. New nurse starts in March and she will start seeing patients from 08:15 on 4 days a week</p> <p>December 2013: All GP appointments are now pre-bookable (except for urgent daily ones)</p> <p>December 2013: Under discussion</p> <p>December 2013: Under discussion</p> | <p>January 2014: New nurse starts in March and she will start seeing patients from 08:15 on 4 days a week</p> <p>February 2014: GPs have been asked to consider if they want to change working hours from April</p> <p>February 2014: While we are recruiting for Dr Meda's replacement, we are using "regular" locum GPs. Some of these appointments are pre-bookable but not all. They are not currently available to book online</p> <p>February 2014: We continue to try positive affirmation, rather than negative messages (eg x patients turned up for their appointment in time last month). Practice is trying to organise a sharing best practice event across Halton for access to appointments and DNA rates</p> |
| <p>Some patients felt there was a problem with GP continuity. Due to CCG interest the PPG suggested we consider looking at how we can balance GP local area involvement with stability to prevent GPs from losing patient appointment time (Although during the time the survey was run there were several issues to be taken into account such as GP maternity leave, a GP leaving the practice and sick leave, which resulted in Locum cover being increased).</p> | <p>Practice to consider (for implementation by January 2014):</p> <ul style="list-style-type: none"> • Not using locums at all (other than long-term needs such as maternity cover) • Using "regular" locums – eg Dr Dooley - booked long-term for, say, one day a week | <p>December 2013: In progress. Currently 1 long-term locum GP (Dr Kaufman) covering Dr Forde's maternity leave</p> | <p>January 2014: Apart from Dr Kaufman, Dr Dooley is now booked for one day a week to cover the GPs involved with CCG work and, while we are recruiting to replace Dr Meda, a number of regular locums will be used, including Dr Ahmed and Dr Dooley</p> <p>February 2014: Additional locums have been booked to provide appointments when regular locums are not available. Currently trying Dr Orpin (previously at Tower House) and Dr Coppock</p> |