

Report of the Patient Participation Group
of
The Cornerstone Practice

MARCH 2014

ACKNOWLEDGEMENTS

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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CONTENTS

Acknowledgements.....	2
Terms of Reference.....	4
Demographics.....	5-7
Methodology.....	8
Action Plan.....	9-10
Practice Opening Times.....	11
Appendices.....	12-23

TERMS OF REFERENCE

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 continuation of the Patient Participation Direct Enhanced Service.

Requirements continue to include:

- 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

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
4309	2181	2638	2300	2189	1527	951	479	191

Gender	No.
Male	8369
Female	8429

White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani		
Please see page 7								

		Ethnicity		
Bangladeshi	Black Caribbean	African	Chinese	Other
Please see page 7				

Specific Care Group	No. of Patients
Learning disabilities	90
Is a carer	62
Housebound	161
Substance misusers	Unknown

Patient group demographics

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
0	0	1	8	6	7	9	4	1

Gender	No.
Male	20
Female	16

White British	Irish	Mix Carribbean	Mix African	Mix Asian	Indian/British Indian	Pakistani/British Pakistani
24		1			8	3

Bangladeshi	Black Carribbean	African	Chinese	other

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

Specific Care Group	No. of Patients
Learning disabilities	0
Carers	2
Housebound	0
Substance misusers	0

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.

Some ethnic minority groups were contacted with no response.

Invitations are offered to all patients including posters permanently displayed in the waiting rooms and a message on the calling-in board in the waiting room). Responders, however, are therefore not necessarily reflective of the practice population.

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.

The Patient Participation Group met on 4.9.13. During the discussions questions were themed around patient education and communication of services including whether “MOTs” were offered for patients. The practice does offer well women and well men clinics. The surgery pod (in each waiting room) is available for patients to check their weight, blood pressure, with questions about smoking and drinking.

How the survey questions were drawn up

Having asked the Patient Participation Group members for suggestions for the survey questions on 4.9.13, the site managers collated the questions and produced the questionnaire. The questions are shown in appendix 1.

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.

The total number of questionnaires received was 1211; this represents 7.5% of the Practice population

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

Survey results.

The results of the survey are shown in appendix 2.

The findings of the survey were presented to the Patient Participation Group on 25.11.13. Overall, the results were very good. Patient education was identified as an area that could be improved and the main negative themes from the patient comments were that patients were unhappy with waiting times in the waiting rooms to see the doctor; a short discussion was held about this including people coming in with multiple problems or immediate actions, such as calling an ambulance or immediate referral to the crisis team. Another problem was difficulty contacting Shadsworth surgery by telephone. A new system has been installed which is being monitored.

On the positive side, patients commented that they were happy with their care and the staff at all sites.

Comments were invited and actions were identified. Please see the action plan below:

Action Plan			
Findings/ Proposals	How the Findings /Proposals can be implemented	Findings/ Proposals implemented by the Practice	Reasons why the findings/ proposals were not implemented by the Practice or ongoing
<p>Patients unhappy about receptionists asking what their problem is when patients booking an appointment.</p> <p>Patients didn't know about some of the services that the surgeries offer</p> <p>Language (Lambeth St) Difficulty understanding staff</p>	<p>Patient Education A new practice leaflet will be issued shortly</p>	<p>There are a number of staff members who speak different languages</p>	
<p><u>Access</u> Doctors running late and receptionists not communicating the delays to patients</p>		<p>We endeavor to let patients know if there will be a delay.</p>	<p>Unfortunately, the patient calling-in system isn't linked into the waiting times of patients' appointments.</p>
<p>Although 90% of the respondents were happy with the appointment system, 10% were not.</p>	<p>The practice is always looking to improve.</p>	<p>Internet booking of appointments has increased slightly. Telephone advice at</p>	

		Shadsworth has been altered to offer a greater service to patients.	
Telephones engaged or can't get through		A new telephone system has been installed and ongoing monitoring is undertaken	
Continuity of care - Patients unhappy that they were seeing a different doctor each visit.		We have reduced the number of locums being employed and employed a salaried GP to provide greater continuity of care.	

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

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.

