

## Ash Grove Medical Centre

### Patient Reference Group Summary Report 2013/14

#### Introduction

This report shows how we continue to recruit Patient Reference Group members and how the current group compare to our practice profile.

It will demonstrate how the patient survey was devised for 2013/2014 and how we obtained patients feedback. It will show how the results were published and shared with our registered patients.

From the patient survey it will show what action plan has been put in place to deal with any issues arising from the patient survey.

For a copy of the full report including appendices please write to Michael Hart, Ash Grove Medical Centre, England Lane, Knottingley, WF11 0JA and this will be organised.

#### Practice Profile

##### The practice area

Knottingley is a small industrial town situated in the lower Aire Valley on the south bank of the river Aire. It is an area of high deprivation with a high level of respiratory disease which may be due to its mining and industrial background. Due to the current climate unemployment is also at a high level.

The town mainly consists on White British, and the table below gives some indication of the patient profiles:

| Practice population profile |       | PRG profile |     | Difference |
|-----------------------------|-------|-------------|-----|------------|
| <b>Age</b>                  |       |             |     |            |
| % under 16                  | 17.8% | % under 16  | 0%  | -17.8%     |
| % 17 – 24                   | 10.7% | % 17 – 24   | 0%  | -10.7%     |
| % 25 – 34                   | 12.1% | % 25 – 34   | 0%  | -12.1%     |
| % 35 – 44                   | 13.6% | % 35 – 44   | 0%  | -13.6%     |
| % 45 – 54                   | 14.5% | % 45 – 54   | 0%  | -14.5%     |
| % 55 – 64                   | 13.2% | % 55 – 64   | 18% | 4.8%       |
| % 65 – 74                   | 10.1% | % 65 – 74   | 82% | 71%        |
| % 75 – 84                   | 5.9%  | % 75 – 84   | 0%  | -5.9%      |
| % over 84                   | 2.2%  | % over 84   | 0%  | -2.2%      |

| Practice population profile  |       | PRG profile                          | Difference |
|--|-------|--------------------------------------|------------|
| <b>Ethnicity</b>   |       |                                      |            |
| <b>White</b>   |       | <b>White</b>                         |            |
| % British Group  | 80%   | % British Group<br>100%              | 100%       |
| % Irish  | <1%   | % Irish                              |            |
| <b>Mixed</b>   |       | <b>Mixed</b>                         |            |
| % White & Black Caribbean  | 3%    | % White & Black Caribbean            |            |
| % White & Black African  | <1%   | % White & Black African              |            |
| % White & Asian  | <1%   | % White & Asian                      |            |
| <b>Asian or Asian British</b>  |       | <b>Asian or Asian British</b>        |            |
| % Indian   | 1%    | % Indian                             |            |
| % Pakistanin   | 6%    | % Pakistani                          |            |
| % Bangladeshi  | <1%   | % Bangladeshi                        |            |
| <b>Black or Black British</b>  |       | <b>Black or Black British</b>        |            |
| % Caribbean  | <1%   | % Caribbean                          |            |
| % African  | <1%   | % African                            |            |
| <b>Chinese or other ethnic group</b>                                       |       | <b>Chinese or other ethnic group</b> |            |
| % Chinese  | 1%    | % Chinese                            |            |
| % Any other  | 7%    | % Any other                          |            |
| <b>Gender</b>  |       |                                      |            |
| % Male   | 50.3% | 20% Male                             |            |
| % Female   | 49.7% | 80% Female                           |            |
| <b>Differences between the practice population and members of the PRG.</b> |       |                                      |            |

## Recruitment

The PRG group was established via the Ash Grove newsletter that is published on a quarterly basis. We are always aiming to recruit patient representatives from different backgrounds and currently have 8 members.

## **Recruitment work planned for 2014: -**

1. To visit local schools and provide information leaflets to parents to encourage engagement with the group.
2. To continue to advertise in the patient waiting area using posters/leaflets.
3. To continue to provide patients with information via our reception team.
4. To continue holding discussions with patients who have had complaints/concerns about the practice.
5. To advertise via our waiting room screen using power point presentations.
6. To continue advertising via our practice website.

A virtual patient group was considered last year. Following advertising this was not established due to little interest. We aim to re-visit this for 2014 and discuss the possibility of a virtual group with local community groups which cater for the younger end of the population and via local schools engaging with parents.

## **Terms of Reference**

The terms of reference are due for review May 2014. These terms highlight what is expected from a patient representative, attendance arrangements to meetings, who to contact if you cannot attend meetings etc.

## **Achievements of the group during 2013**

### **Review of Practice processes**

The group continue to review every day processes including our appointment system. Access to GP services, practice premises, prescription service etc. The group help with this process identifying any possible problems from a patient perspective.

### **Commissioning awareness**

The group are keen to keep a breast with the upcoming changes to the NHS. We have discussed commissioning and how the PRG group can have a positive impact with re-design of services. Outside speakers have attended the group to provide useful information about our CCG and its constituents. During a number of meetings the group met with representative from the CCG who gave an overview and understanding of the organisation.

### **Practice Newsletter**

The group are to have an active role in preparing information for forthcoming newsletters.

### **Telephone system**

The group had an active role in planning for the move from an 0844 number to a local number.

### **Patient survey 2013/14**

During a meeting in September 2013 the survey questions were discussed and finalised. The group agreed that the following areas would be covered in the survey:

1. Access to GPs/Nurses
2. Accessing a particular GP
3. Practice premises (Both the main site and the branch site (Eggborough))
4. Waiting rooms facilities (Both main site and Eggborough)
5. Experience of waiting at the practice
6. Satisfaction with the service provided by Ash Grove
7. Review of repeat Prescribing service
8. Review of parking facilities at the practice
9. Awareness of telephone consultations.
10. Awareness of providing the practice with feedback for praise and grumbles.
11. Review of whether you are satisfied with how your queries are handled.

