

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Stamford House Medical Centre P89609
Completed by	Lisa Moran

### Patient Reference Group (PRG) Profile

Number of face to face members	13	
Number of virtual members	0	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	0	0
17 – 24 -	0	0
25 – 34 -	0	0
35 – 44 -	0	0
45 – 54 -	0	0
55 – 64 -	3	3
65 – 74 -	4	2
75 and over -	1	0
<b>Ethnicity</b>		
White	7	5
Mixed	0	0
Asian / Asian British	1	0
Black / Black British	0	0
Chinese / Chinese British	0	0
Other ethnic group		

**Employment Status**

Employed	0	0
Unemployed	1	1
Retired	7	4

*Other (e.g. no of carers) The above figure includes 1 carer, 2 disabled patient*

**What the practice did to ensure that the PRG is representative of the practice registered patients**

The PPG was originally set up in 2011 and invites were sent out to members of the ethnic communities at the local temples, together with invites to a variety of patients including the local nursery and online on the practice website at [www.stamfordhousemedicalcentre.co.uk](http://www.stamfordhousemedicalcentre.co.uk)

**Groups that are not represented on the PRG and what the practice did to attempt to engage those groups**

The practice did invite patients from local areas including the local temples, mosques and nursery schools. The website shows that anyone wanting to join the PPG is to contact the practice manager if they feel they would like to become involved in decision making of the practice. During the last PPG meeting of Thursday 30<sup>th</sup> January 2014 a discussion was made of the lack of members from the younger age groups not being represented. It was agreed that a poster would be made and placed in a prominent position in the waiting area for anyone wanting to be part of the group and free lunch to be provided. This may aid anyone thinking about joining and giving up their free time. The website also to include that lunch is to be provided for the members who attend. Anyone who makes a suggestion to the practice via the practice suggestion box are invited to attend the next PPG meeting for their comments to be discussed.

**2013/14 Priorities****How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey**

The PPG agreed during the meeting of Thursday 25<sup>th</sup> July 2013 that the GPAQ survey was used again as it asked most of the relevant questions that would need to be targeted. This survey tackled the patient experience of attending Stamford House Medical Practice

### **What these priorities were**

The priorities were that of patient satisfaction when attending Stamford House Medical Practice. The points included the following:

- How helpful the receptionist was
- How easy it is to get through to someone at your practice
- How easy it is to speak to a nurse or doctor on the phone
- If you need a GP urgently can you normally get seen on the same day?
- How important is it to you to be able to book appointments ahead of time in your practice?
- How do you normally book appointments?
- How quickly do you get seen by the doctor? And how do you rate this?
- How long do you wait for the consultation to start? And how do you rate this?
- Is the practice open at times that are convenient to you?
- Cope with your health problems?
- Keep yourself healthy
- The overall experience of the GP surgery
- Would you recommend it?

### **2013/14 Local Practice Survey**

#### **How we agreed with the PRG the content of the local practice survey**

The PPG agreed during the meeting of Thursday 25<sup>th</sup> July 2013 that the GPAQ survey was used again as it asked most of the relevant questions that would need to be targeted. This survey tackled the patient experience of attending Stamford House Medical Practice

#### **How we agreed with the PRG the way in which the survey would be conducted**

The survey was printed off and passed to 100 patients opportunistically when attending the practice to see the doctor, nurse or health care assistant.

#### **Other methods used to seek the views of registered patients**

The views of other patients that were not attending the practice during the time the survey was conducted were asked for their views with the same survey held on the practice website at [www.stamfordhousemedicalcentre.co.uk](http://www.stamfordhousemedicalcentre.co.uk). Statistics taken from the practice website shows that in the last twelve months there has been 18,564 visits.

## 2013/14 Local Practice Survey Results

**An overview of the results of the local practice survey is detailed on the right hand side pane under further information/survey results.**

### **How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

During the PPG meeting held at the practice on Thursday 24<sup>th</sup> October 2013 the results of the survey was given to each member of the PPG to discuss the findings. As the survey contained 40 questions it was decided to give the PPG the opportunity to take the results away to look over at their leisure and return to the next meeting in January 2014 to discuss their views on the results and changes that needed to be made to improve the patient experience.

On Thursday 30<sup>th</sup> January 2014 the results were discussed of the survey during the PPG meeting. The members found that the overall results were excellent. They had compared our local survey to the national survey and our results exceeded the national one in comparison.

