

**ANNUAL REPORT ON  
DIRECT ENHANCED SERVICE  
FOR  
PATIENT PARTICIPATION**

**REPORT AUTHORS:** Dr Andrew Thornett, Mrs Jenny Haswell, Mrs Susan Howell,  
on behalf of Blackwood Health Centre & Blackwood Patient Representative Group.

**YEAR:** 2013/2014

**PRACTICE:** Blackwood Health Centre

**DATE OF REPORT:** 21/1/14

**Component/Step 1**

a. Description of the profile of the members of the patient representative group.

An audit of the regular patients attending the PRG in January 2014 showed that the current group has 9 members. The members are all Caucasian and aged over 50. There is 60:40 split female: male.

The surgery profile itself reflects a largely white British ethnic population. There are a reasonably large number of elderly people within the population. In this respect the current patient participation group represents a large portion of the current patient profile.

b. The steps taken by the practice to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the practice has taken in attempt to engage the category.

The PRG profile does not include younger people apart from one member under the age of 20. The PRG reflected upon its membership and felt that it was keen to widen the range of participation by various methods in its activities. The surgery has actively invited patients from ethnic minority groups and from younger age groups to join the PRG in this last year. An initiative carried out by a young person in the PRG in the previous year involving the local schools, did not successfully increase the number of younger patients attending the surgery. Attempts to hold evening meetings in the past have also been unsuccessful. The PRG has now concentrated its efforts upon widening participation through its health events that it holds periodically on Saturday mornings and another health event has been held this year. Feedback from patients suggests that day or evening meeting during the week do not fit in with other commitments such as school/work/family/social activities and that week-end meetings may be more

successful. The PRG is therefore intending to build upon its past record of successful educational events on a Saturday morning to increase participation through those means. The surgery is actively involved in participating in the design development and delivery of those sessions. The PRG is also actively advertised by posters in the surgery, in local shops and in local publications such as the SCAN magazine (published four times a year), notices in community halls, flyers and on the surgery's website.

In addition, this year the PRG has commissioned a 17 year old to interview younger people (February 2013) to determine their views of the surgery. Another young person has been asked to develop a strategy for improving participation in this group following that work.

See below for summary of survey results from Steven and plan of action and actions conducted so far after Leah's work.

## **Component/Step 2**

- c. Details of the steps taken to determine and reach agreement on the issues which have priority and were included in the local practice survey. In December 2013, the PRG developed its own questionnaire for a survey of patients. Dr Thornett & Mrs Howell (practice manager) are also members of the PRG and regularly attend meetings – the surgery was in agreement with the questions to be asked. A copy of this questionnaire is included with this report. The questionnaire covers issues that were of importance to the PRG, and was developed in meetings in October and November, and by a working group existing of the Chair and Vice Chair of the PRG & Dr Thornett. This questionnaire page covers issues around knowledge of and participation in PRG activities, the health events on Saturday mornings and areas around access to the surgery.

## **Component/Step 3**

- d. The manner in which the practice sought to obtain views of its registered patients. Patient views are obtained through the questionnaire developed by the PRG in December 2013. This was given out to all patients attending consultations over a two week period in December by reception staff on behalf of the PRG (independently analysed by Health watch Walsall on behalf of the PRG). The questionnaire was anonymous. In August 2013, Steven (age 17) conducted an interview survey of patients in the surgery waiting room. These surveys were supplemented by less formal feedback to the PRG Chair from patients throughout the year and opinions of PRG patient members at PRG meetings.

## **Component/Step 4**

- e. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the findings of the local patient survey and how agreement was reached with the group on any changes in service provision that had been agreed. The PRG met at its six-weekly meeting on the 21/1/2014 and

discussed the results of the survey and the emerging results from the individual patient interviews. Following this meeting the Chair of the PRG and Dr Thornett co-wrote a report for the PRG outlining the results and the report will then be published on the PRG pages of the surgery website.

## Component/Step 5

- f. Details of the action plan setting out how the finding 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.