	Monday	Tuesday	Wednesday	Thursday	Friday
Shadsworth	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. Closed 1.00 p.m.- 2.00p.m.	8.30 a.m. - 6.30 p.m.
Extended hours	6.30 – 8.00 p.m. weekly				
Rhyddings	8.45 a.m. - 6.30 p.m. Closed 1.00 p.m.- 2.00 p.m.	8.45 a.m. - 6.30 p.m. Closed 1.00 p.m.- 2.00 p.m.	8.30 a.m. - 12.30 p.m.	8.30 a.m. – 6.30 p.m. Closed 12.30 noon — 2.00 p.m.	8.30 a.m. - 6.30 p.m. Closed 1.00 p.m.- 2.00 p.m.
Extended hours		Weekly 6.30-8.00 p.m.			
Lambeth St	8.40 a.m. - 6.30 p.m. Closed 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. Closed 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. Closed 12.30p.m.- 1.30 p.m.	8.40 a.m. - 6.30 p.m. Closed 12.30p.m.- 2.00 p.m.	8.40 a.m.- 1.00 p.m.
Extended hours	Patients invited to attend at Shadsworth				

REFERENCES

www.napp.org.uk

Appendix 1

Patient questionnaire about the Practice services

1. Did you know that we offer Well Women and Well Men Clinics?

This includes checking weight, blood pressure, lifestyle advice and depending on age, cholesterol.

Yes No

2 Are you aware that there is a Patient Participation Group at the surgery that can influence services and care offered to patients?

Yes No

If you are interested in joining, please contact the site manager at your surgery.

3 The surgery pod is available for basic checks including enabling you to check your height, weight, blood pressure and questions about smoking.

In the last 6 months, have you used the pod?:

Never

1-5 times

6-10 times

More than 10 times

4 On your last visit to the surgery, were you happy with the facilities? (please circle)

☺ = Yes, I was happy with the service. ☹ = No, I was not happy with the service

Premises ☺ ☹

Appointments ☺ ☹

Prescriptions ☺ ☹

Your time spent with the doctor or nurse ☺ ☹

Reception staff ☺ ☹

If no, please comment.

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?

- | | |
|---|-----------------------------------|
| <input type="radio"/> White British | <input type="radio"/> Pakistani |
| <input type="radio"/> White Irish | <input type="radio"/> Bangladeshi |
| <input type="radio"/> White and Black Caribbean | <input type="radio"/> Caribbean |
| <input type="radio"/> White and Black | <input type="radio"/> African |
| <input type="radio"/> White and Asian | <input type="radio"/> Chinese |
| <input type="radio"/> Indian | <input type="radio"/> 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 2

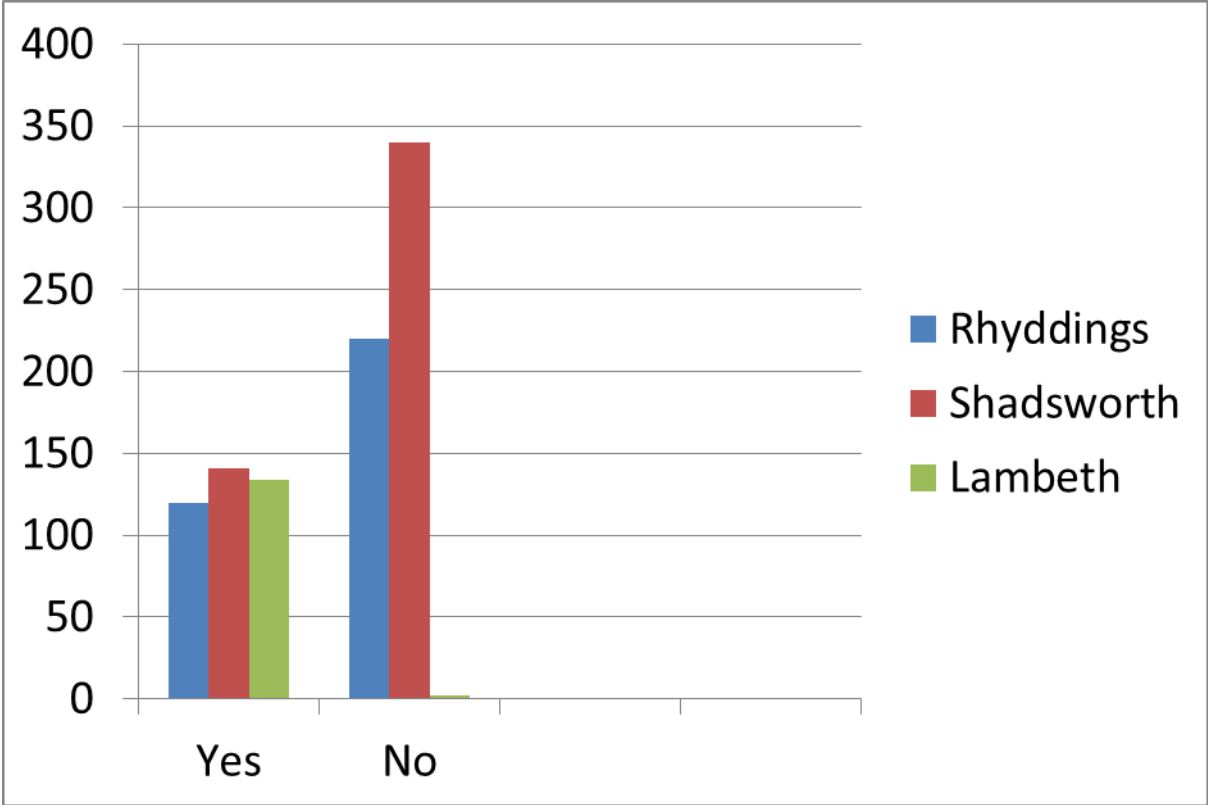
Demographics of patients who returned the questionnaires