Questions 1 and 2 well over 60-80%. Very good as not always going to please everyone. There is always going to be some minorities that cannot be pleased all the time.

Question 3 on how easy is it to speak to a doctor or nurse on the phone at your GP practice? This shows that 4% stated that it was not at all easy. The survey didn't show what was the reason why they found it difficult to get speak to a doctor or nurse? Did the patients ring on a Thursday afternoon when we would have been closed? 24 people said they have not tried which also would bring the top score of 40% to a higher figure if they had tried and got through to the surgery.

On many of the questions some patients had not bothered to answer. Those having no response would be bringing down the overall percentage score. For example in Question 18 – How often do you see or speak to the GP you prefer? There was no response in 40% of the surveys.

One member queried Question 23 - on treating with care and concern which had a result of 44% in very good. He thought that this should have been a higher percentage but after the discussion about looking at the broader picture and noticing that 55 were good which equates to 70% of the people surveyed and fair 4% of people surveys – How many people actually did go away disgruntled?

On the question of having confidence in the doctor then the figures did increase. In Question 24 – Did you have confidence and trust in the GP you saw or spoke to the point was raised in the meeting that 15% of patients did not respond. Was this because they were unhappy and didn't like to comment or did they just miss the question.

It was decided that overall the broad picture was that on the whole the results were excellent and gives everyone confidence with the practice.

The doctors advised that we were ready to take criticism to improve patient satisfaction but overall the consensus was very good.

### **How we agreed an action plan with the PRG based on the findings of the local patient survey**

No real underlying issues with patient satisfaction was discovered after analysing the results. It was decided for future surveys to improve the uptake and make sure that all questions were answered correctly that a member of the PPG complete the survey with the patient in a confidential basis to ensure they understood the nature of the question.

Some questions were found to be a contradiction. For example question 7 and 8 needed looking at closely for next time – if the people preferring to phone up for their appointments then why aren't they? And if people are not phoning up and attending the surgery to book is this because they live locally and easier to call in when passing?

The action plan that was decided on to go forward are

- PPG group to assist in completion of survey in a confidential manner with patients to prevent unanswered questions
- To set out questions specific to the practice

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

Overall consensus by the PPPG members were that the survey exceeded national figures in comparison therefore to ensure the practice continues current procedures in relation to patient satisfaction.

**2013/14 Action Plan**

**2013/14 Action Plan (and how this relates to the findings of the local practice survey)**

- To continue current procedures in relation to opening hours, contact with the practice and patient satisfaction to remain at a high level
- Continue with the open surgery each morning between 8.30am – 10.30am as this would make the figures in patient satisfaction decrease as overall the majority of patients and members of the PPG are proud of this feature and do not want to resort to a morning appointment system.

**Significant changes we have made / plan to make to the services the practice provides**

- Continue open surgery each morning
- Allow for telephone consultations via the website and telephone requests after 10.30am
- Move forward with the online booking of appointments

### **How we publicised the local patient survey results and action plan to our registered patients**

The results of the survey are published on the waiting room notice board and also on the practice website at [www.stamfordhousemedicalcentre.co.uk](http://www.stamfordhousemedicalcentre.co.uk). The next edition of the newsletter will also show reference to the results of the survey.

### **Link to practice website where this report and related information can be found**

[www.stamfordhousemedicalcentre.co.uk](http://www.stamfordhousemedicalcentre.co.uk)

### **2012/13 Action Plan – overview of progress against last year’s action plan**

No survey completed in 2012/13

### **Patient Access**

#### **Practice Opening Hours**

Monday 8.30am – 6pm  
Tuesday 8.30am – 6pm  
Wednesday 8.30am – 6pm  
Thursday 8.30am-12 noon  
Friday 8.30am – 6pm

Monday and Tuesday 7.00am – 8.00am early HCA appointments  
Thursday extended hours 6.30pm – 8.30pm

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**How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

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In person during open surgery each morning 8.30-10.30am and patient will get seen that same morning.

Via the telephone to book appointments

Via the website for telephone consultations if the practice is closed or via the telephone requesting a telephone consultation during surgery hours.

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**Extended Hours**

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Thursday 6.30pm – 8.30pm  
8 appointments available on a booked appointment basis  
Very few not booked and very few DNA