

Broughton Gate Health Centre

# Our Local Patient Participation Report

The Patient Participation DES – Year 2

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# Patient Participation: YOUR SAY

We continue to want all patients at Broughton Gate Health Centre to have a say in shaping and improving the healthcare we provide so we have taken part again in this year's Patient Participation Directed Enhanced Service (PP DES).

We sought to improve how representative our Patient Reference Group (PRG; formerly Patient Participation Group, PPG) is of our overall patient population and also asked our PRG to help us identify the main areas of interest for the surgery. We then conducted another local practice survey to get our patients' views on what needs to be improved. Once again, we were particularly interested in the Access we provide and ensuring patients are happy with this.

After conducting this year's local practice survey, we reviewed the results with our PRG and asked them to work with us to put together this year's Action Plan for the coming 12 months in order for us to develop any areas identified as needing improvement.

Our PRG is open to all patients registered at Broughton Gate Health Centre and you are welcome to join at any time. Our enthusiasm to engage our patients is always ongoing. Just ask a member of staff for more information.

# a. A Profile of our Patient Reference Group (PRG)

Our PRG currently consists of 8 members; ranging from ages 33 to 85. There are 5 female members and 3 male members who come from various ethnic backgrounds and speak other languages including German. Some of our members unfortunately suffer with various illnesses and disease such as celiac disease and diabetes.

To help guide our group, a Terms of Reference is in the process of being agreed to help make the structure, purpose and engagement of our group clearer for everyone involved. This is available on our website [www.thepracticeplc.com/broughtongate/youstay](http://www.thepracticeplc.com/broughtongate/youstay)

## Members and Virtual Members

We know that attending the PRG meetings we hold every 6 weeks does not fit everyone's schedule, so we are keen to involve patients as 'virtual' members of our PRG as well. Any patients wishing to participate as virtual members are engaged by sending them minutes from the meetings and asking for their feedback via email. Currently we do not have any virtual members in our PRG, but we hope to recruit some over the coming months.

## Size of our Group – It's not quite there yet.. but we want our PRG to be as big as possible!

We want to hear from everyone. We have employed several methods to recruit, promote and grow our PRG (see Making our PRG Representative) but have struggled to get as much interest as we would like. If you are interested in joining or have any ideas on how to increase our members, please let us know.

## b. Making our PRG Representative

In order to help understand our patient population, we compiled another Patient Population Profile detailing how many patients we have of each/our most common ethnicities, 1<sup>st</sup> languages, our top three chronic diseases, learning disabilities, mental illness, physical disability, drug use and care home patients. All of this was also broken down into age bands and gender.

This Patient Population Profile can be found at: [www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

**We have tried again to engage patients from across our Patient Population Profile as we are determined to make the group as representative of our registered patient population list as possible. To do this, we employed several methods to reach the different categories of patients at our surgery. Including:**

Posters around the surgery. An example of one of our posters can be found here: [www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

Word of mouth, having our admin and clinical staff ask patients if they would be interested in joining.

Personal invite letters encompassing the spread of our population. A batch of 50 letters were sent on 20/07/12 to personally invite patients from each category on our Patient Population Profile to try and ensure all of our patients are represented in our PRG.

An example invite letter can be found here: [www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

All of our recruiting methods promoted both becoming a member and becoming a virtual member.

**Our group is still not as big as we would like it, nor as representative, so we will continue using these and any other identified methods to encourage our patients to join the group and will continue to encourage any patient who is interested in having a say in their healthcare provision.**

## c. Identifying the areas of priority with our PRG

We wanted to make sure the questions we asked in our local practice survey were relevant and that any areas specific to our surgery were covered if the group thought we needed to improve somewhere. We also wanted to be able to compare this year's results to last year's where possible.

To do this, we held a PRG meeting on 07/08/12 to discuss and agree which issues had priority, using last year's survey as a starting point. Minutes of this meeting can be found at: [www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

A lot of feedback that we received by word of mouth last year was that the survey was too long, so at the meeting we asked our PRG to help us remove questions from last year's survey that were not felt to be necessary.

We also asked our PRG if there were additional items that they wanted added into the questionnaire that were really specific to our surgery. The group had no additional questions to add however they wondered whether the last section on the questionnaire was really relevant and suggested that a free text box be added instead for any other comments.

## d. Getting our Patients' Views: Conducting the Survey

Having put together this year's local practice survey with our PRG, we then collected the views of our patients using both paper surveys that we handed out onsite and electronically via an online option to complete and submit the same survey. A copy of this year's final survey can be found at:  
[www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

Our surgery staff asked patients coming into the surgery from September 2012 until February 2013 to complete the survey.

