

Manor Medical Practice

Local Patient Participation Report

Report published March 2012

Contents

INTRODUCTION.....	3
PROFILE OF GROUP MEMBERS.....	3
MALE /FEMALE PROFILE.....	4
AGE PROFILE	4
ETHNIC PROFILE.....	4
BALANCED SCORECARD.....	5
FURTHER GROUP DEVELOPMENT	5
AGREEING THE PRIORITY AREAS	6
HOW VIEWS WERE OBTAINED	6
PUTTING TOGETHER THE ACTION PLAN.....	7
IMPLEMENTATION	8
ACTIONS TO BE TAKEN 2012/2013	9
ONLINE BOOKING.....	9
APPOINTMENT REMINDERS.....	9
SATURDAY SESSIONS	9
APPOINTMENT PATTERNS.....	9
SURGERY TIMES.....	9
OPENING HOURS.....	10
EXTENDED HOURS.....	10
SUMMARY OF EVIDENCE	11

Introduction

Manor Medical Practice is a large and busy practice with over 9000 registered patients and based at two sites. We hope that by engaging more with our patients we can improve the service we provide by understanding more about the issues faced. We made the decision to use a virtual patient participation group (PPG) to increase the number of potential members and widen the membership. The group was recruited and consulted on various issues mainly regarding appointments as this is the most common complaint we have via the national GP survey and our own local GPAQ survey held in-house.

The group currently has over 70 members and we are still accepting new applications. We have had a great response rate to all our surveys and some excellent ideas have been suggested. The Practice looks forward to working with the group for some time to come.

Profile of Group Members

Manor Medical Practice currently has a list size of around 9,200 patients. Our current patient group has 73 members, around 0.8% of the practice population.

In the past the Practice has had a Patient Group which was face to face. The success was limited; numbers were small; it was difficult to find a time and location suitable for meetings; the group mainly comprised older female patients.

We took the approach of making this group a virtual group in order to try to increase numbers and reach a wider patient base. Using virtual methods also overcomes the problems with physical locations and finding suitable times for meetings, and we hoped that by using electronic methods to communicate (text, email) and conduct the surveys (online) we may attract a younger group of patients.

By using an in-house campaign we hoped to attract a membership of patients who use the service provided and attend the practice.

We recruited using a mixture of the following methods:-

- Text messages sent to 1600 patients with a mobile number recorded
- Poster Campaign in waiting room and surgeries
- Links on Website and NHS Choices
- Written invitations sent to all residential homes asking for representation
- Written invitations sent to members of previous patient group

We also offered a variety of methods for group members to communicate with us to ensure that we did not exclude patients who may not have access to the internet and email:

- Online survey completion
- Paper based survey completion
- Telephone based survey completion

There is one member who prefers telephone surveys, one third use email and the remainder complete postal surveys.

Male /Female profile

Total	Male	Female
All Patients	50%	50%
Patient Group	40%	60%
Attendance	46%	54%

Table 1 – Male/female profile

As can be seen in table 1 above, we have a higher female to male ratio in the patient group than the practice population. This reflects attendance patterns over the previous twelve months where we also have a higher ratio of females attending than males.

Age profile

Total	16 or under	17-24	25-34	35-44	45-54	55-64	65 or over
All Patients	18%	10%	13%	13%	16%	13%	17%
Patient Group	0%	4%	7%	16%	25%	19%	29%
Attendance	16%	9%	13%	12%	16%	13%	20%

Table 2 – Age profile

Despite efforts in the recruitment to encourage younger patients to engage we do still have a predominantly older group of patients and we are very under represented in the under 25's age group. However, the group does contain parents so we hope that the views of the the younger population are still able to be put across via these members. Attendance patterns across the age bands show a correlation to the age bands of the practice population.

Ethnic profile

Ethnic category	All Patients	Group
British or mixed British - ethnic category 2001 census	87.08%	90.91%
Other White background - ethnic category 2001 census	5.01%	9.09%
White British - ethnic category 2001 census	5.55%	2.60%
White Irish - ethnic category 2001 census	0.07%	1.30%
Other ethnicity	2.28%	0%

Table 3 – Ethnic profile

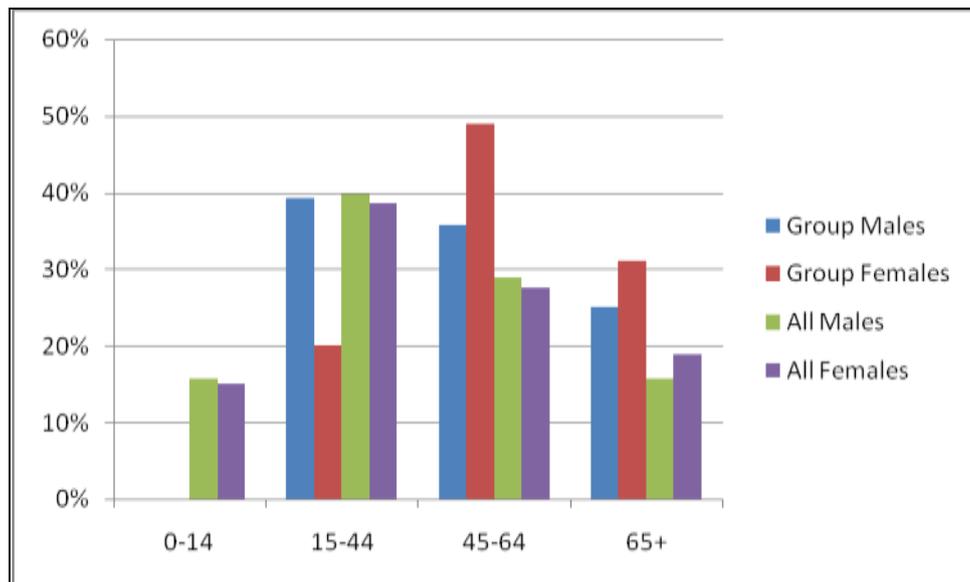
As can be seen in table 3 above, the ethnicity of the group is fairly representative of the ethnicity of the practice population - over 97% of the population is currently represented.

