

ACORN PRACTICE – PATIENT PARTICIPATION REPORT APRIL 2012

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile		PRG profile		Difference
Age				
% 18 – 24	8.87%	% 18 – 24	0%	-8.87%
% 25 – 34	12.50%	% 25 – 34	0%	-12.5%
% 35 – 44	14.80%	% 35 – 44	33.33%	+18.53%
% 45 – 54	14.60%	% 45 – 54	0%	-14.6%
% 55 – 64	11.11%	% 55 – 64	0%	-11.11%
%65 – 74	9.68%	%65 – 74	33.33%	+23.65%
%75 – 84	5.36%	%75 – 84	33.33%	+27.97%
% Over 85	2.44%	% Over 85	0%	-2.44%

Practice population profile		PRG profile		Difference
Ethnicity				
White		White		
% British Group	27.5%	% British Group	100%	-72.5%
% Irish	0%	% Irish	0%	0
Mixed		Mixed		
% White & Black Caribbean	0%	% White & Black Caribbean	0%	0
% White & Black African	0%	% White & Black African	0%	0
% White & Asian	0%	% White & Asian	0%	0
Asian or Asian British		Asian or Asian British		
% Indian	0%	% Indian	0%	0
% Pakistani	0%	% Pakistani	0%	0
% Bangladeshi	0%	% Bangladeshi	0%	0
Black or Black British		Black or Black British		

Practice population profile		PRG profile		Difference
% Caribbean	0%	% Caribbean	0%	0
% African	0%	% African	0%	0
Chinese or other ethnic Group		Chinese or other ethnic Group		
% Chinese	0%	% Chinese	0%	0
& Any Other	72.3%	& Any Other	0%	-72.3%
Gender				
% Male	50.6%	% Male	33.34%	-17.26%
% Female	49.4%	% Female	66.66%	+17.26%

Differences between the practice population and members of the PRG

The practice should describe any variations between the group and the practice population and the efforts that have made to reach any groups not represented.

This practice opted out of the Ethnicity DES and as such a large proportion of patients do not have ethnicity stated- and these are included under 'Any Other' category. Figures are taken to the 2 decimal places.

Differences in PPG profile on age group to practice population is over stated in terms of percentage due to the small PPG group numbers participating at present – but steps are being taken to encourage 'virtual participation' in the future and encouragement to others to join the recently established PPG Group. In our initial survey we included the ability of patients to register their email addresses with us – and to take part in future

	<p>surveys as a member of a 'virtual patient group' – so this will encourage a more representative age group for the future.</p> <p>In addition we are advertising within the surgery for more members to join the PPG group.</p>
<p>Was the group virtual or face-to-face?</p>	<p>Face to Face Group – but during the practice survey we have taken email details of patients who are prepared to be involved in a 'virtual' group for the future and to receive future surveys.</p>
<p>How many members were there on the PRG?</p>	<p>Agreement given by NHS Gloucestershire to have a joint May Lane Surgery PPG – Total of 8 current members of which 3 are Acorn Patients.</p>

<p>Step 2 - Agree areas of priority with the PRG</p>	
<p>How were the views of the PRG sought on the priority areas for the survey questions? (E.g. face-to-face meeting or virtually)</p>	<p>YES – PPG face to face Meeting held on 25th January 2012 and 2nd February 2012.</p>
<p>What were the priorities identified by the PRG?</p>	<p>As this was the first survey undertaken by the PPG they reviewed historical survey questions used in the past in CFEP surveys and chose basic service questions to get updated results which they could then use as a sound basis for additional surveys. Future surveys will be able to include these additional areas that were mentioned by patients within the comments section.</p> <p>Priorities included:-</p> <ol style="list-style-type: none"> 1. Satisfaction with opening hours 2. Telephone access to the practice 3. Ability to get clinical appointments and to see GP of choice.

	<ol style="list-style-type: none"> 4. Ability to speak to a clinician at the telephone 5. Waiting time to see GP in waiting room. 6. Ability to obtain a home visit if necessary 7. Prescription procedures 8. Information provided by staff 9. Helpfulness of practice staff 10. On-line appointment booking 11. Overall satisfaction with the practice.
What were the priorities selected by the practice?	Acorn Practice accepted all the questions selected and agreed by the PPG Group at the meeting on 25 th January 2012 and slight amendments made at the meeting 2 nd February 2012.
Do the priorities selected match those set out by the PRG?	Yes
If they do not match, why was this decision made?	All PPG priorities accepted by practice.
What other information was used by the practice to determine priorities?	PPG considered the results of the most recent survey.

Step 3 - Collate views of patients using survey

How was the survey conducted?	<p>The survey was advertised in the practice with questionnaires available:-</p> <ol style="list-style-type: none"> 1. On front reception desk. 2. Next to the automatic check-in screen with a screen message requesting completion. 3. Ticker tape message on the 2 Call system LED display screens in the waiting rooms. 4. On the tables in each waiting area.
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	In addition members of the PPG volunteered to come into the surgery waiting room over the 3 week survey period to speak to patients and to assist/encourage them to complete questionnaires. This resulted in a much higher completion rate than usually seen with random questionnaires.
How many questionnaires were sent out to patients?	300 questionnaires per practice
% of practice population?	7.5%
How many questionnaires were returned?	236
% of practice population?	5.9%
What method(s) has the practice used to enable patients to take part in the survey?	Voluntary completion with questionnaires freely available at practice. Encouragement from PPG members in the waiting room.
How has the practice collated the results? (E.g. tables, maps, charts, bullet point list)	Yes – figures analysed for PPG with bullet point list.
What were the results of the survey?	Please include details below. A summary of the result for each question should be given. One row per question should be used. More rows can be added if necessary.

Question	Summary of results
1. Your level of satisfaction with the practice's opening hours	Satisfaction with opening hours showed a movement from survey in 2009 from 77.4% to 78.02%.
2. Your ability to access the practice by telephone	Phone access – survey results moved from 66.3% to 70.7% although dissatisfaction rate (poor/fair) still high at 27.6%.
3. Ability to get a GP appointment within 48 hours	Access to a GP within 48 hours – survey results moved from 71.3% to 66.8% with poor/fair response still high at 30%.

4. Ability to get an appointment with a nurse	Satisfaction rate 80.54% good/v.good/excellent.
5. Convenience of day and time of appointment	Satisfaction rate 74.96% good/v.good/excellent.
6. Ability to see GP of choice	Ability to see GP of choice – survey results moved slightly from 55.2% to 52.07%
7. Length of time waiting to see a GP in the waiting room	Length of time in waiting for GP appt – survey results moved from 35.6% to 37.1%, although poor / fair percentage was still high at 62.3%.
8. Opportunity of speaking to a GP or nurse at the telephone when necessary	24.63% patients had no experience of this. Satisfaction rate 46.29% good/v.good/excellent and 20.1% fair.
9. Opportunity of obtaining a home visit when necessary	59.17% patients had no experience of this. Satisfaction rate 24.75% good/v.good/excellent whilst 10.09% said poor.
10. Routine telephone repeat prescription service	Satisfaction rate 76.65% good/v.good/excellent whilst 17.7% patients had no experience or repeat prescription service.
11. Prescription ready on time	High satisfaction rate 83.28% good/v.good/excellent.
12. Prescription correctly issued	High satisfaction rate 85.7% good/v.good/excellent.
13. Handling of any queries	16.66% patients had no experience of this. Satisfaction rate 74.06% good/v.good/excellent
14. Information provided by practice staff	High satisfaction rate 83.16% good/v.good/excellent.
15. Helpfulness of practice staff	Helpfulness of reception staff – survey result moved from 86.5% to 87.5% good/v.good/excellent.
16. Ability to book appointments on-line	Currently Acorn patients do not have the ability to book appointment on-line due to technical database problems that cannot currently be resolved.
17. Overall satisfaction with the practice.	Overall satisfaction with service was at a high level of 87.78%.

Steps 4 and 5 - Agree an action plan with the PRG and PCT where appropriate	
How has the practice sought the PRG's views on the findings of the survey? (E.g. face-to-face meeting or virtually)	Face to face discussion on results of the survey at meeting held on 28 th March 2012
Has the practice produced a clear action plan that relates to the survey results? (Please include a summary below)	Action Plan was discussed and agreed with the PPG at the meeting on 28 th March 2012
How did the practice consult with the PRG to agree the plan? (E.g. face-to-face meeting or virtually)	Face to face meeting on 28 th March 2012
Are there any aspects that were not agreed?	No
Are there any elements that were raised through the survey that have not been agreed as part of the action plan? If so, what were the reasons for this?	There was an agreement to focus on 3 main priorities identified under the survey results so that effective action can be achieved.
Are there any contractual considerations to proposed changes? If so, have these been agreed with the PCT?	No

Actions planned as a result of the survey (Please put each action on a separate row. More rows can be added if required)
1. Q2 - Practice to undertake a review of the telephone system to identify if a new system with technological changes can improve answering the phones during the first busy hour of the day, and to give patients an idea of where their call is in the queue..
2. Q7 – Acorn practice partners to consider increasing appt times from 10 minute appts to 15 minute appts to allow more time with each patient and to reduce waiting times. GP Partners practice policy is to allow sufficient time with each patient that their clinical condition requires irrespective of the allocated appointment time.
3. Q3 – Practice to discuss means of improving access for GP appointments within 48 hours by reviewing consulting sessions.

Step 6 - Publicise the results and agreed action plan	
The local patient participation report must be publicised on a website. Please confirm that the report contains:	
A description of the profile of PRG members	Yes
Steps taken to recruit patients and ensure group is representative	Yes
Explanations of why it differs from the practice profile	Yes
How the practice sought the PRG's views of priority areas	Yes
Description of the survey and how it was carried out	Yes
Details of the survey results	Yes
An action plan setting out the proposals arising out of the local practice survey and how they can be implemented, including issues that arose in the survey that cannot be addressed and why	Yes
Description of how the practice consulted with the PRG on the action plan	Yes
Practice opening hours and how patients can access services throughout core hours	Yes – can be viewed on NHS Choices website or the Practice website.
Where the practice offers extended opening, the times at which patients can see individual health care professionals.	Yes – can be viewed on NHS Choices website or the practice website
What is the URL of the website where the report was published?	www.acornpractice.co.uk
How else has the report been advertised and circulated?	The report is available in the waiting room of May Lane Surgery and an article is included in the May Lane Messenger Newsletter.

With a response rate of 236 questionnaires and a margin of error at 95% confidence the margin of error is circa 6% and so there has to be a large variance in results to make any conclusions statistically valid. The PPG have taken into account these survey results and the results of prior surveys in deciding upon the actions points to be included in the action plan.