

## **Elm Tree Surgery – Local Patient Participation Report – 2013/ 2014**

This report provides a summary of the activity undertaken by the Practice and the Patient Reference Group (PRG) in its third year.

### **1. Formation of the PRG**

- The Practice considered how best to form the PRG and whether to make it a ‘virtual’ (i.e. on line only) group or whether to involve patients in face to face meetings
- On balance it was decided that face to face meetings were preferable and, in September 2011, 11 patients were approached by letter inviting them to become a founder member of the Practice PRG.
  - In the 2<sup>nd</sup> year 2 of the original members had to step down but 2 more patients joined the PRG
  - In year 3 attempts were made to recruit additional members to the PRG and to increase the representation of the patient demographic but without success. The current PRG consists of 9 patients.

### **2. Constitution of the PRG**

- Whilst the precise definition of “representative” is difficult to articulate the PRG was asked to consider if they felt themselves to be representative of the Practice population
- To help the discussion data was provided on:
  - i. The numbers of males / females registered at the Practice analysed by age bands
  - ii. The religion, country of birth, ethnicity and social grade of people in the Shrivenham ward at the 2001 census – although not perfect this covers about 80% of our Practice population
- The PRG concluded that it continued to be under represented in the following areas:
  - i. Wives and families of the Military who reside locally
  - ii. Families from overseas who reside locally for c. 12 months
  - iii. Children
  - iv. Those with learning disabilities
- To try and attract additional members to join the PRG the following actions were undertaken:
  - i. Posters were displayed in the Practice Waiting Rooms, the local Post Office and in the local meeting place for Military families
  - ii. The 2 local schools were contacted and each agreed to put an article in its regular newsletter encouraging parents of young children to join the PRG
  - iii. A similar article was placed in the local community magazine

### **3. Review of last year’s Survey and actions arising**

- It was agreed to conduct a survey that was largely based on those run in previous years. The topics covered were still felt to be relevant and consistency of questions meant that comparisons were possible both with the Practices previous results and with national benchmarks
- Approximately 40 questionnaires for each Partner (160 in total) were handed to patients to complete during December.
- The results of the survey were collated and the PRG met in March to review them.
  - A summary of the results is available in the Practice Waiting Rooms and on the Practice website
- The PRG felt that the results from the survey remained very positive with the majority of ‘scores’ showing an improvement on last year and, without exception, all were better than the national benchmarks – some quite significantly.
- The PRG thought, therefore, about other ways in which we might be able to uncover possible issues. The following points were suggested as worthy of further work:
  - i. Complaints – how many do we get each year? How do our numbers compare with other Swindon practices – expressed as a number per 1,000 patients?
    - The PRG reviewed the complaints received in the preceding year at the meeting in August.

- Whilst it was not possible to compare the number with other Swindon practices as there are no published numbers however it was possible to provide the rate of complaints per 1,000 patients for 2012 which was 0.92. The PRG felt this was consistent with the results of the survey which showed little dissatisfaction in the service provided by the Surgery.
- ii. It was noted that the answers to the questions relating to choice of hospital showed that 1/3<sup>rd</sup> people did not know that they could choose the hospital in which to receive their treatment and only just over ½ believed that they had been offered a choice.
  - It was agreed that this information should be advertised by way of posters in the waiting rooms and the doctors reminded to make patients aware of the options when discussing referral.
- iii. The standard length of our appointments is 10 minutes; patients sometimes feel their consultation is constrained especially if they have more than 1 issue to discuss.
  - The Practice leaflet and website make it clear that it is possible to ask for a longer appointment however it was agreed that this information should be advertised by way of posters in the waiting rooms.
- iv. Blankets in Consulting rooms – referred to in the comments section of the Survey
  - It was agreed that, for normal examinations, disposable paper should be used and, if a blanket is required it will be laundered after use.
- v. Although we have looked at this in the past – we should test if it is possible to try out a ‘queue’ type message on the ‘phone for Reception.
  - The existing telephone system is unable to support a queuing system.
- vi. We should proactively publicise the system for on line ordering of repeat medication.
  - The service has been advertised more widely and the uptake has increased.

#### 4. This Year’s Survey

- The PRG agreed to conduct a survey that was largely based on those run in previous years however the provider for the main survey needed to be changed to ensure the survey met new statutory requirements with respect to GP revalidation and CQC inspections.
- The PRG decided to include again the additional 6 questions from the last year’s survey and include a further 2 questions
- Approximately 50 questionnaires for each Partner (199 in total) were completed in December 2013 and early January 2014.
- Comparison with national benchmarks was still possible but, as the wording of the questions was subtly different from the new provider, direct comparison with previous year’s surveys would not be possible.
- The results of the survey were collated and the PRG met in February to review them.
- A copy of the results is available in the Practice Waiting Rooms and on the Practice website
- The PRG felt that the results from the survey remained very positive. The overall score, when compared with national benchmarks, placed Elm Tree in the top 25% of practices.
- Some issues were raised through the written comments on the survey forms which the PRG viewed as worthy of investigation:
  - i. Provision of **hearing aid batteries** – would it be possible to hold a supply of replacement hearing aid batteries at the practice?
  - ii. The introduction of **booking appointments online** at the beginning of April – we need to ensure that patients are aware of the service.
  - iii. The **online repeat prescription service** – uptake has improved however it still needs to be broadcast more widely.
  - iv. **Out of hours:** The current provision of OOH care in the area is disjointed – can we produced information to steer patients towards the right OOH service?

## **5. Additional information about the Practice**

- The Practice is open each day (Monday to Friday) from 8am in the morning to 6.30pm in the evening. On 3 days a week GP booked appointments are also available after 6.30pm; precise details of which days are available from Reception.
- Appointments can be made by:
  - telephoning the main Practice number – 01793 782207
  - coming into the Practice to speak to a Receptionist
  - online (24 hours a day)
- We are able to dispense medication to all patients who live more than 1 mile from their nearest Chemist.
  - Repeat medication may be requested:
    - by telephone (between 1.30pm and 3pm each day Monday to Friday)
    - online (24 hours a day)
    - by fax
    - by dropping a request in to the Practice