

PATIENT PARTICIPATION SURVEY 2013

The practice would like to thank all our patients who completed the National GPAQ patient survey during January 2013. Analysis of the results and your personal comments provided the practice with valuable information that along with our Patient Participation Group (PPG) and Patient Reference Group (PRG) members, we have used to compile our **Backwell + Nailsea Medical Group Action Plan**.

Summary of Findings

The practice surveyed 500 patients using the GPAQ national patient survey. This equates to 10 GPs with 50 questionnaires each,

The practice scored above GPAQ benchmark in **17 out of 19** criteria – please see full practice report.

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	78	77
Q3a. Satisfaction with opening hours	70	67
Q4b. Satisfaction with availability of particular doctor	68	60
Q5b. Satisfaction with availability of any doctor	75	69
Q7b. Satisfaction with waiting times at practice	58	57
Q8a. Satisfaction with phoning through to practice	61	59
Q8b. Satisfaction with phoning through to doctor for advice	72	61
Q9b. Satisfaction with continuity of care	66	69
Q10a. Satisfaction with doctor's questioning	85	81
Q10b. Satisfaction with how well doctor listens	87	84
Q10c. Satisfaction with how well doctor puts patient at ease	87	84
Q10d. Satisfaction with how much doctor involves patient	84	81

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Q10e. Satisfaction with doctor's explanations	86	83
Q10f. Satisfaction with time doctor spends	83	80
Q10g. Satisfaction with doctor's patience	86	84
Q10h. Satisfaction with doctor's caring and concern	87	84
Q11a. Ability to understand problem after visiting doctor	68	69
Q11b. Ability to cope with problem after visiting doctor	67	66
Q11c. Ability to keep healthy after visiting doctor	62	62

The following tables display the demographic data collected in GPAQ.

Q12. Sex	Number of responses
Male	214
Female	283

Q13. Age	Number of responses
Up to 44 years old	148
45 years old and above	319
<i>Mean</i>	53

Q14. Long standing illness, disability or infirmity	Number of responses
Yes	222
No	270

Q15. Ethnic group	Number of responses
White	483

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Black or Black British	2
Asian or Asian British	3
Mixed	3
Chinese	1
Other ethnic group	4

Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	483
Rented or other arrangements	2

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	241
Unemployed	6
School or full time education	27
Long term sickness	18
Looking after home/family	29
Retired	170
Other	6

Summary of Comments

Please see below a brief summary of key actions we will be taking forward during 2013. For details of the report, data analysis and comments can be found on our website: www.backwellnailseasurgery.nhs.uk

The practice surveyed 500 patients, this equates to 10 GPs with 50 questionnaires each, using the GPAQ national patient survey.

Q18 of the survey allowed patients to free text comments under the following headings:

- ***Is there anything particularly good about your healthcare?***
- ***Is there anything that could be improved?***
- ***Any other comments?***

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Of the **500** surveys completed **178 (35.6%)** patients entered comments for Q18.

Of the **178** comments **109 (61%)** were positive.

Of the **178** comments **69 (39%)** were negative.

Of the 69 comments entered under the heading '**Is there anything that could be improved?**' these comments were filtered/coded into the following categories.

In order of percentages:

Code/Category	Description	No's in Category	%
AA	Access Appointments	22	32%
PS	Patient Specific	10	14.5%
AT	Access Telephones	9	13%
WR	Waiting Room	9	13%
C	Communication	8	11.5%
AH	Access Hours	4	5.5%
OO	Out Of Hours	3	4.5%
OP	Operational	2	3%
P	Prescribing	1	1.5%
DA	Disabled Access	1	1.5%
Total		69	100%

Access Appointments (AA) 32% - This was the highest category of discontentment by far and should be looked at with priority. It has gone up dramatically compared to last year's report where this category had a total of 6 comments, 9% of the total. The comments mainly relate to patients requesting longer appointment times or appointments not running to time. Whereas last year the practice scored above the benchmark by +10% with 'satisfaction of waiting times' this year it only scored above the benchmark by +1%. During 2012 the practice had an unprecedented amount of serious GP sickness; as a consequence the practice had to recruit locums which were not always available. This seriously impacted on the practice access targets during the year and is ultimately reflected in this year's result. There were also a number of comments relating to the appointment system in place that allocates around half of all appointments to be booked on the day and the other half to be pre-booked up to 4 weeks in advance. The focus was on patients being unable to pre-book appointments for a few days later but having to ring up at 8am to ensure they can be seen. Although 50% of appointments are pre-bookable they often get booked up in advance which forces people to have to ring at 8am on the day of their preference.

