

Report of the
Patient Participation Group of
The Cornerstone Healthcare
Community Interest Company

1st March 2012

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Acknowledgments

THE AUTHORS WISH TO THANK THE STAFF AND PATIENT PARTICIPATION GROUP (PPG) MEMBERS OF THE CORNERSTONE HEALTHCARE CIC FOR THEIR CONTRIBUTIONS.

THE PRACTICE PPG IS AFFILIATED TO NAPP.

MARCH 2012

Terms of Reference

Aim

To establish a Patient Participation Group (PPG) to ensure that patients are involved in decisions about the range and quality of services provided by Cornerstone Healthcare CIC and, over time, commissioned by the practice.

Objective

This report is in partial fulfilment of the requirement of the 2 year Patient Participation Direct Enhanced Service (DES). Requirements for year 1 of the DES included the following:

- Implementing a PPG representative of the patient population.
- Agreeing areas of priority with the group members.
- Drafting and implementing a patient survey and collating the survey results.
- Informing PPG members of the survey findings.
- Discussing the findings of the survey and agreeing action to be taken with the PPG members.
- Implementing change to the practice services.
- Publicise action taken - and subsequent achievement.

Methodology

Developing a structure to obtain views and feedback from the practice patient population

It was decided by staff at the Practice to implement a Patient Participation (face to face) Group and all invite registered patients to join the group. There was no upper limit of membership, such that patients continued to join the group throughout the year.

To ensure that each registered patient had an opportunity to become a member of the PPG various methods were used to invite a cross section of registered patients, these were:

- Via an application form on the Practice website (Appendix 1)
- Direct invite to some patients who had made complaints or suggestions about the Practice in the past (Appendix 2)
- Patient call system
- Patient newsletters (Appendix 3)
- Posters displayed in the waiting room (Appendix 4)
- Word of mouth

At the initial PPG meeting held at Bentham Road Health Centre on Wednesday 27th July 2011 the patients were asked to provide demographic information about themselves e.g. age, ethnicity etc. A copy of the demographic form, together with the profile of members of the group is shown in Appendix 5.

A Code of Conduct for the group was also suggested at this first meeting (Appendix 6).

It became apparent that patients under the age of 50 were underrepresented. Despite the various methods undertaken to invite all patients, no one under the age of 50 responded.

Agreeing areas of priority with the PRG

At the initial PPG meeting, patients were provided with an introductory pack, which included an agenda for the meeting, the proposed Code of Conduct, a proposed meeting format and the results of an initial patient survey (Appendix 6). Members were invited to discuss the results of an initial patient survey that was included in the Summer 2011 Patient Newsletter. This provided the basis for patients to comment on issues, which they considered to be priority areas for the practice. A copy of the minutes of this meeting is provided in Appendix 7. The comments were collected and subsequently formed the basis of the patient survey.

Drafting, implementing and collating views from a patient survey

A second meeting was arranged for Wednesday 7th September 2011 to discuss the contents of the patient survey (Appendix 7). Unfortunately, due to illness and other commitments the meeting had to be cancelled, as there were insufficient numbers to hold it.

Therefore, the questionnaire was subsequently devised by members of the practice team from the members' comments at the meeting on 27th July 2011. It was decided to request the demographics of the respondents (although the questionnaires were anonymous).

The questionnaire was initially sent the PPG members by post. The members were asked to review the survey and sign a form stating any changes they felt were necessary or give their consent for the survey to be distributed to the whole patient population (Appendix 8). The surveys were returned by the group members fairly quickly and, once any changes had been made, the survey was distributed to the wide practice population. Patients were invited to complete the questionnaires in the waiting rooms and questionnaires were also given by clinicians. Appendix 9 provides a copy of the survey.

A timescale of six weeks was given between the issue of the questionnaires and the deadline for return.

The results were collated in-house by members of the practice and subsequently analysed and transferred to 'Powerpoint' by the Finance Manager.

Providing the PPG with the opportunity to discuss findings and reach agreement with PPG on changes to services.

The results of the questionnaire were presented by 'Powerpoint' to the PPG members on Thursday 8th March 2012. The members were provided with a copy of the results of the survey before the meeting, so that they were able to review them and come to the meeting with suggestions for change (Appendix 10). A copy of the minutes can be found in Appendix 11.

Agreeing an action plan with the PPG and seeking PPG agreements to implement changes.

The action plan of any findings or proposals arising from the survey is set out below.

Findings/ Proposal	How the findings/ proposals can be implemented	Findings/ proposals implemented by the health centre	Reasons why the findings/ proposals were not implemented by the health centre
Most patients learnt about Bentham Road reopening through word of mouth. It is, therefore, important to keep promoting the surgery and its events.	Advertising events that happen at the surgery in the practice newsletter. Produce a 'What's on at Bentham Road?' poster to be put in local shops, pharmacies, community centres etc.	Many events/services were advertised in the most recent newsletter and will continue to be in forthcoming editions.	Ongoing.
Patients were unaware that you can book an appointment up to four weeks in advance.	Doctors to encourage patients to book routine follow up appointments in advance. Publicise this information in the newsletter and by a poster in the waiting room. Publicise advance booking on the Jayex system and on prescriptions.	This information has also been published in the surgery newsletter, on a poster, on the Jayex system and on prescriptions.	

		An appointment information leaflet has been produced that informs patients of the appointment system.	
Patients would like to see the same Doctor if they are attending about the same problem (continuity of care).	Doctors to encourage patients to book routine follow up appointments in advance. Reception staff to check who a patient has seen most recently/ frequently and to ask the patient if there is a doctor they would prefer to see.	Doctors encourage patients to make an appointment to see them specifically. The reception staff ask patients who they would like to see and always try to accommodate this if possible.	
Availability of Doctor/Nurse appointments before 9.00am.	Lead GP to discuss the possibility of a clinician starting earlier with other clinicians.	Nursing appointments are already available from 8.40am some days of the week.	
Approximately half of the patients would like to be able to book appointments online.	Allow patients to book appointments online.		Concern was raised that this would disadvantage patients that do not have access to the Internet and the appointments may be used inappropriately as the reception staff would not be able to screen the requests.

