

Drs Priestman, Dean & Wallwork, Kirkburton Health Centre

Local Patient Participation Report

DES 2013/2014

Julie Raper
21st March 2014

Local Patient Participation Report

1. Profile of practice population and PRG

The practice population of Kirkburton Health Centre has approximately 7,900 registered patients. Of the 7,900 patients, 50.5% are female and 49.14% are male. A more detailed breakdown of the practice population is illustrated below in the table.

To date we have 43 patients in the group and this is slowly increasing each month with continuous recruitment. The group consists of 18 males and 25 female patients. The main age groups represented are 45-64. We have adapted posters to appeal more to teenage patients within the TAC (Teenage Advice Clinic) waiting area and nursing waiting area. However we are still lacking in the 16-25 age group and we have expanded the range of other services within the TAC clinic to address other factors that affect teenagers such as bullying, drugs, alcohol, etc. Examples of promotional materials can be found in Appendix A, B and C. We are also looking into the option of creating an App that can be downloaded onto a mobile phone with key Practice information and the creation of QR codes so that specific information can be accessed e.g. sexual health clinic. Costings and content are still on-going.

Practice population profile			PRG profile	
AGE				
	%		%	
under 16	20.2	1617	0	0
17-24	8.27	660	0	0
25-34	9.23	736	6.97	3
35-44	14.27	1138	9.30	4
45-54	16.31	1301	20.93	9
55-64	13.42	1070	30.23	13
65-74	10.90	869	20.93	9
75-84	5.15	411	6.97	3
over 84	2.0	160	4.65	2
ETHNICITY				
White				
British Group	97.5	7972	100	43
Irish	0.1	8	0	0
Mixed				
White & Black Caribbean	0.4	32	0	0
White & Black African	0.03	3	0	0
White & Asian	0.34	27	0	0
Asian or British				
Indian	0.47	37	0	0
Pakistani	0.16	13	0	0
Bangladeshi	0.01	1	0	0

Black or Black British				
Caribbean	0.15	12	0	0
African	0.05	4	0	0
Chinese or other ethnic group				
Chinese	0.10	8	0	0
GENDER				
Male	49.4	3868	37.8	14
Female	50.5	3960	62.1	23

Since we started three years ago as a virtual group we have now also been a face to face group for over a year.

To address those patients without internet access we used other material e.g. posters and leaflets and the re-launch of the Practice Newsletter in the waiting areas. We have an Amscreen situated in the waiting area and we produced an advert to promote the PRG on this. GPs have also been provided with a compliment slip style invitation to give to patients to sign up to the PPG. See Appendix D.

For housebound patients we also ensured that a leaflet was handed out with prescriptions.

Local practice survey

Detail how the survey was developed, including how the following were taken into consideration:

- How patient priorities were obtained and how these were incorporated into the survey
- Practice priorities and issues including themes from complaints
- Planned practice changes
- Care Quality Commission (CQC) related issues
- National GP patient survey issues

Face to face meetings occur approximately every two months and are attended by consistent regular attendees of 8-12 members of the group. In October 2013 a chairperson and secretary for the group were appointed. Prior to any face to face meeting the chair person and secretary meet informally with Julie Raper (Development Manager) to discuss action points from the last meeting and content for the up and coming meeting. Unless specifically requested Julie Raper or GP Partner does not attend the meeting and the group meet at the practice in order to have an open discussion. The chairperson and secretary feedback the minutes from the meeting and pass to Julie Raper prior to circulation.

There were some key areas that were highlighted;

- Communication between the Practice and patients
- Appointment system
- On-line appointments
- Practice Website
- Staff roles

We based the survey on Healthcare, the Electronic Age and You , with relation to recent press coverage on online access to records, online booking of appointments and requests for repeat prescriptions, using Survey Monkey to create the survey so that it could be available both online and in hard copy format for those patients without internet access. The survey was available via the website by using a web link. The survey was promoted within the practice using posters, hard copies

of questionnaires on seats and at reception desk, Amscreen promotion, hand outs with prescriptions and patient registration.

Results of the survey were either completed by patients using the web link or any hard copies that had been completed were manually inputted via Survey Monkey. The survey monkey collates all the responses and the results. See Appendix E.

The survey was available from 7th February 2014 via the website and 200 paper copies were distributed. Out of the 200 distributed 54 completed and returned the survey. Next year we plan to use a similar approach to a local practice and have volunteers to encourage patients to complete the survey to increase the response rate.

2. Action Plan

The closing date of the survey was Friday 21st March 2014. The results were analyzed and distributed to the PRG for discussion via e-mail.

All patients will have access to the results of our surveys on our website and we plan to publish the survey results in the Spring Practice Newsletter which will be available in hard copy from reception and in the waiting area and on-line.

