***Greater Manchester Area Team***

**2013/14 Patient Participation**

**Local Participation Report**

Practice Details

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| Practice | The Dunstan Partnership |
| Completed by | Mrs Vera Bourn |

Patient Reference Group (PRG) Profile

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| Number of face to face members | 18 | |
| Number of virtual members | 36 | |
| **Age & Sex breakdown** | **Male** | **Female** |
| Under 16 - | 1 |  |
| 17 – 24 - | 1 | 1 |
| 25 – 34 - |  | 4 |
| 35 – 44 - | 4 | 4 |
| 45 – 54 - |  | 5 |
| 55 – 64 - | 7 | 10 |
| 65 – 74 - | 5 | 5 |
| 75 and over - | 1 | 6 |
| **Ethnicity** | | |
| White | 19 | 34 |
| Mixed |  |  |
| Asian / Asian British |  | 1 |
| Black / Black British |  |  |
| Chinese / Chinese British |  |  |
| Other ethnic group |  |  |
| **Employment Status** | | |
| Employed |  |  |
| Unemployed |  |  |
| Retired |  |  |
| *Other (e.g. no of carers)*  Three of our members are known to be carers.  The employment and unemployment status of our PRG is not contained on our online or paper application form. We will be amending both of these to reflect the above information in future. | | |
| **What the practice did to ensure that the PRG is representative of the practice registered patients** | | |
| The practice widely publicised the PRG to all patients by putting up “We Want You” posters and leaflets in the waiting room and reception area. The practice promoted the PRG via the practice website. The practice team supported and encouraged all patients to join and the doctors opportunistically encouraged all patients to join during their consultations. This remains the case currently. | | |
| **Groups that are not represented on the PRG and what the practice did to attempt to engage those groups** | | |
| The practice identified groups that were not represented, these included the younger patient age group, young mums with families and ethnic minorities (although the practice population is predominantly Caucasian. A mail shot was completed for those groups and letters sent out containing information leaflets and sign up forms. | | |

**2013/14 Priorities**

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| **How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey** |
| The practice was very keen to obtain feedback about the effectiveness of its appointment system and also about the patient journey in accessing and utilising practice services in more detail.  During consultations with the PRG at our regular PPG meetings, it was agreed that this should form the basis of our patient survey, using a staged approach and basing this survey on the start of the patient journey |
| **What these priorities were** |
| Can patients access appointments easily?  Do patients understand the appointments system?  How do the patients contact the practice?  How are appointments offered by the reception staff?  How are patients welcomed treated by the reception staff in general?  How welcoming is the practice to the patients at the start of their journey? |

**2013/14 Local Practice Survey**

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| **How we agreed with the PRG the content of the local practice survey** |
| The practice designed the basic questions, according to the information that was needed and the processes that were in place at the time. The draft questionnaire was then e-mailed to the PRG requesting their advice, opinions and suggestions for the final version.  The PRG response was very helpful and the survey was finalised and agreed. |
| **How we agreed with the PRG the way in which the survey would be conducted** |
| It was agreed at the PRG meetings that the survey should be made available both online and physically for all patients attending the surgery during a given period. The decision to give out the survey to any patients attending the surgery physically for any reason, ensured that the feedback from those patients was from current users of our service. |
| **Other methods used to seek the views of registered patients** |
| As above. |

**2013/14 Local Practice Survey Results**

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| **An overview of the results of the local practice survey is detailed below** |
| The Practice Survey was carried out during a period of one week in February 2014. The practice received **431 responses** in total. **49 responses** were incomplete in some way and, therefore, only the free text comments were used in those cases, giving a total of **382 completed responses.**  **Part 1. Accessing your GP**  92% of patients were either very satisfied or satisfied with the surgery opening times.  85% of patients found our appointment system very convenient or convenient  88% of patients booked their appointments by telephone  76% of patients stated that they would like to book their appointments on line  81% of patients stated they would like to get text reminders of their appointments  **Part 2 Making an Appointment**  This part of the survey asked about the last time patients accessed our service and which service they required at that time. The majority of responses indicated that patient were accessing a GP appointment.  42% of patients wanted to book an appointment within a few days  26% of patients wanted to book an on the day appointment  13% of patients wanted to book a future appointment within 2 weeks  6% of patients wanted to book a medically urgent appointment  5% of patients wanted to book a telephone appointment  3% of patients wanted to book a future appointment more than 2 weeks ahead.  5% no response  78% of patients were able to get the type of appointment they wanted  12% of patients said they weren’t able to get the type of appt they wanted but were offered an acceptable alternative  92% of patients felt that the appointment that they were given was either very convenient or fairly convenient.  83% of patients rated the appointment access at the surgery as either excellent or good.  When asked for the reason for consulting a GP on their last service access:  47% of patients stated they were unwell  15% of patients stated that they were asked to make the appointment by the GP  12% of patients wanted to ask for some advice  9% of patients came for a medication review  7% of patients needed a repeat prescription  5% of patients came to obtain their test results.  **Part 3 Reception Services**  Patients were asked what their last method of contact with the practice was.  71% stated their last contact method was by **phone**  28% stated their last contact was **face to face** at the Reception Desk  91% of patients rated the receptionists as excellent or good  89% of patients rated the receptionists’ understanding of their needs as “excellent” or “good”  89% of patients stated that that they were always treated with respect by the receptionists  10% of patients stated that they were sometimes treated with respect by the receptionists  0% of patients stated that they were not treated with respect by the receptionists  86% of patients stated that the reception staff were **always** polite and friendly  12% of patients stated that the reception staff were **sometimes** polite and friendly  0% of patients stated that the receptions staff were **never** polite and friendly  92% of patients stated that they were either very satisfied or satisfied with the receptionists providing clear and concise information  96% of patients felt that their queries at the reception desk were either always or mostly dealt with to the patients’ satisfaction  **Speed of Telephone Response**  33% of patients stated their call was answered within 1 minute  27% of patients stated their call was answered within 3 minutes  20% of patients stated their call was answered within 5 minutes  17 % of patients stated their call was answered was answered immediately (within 3 rings)  0% of patients stated their call was not answered and just rang out.  **Training**  86% of patients either strongly agreed or agreed that the receptionists were well trained and knowledgeable. |
| **How we provided the PRG with the opportunity to discuss the findings of the local practice survey** |
| The practice held a meeting with the PRG on Friday 18th March 2014, during which time the survey results were discussed. |
| **How we agreed an action plan with the PRG based on the findings of the local patient survey** |
| The survey results were published on line and the PRG invited to view the results and feed back their opinions prior to the next PRG meeting.  A PRG meeting was held with the PRG Group on the 18th March 2014 |
| **Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why** |
| None |

