Derby Road Group Practice – Patient Representation Group

2013/14

Dear Patients,

Derby Road Group Practice has for the third year running sought to involve the registered patients both at Derby Road and Copnor Road surgery in having a more active say in their healthcare provided by us.

To gain a wider spectrum of patients the Practice moved away from the quarterly face to face meeting we used to have as attendance was poor. For the last three years the Patient Representative Group (PRG) has been predominately conducted via emails and post.

Developing a Patient Reference Group that enables representative feedback.

The majority of registered patients at the Practice remain to be under 45 years old. We have continued to recruit involvement from this age range throughout this year. As you can see from the table below we have significantly increased representation from the 25-34 year old range. Apart from the under 16year olds, all the ranges seem fairly percentage appropriate.

To ensure the correct demographical breakdown we looked at registered patient data and broke it down. We then looked at the PRG and used the same methodology to ensure accuracy.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Practice Population |  |  | PPG Profile |  |
| Age |  |  |  |  |
| % under 16 | 20.3% |  | % under 16 | 2.32% |
| % 17-24 | 12.14% |  | % 17-24 | 12.8% |
| % 25-34 | 15.22% |  | % 25-34 | 19.4% |
| % 35-44 | 15% |  | % 35-44 | 17.8% |
| % 45-54 | 14.8% |  | % 45-54 | 17.4% |
| % 55-64 | 10.2% |  | % 55-64 | 17.8% |
| % 65-74 | 6.75% |  | % 65-74 | 8.9% |
| % 75-84 | 4.1% |  | % 75-84 | 2.3% |
| % Over 85 | 1.7% |  | % Over 85 | 1.20% |
| Ethnicity \*\* Only 43 % recorded |  |  |  |  |
| White |  |  | White |  |
| % British | 84.9% |  | % British | 88% |
| % Irish | 0.5% |  | % Irish | 0 |
| Mixed |  |  | Mixed |  |
| % White & Black Caribbean | 0.68% |  | % White & Black Caribbean | 0.4% |
| % White & Black African | 0.60% |  | % White & Black African | 0.4% |
| % White Asian | 0.52% |  | % White Asian | 0.80% |
| Asian or Asian British |  |  | Asian or Asian British |  |
| % Indian | 1.5% |  | % Indian | 0.40% |
| % Pakistani | 0.40% |  | % Pakistani | 0.78% |
| % Bangladeshi | 2.2% |  | % Bangladeshi | 0.40% |
| Black or Black British |  |  | Black or Black British |  |
| % Caribbean | 0.73% |  | % Caribbean | 0.40% |
| % African | 2.6% |  | % African | 2.7% |
| Chinese or Other Ethnic Groups |  |  | Chinese or Other Ethnic Groups |  |
| % Chinese | 0.63% |  | % Chinese | 0.40% |
| % Any other | 1.6% |  | % Any other | 5.4% |
|  |  |  |  |  |
| Gender |  |  | Gender |  |
| Male | 49% |  | Male | 37% |
| Female | 51% |  | Female | 63% |

As in preceding years we seem to struggle with involvement from different ethnic backgrounds. The Practice has worked hard to see if patient representation could be sought from these groups. The Receptionist team asked patients when they attended, Clinical team asked patients ad-hoc when seen in consultations and positive outcomes via previous years’ suggestions by patients were advertised. The Practice has some Care Homes and Nursing Homes surrounding the Practice, and as in previous years we have been thankful for their continued support.

Consent is needed by the Practice to be able to involve patients. Following the feedback on the easiness of the form we had used previously we stayed with this option. The form ensures all patients understood that the surgery would contact via the provided email address or by post if requested. The consent form gained information about the patients’ age range, ethnic background and enquired how often they attended the surgery.

Agree areas of Priority with the PRG

Following the drive to secure involvement from a broader spectrum of patients as possible the Practice sent out an email to the 258 members of the PRG who requested involvement this means, and 15 via the postal system for the remaining members. We sent the correspondence to the group on 25th of October requesting for them to suggest the areas on which to base this year’s survey around. We attached some suggestions (see below) but also asked for their own recommendations.

