

Leicester Terrace Health Care Centre
Local Patient Participation Report March 2012

Patient Participation Group (PPG) - Profile of members

There has been a Patient Participation Group, formally known as the Patient Forum, for a number of years. During 2011 the group was formalised, changed its name to the PPG and in November 2011 adopted Terms of Reference which can be seen in Appendix 1.

The PPG has 16 members who have attended one or more meetings during the year April 2011 to March 2012. There are also 6 members who receive email or postal updates and participate in surveys.

Of the 16 members attending the surgery:

9 are female and 7 male

Ages range between 39 and 87 years.

Members state their ethnic origin to be:

- 10 White British,
- 1 White Irish,
- 1 British Pakistani
- 1 British Indian
- 1 European Other
- 1 South African
- 1 Black African Somali

'Virtual' Members:

- 4 British
- 1 European
- 1 Black African

Within the PPG a number of faiths are represented.

Members are variously retired, doing paid work, and/or voluntary work or looking after children/grandchildren.

Several individual members stated that they have chronic diseases. One member offered to be the patient representative for Diabetes, another for COPD/heart conditions.

One member offered to be our representative at the Northampton Irish Support Group.

Members live in Kingsley, Kingsthorpe, Southbridge, Duston, Westone, Dallington, Abington, Eastfield, Mounts areas of Northampton. All members live in the geographical area covered by the surgery.

How representative is our Patient Participation Group?

The Patient List size of the surgery is 12,999 (@ 06.03.12).

Prior to 2004 the ethnic origin of our patients was not recorded. Some 6,624 patients are in this non-recorded category.

The remaining 6375 patients, record their origin as indicated in Appendix 5.

Whilst not representing exactly the ethnic mix of our patients, the PPG and virtual group do have one or more representatives from every continent except Australasia; so Africa, India, Asia, and Europe are represented, as well as the UK. Given the limited number of members the PPG is felt reflect, as far as is possible, the ethnic make up of our patient list. Although 6624 ethnicities are not

recorded it is felt that the majority of these patients are White British/Irish, as our patient population was not so diverse prior to 2004. This proportion is reflected in our PPG.

The Surgery Patient List age cohorts are:

< 5 years	=	876
>5 – 15 years	=	1321
>15 – 25 years	=	1877
>25 – 64 years	=	6980
>65 – 75 years	=	1006
>75 years	=	939

The majority of our PPG members are in the 25-64 age group which reflects our patient list.

Our PPG and Virtual Group members are aged:

< 5 years	=	0
>5 – 15 years	=	0
>15 – 25 years	=	1
>25 – 64 years	=	13
>65 – 75 years	=	3
>75 years	=	5

Our younger patients, particularly those under 20 years are not represented within the group that meets at the surgery.

Attempts to attract younger members include:

- Personally handing out invitations to join the PPG to Parents and Guardians who bring their children for childhood immunisations. These invites are given immediately after the children are immunised. We hope to attract your parents this way.
- Putting invitations to join the PPG in the Midwife's new pregnancy packs, so every newly pregnant lady receives an invite.
- Having a poster and invites at Bosworth Tutors, which is a 6th Form College that our surgery is responsible for. We hope to attract 16-21 year olds.

Other attempts addressed more broadly to our patients included:

- Advertising the PPG and asking for representatives via articles in the St James Church monthly Magazine and the Moulton Parish Quarterly Magazine.
- Advertising in the local Co-operative Store, and local Semilong Post Office.
- A PPG member offered to promote the PPG at Alliston Gardens Community Centre (opposite the surgery). Leaflets are available at the Community Centre.
- Having leaflets available in the Patient Library and on the reception desk at the surgery
- Having a member of the PPG available during flu immunisation clinics to actively approach patients attending the clinic with a view to encouraging them to join the group. This proved to be the most successful method of recruiting members, especially in recruiting members of other ethnic origins.

Reaching Agreement on the Issues which were to be included in the Patient Survey

- The PPG decided, in July 2011, that a Comment Card should be made available in reception for patients to identify any issues/areas of priority that the later Patient Survey should concentrate on.

