

## **BILTON MEDICAL CENTRE PATIENT PARTICIPATION END OF YEAR REPORT**

**PRODUCED BY NOREEN RASHID – MARCH 2013**

### **1. Establishing a PPG – Patient Participation Group.**

Bilton Medical Centre formally set up a Patient Participation group (here on will refer to as PPG ) in 2011 although there had been many failed attempts prior to this.

The Practice advertised in house putting up posters in the waiting areas. Adverting on patient call screen, as well as the right hand side of a prescription. The receptionist was involved in advertising this at the front desk and clinicians were handing out invites and information in their consulting rooms.

The Practice has received a lot of information from the PCT intranet site to fully understand the purpose of this and has used the DES guidance to develop and structure the meetings although this is not always easy with different representation of patients at each meeting. The Practice also used the Norfolk NHS Guide for further ideas in implementing the group. The members need to commit to more regular meetings to ensure that they are fully engaged with the group and the Practice.

### **2. Description of the Patient Participation Group Profile**

The Practice currently has 40 out 70 patients invited sign up and are interested of mainly Asian Pakistani ethnicity , There are 19 Female Patients and 21 Males. 2 Bangladeshi males, 1 Bangladeshi female, 1 White British Male, 2 White British Females 13 Female British Pakistani's 18 Male British Pakistani's, 3 British Pushto, Pakistani's – Age for male members was between 21-74 and female members 24-65.

The Practice has been giving out invitations to the Eastern European community however no patient has actively registered.

### **3 Collating Patient views/ 4. Discussion of survey results and findings**

The Practice took the patients of the group through a series of questions and then agreed to run the agreed final survey. The Survey questions were agreed on 30<sup>th</sup> November, 2011 however before an action plan could be produced or results discussed the The PPG DES Year ended on 31<sup>st</sup> March 2012. The Practice rolled forward the results into year 2012/2013 DES and discussed the results of the survey with the patients on 21<sup>st</sup> June, 2012. Survey findings were discussed and full analysis and summary available as part of minutes of 21<sup>st</sup> June, 2012 and survey monkey results.

### **5. Action Plan agreed.**

An action plan was produced to tackle some of the issues that were brought to our attention. (Action plan attached as Appendix 1)

The Practice had 3 further meetings with the PPG Group to re-start the cycle and report back on the progress made from the Action Plan. (13.11.2012, 27.11.2012, 17.01.2013)

## **6. Further information**

Although the Practice sent out invitations to all 40 people that had shown interest, the uptake of these meetings has been slow and steady however with continued advertisement there are patients who are showing a keen interest in joining and the word is getting around to patients.

The Practice had a meeting with one lady female Asian who had a lot of positive ideas and who asked if there could be more done in the way of assisting menopausal women and leaflets to help manage symptoms. A leaflet has been developed since and has been uploaded on the Practice website.

## **7. Evaluate Survey questions.**

The Practice agreed the next survey questions with the group to be able to re-run for response. This year we did get a lot more surveys completed than the previous and results were inputted on to the website. No patients completed on the [Biltonmedicalcentre.co.uk](http://Biltonmedicalcentre.co.uk) website.

The Survey was completed and results analysed and discussed once again. The response of the survey was as follows – 27.03.13 – Please refer to Action Plans at the end of the report and minutes of the meeting.

Positive goals achieved since the action plan of 21<sup>st</sup> June, 2012 – as follows:

1. Surgery fully refurbished and clean and tidy.
2. 1 further female GP available (4 out of 5 days covered with a female GP)
3. Introduction of a GP/Nurse triage service
4. Developed Bilton Medical Centre Website although further tweaking required.
5. Further male GP employed as well as a Pharmacist covering 2 minor ailment clinics.
6. Play area has now has some toy table and chairs for children to sit on. (Restricted by Toys Policy in what we can make available)

## **7. Additional questions agreed.**

The Practice objectives are to continue strengthening relations between patients and work in collaboration where possible to achieve the desired goals that improve patients' experience.

