

Woodhouse Hill Surgery

Local Patient Participation Report

Establish a PRG

Decision to form PRG made 5th July 2012

At a practice meeting on 5th July 2012 we decided to start a Patient Reference Group (PRG). The main reason behind this was to seek input from patients and take count of their opinions on how we can improve as a practice. All members of the practice were eager to get feedback from our patients, we are continuously striving to improve our service and provide a better patient experience.

Our practice population's majority is White British patients although we do have patients of every ethnicity registered at the practice. We have patients registered of all ages with only fewer patients registered aged 75+.

We required a varied selection of patients to get views from every angle so all patients were allowed to join. To advertise, the GP's mentioned the group to any patients they saw and handed them a small leaflet explaining it in more detail and how to get in touch. Our receptionists spoke to patients and tried to gather interest.

Our PRG is not representative of our list size in respect of patients of different ethnicity's. Very few patients did register an interest in signing up for the group and therefore the following steps to recruit members from the underrepresented groups were taken:

We wrote to our local Mosque and Temple which are located within a reasonable distance to the surgery, to the children's centre (Chestnut Centre), to 4 of the local pharmacy's in the area and asked them to put our flyer up which explained all about our PRG and how to join.

To try and attract younger patients we also advertised in the local high school which is situated just down the road from us.

| Practice population profile No. | PRG profile No. |
|---------------------------------|--------------------------|
| Age | |
| Under 16 771 | Under 16 |
| 17 - 24 395 | 17 – 24 1 |
| 25 – 34 528 | 25 - 34 |
| 35 - 44 429 | 35 – 44 1 |
| 45 - 54 445 | 45 – 54 2 |
| 55 - 64 274 | 55 - 64 |
| 65 - 74 215 | 65 - 74 |
| 75 - 84 115 | 75 – 84 1 |
| Over 84 37 | Over 84 |
| Total 3209 | Total 5 |
| Ethnicity | |
| White | White |
| British Group | British Group |

| | |
|---------------------------------------|-------------------------------------|
| 1449 | 5 |
| Irish 37 | Irish 0 |
| Total 1486 | Total 5 |
| Mixed | Mixed |
| White & Black Caribbean 128 | White & Black Caribbean 0 |
| White & Black African 11 | White & Black African 0 |
| White & Asian 18 | White & Asian 0 |
| Total 157 | Total 0 |
| Asian or Asian British | Asian or Asian British |
| Indian 150 | Indian 0 |
| Pakistani 190 | Pakistani 0 |
| Bangladeshi 8 | Bangladeshi 0 |

| | |
|--------------------------------------|--------------------------------------|
| Total 348 | Total 0 |
| Black or Black British | Black or Black British |
| Caribbean 173 | Caribbean 0 |
| African 83 | African 0 |
| Total 256 | Total 0 |
| Chinese or other ethnic group | Chinese or other ethnic group |
| Chinese 8 | Chinese 0 |
| Any other 956 | Any other 0 |
| Total 962 | Total 0 |
| Gender | |
| Male 1660 | Male 2 |
| Female 1549 | Female 3 |
| Total 3209 | Total 5 |

The patients who came forward were recruited both from our waiting room flyer advertisement or during their consultation with the GP. Our PRG was formed of white British patients only with a fairly representative age range for our practice

population.

Agree priorities and local practice survey

Meeting of 21st August 2012

The PRG's first meeting took place at the surgery on 21st August 2012. Everyone offered an opinion and participated in the discussion.

Patients Priority topics were:

Access to appointments – the phones were often busy

Interest about other ways to book appointments possibly online

Limited space in the waiting room

Children's play area- although none of our members had small children it was suggested that parents with children facing waiting times had a difficult job as there was no play area

Poor access to the surgery – Surgery is not fit for disabled use, the patients toilet is not equipped

Poor communication – The change in the way patients can order prescriptions has not been relayed properly and a way to communicate any changes to patients was thought to be an area we need to look into.