Site	Gender		Employed		See GP		
	M	F	Yes	No	rarely	occ	freq
Rhyddings	144/226		67%	33%	56	212	100
Shadsworth	154/310		38%	62%	55	228	181
Lambeth	146/224		47%	53%	55	187	117

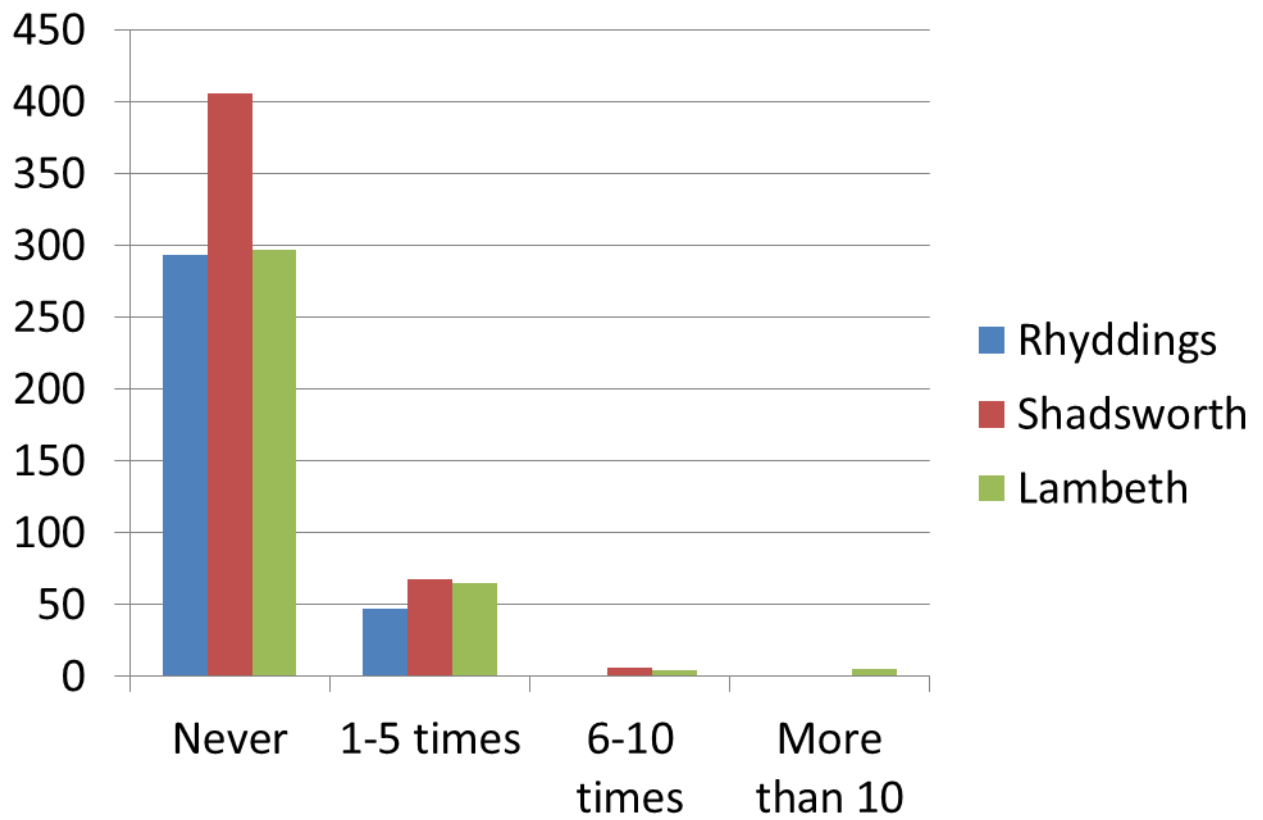
The total number of questionnaires received was 1211; this represents 7.5% of the Practice population.

