

Drs Priestman, Dean & Wallwork, Kirkburton Health Centre

# Local Patient Participation Report

DES 2011/2012

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# Local Patient Participation Report

## 1. Profile of practice population and PRG

The practice population of Kirkburton Health Centre has approximately 7,800 registered patients at the practice. Of the 7,800 patients, 50.86% are female and 49.13% are male. A more detailed breakdown of the practice population is illustrated below in the table.

To date we have 21 patients in the group and this is slowly increasing each month with continuous recruitment. The group includes 7 males and 14 female patients. The main age groups represented are 45-65 however the 16-25 age group is not representative and therefore we plan to continue to promote this in our teenage advice clinic. This will be done with more age appropriate posters.

Practice population profile			PRG profile	
<b>AGE</b>				
	%		%	
under 16	20		0	0
17-24	7.81		0	0
25-34	9.86		4.7	1
35-44	15.19		14.2	3
45-54	16.18		19.04	4
55-64	14.31		38.09	8
65-74	9.5		14.2	3
75-84	4.89		0	0
over 84	1.93		9.5	2
<b>ETHNICITY</b>				
<b>White</b>				
British Group	69.8	5449	100	21
Irish	0.1	9	0	0
<b>Mixed</b>				
White & Black Caribbean	0.29	23	0	0
White & Black African	0.05	4	0	0
White & Asian	0.20	16	0	0
<b>Asian or British</b>				
Indian	0.43	34	0	0
Pakistani	0.21	17	0	0
Bangladeshi	0.01	1	0	0
<b>Black or Black British</b>				
Caribbean	0.16	13	0	0
African	0.06	5	0	0
<b>Chinese or other ethnic group</b>				
Chinese	0.10	8	0	0
<b>GENDER</b>				

Male	49.13		33.3	7
Female	50.86		66.6	14

We decided early on that we were planning to set up a “virtual” patient group using our website to assist us in this work by creating a web link with an automated form to complete to join the group. We set up automated forms and specific pages to promote this to our patients. To address those patients without internet access we used other material e.g. posters and leaflets 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 1.

For housebound patients we also ensured that a leaflet was handed out with prescriptions. The Practice is also looking to set up an in-house Warfarin Clinic and a mail shot was included in a patient survey to this specific group of patients. As a result of this we have had to date a number of 3 new recruits to the PPG.

## 2. 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

All members of the PRG were emailed and asked to complete a form on the key areas that they would like to concentrate on for surveys to improve the service to patients in our surgery. Out of the 21 patients from the group 5 of them sent their responses identifying the topics they would like to cover. See Appendix 2.

Practice appointments have been a big concern recently and feedback from patients was suggestive that this was an area that required looking at for improvement. The first survey topic was the perfect opportunity to look at the appointments and it was agreed with the PRG that in combination with their topics of interest and the practice, the first survey would be based on appointments. A survey was created by the development officer with agreement of GP partners and practice manager. See Appendix 3.

We used 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, handouts 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 analyzes the results. See Appendix 4.

The survey was available from Friday 16<sup>th</sup> December 2011 via the website and 200 paper copies were distributed. Out of the 200 distributed 87 completed and returned the survey.

### 3. Action Plan

The closing date of the survey was Monday 16<sup>th</sup> January 2012. The results were analyzed and distributed to the PRG for discussion.

All patients will have access to the results of our surveys on our website and we plan to print hard copies of the results to be available on the surgery notice board located in waiting areas. The practice will conduct approximately 4 surveys 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 each survey will be available for all patients to view via the surgery website and a hard copy will be available in the practice waiting areas 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 asking for any feedback or comments on the results. See Appendix 5.

