

Patient Participation Directed Enhanced Service

Local Patient Participation Report

Practice Guidance

As part of the Patient Participation DES, Practices must publish a Local Patient Participation Report on their website.

Report Template

<p>Practice Name</p> <p>Local Patient Participation Report 2011/12</p>
<p>Introduction</p> <p>Broad Lane Surgery is located in Eastern Green Coventry. Our registered list size currently stands at approximately 3300. Our commitment to patient input is one of our main focuses. Our patient panel group has been in existence since September 2009 and the values and suggestions of the group have helped to shape the services we offer to our registered patients.</p> <p>We value patient comments greatly and welcome all suggestions to improve the service via our comment box located in reception attached to the patient satisfaction 'smiley face' token box. This allows patients to drop a token in a satisfaction boxes numbered 1-10 and also facilitates any suggestions or comments via a small form submitted into a further box to the side.</p>
<p>Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)</p> <p>Our patient panel group is mainly made up of retired patients who have shown care and interest in the service provided by the Surgery. Our panel members have also included patients that work, although the surgery understands that some panel members are not able to attend all meetings due to home and work commitments. We accept that our patient panel group is not representative of all patient demographics and have tried to change this. We remain interested in attracting new panel members at all times.</p> <p>Advertisement for patient panel members is part of a permanent display in the main reception area. New panel members have been intermittently introduced to the group and their feedback has been vital. The surgery understands that a patient panel group that represents all our patient demographics would be ideal, and we try to encourage patients that work, or parent young children, as well as those from ethnic minority groups to participate when possible. For example, the Doctors promote the patient panel group to their patients and this is also supported by all our Reception staff. In an attempt to engage patient feedback from under-represented groups, we have recently held an open day to act as a forum for this. At our Christmas open day in December 2011, childrens entertainment was put on to encourage parents to attend with their young children and facilitate open discussions about what the Surgery can provide. This was successful in terms of getting the</p>

opinions of our younger patients and we are planning a further open day in the Summer.

Step 2: Agree areas of priority with the PRG

The priorities of our patient representative group have changed during the 2.5 years of its existence. Areas of focus have included patient demographics. Data on patient demographics such as age and gender were presented to the panel group to better understand the patient types and as a result, services have been tailored to meet these demands. One example of this is our daily morning walk-in service to have an appointment with a GP.

A central area of focus has been patient feedback as panel members were keen to provide a forum whereby all patients could easily rate the service they were being given. This brought about the introduction of our 'smiley face' token box. Now all patients are invited to drop a token in this box after they have accessed the service on their way out, in order to rate the experience they have had. The score ranges from 1-10 and data is collected daily and fed into our reporting to gauge and improve our services.

Other recurrent areas of priority include appointments for both nurses and doctors. The drop-in surgery which we offer Mon-Fri between 09:30-09:30 is also a recurring theme on our agenda for meetings to ensure it is being used effectively. It continues to be well received by the patients. Staff attitude was felt to be important as we continually strive to provide an excellent, friendly service to our registered patients.

It was with these sections in mind that our practice survey questions were formed.

Step 3: Collate patient views through the use of survey

Broad Lane Surgery decided on a written questionnaire to best obtain the views of our registered patients. This was ran in addition to our daily token survey which rates patient experience on each visit from 1-10, and questionnaires were placed around our main reception and on the reception desk.

The questions generated were to ensure that all aspects of the service we provide were covered. Questions included doctor and nurse consultations, how helpful the receptionists were as well as operational issues such as how easy is it to book an appointment. The questions were scored using the 1-10 scale, 1 being extremely dissatisfied and 10 being extremely satisfied.

Patients were sporadically asked to complete the survey whilst attending, the questionnaire was also sent out to patient panel members via post in preparation for our meeting to discuss the results and set targets. The questionnaire ran for around 8 weeks and we had approximately 40 responses.

Our results were mainly positive, with all patients agreeing that the Doctors and nurses listened to what they had to say and also that they were treated with respect and dignity during consultations. The results also demonstrated that patients found the reception staff very helpful and were generally very likely to recommend the service to a friend.

Areas identified as targets for improvement included the ability to get through on the telephone which largely scored well but also included a few low scores. In addition, there were a few low scores for patients having the opportunity to take away any information leaflets from the Doctor on their conditions. The question relating to how easy it is to book

an appointment also received a couple of low scores and one mid-range score.

In terms of how representative the survey respondents were, the fact that the survey covered a considerable period means that we captured a variety of patients attending over a 2 month period. Surveys were filled out by patients attending the urgent drop-in surgeries as well as pre-booked appointments meaning patients were using different parts of our service when asked for their opinions. This does however not capture those that do not attend frequently or who have perhaps not attended recently at all. For future surveys, we may consider a postal version however did not consider on this occasion due to the amount of newsletters and updates we have sent out explaining new changes in recent months.

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

Once the survey findings were collated, a patient panel meeting was held to discuss the results and identify and agree an action plan. Panel members were first given the opportunity to absorb the results and familiarise themselves with the questionnaire. We then had a discussion surrounding the results and picked out possible areas for improvement.

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Patient Participation Action Plan

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
1. Some patients felt they did not have the opportunity to take away any information/ leaflets on their condition by the clinician	Familiarise Doctors and Nurses with online facilities for patient leaflets and information. Arrange for hard copies to be stored in reception	Practice Manager and Lead Administrator	September 2012	
2. Some patients felt it was still not particularly easy to get through on the telephone. We have recently installed multiple phone lines and are continuing to monitor this.	Ensure that 2 receptionists are on duty during the morning surgery wherever possible. This means that 1 member of staff can answer the telephone and one can book in patients	Practice Manager	September 2012	
3. Some patients still reported it was difficult to	A further newsletter to address the	Practice Manager	September 2012	

<p>book an appointment. This we decided was down to the recent additional clinics we have put on, as well as the introduction of 24 release appointments (a selection of GP appointments that are available 24 hours before)</p>	<p>changes to the appointment book once again. A simple token survey is also to be trialled asking if patients found the 24 hr slot release appointments useful.</p>			
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Opening Hours

Broad Lane Surgery is open from 08:30-6:30pm on Monday, Wednesdays and Fridays. We are open 08:30-8:30 on Tuesdays and Thursdays and every Saturday 09:30-12:30. For our extended openings hours on Tuesdays, Thursdays and Saturdays, patients can access pre-bookable appointments with the Doctors. During core hours, patients can access the Surgery by attending or phoning 02476 466583. Our Surgery line is closed between 12-2 daily, however the Surgery remains open and patients can walk-in and speak to the team during this time.

We are currently accepting new registrations.