

PRG Local Participation Report

Practices taking part in the DES 2013/14 were required to complete 6 key components:

The Practice population of over 16s as at 1st April 2013 was 5,090 and the “face to face” membership is currently 14 and the “virtual” membership is currently 113.

Component 1 – Develop a structure that gains the view of patients and enables the Practice to obtain feedback from the Practice population, e.g. a Patient Reference Group

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old	6	613	0.97	0	6
25 – 34 years old	19	908	2.09	2	17
35 – 44 years old	25	1147	2.17	0	25
45 – 54 years old	29	1009	2.87	1	28
55 – 64 years old	29	639	4.53	5	24
65 and over	19	774	2.45	6	13

GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	85	2593	3.27	9	76
Males	42	2497	1.68	5	37

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White					
British	120	2953	4.06	13	107
Any other White background	1	182	0.54	0	1

Mixed					
White & Black Caribbean	1	9	11.11	0	1
White & Black African		20			
White & Asian		10			
Any other Mixed background		18			

Asian or Asian British		8			
Indian	3	94	3.19	0	3
Pakistani		15			
Bangladeshi		2			
Any other Asian background		24			

Black or Black British		10			
Caribbean	1	6	16.66	0	1
African	1	64	1.56	0	1
Any other Black background		22			

Chinese or other Ethnic Group					
Chinese		26			
Any other		29			

OTHER GROUPS	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Care & Residential Homes	0	52	0	0	0
Carers	2	57	0.23	0	2
Learning Disabilities	0	15	0	0	0
Long Term Conditions	35	836	4.18	8	27

Which of the following methods were used to recruit to the Patient Reference Group?

<input type="checkbox"/>	Mailshot to patients	<input checked="" type="checkbox"/>	Posters in waiting/consulting room
<input checked="" type="checkbox"/>	Discussed when patient attended surgery	<input checked="" type="checkbox"/>	Leaflets distributed in Practice
<input type="checkbox"/>	Discussed with patient by telephone	<input type="checkbox"/>	Email to patients
<input checked="" type="checkbox"/>	Via the Practice Website		

On the Home page of our Practice Website patients can click on the PRG logo giving them access to Minutes, Survey results and Reports.

See below an extract from the Home Page detailing information regarding joining both the PRG and Virtual PRG.

Patient Participation Group

The Patient Participation Group is now up and running and consists of 12 patient members. We meet regularly to discuss ways to improve the service that we provide.

If anybody is interested in joining us please give your details to Reception and you will be contacted by one of the Admin team. Alternatively you can email us on

bbccgmailto:bbccg.langdonhillsmedicalcentre@nhs.net.

For example, we would like to hear from our patients of all ages, from teenagers through to retired patients, patients with children, carers, patients with disabilities and patients from all ethnic backgrounds etc.

Thank you.

Virtual Patient Participation Group

If you would like to be a member of our Virtual Patient Participation Group, please ask at Reception for a form. Virtual members will occasionally be emailed Patient Surveys to help the Surgery keep in touch with patient's needs and expectations. Your views are important to us and your input is appreciated.

Thank you.

The Website address is advertised on all prescription counterfoils, patient call board and posters in the waiting area.

In addition GPs actively sought volunteers when seeing their patients in clinics, promoting the work of the PRG and encouraging them to join.

The PRG is also advertised in the Practice Newsletter which is accessible through a link on the Website and hard copies are available from Reception.

Please see below copy of flyer which was given to patients to complete for membership of the Virtual Group.