* Repeat Prescribing – how it works for you
* Elderly Care
* Different areas of Appointments eg Telephone consultations
* Other services with in the Surgery eg, Smoking cessation, travel
* Opening times
* Clinical care from Doctors and Nurses.

The closing date for the Priority request was 31st of October 2013. The priority request came back split with two areas equally requested. The Practice then sent out another email on 19th of December asking for further clarification. Majority wished to look into improving the Prescription service offered and 1 patient commented about covering the amount of wasted medication cost to the NHS.

Collate our Patients opinions through the user of a survey

A survey was created to incorporate all areas of Medications requests, the questions were a mix of yes, no answers, multiple choice and open comments required. We also took the opportunity to ask questions relating to the overall surgery. These surveys were sent to all members of the PRG, and left around both surgeries for completion from Friday the 3rd of January 2014 until close on Monday 20th of January 2014.

Summary of the Survey Results:

82 surveys completed online and 47 within the Practice – 129 received in total. The figures below are the online and in practice results added together.

* 84% of PRG and 45% of surgery completed surveys are on regular repeat medication.
* The Prescription services used were broken down into the following:

PRG Surgery

 Bring repeat in to the surgery 25% 26%

Use Chemist Service 23% 19%

 Electronic Prescribing Service 15% 4%

 Via Practice system or Website 31% 0

* 70% of PRG and 49% Surgery completed surveys states that patients received medication when requested.
* Reason why medication not given – patients answered usually down to needing medication review
* 84% of PRG and 47% of surgery completed surveys responded that they didn’t receive more medication than they had requested.
* Easiness and efficiency was the main response received about what patients like about the repeat prescription process attached to the Practice.
* When we asked what could be improved with the current process the majority of responses were satisfied. Some individual comments were suggested and these will be looked into separately if appropriate.
* Comments regarding the opening hours of the surgery are varied, with some patients wanting late nights and weekends. We do currently offer these options but numbers are limited. Again majority of responses were satisfied with Practice opening hours.
* We then asked if patients would recommend the Practice to friends and family the result were broken down as follows:

PRG Surgery

Extremely Likely 41% 47%

Very Likely 32% 36%

Moderately Likely 13% 11%

Slightly Likely 6% 2%

Not at all 6% 2%

* Comments on where you think we could improve are vast and variable with no common theme.

Provide the PRG with the opportunity to discuss survey findings and reach agreement on changes to service

This year’s survey results were taken to a Business meeting on Monday 10th of February with all partners present. We discussed the finding and looked at possible actions points we could act on subject to the PRG approval.

Based on the feedback received via the Practice Survey we looked to offer the following plan:

* If the surgery is unable to issue medication for a specific reason – reception to try and contact patient to explain.
* Notices to be put up asking patients to make staff aware if there is a specific reason why medication is being requested early for example – Holiday.
* Better advertising of different ways to order repeat medication.
* Regular posters to highlight the numbers of patients that fail to attend appointments.
* Information regarding current telephone system and the changes that will be taking place.
* Decoration issues of the both Derby Road and Copnor Road to be addressed.
* Promoting Online service currently offered by the Practice

Once all the results were received and reviewed we communicated the Action plan to the PRG and placed it up on the waiting room poster boards on Tuesday the 4th of March 2014, asking that if any registered patients was opposed to any of the suggested plans could they please let the surgery know before Monday the 10th of March 2014. The draft also said that if no objections had been raised with these suggestion that we would proceed with our Final proposal.

There were no objections or further suggestions made regarding the proposal by the PRG or patients. We therefore delivered our final report on 26th of March 2014 via email, post and displayed around the surgery.

Agreed actions to be implemented:

* If the surgery is unable to issue medication for a specific reason – reception to try and contact patient to explain.

Reason – this suggestion is to stop unnecessary trips for the patient.