<p>Communication to patients when a clinician is running late.</p>	<p>Staff need to monitor when a clinician is running late and inform patients.</p> <p>Encourage patients to make a double appointment if they would like to discuss more than one problem.</p> <p>Purchase of a Surgery Pod to do blood pressure and other standard checks.</p>	<p>The reception staff inform patients how many other patients are waiting to be seen before them.</p> <p>By asking the patient why they need to see the clinician, the reception staff are able to monitor this. It has also been addressed in the surgery newsletter and by a poster displayed in the waiting area.</p> <p>A Surgery Pod has been purchased, which gives the patient the option of using it rather than seeing the nurse. Therefore, reducing waiting times.</p>	
<p>Some patients did not seem to be aware of some of the services the surgery offers, e.g. synchronisation.</p>	<p>To train all reception staff how to synchronise medications.</p> <p>Communicate about the services we offer in forthcoming issues of the patient newsletter.</p>	<p>Synchronisation training provided to all reception staff. Staff are also encouraged to ask patients if they would like their medications synchronising, if appropriate.</p>	

	Clinicians to inform and refer patients to appropriate services.	Staff are now aware of the importance of promoting such services.	
Not many patients were aware of the surgery newsletter.	<p>To have the newsletter available all the time, not just for a month or so.</p> <p>Publish the newsletter on the surgery website.</p> <p>Put the newsletter in a leaflet dispenser that asks patients to take a copy.</p>	<p>Reception staff to ensure there are adequate supplies.</p> <p>The Spring 2012 edition has been uploaded to the website.</p> <p>A leaflet dispenser has been ordered.</p>	
Patients have difficulty parking on the car park at school start and finish times. This is especially a problem for disabled patients.	<p>Ask the school to remind the parents about the appropriate use of the car park.</p> <p>Put a notice on each disabled bay informing drivers that those bays are specifically for the use of patients with a Blue Badge only.</p> <p>Put a leaflet on car windscreens informing the owner that the car park is for the Health Centre patients only and that we would appreciate them not parking for school drop offs and pickups.</p>		Ongoing.
Some patients were dissatisfied	The reception staff to decide on	This has been discussed at a	

with the way the reception staff enquired why a patient needs an appointment.	a uniform way of asking this question. To address why the receptionists ask why a patient needs an appointment in the patient newsletter.	reception team meeting and a conclusion has been reached. This is addressed in the most recent newsletter.	
Better signage is needed to direct patients to Room 10.	Refer to the Facilities Manager.	A new sign has been ordered.	

Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.

Action points that have been implemented:

- Events and services have been published in the most recent patient newsletter.
- An appointment information leaflet has been produced.
- Information on booking advanced appointments has been published in the patient newsletter, on a poster in the waiting room, on the Jayex sign and on prescriptions.
- All staff encourage continuity of care.
- Nursing appointments are available from 8.40am on some mornings.
- A surgery pod has been purchased.
- Reception staff have been trained to synchronise medications.
- A new sign for Room 10 has been ordered.

The actions that the surgery intends to take include:

- Discuss with local businesses whether they would be willing to display a poster outlining the services/activities at Bentham Road Health Centre.
- Continue to assess and improve the car parking problem at the surgery, especially at school start and finish times.

Bentham Road Health Centre's Opening Hours

The opening hours of the Bentham Road Health Centre premises are listed below. The method by which patients can obtain access to services throughout these hours is by face to face appointment with a clinician and speaking to a doctor by telephone. Information on services not requiring a doctor e.g. prescription synchronisation and the stop smoking service can be obtained from reception.

DAY	OPENING HOURS
Monday	08.00-18.30
Tuesday	08.00-20.00
Wednesday	08.00-20.00
Thursday	08.00-18.30
Friday	08.00-18.30
Saturday	08.30-12.30

Appendices

Appendix One – Application Form on the Practice Website

Patient Participation Group (PPG)

The Surgery is launching a **Patient Participation Group** through which we will maintain our links with patients and their concerns. The practice thus ensures that the views of patients are taken into account in the development of general practice.

If you are interested in being a part of this group please complete and return the slip below or speak to a receptionist for further details.

Name

Address
.....
.....

Tel

Mobile

Appendix Two - Direct invite to some patients who had made complaints or suggestions about the Practice in the past

Dear ...

We may have spoken to you recently about the upcoming commencement of a Patient Participation Group (PPG) for Cornerstone Healthcare at Bentham Road Health Centre.

I am writing to enquire as to whether this is something you might be interested in contributing towards. I have enclosed an information leaflet to give you an idea of why a PPG can be a useful resource for a surgery and it will explain how you can be involved.

It is likely that there will be four PPG meetings between now and April 2012, unless there is a demand for more. The first of these will be held Wednesday 27th July at 6pm in the practice waiting room.

If you would like to be involved in this group please complete and return the interest slip enclosed by Monday 25th July. We would very much value your input into how the surgery runs and what you think we can do to improve and provide a first class service. This is a great opportunity for you to bring your thoughts and ideas to us.

Please do not hesitate to contact the surgery and speak to myself, Katie Stanton, or Natasha for further details.

Yours sincerely,

Katie Stanton
Site Manager

Appendix Three – Summer 2011 Newsletter

Unfortunately, the Summer 2011 Newsletter was produced using ‘Publisher’ and was not able to be attached to this report. A copy of the newsletter is available on request, however.

Appendix Four – Poster displayed in the waiting room



Patient Participation Group

- Are you interested in finding out more about Cornerstone Healthcare?
- Would you like to influence the development of local health services?

The Patient Participation Group meeting will take place on:

Wednesday 27th July 2011

6:00-7:00pm

At Bentham Road Health Centre

If you would like to come along to the meeting, or if you have any queries about the **Patient Participation Group**, then please speak to a receptionist for further details and a sign up form.

Appendix Five – Demographic Form and the Demographics of the PPG members



Please complete the information below to help to make sure that we try to speak to a representative sample of the patients that are registered at this surgery.

Are you? Male 2 Female 2

Age:	Under 16		17 – 24	
	25 – 34		35 – 44	
	45 – 54		55 – 64	2
	65 – 74	2	75 – 84	
	Over 84			

To help us to ensure that our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White		Chinese or other ethnic Group			
British Group	4	Chinese			
Mixed					
White & Black Caribbean					
Asian or Asian British		White & Black African		White & Asian	
Indian					
Black or Black British		Pakistani		Bangladeshi	
Caribbean					
		African			
Irish		Any Other			

Are you:

Employed	1
Unemployed	1

Retired	2
Student	
Registered with a disability	

Are you a carer? Yes/No	No - 4
Do you have a carer? Yes/No	No - 4

How would you describe how often you come to the practice?

