

LOCAL PATIENT PARTICIPATION REPORT

SOMERSET BRIDGE MEDICAL CENTRE

1. A description of the profile of the members of the PRG

* For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

In early 2013 the practice established a joint Patient Group with our sister practice, Redgate Medical Centre. The group currently meets every 6-8 weeks. Meetings are attended by the Practice Manager and Practice Carers Champion, and when requested a GP. Alongside the Patient Group the practice continues to seek the views via email from its previously established Virtual Patient Group.

For the Patient Group and virtual patient group combined the practice has successfully managed to engage patients from of all age ranges.

The practice currently has 3694 registered patients, 1872 male and 1822 female. The practice has a predominantly young registered population, with 73% of all patients registered being under the age of 50 years.

| AGE GROUP | 0-16 | 17-29 | 30-49 | 50-64 | 65-79 | 80+ |
|-----------------------|-------------|--------------|--------------|--------------|--------------|------------|
| Practice Profile | 26% | 16% | 31% | 16% | 8% | 3% |
| Patient Group Profile | 0% | 35% | 37% | 19% | 8% | 1% |

| GENDER | Male | Female |
|-----------------------|-------------|---------------|
| Practice Profile | 51% | 49% |
| Patient Group Profile | 53% | 47% |

Whilst the Patient Group and Virtual Patient Group combined are fairly representative of the practice profile based on age/sex split, the practice is still keen to attract patients from the younger age groups to join the Patient Group with whom it regularly meets with. However it is recognized that patient's from the older age groups are often more regular users of practice services.

The majority of patients registered at the practice who have a recorded ethnic origin are white British (89%). The second largest group of registered patients being white of other/mixed ethnic origin (8%). This group of patients are mainly of eastern European descent.

The ethnicity of patients engaged in the Practice Group or virtual patient group is noted to be very similar to that of the practice population.

| Practice Population who have a recorded ethnic origin | Patient Group Profile | Difference |
|--|--|-------------------|
| ETHNICITY | | |
| White | White | |
| 89 % British Group | 87 % British Group | -2% |
| Less than 1 % Irish | Less than 1 % Irish | |
| 8 % White other | 8 % White other | |
| Mixed | Mixed | |
| 3 % white or black mixed ethnic | Less than 1% white or black mixed ethnic | -2% |
| Black or Black British | Black or Black British | |
| Less than 1 % African/Caribbean | Less than 1% African/Caribbean | |
| Asian or Asian British | | |
| Less than 1 % Indian/Bangladeshi/Pakistani | 2 % Indian/Bangladeshi/Pakistani | +1% |
| Chinese or other ethnic group | Chinese or other ethnic group | |
| Less than 1% | Less than 1% | |

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

Whilst the practice has continued to maintain representation from its younger population via its Virtual Patient Group it has been difficult to engage patients from the younger age groups that are willing to meet regularly as part of our Patient Group. From discussion with patients from the younger age groups we have identified time constraints (work/family) and a reluctance to take on any additional commitments or responsibilities as the two biggest obstacles. Likewise, we have a significant number of patients from our minority ethnic groups who are willing to be a member of our virtual patient group, but not keen to engage with the Patient Group.

In order to try and encourage membership from groups not as well represented we

have:-

- Designed an information leaflet about the patient group. This information leaflet is routinely included as part of our new patient registration pack. It is also available on our website where it can be easily translated into any language.
- Included articles in our quarterly Patient Group Newsletter, outlining the role of the group
- Included announcements on our practice website
- Set up a dedicated noticeboard within the waiting area to display news/information about the Patient Group and its activities
- During our recent Patient Survey period Patient Group members approached patients in the waiting area to encourage them to complete the survey and promote the Patient Group
- Displayed slides on our waiting room TV screen
- Included a message about our patient group on our waiting room patient call system (Jayex board)

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

* How were the priorities identified and agreed?

(Component 2)

An initial meeting with Patient Group members from both Somerset Bridge and Redgate Medical Centre was convened in August 2013 to consider areas of priority. Members of the virtual patient group were also invited to email their suggestions.

At the meeting members of the Patient Group were provided with demographical information about each practice population and current membership of the virtual PRG, including age, sex and ethnicity. It was acknowledged that almost all age groups and minority ethnic groups were well represented on the virtual PRG group, but the meeting had not attracted many of the younger patients or those from ethnic minority groups.

The group considered two options 1) whether to re-run the previous patient survey, which had focused on appointment access, or 2) whether to run a survey to ascertain patient satisfaction with GP consulting skills. After lengthy discussion the group opted to run a survey to ascertain patient satisfaction with GP consulting skills. Both patient groups were also asked to consider whether the focus for the survey should be the same or different in each practice.

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

The group considered the most appropriate methodology to collect patient views. It was agreed that the same survey would be used at both Somerset Bridge and Redgate Medical Centres.

To support a high response rate from current service users (as opposed to patients with no recent consultation experience) the group opted to use a waiting room based survey. Several members of the group agreed to help conduct the survey and support patients in the waiting room.

Members of the group were asked to consider what questions they would like to see included in the survey. To support group members in agreeing questions for the survey the Practice Manager provided copies of other surveys. This included the national GP Patient Survey and a patient survey routinely used for GP appraisals.