Age and ethnicity varies depending on Practice population, with Rhyddings having the highest number of elderly responding, and Lambeth having the highest number of asian patients responding. Both Shadsworth and Rhyddings had 63% with long-term conditions, whilst Lambeth had 76%.

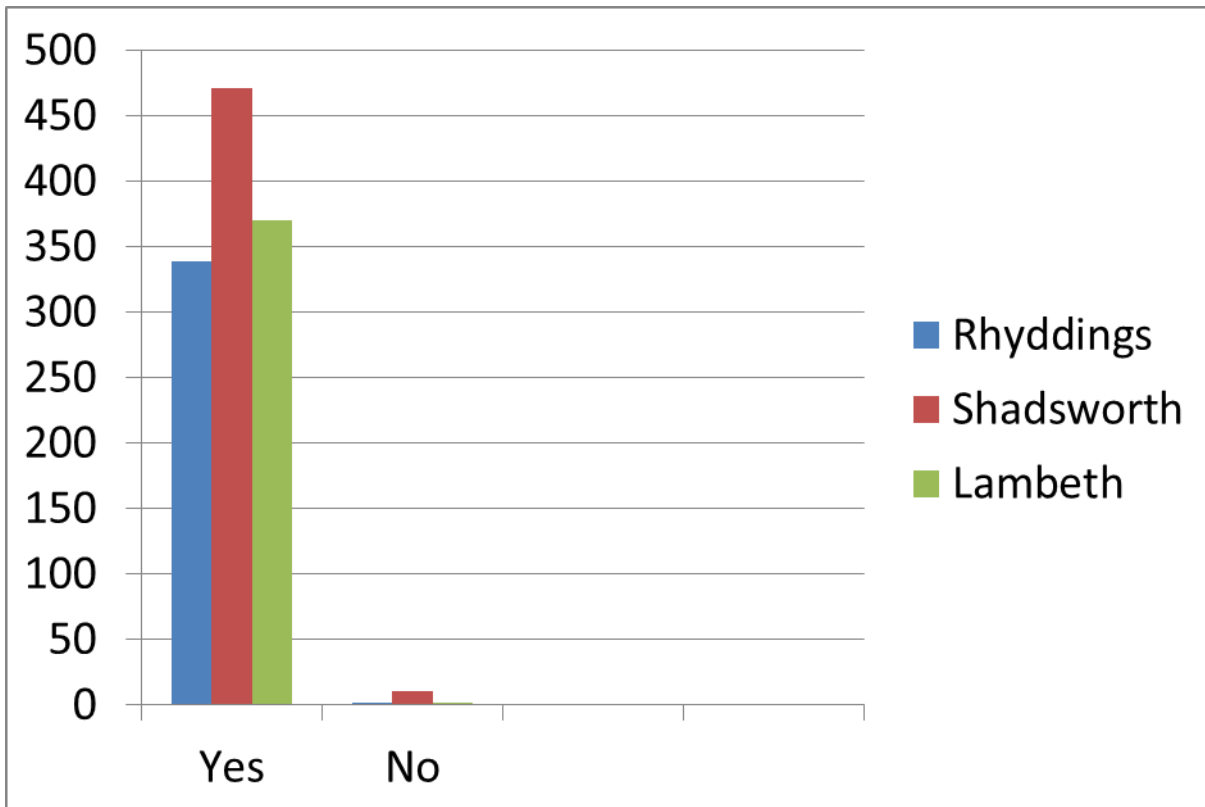
Are you aware that there is a Patient Participation Group?



