

## Patient Participation Directed Enhanced Service 2013

### Local Patient Participation Report

#### Practice Guidance Year 2

As part of the Patient Participation DES, Practices must publish a Local Patient Participation Report on their website.

#### Report Template

<p><b>Practice Name</b></p> <p><b>Local Patient Participation Report 2012/13</b></p>
<p><b>Introduction</b></p> <p>The City of Coventry Healthcare Centre is situated within Coventry city centre. Our current practice list size is approximately 3800 and has grown by over 1000 patients in the last 12 months. We are committed to patient feedback and we welcome all suggestions to improve the service. In our waiting area we have a 'smiley face' token box whereby patients insert a counter in a number between 1 and 10 to rate the service on the day. There are also comment cards that they can complete and pop in the box for us to review. Our patient population is largely made up of patients aged between 20-29 with only approximately 150 patients aged 60+. A vast proportion of our patients do not speak English as their first language and are made up of a diverse range of cultures. We are situated within the city centre and our practice boundary is city-wide CV1 to CV6.</p>
<p><b>Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)</b></p> <p>Historically we have struggled with numbers of patients within our patient participation group. But we have continued to send invites out periodically to between 15 &amp; 20 registered patients in order to attempt to increase numbers.</p> <p>The group is currently made up of 4 members who have shown interest and enthusiasm to improving the service for patients. Although our participation group is currently small, each member represents a demographic group that we have registered. Our core group is made up of 4 regularly attending patients. These patients are regular attendees to the surgery, some with complex and chronic health problems and their feedback has been invaluable to the development of the service.</p> <p>We take all patient feedback seriously and have had a patient satisfaction survey feedback box for over 2 years now. This is a token score system and each patient places a token in a satisfaction box numbered 1-10 to gauge how satisfied they were with the service they have received. This is collated on a regular basis and feedback is assessed. There is also an opportunity for patients to leave suggestions on a comment slip. If patients provide their personal details, these are followed through by the admin team to get further feedback. These form part of our monthly operational management meetings and are fed into our organisation nationally.</p> <p>We understand that our patient panel group is not very representative due to its size and</p>

have been focusing on improving this for our meetings in the future. We have made several attempts to engage patients to participate as we accept that our panel group could be more representative and we will continue to do so.

The surgery understands that a patient panel group that represents all our patient demographics would be ideal, and we try to encourage patients that work, or parent young children, as well as those from ethnic minority groups to participate when possible

### **Step 2: Agree areas of priority with the PRG**

Practice members met to discuss priorities for the PPI group agenda. Appointment accessibility was targeted as a main agenda item in order to gauge how accessible registered patients were finding the service. This was put into our practice survey questionnaire –“Are you able to see the Doctor on the same day or within two days of requesting the appointment”. Since the group was set-up, the practice has moved to a brand new purpose built healthcare centre and so it was decided to have an agenda item to discuss the new premises and how we had settled in.

Attitudes of staff were also another priority. As the opening times are from 8-10pm 7 days a week, the service has a large staff group. All staff are reflected upon in the survey questionnaire, “Are the receptionists helpful and courteous”.

The patient questionnaire was discussed at the meeting. The group went through each of the questions and agreed that they were all ok but wanted to ensure there was an open ended question at the end of the survey, rather than just an other comments box as this does not get completed.

### **Step 3: Collate patient views through the use of survey**

*Describe the manner in which the practice sought to obtain the views of its registered patients –*

The practice sought to obtain the views of the registered patients by displaying the survey on front reception for a period of 1 month. Patients were encouraged to fill these out when attending for appointments or picking up prescriptions, or waiting for their appointment.

Overall, the results were high for all questions. It was difficult to engage the majority of patients to agree to fill out the questionnaire due to the nature of it being hand-recorded. But It was very pleasing to see the amount of responses to this years questionnaire had improved by over 60%

*Provide a summary of the results of the survey including how many people responded and the proportion of the registered population that this represents.*

Patients are very happy with the opening hours of the practice, found it easy and convenient to book an appointment and felt that staff were helpful and friendly. Patients were also likely to recommend the service to a family or friend. Although the scoring was positive with regards to the telephone system, there were comments stating it can be difficult to get through at time. It was discovered that the practice telephone number was being used as a general enquiries number for the whole building. This was audited by the management team and measures put in place.

The type of patients that responded were those that had attended for an appointment. For future surveys we may consider a postal questionnaire as this would capture the views of patients that do not attend often. The survey did however run for 8 weeks so we attempted

to capture patient data for a considerable period.

*Provide a summary of the results of the survey including how many people responded and the proportion of the registered population that this represents.*

Please find a copy of the results attached with this report.

**Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

We decided to hold a meeting with our patient panel group to discuss the findings of the survey and agree a set of targets. We also wanted this to be an opportunity for new panel members to attend should they wish. We sent a letter to panel members and an additional 15 patients informing them of the date and time of the meeting- these were followed up by a phone call one week later.

Unfortunately the meeting did not go ahead as the 2 patients that confirmed did not attend on the day.

Survey results will be displayed on the website and in the waiting area on notice boards for patients to see. The practice will also be continuing to advertise the patient panel group to encourage new members and hopefully improve attendance for future meetings.

**Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes**

*Record details of the action plan - setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include who is responsible for the action and when the action will be completed.*

**Patient Participation Action Plan**

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
1) Answering the telephone in a more timely manner.	Overall review of the phone lines. Recorded message improved with 3 clear options for patients.	Practice manager	March 2013	March 2013
2) Ability to be able to book an appointment with a GP within 48 hours.	Appointments reserved for bookable on the day purposes only, made available at 8am when the surgery opens. Investment in extra GP time to run small additional clinics	Practice manager	March 2013	March 2013

	most days.			
3) Accessibility to book appointments	EMIS online access has been launched and made available for patients to go online to make appointments. This is going to be pushed further over the coming months and advertised to patients in the surgery.	Practice manager and staff	September 2013 and will be ongoing	
<b>Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.</b>				
<b>The report will be published on practice website by 31<sup>st</sup> March and consequently updated as and when targets are achieved.</b>				
<b>Opening Hours</b>				
<p>The practice is open Mon- Sun 08:00-10:00pm 365 days a year. GP appointments are available during this time and Practice Nurse appointments are available Mon-Fri. We provide extended hours through GP appointments until 10:00pm each evening and open all weekend on Saturdays and Sundays. Smoking cessation is available Mon-Thurs and midwife appointments x2 weekly on Tuesdays and Wednesdays.</p> <p>Our contact number is 0300 200 0060 (Option 2) and you can contact us via email at <a href="mailto:assura.wic@nhs.net">assura.wic@nhs.net</a>.</p>				

### **Publishing and Updating the Local Patient Participation Report**

Reports need to be posted on the practice website by **31 March 2013** to meet the requirements of the DES.