Implemented – May 2014

* Notices to be put up asking patients to make staff aware if there is a specific reason why medication is being requested early for example – Holiday.

Reason – Medication not being issued early – due to staff being unaware of the reasons why

Implemented – May 2014

* Better advertising of different ways to order repeat medication.

Reason – Lack of awareness of the different ways available to order medication

Implemented – May 2014

* Regular posters to highlight the numbers of patients that fail to attend appointments.

Reason – In any other comments/concerns it was suggested to highlight and the amount of patients that do not attend for their appointments

Implemented – End of each quarter

* Information regarding current telephone system and the changes that will be taking place.

Reason – In the area “are there any other areas of the Practice could improve on” The telephone system was mentioned – we are currently looking into reverting back to a local number and will keep patients informed.

Implemented – Unsure of definite date currently.

* Decoration issues of the both Derby Road and Copnor Road to be addressed.

Reason – in any other comments – Decorate or update was mentioned. We will be accessing what is needed at both sites.

Implemented - Ongoing

* Promoting Online service currently offered by the Practice

Reason – Online availability was mentioned a lot in the survey by patients – this service has been available since end of December 2013 and currently offers the patients appointments and medication requests via this option, so better publicity is needed.

Implemented – May 2014

Review of Action Plans 2012/2013

1. Trial of providing more routine appointments as patients felt it was appropriate to be able to see a GP within a week for a routine appointment.
2. Advertising campaign regarding the telephone consultations we offer and what would be appropriate use.
3. Further advance booking currently 3 weeks – extend to 4 weeks
4. Direct link to the Copnor Surgery via the automated telephone system.
5. Online appointments to try and help with access.
6. Practice to try and tackle the vast number of patients that Do not attend for their appointments.

Action 1

This trial was implemented and has been successful to date. Now with Online appointments available to patients we will have to monitor demand.

Action 2

Advertising the Telephone system is yet to be fully completed the new patient leaflets are being updated with a new Gp’s details. Once this is complete we will roll this out complete.

Action 3

Ability to book up to 4 weeks in advance is now fully incorporated with the appointment system. This will have to be monitored as it has slightly increased our rate of Patients that do not attend.

Action 4

There is now in place a direct line to the Copnor Surgery via the automated telephone systems; it has the function for patients to choose 1 for Derby Road and 2 for Copnor road. This has been a great success with Copnor patients

Action 5

Online Services has been live since the end of December 2014, with great success and increasing numbers of patients signing up daily.

Action 6

Tackling numbers of patients that do not attend their appointments still seems to be a problem at the Practice. We will, towards the end of 2014 look to provide a text message reminder service.

The current opening times at Derby Road Group Practice are as below:

Derby Road Surgery

|  |  |
| --- | --- |
| Monday | 08:00 - 18:30 18.30 – 19.15 |
| Tuesday | 08:00 - 18:30  |
| Wednesday | 08:00 - 18:30 18.30 – 19.00  |
| Thursday | 08:00 - 18.30 18.30 – 19.00 |
| Friday | 08:00 - 18:30 |
| Weekend | 08.30 – 10.00 1st and 3rd Saturday of the month |

Morning surgery starts at 08.20 and afternoon surgeries at 16.00

\*\*Please note that on the week the surgery is closed for Target training (dates for Target training can be found on Practice Website); the surgery only offers late night appointments on the Monday. \*\*

Copnor Road Surgery

|  |  |
| --- | --- |
| Monday | 08:00 - 12.00  15.00 – 19.00 |
| Tuesday | 08:00 - 12.00  15.00 - 18.00 |
| Wednesday | 08:00 - 12:00 |
| Thursday | 08:00 - 12.00  15.00 - 18.00 |
| Friday | 08:00 - 12.00  15.00 - 18.00 |
| Weekend | closed |

 Surgery starts at 08.20 and again at 15.20.

Thank you to all patients that have been involved in the changes suggested and already implemented – some time small suggestions can make a big difference!!

Derby Road Group Practice.