The practice will conduct a minimum of one survey a year. The PPG and practice staff will be responsible for identifying the topic of the following survey (majority decision will rule). The results of any survey carried out will be available for all patients to view via the surgery website and a hard copy will be available in the practice waiting areas and reception for patients without PC access.

The results of each survey will be used to form discussions within the team to consider services provided and other outcomes identified by the results.

The PPG will be sent an email following completion of each survey and to give an opportunity for the members to give any feedback or comments on the results.

3. Progress made with the action plan

You said...	We did...	The result is...
Availability of appointments are increasingly limited recently	We are constantly reviewing the appointment system and a new system has been implemented however we have employed a GP Locum to increase number of routine appointments so that the new system will have a chance to work effectively and meet patients' needs and reduce the waiting time for a routine appointment	An increased number of routine appointments
Concerns regarding online access to medical records	A patient has a questionnaire and consent form to complete which are checked by GP prior to being given online access to	To feed patient concerns to CCG and provide reassurance to patients who may contemplate using the online access to view

	their medical records	medical records
We want additional services at the practice	We hold a number of services here at the practice including: podiatry, retinal screening, phlebotomy, in-house anticoagulation service, audiology clinic, pain management service	Additional promotion of the services that are held here, practice leaflet, practice website and Amscreen in waiting area and posters

4. Confirmation of the opening times

The appointments survey covered the areas of access to appointments and times. The opening hours of the practice are:

Monday	8.00am – 7.45pm
Tuesday	8.00am – 6.00pm
Wednesday	8.00am – 6.00pm
Thursday	8.00am – 7.45pm
Friday	8.00am – 6.00pm

Our extended hours service is covered on a Monday evening by Dr Priestman and Dr Dean. The Thursday evening is covered by Dr Wallwork. Details of surgery times are available in the Practice leaflet which is available from the reception desk.

Patients can make appointments during the normal working hours (08.00am-6.00pm) via telephone, in person or online. Note that the online service only allows a patient to make one appointment with a GP of their choice. It does not allow you to make online appointments with the Practice Nurse. This is due to the complexity of nurses' appointments, and the fact that the nurses have different clinical responsibilities.

5. Availability of information

On completion of the report the PPG were contacted via email with regards to the report being available to view via our practice website. Patients were also made aware of the report via posters (along with a hard copy of the report in the waiting area) in waiting areas and the Amscreen promotion tool giving details of where they could view the report. Actions taken and achievements can be seen in point 4 above.

The report has been published on the practice website at www.kirkburtonhealthcentre@nhs.uk

APPENDICES

Practice Participation Group

Would you like to have your say about the services provided at Kirkburton Health Centre?

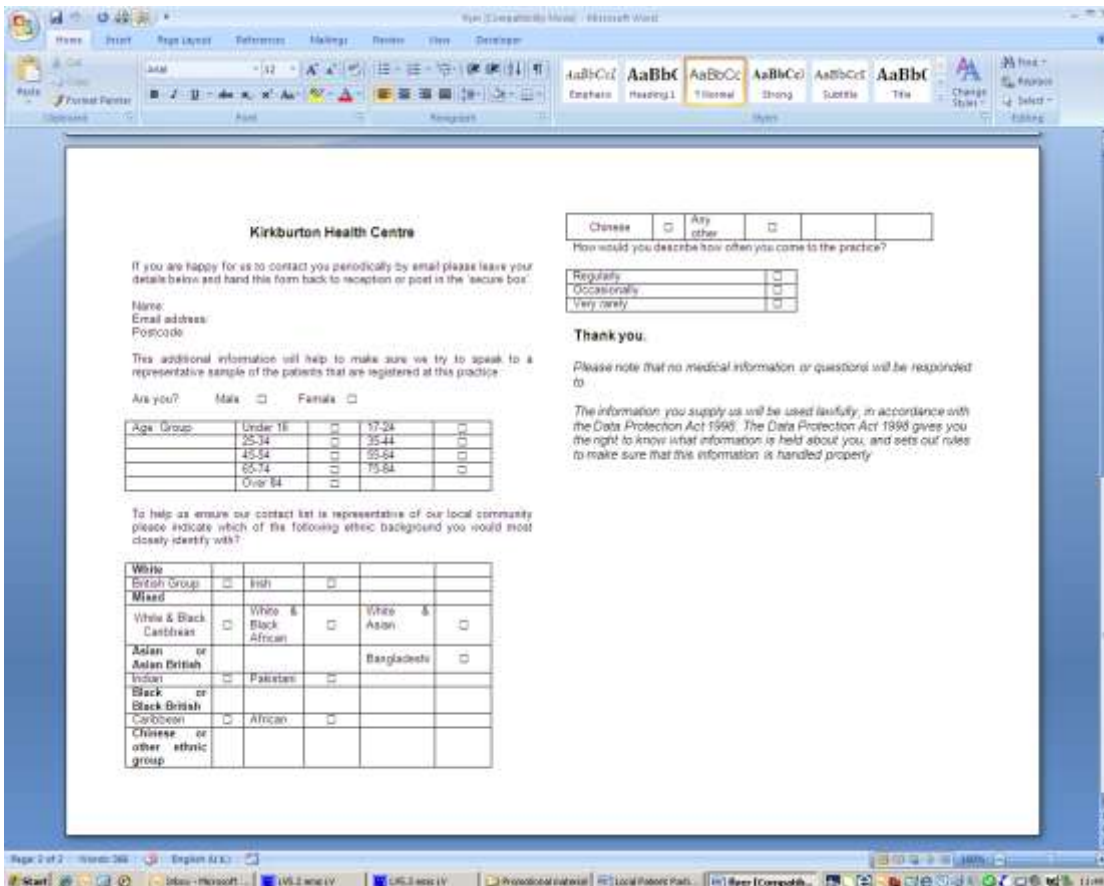
Drs Priestman, Dean & Wallwork would like to hear your views.

