

**Dr Hepplewhite & Dr Virmani**  
**Whitwick Health Centre**

**Patient Participation DES 2013/14**  
**March 2014 Report**

**PPG Recruitment**

Following the new practice manager being appointed in June 2013, it was felt that the PPG would benefit from increasing its numbers slightly. Since this time, the PPG has recruited two more members – This was done through word of mouth and through a direct approach to patients following staff giving thought to patients they thought may be suitable and interested. It is felt that the PPG currently has the optimum membership with 9 patients who are PPG members – however a notice has also been displayed in the waiting room informing patients of the group and that they can enquire at reception should they be interested in joining.

**PPG Representation**

The demographic data collected from this year's survey mirrored that of our clinical system's demographic data in regards to sex, age and ethnicity (See Appendix A).

As such, the PPG group is representative of our practice population in regards to Ethnicity with one White European and the remaining members White British. The group is also reflective of the practice population in regards to sex with slightly more women than men (There are 5 women and 4 men on the PPG currently). As a matter of course, the younger generation can prove difficult to recruit to PPGs, however the PPG has successfully recruited a younger female member who has helped tip the balance towards a better representation of the practice population.

**Areas of Priority and Practice Survey**

The PPG were consulted on the content of this year's local practice survey prior to it being issued. This was done by providing the group with a copy of the 8 page survey used in the previous year, and a newly proposed 2 page survey for this year. The group were encouraged to review these and get in touch with any further feedback that could improve the survey further.

The PPG members got in touch and the survey was tweaked to incorporate the PPG suggestions where possible. These changes included Proactive Care

awareness and splitting questions relating to the clinicians to distinguish between GPs and Nurse feedback.

At the Meeting on 12<sup>th</sup> December 2013, the changes were discussed and the final version was rolled out in February. The survey was handed out to patients attending the practice, it was publicised as being available on the practice website, and an email was sent to all patients for whom we had email address informing them of the survey.

There was a great response to this roll out – with 161 surveys being completed in total.

## **Survey Findings and PPG Feedback**

The results of the survey were collated and revealed extremely positive results (See Survey Results and Comments). These were discussed with the PPG in the meeting held on Thursday 6<sup>th</sup> March 2014. The rated survey questions were on their whole extremely positive

% Patients responding as "Fair to Good"

<b>Speed at which the telephone was answered</b>	<b>97.31</b>
<b>Time from booking until your appointment for non-emergencies</b>	<b>90.26</b>
<b>Was emergency appointment available if necessary</b>	<b>96.36</b>
<b>Convenience of day and time of your appointment</b>	<b>94.87</b>
<b>Seeing the clinician of your choice</b>	<b>95.07</b>
<b>Time waiting to check in with Reception</b>	<b>98.08</b>
<b>Time waiting from your given appointment time for your non-emergency appointment</b>	<b>92.81</b>
<b>Time waiting from your given appointment time for your emergency appointment</b>	<b>94.85</b>
<b>Opportunity for a Doctor or Nurse to phone you back when requested</b>	<b>91.94</b>
<b>Opportunity of obtaining a home visit when needed</b>	<b>80</b>
<b>Prescription correctly issued</b>	<b>97.67</b>
<b>Handling of any queries</b>	<b>96.85</b>
<b>Information given about when to contact us for your results</b>	<b>100</b>
<b>Results available when we said</b>	<b>98.19</b>
<b>Satisfaction with the information provided</b>	<b>97.46</b>
<b>Satisfaction with the way the result were given</b>	<b>96.36</b>
<b>Information provided by the reception staff</b>	<b>98.66</b>
<b>Helpfulness of the reception staff</b>	<b>98.70</b>
<b>Information provided by the GPs</b>	<b>97.3</b>
<b>Helpfulness of the GPs</b>	<b>97.97</b>
<b>Information provided by the Nurse Practitioner</b>	<b>96.64</b>
<b>Helpfulness of the Nurse Practitioner</b>	<b>95.80</b>

***90.38% of patients answered Question 24 as either "Probably" or "Definitely" as to whether they would recommend the practice to a friend or family member.***

It transpired that it was the written feedback that was found to be more telling in identifying action plans from the survey.

