

Drs Priestman, Dean & Wallwork, Kirkburton Health Centre

Local Patient Participation Report

DES 2012/2013

Julie Raper
14th March 2013

Local Patient Participation Report

1. Profile of practice population and PRG

The practice population of Kirkburton Health Centre has approximately 7,800 registered patients. Of the 7,800 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 37 patients in the group and this is slowly increasing each month with continuous recruitment. The group consists of 14 males and 23 female patients. The main age groups represented are 45-65. Since the last PPG report we have promoted the Teenage Advice Clinic at a local college via a GP Registrar and surveying students at the college. 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 but we are planning on expanding 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.

Practice population profile			PRG profile	
AGE				
	%		%	
under 16	20	1,592	0	0
17-24	8	631	0	0
25-34	9.5	749	2.7	1
35-44	14.8	1,160	8.1	3
45-54	15.9	1,248	16.2	6
55-64	13.4	1,056	40.5	15
65-74	10.6	835	21.6	8
75-84	5.1	403	5.4	2
over 84	1.9	151	5.4	2
ETHNICITY				
White				
British Group	97.5	7639	100	37
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

Last year we were a virtual group, however it was felt that in order for patients and the Practice to benefit that we should make it a virtual/face to face group. We have had an increased number of patients join the group with a 76% growth. 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 B.

For housebound patients we also ensured that a leaflet was handed out with prescriptions. Since the last PPG report last year the Practice has set up an in-house anti-coagulation service for patients on Warfarin therapy.

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

We held our first face-to-face meeting on Tuesday 13th November 2012, 13 members of the group attended. The meeting was hosted by Dr K Dean (GP Partner) and Julie Raper (Development Officer). The purpose of the meeting was to explain what the objectives were of the group and the meeting followed by a discussion on the improvement of quality in our Practice. We explained that we were looking for members of the group to volunteer for the roles of chairperson and secretary.

Unfortunately at this first meeting no-one felt confident enough to commit to this so it was agreed that this would be discussed at the next meeting. The discussion then was for members of the group to suggest what our next patient survey should cover. In the next scheduled meeting to be held in April 2013 these positions will be a requirement of the outcome of the meeting. The next meeting will be hosted by Dr M Wallwork (GP Partner) and Julie Raper (Development Officer).

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 the appointment system and the online appointment system 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, 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 the results. See Appendix C and D.

The survey was available from Friday 11th January 2013 via the website and 200 paper copies were distributed. Out of the 200 distributed 77 completed and returned the survey.

3. Action Plan

The closing date of the survey was Monday 11th February 2013. 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.

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. Due to patient feedback we have discussed and decided to review the ratio of urgent to routine appointments	Increased number of appointments to offer for people working or studying. Due to the April appointment sessions just added this may take a month or so to see the effect
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	More patients using this facility. On-going patient awareness,

	highlighted in the practice leaflet, practice website and Amscreen in waiting area. Continue to promote this facility as it will help reduce number of calls and thus make it easier for other patient queries to get through	new patients encouraged to register for this facility, website, Amscreen, posters
We want to be reminded of our appointment via text	We have introduced a text reminder service.	Patients reminded of their appointments to help reduce DNA's (did not attend)
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, ultrasound service (due to commence in April 2013)	Additional promotion of the services that are held here, practice leaflet, practice website and Amscreen in waiting area and posters
We want to be able to book on-line appointments	This facility has been available for a number of years and is promoted in our practice via leaflet, practice website, Amscreen in waiting area and encourage new patients to register when joining the practice. On-going promotion of this facility and adjust the number of routine appointments so there are more available. We are also looking at the ratio of routine appointments to be made available via this system.	To encourage patients via reception to 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

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:

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.

