

HANDSWORTH MEDICAL PRACTICE (Teaching)

PATIENT REPRESENTATIVE GROUP REPORT

MARCH 2011-12

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by the NHS is to ensure that patients are involved in decisions about the range and quality of services provided by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a provider engaging other services.

The DES aims to promote the pro-active engagement of patients through the formation of effective Patient Representative Groups (PRGs) to seek the views from Practice patients through the use of practice surveys. The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises the development and outcomes of Handsworth Medical Practice (PRG) in 2011/12.

PATIENT REPRESENTATIVE GROUP

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

A Patient Representative Group is a group of patients, usually operating within the GP surgery, who take an active interest in their health care and being involved in developments in the delivery of their healthcare. Their priorities are developed and agreed locally in order to meet local needs and to reflect energies and interests of the participants. The practice works with the group to ensure the patient voice is heard and develops a positive and on-going dialogue about the running of GP based services locally.

A summary of the recruitment process is used to ensure that the PRG is of sufficient size to be as representative as possible of the Practice population. It was agreed with the group members that with the evolution of patient participation group we should target a wider representation of our practice population by looking at attracting a mix of participants from various age, sex and ethnic groups. With this in aim posters advertising this were placed in waiting rooms on the new notice boards acquired. Our internet site invited interested patients to join the group.

The website company was good at including our advertising of the PRG group trying to encourage contribution from the readers. We promoted the PRG to our patients via posters in the waiting room and via word of mouth by the patient group members and practice staff.

At the encouragement of staff we joined promoting the practice and PPG group at the local Handsworth Fire Station Community Day Friday 5 August 2011.

The Practice strived to engage and encourage feedback from patients that extended to a mix of age/sex and ethnic origin. These included patients from marginalised and vulnerable groups such as patients with a learning disability or other disability and those with various social factors such as working patterns, employment status, carers etc.

PRG AND PRACTICE PROFILE

The number of members tends to fluctuate however we have a strong group consisting of 10 members. The group includes 3 males 7 female patients. We plan to continue to promote participation in this group during patient consultations.

Demonstrating how a Patient Reference Group is Representative				
Practice Population Profile		PRG Profile		Difference
Age				
% Under 16	16%	% Under 16	0%	-16%
% 17-24	17%	% 17-24	0%	-17%
% 25-44	37%	% 25-44	13%	-24%
% 45-64	23%	% 45-64	31%	-8%
% 65-74	4%	% 65-74	23%	+19%
% 75- and Over	3%	% 75- and Over	31%	+28%
Ethnicity				
White		White		
% British Group	7%	% British Group	23%	+16%
Asian or Asian British		Asian or Asian British		
% Indian	63%	% Indian	46%	-17%
% Pakistani	7%	% Pakistani	0%	-7%
% Bangladeshi	4%	% Bangladeshi	4%	-4%
Black or Black British		Black or Black British		
% Caribbean	}	% Caribbean	}	
% African	} 11%	% African	} 30%	+19%
Chinese or other ethnic group		Chinese or other ethnic group		
& any other	8%	& any other	0%	-8%
Not Stated %		Not Stated %		
Gender				
% Male	56%	% Male	38%	-18%
% Female	44%	% Female	62%	+18%

Note as submitted to the PPG on 26 January 2012.

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

The practice has flourishing patient participation group since 2009. It has been meeting on a quarterly basis at the surgery premises. However it was considered recruitment drive was needed make the group more representative of age, sex and ethnicity of the practice population. It was decided to

- Put up Posters in Practice
- PPG advertise on the newly formed practice web site
- Doctor Sharma spoke personally to patients attending consultations

There is a difference between the practice profile and patient representation. Efforts have been made to recruit in the under-represented areas by practice staff asking patients to attend.

It was introduced later that all new patients joining the practice would be asked if they would be interested in joining the PRG. It is disappointing that new members have not come forward.

The PRG has discussed this and they feel that many practice would be in a position similar to ours that the PRG will be attended by those who may not have as much family commitment and work commitment.

