

**Report of the Patient Participation Group**  
**of**  
**The Cornerstone Practice**

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MARCH 2013

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## ACKNOWLEDGEMENTS

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The authors wish to thank the staff and Patient Participation Group members of The Cornerstone Practice for their contributions.

The Practice Patient Participation Group is affiliated to NAPP

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Site Managers

March 2013

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## TERMS OF REFERENCE

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### **Aims**

To ensure that patients are involved in decisions about the range and quality of services provided by the Practice via a Patient Participation Group and over time, commissioned by the Practice.

### **Objectives**

This Report represents the second year of the 2 year Patient Participation Direct Enhanced Service. Requirements for year 2 of the Direct Enhanced Service include the following:

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

## DEMOGRAPHICS

### Total Practice Population

<b>Age</b>								
<b>Under 16</b>	<b>16-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
4216	1921	2338	2287	2114	1457	921	484	159

<b>Gender</b>	<b>No.</b>
Male	8158
Female	8234

<b>White British</b>	<b>Irish</b>	<b>Mix Carribean</b>	<b>Mix African</b>	<b>Mix Asian</b>	<b>Indian</b>	<b>Pakistani</b>		
Please see page 7								

		<b>Ethnicity</b>		
<b>Bangladeshi</b>	<b>Black carribean</b>	<b>African</b>	<b>Chinese</b>	<b>Other</b>
Please see page 7				

<b>Specific Care Group</b>	<b>No. of Patients</b>
Learning disabilities	85
Is a carer	169
Patients in Nursing/residential homes/sheltered accomm.	73
Substance misusers	Unknown

### Patient group demographics

<b>Age</b>								
<b>Under 16</b>	<b>16-24</b>	<b>25-34</b>	<b>35-44</b>	<b>45-54</b>	<b>55-64</b>	<b>65-74</b>	<b>75-84</b>	<b>85+</b>
0	0	1	7	7	7	10	6	1

<b>Gender</b>	<b>No.</b>
Male	21
Female	15

<b>White British</b>	<b>Irish</b>	<b>Mix Carribean</b>	<b>Mix African</b>	<b>Mix Asian</b>	<b>Indian/British Indian</b>	<b>Pakistani/British Pakistani</b>
24		1			8	3

<b>Bangladeshi</b>	<b>Black Carribean</b>	<b>African</b>	<b>Chinese</b>	<b>other</b>

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

<b>Specific Care Group</b>	<b>No. of Patients</b>
Learning disabilities	0
Carers	3
Patients in Nursing/residential homes	0
Substance misusers	1

## **Variations between the practice population and members of the Patient Reference Group**

There is historically a lot of missing data from the registered patients' records e.g. ethnicity which was never asked for before 2005, so producing the results from a proportion of the total patient population would not be an appropriate basis to compare the ethnicity of the Patient Participation Group.

A schoolchild was invited as part of their project, but they couldn't attend one date and then the meetings moved to Blackburn, so it was geographically difficult for them to attend.

Some ethnic minority groups were contacted with no response.

## **METHODOLOGY**

### **Structure to obtain views and feedback from the Practice population.**

#### **How priorities to be included in the local patient survey were identified and agreed with the Patient Reference Group.**

A Patient Participation Group education event focussing on medicines management was held. A GP partner, pharmacist and a medicines manager attended to discuss various aspects of ordering prescriptions. It was decided in a subsequent meeting to make medicines the focal point of the survey.

#### **How the survey questions were drawn up**

Patient Participation Group members were asked for suggestions for the survey questions. Please see appendix 1 for the questions.

The site managers collated the questions and produced the questionnaire. Please see appendix 2.

#### **Methodology used to carry out the survey**

A 10% response of the practice population was aimed for. A random search of patients was conducted and surveys were posted out. Surveys were also handed out to patients in the waiting rooms at the three sites.

5.48% (approx 900) responses were received.

The survey results were analysed in house and produced using “power point.”

#### **Survey results.**

Please see appendix 3 for the results of the survey.

#### **How the Practice discussed the results of the survey with the Patient Reference Group**

The findings of the survey were presented to the Patient Participation Group on Wednesday 27<sup>th</sup> February 2013. Comments were invited and actions were identified at the meeting. Please see the action plan below:



**Agreeing action plan with the PPG and seeking PPG agreement to implement changes.**

<b>Action Plan</b>			
<b>Findings/ Proposals</b>	<b>How the Findings /Proposals can be implemented</b>	<b>Findings/ Proposals implemented by the Practice</b>	<b>Reasons why the findings/ proposals were not implemented by the Practice or ongoing</b>
A small percentage of patients order their prescriptions online; is more publicity needed?		The Practice is currently updating the practice leaflet and will make sure information is included on how patients can order their medication	Ongoing.
Pharmacy staff may be ordering medication which the patient doesn't need	A question was asked whether a random check could be done to check if pharmacy staff are phoning patients in advance of ordering.	The practice is currently undertaking an audit of a random selection of patients.	Ongoing.
Disposal of unwanted or unused medication	A high percentage of patients return unwanted medication to the pharmacy		No action needed.
Are patients aware they can book an appointment up to 4 weeks in advance?	Can the surgery publicise this again?	This will be included in the new practice leaflet.	Ongoing.