### 4. Progress made with the action plan

You said...	We did...	The result is...
We want a range of accessible appointments for those who work or study	Extended hours are offered by the practice, offering early appointments 8.26am and late night surgeries on Monday and Thursday	Increased number of appointments to offer for people working or studying
We want same day access to see a GP/Nurse	Introduction of an Advanced Nurse Practitioner who triages calls and able to prescribe	Less inappropriate appointments where urgent appointments would normally have been taken by something inappropriate – now GPs can see genuine urgent appointments
We want to be able to order repeat prescriptions on-line	This facility has been available for a number of years and is highlighted in the practice leaflet, practice website, Amscreen in waiting area	More patients using this facility
We want to be reminded of our appointment via text	We have introduced a text reminder service. We are constantly requesting that patients supply their mobile number so that we can also promote relevant health campaigns using this service as well	Patients reminded of their appointments to help reduce DNA appointments
We want additional services at the practice	We hold a number of services here at the practice including: podiatry, retinal screening, hearing tests, phlebotomy, pain self management service	Additional promotion of the services that are held here, practice leaflet, practice website and Amscreen in waiting area
We want to be able to book on-	This facility has been available	To encourage patients via

line appointments	for a number of years and is promoted in our practice leaflet, practice website and Amscreen in waiting	reception use this facility especially due to the high volume of calls that reception take booking on-line would also help staff. Should be noted that only one appointment for GP can be made using this system. This facility does not offer appointments for Practice Nurses due to the complexity of this
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## 5. Confirmation of the opening times

The appointments survey covered the areas of access to appointments and times.

The opening hours of the practice are:

<b>Monday</b>	8.00am – 7.45pm
<b>Tuesday</b>	8.00am – 6.00pm
<b>Wednesday</b>	8.00am – 6.00pm
<b>Thursday</b>	8.00am – 7.45pm
<b>Friday</b>	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 core hours 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.

## 6. 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.kirkburton.gpsurgery.net](http://www.kirkburton.gpsurgery.net)