PRG FREQUENCY

The patient representative group has been meeting on a regular basis quarterly. The dates of the meetings held are:

16 June 2011	<i>Routine meeting</i>
15 September 2011	<i>Patient group informed about the Patient Participation DES and the requirements</i>
8 December 2011 and 22 December 2011 (two members)	<i>Discussed and agreed patient survey</i>
26 January 2012	<i>Evaluated results of survey and drew up action plan. Discussed access issues</i>
8 March 2012	<i>Evaluated results of survey and drew up action plan. Discussed access issues</i>

PRG MEMBERSHIP

PRG Members:

Mr Major Malhi

Mrs Barbara Bates

Mr Shavinder Singh

Mrs Pearl Swaby

Mrs Asha Ohri

Mr Selwyn Clark

Mrs Delores Clark,

Mrs Nela Patel,

Mrs Florence Arnett

and

Mrs Diana Charles, external member and Chair of PRG at Laurie Pike Health Centre

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The PPG were given example of questions obtained from surveys already in existence on the internet. The group looked at surveys from GP Mori Poll, NHS patient survey, The General Practice Assessment Questionnaire (GPAQ), NAPP Patient Survey, CFEP patient survey and patients had obtained copies from neighbouring gp surgeries. The surveys were reviewed for layout presentation and for what areas were going to be surveyed. The PPG were informed that for every 1,000 patients in the practice they would need to survey 25 so the practice was looking at around 100.

PPG had that using the practice profile the practice should try and obtain 25 surveys in each of the following age ranges:

Age Range

15 - 24

25 - 44

45 - 64

65+

Three group members agreed to review the final draft of the survey. One member gave comments over the telephone. The other two members of the patient group attended the practice to review the patient survey. Once this had been agreed the practice could start to distribute them.

The PRG and the Practice will shape the areas covered by the local practice survey. The areas covered in the local practice survey will, therefore, need to be agreed jointly based on key inputs including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- National GP and/or Local Patient Survey issues

We asked the PRG if they had any specific questions that they would like to have in the patient survey. They agreed that the questions we had included covered all areas.

PRG had the following as their areas of Priorities

- Continue with advertising the PPG by placing notices in prominent areas.
- Privacy at reception
- Access to doctors and clinicians
- Opening times for the surgery
- Overall satisfaction with the practice

SURVEY PROCESS

The PRG had discussed the method of carrying out the survey in detail. It was decided by the PRG group that the survey would be conducted on the surgery premises due to patients

promising to complete and return but not doing so. Many of our patients could not read and hence a work experience person was employed to carry out this task of assisting these patients in completing the forms. This individual would be engaged in asking all patients attending surgery who were seen by a clinician if they would like to complete the survey.

The work experience person handed hard copies to the patients attending the surgery who were willing to complete the survey. Her remit was to ask every patient attending the surgery to complete the surveys. She was also asked to check on return of a completed questionnaire that all questions were completed before the patient left the premises. The questions were worded around the patient visit to the surgery that day. Patients were asked if they would like to participate in giving the practice feedback about their visit that day.

The patient group has expressed that the surveys were undertaken for the age range equally. This was the target area.

We produced 150 copies of the survey and 100 were returned completed. The work experience individual 'input' all the data onto a spreadsheet and the Practice Manager analysed them.

Any comments that were made were displayed on the collation for the group to view.

Once the final survey was agreed with the PRG the work experience began conducting the survey from 27 December 2011 onwards for three weeks. Hard copies were available at reception. (Appendix 1, shows copy questions and results of the survey attached).

DISCUSSION ABOUT RESULTS

A meeting was arranged for 26 January 2012 to discuss the findings of the PPG survey. All PRG members received copies of the results and a meeting was arranged primarily to review the findings.

The results of the survey will be available for all patients to view via the surgery website and a hard copy is displayed in the practice for patients who do not possess internet access.

The PPG group members have been sent a hard copy of the patient survey results.

No contractual changes were required and therefore none of the Action Plan would need to be agreed with the PCT before it could be implemented.

ACTION PLAN

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
The privacy at reception	The receptionist to ensure that they deal with only one patient at any one time. All other patients should be asked to stand behind the line. It was suggested that the practice install a simple tape on the floor as a marker for patients to keep behind the line until called by a receptionist. Posters were to be displayed showing the purpose of this line .	Tape and posters to be in place within 14 days. Monitoring will be ongoing.
Increase numbers of patient attending the PRG	The right hand side of the repeat prescriptions was to be utilised for advertising the patient representative group and welcoming new members.	Implementation within 21 days. Monitoring will be ongoing.
Introduce opening on a trial basis of opening on a Saturday morning for health checks and to enable patients to make appointments and other queries	Practice to pilot Saturday morning opening for repeat prescriptions, booking appointments and health check consultation.	Pilot to commence from April 2012 for a period of 3 months.

ACCESS

OPENING HOURS

List your opening hours

Surgery is open for consultations :

Monday	9.00 - 11.00	4.00 - 5.30
Tuesday	9.00 - 11.00	4.00 - 5.30
Wednesday	9.00 - 11.00	
Thursday	9.00 - 11.00	2.00 - 4.30
Friday	9.00 - 11.00	4.00 - 5.30

(Thursday afternoon are by appointments only)

Reception is open:	Monday	9.00 - 12.00	3.00 - 8.15
	Tuesday	9.00 - 12.00	2.00 - 6.00
	Wednesday	9.00 - 12.00	
	Thursday	9.00 - 12.00	2.00 - 4.30
	Friday	9.00 - 12.00	4.00 - 6.00

EXTENDED HOURS

This clinic operates on **Monday evening from 18.30 to 20.30.**

Appointments are pre-booked.