LANGDON HILLS MEDICAL CENTRE

We are currently looking to set up our Virtual Patient Participation Group and if you are happy for us to contact you periodically by email please leave your details below and hand this form back to Reception.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male Female

Age:	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 – 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
	45 – 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
	65 – 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		<input type="checkbox"/>

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White					
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>		
Mixed					
White & Black Caribbean	<input type="checkbox"/>	White & Black	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
Asian or Asian British					
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black or Black British					
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>		
Chinese or other ethnic					
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>		

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very Rarely	<input type="checkbox"/>

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

PRG HISTORY

The face to face PRG was set up in October 2011 consisting of 7 patient members and our first meeting was held on 19th October 2011. Meetings are held bi-monthly and a Chairperson has been elected. During the last two years our membership has increased to 14 with members actively involved in recruiting patients, for example, one of our members (a young mum) became involved after speaking to the Chairperson in the waiting area who then in turn recruited, who is now, our representative at CCG meetings.

Another new member (a nurse at the local hospital) saw the poster in the waiting area and asked for details on how to join. She has now been with us for over a year and is a regular attender.

In March 2013 the Chairperson submitted an article to the local newspaper and neighbourhood magazine giving a profile of the Practice PRG and the importance of patient involvement. She also represented the PRG at a ladies' coffee morning in Langdon Hills aiming to recruit new members.

The Virtual PRG was set up in the same year consisting of 64 members. This number has grown to 113 and patients are contacted by email to complete Practice surveys or to ask for input regarding Practice issues.

Component 2 – Agree areas of priority with the Patient Reference Group

- How the practice sought the views of patients' as to their key priorities which were then used to develop the practice survey? Did you....

Ask patients who attended the practice

Asked members of the Patient Reference Group

Ask for priorities via the practice website

At a PRG meeting on 6th September 2013 the members discussed the upcoming Patient Survey and a decision was taken regarding the content. It was unanimously agreed to repeat the same questions as the year before as these were the most topical and were issues raised in the survey last year. Members not in attendance on that day were consulted over the telephone. The minutes confirming this can be accessed via the Practice Website www.langdonhillsmedicalcentre.nhs.uk by clicking on the PRG link on the Home Page.

Topics were as follows:

1. Patient Access
2. Availability of Doctor of Choice
3. Appointment Waiting Times

Component 3 – Collate patient views through the use of a Survey

Within your Local Patient Participation report, it would be beneficial to include:

- What method was used to conduct your Survey

<input type="checkbox"/>
X

PCC Tool

Paper Questionnaire

<input type="checkbox"/>
X


Survey Monkey

Email

Surveys were given out over a two month period (December 2013 to January 2014) by email to the Virtual Group and personally by the Chairperson or a member of staff at Reception. Posters were displayed in the waiting area and notices on the Website asking patients to log onto the Practice Website and follow the link to the online survey. This allowed a time scale of at least four weeks for patients to respond in order to take the findings to the PRG meeting at the end of February 2014. The paper surveys were added to the Website manually by the Practice Administrator to collate the relevant information.

In total 113 surveys were emailed to the Virtual Group with a known 6.5% response rate. The Chairperson personally handed out 74 to patients in the waiting room of which all were completed. 33 surveys were completed on the Practice Website by patients responding to posters in the waiting area and notices on the Website.

The results of the survey are as follows:

April 13 - April 2014	
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1. In the past 12 months, **how many times** have you seen a doctor from your practice?

None	4.39%
Once or twice	35.09%
Three or four times	33.33%
Five or six times	14.91%
Seven times or more	12.28%
Percentage of respondents who answered this question	100.00%

2. How do you rate the way you are treated by **receptionists** at your practice?

Very poor	0.88%
Poor	0.88%
Fair	9.65%
Good	24.56%
Very good	31.58%
Excellent	31.58%

Percentage of respondents who answered this question	99.12%
3 How do you rate the hours that your practice is open for appointments? a)	
Very poor	0.88%
Poor	4.39%
Fair	14.91%
Good	38.60%
Very good	30.70%
Excellent	9.65%
Percentage of respondents who answered this question	99.12%
3 What additional hours would you like the practice to be open? b) (please tick all that apply)	
Early morning	12.28%
Lunch times	3.51%
Evenings	35.09%
Weekends	29.82%
Respondents may tick more than one answer for this question	
4. Thinking of times when you want to see a particular doctor: a) How quickly do you usually get to see that doctor?	
Same day	13.16%
Next working day	2.63%
Within 2 working days	5.26%
Within 3 working days	5.26%
Within 4 working days	2.63%
5 or more working days	60.53%
Does not apply	10.53%
Percentage of respondents who answered this question	100.00%
b) How do you rate this?	
Very poor	8.77%
Poor	27.19%
Fair	27.19%
Good	6.14%
Very good	11.40%
Excellent	7.89%