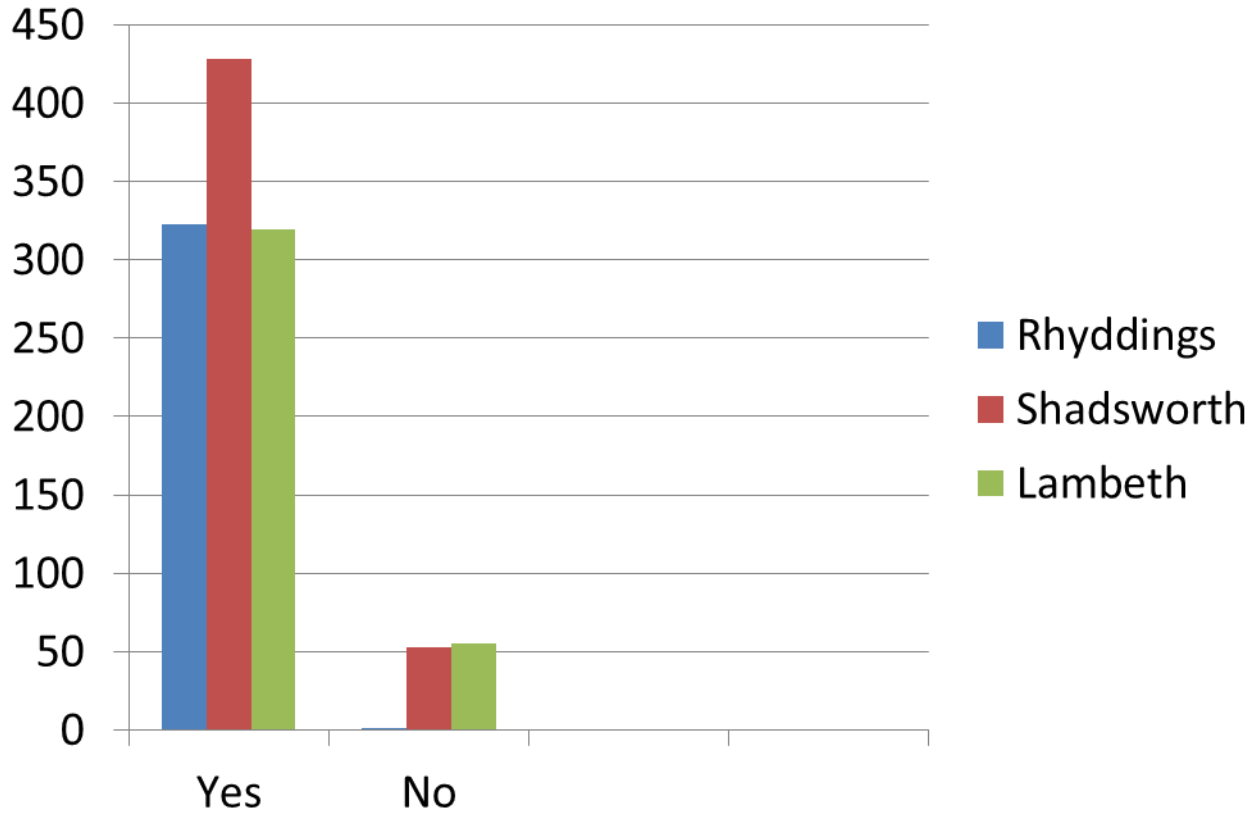
Surgery Pod: Have you used it?



