

## Patient Participation Group Annual Report 2013-14

### Introduction:

Our Patient Participation Group was first established in 2013 to ensure that our patients are involved in decisions about the range and quality of services provided and, over time commissioned by their practice, either directly or in its capacity as gatekeeper to other health and social care providers

### Practice Background

Monmouth Surgery clinical staff is made up of 2 WTE GPs made up of a GP Partner, and two Assistant GP's serving the needs of c. 3400 patients in and around the Bath area.

### Our Patient Group:

We currently have 12 members on a Virtual Patient Participation Group (PPG), of whom 5 have expressed a preference to meet on a face to face basis. The face to face group propose that they will meet 3 times per annum to represent the interest of our wider list of Patients.

The profile of the Practice/Group in 2013 was as follows:

Practice population profile		PRG profile group		PRG profile virtual group	
Number of patients		Number in the face to face group:		Number in the virtual e-mail group	
3400		5		11	
<b>Age</b>					
% Under 16	13	% Under 16		% Under 16	
% 17 - 24	10	% 17 - 24		% 17 - 24	
% 25 - 34	21	%25 -34		% 25 - 34	18
% 35 - 44	13	% 35 - 44	20	% 35 - 44	9
% 45 - 54	15	% 45 - 54	40	% 45 - 54	27
% 55- 64	11	% 55- 64	20	% 55- 64	18
% 65 - 74	9	% 65 - 74	20	% 65 - 74	27
% 75 - 84	5	% 75 - 84		% 75 - 84	
% Over 84	3	% Over 84		% Over 84	
<b>Ethnicity</b>					
Practice population profile		PRG profile group		PRG profile virtual group	
<b>White</b>		<b>White</b>		<b>White</b>	
% British Group	96.68	% British Group	100%	% British Group	100%
% Irish	0.35	% Irish		% Irish	
Mixed		Mixed			
% White and Black Caribbean	0.44	% White and Black Caribbean		% White and Black Caribbean	
% White and Black African	0.17	% White and Black African		% White and Black African	

% White and Asian	0.61	% White and Asian		% White and Asian	
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>			
% Indian	0.73	% Indian		% Indian	
% Pakistani	0.17	% Pakistani		% Pakistani	
% Bangladeshi	0.14	% Bangladeshi		% Bangladeshi	
<b>Black or Black British</b>		<b>Black or Black British</b>			
% Caribbean	0.17	% Caribbean		% Caribbean	
% African	0.32	% African		% African	
<b>Chinese or other ethnic group</b>		<b>Chinese or other ethnic group</b>			
% Chinese	1.11	% Chinese		% Chinese	
% Any Other	0.70	% Any Other		% Any Other	
<b>Gender</b>					
% Male	48%	% Male	40	% Male	27
% Female	52%	% Female	60	% Female	73

We feel that this sample is representative of our wider Patient List Profile but in 2014\_15 we will be actively seeking to recruit new members to the face to face group and the virtual email group.

### Methods of Communication:

- The main Patient Participation group meets three times per year to discuss issues that relate to Patient Services.  
Information about our Patient Group is available on our website and in the Practice Leaflet.
- The virtual group is contacted by email

### 2013-14 Key Areas of PPG Discussions:

During this year our Patient Participation Group has met with the Doctors and Management to review the Practice Questionnaire results on behalf of the wider patient base. The group highlighted the following areas for priority review in the coming 12 months:

- Privacy of reception area
- Signposting of services, including the need for an enhanced website which enables patients to better understand the practice services together with those services provided by other NHS services (e.g. Out of Hours, Secondary Care)
- Accessing appointments at Weekends and for those who work.

The group recognised that some of the issues above were issues that the practice would need to work collaboratively with other stakeholders to achieve (e.g. Website) and increased access to appointments.

### Patient Participation Group 2013 Questionnaire:

### Background:

We emailed the Virtual Group on 01/12/13 to advise them about the forthcoming Practice Questionnaire, and to signal that we would welcome a discussion with them once the results were available. An offer of both electronic (email) engagement with the survey was made, together with a face to face meeting which was held on 4<sup>th</sup> February 2014. Invitations to attend the 4<sup>th</sup> February meeting were also handed out by the GPs to their patients.