Regularly (6-12 times a year)	4
Occasionally (3-4 times a year)	
Very rarely (once a year or less)	

Thank you.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Appendix Six – Introductory Pack, including Code of Conduct

Agenda of the Patient Participation Group To be held at Bentham Road Health Centre at 6.00 p.m. Wednesday 27th July 2011

- 1. Share refreshment**
- 2. Welcome, introductions and house keeping**
 - a. Fire exits, no planned fire drills.
 - b. Toilets
 - c. Attendance and Patient demographic information
- 3. Explain the role of the PPG/Code of Conduct**
 - a. IS chance to be more involved in how surgery runs
 - b. IS chance to be consulted about primary healthcare before decisions are made
 - c. IS opportunity for communication with staff
 - d. IS forum to suggest ideas and voice concerns
 - e. IS NOT the opportunity to raise individual complaints
 - f. IS NOT the right place to discuss personal medical issues
- 4. PPG 2 Year Programme**
 - a. Refer to flowchart for proposed format, discuss need to run same project 2012-13
- 5. Review initial patient feedback and select focus for full survey**
 - a. See Survey sample, with results and Comments
- 6. Introduce members to the practice website**
- 7. Any news items**
 - a. New GPs from September
 - b. New receptionists from September
- 8. Decide on date and time of next meeting** (suggested date and time – Wed 7th Sept 2011)

Cornerstone Healthcare Patient Participation Group

Code of Conduct

The aim of the Patient participation Group (PPG) would be to develop self help and improve primary care. The group would help to benefit patients care within the practice.

Suggested Code of Conduct:

- To communicate to the practice areas of patients concern with a view to influencing practice policy at all levels.
- To consider how best a consistent, equitable and patient-centred quality of care for all registered patients can be achieved.
- To encourage and support the role of the surgery in involving patients in their own care.
- To encourage the involvement of patients in their own care.
- To encourage the inclusion of patients in the development of health care services at all levels
- To foster relations between patients and their clinicians on the basis of openness, equity and honesty.
- To review and monitor regularly the progress of the PPG.
- To receive expert advice/information from a multi-disciplinary team, including GPs, Nurses, Administrative staff and any attached services, as necessary.
- To be aware of government targets that may be relevant to the work of the practice.
- To make suggestions to improve clinical pathways.
- To keep patients informed of changes within the practice.
- Members of the PPG who leave the practice can no longer remain active participants of the PPG.
- Points and opinions raised as a PPG member will not affect treatment of service received by the practice.

- To review regularly whether or not these terms of reference are being fulfilled and that they remain relevant.
- Members do not present personal healthcare issue at the meeting
- To be respectful of other PPG members and practice staff, allowing each person to share their own views openly and without criticism.

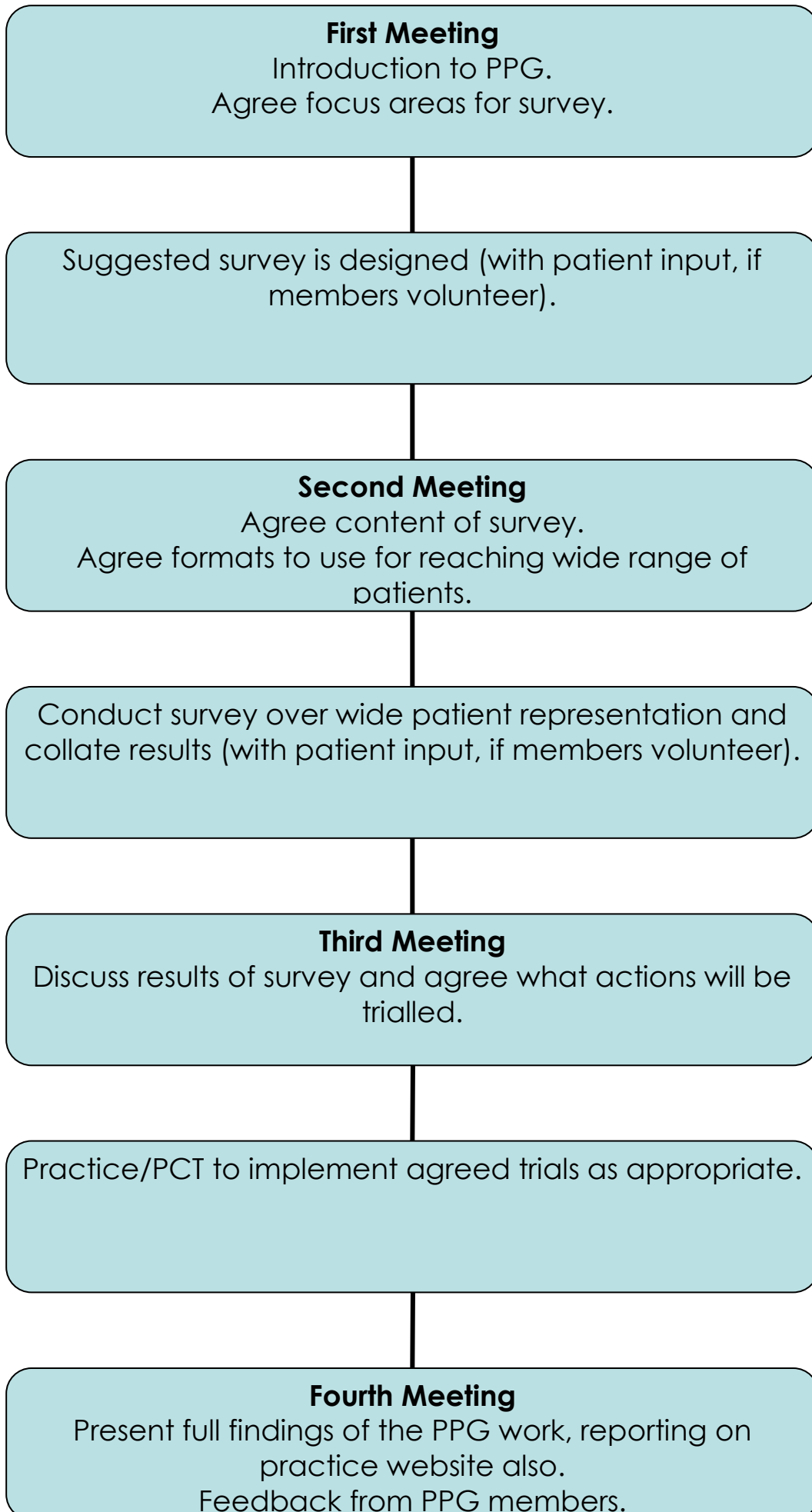
Membership

The membership will comprise of representative cross section of the surgery population i.e. sex, age, various ethnic backgrounds, persons with a disability, carers, etc, so far as patients from these groups choose to be involved in the work of the PPG.

