

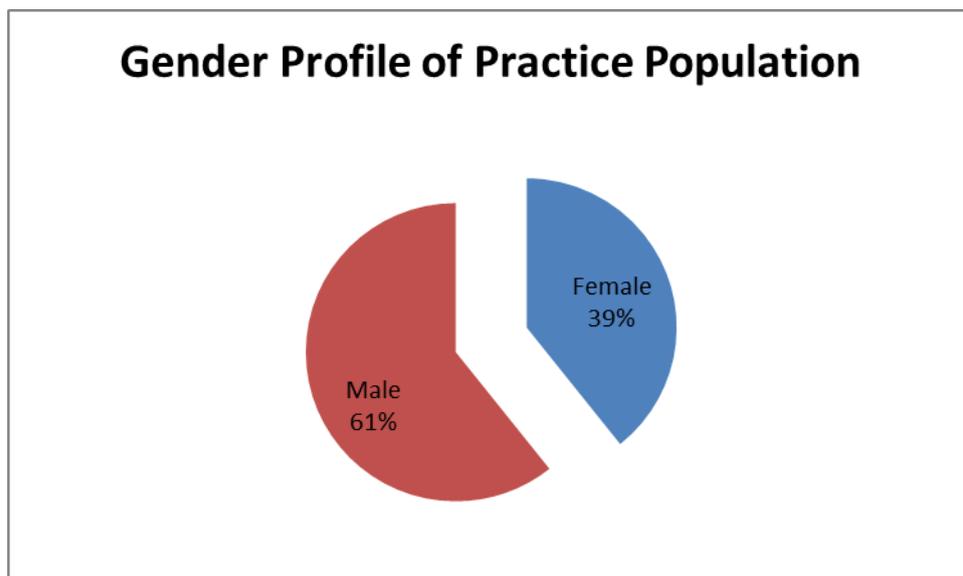
UNIVERSITY MEDICAL CENTRE**Patient Participation Report - March 2015****1. Introduction**

This report summarises the development of our patient reference group (PRG) during April 2014 and March 2015 and will focus on:

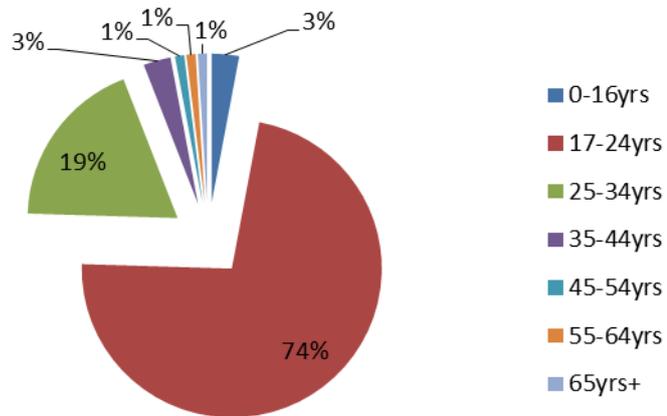
- Profile of the practice population and PRG
- The process used to recruit to our PRG
- The patient participation survey
- The patient survey action plan

2. Profile of the PRG versus Practice Population

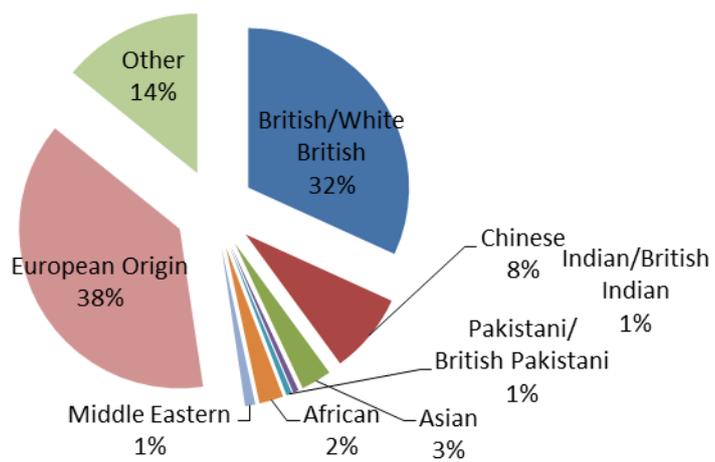
The patient reference group was established in May 2011 and it is now in its fourth year of running. The PRG is currently composed of nine patient members as well as membership from GP practice staff. Profile of both the practice and PRG (patient members) are as follows:

Practice Profile

Age profile of practice population

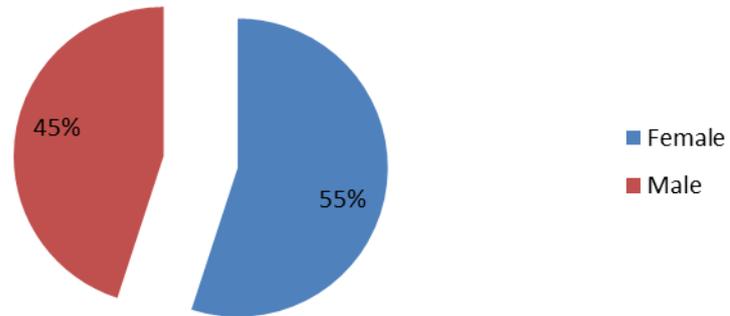


Ethnic Origin of practice population

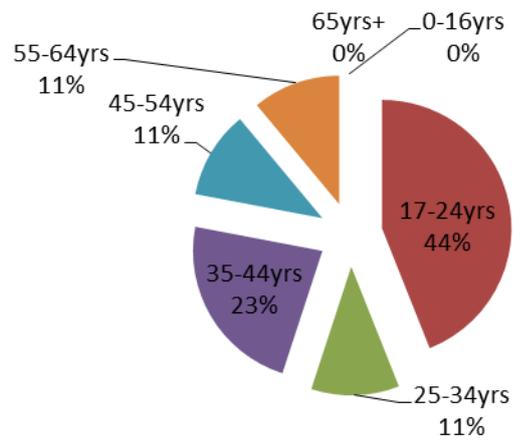


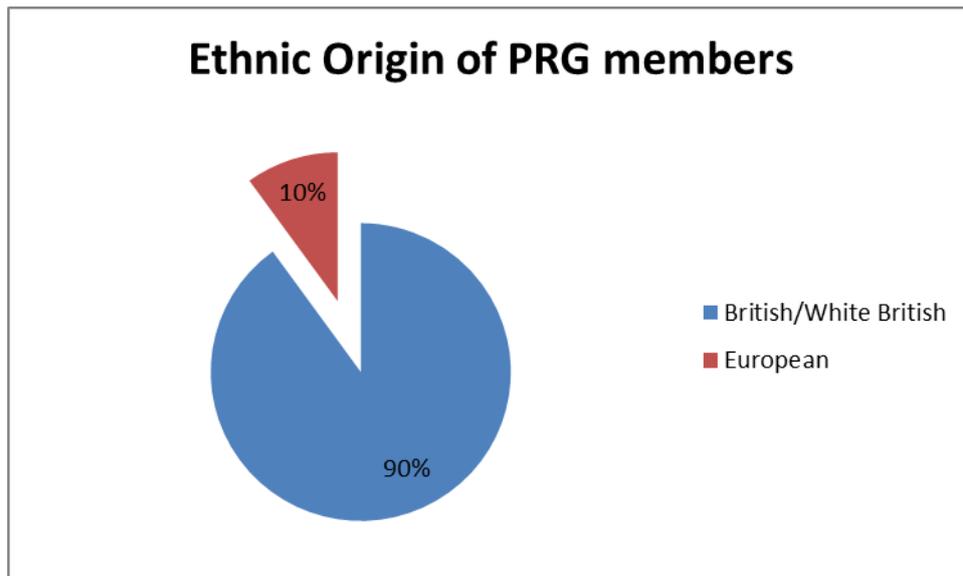
PRG Profile

Gender profile of PRG members



Age profile of PRG members





3. Processes used to recruit PRG members

The practice used a variety of methods to recruit potentially interested patients including:

- Displaying posters in the waiting area
- Handing out leaflets to patients as they attended for appointments
- Using 'contacts' of the student union committee representative on the PRG
- Putting information on the website
- Publicising via practice newsletter and during the new patient registration process
- Personally asking patients to join the group
- Taking promotional information and leaflets to the 'fresher's fair'.