*During the year, the emerging information led to the following actions by the PRG:-*

- Patients were keen to have access to a more local audiology service. The PRG negotiated with the Manor Hospital and with the surgery and a new service has been developed and running at the surgery Friday mornings each week – this is widely liked and used.
- Older patients find it difficult to get onto couches at the surgery. The PRG has started to raise money towards the purchase of a new electronic couch which can be elevated or dropped in height. So far over £600 has been raised.
- Patients expressed concern about confidentiality breaches if patients are overheard at reception. The chair layout has been changed and a new TV introduced – which has improved this situation considerably.
- A talk on depression in older people was delivered at a PRG meeting
- The PRG held an educational event on a Saturday morning May 2013 which was widely liked by attendees.
- Leah has prepared a questionnaire specifically for young people in the surgery – this was reviewed at PRG meeting 21/1/14 and will be given out by reception on behalf of the PRG.
- Leah has also prepared an action plan – new noticeboards, colouring competition.

*Following Steve Yang's interviews Feb 2013:-*

The following action plan for the surgery emerged from the project and the PRG discussions:

- 1) In order to prevent the reception/waiting room area being too quiet, Blackwood Health Centre could obtain a licence for a TV or radio and play it in the reception to turn people's attention away from other people's conversations. **The licence was purchased and feedback is that confidentiality is much improved.**
- 2) For the website, the PRG should commission a large poster with the address of Blackwood Health Centre's email address and post it up on the waiting room to increase patients' awareness of the website and advertise the website address in community centres, local shops and

via the community SCAN magazine. **This poster was purchased and placed in waiting room**

- 3) The surgery should set up a daily bookable telephone consultation for the nurse so patients can ask questions via telephone. **Consultations were set up but little used by patients.**

*Following Leah Speight's work August 2013 (on-going):-*

Leah's suggestions are listed at the end of this report. Implementation of these suggestions so far includes a plan to purchase new notice boards in coming year, a colouring competition and a purchase-designed questionnaire for young people attending the surgery to elicit their views.

*Review of questionnaire results Dec 2013 (copy results attached):-*

- Practice well liked
- Most patients found current appointments on offer appropriate for them – some requests for later appointments in evening or earlier appointments. Dr Thornett offers evening appointments on a Tuesday. Following this questionnaire, the usefulness of these has been confirmed and they will continue.
- There were some concerns about telephone access first thing in the morning. The PRG explored this aspect and agreed that this was only a problem for first 30 mins after surgery opened. This is difficult to address – surgery already has four lines. It will explore whether we can increase access via telephone in first half hour and report back at April 2014 meeting of the PRG.
- The PRG membership was concerned that many patients said they did not know about the educational events, although they were widely advertised. These events will be advertised, together with audiology and access arrangements on the website. During this last year there was a problem with GP websites in Walsall. However this is now being resolved and new websites will be available from April 2014. The new website will be used to improve information on these areas.
- Booking online has been set up successfully this year- once new website is available it will be widely advertised via website and elsewhere. It is not worth doing beforehand as, if link not available in changeover to new website, this will create confusion. Together with repeat prescriptions.
- Advertising telephone appointments as alternative to face to face appointments – readily available but patients often not aware of it. Would improve access. Surgery is also going to explore introduction nurse triage in first hour of day to improve access during that time.
- Dr Thornett will also liaise with other doctors in Walsall re extended access £50m fund – recent government initiative to improve out of hours access to GPs.
- Lady doctor – Dr Riza female doctor regular long term Wed pm
- Baby weighing scales – currently Dr Thornett has scales – rearranging baby clinic clinics as part of this scales moving to nurses' room making those available for baby measurement.

# **Blackwood Health Centre Patient Representative Group**

## **Patient Survey Results**

**December 2013**

### **Introduction**

Blackwood Health Centre Patient Representative Group (PRG) work together to hear the patient's voice and to share information with the Practice on experiences of the patients who attend the surgery in order to help improve services at the surgery.

The current survey is part of a programme of annual surveys conducted by the PRG to obtain information on the views and experiences of patients at Blackwood Health Centre. The results of these surveys are used to inform the practice on areas where change in service delivery might be considered and to assist the PRG in developing its programme of activities for the forthcoming year.

### **Aim**

The PRG wished to survey patients attending the Blackwood Health Centre in order to show the following:

- What they like about the surgery
- If they are happy with the current opening times or would prefer these to change
- If they have attended any health events organised by the PRG and if so what they liked about them.
- How they may wish to change the educational days
- If they have made use of the audiology service that is run by the surgery and is so, what they thought of the service
- If there are any other improvements that they would recommend for the surgery

### **Methodology**

The PRG surveyed patients in order to gather information and views of patients regarding some of the services offered by the surgery.