## APPENDICES

## **Practice Participation Group**

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

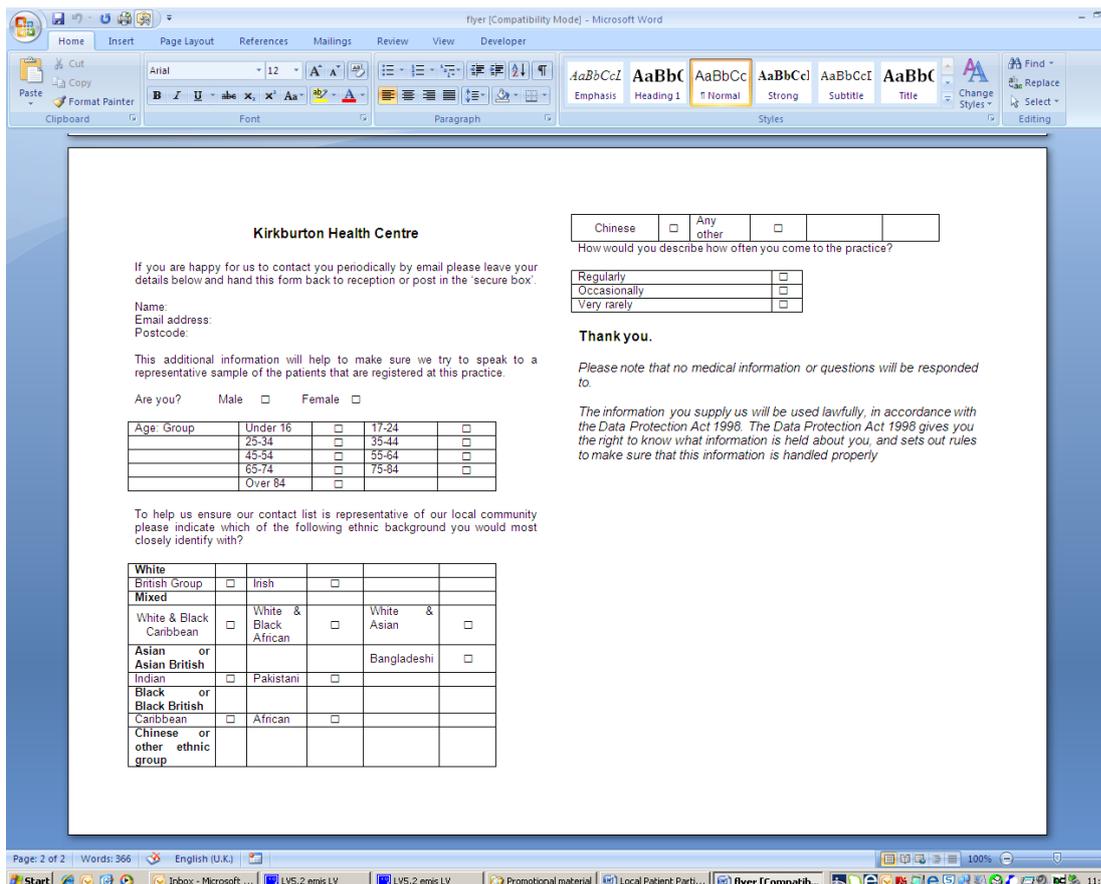
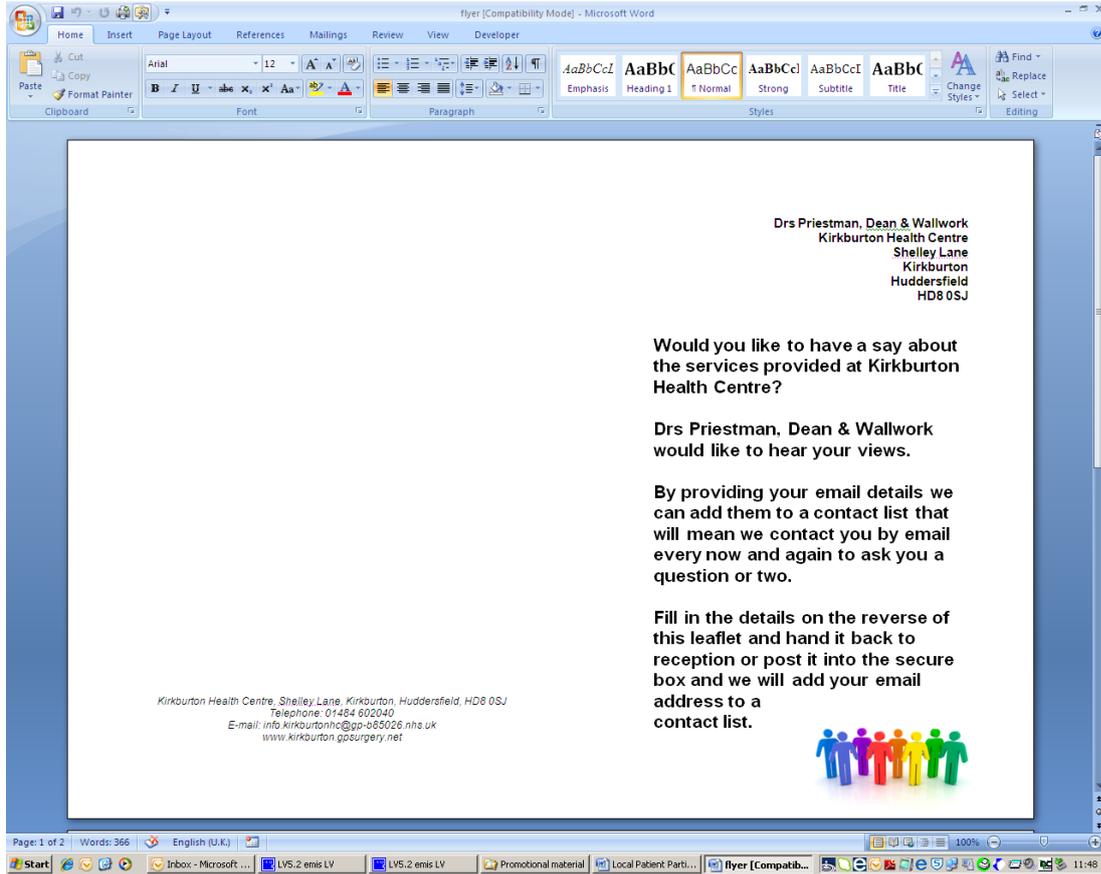
**Drs Priestman, Dean & Wallwork would like to hear your views.**