ACCESS TO SERVICES

Practice Address:

**Handsworth Medical Practice,
4 Trafalgar Road,
Handsworth,
Birmingham. B21 NH**

Practice Telephone: 0845 075 2230

Practice Fax: 0121 523 0322

Emails for prescriptions can be sent using our website at:

www.handsworthmedicalpracticeteaching.co.uk

Patients can arrange an appointment via in person or via the telephone

When practice is closed patients are able to access medical advice and assistance by calling 0845 075 2230 and calls are being diverted to out of hours service.

Telephone number, address, how to access services (e.g. appointment booking, emergency appointments, out-of-hours). There are a variety of Surgeries and Clinics during the above times offering routine and advance booking of appointments.

PUBLICATION OF THE REPORT

PUBLICATION OF THE REPORT:

The report will be published on Handsworth Medical Practice website at

<http://www.handsworthmedicalpracticeteaching.co.uk/>

A hard copy will be displayed on practice notice board for patients who do not have an internet access.

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13.

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: Jay Sharma

Signed:



Designation: Managing Partner.

Date: 29th March 2012

Handsworth Medical Practice (Teaching) Questionnaire

Dear Patient

We would be grateful if you would complete this questionnaire about your general practice and your visit today. The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable the surgery to identify areas that may need improvement. Your opinions are therefore very valuable. Please answer ALL the questions below. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

**PLEASE TAKE A FEW MINUTES TO COMPLETE THE SURVEY
YOUR VIEWS WILL ASSIST THE PRACTICE IN MAKING DECISIONS ABOUT THE SURGERY
AND ITS RUNNING IN THE FUTURE**

THANK YOU

Q1. How do you normally book your appointments to see a doctor or nurse at the Surgery?

In Person

45 (44%)

By Phone

58 (56%)

Total 103

Q2. Which of the following methods would you prefer to use to book an appointment at the Surgery?

In Person

30 (28%)

By Phone

66 (62%)

Online

10 (9%)

No Preference

1 (1%)

Total 107

Q3. Are you able to see a doctor/nurse within 48 hours?

Yes

79 (79%)

No

21 (21%)

Total 100

Q4. Thinking of times when you willing to see any doctor/nurse (please tick one box only)

a) How quickly do you usually get seen?

Same day

7 (8%)

Next working day

19 (19%)

Within 2 working days

37 (37%)

Within 3 working days

15 (15%)

Within 4 working days

11 (11%)

Within 5 working days

7 (7%)

Does not apply

4 (4%)

Total 100

b) How do you rate this?

Poor

18 (18%)

Fair

21 (21%)

Good

28 (28%)

Very Good

22 (22%)

Excellent

7 (7%)

Not Applicable

4 (4%)

Total 100

Q5. In the Reception Area, can other patients overhear what you say to the Receptionist?

Yes

69 (69%)

No

31 (31%)

Total 100

Q6. Do you feel that the receptionist was competent?

Yes

86 (86%)

No

14 (14%)

Total 100

Q7. How long were you kept waiting after your appointment time for your consultation to begin? (please tick one box only)

5 mins
or less

13 (13%)

6 - 15
mins

42(42%)

16 - 30
mins

33(33%)

More than 30
mins

12(12%) Total 100

Q8. If the surgery were to open what additional times would you like ... (please tick all that apply)

8.00 surgery start

12 (10%)

2.00 - 4.00 pm

47(38%)

6.00 - 8.00 pm

26(21%)

On Saturday AM

39(31%)

Total 124

Q9. When you visit your GP are you given enough information about your Condition/Treatment

Yes

94 (94%)

No

5 (5%)

Not answered = 1 (1%)

Total 100

Q10. Thinking about your consultation today how would you rate the doctor's ability to really listen to you?

Poor

0 (0%)

Fair

11(11%)

Good

29(29%)

Very Good

41(41%)

Excellent

17(17%)

Not Applicable

2(2%)

Total 100

Q11. Thinking about your consultation today how do you rate how much the doctor involved you in decisions about your care?

Poor

0 (0%)

Fair

9(9%)

Good

45(45%)

Very Good

30(30%)

Excellent

12(12%)

Not Applicable

4(4%)

Total 100

Q12. How easy is it for you get an appointment with a Practice Nurse at the surgery?