The survey was developed by the PRG membership.

The following questions were asked of each person interviewed

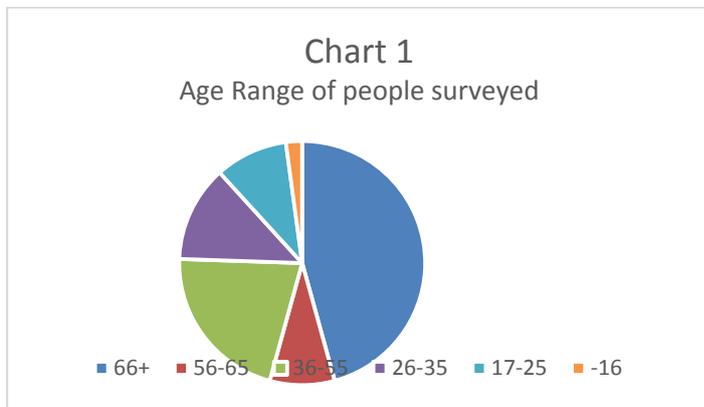
- Age and Gender
- Ethnic Group
- Please could you tell us what you like about the surgery?

- What do you think of the current opening hours of the surgery – would you like to change these in any way?
- Have you attended any health education events organised by the Patient Participation Group?
  - If yes, what did you particularly like about the half days?
  - How would you change the educational days?
- Have you made use of the new audiology service that is being run by the surgery?
  - If you have used this service please could you tell us what you thought of that service?
- Are there any improvements that you would recommend in surgery services?
- Are there any other ways that we can contact you to help you to be involved in designing and developing patient services at the surgery?

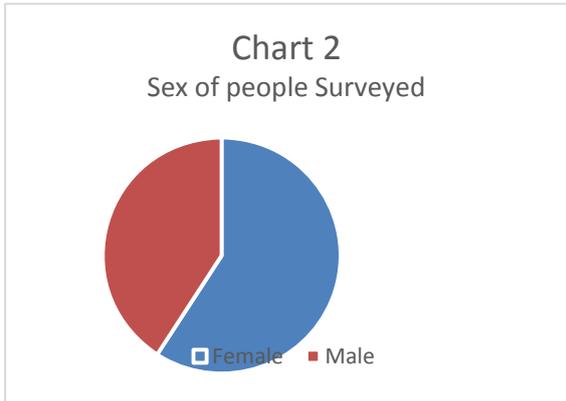
The questionnaires were handed out by reception staff at the surgery on behalf of the PRG. The questionnaires were completed anonymously. The PRG arranged for independent analysis of the results.

## Results

A total of 95 people took part in the Blackwood Health Centre Patient Representative Group Survey

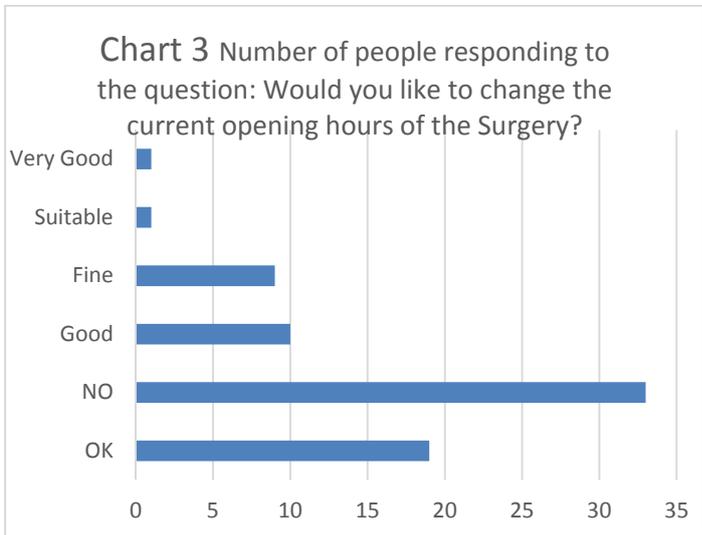


The age range of the people surveyed can be seen in  
Chart 1



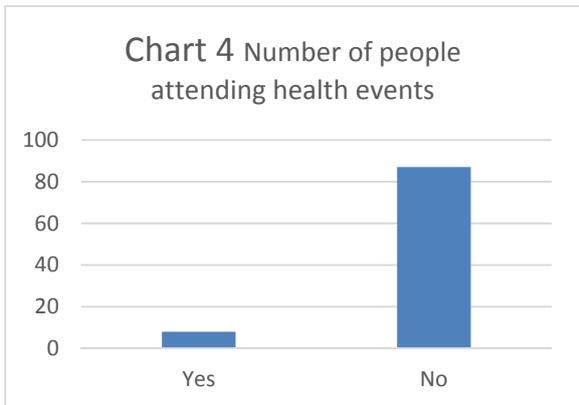
The sex of the people surveyed can be seen in