Invitation for membership will be displayed on posters in the waiting room, application form on the internet, on the X-media display, invites in the surgery newsletter and invites at reception and personal invitation from practice staff. Invites will be offered to new and existing patients.

Feedback

This will be done via a local surgery survey once a year. The outcomes of the Survey will be analysed and published on the practice website. (*Publicise actions taken – and subsequent achievement*). *A copy of the report must be supplied to the CTP no later than 31 March each year until 31st March 2011 in the first year and 31st March 2013 in the 2nd year.*



Please rate your satisfaction with the following with a score of 1-5, with 1 being poor and 5 excellent.

**1 — Poor 2 — Below Average 3 — Average 4 — Good
5 — Excellent**

Accessibility Consider your general satisfaction with parking arrangements, the surgery opening hours, disabled access to the building and the facilities available, such as online prescription ordering and the electronic patient call system.

SCORE: 4.65

Services Think about the prescription service we provide (e.g. ways to order and waiting times), appointments (e.g. booking appointments, the availability of a particular Clinician, length of appointments, the times at which appointments are available and waiting times at the surgery) and the additional services that are provided at the surgery, for example Podiatry, Councillors, Substance Misuse and Smoking Cessation.

SCORE: 4.57

Staff Consider how you are treated by the staff at the surgery (both the Clinical staff and Receptionists). Are the staff polite, friendly, knowledgeable and efficient? How would you rate the communication skills of the receptionists on both the telephone and at the reception counter? After seeing the Doctor or Nurse, do you feel that you understand your problem better and that you are in a better position to cope with it?

SCORE: 4.8

Overall Satisfaction of Service SCORE: 4.78

Comments:

- Not enough parking spaces.
- Sometimes difficult to park when clashing with the school timetable.
- The parking arrangements would be better if the disabled bays and Dr's bays were not used by the parents picking up and dropping off their children at

Meadowhead school morning and afternoon.

- Parents of Meadowhead school children block the car park for early morning appointments.
- Don't always get the doctor you want, but that is understandable. It's fantastic that there is a Saturday morning surgery.
- Are the two street lights going to be turned on again – as a well lit area at night will reduce youths congregating and vandalism.
- Introduce a business card sized reminder of telephone number, Dr's name and Bentham Road Health Centre address so when you need to phone it'll be in your wallet or purse.
- There are some staff who are really helpful and friendly and others who seem to be in a bad mood.
- I wish there could be a weight loss group. A group, rather than individual attendance would give more encouragement.

Appendix Seven – Second Meeting Letter, Agenda and Minutes of the First Meeting held 27.7.2011

Dear ...

Thank you for attending the initial Patient Participation Group meeting. We hope you found it an interesting exercise and are looking forward to helping make decisions to improve Bentham Road Health Centre.

Please find enclosed a copy of the minutes of the PPG meeting held on Wednesday 27th July. You will also find a copy of the agenda for the next meeting to be held on Wednesday 7th September, at 6.00pm.

We have also included a list of questions that may be useful to put in the patient survey. Please have a read through the list, ready to make further suggestions that we could include in the survey when we discuss it at the next meeting.

We look forward to seeing you on Wednesday 7th September at 6.00pm.

Yours sincerely,

Katie Stanton

Agenda for PPG Meeting – Wednesday 7th September 2011, 6pm

- Welcome
- Apologies
- Minutes of last meeting
- Patient Survey
- AOB

Patient Participation Group (First Meeting, 27.7.2011) – Minutes

Present

Katie Stanton (Chair) Dr. Adam Black Mary Piper Peter Pilkington
Natasha Blows Brandi Lim

Patients

EK VK SF LF

Apologies

SN

Opening/Welcome

Katie Stanton (KS) opened the meeting at 18.10. She welcomed everyone and introduced Mary Piper, Peter Pilkington, Natasha Blows and Dr. Adam Black. KS explained where the fire exits and toilets are and also informed us that the Health Centre is open until 20.00 and therefore there may be some patients that come to the desk/telephone.

The Role of the Patient Participation Group (PPG)

KS explained lots of surgeries are holding PPGs and it is a chance to communicate with patients and for patients to be involved with how the surgery is run. It is NOT a forum for patients to express their concerns, complaints or personal matters. Patients can discuss such matters with KS privately at the end of the meeting.

Code of Conduct

KS invited members to comment on the suggested Code of Conduct as she ran through the points. She explained many of the points further. No members commented during the explanation. At the end, KS asked if these points were ok, EK claimed that coming from another practice he 'never had it so good'. KS stated that she is expecting the demographic of the surgery population to change, as the number of patients increase, (e.g. the number of male patients to increase) and hopefully this will be reflected in the PPG. Dr. Adam Black (AB) commented on the even spread of gender at this meeting: two males and two females. KS explained that the PPG is run over two years (from March 2011-March 2012 and April 2012-March 2013) and if members wanted to be involved both years, they could, but if they wanted to step down after one year, that was also ok.

Proposed Format for PPG focus 2011-2012

KS explained the role of the PPG was to develop the practice and make it better. The feedback from the recent survey in the practice newsletter is really good, which is very pleasing, but it is very difficult to improve on that. Therefore the idea of the PPG is to get the patients to tell us how to improve the surgery and the survey has given some initial pointers.

KS went on to explain the proposed timescale for the PPG 2011-2012. All agreed that the proposed timescale is acceptable and it is ok to expect PPG members to attend 3 or 4 meetings.

Initial Survey

KS explained approximately 26 surveys were completed and we received high scores. She stated that we received many good comments, but did not include them in the information pack, as we can not improve them.

Car Parking

KS read through the comments and said she was surprised at how many comments we received about parking. EK responded by saying he did not see what can be done about parking. KS explained what measures have been taken so far to try and combat the problem:

- Railings have been installed to stem the flow of school children/parents walking across the car park.
- The Health Authority has raised their concerns with the school. The school has sent letters to parents asking them to be considerate, but they do not want to shut the gate.