<p>Are patients happy with facilities at the surgery?</p>	<p><b><u>Rhyddings:</u></b> the car park is too small and only one disabled space. There were only 8 other singular comments.</p> <p><b><u>Shadsworth:</u></b> The toilet facilities can smell.</p> <p>Disabled car parking spaces are being used by others.</p> <p>The booking in screen for patients may have a fault; showing 0 minutes wait when in fact there may be a longer wait to see the clinician.</p> <p><b><u>Lambeth:</u></b> Problems getting through by telephone.</p> <p>There is very little privacy at the reception desk.</p>	<p>The vents are being checked and the fans are being replaced. Pharmacy drivers have been asked to park elsewhere, and taxi drivers are blocking the entrance for emergency vehicles.</p> <p>This is to be investigated with the manufacturer.</p> <p>A new phone system is being investigated.</p> <p>A patient may ask to speak to a member of staff privately.</p>	<p>The car park is confined to the actual car park boundaries and cannot be increased. We are also on a main road and next to a school, and the side street is double parked.</p> <p>Ongoing.</p> <p>The practice will try and contact different taxi firms to request that the entrance is kept clear.</p> <p>Ongoing.</p> <p>Ongoing.</p>
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	<b>ALL SITES:</b> Waiting times in the surgery can be significant; how can patients be told if a clinician is running late?	Rhyddings and Lambeth inform patients on booking in of any delay currently happening. Shadsworth patients book themselves in.	A suggestion that we run a message on the patient calling in board screen is not feasible; it would need a member of staff to monitor each clinicians' list and would be too costly timewise. The reception staff are all busy answering/attending to queries constantly. We could run a generic message 'sometimes we may run late but we are offering a quality service' The GPs also need to inform patients if they bring children to their appointment to be seen or to book a double appointment is they have multiple problems.
Would patients recommend the practice to others?	The practice had a very high percentage of patients who would recommend us to others. (See question 7 on page 17)		
Detail any findings or proposals arising from the local practice survey that have not been agreed as part of the action plan and the reasons why.  N/A			
Detail any proposals which impact on contractual arrangements.  N/A			

## Local Patient Participation Report

This report is available on the Practice website:  
[www.cornerstonepractice.com](http://www.cornerstonepractice.com)

## CORNERSTONE PRACTICE OPENING TIMES

The opening hours of the Practice premises are shown below.. The method by which patients can obtain access to services throughout core 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. synchronisation, 'Patient Access' and Stop smoking service can be obtained from reception.

Access to healthcare professionals is also available during the extended opening hours and these too are listed in the table below.

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Shadsworth</b>	8.30 a.m. - 6.30 p.m.	8.30 a.m. - 6.30 p.m.	8.30 a.m. - 6.30 p.m.	8.30 a.m. - 6.30 p.m. <b>Closed</b> 1.00 p.m.- 2.00p.m.	8.30 a.m. - 6.30 p.m.
<b>Extended hours</b>	6.30 – 8.00 p.m. weekly				
<b>Rhyddings</b>	8.45 a.m. - 6.30 p.m. <b>Closed</b> 1.00 p.m.- 2.00 p.m.	8.45 a.m. - 6.30 p.m. <b>Closed</b> 1.00 p.m.- 2.00 p.m.	8.30 a.m. - 12.30 p.m.	8.30 a.m. – 6.30 p.m. <b>Closed</b> 12.30 noon — 2.00 p.m.	8.30 a.m. - 6.30 p.m. <b>Closed</b> 1.00 p.m.- 2.00 p.m.
<b>Extended hours</b>		Weekly 6.30-8.15 p.m.			
<b>Lambeth St</b>	8.40 a.m. - 6.30 p.m. <b>Closed</b> 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. <b>Closed</b> 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. <b>Closed</b> 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. <b>Closed</b> 12.30p.m.- 2.00 p.m.	8.40 a.m.- 1.00 p.m.
<b>Extended hours</b>	Fortnightly 6.30-7.15 p.m.				