Chart 2

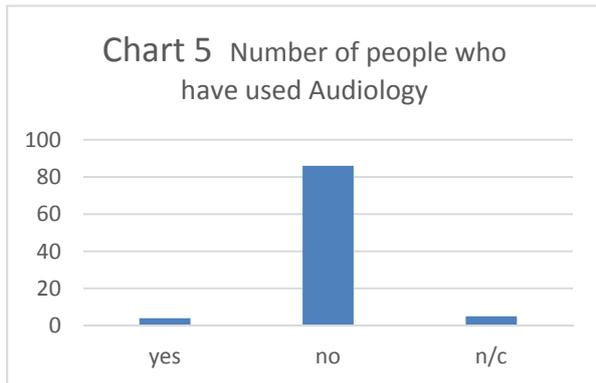


Responses to What do you think of the current opening hours of the surgery – would you like to change these in any way can be seen in

Chart 3.



The number of people interviewed that had attended health events organised by the PRG can be seen in Chart 4



The number of people who have made use of the Audiology service can be seen in Chart 5.

The majority of people who took part in the survey commented on what they liked about the surgery. Below is a small selection of the comments.

- Surgery very convenient.
- Do not have to wait long
- Close to home
- Appointment availability
- Quick appointments
- no waiting times
- Friendly
- Helpful staff
- Local and friendly
- Friendly receptionists
- Every one helpful and pleasant
- Friendly understanding professional
- Very good staff
- doctors and nurses 9/10
- Clean
- comfortable

Approximately 20% of the people surveyed made a comment regarding opening hours.

More late pm & early  
am  
May be Thursdays  
Thursday pm  
Open earlier  
Another late pm  
Hours are fine  
Earlier & later

Longer hours till 7pm  
Start at 8 am  
Ok problems with  
phones  
Longer hours 8/7pm  
Good  
Don't know about hours  
Appoints for night

Further comments made regarding recommendations in surgery services

More female permanent doctor  
Open Thursday afternoon  
Book day in advance cannot always get app on the day

Lady doctor here more often  
Online booking system  
Baby weighing facilities

Had to go to Aldridge  
Extra phone lines sometimes difficult to get through

## **Discussion**

The results show that the majority of people that took part in the survey were 66 plus.

The results also show that there were more male than female participants.

Chart 3 identifies the number of responses to the question regarding opening times and if people wished to change them in anyway. This shows that everyone answering this question was indeed OK with the current opening times of the surgery.

Only 8 people out of 95 interviewed attended the health events therefore this may not represent the views of the majority that may have attended.

Only 4 people out of 95 have used the Audiology service at the surgery and any comments made by those who have are positive. 2 people had not heard that it was available and 1 person felt it was a good facility to have.

20% of people commented on potential improvements to opening times.

Many also commented on any improvements that could be made to the services currently offered by the surgery.

8 people made comments on what they liked about the surgery.

**Interview Study of Patient Views at Blackwood Health Centre from 18<sup>th</sup>  
February to 20<sup>th</sup> February 2013**

**Steven Yang**

**Introduction:**

I have been acting behalf of the surgery's patient representative group (PRG), a group a patients in the surgery who represent the view of the patients. They meet up every six weeks with the Senior General Practitioner in the surgery and discuss issues. Blackwood Health Centre is a family general medical practise located in Streetly, Birmingham. It has 3500 patients, three doctors, two nurses and ten other staff.

The practice recently conducted a patient survey based on the "Improving Practise Questionnaire". At the same time, the PRG developed its own survey. One hundred patients received the questionnaire, of which seventy-eight people responded. My project builds on the results of the PRG survey and explores the results in more detail through individual patient interviews. The timing of the project was designed to coincide with the PRG meeting on Tuesday 19<sup>th</sup> of February to allow initial findings to be developed as part of the methodology.

