

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

Practice Name
Local Patient Participation Report 2012/13
Introduction
<p>Broad Lane Surgery is located in Eastern Green Coventry. Our registered list size currently stands at approximately 3700. 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>
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>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. In the last year we have welcomed a new member to the panel team.</p> <p>All patient 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.</p>

Step 2: Agree areas of priority with the PRG

The priorities of our patient representative group have changed during the 3.5 years of its existence. Areas of focus have previously included understanding patient demographics including age groups of registered patients. Focus this year has included prioritising health checks for 40-74 year old patients and ensuring the surgery continues to provide a wide range of services. This year confidentiality at the front desk has been a priority. Patients reported that they did not feel the open reception area was confidential enough so we have placed a bus-stop in the waiting area to allow patients privacy when talking to the reception staff.

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 which has proven very popular. Now all patients are invited to drop a token in this box after they have visited the Surgery, 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. This year we have become a training practice for the first time and welcomed our first GP Registrar in August 2012. This proved to be well received by patients and the feedback we received was very positive. We have recently welcomed our second GP registrar who will be with us for six months.

The panel group also heard about the introduction of 24 hour blood pressure monitoring machines for home use with patients who have a query diagnosis of hypertension (high blood pressure). The surgery took the views of the patient panel members on board and invested in this expensive piece of equipment. The surgery is pleased that several patients so far have had the machine fitted for 24 hours and the feedback has been very positive.

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 ran for the month of February and we had approximately 70 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. The question relating to how easy it is to book an appointment also received a couple of low scores and one mid-range score.

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.

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 on 20th March 2013 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.Promote the use of patient.co.uk and online access to booking appointments and ordering repeat prescriptions	Public display in waiting area to promote online service. Promotion by reception staff also	Practice Manager and practice team	June 2013	
2. Some patients felt it was still not particularly easy to get through on the telephone although the score had improved slightly from last year. We have recently installed multiple phone lines and are continuing to monitor this.	Continue to ensure that 2 receptionists are on duty at all times. This is to ensure the phone gets answered as promptly as possible.	Practice Manager	Ongoing	

<p>3. Change the holding message when patients call the surgery.</p> <p>Create a patient panel display in the waiting area detailing all previous agendas, minutes and dates of next meetings.</p>	<p>The panel group felt that the message was not right and should be changed to inform patients that they are in a queue and their call will be answered as soon as possible.</p> <p>Old flu display to be removed and new display to be created</p>	<p>Practice Manager</p> <p>Assistant Practice Manager</p>	<p>May 2013</p> <p>May 2013</p>	
<p>Opening Hours</p>				
<p>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 Dr Ali, Dr Pickering or Dr Bi. During core hours, patients can access the Surgery by attending or phoning 02476 466583.</p> <p>We are currently accepting new registrations.</p>				
<p>Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.</p>				
<p>This report will be available on our practice website and also from the surgery directly. We are also planning a patient panel group notice board in reception over the next month which will include our last panel agendas and minutes including the dates of the next meetings and any current topics that patients can comment on.</p>				