Does not apply	9.65%
Percentage of respondents who answered this question	98.25%
5. Thinking of times when you are willing to see any doctor:	
a) How quickly do you usually get seen?	
Same Day	41.23%
Next Working Day	11.40%
Within 2 working days	14.04%
Within 3 working days	5.26%
Within 4 working days	7.02%
5 or more working days	19.30%
Does not apply	0.88%
Percentage of respondents who answered this question	99.12%
b) How do you rate this?	
Very poor	4.39%
Poor	9.65%
Fair	21.05%
Good	14.04%
Very good	22.81%
Excellent	24.56%
Does not apply	0.00%
Percentage of respondents who answered this question	96.49%
6. If you need to see a GP urgently , can you normally get seen on the same day?	
Yes	74.56%
No	8.77%
Don't know/never needed to	13.16%
Percentage of respondents who answered this question	96.49%
7. How long do you usually have to wait at the practice for your consultations to begin?	
a)	
5 minutes or less	5.26%
6 - 10 minutes	21.05%
11 - 20 minutes	44.74%
21 - 30 minutes	21.93%
More than 30 minutes	4.39%

Percentage of respondents who answered this question 97.37%

7 How do rate this?

b) Very poor	3.51%
Poor	15.79%
Fair	37.72%
Good	17.54%
Very good	18.42%
Excellent	3.51%
Percentage of respondents who answered this question	96.49%

8. Thinking of times you have **phoned** the practice, how do you rate the following:

a) Ability to **get through to** the practice on the phone?

Very poor	0.00%
Poor	3.51%
Fair	21.05%
Good	29.82%
Very good	29.82%
Excellent	14.04%
Don't know/ never tried	0.88%
Percentage of respondents who answered this question	99.12%

b) Ability to **speak to** a doctor on the phone when you have a question or need medical advice?

Very poor	2.63%
Poor	10.53%
Fair	2.63%
Good	6.14%
Very good	5.26%
Excellent	7.89%
Don't know / never tried	63.16%
Percentage of respondents who answered this question	98.25%

These next questions ask about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 11.

9. In general, how often do you see your **usual doctor**?

a)		
	Always	7.89%
	Almost always	22.81%
	A lot of the time	16.67%
	Some of the time	38.60%
	Almost never	6.14%
	Never	1.75%
	Percentage of respondents who answered this question	93.86%

9. How do you rate this?

b)		
	Very poor	3.51%
	Poor	6.14%
	Fair	25.44%
	Good	26.32%
	Very good	14.91%
	Excellent	16.67%
	Percentage of respondents who answered this question	92.98%

10. Thinking about **when you consult your doctor**, how do you rate the following:

a) How **thoroughly** the doctor asked about your symptoms and how you are feeling?

	Very poor	0.00%
	Poor	0.00%
	Fair	7.02%
	Good	20.18%
	Very good	21.05%
	Excellent	42.98%
	Does not apply	3.51%
	Percentage of respondents who answered this question	94.74%

b) How well the doctor **listens** to what you had to say?

Very poor	0.88%
Poor	0.00%
Fair	7.02%
Good	14.91%
Very good	25.44%
Excellent	44.74%
Does not apply	2.63%
Percentage of respondents who answered this question	95.61%

c) How well the doctor **puts you at ease** during your physical examination?

Very poor	0.00%
Poor	1.75%
Fair	5.26%
Good	11.40%
Very good	25.44%
Excellent	43.86%
Does not apply	6.14%
Percentage of respondents who answered this question	93.86%

d) How much the doctor **involves you in decisions** about your care?