Patient Specific (PS) 14.5% - Comments in this category were second highest but due to the survey being anonymous the practice cannot comment or resolve these issues as part of the survey. There is a complaint procedure in place where patients can direct these issues. The Practice has also recently implemented a notice board in each waiting room where anonymous comments and suggestions can be reported back to patients 'you said' 'we replied' this will also be mirrored on the practice website. It is hoped that this will improve communication with patients and encourage patients to make comments anonymously.

Access Telephones (AT) 13% - This was the highest category of discontentment last year with 14 comments (19%). The comments this year echo those of last year relating to being unable to get through when calling and having to ring at 8am to have a chance at appointments as this is a busy time for many people. However this is an improvement on last year due to the changes made based on the report such as recruiting additional reception/administration staff enabling improvements to this front line service. As well as that there has been the recent implementation of a front end calling system that has given patients a greater understanding of where they are in the 'queue'.

Waiting Room (WR) 13% - This category featured in last year's survey and the practice has been slowly rectifying some issues raised. Waiting room chairs will be increased at both sites and those damaged will be replaced. General refurbishment and decoration has taken place at Backwell and will be completed early 2013. It has taken some time to complete

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as we have to work within CQC regulation guidelines which is why the Lego and toys have been removed from the waiting room (outcome 8 – infection control requirements). We are unable to have a coffee machine as this will have H&S implications. The contract for the Telehealth media screen expires during 2013; this had been contracted and paid for by the Primary Care Trust, the practice was required to provide 3 years notice. During 2012 the practice has been sourcing other media screens to purchase giving the practice the ability to change health information and messages for our own use, reducing the information required on the notice boards. This has to be approved by the marketing group.

Communication (C) 11.5% - The comments relate to patients misunderstanding practice information for example the appointment system and when the doctors work. In both cases the practice does advertise this information by front desk and online.

Access Hours (AH) 5.5% - similarly to last year the comments and data relate to the availability of appointments especially for full-time patients. The most requested appointments/hours indicated by the survey were evenings and weekends. There were also requests for more access to home visits for patients who feel they are unable to get to the surgery.

Out Of Hours (OO) 4.5% - These comments related to a service provided outside the contractual services the practice provides although some of the practices GPs do work for the out of hours provider. Services such as physiotherapy were specifically requested. During 2012 the Practice has a Private Osteopath working from Brockway. In March 2013 the Practice will have a Private Podiatrist and hopefully a Private Physiotherapist working out of Brockway. It will be the responsibility of the new North Somerset Clinical Commissioning Group to commission NHS services locally.

Operational (OP) 3% - Two comments. This category is significantly smaller than the last year which had 10 comments amounting to 13.5%. The few comments relate to the automated check in system not working. The practice is aware that the check in screen does not show GP waiting times since our clinical update to Emis web. Annoyingly the check in screen does show '0' minutes wait, clearly confusing patients. The practice has submitted a development request as the screen should either show the actual wait time or be removed. The practice is always looking at ways to use technology efficiently to the benefit of patients. However, we also need to consider if patient access to test result may cause further confusion and increase patient calls as you would need to understand how to interpret results.

Prescribing (P) 1.5% - one patient comment. This category has decreased compared to last year as a result of having dedicated prescribing staff. Patients are still able to request prescriptions on line and on the phone, although this will be reviewed during 2012 for medico legal reasons.

Disabled Access (DA) 1.5% - There was one comment relating to having a two way door at Brockway. This door is two way and complies with disabled access.

As a result of the above comments, areas identified for improvement that are not currently being addressed by the practice or where GPAQ results indicated that there is an issue.

1. Access - Appointments
2. Access - Telephones
3. Waiting Room
4. Communication

The above key areas were discussed at a PPG/PRG meeting on Thursday 14th March and the following actions were agreed for each key area.

Backwell + Nailsea Medical Group Action Plan 2012/13

Issue	Agreed Action	Owner	Date Commenced	Date Completed	Update
1. Access – Appointments	<ul style="list-style-type: none"> Publicise that patients can book a double appointment if approved by their GP. 	Deputy Practice Manager	March 2013	Completed	PPG created a leaflet – making the most of your appointment, including being able to book a double appointment
	<ul style="list-style-type: none"> Training – Reception staff to inform patients when GPs are running late. 	Reception Managers	March 2013	On going	It is important to constantly remind staff of this requirement.
2. Access – Telephones	<ul style="list-style-type: none"> Telephone – add recorded message to front end system with Practice website address 	Deputy Practice Manager	March 2013	October 2013	Message changes as limited space to record.
3. Waiting Room	<ul style="list-style-type: none"> Continue with improvements – replacing damaged chairs etc. Publicise why we are unable to have toys in waiting/consulting areas. 	Practice Manager	March 2013	September 2013	2014 survey highlighted need to change seating if funds permit
	<ul style="list-style-type: none"> Purchase new media screen/ power point solution. 	Practice Manager/ I.T Co-ordinator	March 2013	Uncompleted	Funds unavailable and current media screen solution remains
4. Access – Hours	<ul style="list-style-type: none"> Debbie Penney to contact Sunnyside surgery – patient specific survey for 2014 	Practice Manager	March 2013	August 2013	Created our own survey jointly with PPG and PRG.

