



**Bentley Medical Practice**

**Bentley Medical practice Patient Participation Group 2012-2013 Annual Report**

Could we first say a big thank you to all those that have joined our Patient Participation Group and have been instrumental in making suggestions and helping us in moving forward with our plans.

**Surgery Staff**

The Practice has a compliment of staff including GP,s , Nurse Practitioners, Practice Nurses, Health Care Assistants, A Practice based Pharmacist and Reception and Secretarial Staff. Our Management Team consists of our Practice Manager, Deputy Manager, Office Manager and Nurse Manager. These are a mixture of full and part time staff.

**Opening Times**

Our opening times are publicised on our website, Practice leaflet and on the front of our building.

**Patients and Services**

The Practice has a list size of around 5390 patients and offers a full range of acute of chronic disease management. Our clinics are accessed via an appointment system.

**Our Patient Participation Group**

Our Patient Participation Group or PPG was established in 2011. This is open to any of our Patients and we actively encourage Patients to join. Due to poor response and support to attend meetings we decided to use a virtual forum and this has attracted more participants.

We currently have 26 members.

	14-19y	20-40y	41-60y	61+y
Male	1	3	1	4
Female	0	5	4	8
Total	1	8	5	12

We are aware that we need to expand the PPG to include males and females of different ages. We need to also continue to encourage current members to participate in surveys and giving their views. We believe that the group is representative of the majority of the Practice population which is white/British but is not representative of the age ranges. We also need to recruit more Patients from Ethnic groups.

Our Practice population is below

	0-65y	66-75y	76+	Total	% population
Male	2354	288	183	2825	52.4%

Female	2068	259	236	2563	47.6
Total	4422	547	419	5388	100%

We publicise the Group via Practice Posters, plasma screens in the waiting area and our Practice website, Prescription messages and Reception staff asking Patients if they were interested and handing out data forms to those that were interested

Our Nurse Practitioners and GPs also invite people to leave their details with Reception so we can contact them

One of our Nurse Practitioners has also spoken to Care Home Managers to see if anyone had an interest

The practice is keen to involve patients in decisions about business development and service expansion and would be keen to encourage new members to join us.

Our action plan for 2011 to 2012 was as detailed below

To attract greater participation in the group and reach a wider range of ages, ethnic minorities and to better reflect the social make up of our registered patients.-ongoing

Develop an action plan to set up future objectives and timescales.-achieved

To collect email addresses for all members where possible to allow easier communication between the group.-ongoing

To develop a plan for the group which reflects the aims and objectives of the group and sets these out in an understandable form-ongoing

Arrange distribution of surveys to improve patient participation and feedback via use of notice boards in surgery and email addresses for group members-ongoing

Review survey results and act upon them alongside the Practice-ongoing

Our Nurse Practitioner who currently organises the surveys and feedback emails or writes to Our Group on a regular basis to organise future surveys and ask for ideas for the future. This enables all members to provide feedback on the findings of our surveys and reach agreement around implementing any changes.

Unfortunately in 2012/2013, we still have a poor response to any surveys and emails we send to the group but we hope to continue growing and encourage the Patients to take over control of this group with input from ourselves.

To date as a result of the PPG input we have rearranged Nurse Practitioner (NP) appointments to include the facility for telephone consultations, raised awareness around the Role of the NP and how to access their appointments.

We are continuing with our current weekend opening hours.

## **Priorities in service provision 2012/2013**

### **Your main priority was our Appointment system**

In 2012 you told us that one of the areas we needed to look at was our appointment systems and this has led to the introduction of a Rapid Access Telephone System.

The telephone rapid access system appears to be working well and the majority of people that have used it are happy with it and pleased with the service that they received. Our survey results are available on request but have been shared with our PPG and discussed. I have summarised these below.

From the recent changes that you suggested to our appointment system we received 12 responses to our questionnaire.

Of the 12 responses 100% of you were aware of the new system and 83.3% of people had experience of using the system.

70 % of respondents had found the system very easy to use and 87.5% were happy with the time it had taken for a Clinician to call them back and take some action and the majority received a call back within 2 hours of initially ringing.

88.8% were happy with the outcome of the call and felt that there problems had been handled fully.

### **You also felt that a priority this year is privacy at the reception desk area**

We have asked our Reception Manager to put a notice up in the reception area advising patients that if they wish to speak in private to let our staff know and we can arrange to do this. We are also adding this to our message screen on the large TV set.

Unfortunately in the building generally there seems to be a problem with the design of the desk area and lack of privacy. We have highlighted this to the building managers and there appears to be no suitable remedy other than asking staff as above for privacy.