Access to the online survey was also available throughout these months and publicised via posters and on the paper copy of the survey as well in case patients preferred the online option.

Our staff worked hard to engage as many patients as possible we managed to get feedback from 111 patients (the equivalent of 2% of our patient population).

## e. Sharing the results with our PRG to form an Action Plan

We collated all the results from our completed surveys and held another meeting with our PRG on 07/03/13 in order to share the findings of our patients' feedback. However these points could not be added to the agenda due to time constraints. Minutes for this meeting can be found at: [www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

Therefore the feedback will be shared with the group at the next PRG meeting in April 2013.

Findings for each question will be looked at to identify areas where the surgery is doing well and also areas where we can improve.

Where improvements can be made, we will look at what actions we might take and agree on what actions with our PRG for us to carry out in the coming year in order to improve any aspects that we can, forming our Surgery Action Plan.

# f. Broughton Gate Health Centre: Our Year 2 Action Plan

In order to make our Action Plan as clear as possible, we will be putting together a clear table to populate with our PRG, showing:

- What each question on the survey was.
- What our patients' feedback was for each question this year ("What you said").
- A brief comparison to last year's feedback if the same question was asked ("Contrast to Last Year").
- Whether it was agreed with the PRG that action was or was not required in response to the feedback and, if so, what action is to be taken by when

## g. Summary of this year's Survey Results

We collated all of our Local Practice Survey results into one summary which we then shared with our PRG when putting together our Action Plan (see previous page).

We displayed the findings for each question on separate pages, showing for each question:

- The number of patients who did the survey and answered a question (Answered question).
- The number of patients who did the survey but skipped a question (Skipped question).
- Of the patients who answered each question, we showed how many patients ticked each answer option and the percentage for each answer option (Response Count and Response Percent).
- A pie chart or bar graph to demonstrate visually the responses for each question.

Our full Survey Results Summary for this year is available at:  
[www.thepracticeplc.com/broughtongate/yoursay](http://www.thepracticeplc.com/broughtongate/yoursay)

## h. i) **More detail on the actions we intend to take**

We will be formulating our full action plan with our PRG in our meeting in April. Unfortunately due to time constraints in the March meeting and the departure of our Practice Manager we have not yet been able to complete our full action plan.

After our meeting in April we will add our new Action plan to [www.thepracticelec.com/broughtongate/yoursay](http://www.thepracticelec.com/broughtongate/yoursay)

## h. ii) Progress following last year's Action Plan

1. More information regarding online booking - Support Centre to provide more support regarding online booking
2. Electronic self check-in – Installed in February 2013 shortly after changing over clinical system.
3. Survey + leaflet to be reviewed – Reviewed by group and feedback forwarded to Support Centre
4. Letters to be sent out to kick-start interest in PRG – 50 Introductory invite letters were sent to a random selection of our patient population
5. Look into increasing pressures of reception – In the process of a re-structure of reception and admin staff

# i. Accessing Broughton Gate Health Centre Our Opening Hours

Opening hours are 8am – 8pm Monday to Sunday, 365 days of the year. Main telephone line is: 01908 874444

These details are also available on our website:

[www.thepracticeplc.com/broughtongate](http://www.thepracticeplc.com/broughtongate)

or in our surgery leaflets

Types of appointments available are : Same day/book on the day appointments, walk-in appointments for non-registered patients, telephone triage appointments and pre-bookable slots

## j. Extended Hours at Broughton Gate

Broughton Gate Health Centre currently operates from 8am – 8pm Monday to Sunday, 365 days of the year.

During these times patients will have daily access to a Doctor, Practice Nurse, Nurse Practitioner, Health Care Assistant  
Patients also have access Midwife, Health Visitor, Counsellor and Physiotherapist.

# So What's Next?

Over the next 12 months, we will be putting our new Action Plan into place and making all the improvements we can having identified the areas of priority for our site...

...And we will continue to engage with our patients and our PRG!

- + We are going to keep recruiting patient members, to guide, shape and steer changes in the healthcare we provide.
- + We are going to try and make our PRG as representative of our patient population as possible.
- + We are going to review our progress with the Action Plan and identify other areas of concern.
- + We are going to seek more feedback from our patients...and put another Action Plan in place after that!

**We want ALL of our patients to have a say, will you have yours?**

Thank you to all our patients who have given up their time to give feedback or become a member of our PRG.

# Broughton Gate Health Centre