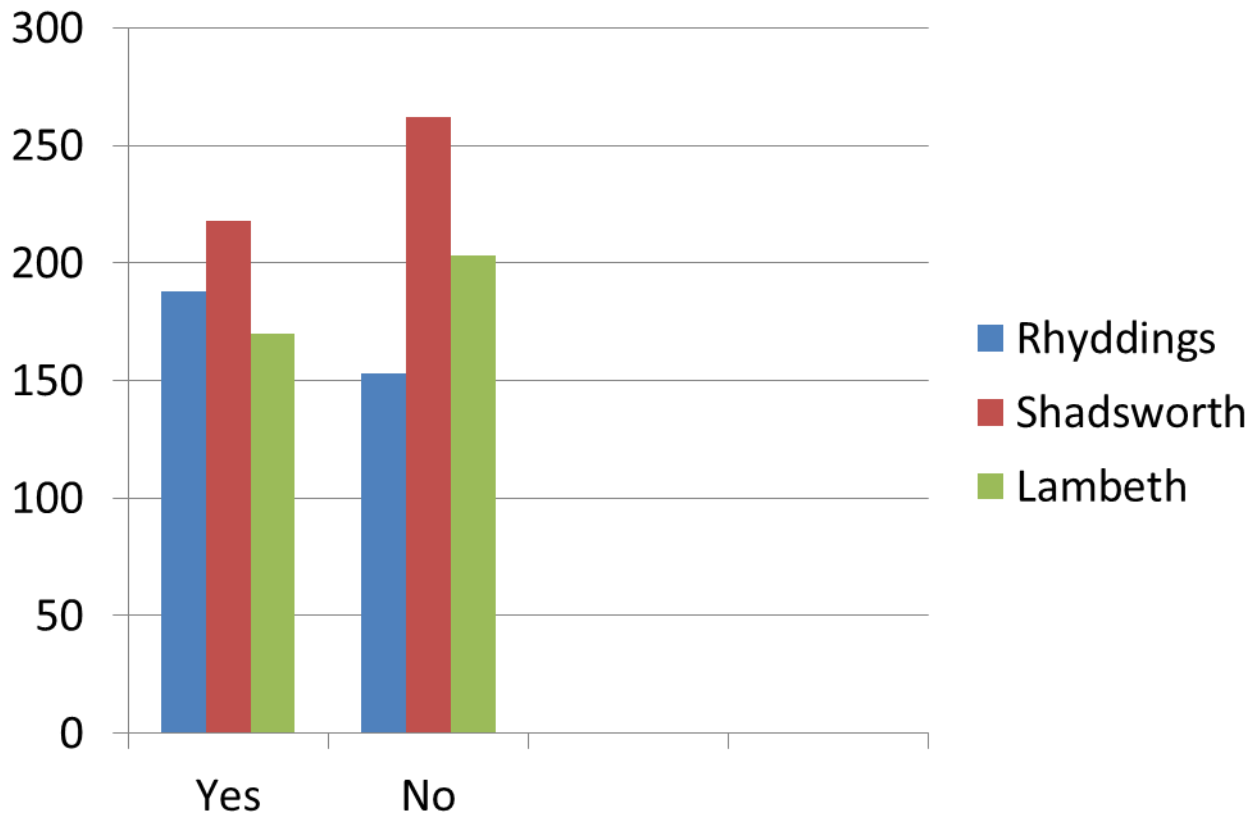
On your last visit to the surgery, were you happy with the premises?