**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 1 Flyer**



**Appendix 1 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 of 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.kirkburton.gpsurgery.net](http://www.kirkburton.gpsurgery.net).

We look forward to working with you.

**Kirkburton Health Centre PPG**

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## **Appendix 2**

### ***What areas should we concentrate on in our local surveys to help improve the service to patients in our surgery?***

#### **PPG Member A**

“I think having more services based in the Health Centre is something that is quite important rather than travelling to Huddersfield or Halifax. Although there are obviously limitations to this and bearing in mind you may already offer some of these, I think possibly some sort of minor injuries clinic, Podiatry and physiotherapy would be helpful.

Again you may already offer this service and I am not aware but being able to order repeat prescriptions either by e-mail or text would be good.”

#### **PPG Member B**

“1. Can you provide a list of all the clinics that are currently available in the Health Centre?

2. Are the present government proposals likely to change anything significantly to the present services supplied?

These are just thoughts to try to start the ball rolling.”

#### **PPG Member C**

“Same day access to see a GP / Nurse is important. However if I wish to see a particular GP / Nurse then I would not expect same day necessarily.

A range of accessible appointments for those who work or study.

Modern fit for purpose premises.

Friendly and attentive staff.

I have only recently moved to the surgery and to date my experiences have been very good.”

#### **PPG Member D**

1. A Personal Service – feeling like you’re a person & not a burden
2. To be able to order repeat prescriptions via the online service
3. To be able to book an appointment without the 8am telephone scramble for time slots
4. To be able to ‘pop down’ if there’s an urgent situation rather than going to A&E
5. Consistency – being able to see the same doctor who’s aware of your medical history

#### **PPG Member E**

“The main things that I am interested in regarding a Doctors surgery are the opening hours, appointment availability and services offered. I have found all of the above to be excellent with Kirkburton Health Centre, which is why I changed from Lepton (which was only a few metres from my house but had very restricted hours and a total lack of flexibility with bookings.”

# Appointments

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**1. When did you last see a Doctor at the GP Surgery?**

- In the past 3 months
- Between 3 and 6 months ago
- More than 6 months ago
- I have never been seen at my present GP Surgery

**2. If you haven't seen a doctor in the past 6 months, why is that? Please mark all the circles that apply**

- I haven't needed to see a doctor
- I couldn't be seen at a convenient time
- I couldn't get to my appointment easily
- I didn't like or trust the doctors
- Other (please specify)

**3. How do you normally book your appointments to see a doctor or nurse at the Surgery? Please mark all the circles that apply**

- In person
- By phone
- By fax
- Online
- Doesn't apply

**4. Which of the following methods would you prefer to use to book an appointment at the Surgery? Please mark all the circles that apply**

- In person
- By phone
- By fax
- Online
- No preference

**5. How easy is it to get an appointment with a Practice Nurse at the Surgery?**

- Haven't tried
- Very
- Fairly
- Not very
- Not at all
- Don't know

**6. How easy was it to get an appointment for the time you wanted?**

- Very easy
- Fairly easy
- Not very easy

**7. Have you ever missed an appointment because?**

- I Had recovered
- I forgot
- I was delayed by traffic
- Too difficult to cancel
- Other (please specify)

**8. How would you like to be reminded about your appointment?**

- By text
- Personal call
- Appointment card
- Other (please specify)

**9. Are you able to book an appointment when you need one?**

- Always
- Most of the time

- Usually
- Sometimes
- Never

**10. Missed appointments are a problem for the practice. Can you easily contact the practice when you wish to cancel an appointment?**

- Always
- Most of the time
- Usually
- Sometimes
- Never

Thank you for your time.