### REFERENCES

www.napp.org.uk

## Appendix 1

### Patients' suggestions of survey questions:

1 How do you order your medication?

Chemist

Fax

By hand

Online

2 What do you do with medicines that you don't need?/ How do you dispose of medicines?

3 Does the Pharmacist ring and discuss the items on the prescription with you?

4 Are you happy with the facilities at the Surgery?

5 If asked, would you recommend the Practice? Y/N

## Appendix 2 - Patient Survey about Cornerstone Practice services

### Patient Survey about Cornerstone Practice services 2012

#### 1. How do you order your medication?

At the Pharmacy

By fax to the Surgery

By hand

Via the internet

2 Does the Pharmacist ring you and confirm the items that you need each month when ordering for you?

Yes  No

3 Did you know that you may be eligible for Repeat Dispensing? (i.e. if you take 4 or less types of tablets every month and have been doing so for the last 6 months, we may be able to issue 6 months of prescriptions to your nominated pharmacist).

Yes  No

If you would like more information, please contact the surgery.

**4 What do you do with medicines that you don't need? How do you dispose of medicines?**

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

Yes  No

**6 Are you happy with the facilities at the Surgery including:**

Car parking, Calling-in board, seating, disabled access, surgery pod, patient electronic booking-

in system (Shadsworth only).

**If no, please comment.**

**7 If asked, would you recommend the Practice to others?**

Yes  No

Patient questionnaire continued

**Q. Gender**

What is your gender?

Male  Female

**Q. Age**

How old are you?

- Under 16
- 17 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85+

**Q. Ethnicity**

What is your ethnic group?

White British  Pakistani

- |                          |                           |                          |             |
|--------------------------|---------------------------|--------------------------|-------------|
| <input type="checkbox"/> | White Irish               | <input type="checkbox"/> | Bangladeshi |
| <input type="checkbox"/> | White and Black Caribbean | <input type="checkbox"/> | Caribbean   |
| <input type="checkbox"/> | White and Black           | <input type="checkbox"/> | African     |
| <input type="checkbox"/> | White and Asian           | <input type="checkbox"/> | Chinese     |
| <input type="checkbox"/> | Indian                    | <input type="checkbox"/> | Other       |

**Q. Employment**

Are you in Employment?

- Yes       No

**Q. Dependants**

Are you a Carer?

- Yes       No

**Q. Dependants**

Do you have a disability?

- Yes       No

**Q. Dependants**

Do you have a long term or chronic condition?

- Yes       No

**Q. Health**

How often do you visit your GP?

- Rarely (Less than once a year)  
 Occasionally (once or twice a year)  
 Frequently (once a month or more frequently)

### Appendix 3 – Results of Patient Survey 2012

The demographics of the survey respondents were as follows:

Percentage of total patients responding – 5.48 % (just short of 900 patients)		
Of whom		
	33.33% were Male	
	57.01% were Female	
Their ages were :-		
Less than 16		2.13 %
Between 16 and 23		9.43 %
Between 24 and 33		17.96 %
Between 34 and 43		16.72 %
Between 44 and 53		16.61 %
Between 54 and 63		12.46 %
Between 64 and 73		9.32 %
Between 74 and 83		4.71 %
84 and over		0.90 %

Their ethnicity was:-		
White British		58.02 %
White Irish		1.23 %
White and Black Caribbean		0.11 %
White and Black		0.00 %
White and Asian		1.35 %
Indian		9.76 %
Pakistani		13.36 %
Bangladeshi		0.22 %
Caribbean		0.45 %



African		1.01 %
Chinese		0.11 %
Other		3.48 %

Survey results continued::

**1 How do you order your medication (significant variations per site)**

Shadsworth - Internet 4%, by hand 52%, at the pharmacy 41%, by fax 3%  
 Rhyddings - **35% by Hand and 49% at the Pharmacy**  
 Lambeth Street - **41% by Hand and 55% at the Pharmacy**

**2. Does the Pharmacy contact you before ordering your prescriptions?**

Shadsworth – 57% said No  
 Rhyddings – 77% said No  
 Lambeth St – 68% said No

**3. Are you aware of your eligibility to have Repeat Dispensing?**

Each site’s result was 46% said Yes. 54% said No

**4. How do you dispose of the medicines you no longer need?**

Shadsworth – 72% Return to chemist, 24% throw them away, 4% flush away  
 Rhyddings - 74% Return to chemist and 16% throw away.  
 Lambeth St - 60% Return to chemist and 33% throw away.

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

Each site’s result was 54% said No and 46% said Yes.

**6. Are you happy with the Surgery facilities?**

People were generally happy and there were a small number of singular comments about each site.

**7. If asked, would you recommend the Practice to others?**

Lambeth St – 88% said Yes.  
 Rhyddings – 94% said Yes  
 Shadsworth – 91% said Yes.