**Method of conducting Interviews:**

I am 17 years old and of Chinese ethnicity. I currently studying in a secondary school and I have been acting on behalf of the PRG in conducting interviews in Blackwood Health Centre. After reviewing the results of the earlier paper based survey, I developed a questionnaire. It explored the main areas covered by the questionnaire. My aim was to interview patients in the surgery. The project was not meant to obtain a statistically significant sample of results, but to explore a range of views from patients and help generate an action plan to improve the surgery's services. All data from the interviews were anonymous.

With each interview, I approached a patient in the waiting room and asked them to take part in the project. They were given an information sheet and asked to complete a consent form (Appendix B). Then, I questioned them from four to six minutes, each interview averaging five minutes (Interview Schedule – Appendix A).

At the end of day one, I had interviewed eight people and I analysed the data using thematic analysis. Then at lunchtime on day two, I discussed the emerging themes with PRG members. Five PRG members and a doctor were present.

Following the discussions, I was able to conduct five more interviews on day three which were able to explore the emerging themes in more detail and able to take into account the comments by PRG members.

Finally at the end of day three, I was able to discuss the results with the senior partner in the surgery and write up a report for the PRG.

### **The themes arising from interviews were:**

- 1) Patient 1 felt that the reception/waiting room area was too quiet, risking private conversations being overheard by other patients in the waiting room.
- 2) Patient 2 asked if the website could make health events (an educational half day run by the PRG in the local area) clearer and obvious.
- 3) Patient 8 heard the wrong message on the health centre answering machine so she asked if the surgery could ensure that answering machine messages were correct.
- 4) Patient 11 suggested that the surgery sets up a daily bookable telephone consultation with the nurse so patients can discuss nursing queries and issues directly with the relevant members of staff.
- 5) All but patients 6 and 12 didn't know about the health events and patients 1, 4, 5, 7, 9 and 12 didn't know about the website.
- 6) The feedback from patients 5, 6, 7, 9, 10, 12 and 13 was very positive and thought that Blackwood Health Centre needed nothing changing.
- 7) The work of the staff was highly praised by patients 3, 5, 6, 7, 9, 10, 12 and 13.

### **Conclusion**

This project has shown that it is quite practical to interview patients on their thought of the practise during surgeries.

The following action plan for the surgery emerged from the project and the PRG discussions:

- 4) In order to prevent the reception/waiting room area being too quiet, Blackwood Health Centre could obtain a licence for a TV or radio and play it in the reception to turn people's attention away from other people's conversations.
- 5) For the website, the PRG should commission a large poster with the address of Blackwood Health Centre's email address and post it up on the waiting room to increase patients' awareness of the website and advertise the website address in community centres, local shops and via the community SCPN magazine.
- 6) The surgery should set up a daily bookable telephone consultation for the nurse so patients can ask questions via telephone.

## **Engaging with the under 40's – Leah Speight**

Summary of conclusions:

- Firstly I was thinking the four most relevant problems occurring to young people, and the main reason they would be looking at health care would be diet, smoking, exercise and drinking.
- A questionnaire for the older patients, maybe over 16's, questioning their current health issues and reasons they visit the GP, with possible questions related to the four subjects I just mentioned previously. Maybe questions about current diet, exercise routines and amount of cigarettes and drink.
- I thought that maybe a colouring competition for younger patients relating to healthy eating (perhaps an image of happy apples and 5 a day) where the winners colouring is displayed as posters around the practice.
- Also, in the age category of <40 pregnancy is a relevant topic, so I thought posters informing pregnant women about the four categories I have mentioned, along with a separate pregnancy health questionnaire about their lifestyle also. (This questionnaire could perhaps be issued to the women at baby clinics if you have them??)
- A bright and relevant pin board in the practice with art and colour in it to attract younger patients, making them think going to the doctors is not 'boring' but essential. This could include posters about relevant issues picked up in the questionnaire? And also the winning poster competition if you liked that idea.
- If you wanted to reach further than the main four subjects which I have thought are most important, then a general question on the questionnaire could be to ask the main four reasons they have most recently visited their GP, and go from there.
- Questionnaires could be the first step, along with the colouring competition for younger children, both available in the waiting room of the GP??