EK further claimed that the parking problem had been exacerbated by the workmen, but this has now improved due to the completion of the building work.

It was agreed by all to raise the matter with the PCT again.

Action: KS to raise the matter with the PCT.

Services

KS asked the PPG members what they thought about the services that could be introduced at the surgery. She suggested the possibility of Specialist Evenings (specialists coming to give a talk about chronic diseases etc.), social afternoons for patients with chronic diseases to come and meet others to share experiences or a weight loss group. What were people's thoughts?

KS further announced that the admin rooms are going to be made into a 'social space', which could be used by outside agencies (e.g. Midwives).

SF suggested having clinics at a set time for chronic disease reviews, e.g. Heart Disease Clinic on a Wednesday afternoon and a Drop In Clinic to get minor things, such as blood pressure, monitored. KS explained that a decision had been made not to have review clinics at this stage, as it allowed more flexibility for patients who worked to arrange appointments at their convenience. However, this is being constantly monitored and appropriate changes are being put in place when needed, e.g. the Baby Clinic is currently being reviewed.

KS asked the patients whether, from past experience, they preferred scheduled clinics or the flexibility of being able to make appointments when they wanted. EK said he felt the current system worked for him.

It was agreed by everyone that some questions should address this issue in the patient questionnaire.

Action: KS and NB.

EK stated his wife could not see the Jayex sign. KS asked Mary Piper (MP) how the sign at Lambeth Street works, as this system has an automated voice calling feature. AB explained that we already have a system in place to notify the staff when the patient cannot see the Jayex board: a note is put on the records to notify the staff to collect the patient from the waiting room. VK said that she normally comes with someone, but if she was ever on her own, she would ask the reception staff to tell her when she is called by the Doctor.

Action: KS to investigate the call system.

SF asked about Dr. Chadwick. KS confirmed that she will be at Bentham Road Health Centre permanently from September and the initial feedback we have had about her is good.

SF stated that he has concerns that he will not be able to see Dr. Black. KS stated we always try to accommodate the patient's request, but if a particular Doctor is unavailable we give the option of seeing another and then it is up to the patient to make the decision.

AB stated there are plans to have a GP trainee for a year, rather than just 4 months. Both LF and EK agreed this was a good idea: LF said you just get used to a GP trainee and then they leave and EK said he felt having a GP trainee for a whole year would give more continuity, which would be better.

KS announced that changes are being advertised on the patient notice board to keep patients informed of what is happening at the surgery. She asked the group if they could think of any other ways to keep patients informed. Brandi Lim (BL) suggested putting notices on the Jayex sign but KS thought this was too restrictive, as you cannot put a lot of information on it. She did suggest the possibility of putting something like 'Have you seen the notice board?' on the Jayex sign though.

Action: KS.

LF asked about the possibility of being able to have blood tests done immediately, rather than having to make another appointment to come and have them taken. AB said that he always tries to do them, if he is not running late, but this is not always the case. KS asked AB how many patients he asks to come back for a blood test during a surgery: he said one or two. BL said that the reception staff will always book patients in for a blood test straight away, if there are appointments available. KS said she would monitor this and look at adding some appointment times for this purpose.

Action: KS and reception team.

AB asked about the streetlights: will they be switched back on? KS said she will investigate this, but is unsure whether they should be switched on because the lighter the car park is, the more this will encourage people to hang around. AB challenged that people being mischievous might not hang around as much, if people (e.g. residents) could see what they were doing.

Action: KS.

AB asked if we could make business cards with the practice telephone number on. KS informed him that the new appointment cards have these details on them. She also stated that the reception team undergoes frequent training (workshops etc.) to improve techniques and standards.

LF stated that there are no 'Heart Start' groups in Blackburn. Both AB and KS were unsure what these are? LF stated that they are like First Aid groups and it might be an idea to look into raising some money for something like this.

Action: KS.

KS explained that we have a website, which has recently been improved, that gives information about all four Cornerstone practices. She invited the PPG members to have a look at it and give comments.

Lastly, KS announced that we have two new receptionists starting in September.

It was agreed that everyone could next meet on the 7th September at 6pm to make the PPG survey.

Survey ideas

Please take a few minutes to complete this survey, which is designed to help us improve your surgery and the facilities offered here. Nice comments are lovely, but constructive comments are more useful! The more information you can give us, the better our improvements can be.

We now have a large 'community room' which we hope to use for additional services that the local community may find useful.

What services would you like to see it used for? Here are some suggestions:

- Exercise groups
- Healthy eating clubs
- Mums and Toddlers group
- Support Groups
- Sexual Health Clinic
- Information events e.g. Diabetic afternoon, Carers Service workshop
- Training courses e.g. First Aid
- Basic exercise equipment (very user friendly, nothing too scary!)
- Other suggestions:

.....
.....

How did you originally learn about Bentham Road Health Centre re-opening as a GP Surgery?

- Leaflet through door
- Word of mouth
- Newspaper article
- Saw building in use
- NHS Website
- Surgery website
- Other

Have you seen our practice newsletter?

- Yes
- No

Is there anything specific you would like it to include?

What do you think of our appointment system for booking with a doctor or nurse?

- Excellent – I can always get an appointment when I want
- Good – I can usually get an appointment when I want

Average – I can sometimes get an appointment when I want, but not often

Poor – I can never get an appointment when I want

Are you able to make an appointment with a doctor at a time of day that is convenient for you?

Yes

No – I would like appointments to be available at am/pm

Are you able to make an appointment with a nurse at a time of day that is convenient for you?

Yes

No - I would like appointments to be available at am/pm

Would you find it useful to have a selection of GP appointments available to book online?

Patients with long term medical conditions e.g. diabetes, heart disease need annual reviews. These can currently be booked at any time the nurse is available, rather than having dedicated clinics for each disease. Does our current system meet your needs?

Suggestions:

.....
.....
.....

Do you ever have difficulty finding a parking space on our car park?

If yes, are you a blue badge holder?

Is there a specific time of day you notice it's more difficult to park?

Is there anything you would like to see improved or changed at Bentham Road Health Centre? Please give us some details:

.....
.....
.....

