

LOCAL PATIENT PARTICIPATION REPORT

GLASTONBURY SURGERY

1. A description of the profile of the members of the PRG

- * For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

The Patient Participation Group consists of 8 patients as follows;

The ages range from 54 to 82 – the breakdown of age and sex is as follows:

Chair Male age 71

Vice Chair male age 63

Male age 67

Male age 63

Female age 70

Female age 54

Female age 82

Female age 68

All group members are white British, some work, some are retired. Individual profiles are listed on the practice website and contained within the 2011/13 report. Two members have left the group and two new members have taken their place in 2012/13; Mr JV Mochnacz, currently also a Public Governor at Musgrove Park Hospital who has a special interest in Diabetes, Tinnitus, ME and services for the vulnerable in the community and also Dr Phil Jackson, a retired General Practitioner and now a patient at the Glastonbury Surgery.

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

The variation between our PRG members group that regularly meets and our provider population continues to be notable with under representation of patients under 50 years of age. We have during 2012/13 launched our new website which invites patients to sign up to the Patient Reference Group in a virtual manner to enable us to periodically contact patients by email; 2 patients in the age range 55-64 and 45-54 have signed up to this. However the demographic information from respondents to this year's patient survey shows that all age ranges have been represented in the sampled population.

We promote our PPG whenever we can; the PPG has a dedicated notice board in the foyer and a Patient Feedback Form developed to encourage patient participation and topics for discussion from all patients; there is also a bi monthly update in every surgery newsletter reporting on PPG meetings and inviting contribution to the group.

Representation continues to be reviewed and development of the practice “virtual PPG group” is the focus of the next scheduled meeting in May 2013.

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

* How were the priorities identified and agreed?

(Component 2)

The PRG met in August to start to consider the areas that they wished to explore by means of a patient questionnaire. It was decided that the group would like to concentrate on a specific aspect of service at the surgery rather than repeat the more general satisfaction survey of the previous year. It was decided at the October PPG meeting that the group would like to focus on how “ we communicate with our patients”.

A questionnaire was drawn up by one of the PPG members split into 4 areas:

- Website and on line services
- Telephone services/Appointments
- Patient Information Board
- Overall rating of Glastonbury Surgery

Demographic information for those participating in the survey and information on how to get involved with the patient reference group was also included.

The questionnaire was discussed and approved by the group at the October PPG meeting with the plan to distribute to patients during November 2013.

4. The manner in which the Provider sought to obtain the views of its registered patients

* What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

The patient questionnaire was made available for a four week period in November and offered to patients for completion until 200 (as for 2011/12) completed forms were returned. All patients attending the surgery over this period of time were invited to participate throughout the day and week ensuring that all groups of patients

including those attending specialist clinics such as immunisation were invited to participate.

The questionnaires were analysed in house using the facility on the practice website for collation and presentation of the results. The survey was also made available to all patients accessing our on line facilities such as appointment booking and ordering repeat prescriptions via the website. 7 Questionnaires were completed in this manner.

A total of 207 responses were received. The survey results are accessed through the home page of the surgery website under Further Information – Survey Results.

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

The results of the questionnaires were emailed to all members of the PPG along with comments invited in each section of ideas for improvement, for their consideration before the group met on 31 January to review the survey results and determine and agree any action to be taken with the surgery. It was noted that comments provide valuable qualitative information to aid review and discussion to compliment the quantitative results presented in graphical format.

The following points were discussed and noted at the meeting:

- 62% of respondents said that they had never used the website: it was noted that 25% of respondents did not give their age but of the 75% that did 60% were over 50 years of age. The group felt that this large group of respondents over 50 may not be “computer literate” and as a result a low percentage of them use the surgery website to make appointments or to order prescriptions. The PPG were not surprised that such a large % of respondents had never used the website.
- Appointment booking and ordering prescriptions via the telephone received positive comments.
- 76% of patients rated the telephone consultation service provided as satisfactory, good or very good. The PFG suggested that a window of time when the doctor would ring back the patient needs to be clearly communicated to the patient.
- Patient Information Board – a number of patients felt that the information displayed was boring; the local scrolling news feed should be removed as should the clock.
- On the whole 81% of the respondents to the survey felt that they rated our surgery as either good (25%) or very good (56%).

There were no areas of disagreement.

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

The survey results are shown on the surgery website separately in the form of pie charts.

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey
- where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

(Component 5)

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
Update on issues raised last year: Parking arrangements	Renew the ground markings in surgery car park to make best use of the space available Appeal to highways department to lift parking restrictions in Feversham Lane	Practice manager Chair of PPG	Sept 2012	Completed Unsuccessful.
Comfort levels in waiting room	Rearrangement of furniture in respect of seat heights, use of arms, allocation to needy users, location etc	Practice manager	June 2012	All actions completed; additional arm rests purchased, seat risers installed, furniture repositioned to improve

				access for patients.
Being able to see a doctor of your choice	The practice will consider various possible ways to improve this including expanding the role of the nurse practitioner and rearranging the responsibilities of the duty doctor in order to revise distribution of tasks, so that there could be more flexibility and greater availability of the doctors to their registered patients.	Practice Team	Sept 2012	A second Nurse Practitioner has been employed: we now have 2 nurse practitioners running same day acute illness surgeries alongside the doctors which provide some additional pre bookable appointments for patients to see their registered doctor.
The way you were treated by reception staff	The PPG will encourage continued self review to maintain standards - the practice will commit to ongoing staff review and development .	Practice Team	Sept 2012	Achieving excellence and providing the best possible care for our patients is a key organisational objective and a personal objective for all employed staff. This is continually reviewed and reinforced through the formal annual appraisal system.
Action points for this years survey				
Website – 62 % of respondents said that they had never used the website	The surgery need to ensure that the website is widely advertised through waiting room screen media, any outgoing literature, patient	June 2013		

	leaflets and regular newsletters providing information on services that are available through the website			
Telephone consultations – it would be helpful if patients could be given an indication of the time a doctor would call the patient back if a telephone consultation has been requested	The practice provide an indication of when the patient can expect to receive a return call. The practice will ensure that this message is clearly relayed to patients	April 2013		
Information Screens in the waiting room – patients views were that the material on display was boring, local news scroll inappropriate	The practice are replacing the information board and patient calling system and will review and update all information on display as part of this process	June 2013		
More information about the Patient Participation Group needs to be available on the surgery website	The following will be added to the website on the “Get Involved “ section: PPG meeting dates PPG member profiles An email address so people can contact the Chair.	June 2013		

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

<http://www.glastonburysurgery.co.uk/making-appointments.aspx>

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

<http://www.glastonburysurgery.co.uk/making-appointments.aspx>

Date Report Published: 15.03.2013.

Web Address of Published Report:

<http://www.glastonburysurgery.co.uk/ppg.aspx>

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