Very poor	0.00%
Poor	1.75%
Fair	7.02%
Good	13.16%
Very good	27.19%
Excellent	40.35%
Does not apply	6.14%
Percentage of respondents who answered this question	95.61%

e) How well the doctor **explains** your problems or any treatment that you need?

Very poor	0.88%
Poor	0.00%
Fair	6.14%
Good	15.79%
Very good	24.56%
Excellent	42.11%
Does not apply	4.39%
Percentage of respondents who answered this question	93.86%

f) The amount of **time** your doctor spends with you?

Very poor	0.00%
Poor	0.00%
Fair	9.65%
Good	16.67%
Very good	25.44%
Excellent	41.23%
Does not apply	2.63%
Percentage of respondents who answered this question	95.61%

g) The doctor's **patience** with your questions or worries?

Very poor	0.00%
Poor	1.75%
Fair	5.26%
Good	16.67%
Very good	21.93%
Excellent	43.86%
Does not apply	5.26%
Percentage of respondents who answered this question	94.74%

h) The doctor's **caring and concern** for you?

Very poor	0.00%
Poor	3.51%
Fair	4.39%
Good	14.91%
Very good	21.93%
Excellent	45.61%
Does not apply	4.39%
Percentage of respondents who answered this question	94.74%

11. Have you seen a **nurse** from your practice in the past 12 months?

Yes - go to question 12	73.68%
No - go to question 13	23.68%
Percentage of respondents who answered this question	97.37%

12. Thinking about the **nurse(s) you have seen**, how do you rate the following:

a) How well they **listen** to what you say?

Very poor	0.00%
Poor	0.88%
Fair	2.63%
Good	24.56%
Very good	23.68%
Excellent	24.56%
Percentage of respondents who answered this question	76.32%

b) The **quality** of care they provide?

Very poor	0.00%
Poor	0.88%
Fair	4.39%
Good	17.54%
Very good	24.56%
Excellent	27.19%

Percentage of respondents who answered this question	74.56%
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c) How well they **explain** your health problems or any treatment that you need?

Very poor	0.00%
Poor	0.88%
Fair	5.26%
Good	21.93%
Very good	21.05%
Excellent	27.19%
Percentage of respondents who answered this question	76.32%

Finally, it will help us to understand your answers if you could tell us a little about yourself:

13. Are you:

Male	33.33%
Female	64.04%
Percentage of respondents who answered this question	97.37%

14. How are old are you?

0-15	0.00%
16-24	7.02%
24-35	13.16%
36-50	29.82%
50-65	27.19%
65 and over	17.54%
Percentage of respondents who answered this question	94.74%

15. Do you have any **long-standing illness, disability or infirmity?**

By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Yes	48.25%
No	48.25%
Percentage of respondents who answered this question	96.49%

16. Which ethnic group do you belong to?

White	88.60%
Black or Black British	2.63%
Asian or Asian British	4.39%
Mixed	1.75%
Chinese	0.00%
Other Ethnic Group	0.88%
Percentage of respondents who answered this question	98.25%

17. Is your accommodation?

Owner-occupied/mortgaged	73.68%
Rented or other arrangements	22.81%
Percentage of respondents who answered this question	96.49%

18. Which of the following best describes you?

Employed (full or part time, inc. self-employed)	56.14%
Unemployed and looking for work	0.00%
At school or in full time education	1.75%
Unable to work due to long term illness	3.51%
Looking after your home/family	8.77%
Retired	25.44%
Other	0.88%
Percentage of respondents who answered this question	96.49%

Component 4 – Provide the Patient Reference Group with an opportunity to discuss survey findings and reach agreement on changes to services

The survey findings were emailed to the “face to face” PRG 4 weeks ahead of the meeting on 28th February 2014 to give members adequate time to digest the results. Minutes are available on the Website by clicking on the PRG link on the Home Page.