Appendix Eight – Survey Letter and Consent Form

Dear

Patient Participation Group Survey

I was sorry that we could not hold our last Patient Participation Group meeting, due to insufficient numbers, but have been working on the feedback you kindly gave following the initial questionnaire sample we sent you. I've now done some further work on this, incorporating many patient comments, and believe it will provide a good picture of how patients feel about the services we currently offer and what we can do to further meet their needs.

As a valuable PPG member, I would appreciate a few moments of your time to look over the enclosed SAMPLE questionnaire and complete the slip below to let me know that you are happy for this to be handed to a wide range of patients. If there is anything in particular you would like it to include which it does not currently, please do let me know. I aim to have the final version available to patients from Monday 12th December, so a prompt reply by Wednesday 7th December would be greatly appreciated.

Once there is a wide selection of questionnaires completed, we will collate the information and arrange a further meeting with the PPG to discuss what the surgery will put in place/trial as a result of patient feedback. This is a great opportunity for you to continue shaping your surgery, so I hope you will continue to support the work we do.

Yours sincerely,

Katie Stanton
Site Manager

Natasha Blows
Receptionist

Name:

I am happy for this questionnaire to be distributed. ____ (please tick)
I would like the following to be included in the questionnaire, if possible:

Please return to the practice in the SAE provided. Thank you.

Appendix Nine – Survey

Bentham Road Health Centre

Patient Questionnaire

Bentham Road Health Centre has recently set up a Patient Participation Group (a group of people who work alongside the Surgery to improve services). With the help of some patients, we have compiled a questionnaire. **Your views are very important to us; please take a few minutes to complete the questionnaire.**

Completing the Questionnaire

For each question please tick clearly. Please do not worry if you make a mistake; simply cross out the mistake and put a tick in the correct box. **The questionnaires are anonymous.** However, if you would like us to answer any comments you have, please supply your name and address.

We are endeavouring to seek information from a representative group of patients, so we would be grateful if you would also complete the reverse of the questionnaire.

Your participation in this survey is voluntary and the response you make will not affect your healthcare in any way.

Please hand the completed questionnaire to a member of staff.

Thank you for you cooperation.

Patient Survey about Bentham Road Health Centre

Bentham Road Health Centre reopened as a GP surgery just over two years ago. How did you originally learn about the Health Centre re-opening?

- | | |
|----------------------|--------------------------|
| Leaflet through door | <input type="checkbox"/> |
| Word of mouth | <input type="checkbox"/> |
| Newspaper article | <input type="checkbox"/> |
| Saw building in use | <input type="checkbox"/> |
| NHS Website | <input type="checkbox"/> |
| Surgery website | <input type="checkbox"/> |

Other:

.....

Thinking of times that you have 'phoned the surgery, how do you rate the ability to get through to the surgery by 'phone?

- Poor
- Fair
- Good
- Excellent

How do you rate the way you are treated by receptionists?

- Poor
- Fair
- Good
- Excellent

Are you aware that you can book appointments up to 4 weeks in advance?

- Yes No

What do you think of our appointment system for booking with a doctor or nurse?

- Excellent – I can always get an appointment when I want
- Good – I can usually get an appointment when I want
- Average – I can sometimes get an appointment when I want, but not as often as I would like
- Poor – I can never get an appointment when I want

Are you able to make an appointment with a doctor at a time of day that is convenient for you?

- Yes No

I would like appointments to be available at am/pm.

Are you able to make an appointment with a nurse at a time of day that is convenient for you?

- Yes No

I would like appointments to be available at am/pm.

Would you find it useful to have a selection of GP appointments available to book online?

- Yes No

Patients with long term medical conditions (e.g. diabetes and heart disease) need annual reviews. These can currently be booked at any time the nurse is available, rather than having dedicated clinics for each disease. Does our current system meet your needs?

Yes No

Suggestions:

.....
.....
.....
.....

How long do you usually have to wait in the surgery for your consultation to begin?

5 minutes or less
6-10 minutes
11-20 minutes
21-30 minutes
More than 30 minutes

How do you rate this?

Poor
Fair
Good
Excellent

Are you aware of the following services that we offer?

a. Ordering repeat prescriptions online

Yes No

b. Synchronisation*

Yes No

c. Repeat Dispensing**

Yes No

d. Stop Smoking Clinic (including Counselling, Nicotine Replacement Therapy and Champix)

Yes No

e. If you are eligible for a flu vaccination, that we offer a seasonal drop-in clinic?

Yes No

*Synchronisation – To ensure your medications will run out and can be ordered altogether at the same time every month.

**Repeat Dispensing – Patients on stable medication can collect six 1 monthly prescription at one time.

How would you like health information to be provided to you? (For example, following a new diagnosis of a minor condition e.g. infection or high cholesterol)

Our doctors/nurses/healthcare assistants providing you with patient information leaflets?

Trusted websites

In our newsletter

By a pharmacist

Other:

.....
.....
.....

Have you seen our practice newsletter?

Yes No

Is there anything specific you would like it to include?

.....
.....
.....

Do you ever have difficulty finding a parking space on our car park?

Yes No

b. If yes, are you a Blue Badge Disabled Holder?

Yes No

c. Is there a specific time of day you notice it's more difficult to park?

.....
.....
.....

We now have a large 'multi-use room' which we hope to use for additional services that the local community may find useful. What services would you like to see it used for?

- Exercise groups
- Healthy Eating clubs
- Mums and Toddlers group
- Support groups
- Sexual Health Clinic
- Information events e.g. Diabetic afternoon, Carers Service workshop
- Training courses e.g. First Aid
- Basic exercise equipment (very user friendly, nothing too scary!)

Other suggestions:

.....

Is there anything you would like to see improved or changed at Bentham Road Health Centre? Please give us some details:

.....

Comments

We would be pleased to receive any other comments from you and if you would like us to respond to you personally, please provide your contact details below:

Finally

It would be helpful if you could provide the following information: it will only be used to make statistical comparisons between different groups of respondents. Thank you.

Gender

Male Female

Age

Under 16	<input type="checkbox"/>	55 – 64	<input type="checkbox"/>
17 – 24	<input type="checkbox"/>	65 – 74	<input type="checkbox"/>
25 – 34	<input type="checkbox"/>	75 – 84	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>	85+	<input type="checkbox"/>
45 – 54	<input type="checkbox"/>		

Ethnicity

White British	<input type="checkbox"/>	Indian	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
White/Black Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
White/Black African	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
White/Asian	<input type="checkbox"/>	African	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other	<input type="checkbox"/>

Employment

Are you employed?

