

## Tinkers Lane Surgery – Patient Participation Group (PPG)

### Report to Patients, March 2013

#### Introduction

On behalf of the Tinkers Lane Surgery Patient Participation Group (PPG) I am very pleased to present the Group's second report.

The Partners of the Practice and I would like to say a very big thank you to the patients who kindly volunteered to be PPG members (119 in total) and to the 201 patients who completed the survey – we were thrilled by the response.

We hope that you will enjoy reading our report.

*The Surgery has 9156 patients*

*patients under 65 years of age = 78%*  
*patients between 66-75 years of age = 12%*  
*patients 76+ years of age = 10%*

*Total Practice population = Males 49% Females 51%*

***Ethnic Groups*** - *The Office National Statistics provides figures for Wiltshire*

*White 95.3%*  
*Mixed 1.1%*  
*Asian or Asian British 1.8%*  
*Black or Black British 1.0%*  
*Chinese or Other Ethnic Group 0.8%*

*There is no data available for this particular area.*

*The Practice Ethnic Groups*

*We have only been collecting this data for around 3 years and only for **new** patients. Our limited data shows that we have the following Ethnic Groups*

*White 97.0%*  
*Mixed 1.9%*  
*Asian or Asian British 1.0%*  
*Black or Black British 0.1%*  
*Chinese or Other Ethnic Group 0%*

## Carers

*The Practice has for some time now been working on producing a register of Carers. We are to a large extent reliant on patients telling us that they Care for someone.*

*To date our register tells us that we have;*

*1% of our Practice population identified as a carer*

<i>58% of carers are aged</i>	<i>under 65</i>	<i>20% Male</i>	<i>38% Female</i>
<i>23% of carers are aged</i>	<i>66-75</i>	<i>9% Male</i>	<i>14% Female</i>
<i>19% of carers are aged</i>	<i>76+</i>	<i>11% Male</i>	<i>8% Female</i>

## Engagement

In order to obtain a representative sample of patients to join our Patient Participation Group, we

- Handed out leaflets to around 300 patients who attended for appointments with a GP.
- Attached leaflets to repeat prescriptions waiting to be collected by patients.
- Displayed a Poster in a local Pharmacy and in the surgery waiting rooms.
- Placed an advertisement in the local “Wootton Bassett and Lyneham Area Advertiser”.
- Placed an advertisement in “The Local Buddy” magazine, which is distributed free of charge to all patients in our Practice area.

## Patient Participation Group

*Our Patient Participation Group comprises of 119 members of which;*

<i>patients under 65 years of age</i>	<i>=</i>	<i>43%</i>
<i>patients between 66-75 years of age</i>	<i>=</i>	<i>37%</i>
<i>patients 76+ years of age</i>	<i>=</i>	<i>20%</i>

Represented by Males 45% Females 55%

Ethnicity White British 93% Other 3% (patients did not specify)

Carers 69%	under 65
31%	aged 66-75

Represented by Males 34% Females 64%

Patient Participation Group attendance at the surgery;

Regular attenders at the surgery = 42%

Occasionally attend the surgery = 51%

Very rarely attend the surgery = 7%

### **Under Represented Groups;**

We feel that although the profile of the Patient Participation Group does not exactly match that of the total Practice Population, we feel we have a good balance of males and females in the Group compared to the Practice Population.

However, we do feel that the Group would benefit from having more males sign up to it. To achieve this we actively targeted male patients attending the surgery or collecting prescriptions during the week of the 30<sup>th</sup> November. These patients were asked by the Receptionists if they would be interested in joining the Group and given a leaflet on how they might do this. This did achieve a small increase in the numbers of males joining the Group.

We feel we did well to recruit Carers but again had to target the male carers. We did this via personal invitation; sadly this only produced a small increase in our numbers.

It was difficult to get younger patients to sign up, we targeted our in house Contraception clinics and other young patient in house clinics. Unfortunately we did not succeed in signing up these patients.

Sadly this year saw a decrease in numbers of our membership of our Patient Participation Group. We wrote to these patients to find out why they had left the Group, but did not receive any replies.

### **Method of Communicating with the Patient Participation Group**

This is by post or email.

When patients signed up to the Patient Participation Group they were asked to select how they wished to communicate with the Practice. The choices were, attend meetings from time to time or by post or by email.

*Very few patients opted to meet face to face less than 1%.*

*43% of patients requested by post.*

*57% of patients requested by email.*

It is hoped that in the future we may be able to persuade members of the Group to attend a few meetings a year, as we feel that this would be very beneficial for both the Group and the Practice. But for this year we agreed to communicate via post and email which ever was appropriate to the individual patients.

### **Setting up the Patient Participation Survey and agreeing priorities**

Last year the first task of the Patient Participation Group was to design a Patient Survey with the aim of finding out which areas of our services patients felt they would like to see changes or improvements made to.