By leaving your email details we can contact you every now and again to ask you a question or two.

Contact forms are available from reception and on the back of the leaflets that are available in the waiting area.



Appendix B Flyer



Aged between 16-24?

We need YOUR help!

Have your say in the Kirkburton Health Centre Patient Participation Group (PPG).



As a registered patient we are encouraging patients to give their views about the Practice. We pride ourselves on providing high standards of care and we would like to find out patients opinions about the services provided here at Kirkburton Health Centre.

By providing your contact/email details you can become a member of our PPG.

Please ask reception for a leaflet. When completed please put in the PPG box on the reception desk and your details will be added to our contact list.

Alternatively you can complete the electronic form on our website

www.kirkburtonhealthcentre.nhs.uk

Appendix D Compliment slip flyer

As a registered patient at Kirkburton Health Centre we would like to invite you to join our Patient Participation Group.

We are encouraging patients to give their views about the Practice. We pride ourselves on providing high standards of care and we would like to find out patients opinions about the services provided here at Kirkburton Health Centre.

By providing your contact/email details you can become a member of our PPG.

Please ask at reception for a leaflet. When completed please place in the PPG box on the reception desk and your details will be added to our contact list. Alternatively you can complete the electronic form on our website www.kirkburtonhealthcentre.nhs.uk

We look forward to working with you.



Kirkburton Health Centre PPG

Appendix E Survey

Healthcare, the electronic age and you - Patient Survey 2014

	Response count	Response %
1 Are you aware of the electronic prescription service?		
Yes	38	70.37
No	16	29.63
2 Did you know that if you are away from home that you can ring the practice who can arrange for you to pick up a prescription from a designated pharmacy near your current location?		
Yes	11	20.37
No	43	79.63
3 Are you aware that we can offer online access to your medical records?		
Yes	19	35.19
No	35	66.81
4 Do you feel this is a positive way forward and will benefit your healthcare needs?		
Strongly agree	14	28
Agree	25	50
No concern	7	14
Disagree	1	2
Strongly disagree	3	6
5 Online booking of appointments/request for repeat prescriptions has been available for a long time now. Are you aware of this facility?		
Yes	48	88.89
No	6	11.11
6 If you answered Yes to the above question and have used the facility do you find the facility beneficial?		

	Strongly agree	17	44.74
	Agree	11	28.95
	Uncertain	5	13.16
	Disagree	3	7.89
	Strongly disagree	2	5.26
7	We offer SMS texts for appointment reminders and pathology results. Have you opted into this service?		
	Yes	39	73.58
	No	14	26.42
8	Do you find this facility works well for you?		
	Strongly agree	25	58.14
	Agree	16	37.21
	Uncertain	1	2.33
	Disagree	0	0
	Strongly disagree	1	2.33
	Comments		
9	Do you find the self checking board easy to use?		
	Strongly agree	28	52.83
	Agree	22	41.51
	Uncertain	2	3.77
	Disagree	1	1.89
	Strongly disagree	0	0
10	What concerns if any do you have with healthcare moving forward with modern technology in terms of managing your healthcare needs?		
	Availability of appointment s increasingly limited recently		
	Privacy concerns outside medical profession		
	Taking care to a more central point and local facilities neglected		
	Aware could benefit BUT concerned with loss of personal and health information		
	Loss of privacy - can't trust computers		
	Find appointments hard to get		

Only concern is that appointments are taking longer

If other health organisations have access that will be massively useful

The waiting time for routine appointments has become unacceptable in my view

As long as safe and secure I can only see it as beneficial

Security loss of data

Ok as long as personal data is stringently protected

Do not trust computers - security of my information

No concerns provided information is not for general use

I am concerned that companies will be able to "buy" peoples medical history records

Computers - I don't trust them