Yes	<input type="checkbox"/>	No, due to disability	<input type="checkbox"/>
No	<input type="checkbox"/>	Student	<input type="checkbox"/>
Retired	<input type="checkbox"/>		

Dependants

Are you a Carer?

Yes No

Do you have a disability?

Yes No

Health

Do you have a long term or chronic condition?

Yes No

How often do you visit your GP?

Rarely (approximately once a year)	<input type="checkbox"/>
Occasionally (once or twice a year)	<input type="checkbox"/>
Quite frequently (four or five times a year)	<input type="checkbox"/>
Often (once a month or more often)	<input type="checkbox"/>

Appendix Ten – Third Meeting Letter and Agenda

Dear ...

Thank you for your continued interest in the Patient Participation Group. I am writing to confirm the next PPG meeting will be held on at Bentham Road Health Centre on Thursday 8th March at 4pm.

Please find enclosed a copy of patient survey results, which are to be discussed at the meeting on Thursday. Please have a read through the results, ready to make suggestions for any changes we can implement at Bentham Road.

We look forward to seeing you on Thursday 8th March.

Yours sincerely,

Natasha Blows
(Receptionist)

Agenda for PPG Meeting – Thursday 8th March, 4pm

- Share Refreshment
- Welcome, introductions and house keeping
 1. Fire exits, no planned fire drills.
 2. Toilets
- Apologies
- Discuss survey findings
- Discuss and reach agreement on changes to services
- Discuss how any changes will be implemented
- AOB

Appendix Eleven – Minutes of Meeting held 8.3.2012

PATIENT PARTICIPATION GROUP Meeting - Thursday 8 March 2012

PRESENT: Dr Adam Black (chair), Elizabeth Bradley, Gill Chapman, Natasha Blows, Jill Cross (minutes)

PATIENTS: EK, LH, DH, LF

APOLOGIES: VK, SF

OPENING/WELCOME

Dr Adam Black (AB) opened the meeting at 16.00 hrs. He welcomed everyone and introduced Elizabeth Bradley (EB), Natasha Blows (NB), Gill Chapman (GC) and Jill Cross (JC). He explained the locality of the fire exits and toilets.

The meeting commenced with discussing the findings of the Patient Survey 2011, agreeing on any changes to be made to the service provided at Bentham Road Health Centre and how any changes were to be implemented.

Each question was discussed individually:

Q1: HOW DID YOU LEARN OF THE HEALTH CENTRE RE-OPENING?

It was commented that most of patients did not want to leave Bentham Road when it originally closed and it was further to go to Witton Surgery. EB asked if it was beneficial from being a health centre previously.

GC commented that we want to keep the momentum up and keep promoting the Centre and its events, such as the Stay and Play Group, Diabetic Course etc.

Ideas for promoting the surgery included, advertising in the practice newsletter and producing a 'What's on at Bentham Road?' poster to be put in local shops/pharmacies/community centres.

Q2: HOW DO YOU RATE YOUR ABILITY TO GET THROUGH TO THE SURGERY BY 'PHONE?

The reception staff felt this was a very encouraging result. GC stated that they were hoping to improve the service as now, due to the recent recruitment of new receptionists there shouldn't be a time when a receptionist is on their own. There would always, therefore, be someone to answer the 'phone whilst someone else is dealing with patients at the desk.

Q3: HOW DO YOU RATE THE WAY YOU ARE TREATED BY THE RECEPTIONISTS?

GC stated that this is going to be monitored closely as the practice recruits more patients, as it is important to provide a high standard of service.

Q4: ARE YOU AWARE THAT YOU CAN BOOK APPOINTMENTS UP TO 4 WEEKS IN ADVANCE?

A majority of patients were not aware that you could pre-book appointments in advance up to 4 weeks ahead.

It was commented that this issue needs to be addressed and could be publicised in the newsletter and by poster in the waiting room. NB also stated that an information leaflet has recently been produced and if patients wanted a detailed description of the appointment system we would be able to give them one of these.

Q5: WHAT DO YOU THINK OF OUR APPOINTMENT SYSTEM FOR BOOKING WITH A DOCTOR OR A NURSE?

It was commented that there could be confusion as to whether the question relates to whether you get to see a doctor or get to see the doctor you want. EK said patients appreciate some continuity if they are attending for the same problem. However, if you are feeling ill, you are pleased to see any doctor in order to be seen quickly.

EB stated we need to try and improve this so that patients do get to see the doctor they want.

GC stated that she understood that the appointment system is not suitable for everyone, but hopefully the appointment leaflet, the article in the patient newsletter and the appointment poster will hopefully improve patients understanding of the system.

Q6: ARE YOU ABLE TO MAKE AN APPOINTMENT WITH A DOCTOR AT A TIME OF DAY THAT IS CONVENIENT TO YOU?

DH stated that he felt the hours are good and would anyone need to come before 9am? JC commented that she had a personal experience recently of acquiring an 8.30am appointment at her own GP practice, which enabled her to be seen and get her antibiotics from the chemist before she got to work, therefore negating the need to take time off during the day for an appointment.

It was discussed whether an earlier start time, maybe one day a week would be useful. AB commented prayer time at 8.45am would be disrupted if surgery started at 8.30am. It was suggested that enquiries would be made to see whether there would be a doctor willing to start their surgery earlier.

Q7: ARE YOU ABLE TO MAKE AN APPOINTMENT WITH A NURSE AT A TIME OF DAY THAT IS CONVENIENT TO YOU?

It was explained that the nurse always had some blank spots in her diary and, if a patient turned up (e.g. for a blood test), if a slot was available, we would always try to accommodate them.

LF asked what was the latest time you could have a blood test? GC stated it is 4.45pm because the sample pick up time is 5.00pm. EB stated that it was actually 4.30 pm at Shadsworth Surgery.

It was stated that enquiries would be made to see if a nurse would be willing to have an earlier start on one or more days. NB said that the earliest the nurse would be able to start her clinic is 8.10am/8.15am, as the surgery does not actually open until 8.00am.

Q8: WOULD YOU FIND IT USEFUL TO HAVE A SELECTION OF GP APPOINTMENTS AVAILABLE TO BOOK ON LINE?

AB was concerned patients might book inappropriately online. He felt that this could lead to less appointments being available for acute problems, if online appointments were booked up with minor problems.