- In August 2011 the PPG decided that the first Comment Card should concentrate on the area of Patient Care. A copy of this Card can be found at Appendix 2. It was felt that the reverse of this Card should include an invite to patients to join the PPG.
- Consequently Comment Cards were placed in the Patient Library, on the reception desk and in each waiting area of the surgery.
- It was the initial intention of the PPG that in subsequent months further comment cards would be made available dealing with Premises, Access and Services Provided. Physical Access and the reception area of the Premises were addressed in the next Comment Sheet which was also made available in reception and the Patient Library. A copy of this can be seen in Appendix 3.
- In November 2011 the PPG decided that no new Comment Cards would be issued this year, although the current one asking questions about patient care should remain available. It was felt that instead of seeking any further new question areas that last year's national patient survey should be used as the basis for this year's surgery Annual Patient Questionnaire. The PPG felt it appropriate to remove a few questions from the National Survey and insert questions to take account of any issues raised through the filled-in Comment Cards. PPG members also wanted a couple of questions inserted following discussion at the PPG November meeting.
- Notably the PPG wanted to put in questions that might help the surgery understand why patients who were entitled to the flu vaccination did not take up this opportunity.
- Also the PPG wanted to know if patients wanted to speak to the GP on the telephone.
- Also, the questionnaire should explore the routine wait for appointments as well as that for emergency appointments.
- Tellingly the PPG wanted to include a question about whether the patients would recommend this surgery to people who had just moved to the area.
- Also the group decided to include questions about 'something I like at the surgery', 'something I would like to change' and 'something I would like to see in the future'.

The Patient Survey - Obtaining Patient Views

At the November meeting of the PPG it was agreed, following discussion within the group, that a sub-group would finalise the questions and prepare the questionnaire, then the questionnaire would be put out for patients to complete during January 2012.

At the January 2012 PPG meeting PPG members agreed to come into the surgery and hand out the questionnaire and be available to assist patients if they wanted help to complete it. A rota of members available to assist was drawn up.

A 'trial run' of issuing the patient survey was conducted before the January PPG meeting to see if there were any obvious errors that needed resolving before the full survey was conducted. None were found.

The survey was conducted, amongst patients who attended the surgery, during January and February 2012.

The survey continued until 50 completed surveys for each GP were obtained (with the exception of Dr Cawston who is on maternity leave, and for whom just 37 surveys were ultimately completed).

The completed surveys were collated and summarised and the survey and summary answers can be found in Appendix 4.

Also available at the end of the summary are the list of patient comments pertaining to 3 questions within the survey where patients particular views were sought.

Action Plan Resulting from Results of Patient Survey

The PPG members were sent the results of the Patient Questionnaire prior to a PPG meeting on 27th February which was held to review the results and prepare an Action Plan containing proposals for the forthcoming year that the PPG would like the Partners and Staff of Leicester Terrace Health Care Centre to adopt and work towards achieving.

It should be noted that the Action Plan is being put together by the PPG for the partners to consider adopting, rather than the partners putting together a Plan for the PPG to comment on.

Action Plan:

Having noted that 137 (check) patients could not remember the name of the nurse they last saw it was felt that nurses should ensure they wear their name badge and that the nurse's name should be on the door of the consulting room.

Many patients commented on the lack of privacy at the reception area. It was noted by the PPG that the partners were already addressing this and wished to support the partners in their continuing attempts to resolve this issue.

It was felt that the waiting areas on the ground floor needed a 'face-lift' following comments about the surgery looking tired and needing modernising.

Car parking was a recurring issue in the comments section. It was felt that the partners should explore any options to increase car parking spaces in the area although the PPG noted that it was clear options were limited.

The PPG would like the partners to examine whether the rule of thumb that patients must rebook their appointment if the patient is more than 15 minutes late can be reviewed. This was particularly contentious with some patients because GPs often run more than 15 minutes late.

It was felt that during the coming year the PPG would like to help the practice explore, using patient comments from the survey as a basis for ideas, ways of encouraging patients to take up the flu vaccination.

The PPG think it appropriate, given the number of patients who have stated they would like it, for the partners to examine the possibility of being able to make and cancel appointments on-line. However, it was noted that whilst comments suggested patients want this, only 3.6% indicated this preference statistically.