The practice tried very hard to try and ensure that the PRG was reflective of the practice population however it proved difficult to get representatives from all ethnic groups. To encourage representation from overseas students, information promoting the PRG was given during the new patient registration process.

The current PRG members felt that some students might be put off by the time commitment associated with meetings, therefore the PRG continued with two categories of PRG membership i.e.

- *Actual*: members who attend meetings and who are part of the email discussion group.
- *Virtual*: members who are part of the PRG email discussion group.

4. Patient Participation Survey

To obtain the wider views of our registered patients, it was agreed to undertake a patient survey again this year.

Survey Priorities

To help establish the survey priority areas the previous year's survey questions, survey results and action plan were reviewed at the PRG meeting held on 19th January 2015. Based on this review and suggestions from PRG members draft survey questions were compiled. The draft survey was circulated by email for approval and comment.

How was the survey undertaken?

The survey was undertaken from 26th January–30th January 2015. Patients completed a paper based survey at the practice. The paper based survey was also distributed at the Students Union “Health and Wellbeing Fayre” on 28th January which allowed the practice to target patients who may not attend the medical centre very often. In total 191 surveys were completed.

Survey Results

The survey results were emailed to all PRG group for consideration and a meeting date was arranged for 9th February to discuss the results of the survey in more detail and agree the 3 priority areas. The full survey results report can be viewed on the practice website and hard copies are available in the waiting area.

5. Comparison to 2014 survey

The following tables show the comparison between 2014 and 2015. We were only able to compare 3 questions, due to a number of questions changing this year and also the survey was a lot shorter this year. The comparison showed that an improvement had been made for ‘Getting through on the phone’ which was one of the actions from last year. The overall rating for the Medical Centre stayed pretty much the same as last year, apart from ‘Fair’ and ‘Poor’ had fallen slightly, which was a positive. The best way to communicate with patients switched from patients wanting information to be put onto the website, to being emailed instead.

In the past 6 months how easy have you found the following?

| | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 |
|-----------------------------------|-----------|------|------|------|------------|------|---------------|------|------------|------|----------------|------|
| | Very Easy | | Easy | | Acceptable | | Not Very Easy | | Not at all | | Have not tried | |
| Getting through on the phone | 22% | 24% | 29% | 28% | 20% | 21% | 9% | 3% | 8% | 5% | 12% | 19% |
| Speaking to a nurse on the phone | 8% | 14% | 18% | 23% | 9% | 12% | 3% | 2% | 3% | 1% | 59% | 48% |
| Obtaining test results by phone | 5% | 7% | 8% | 16% | 4% | 5% | 2% | 2% | 1% | 1% | 80% | 65% |
| Booking/Changing an appt by phone | 26% | 28% | 27% | 30% | 9% | 11% | 4% | 3% | 3% | 1% | 31% | 29% |

How would you rate the Medical Centre?

| 2014 | 2015 | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 | 2014 | 2015 |
|-----------|------|------|------|------------|------|------|------|------|------|
| Very Good | | Good | | Acceptable | | Fair | | Poor | |
| 31% | 33% | 51% | 51% | 14% | 12% | 3% | 2% | 1% | 0% |

In your opinion what is the best way to communicate with patients to make them aware of the services we provide?

| | 2014 | 2015 |
|--------------|------|------|
| Website | 104 | 60 |
| Posters | 33 | 37 |
| Social Media | 32 | 65 |
| Email | 99 | 102 |
| Other | 8 | 10 |