The questionnaire was distributed to patients in December 2013 by doctors and reception staff and we received 93 responses. The questionnaires were sent off to CFEP to enable them to anonymously collate the findings and produce a report

Once the survey had been completed and the results had been analysed, the results were distributed by email to the Virtual Group 15/01/13

The questionnaire results and the feedback received from members of the Virtual Group was presented to those patients who attended the face to face meeting on the evening of 4<sup>th</sup> February, to discuss and prioritise an Action Plan for 2014\_15.

### Questionnaire Results:

The responses to the questionnaire demonstrated that when compared with practices of a similar size:

- 76% of all patient ratings about this practice were good, very good, or excellent.
- 66% of patients are satisfied with our opening hours (this is the same as the national average of 66 )
- 74% of patients were satisfied with Telephone access (this is above the national average of 61 )
- 70% are satisfied with their appointments (this is above the national average of 67 )
- 58% see a practitioner within 48 hours
- 59% see a practitioner of choice (this is above the national average of 57 )
- 61% are able to speak to practitioners on the phone (this is above the national average of 59 )
- 70% find the waiting room comfortable(this is above the national average of 65 )
- 56% are satisfied with the time they wait for their appointments
- 85% are satisfied with their visit to their GP(this is above the national average of 80 )
- 88% found the greeting to be warm(this is above the national average of 81 )
- 87% felt listened to(this is above the national average of 82 )
- 86% were satisfied with the explanations they received(this is above the national average of 80 )
- 84% felt reassured(this is above the national average of 79)
- 87% were confident with the GPs ability(this is above the national average of 82)
- 85% felt able to express their concerns(this is above the national average of 80 )
- 88% felt they were shown respect(this is above the national average of 83 )
- 83% considered that there was enough time made available for their appointment(this is above the national average of 74 )
- 84% felt that they had been shown consideration(this is above the national average of 78)
- 85% felt that they had been shown concern(this is above the national average of 79 )
- 84% felt that they had been shown how to help themselves with their illness(this is above the national average of 78 )
- 85% would recommend the doctor/nurse to others(this is above the national average of 81)
- 80% felt the reception staff were friendly(this is above the national average of 75 )
- 81% felt that there was respect for their privacy/confidentiality(this is above the national average of 74)

- 75% felt there was enough information about services (this is above the national average of 71)
- 67% felt they knew how to make complaints (this is above the national average of 65)
- 67% felt that they had access to information about how to prevent their illness
- 65% were happy with the practice appointment reminder systems
- 69% felt able to ask for a second opinion should they so wish. (this is above the national average of 66)

A selection of qualitative comments made by patients includes:

"I always receive excellent service from the staff and doctors at this practice. I feel very well cared for and confident in the service they provide. Well done- you all do an amazing job"

"Possibly spend longer with the doctor"

"Change magazines-boring and old"

"Would recommend them to anyone"

"Confidentiality poor at reception due to lack of privacy"

In my experience of this practice for both myself and my family, is that the service is always fantastic. I don't feel that I need to suggest any improvements at the current time.

### [Patient Participation Group Action Plan for 2014\\_15](#)

The Patient Group decided to use all of the findings from both questionnaires to inform the development of the 2014\_15 Action Plan.

- Publish the questionnaire findings on our website and make copies available in our waiting rooms
- Explore the availability of Premises Improvement Grants with the Local Area Team, to enable us to modify our current reception desk area to increase the privacy of patients whilst they are discussing their appointments with the reception staff.
- Practice Website: Having advised the Patient Group about the BANES wide bid to the Prime Ministers Challenge Fund which incorporates a standardised BANES wide website for practices to use, should the bid be successful we will seek representation from our Patient Group to provide feedback to the Project Team with regard to the development of the website and the associated use of social media. Should the bid be unsuccessful we will host a website review meeting with our Patient Group and look to enhance our own approach.
- Extended Access (Saturday Appointments): Having advised the Patient Group about the BANES wide bid to the Prime Ministers Challenge Fund which incorporates a proposal to work collaboratively across BANES on the Extended Hours activity (8 till 8), should the bid be successful we will seek representation from our Patient Group to provide feedback to the Project Team with regard to the development of a shared extended hours proposition. Should the bid be unsuccessful we will explore a collaborative approach to Extended Hours with the other practices in our Cluster.

- We will continue to actively promote the role of the Patient Participation Group to our wider Patient base.

**Our Opening Times are:**

<b>Monmouth Surgery</b>	Patients may book appointments with Doctors or nurses by ringing the surgery, at the reception desk, or online via our website.  Our list is open to new patients from across the Bath and surrounding areas.
Monday – Friday 8am -6pm  Open for two evenings per week until 7:30pm	