Possible topics for consideration and prioritisation were presented in paper form and sent by post and via email to the Patient Participation Group. The topics given for selection were based on previous national surveys and in house informal complaints.

The Group were asked to priorities the topic they wished to be included in the patient survey.

The results of this initial consultation were analysed and the majority vote regarding which topic to include in the patient survey was identified and accepted.

The Group chose “The Practice Appointment System”.

This year 2012-2013 the patient survey was designed around the Actions agreed in the previous years survey. With the aim of making sure that all Actions agreed were completed and the outcomes reported.

### **Patient Questionnaire**

A draft questionnaire was designed around the Actions agreed in the previous years survey, as mentioned above.

This draft questionnaire was then sent to our Patient Participation Group as in the previous year, via post and email as appropriate, asking for their feedback, comments and acceptance of the questionnaire.

The results of the replies were analysed and the majority opinions, comments etc were used to produce the final questionnaire. There were only minor changes requested to the draft questionnaire. However, a number of new questions were suggested and these were incorporated into the draft questionnaire. The second draft questionnaire was re circulated and accepted.

The survey was made available to complete online, in surgery and on the practice website. Printed copies were posted to the Patient Participation Group who requested this. The survey questionnaire was handed out to all patients attending the surgery and attached to repeat prescriptions during the first week of January 2013.

### **Results of the survey**

All the survey results, including postal returns, were fed into our Practice Website “Survey analysis tool” for collation.

Respondents replied as follows;

*201 surveys were returned.*

*Good coverage was achieved re age ranges and ethnicity.*

*Respondent's replies;*

Part 1 of this year's survey was to assess how well we had done against last years agreed action plan.

Part two of this years survey included new question's asked for by the Patient Participation Representative Group. These questions were asked to be included when the group looked at the draft patient survey.

## **Part 1**

**Q1: Are you aware that late surgery appointments with your Doctor are available to book between 6:30pm – 7:30pm on Wednesdays and Thursdays?**

No **34%**  
Yes **64%**  
No response **2%**

**Q2 Is it more convenient for you to have an appointment between 6:30pm – 7:30pm on Wednesdays or Thursdays than at any other time or day?**

No **61%**  
Yes **31%**  
No response **8%**

**Q3 Are you aware that you can book an appointment with your Doctor up to 4 weeks in advance?**

No **33%**  
Yes **61%**  
No response **6%**

**Q4 Are you likely to book an appointment with your Doctor for more than 2 weeks in advance?**

No **47%**  
Yes **46%**  
No response **7%**

## **Part 2**

**Q5 Do you know that you can order your repeat prescription via the Surgery Website or via the Surgery E-mail address?**

Yes **62%**  
No **30%**  
No response **8%**

**Q6 Would you object to the Surgery closing between 1pm – 2pm to help staff undertake administrative duties (staff would still be available to answer telephone calls)?**

Yes **13%**  
No **80%**  
No response **7%**

**Q7 Are the Staff generally friendly and helpful? Please rate the staff**

**1= poor 5 = excellent? Please circle your response.**

**Triage Nurses**

1 **2%**  
2 **1%**  
3 **7%**  
4 **21%**  
5 **43%**  
No response **26%**

**Practice Nurses**

1 **1%**  
2 **2%**  
3 **6%**  
4 **13%**  
5 **49%**  
No response **29%**

**Phlebotomist (person who undertakes blood tests)**

1 **1%**  
2 **0%**  
3 **4%**  
4 **13%**  
5 **48%**  
No response **34%**

**Receptionist**

1 **2%**  
2 **4%**  
3 **12%**  
4 **20%**  
5 **40%**  
No response **22%**

**Action Plan**

Once the responses from the survey were analysed an Action Plan was drawn up. The results together with a draft action plan were then circulated to the Patient Participation Group via post where appropriate and email via our Website, asking for their comments and agreement to the Action Plan.

The comments were analysed The Patient Participation Group accepted the Action Plan. It was not therefore necessary to consult again on the Action Plan.