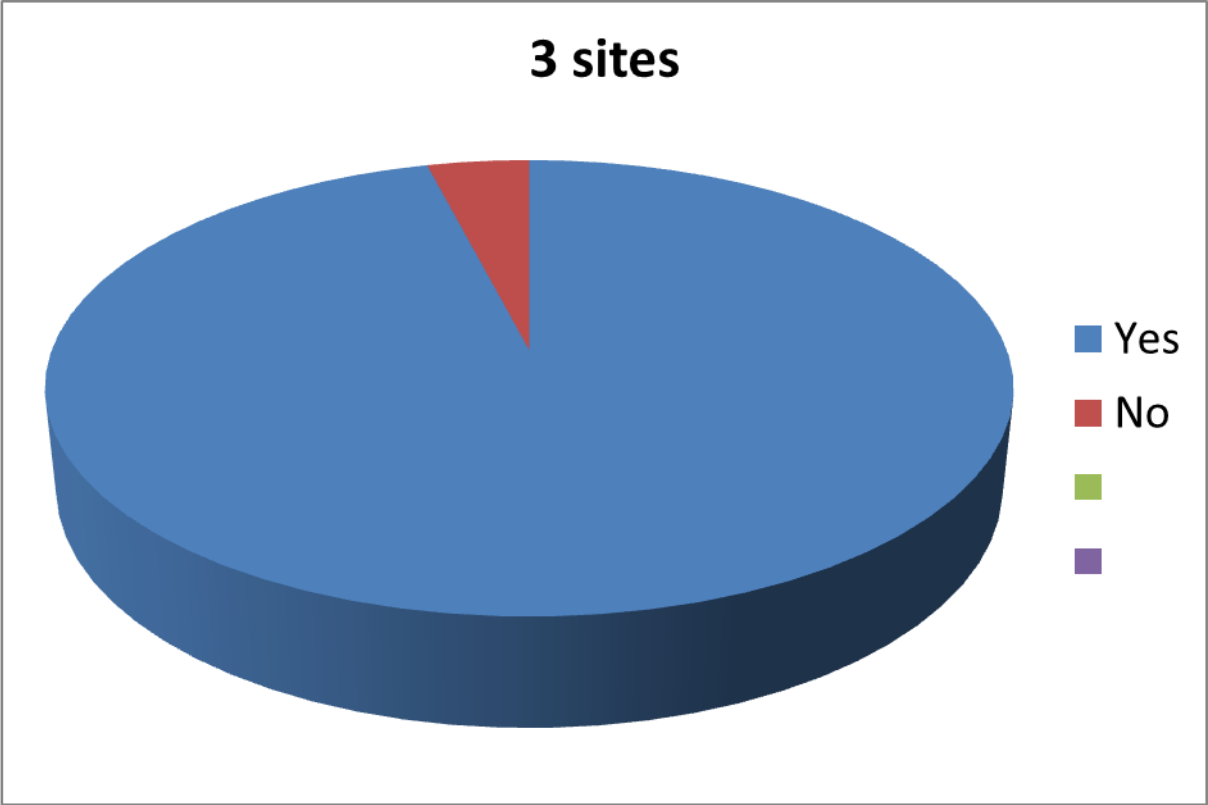
Were you happy with the appointments?



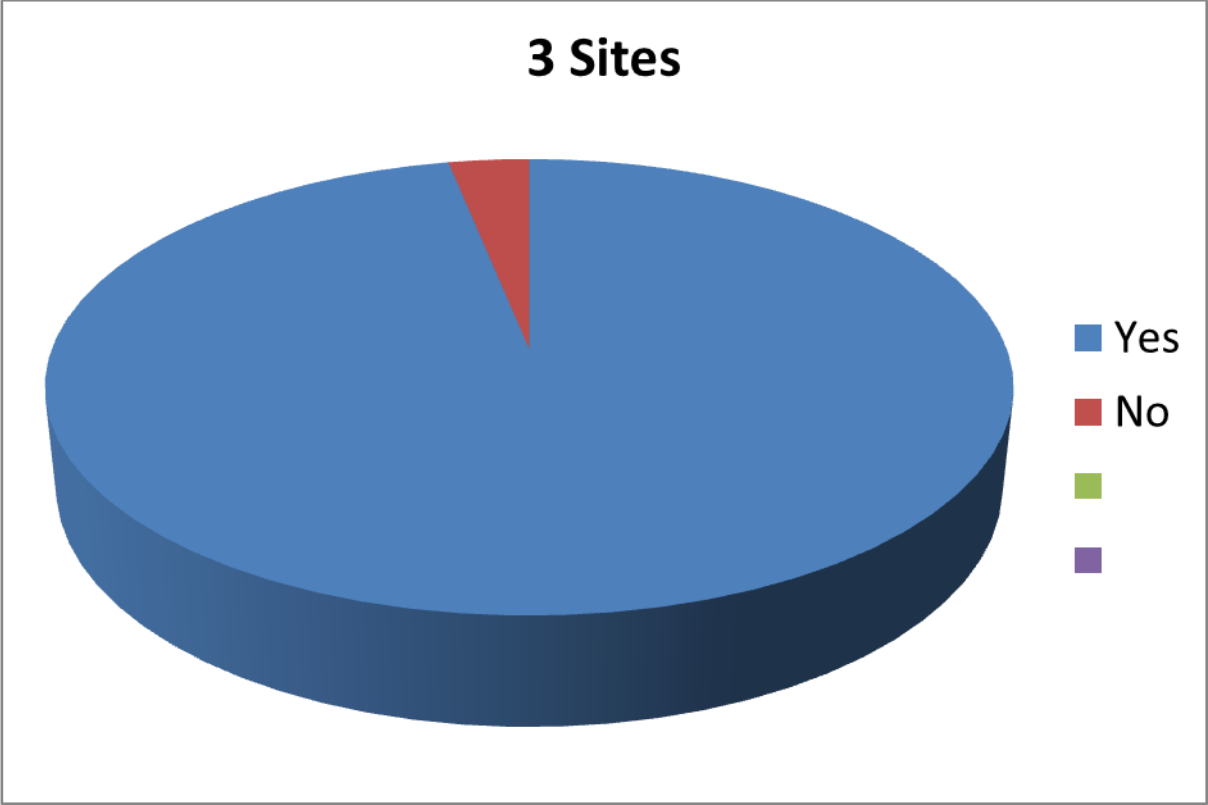
Did you know about the well woman and well man clinics?



