

KINGSWOOD SURGERY LOCAL PATIENT PARTICIPATION REPORT 2011-12

Introduction

In 2011 the Department of Health launched a new Directed Enhanced Service (DES) to encourage Practices to engage more closely with their patients. This DES represents an integral part of the general initiative to encourage the closer involvement of patients in the design and delivery of the healthcare they receive.

The team at Kingswood Surgery fully supports this initiative and has taken a number of steps to implement this service and begin a journey towards establishing a regular dialogue with patients. The intention is that future service delivery will be based on open communication and information sharing with both small, focused patient groups and the wider patient population.

Throughout the exercise, steps will be taken to ensure that the consultation process is as inclusive as possible and that patient feedback is representative of our diverse catchment area.

Creation of a Patient Reference Group (PRG)

Historically, Kingswood Surgery has not had a substantial, formal group or committee representing the views of patients. In general, the atmosphere at the surgery is informal and patient focused and lines of communication have always been open. Anecdotal, ad-hoc comments about the service and care have been taken into consideration as have formal complaints and suggestions. There have also been a limited number of patient surveys but the formation of a structured group was something new.

As an initial launch, a full Practice Staff Meeting discussed the formation of a PRG, the objectives for the exercise and the impact of a more open communication on the culture and operation of the Practice. In particular, it was recognised and discussed that Kingswood Surgery serves a very diverse patient base in terms of age, ethnicity, health needs and social circumstances.

Following this general meeting, a small team worked together to form a PRG which would be diverse, familiar with the practice and communicative:

- **Practice Profile:** At the beginning of January 2012, there were 9,238 patients on the list at Kingswood with slightly more females than males. Patients are quite well distributed across the range with 40 males and 95 females over 85 and 388 males and 410 females below 5. The Practice has an ethnically diverse list and patients come from a range of social backgrounds.
- **Selection and Composition of the PRG:** The formation of the PRG was advertised on the public display screen in the surgery and receptionists distributed written information to patients. As part of the distribution process, receptionists were tasked to canvas diverse groups to ensure that we could gain feedback from a range of perspectives. The exercise proved very successful. In addition to being very supportive, the group of volunteers which make up the PRG is very representative of the practice profile; The Group comprises 10 individuals with ages ranging from 36 to 74 and a 60/40 split between females and males respectively. The diversity of the group is representative of the Practice profile.

Agreeing Priority Areas with the PRG

In order to gain the most useful patient feedback in the general survey, it was essential to ask the right questions. In this respect, the PRG proved to be very supportive and informative. The Group is organised to be a virtual support group in the initial stages and, consequently, an e-mail and telephone exercise was carried out to prioritise the key areas of patient interest. The members of the group were very forthcoming with their views and offered first hand examples of good service and also problem areas. As a result of the exercise, the following, in priority order, were identified as the top five areas to explore further:

Getting an Appointment
 Clinical care
 Opening Times
 Reception Issues
 Confidentiality

Patient Survey

The Patient Survey was compiled with the help of Patient Dynamics Ltd, an independent statistical analysis company with experience of the NHS and General Practice. Their help and advice was useful in

framing questions which addressed the above priorities but kept the survey concise and manageable.

The patient survey was undertaken in the practice as a paper exercise, via e-mail with selected correspondents and an opportunity to complete the survey was also made available to users of the Practice Website. The survey was also advertised on the public screen in the waiting room. Spreading the survey over a number of days and making completion of the survey completely voluntary avoided making the survey population selective.

Survey Results

Patient Dynamics Ltd also assisted in the analysis of the 140 returned surveys and the drafting of the survey report and statistical analysis.

The reports show that the group of patients which took the survey was diverse with a good balance of age, gender and ethnicity. In addition, nearly 10% of answers came from carers and nearly a third of answers came from patients with long term conditions including physical disabilities and impairments.

In the main, patients answering the survey were happy with the service and care they receive. It was encouraging to find the responses to be largely very positive. However, a clear indication emerges that "getting an appointment" and "seeing the doctor of choice" are areas which need addressing. Although 70-80% of patients are happy with the telephone system and able to book an urgent appointment most or all of the time, and 60% of those answering were able to see the doctor of their choice most or all of the time, a significant minority were not completely happy with these areas. The comments show that a number of people would like to see some attention focused on the following key areas:

- Additional urgent-on the day appointments.
- Shorter wait times for pre-book appointments.
- Shorter telephone wait times.
- Appointments running late

It's also worth noting that just over half those responding would like to see on-line appointment booking and prescription ordering being made available.

Please see the full report on the outcome of the survey by clicking ([here](#)) for the scored questionnaire showing how patients answered

each question and ([here](#)) for the more detailed statistical analysis which also contains an interesting list of comments made by patients – this list can be found towards the end of the document.

The results are also published on the Practice Website, and have been made available to the surgery staff and the PRG.

Action Plan

The proposed actions to address the issues raised were submitted to the PRG for discussion and approval. The outline of the resulting Action Plan is as follows:

<u>Action</u>	<u>Who?</u>	<u>When?</u>
<ul style="list-style-type: none"> Plan an away-day seminar for GPs to review all proposals arising from the survey and monitor actions agreed. 	Practice Manager/GP	End of May
<ul style="list-style-type: none"> Optimise the balance of urgent and pre-book appointments 	Reception / GPs	End of May 2012
<ul style="list-style-type: none"> Review the size of the patient list which can be adequately served. 	Practice Manager	April 2012
<ul style="list-style-type: none"> Complete a Demand Management Survey to research current appointment availability compared to other Practices in the area. 	Practice Manager	May 2012

Action	Who?	When?
<ul style="list-style-type: none"> • Improve GP time management to increase throughput and create more appointment slots 	Practice Manager / GPs	End of May 2012
<ul style="list-style-type: none"> • Review opportunities to triage urgent appointment requests. 	Practice Manager/GPs	End of May 2012
<ul style="list-style-type: none"> • Review availability of extended hours programme 	Practice Manager / GP	End of May 2012
<ul style="list-style-type: none"> • Audit telephone system to measure wait times for callers. 	Practice Manager	End of May 2012
<ul style="list-style-type: none"> • Conduct training update for receptionists to maintain standards of timely call answering. 	Practice Manager	Summer 2012
<ul style="list-style-type: none"> • Introduce on-line ordering of prescriptions 	Asst Practice Manager	Before end of 2012
<ul style="list-style-type: none"> • Investigate on-line appointment booking and establish feasibility. 	Asst Practice Manager	Before end of 2012

Practice Opening Hours and Contact Numbers

Normal core hours at Kingswood Surgery are from Monday to Friday 8am to 6.30pm and we can be reached during these hours at the telephone numbers below to make appointments with the appropriate clinicians or answer queries.

Extended hours are available **by appointment** on Mondays from 7-8am, Tuesdays from 6.30pm - 8pm, and Thursdays from 7am - 8am. Appointments can be made on the number below.

Telephone 01494 474783

Fax 01494 438424

District Community Nurses 01494 426989

Health Visitors 01494 459757

Out of Hours

Urgent Medical Care is provided by Harmoni on 0300 130 3035
Advice can be obtained from NHS Direct on 0845 46 47

Summary

The Kingswood Surgery team consider this initiative and the initial progress as positive steps. The feedback from the PRG and the results of the survey have focused attention in key areas and prompted positive actions.

The exercise has laid a foundation to further increase patient participation and build closer ties to the benefit of both the patients and the Kingswood team. A good start but there is also a recognition that these are early days and that there is much potential for further development.