

Ash Grove Medical Centre

Patient Reference Group Summary Report 2011 - 2012

Introduction

This report shows how the patient participation group was established and how this compares to our practice profile.

It will demonstrate what steps the practice has taken to recruit patients from different backgrounds.

It will demonstrate how the patient survey was devised 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:

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile		PRG profile		Difference
Age				
% 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	16.7%	4%
% 65 – 74	10.1%	% 65 – 74	83.3%	73%

Practice population profile		PRG profile		Difference
% 75 – 84	5.9%	% 75 – 84	0%	-5.9%
% over 84	2.2%	% over 84	0%	-2.2%
Ethnicity				
White		White		
% British Group	80%	% British Group	100%	100%
% Irish	<1%	% Irish		
Mixed		Mixed		
% White & Black Caribbean	3%	% White & Black Caribbean		
% White & Black African	<1%	% White & Black African		
% White & Asian	<1%	% White & Asian		
Asian or Asian British		Asian or Asian British		
% Indian	1%	% Indian		
% Pakistanin	6%	% Pakistani		
% Bangladeshi	<1%	% Bangladeshi		
Black or Black British		Black or Black British		
% Caribbean	<1%	% Caribbean		
% African	<1%	% African		
Chinese or other ethnic group		Chinese or other ethnic group		
% Chinese	1%	% Chinese		
% Any other	7%	% Any other		
Gender				
% Male	50.3%	% Male		
% Female	49.7%	% Female		
Differences between the practice population and members of the PRG.				

The establishment of the PRG

Ash Grove patient participation group was established in early 2009. The group consisted of 6 representatives which recently dropped to 5 patients.

Advertisement

The group was established via the Ash Grove newsletter that is published on a quarterly basis. We are always seeking out new representatives from different backgrounds to try and ensure we have a representative from different groups for example young Mums, patients with ethnic background etc and we are currently recruiting via the practice newsletter.

We are always aiming to recruit patient representatives from different backgrounds and the following work has taken place:

1. Flyers have been left with local schools in the area.
2. Advertising in the patient waiting area.
3. Promotion via the reception team on the front desk.
4. Discussion has taken place with patients who had complaints/concerns about the practice.
5. A letter is currently being sent out to all registered patients providing vital practice information and this includes a flyer promoting the patient reference group seeking out patient representation from different backgrounds we currently do not have. (Appendix 2) Flyer used.

A virtual patient group is being considered and advertised via the flyer in local schools and via a letter currently going out to all registered patients.

Terms of Reference

Since the group has been established we have devised terms of reference which the group have agreed to work towards. 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

Since being established the patient reference group has supported the practice and given valuable feedback on a number of projects and challenges to the practice, they include:

Involvement in the new surgery premises

The group was used to discuss the new premises and their ideas were considered and some were used including the waiting room layout.

As a group we established links to local schools. The children of Knottingley high school donated art work for the premises which were displayed in the surgery. The group also worked considerably hard on the open day for the new premises.

Review of Practice leaflet

The group's views were obtained when the practice were due to redesign the practice leaflet. They came up with a number of points to raise in the leaflet and helped to make the leaflet more user friendly to patients.

Review of Practice processes

The group are used to review every day processes including our appointment system. Access to GP services is constantly under review ensuring the systems in place work. The group help with this process identifying any possible problems from a patient perspective.

Action plan for 2011

The group established an action plan for the year of 2011 which was closely worked to and monitored at each meeting. Agreed actions included:

1. Waiting area - Allocate responsibilities to patient representatives for the waiting area.
2. Recruitment – To have the representatives from the group advertising what the group is all about at busy periods in the practice.
3. Patient survey – To devise a patient survey questionnaire

Patient survey 2011

During a meeting (3rd August 2011) one of the patient representatives brought a mock questionnaire to the meeting. The questionnaire was reviewed and we decided what best questions to ask to be most effective and provide best feedback for the practice to determine patient satisfaction or dissatisfaction with the service. We agreed has a group that the following areas would be covered in the survey:

1. Access to GPs/Nurses
2. Accessing a particular GP
3. Practice premises
4. Surgery opening times
5. Extended hours – Reviewing patients preferences
6. Experience of waiting at the practice
7. Satisfaction with the service provided by Ash Grove.

As a group we established that the survey would take place in October 2011 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 329.

The results were collated and discussed in November and graphical representation of results were presented. From the results an action plan was agreed.

Feedback methods were agreed and the following methods were used to distribute information about the patient survey results and action plan.

- Information in the patient newsletter.
- Practice website (www.ashgrovesurgery.co.uk)
- A display on the patient reference group notice board in the waiting room.
- Powerpoint presentation on the screen in the waiting room.

Agreed Action Plan from the Survey

From the patient survey 2011 the following actions have been agreed and shared with patients.

You said...	We did...	The result is...
Improve resources in the waiting area.	<p>Order a 32" screen to present information to patients via a power point presentation.</p> <p>Provide better leaflet racks for the waiting area to make easier access to information.</p> <p>Improve the notice boards ensuring relevant information is accessible and easy to find.</p>	<p>Screen and power point information will be available from end of February 2012.</p> <p>Leaflet racks and better presentation of information will be complete by beginning of March 12.</p> <p>Notice board improvement with immediate effect.</p>
Our telephone system was expensive.	To give patients more choice we are installing a local BT line to give patients the choice of contacting the practice via a local number or using the current 0844 number.	As from March 2012 the phone line should be installed and ready for use.
You have requested more early morning surgeries.	We will be reviewing the extended hours currently being adopted and exploring whether we can offer more early mornings.	To discuss and review current extended hours arrangements with all GPs to ascertain whether we will be making any changes. (Meeting mid February).
From the survey results, the internet booking system is rarely used.	<p>Contact patients via letter to promote services available at the practice including how to book an appointment promoting the internet booking system.</p> <p>Revamp the practice website giving it a new look and include more information for patients.</p>	<p>Letters to start going out to patients by end of March 2012.</p> <p>Have a new designed website ready for launch on beginning of March 2012.</p>

You said you would like to have a blood test when requested to do so without having to wait.	To improve nursing time we will be taking on more nursing provision to increase capacity to meet demand.	Advertise for a new Health care technician by end of February 2012. Review the current nursing arrangements and aim to improve the current system of seeing a nurse.

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)

Extended hours

The extended hours were established via a practice survey. The survey asked patients where they would like extra services, early morning, late evening or weekends. The results showed that early mornings and late evenings were preferable.

The hours were provided and advertised for early mornings and late evenings and advertised within:

1. The waiting area
2. Via receptionist on front desk and over the phone
3. Practice website
4. Newsletter

They have been reviewed in the 2011 survey and patients preference continues to be early mornings followed by late evenings.

Extended hours is available outside core hours, on a Monday, Tuesday, Thursday at 07:00-08:00 in a morning and 18:30-20:00 in the evening on a rota basis (This does not include Bank holidays). These appointments are for GPs only.

Core Opening Hours		
Ash Grove Medical Centre		
Monday – Friday 08:00 – 18:30.		
Extended hours (outside core hours)		
Monday –	07:00 – 08:00	& 18:30 – 20:00

Tuesday – 07:00 – 08:00	&	18:30 – 20:00
Thursday -		18:30 – 20:00

Final comments

The practice has a very effective patient participation group that has achieved a number of goals since coming together back in 2009. It is hoped we can obtain further members or at least build up a register of patients to join a virtual group to achieve more goals in the future.