## Details of the Agreed Action Plan

### Draft Action Plan as a result of the Patient Survey results

<b><i>Survey Question</i></b>	<b><i>Outcome</i></b>	<b><i>Further Action agreed</i></b>
<b><i>Q1: Are you aware that late surgery appointments with your Doctor are available to book between 6:30pm – 7:30pm on Wednesdays and Thursdays</i></b>	<b><i>As agreed we advertised this service in house and on the Practice website.  64% of patients are now aware of the service.</i></b>	<b><i>Continue to advertise this service in house and on the practice website</i></b>
<b><i>Q2 Is it more convenient for you to have an appointment between 6:30pm – 7:30pm on Wednesdays or Thursdays than at any other time or day?</i></b>	<b><i>61% of patients answered No.</i></b>	<b><i>Last years survey showed that 54% of patients answered this question NO.  Agreed to explore this question in more detail in next years survey.</i></b>
<b><i>Q3 Are you aware that you can book an appointment with your Doctor up to 4 weeks in advance?</i></b>	<b><i>As agreed we advertised this service in house and on the Practice website  61% of patients are now aware of this service</i></b>	<b><i>Last years survey showed that 24% of patients answered this question NO. Big improvement.  Continue to advertise this service in house and on our website</i></b>
<b><i>Q4 Are you likely to book an appointment with your Doctor for more than 2 weeks in advance?</i></b>	<b><i>As agreed we advertised this service in house and on the Practice website  46% of patients answered YES</i></b>	<b><i>Last years survey showed that 33% of patients answered this question YES  Continue to offer appointments up to 4 weeks in advance</i></b>
<b><i>NEW FOR THIS YEARS PATIENT SURVEY (2012-2103) As agreed with PPG</i></b>		
<b><i>Q5 Do you know that you can order your repeat prescription via the Surgery Website or via the Surgery E-mail address?</i></b>	<b><i>62% of patients said YES to the question</i></b>	<b><i>Although the results are good it is agreed to advertised this service in house and on the Practice website</i></b>

<p><b>Q6 Would you object to the Surgery closing between 1pm – 2pm to help staff undertake administrative duties (staff would still be available to answer telephone calls)?</b></p>	<p><b>80% of patients said they would not object to the Surgery closing at lunchtime</b></p>	<p><b>As this would be a major change in service, agreed to carryout a larger patient survey re this question later in the year and discuss again with PPG.</b></p>
<p><b>Q7 Are the Staff generally friendly and helpful? Please rate the staff</b></p> <p><b>1= poor 5 = excellent?</b> <b>Please circle your response.</b></p>	<p><b>Triage Nurses 64% 4 or 5</b></p> <p><b>Practice Nurses 62% 4 or 5</b></p> <p><b>Phlebotomist 61% 4 or 5</b></p> <p><b>Receptionists 60% 4 Or 5</b></p>	<p><b>Discussed results with the staff groups.</b></p> <p><b>Include this question in next years patient survey.</b></p>

**Other areas of achievement against last years action plan;**

**The following achievements are about actions agreed and but not included in this years patient survey, by agreement with the Patient Participation Representative Group.**

**1. To be able to book an appointment with a GP and Practice Nurse on line and to advertise the availability of this service.**

*Outcome – Both of these services are now available on line and are well used by patients. Nurse’s appointments due to their complex nature are limited to a number of nursing procedures. Both services have been advertised in house and on our website .No further action agreed*

**2. The option of discussing one problem at a time with your GP and to make another appointment for a less urgent problem so as to help GPs run to time. We agreed to give patients the option of making a second appointment for a less urgent problem but no to enforce it.**

*Outcome- The GPs and Receptionists where appropriate now offer patients the option of a second appointment. No further action agreed*

**3. To be able to book an appointment to see your GP for a non urgent problem from less than one week to two weeks. We agreed that we may not be able to provide a patient with an appointment to see the GP of their choice within a week of their request, but that they would be able to see another GP within a week of their request. We also agreed that a patient will be able to speak to our Triage Nurses on the day of their request and that if the Triage Nurse assess the patients problem as being urgent they would be able to offer them a more appropriate appointment.**

*Outcome – These options are in place. No further action agreed.*

**Demographics of Patients completing the survey:**

**300 Patient survey questionnaires were given out to patients in house and via email. 201 completed survey questionnaires were returned.**

**Are you male or female?**

Male **31%**  
Female **53%**  
No response **16%**

**What age are you?**

Under 16 **0%**  
17 - 24 **4%**  
25 - 34 **3%**  
35 - 44 **8%**  
45 - 54 **19%**  
55 - 64 **13%**  
65 - 74 **22%**  
75 - 84 **10%**  
Over 84 **1%**  
No response **20%**

**What is the ethnic background with which you most identify?**

White British **87%**  
White Irish **0%**  
Mixed White & Black Caribbean **0%**  
Mixed White & Black African **0%**  
Mixed White & Black Asian **0%**  
Indian **0%**  
Pakistani **0%**  
Bangladeshi **0%**  
Black Caribbean **0%**  
Black African **0%**  
Chinese **0%**  
Other **1%**  
No response **12%**

**How would you describe how often you come to the practice?**

Regularly **35%**  
Occasionally **40%**  
Very Rarely **12%**  
No response **13%**

The Patient Participation Group may be asked to carryout a further Patient Survey later this year

### **How to access our Services**

Our list is open to new patients

Our opening times are;

Monday, Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 8pm
Thursday	8.30am – 8pm
Friday	8.30am – 6.30pm

### **Out of Hours arrangements**

Weekend and night cover from 6.30pm is commissioned by the Wiltshire Primary Care Trust. Doctors employed by the Wiltshire Medical Services provide the services.

A call to the surgery number during Out of Hours will be redirected automatically to the Out of Hours Service.