EB stated she would check at Shadsworth, where they had online booking, what proportion of patients book online. Following this, further discussions will take place to decide whether online appointment bookings are appropriate for Bentham Road Health Centre.

Q9: AS A SUFFERER WITH A LONG-TERM MEDICAL CONDITION, DO YOU FIND OUR SYSTEM OF ANNUAL REVIEWS WITH THE NURSE WORKS FOR YOU?

GC stated that here at Bentham Road we tend to have a flexible approach for booking annual health reviews, as other surgeries sometimes have specific clinics for certain conditions, e.g. Diabetic Clinic/Asthma Clinic. VK stated her experience here was that everything was done all at the same time instead of having to make separate appointments for each test that needed to be done.

Q10: HOW LONG DO YOU USUALLY HAVE TO WAIT IN THE SURGERY FOR YOUR CONSULTATION TO BEGIN?

AB stated that he was surprised by this result. He said that, if he has a patient with a greater need and he needs to spend more time with them, he feels he is running behind so is encouraged by this result. GC stated that reception usually inform patients if the doctor/nurse is running behind. EK, LH, DH and LF concurred that they feel they don't mind waiting if they are informed of what is happening.

AB mentioned that each doctor has catch-up slots to help if they are getting behind. Also, some patients book double appointments if they know they are going to need more time because of complex needs. The appointment

information leaflet and the newsletter article both encourage patients to make a double appointment if they have more than one problem to discuss. Hopefully, patients will start to do this and the doctor's sessions will on time more frequently.

LH said that sometimes she gets in to see the doctor earlier than her appointment time. She arrived early on one occasion and was seen straight away.

Q11: ARE YOU AWARE OF THE SERVICES WE OFFER?

GC commented that they want to communicate more about services that are available. With regard to synchronisation, GC feels the reception team don't have confidence in this area as it used to be a job for the Medicines Manager. It is now a job for the reception team and therefore training is needed. One of the patients mentioned that it can get confusing if you are started on a new tablet and then have to order your medications at different times of the month.

GC said probably a lot of those who don't know about the services we offer probably don't need to know as they are not on repeat medications or eligible for a 'flu' vaccination. GC stated we will communicate more about these services in forthcoming issues of the newsletter.

Q12: HOW DO YOU PREFER TO BE PROVIDED WITH HEALTH INFORMATION?

GC felt the question was a bit ambiguous. AB stated the doctors do print out leaflets for patients relating to their condition if the information is available on the system. Very often this information would take too long to explain and also it means the patient can absorb the information in their own time when they have a printed copy.

Other ways suggested were communication from the doctors only by e-mail or letter. GC suggested that e-mail was not a good idea. AB concurred this also, as it was not always secure.

Q13: HAVE YOU SEEN OUR HEALTH CENTRE NEWSLETTER?

GC stated NB puts such a lot into preparing the newsletter that it is a shame not to get it circulated properly. AB suggested that patients who do not frequent the Health Centre often might not get to see it. GC suggested putting it on the website and also put them in a dispenser at the front door for patients to pick up. This is especially important, as important patient information is provided in the newsletter.

Q14: DO YOU FIND IT DIFFICULT TO PARK WHEN VISITING THE HEALTH CENTRE?

DH didn't think there is an easy answer to this question.

AB felt that the comment about disabled places was confusing as there are occasions when people are using a disabled badge to park but without a disabled person in the car. He said that parents from the school had been challenged about using disabled spaces inappropriately but were not very co-operative.

GC stated the school has been very supportive in asking parents to be considerate with their parking. AB thinks it is a good idea for the school to state clearly about use of the car park and specifically the inappropriate use of the disabled spaces.

EB said it would be a good idea to relay this information to the school.

AB suggested that maybe it would be a good idea to put a notice at each disabled space. EB suggested mentioning this to Chris Coupe to action this.

GC suggested maybe a small leaflet could be put under the windscreen wipers about use of the car park is for Health Centre patients only and that we would appreciate them not parking for school drop offs and pickups. It could also mention that they are welcome to join the practice and then they could park legitimately. This would give a positive rather than a negative message.

NB commented that we have already taken steps to make the car park safer with barriers.

Q15: WE NOW HAVE A LARGE COMMUNITY ROOM. WHAT WOULD YOU LIKE IT TO BE USED FOR?

Suggestions for use included:

An exercise group – The group did not think you would be able to have a lot of equipment. The storage of any equipment would also be an issue, as there is limited storage.

Healthy Eating Group - This would have to be more educational rather than practical as we couldn't provide cooking facilities.

Mums and Toddlers - Already started in the form of the 'Stay and Play' group held weekly.

Support Groups – NB commented that one of the patients is quite keen to meet other people with same kind of condition. GC also stated that a pregnancy counselling service was starting at the surgery in the next week or so.

Self Help Group – Maybe in the form of a coffee morning?

Sexual Health - How practical would such a session be? Would people attend unless it was combined with talks about something else?

Health information - A Diabetic afternoon has already started and has received a great response.

A Carers Service workshop - This would be to promote the Carers Service here with notices and leaflets and would also allow carers to meet with other people in the same situation as them.

First Aid Training Courses – The group unanimously thought this was a good idea.

Q16: DETAILS/COMMENTS FOR CHANGES OR IMPROVEMENTS AT BENTHAM ROAD HEALTH CENTRE

1) Sensitive wording was requested regarding booking appointments when receptionists enquire regarding the nature of the problem.

AB suggested the reception team could say – e.g. ‘So that we can treat you appropriately what is the nature of problem.’ GC stated that if the patient doesn’t want to divulge the problem then they do not have to. It could be that they are at work and don’t want to state in front of an office full of people. Information regarding this can be found in the appointments information leaflet.

2) Would the PCT increase parking at some time in the future

AB said probably not as the PCT is being scrapped next year anyway. AB suggested the school put a lock on the gate on the car park side of school but that would probably be regarded as an obnoxious attitude. NB said that it is a problem at most schools.

3) Better signage re Room 10

It was unanimously agreed that this could be improved. Steps will be taken accordingly.

POSITIVE COMMENTS RECEIVED

It was commented that, in their experience, everyone including receptionists, nurses and doctors have been very helpful and a pleasure to speak to.

The survey ended with “Our thanks to our patients for their co-operation in taking the time to complete the questionnaires and for their feedback and helpful comments.”

AOB

No other business was brought to the meeting.