Poor

3 (3%)

Fair

14(14%)

Easy

35(35%)

Good

29(29%)

Excellent

10(10%)

Not Applicable

9(9%)

Total 100

Q13. Do you feel the nurse gave you adequate treatment and advice?

Yes

93 (93%)

No

2 (2%)

Not Applicable = 5 (5%)

Total 100

Q14. Did you feel you were treated with respect and dignity while you were in the surgery?

Yes

96 (96%)

No

4 (4%)

Total 100

Q15. How would you rate the care you receive overall from the practice?

Poor

2 (2%)

Fair

15 (15%)

Good

32 (32%)

Very Good

33 (33%)

Excellent

16 (16%)

Not Applicable

2 (2%)

Total 100

Q16. In your opinion how easy or difficult would it be for people with disabilities to move around your GP surgery? (please tick one box only)

Very easy

33 (33%)

Fairly easy

60 (60%)

Fairly difficult

3 (3%)

Very difficult

1 (1%)

Don't know

3 (3%)

Total 100

Q17. Would you recommend the Surgery to someone who has just moved to your local area?

Yes

91 (91%)

No

9 (14%)

Total 100

Q18. Did you know that the surgery has a patient group?

Yes

10 (10%)

No

90 (10%)

Total 100

Q19. Which of the following do you use to find out information about the surgery?

Website

5 (5%)

Notice Board

32 (31%)

Practice Leaflet

16 (16%)

Practice Website

5 (5%)

Other Please specify

Other Please specify:

Family = 20

Friends = 10

Reception = 2

Over years = 8

No answer = 4

None = 1

Other 45 (44 %)

Total 103

Q20. Did you know that the surgery has a patient website at www.handsworthmedicalpracticeteaching.co.uk ?

Yes

17 (17%)

No

83 (83%)

Total 100

Q21. In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery? (please tick all that apply)

	YES	NO	Total
Going to A & E at a hospital (instead of your GP)	<input type="checkbox"/> 48 (48%)	<input type="checkbox"/> 52 (52%)	100
NHS Direct (24 hr telephone helpline)	<input type="checkbox"/> 12 (12%)	<input type="checkbox"/> 88(88)	100
NHS Walk-in Centre	<input type="checkbox"/> 36 (36%)	<input type="checkbox"/> 64(64%)	100

Q22. The practice offers a home visit service for patients too ill to attend normal surgery. We ask that all requests are made before 10.30am, although emergency visits can be arranged as necessary.

	YES	NO	Total
a) Have you ever requested a home visit?	<input type="checkbox"/> 5 (5%)	<input type="checkbox"/> 95(95%)	100
b) If so, how easy did you find it to arrange with the practice?	<input type="checkbox"/> 5 (83%)	<input type="checkbox"/> 1 (17%)	6

	Male	Female	Total
Q23. Are you:	<input type="checkbox"/> 43 (43%)	<input type="checkbox"/> 57 (57%)	100

Q24. How old are you?

Under 18	18 – 24	25 – 34	35 – 44	45 – 64	65 – 74	75 and over	Total
<input type="checkbox"/> 2 (2%)	<input type="checkbox"/> 17 (17%)	<input type="checkbox"/> 20 (20%)	<input type="checkbox"/> 7 (7%)	<input type="checkbox"/> 29 (29%)	<input type="checkbox"/> 19 (19%)	<input type="checkbox"/> 6 (6%)	100

Q25. Do you have any long standing illness or disability?

Yes

31 (31%)

No

69(69%)

Total 100

Q26. Which ethnic group do you belong to? (Please tick one box)

Total 100

White

3 (3%)

Mixed

2 (2%)

Black or Black British

9 (9%)

Chinese

2 (2%)

Asian or Asian British

76 (76%)

Other ethnic group

8 (8%)

Q27. Employment Status (Please tick one box)

Total 100

Employed

46 (46%)

Unemployed and looking for work

15 (15%)

Retired

27 (27%)

Other Please Specify

10 (10%)

Student 5

Apprentice 1

Unable 3

Self Employed 1

Did not want to answer

2 (2%)

Q28. We are interested in any other comments you may have. Please write them here.

- Need a clock in waiting area
- All Good
- Decorate
- I would like the phone to be answered quicker
- Better lighting
- Quicker appointments
- The surgery can offer more than it is currently providing
- Surgery to be open on Saturdays
- Over all very good
- Hoping for better employment
- improve communication for patients that are unable to speak English
- A Helpful and a very good practice
- Not to speak own language in front of patients who are not familiar with the language
- Late evening Surgery would be more convenient
- 0121 number should be considered and not a 0845 number

Thank you for taking time to complete this questionnaire.