**2013/14 Action Plan**

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| **2013/14 Action Plan (and how this relates to the findings of the local practice survey)** |
| The results of the survey were discussed and everyone agreed that the results were very positive.  Although the overall picture was very good, some of the comments made by patients did indicate that some receptionists did deal with issues differently. This was particularly evident where the appointment system was concerned.  Following the survey, an administration staff meeting took place on the 5th March 2014, where the results and comments were made available to the staff. All the admin staff took the comments on board and group discussion took place to see where improvements could be made. A similar meeting took place with the doctors, to feed back the results.  The suggestions for possible improvements from the practice were fed back to the PRG group on the 18th March 2014 and these were agreed. They are as follows:  **Make sure patients are made aware of how the appointment system works – especially where recent changes have been made and why. This is to be published on our website and to be included in a Newsletter.**  **Highlight the current practice policy of seeing children who are unwell, on the same day.**  **Encourage patients to remain on the line, when waiting in a phone queue, as there are 8 staff answering the phones at busy periods, but highlight the fact that there are times in the day i.e. lunchtimes when there are less staff available and therefore it may take a little longer to get through.**  **Inform patients that not all GPs are available every working day, as they have other commitments such as training GP trainees, continued professional development, or they don’t work full time.**  **The practice took the decision, following the feedback, that in order that the same information is given to patients requesting an appointment each time, that a script and flow chart should be used as a prompt at all times.**  **Although the feedback regarding the knowledge and skills of the reception staff was very good, the practice has bought an on line training package for the whole practice team, which is role based and does include, amongst other things, customer care in healthcare environments.**  **The Practice at the time was in the process of setting up On Line Booking of Patient Appointments and a Text Reminder service. Members of the PRG group volunteered to test the service before going live to all patients.**  **At the same time the practice was in the process of changing our On Line Repeat Prescription ordering from our current practice website to ordering online directly via our new clinical system and the PRG group members volunteered to test this service also.**  The above improvements and changes were discussed and agreed with the PRG group and are now in place currently. |

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| **Significant changes we have made / plan to make to the services the practice provides** |
| The practice has enabled online booking of appointments, ordering of prescriptions and text reminder service, which we feel will be a great improvement to patient access. |
| **How we publicised the local patient survey results and action plan to our registered patients** |
| The results were publicised on our website and the report and results included in our practice newsletter. |
| **Link to practice website where this report and related information can be found** |
| [**www.thedunstanpartnership.co.uk**](http://www.thedunstanpartnership.co.uk) |
| **2012/13 Action Plan – overview of progress against last year’s action plan** |
| The only outstanding action from the 2012/2013 survey and meeting, was with regard to patients being able to cancel their appointments when the practice was closed. At the time, the practice was considering the possibility of an additional telephone line for cancellations only where patients could leave a message. However, due the the changes from PCT to CSU and the priorities involved in these changes, this has not yet been possible but is still under consideration. However, the practice now has the facility for patients to book and cancel their appointments on line, either from a computer or from a smart phone and we feel this will help. This situation will continue to be monitored in the future.  One of the successes of the previous year’s action plan was that the practice also took part in Pride in Practice, a quality assurance support service provided by the Lesbian and Gay Foundation to GP practices to support improvements in health outcomes for their lesbian, gay and bisexual patients, as well as strengthen their engagement with and understanding of LGB people. In March 2014 the practice was awarded the Pride in Practice Gold Award. |

**Patient Access**

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| **Practice Opening Hours** |
| Monday – Friday 7.30am – 6.30 pm |
| **How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday** |
| By telephone  Face to Face  On line |
| **Extended Hours** |
| Monday – Friday 7.30am – 8.00 am |