6. Survey Action Plan

The PRG met on 9th February to discuss the survey results and develop an action plan to address issues raised. All sections of the survey were discussed and a draft action plan was drawn up which was subsequently emailed to all PRG members for comments. The areas for development were mutually agreed between the practice and PRG members and there were no areas of disagreements.

| Survey Section | You Said | We did |
|--|---|--|
| Raising awareness of online services (Suggestion) | Unaware of our online services and online booking services. | Publicised our online services more |
| Awareness of the services that we provide (suggestion) | Unaware of services including registration process | Publicised our services in an information leaflet and circulated to students and patients, as well as being made available on our website and within the waiting area. |
| Telephone system to be revamped i.e different line for Medical queries and the enquiries line during set hours (Suggestion) | Telephones are always busy. An extra telephone line is required. Difficult to get through on the telephone | Now have dedicated telephone lines for medical queries, enquiries and blood test results, which frees up the appointment line for patients booking appointments. |
| Look at costings for a possible Jayex board in reception. So that clinicians do not have to call out patients name (suggestion) | Calling of patients names in reception for appointments to be improved. Use an electronic calling board instead. | Looking into quotes for a Jayex board. |

Brief summary of comments

Below is a brief summary of the comments that we received. Out of the 191 surveys completed, 65% left a comment and 35% did not leave a comment.

The positive comments received were summarised as follows:

They found the staff friendly, professional, knowledgeable, familiar and confidential. The practice is accessible, with short waiting times, easy and quick to book an appointment either on the day, emergency or for young children, and a variety of services.

Improvement comments were summarised as follows:

Long waiting times for appointments and doctors running late, unable to get through on the telephone very easy as either line busy or not answered, longer surgery hours, longer appointments, extend the obtaining of results time, online account to be set up when registering, calling of patients for appointments to be louder and clearer, consultations can be evasive when asking personal matters.

Please see *Appendix A* for full summary of comments.

Availability of the Report

The patient participation report and survey results are on the Practice website. In addition, a summary of the action plan will be displayed in the waiting room. Hard copies of both the report and survey results will be available in the waiting area.

7. Practice Opening Hours and Out of hours Care

Medical care/advice is available 24 hours, 7 days a week. Patients are encouraged to attend the Practice during opening hours. However if you feel you have an urgent condition that cannot wait until the Practice re-opens then NHS 111 service is the first port of call for out of hours care

- The practice is open from 08.00 – 5.30 Monday to Friday but there is a GP on call for urgent problems until 6.30pm. Please attend the practice or telephone 01509 222061.

- For urgent medical problems between 18.30 – 08.00 weekdays, all weekends and bank holidays, please telephone 111.

Appendix A

Summary of Comments received on the local GP Patient Survey 2015

| Positive comments | |
|---|--|
| Comment | Amount of the same comment received |
| Follow up appointments informed by Telephone | 1 |
| Quick to get an appointment | 17 |
| Friendly | 37 |
| Accessible | 13 |
| Confidential | 4 |
| Professional staff | 2 |
| Quick emergency appointments | 2 |
| Variety of Services | 1 |
| Familiarity with staff | 2 |
| Knowledgeable staff | 3 |
| Able to see young children quickly for appointments | 1 |
| Easy to book 'on the day' appointments | 4 |
| Short waiting times | 10 |

| Improvements | |
|---|--|
| Comment | Amount of the same comment received |
| Telephones are busy or not being answered. | 16 |
| Extra telephone line required | 1 |
| Longer appointments required | 4 |
| Provide online accounts when registering | 6 |
| Extend results time | 1 |
| Long waiting times – to book an appointment, and doctor running late | 15 |
| Touch screen check in could carry germs | 1 |
| Doctors responding to Mental Health matters | 1 |
| Consultations sometimes feel evasive when asking about personal matters. | 2 |
| Clarity on Repeat prescriptions and ability to have double prescriptions for during the holidays | 1 |
| Calling of patients names in reception for appointments, use an electronic calling board instead. | 2 |
| Longer surgery hours | 2 |