## Appendix 4

### Appointments Response Summary

	Response count	Response %
<b>1. When did you last see a Doctor at the GP surgery?</b>		
	<b>87</b>	
In the past 3 months	72	82.8
Between 3 and 6 months ago	8	9.2
More than 6 months ago	7	8
I have never been seen at my present GP surgery	0	0
<b>2. If you haven't seen a doctor in the past 6 months why is that?</b>		
I haven't needed to see a doctor	10	11.5
I couldn't be seen at a convenient time	1	1.1
I couldn't get to my appointment easily	1	1.1
I didn't like or trust the doctors	1	1.1
Not applicable	75	86.2
<b>3. How do you normally book your appointment to see a doctor or nurse at the surgery?</b>		
In person	10	11.5
By phone	81	93.1
By fax	0	0
Online	5	5.7
Doesn't apply	0	0
<b>4. Which of the following methods would you prefer to use to book an appointment at the surgery?</b>		
In person	17	19.5
By phone	70	80.5
By fax	0	0
Online	28	32.2
No preference	5	5.7
<b>5. How easy is it to get an appointment with the Practice Nurse at the surgery?</b>		
Haven't tried	12	13.8

Very	24	27.6
Fairly	41	41.1
Not very	4	4.6
Not at all	1	1.1
Don't know	5	5.7

**6. How easy is it to get an appointment for the time you want?**

Very easy	15	17.2
Fairly easy	53	60.9
Not very easy	19	21.8

**7. Have you ever missed an appointment because:**

I had recovered	1	1.1
I forgot	8	9.2
I was delayed in traffic	5	5.7
Too difficult to cancel	1	1.1
Not applicable	72	82.8

**8. How would you like to be reminded of your appointment?**

By text	62	71.3
Personal call	8	9.2
Appointment card	12	13.8
Other	5	5.7

**9. Are you able to book an appointment when you need one?**

Always	14	16.1
Most of the time	34	39.1
Usually	13	14.9
Sometimes	25	28.7
Never	1	1.1

**10. Missed appointments are a problem for the practice.**

**Can you easily contact the practice when you wish to cancel an appointment?**

Always	66	75.9
Most of the time	14	16.1
Usually	6	6.9

Sometimes	1	1.1
Never	0	0

**Appendix 5**

**PPG Member**

“Thanks very much for this. I just have a query about the texts as I received mine yesterday for my appointment which was great, but I only gave my mobile number for my name I didn't give it in relation to my kids too. I'm guessing you have a few children on your list and I wondered if there was a way of capturing their parents mobile numbers till they have their own phones? Sorry this may be something that you've already considered but I just thought I'd ask the question.”

**PPG Member**

“The practice doesn't seem to have a significant problem with appointments. I don't know how representative the survey is but most who responded seemed satisfied or reasonably satisfied with the appointment system. It was no surprise that the majority prefer to book by phone. It's more reassuring to speak to someone than to book online. Texted reminders seemed to be the most popular but you need more patients to supply their mobile numbers. The appointment of a triage nurse is a very good idea. It will be a great relief to worried patients knowing that they can see someone very quickly and if the problem turns out to be non-urgent the surgery is not disrupted.”

**PPG Member**

“With regard to those whose preference is to book an appointment in person (19.5%), it would be useful to know whether this is because they are making a follow up appointment after a consultation as the % seems high. Also the preferences may be skewed by age profiles of responders?”

I think the text reminder is a good idea.

In terms of employing a Nurse Practitioner, again it is a good idea, especially once patients gain confidence in the service as I imagine there will be a number who will still wish to see the GP regardless of outcome. Whilst I appreciate availability is not necessarily open, it would have been helpful to have the triage service on Monday mornings to deal with the expected peaks.”