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

APPENDICES

Practice Participation Group

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

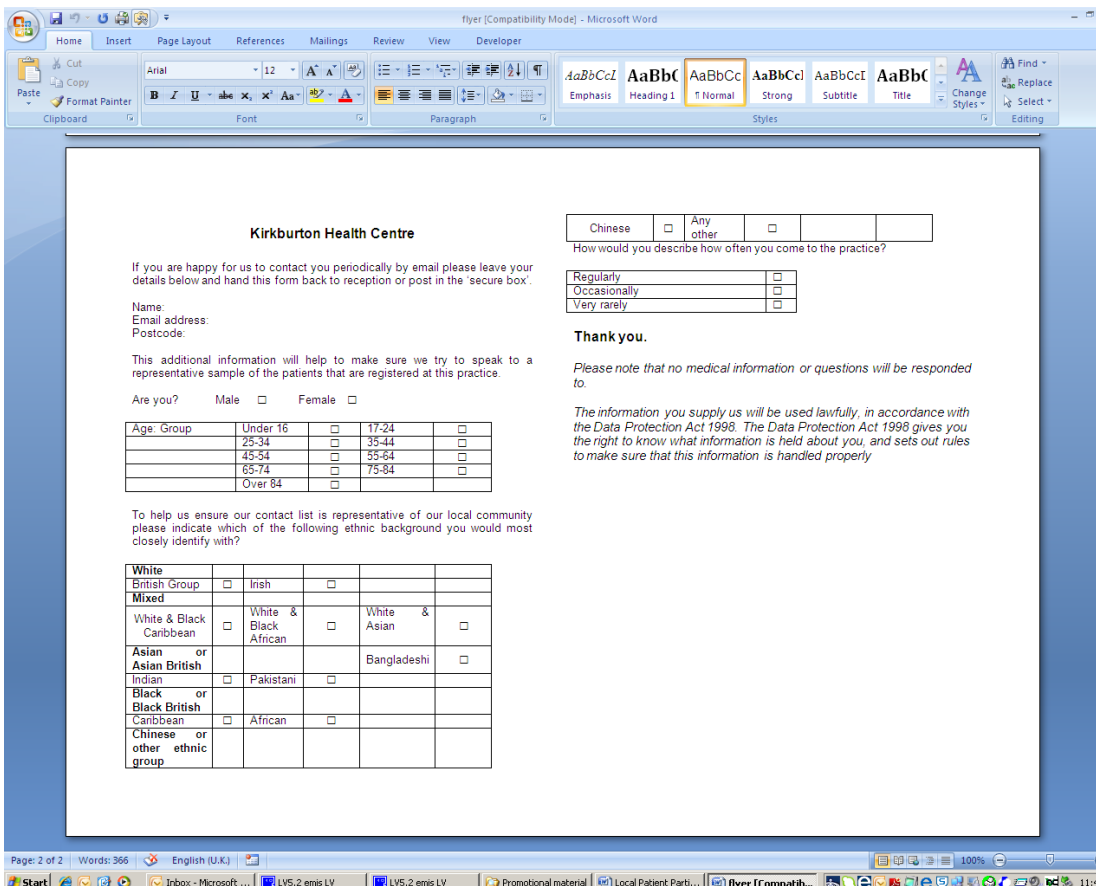
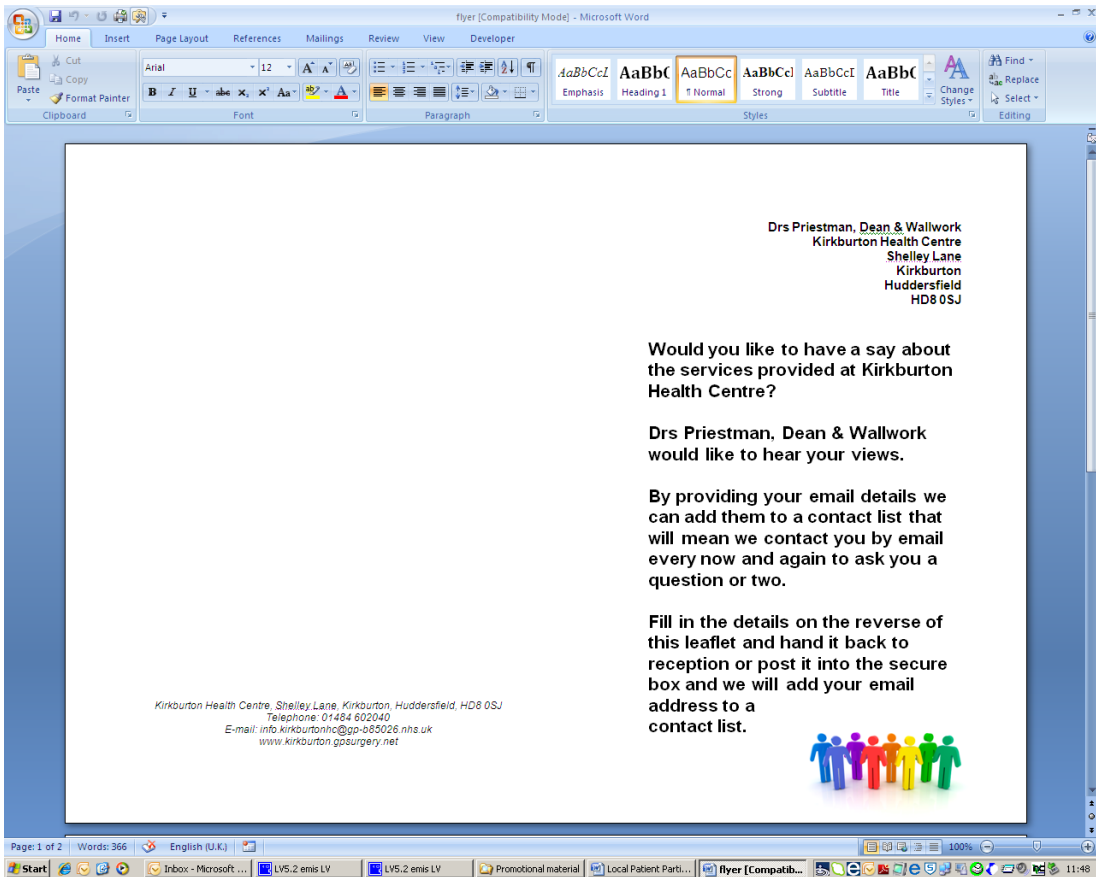
Drs Priestman, Dean & Wallwork would like to hear your views.