The group were in agreement that the survey showed the Practice in a favourable light. The group noted that many of the patient comments were regarding Surgery opening hours. 38.60% rated the opening hours as “good” and 30.70% rated them “very good”. However, 35.09% would like the Surgery open in the evenings and 29.82% would like it open at weekends.

The Surgery is currently open 3 ½ hours every Saturday morning and the group discussed the benefits of changing these hours to an evening to accommodate patients who work. It was felt that even though the survey results showed a preference for extended evening hours the members took the decision to continue with Saturday morning clinics as these are just as accessible for workers and students alike.

The group deemed the Patient Online Booking system very successful although more patients do need to be made aware of this facility. Patients are also aware of online prescription ordering through the website but it was agreed to advertise the new SystemOnline facility with unique username and password. One member of the group asked if Online Booking could be made available for Saturday Surgeries and the Practice Administrator agreed that this would be done.

Another comment made by a number of patients who completed the survey was that of the length of time they have to wait to get an appointment with the Doctor of their choice. The group discussed this problem and it was felt that obviously one GP cannot see all patients. However, the fact that 41.23% who completed the survey said they are seen the same day if they are happy to see any GP and 74.56% said they are seen the same day if needing an urgent appointment, the group thought the Practice is doing its best to accommodate all patients’ needs.

It was agreed that the change made last year from “Emergency” appointments to “Same Day” appointments has been very beneficial and resulted in most patients being accommodated.

Component 5 – Agree action plan with the Patient Reference Group and seek Patient Reference Group agreement to implementing changes

Action points from 2012/13 that were achieved:

1. Emergency appointments changed to same day appointments so that all patients wishing to be seen immediately can be seen on the same day.
2. A whiteboard was installed into the waiting room area allowing Receptionists to update clinic waiting times, thus keeping patients informed at all times.
3. Messages were placed on the polycomp board advising patients that they can request to speak to a Receptionist in privacy so avoiding any confidentiality issues.
4. Practice Manager arranged for a Receptionist training session on “the patient experience” covering issues such as gaining information from patients when requesting urgent appointments and how to deal with patients in sensitive manner.
5. Patients are now able to telephone through to the Practice from 8.00a.m. in accordance with LES/DES.

Action Plan 2013/14

1. Improve patient awareness of SystmOnline booking of appointments. (Practice Manager/Admin Team to advise the Reception team to alert patients to this facility and to display notices to this effect. This would be ongoing as all new patients registering will be informed of this resource).
2. Improve patient awareness of SystmOnline ordering of prescriptions. (Practice Manager/Admin Team to advise the Reception team to alert patients to this facility and to display notices to this effect. This would be ongoing as all new patients registering will be informed of this resource).
3. Install a new monitor to have alongside the Life Channel in the waiting area which will display important information about the Practice, the PRG and the local Community. (Trevor Taylor, PRG member, will organise and will review his progress at the next meeting on 25th April 2014).
4. To contact Vin at the Basildon Art Gallery with a view to changing paintings currently displayed in the waiting area. (Trevor Taylor, PRG member, will organise and will review his progress at the next meeting on 25th April 2014).
5. Install a BP monitor in the waiting area for patients to self-monitor their blood pressure regularly. (Practice Manager to oversee and advise at the next PRG meeting).

There were no contractual considerations for this agreed Action Plan.

Component 6 – Publicise actions taken and subsequent achievement

Opening Hours

Core hours are Monday – Friday 08.30 – 18.45

Telephones are answered from 08.00 – 18.30

Patients can access our services throughout the core hours by telephone on 01268 418200, by fax 01268 417502 or by email at bbccg.langdonhillsmedicalcentre@nhs.net.

Extended hours are for pre-booked GP appointments on Saturdays from 08.00 – 11.30 with access to Reception staff for booking advance appointments, collecting prescriptions and general enquiries.

Telephones are answered from 08.00 – 11.00.

In case of emergencies outside of Surgery hours, patients have access to Out of Hours Service by telephoning 01268 418200 when they will be diverted automatically.

