

## Patient Participation Directed Enhanced Service

### Local Patient Participation Report

#### Practice Guidance

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 2013/14</b></p>
<p><b>Introduction</b></p> <p>The City of Coventry Healthcare Centre is situated within walking distance of Coventry city centre. We are situated in a multi-purpose healthcare facility building which includes General Practice, Dentistry, Physiotherapy and Integrated Sexual Health Services. Our current list size is 5000 patients which has grown by over 1000 in the last twelve months. We register patients from CV1 to CV6. We are committed to patient feedback and welcome all suggestions to improve our service.</p> <p>We continue to monitor our patient satisfaction on a daily basis through our token survey box, which is located in the waiting area of our practice. This is a smiley face survey which asks patients to rate the service between 1 and 10 on the day they attend. Comment cards are also available to place in the box for the practice to review.</p> <p>Our patient population is largely made up of young patients and children, with only approximately 150 patients aged 60+. A large proportion of our registered patients do not speak English as their first language which means we use the City's Language Interpretation Services regularly.</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 recruiting patients to our patient participation group. We have continued to send out invites to patients that are frequent users of the service in an attempt to increase numbers. Over the course of the year we have also telephoned patients to see if they would be interested in attending a meeting.</p> <p>The group is currently made up of a small group of four members who have shown interest and enthusiasm to improving the service for patients. Although this group is small, we have tried to ensure each member represents a demographic group registered.</p> <p>Our commitment to patient feedback is demonstrated through our daily patient satisfaction score box. This is collated daily and fed back on a monthly basis to the clinical and administrative team to drive improvements in our care for patients. If patients provide their personal information when they leave written feedback, these are followed through by the</p>

management team to gain further feedback. These form part of our monthly management meetings and are fed into the organisation nationally.

We understand our patient group is not entirely representative due to size, therefore we have made several attempts to engage patients to participate and will continue to do so. The practice strives to have a patient panel group that is representative of all our patients.

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

Practice members met to discuss the priorities of the PPI group agenda. Appointment accessibility remains a main agenda item in order to gauge how accessible the service feels to patients. Although we are open 365 days a year, it is important to understand how accessible appointments feel to patients which is why we offer a variety of pre-bookable, on the day bookable and telephone appointments to patients. This was put into the practice survey questionnaire- 'Are you happy with the opening hours of the service', and 'Are you able to see a Doctor or Nurse within two days of needing an appointment.'

Staff attitude also remains a core focus- 'The receptionists are helpful and courteous' was asked in the questionnaire.

Keeping patients involved in decisions made about their care was agreed to be an important focus of the questionnaire and therefore formed three of the questions including 'Information about my care is given to me in a way that I understand.'

The proposed patient questionnaire was put to the patient panel before it ran for the month of February 2014 for agreement. The group went through each of the questions and agreed that each were appropriate. An open comment question was also placed at the end of each questionnaire to facilitate additional comments.

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

The practice sought to obtain the view of the registered patients by displaying the service in the reception area for one month period. Patients were given a token for the survey box and a copy of the patient survey when they checked in at reception for their appointment to complete whilst they waited to be called in.

Our overall response rate compared to last year's survey has increased by 18%.

Following collation of the data, a PPG meeting was held to discuss and review the findings, incorporating an agreed action plan for implementation over the coming months.

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

Questions 9,10 and 11 which focused on patient care scored particularly high with the majority of patients receiving information leaflets on their conditions to take away, had discussions about their care given to them in an understandable way and felt involved in decisions made.

Patients were happy with the opening hours of the practice and found it easy and convenient to book an appointment. Patients were also likely to recommend the service to a family or friend. Score areas for improvement included the ease of getting through on the telephone which had a more evenly distributed score from 1-10.

The question relating to ease of getting an appointment with a Doctor or Nurse within 48

hours scored evenly throughout 1-10. The panel discussed this and we agreed that more information could be given to patients relating to how they can access a GP or Nurse. We discussed promotion of our telephone triage system with our Advanced Nurse Practitioner as well as GP telephone consultations as a priority.

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

**Patient Participation Action Plan**

Survey Finding	Agreed Action	Action by who	Action by when
Ease of getting through on the telephone identified as an area for improvement	Promote online access to booking appointments and ordering repeat prescriptions to patients to encourage alternative methods of accessing what patients need	Practice Manager	30 June 2014
Ease of getting a convenient appointment- DNA rates have improved but still equate to 15% on average of all appointments	Make a display in the waiting room focusing on 'DNA Rates' for the month and also telling patients the different ways they can cancel or rearrange their appointments	Admin Team	30 <sup>th</sup> April 2014
Television screens in circulation within the building identified as good opportunity to advertise patient participation group	To see if it is possible to add some information into the display screens to encourage patient participation in the group	Practice Manager	
Providing patients with information on how to access their GP services if they wake up unwell and need advice or treatment on the day. Patient using the walk in	Advertisement through display boards and our newsletter to share information relating to on the day telephone consultations available with both our prescribing nurse and GP team. Promotion through our reception staff when dealing with patients	Practice Manager and Clinical Team	30 <sup>th</sup> May 2014

centre was discussed and ideas as to how to reduce the need for this were discussed with the patient group.	would also be useful.		30 <sup>th</sup> April 2014	
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**Opening Hours**

The practice is open Monday- Sunday 365 days a year. We offer GP appointments during weekdays, evenings and the weekend to provide extended access appointments to our patients. We offer smoking cessation support Monday to Thursday and Midwife appointments twice weekly on Tuesdays and Wednesdays.

The practice telephone number is 0300 200 0060 (Option 2).