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 A 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.kirkburton.gpsurgery.net

Appendix B 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.kirkburton.gpsurgery.net.

We look forward to working with you.



Kirkburton Health Centre PPG

Appendix C Survey

Patient Experience Part 1

1. How often do you visit the Practice?
 - Regularly

 - Occasionally

 - Rarely

2. Are you aware of how the appointment system works?
 - Yes

 - No

3. Have you read the information on the new appointment system, available at front desk and on the website?
 - Yes

 - No

 - Didn't know there was any information about it

4. How do you prefer to book your appointments?
 - In person

 - Telephone

 - Online (www.patient.co.uk/access)

5. Thinking back to your last appointment, did you receive a text reminder prior to your appointment?
 - Yes

 - No

 - Can't remember

6. Would you like to receive a text reminder prior to your appointment?
 - Yes

 - No

7. Did you know you can book appointments online and request repeat prescriptions?

Yes

No

8. Have you used the online appointment/request repeat prescription system?

Yes

No

Didn't know about it

9. Did you find it easy to use and access?

Very easy

Easy

Neither easy nor difficult

Difficult

Very difficult

10. Are you aware of the Practice website?

Yes

No

Patient Experience Part 2

1. Have you accessed the website for information about the Practice and the services etc that we offer?

Yes

No

If no, please move on to Question 4

2. Thinking back to when you visited the website, what was your experience of finding the information that you wanted?

Very easy

Easy

Neither easy nor difficult

Difficult

Very difficult

3. Is there anything that you feel is missing from the website that should be on there?

4. Are you aware of the Nurse Practitioner role in the Practice?

Yes

No

5. Have you accessed an appointment with the Nurse Practitioner?

Yes

No

6. Are you aware that the Nurse Practitioner can prescribe medication?

Yes

No

7. How would you like us to communicate blood test results?

Telephone

Letter

SMS text message

Other (please specify)