The practice manager was asked to collate the responses from Patient Group members and the top 10 questions were put together into survey format. The draft survey was then presented to group members at a follow-up meeting. The group favoured a single page survey over multiple pages and were keen to include a comments section and information about joining the patient group. The group considered what target response rate they hoped to achieve from the survey. It was agreed that the survey would focus on GP and Nurse Practitioner appointments only and that there should be a minimum response rate of 2% of the overall registered practice population (approx 72 responses). The practice manager then calculated how long it would take to obtain the appropriate number of responses but for ease it was agreed to survey patients initially for a two week period.

Details about the patient survey headlined the December edition of the Patient Group Newsletter which was circulated throughout the practice and online in the weeks leading up to the survey. As agreed with the Patient Group the practice took the following steps to publicise the survey:-

- Details were added to the practice website in the latest news section and patient group area.
- Slides were displayed on the waiting area TV screen
- A message was included on the patient call system
- Reminders were added to the back of repeat prescriptions

During the survey period (9th – 20th December 2013) clinical and administrative staff actively encouraged patients to provide their views. A secure collection box was set up in Reception in which patients could place completed surveys.

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

A further meeting with our Patient Group was convened on 29th January 2014 to review the survey results. Prior to the meeting the results were collated into a report by the Practice Manager which was circulated to both members of the Patient Group and virtual Patient Group.

Members of the group and representative practice staff who attended the meeting reviewed the survey results and after broad discussion agreed two specific actions that would form an action plan.

There were no areas of disagreement between the practice and the Patient Group, who were extremely supportive of the practice team and felt they should be thanked for their efforts.

The group then decided how the results of the survey and action plan should be communicated to other patients/service users. The following methods were chosen

- Slides displayed on the TV screen in the waiting area
- The headline for the Spring Patient Group Newsletter
- Within the Patient Group page of the practice website
- Email circulation to all members of the virtual patient group
- Email circulation to practice staff

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

We completed 118 surveys – a sample size of approximately 3.1 % of the registered practice population.

91% of responders felt the Doctor or Nurse Practitioner made them feel very or extremely welcome.

96% felt the Doctor/Nurse was good or very good at listening to them.

95% felt the Doctor/Nurse Practitioner gave them enough time.

93% felt their main concerns were addressed during their consultation.

91 % of responders were clear what would happen next or what to do if their condition worsened.

97% rated their overall experience at the surgery on this occasion as either good or very good.

Members of the Patient Group, the Practice Manager, Carers Champion and Lead GP met on 29th January 2014 to review the survey results agreed the following actions:

- clinicians should consider reviewing current consultation methods to ensure patients leave with a clear and concise understanding of their condition, what to expect next and what to do should symptoms worsen.

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In addition to the results of the survey noted above there is a variety of documentation available as evidence of the process undertaken and the work completed by the practice and the patient group, all of which are currently available on our practice website.

- Patient Group Terms of Reference
- Sample Patient Group Survey Form
- Survey Results Report to the Patient Group – January 2014
- Notes of meetings with the Practice and Patient Group
- Patient Group Newsletter

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- **and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey**
- **where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report**

(Component 5)

| Findings / Proposals or PRG Priority Areas <i>'You said...'</i> | Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i> | Lead | Timescale | Progress <i>'The outcome was...'</i> |
|---|---|----------------|-----------------------------------|---|
| Clinicians should consider reviewing current consultation methods to ensure patients leave with a clear and concise understanding of their condition, what to expect next and what to do should symptoms worsen | Clinical team to discuss at next team meeting | Dr Donal Hynes | By 28 th February 2014 | Discussion at clinical team meeting held on 7th February 2014 where clinicians unanimously agreed that it was important to ensure patients have a clear understanding of their condition and what to expect. Although no significant changes were considered to be necessary to current consultation methods it was agreed that the survey results and subsequent discussion had provided heightened awareness of this issue amongst clinicians. Agreed it would be useful to continue to survey patients to ensure compliance. |

| | | | | |
|---|--|----------------------|---|---|
| <p>Patients should be encouraged to think about what they want to tell or discuss with the Doctor/Nurse Practitioner prior to their consultation which might help improve the outcome for some patients</p> | <p>Implementation of a leaflet to encourage patients to get the best from their consultation or when they are prescribed new medicines</p> | <p>Kathy Bartley</p> | <p>By 28th February 2014</p> | <p>Draft leaflet reviewed and approved by Patient Group at its meeting on 12th March 2014. Leaflets to be made available to patients in the waiting area, at reception and via the practice website</p> |
| <p>Share the results of the survey with patients, staff and other service users</p> | <p>Survey results and agreed action plan to be circulated as agreed by the Patient Group</p> <ul style="list-style-type: none"> • Patient Group Newsletter • Practice website • Waiting room TV • Email circulation to virtual patient group members • Email to staff | <p>Kathy Bartley</p> | <p>By 31st March 2014</p> | <p>17th March 2014 - survey results circulated as agreed</p> |

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The practice is open from Monday to Friday, 8 am – 6.30 pm.

We offer pre-booked GP appointments between 6 – 7.30 pm on Wednesday evenings for patients who cannot attend during normal opening hours.

Patients are able to make appointments by:-

- Telephone
- Online at www.somersetbridgemc.co.uk
- By visiting the practice

Details of our opening hours and all the services offered are available on the practice website: www.somersetbridgemc.co.uk or in the practice leaflet which is given to all new patients and available in reception for all patients.

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

The Practice offers extended hours every Wednesday evening from 6 to 7.30 pm. Information about our extended opening hours are advertised on our waiting room TV screen, in our Practice Leaflet and via our website.

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Web Address of Published Report: www.somersetbridgemc.nhs.uk