

the practice⁺

BROUGHTON GATE HEALTH CENTRE

Our Local Patient Participation Report

The Patient Participation DES – Year 3

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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 6/8 members; The Practice Manager and Lead GP, we have recently introduced inviting 2 different members of staff to meetings

We welcome anyone who feels that they can contribute to give patients views across a range of ages, gender and ethnicity. Parents of young children or new mums. All are welcome to share their thoughts for the future of the practice

To help guide our group, we have in place a Terms of Reference to help make the structure, purpose and engagement of our group clearer for everyone involved. A copy of our PRG Terms of Reference can be found here: www.thepracticeplc.com/yoursay

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 please contact the Practice Manager for e-mail of the Chair of the group who will forward them

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. From the survey 3 patients showed interest in attending meetings but we would like more patients to get involved

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, 1st 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

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. We did reach the different categories of patients at our surgery by:-

Asking patients who filled the survey in if they were interested in joining

Posters around the surgery. And in the entrance porch with the date of our next meetings, details of becoming a virtual member and more can be obtained by contacting the Practice Manager

Please enquire at Reception Desk

PRG stands run by our existing PRG members to promote the group.

Personal invite letters encompassing the spread of our population. A batch of 50 letters were sent out in the Summer 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.

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 17 October 2013 to discuss and agree which issues had priority, using last year's survey as a starting point to put together the format for the current year. Minutes of the meeting can be requested from the Chair person or Practice Manager (also at 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 to suggest additional questions that they felt should be added.

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 were satisfied with the draft that they had been given and no changes were suggested so the draft was accepted

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

Our surgery staff asked patients coming into the surgery 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 to complete the paper survey and the online survey we managed to get 700 surveys completed gaining feedback from a total of 700 patients (the equivalent of 9% 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 in February 2014 in order to share the findings of our patients' feedback. Extract from the meeting regarding the patient Survey

Patient Survey

- **action plan had been put together for improvement based on the patient survey which was completed by over 400 of our patients**

The action plan will be published on the Web page for all patients to read . Discussed points raised and the full information can be found on the Web Page

- **we currently have 8,000 patient's registered and average of 40 a week were currently registering. A summary of the survey showed that patients want continuity of GP's and felt that we should have full time GP's employed at the practice. 93% were satisfied with the 12 hours a day every day opening and surprisingly 34% did not know how to get out of hours help- The survey gave us an insight to what patients feel needs to improve and gave us the basis for the action plan to start and to continue to make improvements and also take note and act on issues brought to our attention**

Currently exploring booking on line for patients and hope to introduce this facility soon

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

Where we found we could improve, we looked at what actions we might take and agreed 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.

Broughton Gate Health Centre :

Our Year 3 Action Plan

In order to make our Action Plan as clear as possible, we put 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

Our full Action Plan is available at: www.thepracticeplc.com/broughtongate/yoursay

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

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

Identified below are three actions that we have prioritised to improve on over the coming year :

Getting through on the phone

50% of patients found it fairly easy, but we hope that this will show a better result next year . We intend to improve by introducing on line booking of appointments to reduce calls this will be up and running early April. We have already employed more admin staff and 3 people take the calls for the first hour every morning due to the high demand- our system monitors the calls every day so we are aware of calls in the system and times taken to get through – this we are continuing to work on

Speaking or seeing preferred GP

45% of patients surveyed were happy that they had seen or spoken to the GP of choice. We have introduced more telephone slots so patients will have more access to speaking to a GP. These slots will increase over the coming years as the patient list grows. Staff are pro active in offering telephone slots with a GP of choice if an appointment is not available

Opening hours

93% of patients were satisfied with the opening hours – 8am to 8pm every day of the year – there is no plan currently to change the opening times currently 84 hours a week

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

From the previous years survey April 2012 to March 2013 we have succeeded in improving:

Speaking to a nurse

With the increase in patient numbers in April due to the close down of a local surgery and large number of patients registering with us we introduced more telephone slots this year to speak to Nurse in addition to the GP telephone slots.

Telephone access

By employing more administration staff for early morning, telephone calls are answered quicker

Appointments availability

We employed a Nurse practitioner in addition to our Minor illness Nurse and Practice Nurse. The practitioner and Minor Illness Nurse both being prescribers allowing the GP's being released to see more chronic problems

i. Accessing Broughton Gate Health Centre

Our Opening Hours

Broughton Gate Health Centre is open from 8am to 8pm 7 days a week. We are open 365 days a year which includes all Bank Holidays

We take telephone calls from 8am to 8pm

We ask that patients requesting information about tests please ring after 12pm

Registrations we take between 4pm and 7pm every day of the week , details can be found on our website: www.thepracticeplc.com/broughtongate

And In our surgery leaflets

The Practice telephone number is 01908 874444

We offer pre-bookable appointments up to 6 weeks in advance, on the day appointments that are released at 8am every day and a Walk in Facility for patients who are not registered with us. The appointments are for GP, Minor Illness Nurse, Nurse Practitioner, practice Nurse and Health Care Assistants

j. **Extended Hours at Broughton Gate Health Centre**

Broughton Gate Health Centre currently operates extended hours as we are open 8am to 8pm 7 days a week every day of the year which includes all Bank Holidays.

We open our doors at 8pm and telephone calls are taken from 8am through till 8pm in the evening

We also deal with Walk in Patients

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