All actions were agreed with PPG/PRG attending the meeting on 14.03.13

All progress of the above actions will be discussed at monthly PPG meetings and progress emailed to PRG members on a quarterly basis including any updates.

PATIENT PARTICIPATION REPORT 2012

Introduction

In January 2013 Backwell + Nailsea Medical Group conducted a national patient survey using GPAQ. The aim of this survey was to establish the quality of service provision of the practice compared to national benchmark statistics. The survey allowed patients to free text comments under the headings: 'Is there anything particularly good about your health

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care?’ Is there anything that could be improved?’ “Any other comments” These comments would enable the practice to better understand patient opinion and enter into dialogue with the Patient Participation Group (PPG) and Patient Reference Group (PRG) to agree an action plan.

The practice used a national patient survey as opposed to developing an in house survey as the practice had a new practice manager and knew little of the area or the practice. The PPG approved the use of a national survey.

Type of PRG/PPG

Backwell + Nailsea Medical Group had an established Patient Participation Group (PPG) with regular members; however member had declined and no longer fitted the desired patient representation criteria. Once analysis of the patient demographics was established Appendix 4 the practice attempted to recruit into the missing representative age group.

The practice still needs to appoint 1 x Female 1 x Male in the 17-34 age groups and 2 x Female in the 35-64 age group and 1x Female 1 x Male in the 65-90 age group. It has been difficult to recruit into the 17-34 age groups as this tends to be the working population. To assist recruitment PPG meetings were moved to evenings and are now held at Nailsea Fire Station for better disabled access. In previous years members met quarterly, but since the introduction of the PPG DES meetings are held on the first Wednesday of the month. Recruitment to the PRG was conducted using Practice newsletters, Posters, Website, New Patient Questionnaire. During 2012 our PPG worked alongside Tower House PPG in an attempt to recruit younger members at local secondary schools. During 2012 the practice continued to recruit a wider Patient Reference Group (PRG). As of 20.03.13 we have 180 members. These members are contacted via email and are welcome to attend monthly PPG meetings with prior notification.

The PPG group is made up as follows:

Age Group	Gender	Vacancy
17-34	F	No
	F	Yes
	M	Yes
	M	No
35-64	F	Yes
	F	Yes
	M	No
	M	No
65-90+	F	Yes
	M	Yes

The PRG group is made up as follows:

Age	Males	Females
0-4	0	0
5-16	0	0
17-24	7	12
25-34	8	20
35-44	11	24

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45-54	14	20	
55-64	16	26	
65-74	17	14	
75-84	13	11	
85-89	1	2	
90+	0	1	
	87	130	217

Both PPG and PRG's adequately reflect the patient practice population to enable the best possible representation for the purpose of consultation and we are continually recruiting.

Practice Population

Backwell + Nailsea Medical Group is unable to determine ethnicity of the entire practice population as it only has 51% of ethnicity recorded. The practice records ethnicity of all newly registered patients and opportunistically when patients visit the practice for appointments. The practice explored statistical data by the Office of National Statistic, however data available is out of date (last updated November 2004) Whilst using the data from the Office of National Statistic on Backwell and Nailsea it will provide a limited view on which to work on.

The total practice patient population is split almost equally between males at 6697 (49.39%) and Females at 6862 (50.61%). For full details please see Appendix 2 & 3. The PRG is split 87 (40%) Males and 130 (60%) Females

Ethnicity of the practice patient population is undetermined (see above)

Ethnic groups represented in the PRG are White British 208 (95.85%) Irish 1 (0.46%) Northern Irish 1 (0.46%) Indian or British Indian 1 (0.46%) White & Black African 1 (0.46%) other white European 1 (0.46%) Chinese 2 (0.92%)

Ethnicity statistics from the Office of National Statistics shows the population of Backwell and Nailsea wards as being predominately White British. However the practice continues to proactively advertise PPG/PRG registration.

Core opening times of Backwell and Nailsea Medical Group

Opening hours: 08:00 – 18:30 Monday to Friday.

Extended Hour Arrangements outside core hours

- Wednesday morning – GP early surgery + phlebotomy
- Alternate Tuesday/Wednesday – GP late surgery
- Saturday – alternate Saturdays

Local PPG/PRG Report

The report will be advertised using the practice website - <http://www.backwellnailseasurgery.nhs.uk> internal PPG/PRG notice boards and practice news letter.