As a group we established that the survey would take place in October 2013 and that the patient group would manage the process of handing out/collecting in of the questionnaires. This was very effective and the practice received a good response rate. 500 questionnaires were handed out and we had a response of 438 which was an increase over last year's successful survey.

The results were collated and discussed in December 2013. From the results an action plan was drawn up and agreed.

Feedback methods were agreed and the following methods were used to distribute information about the patient survey results and action plan for 2012/2013

- Information in the patient newsletter.
- Practice website ([www.ashgrovesurgery.co.uk](http://www.ashgrovesurgery.co.uk))
- A display on the patient reference group notice board in the waiting room.
- Power point presentation on the screen in the waiting room.

### Agreed Action Plan from the Survey

From the patient survey 2013 the following actions have been agreed and shared with patients.

| You said...  | We did...   | The result is...   |
|--|---|--|
| <p><b>You said about the telephone system:</b></p> <ul style="list-style-type: none"> <li>- Comments about not having enough options available when contacting the practice.</li> <li>- Comments regarding engaged tone</li> <li>- Comments about time getting through to the practice.</li> </ul> | <ol style="list-style-type: none"> <li>1. Reviewed the telephone system, options available and number of lines available.</li> <li>2. Reviewed staffing levels to ensure adequate staff are available at busy times.</li> </ol> | <ol style="list-style-type: none"> <li>1. Adequate staffing levels are in place to ensure the telephone is answered in an appropriate length of time.</li> <li>2. Following a review of the telephone options, discuss further with PRG group and implement change.</li> </ol> |
| <p><b>Awareness issue:</b></p>   | <ol style="list-style-type: none"> <li>1. To produce a simple A5 guide to patients</li> </ol>   | <ol style="list-style-type: none"> <li>1. Have leaflet ready for next PRG meeting for</li> </ol>   |

|   |   |  |
|---|---|--|
| <p>The results identified that you were not aware of telephone consultations being available to patients.</p>   | <p>regarding different types of appointments including how to access telephone consultations.</p>   | <p>review and implementation.</p>  |
| <p><b>You said about the car park:</b></p> <ol style="list-style-type: none"> <li>1. Not enough disabled parking.</li> <li>2. Car park is not big enough.</li> <li>3. Car park often full</li> </ol>  | <ol style="list-style-type: none"> <li>1. During 2014 the car park will be reviewed to establish if there is any action the practice can take to improve parking for patients.</li> <li>2. Disabled parking to be reviewed, establish whether further spaces could be allocated for disabled use.</li> </ol>  | <ol style="list-style-type: none"> <li>1. Review to take place during May 2014.</li> <li>2. Discuss outcomes with PRG group and implement any changes during June/July 2014</li> </ol>   |
| <p><b>You said about the walk in blood service:</b></p> <ol style="list-style-type: none"> <li>1. The results showed that there were a number of patients that were not aware of the service availability,</li> </ol>   | <ol style="list-style-type: none"> <li>1. To promote the service via newsletter and website.</li> <li>2. To review the demand and ensure the capacity is meeting the demand for our patients.</li> </ol>  | <ul style="list-style-type: none"> <li>- 1. Service advertised via noticeboard</li> <li>- Service advertised via presentation in the waiting room</li> <li>- Service to be advertised via Website</li> <li>- Service to be re-advertised via newsletter in-house.</li> </ul> |
| <p><b>You said about the waiting room:</b></p> <ol style="list-style-type: none"> <li>1. That there is no public telephone for contacting a taxi</li> <li>2. Facilities for children are not adequate.</li> <li>3. You would like to see a drinks machine in the waiting room.</li> </ol> | <ul style="list-style-type: none"> <li>• The waiting room was reviewed and the following will be considered:</li> <li>• To improve facilities for children, review what's available for GP waiting rooms.</li> <li>• Look into providing patients with access to a telephone taxi service</li> <li>• Look into providing patients with a drinks machine in the waiting area.</li> </ul> | <ol style="list-style-type: none"> <li>1. The actions will be considered for implementing over the coming months.</li> </ol>   |

## Confirmation of Opening Hours

The surgery opening hours are displayed in the following areas:

1. Patient leaflet
2. Displayed in the patient Waiting room
3. Quarterly newsletters
4. On the practice website ([www.ashgrovesurgery.co.uk](http://www.ashgrovesurgery.co.uk))

## Extended hours

The practice continues to provide extended hours for our patients to access a GP outside of unsocialable hours including 2 early morning surgeries starting from 7am (Monday and Tuesday) and 3 late night surgeries up to 8pm (Monday, Wednesday and Thursday) This does not include Bank holidays. Extra provision is provided on alternative days to compensate for Bank Holidays. Please note these appointments are for GPs only.

### Core Opening Hours

#### Ash Grove Medical Centre

**Monday – Friday 08:00 – 18:30.**

#### Extended hours (outside core hours)

|                  |                      |              |                      |
|------------------|----------------------|--------------|----------------------|
| <b>Monday</b>    | <b>07:00 – 08:00</b> | <b>&amp;</b> | <b>18:30 – 20:00</b> |
| <b>Tuesday</b>   | <b>07:00 – 08:00</b> |              |                      |
| <b>Wednesday</b> |                      |              | <b>18:30 – 20:00</b> |
| <b>Thursday</b>  |                      |              | <b>18:30 – 20:00</b> |

## Final comments

The practice has a very effective patient participation group that has achieved a number of goals since coming together back in 2009. We continue to work together in providing the best health care possible for our patients in the community.