Further meetings were held on 17.01.2013 to restart the process of the patient survey and to identify any new questions that the patients would like to include. After discussion, the patients agreed on 5 additional questions they would like to be included in the survey:

- 1. What do you think of the surgery's telephone triage system?**
  - Very poor

- Poor
- Fair
- Good
- Very Good
- Excellent
- Not used the service

**2. Would you like to be provided results of blood results/scan results/other tests at the time of the consultation?**

- Yes
- No

**3. Do you understand the changes being put into place for the National Health Service?**

- Yes
- No
- Not aware of any change

**4. Last time you tried, were you able to get an appointment with a doctor of your choice?**

- Yes
- No
- Don't mind which doctor I see

**5. Select the most suitable answer. What do you think about being able to book your appointments at the surgery via the internet?**

- Good idea
- Bad idea
- I don't have access to the internet
- Would prefer to book over the phone like I do now

Following completion of the survey the findings of the results have been discussed at a meeting with the PPG Group.

Action points selected by the group as Priority are available to view in Appendix 2.

## Appendix 1 Action Plan 21.6.12

### PPG ACTION PLAN FOLLOWING SURVEY ANALYSIS & DISCUSSION ON 21.06.12

Action points that were agreed after the PPG group meeting on 21.06.12 are as follows:

- Improve patient awareness around services and patient education. PPG members to assist in this wherever possible as the group is a useful platform to keep patients informed about services the practice offers. This links in with point 2.
- Develop Bilton Medical Centre website with information for patients. It would be helpful to create a Patient Participation Group Section on the website with survey results for patients and information about the purpose of the PPG group.
- Continue regular patient participation group meetings. Practice to work on establishing a regular group of patients that attend. The practice aims to put up a PPG notice board in the waiting area on reception to inform patients of the group. Leaflets and invitations to be kept at reception for front-line staff to invite patients and answer queries about the group.
- Continue recent lady Dr Clinic's after introduction of female GP in June 2012. The survey results and discussion in 21.06.12 identified that female patients prefer to see a female clinician for certain issues.
- Practice to assess appointment capacity and demand and consider recruitment of further clinicians to increase appointments.
- Practice to look into Small play area for children following a patient's suggestion via the most recent survey. This will aim to make the waiting area a more appealing and pleasant experience for the patients with small children.

Action Plan 28.03.13 Appendix 2 – Objectives agreed for the coming year.

### **PATIENT PARTICIPATION GROUP – ACTION PLAN FOLLOWING MEETING 28.03.13**

- Practice to consider feasibility of additional opening hours on evenings or weekends as per discussion in the PPG group meeting from 28.03.13. The survey results reflect that only 17 patients out of the 53 that answered the question are satisfied, with 22 patients would like addition evening or weekend hours.
  
- Practice team to consider providing patients with copies of test results within consultations. 86.5% of patients answered in the affirmative when asked in the recent survey.
  
- Practice to consider introducing a section on practice website regarding changes in the NHS due to confusion about changes from PPG members who requested an additional question be included on the survey to ascertain views of the rest of the practice patients. The survey responses to this question indicate the majority of patients are either not aware of the changes or do not understand them.
  
- Improve patient education around waiting times for appointments, 10 minute appointment times and maximum 2 issues per consultation. The results of the survey reflect that 44.5% of patients feel that they either have to wait a bit too long or far too long. This indicates a lack of understanding about the reason behind clinic time delays. As discussed in the PPG meeting on 28.03.13 sometimes the on call GP would need to deal with urgent queries that may arise in between patients during a clinic. Often patients speak about multiple problems per appointment and the allocated time per appointment is 10minutes but this often overruns.
  
- PPG group members to consider being more involved in the next survey & assist patients with language barrier. There have been 54 responses to the practice survey this year despite the reception staff actively inviting patients to complete the survey and handing out many blank surveys. Print-outs with the internet link to complete the survey online have also been made available. Uptake has been poor. Bearing in mind that many patients have a language barrier and cannot read/write English, the PPG members will consider spending time in the waiting room assisting patients in completing surveys.