Whilst it is usual for the appointment book to be open four weeks ahead, it was clear from 7% of patients stating that it was not easy to book ahead that sometimes the book is not open that far ahead. It was felt that the surgery should ensure either, that the appointment book is open, or that GPs should not say to patients, 'make an appointment to see me in a month' as it creates additional work if a patient has to contact the surgery twice.

The PPG recognise that the waiting time to see a particular doctor is dependent on that doctor's popularity. However, given that this waiting time is seen to be 5 days or more by 50% of the respondents and many of these thought this service was only fair or poor, the PPG hopes the GPs will explore ways of reducing this wait during the coming year.

The PPG did not feel it appropriate to know or comment on individual GP results, or individual nurse results. The PPG felt these results should be seen only in the summary form.

The PPG noted that 99% of respondents felt the surgery was clean enough on their last visit with just 3 patients saying it was not and giving their reason why. Whilst only one patient commented that the toilets were 'a mess' the PPG would like the surgery to ensure toilets are inspected at least once during the day.

The PPG felt, after reviewing all the statistics and comments about patient access to routine and emergency appointments, that the GPs had it 'about right' and although they welcome the system being 'tweaked' whenever the GPs felt it was needed, they recognise that access at Leicester Terrace is as good, if not better, than most surgeries and would like to leave ideas for 'tweaking' in the hands of the partners and staff.

Over the coming year the PPG would like to explore the way patients are called into the consultation. Currently GPs and nurses come out of their room and call the patient. The PPG would like to see if there are other, and perhaps better, ways and hope the practice manager will help them look at other methods, perhaps visiting others surgeries with a sub-group of the PPG to see what other surgeries are doing.

The PPG would like to use the 3 comment pages at the back of the survey as a checklist of items that they would like to review, with the partners and staff of the surgery, during the coming year. It was felt that every comment was worth examining since someone had taken the time to write it.

The PPG wish at all times to work with the Partners and Staff and reiterated that this was their first priority.

(Statistical analysis, survey results and comments made by patients are to be found in appendix 4).

Response of Partners of Leicester Terrace Health Care Centre to Action Plan

The Partners are delighted at the keen interest the PPG is taking in the care and services the surgery is offering and fully support all the points raised by the PPG in their Action Plan for the coming year. The partners fully adopt the Action Plan and the PPG's wish to work through and explore all the patient comments. It is felt by the Partners that all the issues and priority items in the Plan are achievable.

Opening Hours of the Surgery

Monday	08.00 - 18.30	Extended hours	18.30 - 19.30
Tuesday	08.00 - 18.30		
Wednesday	08.00 - 18.30		
Thursday	08.00 - 18.30		
Friday	08.00 - 18.30		
Saturday		Extended hours	08.00 - 10.00

During core opening hours of Monday to Friday 08.00 - 18.30 patients can obtain the services of the surgery by telephoning for appointments on 01604 633682, or calling into the surgery to book appointments. Emergency appointments are available on-the-day by telephoning or calling at reception.

A booked appointment system is in operation at all times for both routine and emergency appointments and patients will be given an appointment time which all clinicians endeavour to adhere to, although emergency situations may result in appointments running a little late at times.

Home visits are available for housebound patients and should be booked by telephoning reception, if possible before 11.30 am on the day the appointment is needed.

GPs and nurses are available during core opening times for booked appointments. There is no 'drop-in' service.

During Extended hours opening a nurse and GP are available. Appointments should be booked in advance where possible. Patients may telephone for immediate appointments during extended hours but should be booked in advance to ensure availability.

Patients are reminded that emergency appointments are available every day Monday to Friday, and on Saturday mornings. Patients will be given a timed appointment and be seen within a few minutes of their appointment. This is a much quicker and more efficient service than going to Accident and Emergency at Northampton General Hospital where a four hour wait is normal and where inappropriate attendance delays emergency care being given to very poorly and seriously ill patients.

Health Visitors and District Nurses can be contacted by ringing reception. Midwife appointments can be made via telephone or at the reception desk.

Patient Participation Group Chairman: Mr Peter Stiling Date:

Senior Partner: Dr David Smart Date:

Practice Manager: Mrs Sue Hart Date: