

Dr S J Godfrey & Partners

**Patient Participation
Annual Report**

2013/2014

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LOCAL PATIENT PARTICIPATION REPORT
Annual Report 2013/2014

This report summarises development and outcomes of Dr. S.J. Godfrey & Partners Virtual Patient Reference Group (PRG) in 2013/14. Our surveys were carried out by Internet GP, who provide an online survey service, which is also linked to our website.

The report contains:-

1. Profile of the practice population and PRG including the process used to recruit to our PRG
2. The priorities for the survey and how they were agreed with the PRG
3. The method of collating patient views through the use of a Patient Survey
4. Main survey results and method of reaching agreement on projects with the PRG
5. The Action Plan that was agreed and how it was agreed
6. Confirmation of our opening times

1. PROFILE OF THE PRACTICE POPULATION AND VIRTUAL PRG AT MARCH 2014

Practice Population Summary

Our practice is made up of 11,773 patients

This breaks down to:-

5,852 males (49.7%)
5,921 females (50.3%)

Approximately 30% (3,640) of our patients have been asked to confirm their ethnicity; of this number 1,073 did not provide information.

Breakdown of known ethnicity:-

White British	88.8%	(2280)
White Irish	0.2%	(5)
White & Black Caribbean	0.4%	(11)
White & Black African	0.2%	(8)
White & Asian	0.4%	(11)
Indian	1.3%	(35)
Pakistani	0.1%	(3)
Bangladeshi	0.3%	(7)
Black Caribbean	0.03%	(1)
Black African	0.8%	(20)
Chinese	0.8%	(21)
Other	6.8%	(175)

Breakdown of ages:-

16 and under	16%	(1,832)
17 – 24	11%	(1,277)
25 – 34	12%	(1,365)
35 – 44	14%	(1,598)
45 – 54	14%	(1,690)
55 – 64	13%	(1,604)
65 – 74	10%	(1,215)
75 – 84	7%	(801)
Over 84	3%	(391)

Patient Reference Group Profile

Our PRG was established early January 2012. At March 2014 membership stood at 194 Members; an increase of approximately 5% on last year.

This breaks down to:-

140	females	54	males
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Breakdown of the known ethnicity:-

White British	95.5%	(185)
Asian Indian	0.5%	(1)
Black African	0.5%	(1)
Black Caribbean	0.5%	(1)
Mixed White & Black African	0.5%	(1)
Other	0.5%	(1)
Not stated	2%	(4)

Breakdown of ages:-

17 – 24	5%	(9)
25 – 34	15%	(30)
35 – 44	15%	(30)
45 – 54	13%	(25)
55 – 64	27%	(52)
65 – 74	14%	(34)
75 – 84	6%	(11)
Over 84	2%	(3)

Breakdown of visits to the surgery:-

Regularly visit	68
Occasionally visit	83
Rarely visit	40
Not Stated	3

Differences in Membership of the PRG and the practice population:-

The Group continues with a higher percentage of female members; this is despite endeavouring to encourage male patients to join so as to be truly reflective of our practice population.

Whilst recognising this shortfall and doing what we can to overcome it, our overall aim remains to encourage all interested patients to join the PRG.

Process Used to Recruit to our PRG

- Notices were put up within the surgery advertising the PRG and inviting patients to join via on line application form or hard copy application form available from reception and waiting room.
- Information was placed on practice website inviting patients to join on line or via hard copy form from the surgery.
- During the year's fund raising events, Friends Group sought members for the PRG.
- Invitation to join the Group placed on prescription counterfoils.
- Notices to join the PRG remain up in the waiting room and application forms will continue to be available for completion at any time.
- The link inviting patients to join the PRG will remain on the surgery website -www.tottonhealthcentre.co.uk
- The PRG was advertised in our newsletter and will be included in our next edition.

2. PRIORITIES FOR THE SURVEY AND HOW THEY WERE AGREED WITH THE PRG

Areas that were considered to be included in a local survey:-

- The Patient Experience (review progress on previous survey topics)
- The Surgery Environment
- Other

Method used to identify areas to be considered, priority areas agreed with the PRG and the rationale for making the decision:-

1. Details were sent to the PRG on 28 November 2013 via
 - Email
 - Post
2. The survey went live on our practice website on 28 November 2013 via a link on our home page.
3. The survey was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery. It was also:-
 - Handed out by doctors;
 - Handed out by nurses;
 - Handed out by reception team;
4. Survey closed on 18 December 2013.

75 survey responses were received.

The outcome of the survey showed that the vast majority of respondents (75%) felt that the priority area to review was the Patient Experience.

Based on the responses for the local survey a draft main survey was prepared.

The results of the initial survey and the draft main survey document were sent to the PRG. This was sent via email and post on 27 December 2013 in order to discuss/gain their views and comments on the proposed main survey questions. The feedback window closed on 5 January 2014.

3. METHOD OF COLLATING PATIENT VIEWS THROUGH USE OF A SURVEY

Taking into consideration the views and comments made by the PRG the main survey document was finalised. We prepared the main survey putting the document into a very useful table format as suggested by a survey responder from the previous year.

1. The main survey went live for completion on the practice website on 15 January 2014; to ensure patients were immediately aware of the survey when they clicked on the website, a link appeared which had to be completed or closed.
2. Details were sent to the PRG on 15 January 2014 via
 - Email
 - Post
3. The main survey was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery.

It was also:-

- Handed out by doctors;
- Handed out by nurses;
- Handed out by reception team;

The main survey closed on 9 February 2014.

4. MAIN SURVEY RESULTS & METHOD OF REACHING AGREEMENT ON PROJECTS WITH THE PRG

After analysis of the main survey results provided by Internet GP. a letter dated 20 February 2014 was sent to the whole PRG via email and post on 21 February 2014, providing full details of the main survey results. A copy of this letter follows:-

Dear Patient Group Members,

20 February 2014

Thank you to all those who completed our survey; in total we received 250 responses.

The actual survey results are attached for your information. Where we have repeated questions from previous surveys we have included the results for "comparison", although we would point out that the survey from 2012 was completed by 114 patients and in 2013, by 198 patients. The results do not, therefore, give a completely true comparison as each year we have seen an increase in the number of respondents; it does, however, provide us with a guide.

Our telephone lines continue to be very busy first thing in the morning and despite the fact that we have more staff answering calls at this time, it is clear from the results that this issue continues to be a problem - only 27% of you saw an improvement.

Whilst only 14% of respondents have registered for our On Line Appointment system, we are pleased to see that 79% found it useful. The survey results do show though that the majority of respondents who have not already registered, will be registering in the future.

As part of our 2013 "Reception Flow" Action Plan, our new check in screen arrived in 2013 and 96% of respondents found it easy to use. Hopefully this will continue to improve the queue at the reception desk. We plan to continue to look for ways to improve the Reception Desk area this year.

The availability of appointments does continue to be a problem; however, one positive aspect is that our current survey does show improvements in the ease of booking appointments.

Wasted appointments where patients do not attend (DNA's) continues to be a problem for us - and for you - as we are not able to offer those missed appointments to other patients. 92% advised that they have not missed an appointment, so we are encouraged that the majority of you do attend or do contact us to cancel - thank you. On this subject, we will take note of your comments about the posters in the waiting room; we will look to re-write them in a more encouraging/positive manner!

We are delighted to report that for all of the appointments that have been booked on line each one was attended; this is very encouraging.

We are extremely pleased with the number of responses we received to our survey this year and whilst some of the results do not show the improvement that we would have liked to have seen, it does give us a clear direction on the areas we need to focus on:-

- Raise the profile of our Online Appointment Service (to include a review of improving our current online repeat prescription service)
- Continue to look at ways to improve our telephone system
- Frequently Asked Questions (FAQs) - as ever, the comments provided on the survey provide us with useful feedback. It is clear there are some common areas where perhaps information we provide is not as clear as it could be. We plan to respond to as many of your comments as possible by publishing an "FAQ" document on our website.

We hope you consider the above areas will be good projects to concentrate our efforts on this year; not forgetting, of course, continuing with previous projects that have not been totally closed out i.e. Reception Flows and patients who Do Not Attend (DNA's).

Can I also take this opportunity to thank those of you who made comments/provided feedback; please be assured that these will be reviewed and discussed within the practice.

If you have any concerns with the above proposals, please do not hesitate to contact me via the Patient Reference Group email link – WHCCG.TottonHealthCentre-PRG@nhs.net

In order for us to move forward, can I please request that any concerns are forwarded to me by Sunday, 2nd March 2014. Thank you once again for your continued support.

Kind regards. Iris Pilgrim (Mrs) On behalf of Dr. S.J. Godfrey & Partners

Dr Godfrey & Partners
Totton Health Centre Questionnaire 2014 Results

1. Making Appointments Early in the Morning.	
We have increased the number of staff answering the telephone first thing in the morning to try and meet call demand. This is our busiest time of the day on the telephone!	
In the last 12 months have you tried to contact us early in the morning (8.30 – 9.30am)?	Yes 83% No 17%
If yes, in your opinion have you found it easier to contact us at this time? <i>(Results to the same question when asked in 2013: Yes 54% No 15% Not sure 24% N/A 6%)</i>	Yes 27% No 49% Not sure 16% Not applicable 8%
2. On Line Appointments This service went “Live” in September, with the aim of making it more convenient for you to arrange your appointment.	
Have you registered for online appointments?	Yes 14% No 86%
If no, do you intend to register in the future?	Yes 79% No 21%
If you do not intend to register, is there any specific concern or query surrounding your decision?	
If you have registered for online appointments:-	
<ul style="list-style-type: none"> ● Have you found the service useful? 	Yes 79% No 21%
<ul style="list-style-type: none"> ● Did you find the process straightforward? 	Yes 63% No 37%
<ul style="list-style-type: none"> ● Were you able to book the appointment you required? 	Yes 25% No 10% Not applicable 65%
Please let us have any feedback on using the On Line Appointment System	
3. Reducing the number of DNA’s (did not attend). For many reasons, there will always be occasions when patients do not contact us to cancel appointments. What we have tried to do is offer improved systems on how an appointment can be cancelled.	
We have introduced the on line appointment system, where you can cancel all doctor appointments made both on line and in person. Please note although nurse appointments cannot be made on line, they can now be cancelled by this method.	
We have also increased the number of staff answering the telephone at all times during the day.	
Have you ever missed an appointment and not been able to tell us beforehand? <i>(Results to the same question when asked in 2013: Yes 5% No 95%)</i>	Yes 8% No 92%
Was this because you were not able to contact us?	Yes 20% No 80%
If you have ever missed an appointment for any reason, it would help us to understand if you could explain your reasons for this, to see if further improvements are possible.	

4. Improve Reception Flow. We now have a new “check-in” screen which we ask all patients to use when arriving for an appointment to help reduce the queue at the reception desk.		
Have you used the Patient Check-In Screen to check yourself in?	Yes 95% No 5%	
If yes, did you find it easy to use?	Yes 96% No 2% Not applicable 2%	
If you did not find it easy to use, why was this?		
With the increase in staff answering the telephone and hopefully a reduced queue at the reception desk, we hope that less calls are placed on hold (obviously this can not always be avoided)		
When you last called the surgery were you placed on hold whilst the receptionist dealt with another matter? (Results to the same question when asked in 2012: Yes 61% No 29% N/A 10%)	Yes 60% No 37% Not applicable 3%	
5. How helpful do you find the receptionists at the practice?		
Very helpful 56% Fairly helpful 37% Not very helpful 5% Not at all helpful 2% Don't know 0% (Results to the same question when asked in 2012: Very helpful 59% Fairly helpful 30% Not very helpful 5% Not at all helpful 5% Don't know 1%)		
If you have marked “not very helpful” or worse it would be helpful if you could explain your reasons for this decision. Was there a specific problem that caused you to feel this way?		
6. Please rate your experience when making the following appointments:-		
	Easy-Average-Difficult	
Urgent / On the day booking.	31% 40% 29%	
Booking a few days ahead.	23% 36% 41%	
Booking a few weeks ahead.	44% 41% 15%	
Getting a particular time to fit with your commitments.	24% 50% 26%	
Booking to see a particular Doctor	20% 39% 41%	
<i>Results to the same question when asked in 2013</i>		
<i>Urgent / On the day booking</i>	39% 39% 22%	
<i>Booking a few days ahead.</i>	26% 48% 26%	
<i>Booking a few weeks ahead.</i>	55% 33% 12%	
<i>Getting a particular time to fit with your commitments</i>	31% 46% 23%	
<i>Booking to see a particular Doctor</i>	22% 46% 32%	
7. How do you normally book your appointments? Please tick all that apply		
In person. (Results to the same question when asked in 2012 26%)	73%	
By telephone (Results to the same question when asked in 2012 87%)	90%	
On-line (Service not previously available)	7%	

<p>8. Are you aware that the practice operates an online service to request repeat prescriptions via the website? <i>(Results to the same question when asked in 2013: Yes 87% No: 13%)</i></p>	<p>Yes 91% No 9%</p>
<p>If you have used this service, what is your experience? Very satisfied 75% Satisfied 18% Neutral 5% Dissatisfied 2% If dissatisfied please explain your reasons:- <i>(Results to the same question when asked in 2013: Very satisfied 68% Satisfied 27% Neutral 5% Dissatisfied 0%)</i></p>	
<p>9. Looking back over the past year, overall how would you describe your experience at the surgery. Excellent 28% Very good 38% Good 19% Fair 10% Poor 3% Very poor 2% <i>(Results to the same question when asked in 2013: Excellent 36% Very good 40% Good 18% Fair 5% Poor 1% Very poor 0%)</i></p>	
<p>It would be helpful if you could please explain your reason for this rating.</p> <p>Would you like to discuss any concerns with the Practice Manager? If so please contact the surgery on 023 8086 5051.</p>	
<p>10. Would you recommend this practice to others? <i>(Results to the same question when asked in 2013: Yes 96% No 4%)</i></p> <p>If no please give your reasons.</p>	<p>Yes 90% No 10%</p>

Some Questions About You (these questions are for administration purposes)

<p>Are you male or female? Male 32% Female 68%</p>																				
<p>Which age group are you in? Under 18 0% 18-24 3% 25-34 8% 35-44 10% 45-54 19% 55-64 29% 65-74 21% 75-84 8% 85+ 2%</p>																				
<p>Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability? Yes 18% No 82%</p>																				
<p>What is your ethnic group?</p> <table border="0"> <tr> <td><input type="checkbox"/> 96% White British</td> <td><input type="checkbox"/> 1% White Irish</td> <td><input type="checkbox"/> 7% Any other white background</td> </tr> <tr> <td><input type="checkbox"/> White & Black Caribbean</td> <td><input type="checkbox"/> White & Black African</td> <td><input type="checkbox"/> White & Asian</td> </tr> <tr> <td><input type="checkbox"/> Any other mixed background</td> <td><input type="checkbox"/> Asian or Asian British</td> <td><input type="checkbox"/> Indian</td> </tr> <tr> <td><input type="checkbox"/> Pakistani</td> <td><input type="checkbox"/> Bangladeshi</td> <td><input type="checkbox"/> Any other Asian background</td> </tr> <tr> <td><input type="checkbox"/> Black or Black British</td> <td><input type="checkbox"/> Caribbean</td> <td><input type="checkbox"/> African</td> </tr> <tr> <td><input type="checkbox"/> Any other Black background</td> <td><input type="checkbox"/> Chinese</td> <td><input type="checkbox"/> 1% Any other ethnic group</td> </tr> </table>			<input type="checkbox"/> 96% White British	<input type="checkbox"/> 1% White Irish	<input type="checkbox"/> 7% Any other white background	<input type="checkbox"/> White & Black Caribbean	<input type="checkbox"/> White & Black African	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Any other mixed background	<input type="checkbox"/> Asian or Asian British	<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Any other Asian background	<input type="checkbox"/> Black or Black British	<input type="checkbox"/> Caribbean	<input type="checkbox"/> African	<input type="checkbox"/> Any other Black background	<input type="checkbox"/> Chinese	<input type="checkbox"/> 1% Any other ethnic group
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<input type="checkbox"/> Black or Black British	<input type="checkbox"/> Caribbean	<input type="checkbox"/> African																		
<input type="checkbox"/> Any other Black background	<input type="checkbox"/> Chinese	<input type="checkbox"/> 1% Any other ethnic group																		

On behalf of the Practice Partners and the Patient Participation Group many thanks for sparing your time to complete this questionnaire.

5. ACTION PLAN AGREED WITH THE PRG AND METHOD OF AGREEMENT

A proposed Action Plan was sent to the PRG on 21 February 2014 (see above copy letter dated 20th February); the proposed Action Plan was included at the same time as the PRG were provided with results of the main survey.

Perception from the main survey was that the following areas were considered the most important issues to focus on:-

Project 1

Raise the profile of our Online Appointment service (to include a review of improving our current online repeat prescription service)

Project 2

Continue to look at ways to improve our telephone system

Project 3

Frequently Asked Questions (FAQ's). To produce a document to provide information on the practice, it was clear from the comments on the main survey that there are some areas where perhaps information is not as clear as it could be.

The PRG were asked to consider the merit of these three projects and notify the practice by 2nd March 2014 if they had concerns with the proposals.

No objections to the proposals were received. One responder has put forward a suggestion regarding signage to our check-in screen, the possibilities of implementing this are being considered.

No suggestions re alternative projects were received.

Therefore, the Action Plan agreed with the PRG will be to undertake projects (1) (2) and (3) above during the course of 2014. Progress on the Action Plan will be reported to the PRG during the year.

The PRG were formally notified of the above via email and post on 11 March, 2014, and an update was provided to the PRG on our previous projects, please see copy letter below.

Target Dates 2014:-

Project 1 – Online Appointments - With immediate effect, with ongoing advertising
- Review of repeat prescription service – Update end of July 2014

Project 2 - Update end of July 2014

Project 3 – End of June 2014

Outstanding projects from previous years are either included as part of this year's projects or are part of an ongoing review. The target for these outstanding items will be to provide an update at the end of July 2014.

A copy of the Annual Report will be sent to the PRG, placed on our website, NHS Choices website and displayed in our waiting area prior to 31 March 2014.

Dear Patient Reference Group Member,

Following my letter dated 21 February, 2014 no negative responses to the list of proposed projects for the forthcoming year, nor any alternative project suggestions, were received.

One respondent made a helpful suggestion regarding notices to highlight the positioning of the patient check in screen and this is being considered.

The 2014/15 plan is, therefore, to focus our thoughts on the following issues:-

Project 1

Raise the profile of our Online Appointment service (to include a review of improving the current online repeat prescription service)

Project 2

Continue to look at ways to improve our telephone system

Project 3

Frequently Asked Questions (FAQ's). To produce a document to provide information on the practice; it was clear from comments on the survey that there are some areas where perhaps information is not as clear as it could be.

Our 2014 Local Participation Report will be published on both our website and NHS Choices shortly. A copy will also be available in the surgery waiting room.

Whilst sending details of our plans for 2014/15, we thought it might also be a good opportunity to update you on previous years' projects; some of these are to be extended and/or continued into the current year.

Update on 2012 Projects

- **Project 1 – Making appointments early in the morning**
- **Project 2 – On line booking**

Extra members of the practice team are answering telephone calls in the morning. In our 2013 survey, it was felt there had been an improvement; disappointingly, the results from the 2014 survey did not appear to still reflect this improvement. Project 2 for 2014 will, therefore, continue to look at ways that this situation can be further improved.

Our online booking system went live in 2013 and patients who registered and used the service have reported in the majority, finding it straight forward and useful.

It was clear from our survey that a number of patients were not aware of being able to book appointments on line. Project 1 for 2014 will, therefore, look at ways of raising the profile of this important service. It is our hope that utilisation of online booking will gradually reduce the number of calls received by us to book or cancel appointments; this will, in turn, make it easier for patients to contact us for other matters.

Update on 2013 Projects

- **Project 1 – How to reduce the number of missed appointments (DNA's)**
- **Project 2 – Reception Flow – addressing issues such as patient check in, reception queues, availability or waiting times etc**

A recent review has shown that all of the appointments made by patients using our online service were attended; there were no DNA's (did not attend) for these appointments.

It is hoped that having the facility to cancel appointments online will also reduce the number of missed appointments; some patients reported they were unable to contact us by telephone to cancel. This issue will continue to be reviewed.

We are also looking at a text reminder service and ways of improving the information available in the surgery regarding missed appointments; we were reminded by comments in the survey that although some patients do DNA, we should also acknowledge that many of our patients do not!

A new patient check in screen was installed in 2013 and on the whole, has been well received; it has improved the reception queue. As mentioned previously, one survey respondent has made suggestions on how best to advertise where the screen is sited; we will look at how these suggestions can be implemented. Other improvements to our waiting room to aid reception flow are also being considered. The availability of waiting times is also an ongoing project.

We hope that you find the above information useful. The FAQ document that we will be producing in the near future will also answer many of the comments that were made in survey responses.

Thank you for your continued interest in our practice.

Kind regards.

*Iris Pilgrim (Mrs)
On behalf of
Dr. S.J. Godfrey & Partners*

6. DR GODFREY & PARTNERS OPENING HOURS AND CONTACT DETAILS

The practice provides care for all patients between the hours of 8.00 am and 6.30pm Monday to Friday with the exception of Bank Holidays.

RECEPTION - CORE OPENING TIMES – Contact Telephone: 023 8086 5051

Monday 8.30 am – 1.00 pm 2.00pm – 6.00 pm (closed for staff training 1pm-2pm)
Tuesday - Friday 8.30 am – 6.00 pm

(Doors open Monday – Friday 8.20 am)

EXTENDED HOURS SURGERIES ARE OFFERED ON:

Monday & Tuesday Until 8.00 pm (excluding Bank Holidays)

Saturday * 8.00 am – 11.00am

* (Open one Saturday in four, dates for the next 2 months are advertised in the surgery and on our website. If in doubt please ask the reception team)

Notes on extended hours surgeries:

- Face to face reception services are offered during extended hours opening times.
- Each of the GP Partners work as part of a rota system covering extended hours surgeries. All appointments are routine and must be pre-booked,
- For further details on which GP Partner is working during any particular extended hours surgery, please ask the reception team.

OUT OF HOURS CONTACT DETAILS (Outside Core Reception Opening Times)

Should you need urgent medical treatment **outside of core reception opening times**, please telephone the surgery on 023 8086 5051 where you will be given information about the service most appropriate for you.