The areas that were discussed at the PPG Meeting on 6<sup>th</sup> March and used to develop the action plan were:

- A number of comments identified that the radio was felt to be too loud in the waiting room. Another comment identified however was that nurse Jane can sometimes be heard in her room right next to the waiting room which was a cause of concern over privacy. As this was a recurrent theme in the comments we discussed that we could aim to strike a balance to monitor radio volume and perhaps source a radio station that is a bit more mellow.
- It was identified from the survey that the patients who completed the section related to Proactive Care, there were low numbers as to these patients knowing what a Virtual Ward was or having a Care Plan in place. This was to be somewhat expected with Proactive Care being a new scheme of 2013/2014 – however, it was discussed that we could focus on publicising this further in the coming year.
- There were a number of comments commending the practice for the online services although a couple identified that they were not aware that online services were available. Searches on the clinical system identify that uptake has more than doubled since September 2013 when it was publicised in the waiting room, front desk and the practice website. It was suggested increasing this publicity to accelerate more patients becoming aware and registering with the online services. Secondly, a number of patients enquired about the availability of the nurse becoming available for online appointments. This was discussed with Sister Jane being present at the PPG meeting, and it was explained that nurse appointments can be more tricky to implement on an online booking system as different procedures require differing amounts of time and patients often attend with multiple requirements. Nevertheless, we agreed with the PPG and Jane that we could review this as to seeing if there is a productive way of implementing this and giving it a trial.

## **Action Plan**

The following action plan was discussed and agreed with the PPG members.

<b>Area for Action</b>	<b>Action Plan</b>	<b>Date for completion</b>
<b>Develop Proactive Care Awareness</b>	<ul style="list-style-type: none"><li>- <b>Produce a Proactive Care Awareness display</b></li><li>- <b>Repeat similar Proactive Care questions on next survey to measure increase in patient awareness.</b></li></ul>	<b>Through 2014/2015 Financial Year</b>
<b>Develop Online Services</b>	<ul style="list-style-type: none"><li>- <b>Publicise the Online Services further through email and SMS messaging</b></li><li>- <b>Handing out at front desk along with the EPS information that is currently available.</b></li><li>- <b>Implement a trial period of making some of Sister Jane's appointments available online</b></li></ul>	<b>July 2014</b>
<b>Radio</b>	<ul style="list-style-type: none"><li>- <b>Source a more mellow radio station to current "pop" music</b></li><li>- <b>Ensure staff are aware to monitor volume of radio to meet happy medium between noise and privacy in treatment room.</b></li></ul>	<b>March 2014</b>

### **Surgery Opening Times**

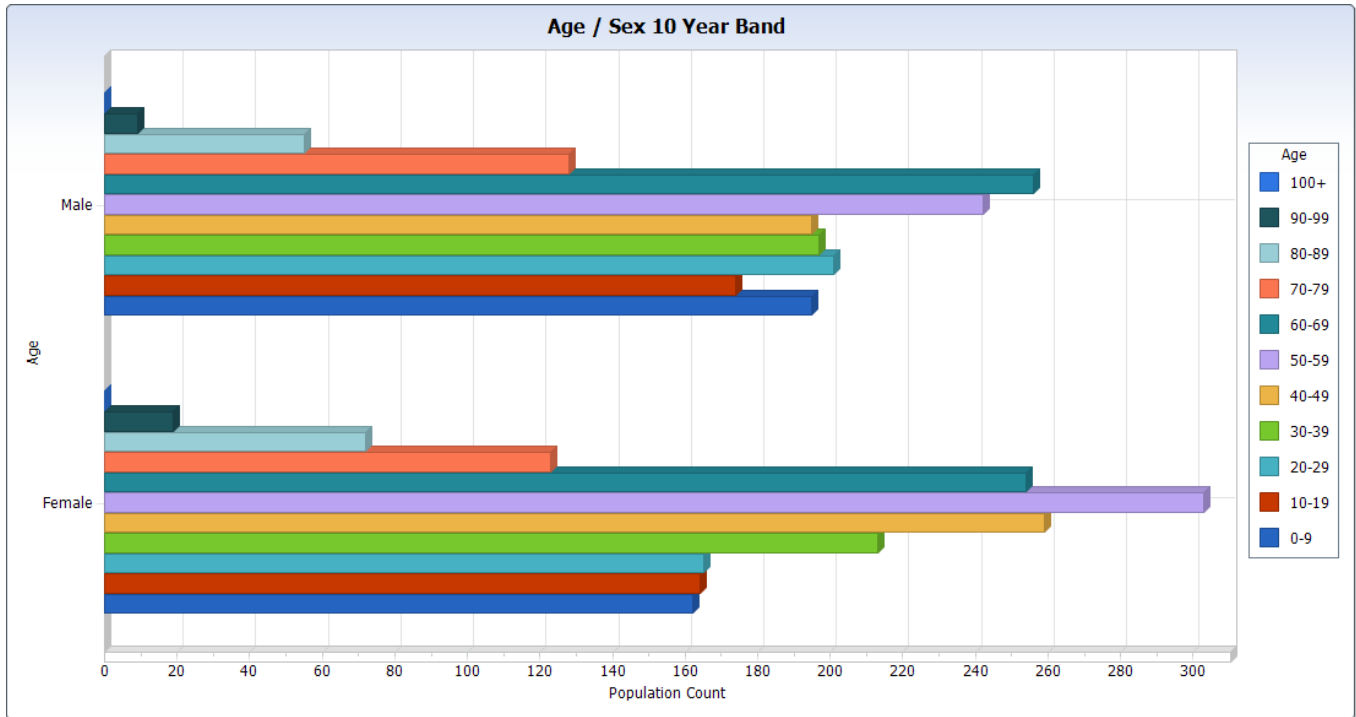
Monday: 09:00 - 18:00  
Tuesday: 09:00 - 18:00  
Wednesday: 09:00 - 18:00  
Thursday: 09:00 - 18:00  
Friday: 09:00 - 18:00  
Saturday & Sunday CLOSED

The Surgery is contacted on 01530 838866 during opening hours. Between 8:30am and 9am and between 6pm and 6:30pm the answer machine directs the patient to the GP On-Call.



# **Appendix A**

## **Clinical System Demographic Data**

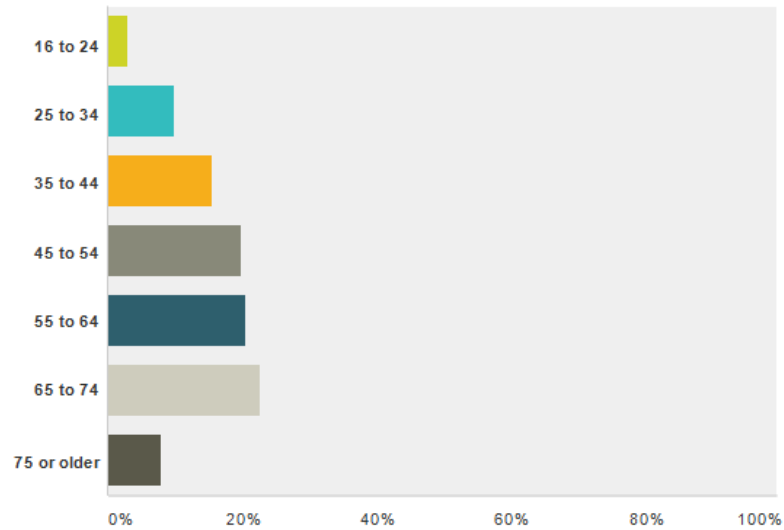


Clinical system reveals approximately 98/99% White British practice population – also highlighting a handful of Chinese and Indian patients. This data was not readily able to be extracted due to limitations of clinical system.

## Patient Survey Demographic Data

### Q25 What is your age?

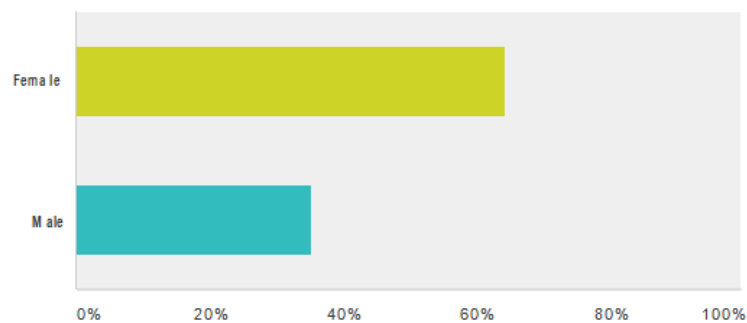
Answered: 140 Skipped: 21



Answer Choices	Responses
16 to 24	2.86% 4
25 to 34	10% 14
35 to 44	15.71% 22
45 to 54	20% 28
55 to 64	20.71% 29
65 to 74	22.86% 32
75 or older	7.86% 11
<b>Total</b>	<b>140</b>

### Q26 What is your gender?

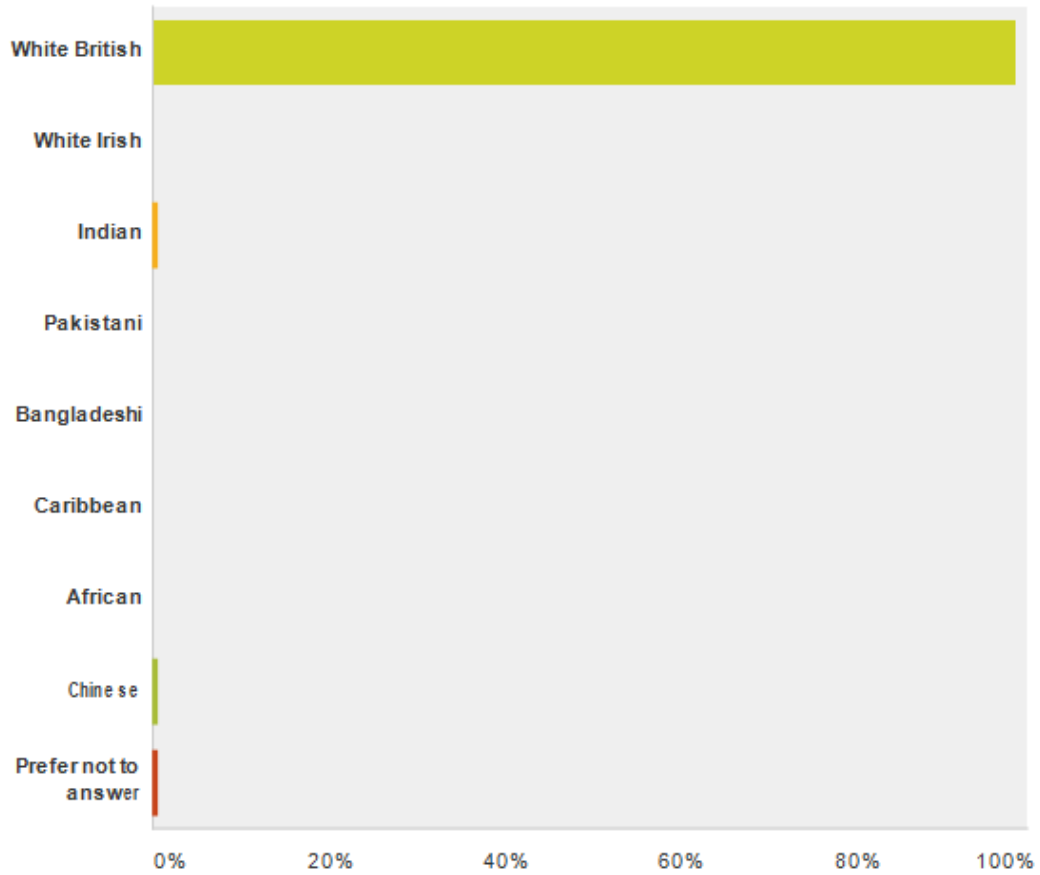
Answered: 152 Skipped: 9



Answer Choices	Responses
Female	64.47% 98
Male	35.53% 54
<b>Total</b>	<b>152</b>

## Q27 What is your ethnicity? (Please select all that apply.)

Answered: 150 Skipped: 11



Answer Choices	Responses
White British	98.67% 148
White Irish	0% 0
Indian	0.67% 1
Pakistani	0% 0
Bangladeshi	0% 0
Caribbean	0% 0
African	0% 0
Chinese	0.67% 1
<b>Total Respondents: 150</b>	