Practice Website – there is currently no online facilities for our practice and although our PRG members did not think that they would use it themselves they did think that some patients would like the option available

Collate and inform findings of survey

Collate patients views through local practice survey and inform the PRG of the findings

Instead of posting surveys out and to exclude the possibility of there being no reply we decided at the PRG's meeting that the issues mentioned would be collated through a paper survey which would be given to 200 patients who attended the surgery. This was done over a 2 week period.

The survey was made up mainly of multiple choice answers so when all 200 surveys had been completed the patients answers were simply tallied up as below:

| QUESTION | REPLY | | | |
|---|------------------|----------------|---------------|-----------------|
| How would you like to book your appointments in future | Telephone 110 | Internet 74 | Other 16 | |
| It is easy to get through on the telephone? | Yes 169 | | No 31 | |
| Has there been any times when you needed to see a GP but couldn't book an appointment | Yes 23 | | No 177 | |
| Do you feel the practice would benefit from both a Male and Female GP? | Yes 154 | | No 46 | |
| Are you aware of your surgery's opening hours? | Yes 189 | | No 11 | |
| Do you find the building easy to access? | Yes 186 | | No 14 | |
| Do you find the facilities easy to use? | Yes 145 | | No 55 | |
| Would you like a practice website with useful information and numbers on it? | Yes 178 | | No 22 | |
| Do you find it easy to order prescriptions? | Yes 123 | | No 77 | |
| How would you prefer to order medication? | Online 130 | Fax 1 | Chemist 45 | In Person 24 |
| Would we benefit from a play area? | Yes 34 | | No 166 | |

Discuss findings from survey

Provide the PRG with the opportunity to comment and discuss findings of the local practice survey. Reach agreements with the PRG of changes in provision and manner of delivery services. Where the PRG does not agree significant changes, agree these with the PCT.

We scheduled another PRG meeting for 25th October 2012. The results were discussed and it was clear to every member that the majority of patients who completed the Survey agreed that the access to the patients toilet was priority. Second priority was access to appointments. Communication was third highest priority. We discussed the relevance of a practice website and that this could help with communication and appointments.

Action Plan and Priorities

Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.

The PRG decided that we would address these issues in order of priority expressed in the results of the surveys.

1. Make a patient toilet suitable for disabled patients and include baby changing facilities as currently the practice did not have any
2. Access to appointments – look at the appointments system and see if there are any other ways in which patients could make appointments
3. Communication – We decided to make a practice website with a view to having links to an online appointments system and online prescription ordering.

There was a management meeting held in the practice on 29th October 2012 to discuss realistic plans to improve the surgery. It was decided that the practice would change computer systems to enable more online activity from patients including booking appointments and ordering prescriptions online. We spoke with System One who set in place our course to move systems. We applied for funding to see if we could make an building improvements to benefit our patients.

| You said... | We did... | The result is... |
|---|--|--|
| We need patients toilet with access for disabled people and with baby | Arranged for a contractor to come in and build a suitable patient toilet which | Work is scheduled to take place in the first week of |

| | | |
|---|--|---|
| changing area | will be moved to the porch area. This will also create more waiting room space which was a problem mentioned in our initial PRG meeting | April 2013. |
| Poor Communication with no online methods of communication or accessibility | Changed computer systems and created a practice website which has links which enable patients to book appointments online and order prescriptions | Work completed 9 th March 2013 |
| Poor access to appointments and prescriptions | Options available for online booking of appointments which we aim to help reduce the amount of telephone calls and enable patients to get through easier. Ability to order prescriptions online. | Work completed 9 th March 2013 |

Publicise the Local Participation Report and Practice Survey

Our Report is available on our practice website www.woodhousehill.co.uk

A poster is displayed in our waiting room informing patients that a copy of our Local Participation Report can be provided upon request at reception as well as on the Practice website, for which the link is provided.

OPENING HOURS

Monday 8.30am – 6.30pm

Tuesday 8.30am – 6.30pm

Wednesday 8.30am – 8pm (extended hours clinic)

Thursday 8.30am – 12.00pm – Afternoon cover by Dr Handa 01484 534 586

Friday 8.30am – 6.30pm