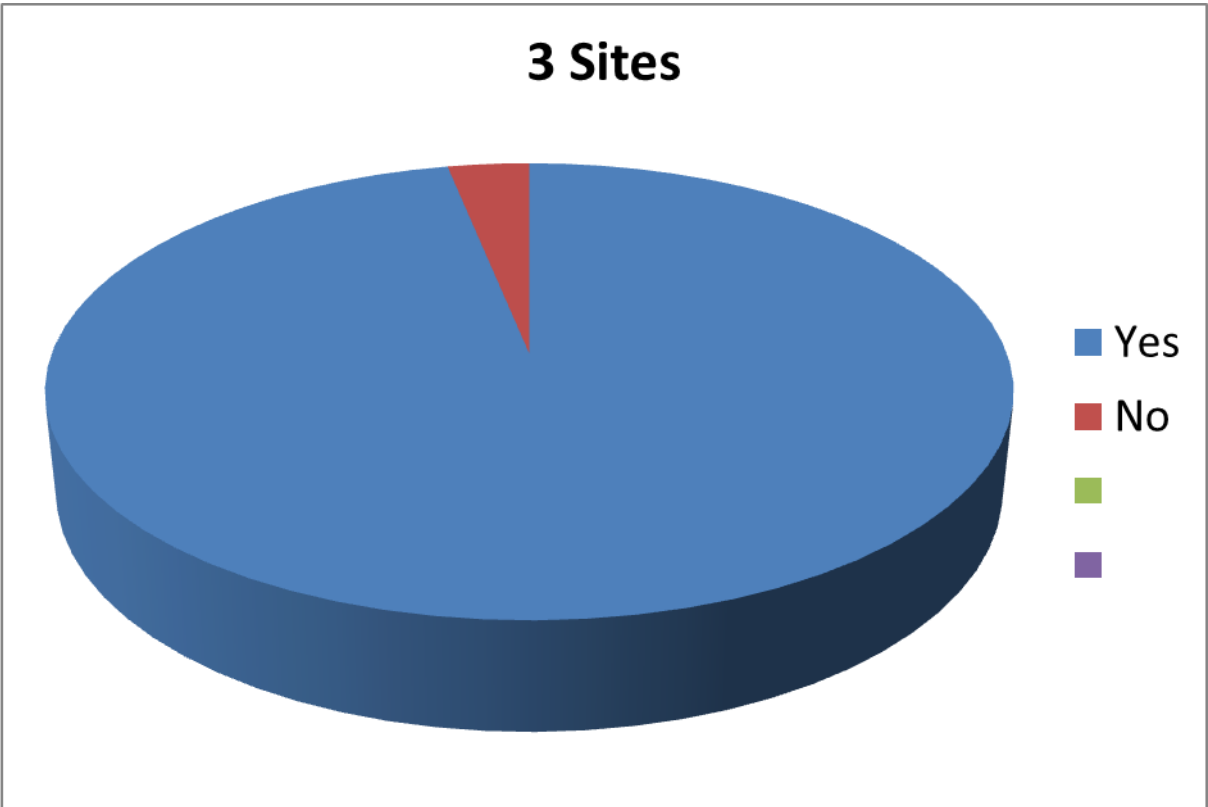
Were you happy with the Prescriptions Service?



Were you happy with the time that you spent with the GP or nurse?



Were you happy with the reception staff?



Themes of patients' comments



Unhappy with waiting times to see a doctor.
Chemist prevented from ordering prescriptions.
Getting through to the surgery by 'phone



“Generally, an excellent Practice.”
“Very happy.”
“Very pleased with all”
“Lovely staff very nice and helpful”