### **A further priority is the handling of results from laboratory samples**

You felt that not enough information is given by the administrative staff when a result has been marked satisfactory by a clinician. In terms of the results, we have spoken about this as a team in recent meetings and the clinicians are all trying to be more specific when commenting on results as we understand that it can cause concern using the word satisfactory.

### **The future service development.**

We have emailed our PPG and We have summarised these below. A full copy of the Emails can be requested for information. Once again this communication received a poor response. Only 3 of our PPG responded with any suggestions.

As a practice we have had difficulty recruiting new members to our Patient Group and would be keen for you to give our details to others that you know are registered with the Practice and may be interested in having their voice heard.

We need to ask our Patients what areas they would like us to look at as a Practice and how we are doing so we can work toward improving our services.

We would be grateful for any ideas that you have e.g. waiting times, baby clinics. Asthma clinics and so on. If you can think of anything please let us know then we can prioritise any concerns.

The Surgery wishes to thank the PPG members involved for their participation and we hope to continue strengthening membership to allow a more productive Group.

**1. We have asked our Patient Group in previous surveys about the use of telephone consultations and at that time 80% of the group that responded were keen to try it and some had experience of telephone reviews already. Our new system is called Rapid Access and this ensures that all requests for an appointment are processed quickly and efficiently by clinicians ( a Gp or Nurse Practitioner). We changed the appointment system because evidence has shown that 80% of patient concerns can be dealt with effectively over the telephone. This allows us to deal with as many of a patients concerns on the same day as possible. Are you aware that this new system was in place?**

	answered question	12
	skipped question	0
	Response Percent	Response Count
yes	100.0%	12
no	0.0%	0

**2. If you were aware, have you had any experience of using the system?**

	answered question	12
	skipped question	0
	Response Percent	Response Count
yes	83.3%	10
no	16.7%	2
unsure	0.0%	0

**3. If you have used the service how easy did you find it to use?**

	answered question	10
	skipped question	2
	Response Percent	Response Count
very easy	70.0%	7
easy	20.0%	2
not very easy	10.0%	1

Other (please specify) 0

4. Did you find that the time taken to reply to your call was within an acceptable time?

	<b>answered question</b>	<b>8</b>
	<b>skipped question</b>	<b>4</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>yes</b>	<b>87.5%</b>	<b>7</b>
<b>no</b>	<b>12.5%</b>	<b>1</b>
<b>unsure</b>	<b>0.0%</b>	<b>0</b>

Other (please specify) 1

5. how long did it take for a clinician to return your call?

	<b>answered question</b>	<b>8</b>
	<b>skipped question</b>	<b>4</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>within 1 hour</b>	<b>50.0%</b>	<b>4</b>
<b>within 2 hours</b>	<b>37.5%</b>	<b>3</b>
<b>within 3 hours</b>	<b>12.5%</b>	<b>1</b>

Other (please specify) 2

6. Did you have any problems with the telephone call?

	<b>answered question</b>	<b>10</b>
	<b>skipped question</b>	<b>2</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>yes</b>	<b>10.0%</b>	<b>1</b>
<b>no</b>	<b>90.0%</b>	<b>9</b>

Other (please specify) 1

7. Where you offered an appointment to come in to surgery to be seen due to the call?

	<b>answered question</b>	<b>10</b>
	<b>skipped question</b>	<b>2</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>yes</b>	<b>70.0%</b>	<b>7</b>
<b>no</b>	<b>30.0%</b>	<b>3</b>

	Other (please specify)	1
<b>8. How happy did you feel that your problems had been handled fully by the clinician?</b>		
	<b>answered question</b>	<b>9</b>
	<b>skipped question</b>	<b>3</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>Very happy</b>	44.4%	4
<b>somewhat happy</b>	22.2%	2
<b>neither happy or unhappy</b>	22.2%	2
<b>somewhat unhappy</b>	11.1%	1
<b>very unhappy</b>	0.0%	0
	Other (please specify)	2
<b>9. Did the telephone call result in you getting a prescription?</b>		
	<b>answered question</b>	<b>10</b>
	<b>skipped question</b>	<b>2</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>yes</b>	70.0%	7
<b>no</b>	30.0%	3
<b>10. If we arranged for the medication to be delivered by a Pharmacy did you receive the medication promptly?</b>		
	<b>answered question</b>	<b>4</b>
	<b>skipped question</b>	<b>8</b>
	<b>Response</b>	<b>Response</b>
	<b>Percent</b>	<b>Count</b>
<b>yes</b>	100.0%	4
<b>no</b>	0.0%	0
	Other (please specify)	2

The results of the surveys and emails were sent to the PPG for discussion and comments.

Once again we thank all that have participated in the PPG and we hope for a more productive future for the Group with the hope of commencing actual meetings.

A copy of this report will be shared with our Primary Care Trust in compliance with DES (direct enhanced service) Patient Participation.