8. Are you able to see and read the information on the screens in the waiting room?

Yes

No

9. Which category below includes your age?

Under 16

17-24

- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- Over 84

10. How do you rate the notices in the waiting room?

- Easy to read
- Not easy to read due to small print
- Negative
- Positive
- Too much information crammed onto one notice
- Not enough relevant information
- Other (please specify)

Thank you for your time completing this questionnaire. It is much appreciated.

Appendix D Response data from survey

Patient Experience Part 1 Response Summary

	Response Count	Response %
1. How often do you visit the Practice?	77	38.5
Regularly	37	48.1
Occasionally	30	39.0
Rarely	10	13.0
2. Are you aware of how the appointment system works?		
Yes	59	76.6
No	18	23.4
3. Have you read the information on the new appointment system, available at front desk and on the website?		
Yes	32	41.6
No	23	29.9
Didn't know there was any information about it	22	28.6
4. How do you prefer to book your appointments?		
In person	2	2.6
Telephone	60	77.9
Online	15	19.5
5. Thinking back to your last appointment, did you receive a text reminder prior to your appointment?		
Yes	37	48.1
No	36	46.8
Can't remember	4	5.2
6. Would you like to receive a text reminder prior to your appointment?		
Yes	48	62.3
No	27	35.1
7. Did you know you can book appointments online and request repeat prescriptions online?		

Yes	49	63.6
No	26	33.8

8. Have you used the online appointment/request repeat prescription system?

Yes	17	22.1
No	43	55.8
Didn't know about it	14	18.2

9. Did you find it easy to use and access?

Very easy	5	6.5
Easy	6	7.8
Neither easy nor difficult	6	7.8
Difficult	4	5.2
Very difficult	0	0.0

10. Are you aware of the practice website?

Yes	36	46.8
No	36	46.8

Patient Experience Part 2 Response Summary 71

1. Have you accessed the website for information about the Practice and the services etc that we offer?

Yes	16	22.5
No	55	77.5

2. Thinking back to when you visited the website, what was your experience of finding the information that you wanted?

Very easy	4	5.6
Easy	5	7.0
Neither easy nor difficult	6	8.5
Difficult	2	2.8
Very difficult	0	0.0

3. Is there anything that you feel is missing from the website that should be on there? 9 12.7

4. Are you aware of the Nurse Practitioner role in the Practice?

Yes	51	71.8
No	20	28.2

5. Have you accessed an appointment with the Nurse Practitioner?

Yes	37	52.1
No	33	46.5

6. Are you aware that the Nurse Practitioner can prescribe medication?

Yes	38	53.5
No	32	45.1

7. How would you like us to communicate blood test results?

Telephone	34	47.9
Letter	11	15.5
SMS text message	21	29.6
Other	4	5.6

8. Are you able to see and read the information on the screens in the waiting room?

Yes	68	95.8
No	2	2.8

9. Which category below includes your age?

Under 16	0	0.0
17-24	2	2.8
25-34	4	5.6
35-44	8	11.3
45-54	14	19.7
55-64	14	19.7
65-74	21	29.6
75-84	5	7.0
Over 84	2	2.8

10. How do you rate the notices in the waiting room?

Easy to read	42	59.2
Not easy to read due to small print	3	4.2

Negative	4	5.6
Positive	10	14.1
Too much information crammed onto one notice	9	12.7
Not enough relevant information	1	1.4