Of those patients falling into the 2.28% other ethnicity the largest groups are of Chinese origin (0.33%), Pakistani origin(0.20%) or describe themselves as mixed origin(0.93%).

Balanced Scorecard

The scorecard (see below) show the age sex profile of group members compared to the entire patient population. If we except patients under the age of 15, it identifies the greatest under represented group as females aged 44 or under and the most over represented group as females aged 45 and over.

We expect that the views of patients aged 14 or under will be put forward by their parents or guardians.



Age / sex profile of group using balanced scorecard bandings

Further Group Development

As the group develops and grows next year we hope to fill in the gaps to make the group even more representative of the practice population.

We will do this by:

- Target invitations to patients in the under represented ethnic groups
- Focus on females aged 45 or under
- Encourage families with young children to join the group

Agreeing the priority areas

Agreeing the priority areas was a two stage process: GPAQ results and PPG input.

In January / February 2011 the Practice ran an internal GPAQ survey for patients and had 277 patients complete questionnaires. We decided that since these results provided us with a current insight into the issues faced by patients that these would be an ideal starting point. Using these results we compiled a survey for the group members to complete.

The key issues arising from the GPAQ survey were:

- Contacting the practice
- Appointment times
- Availability of doctors and nurses

The group survey concentrated on these areas and other connected issues:

- Contacting the practice
- Appointment times
- Availability of appointments
- Reducing DNAs
- Preferred sites

Using the results of the survey of group members we then identified the priority areas:

- Contacting the practice
- Appointment times
- Availability of appointments
- Reducing DNAs

These results then fed into a second survey which was opened to all patients at the practice. We had a huge response of 368 completed questionnaires.

How views were obtained

The GPAQ survey was conducted at both Offerton and Hillgate sites and printed copies were given to all patients attending for appointments during the survey period. The results were then manually compiled and using the online GPAQ facility a report produced. The results of the report were printed and copies left in each waiting room.

The PPG survey was hosted on citizenspace.com and a link was emailed to members of the group requesting online access. One member was telephoned and completed the survey verbally and the remaining group members were sent a printed copy of the survey and asked to return it. We had 46 responses to this survey which was sent to a group of 56 members.

The second group survey was also hosted on citizenspace.com and distributed to group members as before. Additionally we produced printed copies which were handed out to patients attending the practice during a three week period in February 2012. We had a response of 368 completed surveys.

Putting together the action plan

The results of the second group survey were discussed by the Partners and staff at the Practice and a number of actions were proposed:

Action Plan

1. 67% of those surveyed would use online services: the Practice will implement an on-line appointment booking and cancellation service for routine appointments to be accessed via the Practice website.
2. 64% of you think an appointment reminder service is a good idea: the Practice hopes that this will help to reduce the number of appointments that are missed and will implement an appointment reminder service. We will continue to monitor the number of appointments missed and report back on progress!
3. 93% of respondents will attend Saturday surgeries: the Practice will continue to hold a minimum of one Saturday session per month and consider having more than one GP available.
4. 77% of you think that 3-5 days is a reasonable wait for a routine appointment; currently routine appointments are released on a daily basis, we will continue to do this but change the patterns to ensure more availability of appointments within a 3-5 day time scale.
5. The survey shows that the spread of appointments currently offered across the day is not the best fit for when patients can attend. The Practice will look into the possibility of rescheduling surgery times to address this.

The action plan above was circulated to all group members for comment and approval. The plan has been approved by 100% of respondents.

The following is a selection of the comments we have received regarding the plan:

"YES I do approve of the proposed plan, especially the evening surgery for workers Thanks"

"The Action Plan seems fine. Perhaps a definition of 'routine' appointments on the online appointment service page would be useful." *We will definitely include this definition.*

"I am happy for the Actions mentioned to be implemented, it's excellent to see Feedback and things being carried out!!" *We hope to keep patients better informed in the future and improve feedback.*

"The practice needs to be able to evidence the unmet need to then be able to plan a trajectory to support the practice to meet the target of 3-5 days." *The Practice has a very high number of missed appointments each month which is masking true unmet need. We plan to address this issue first and will then be able to plan accurately.*

Implementation

Action	How it will be implemented
Online booking	The clinical system used by the Practice supports online appointment booking and cancellation. The project to make this available to Patients will begin in April 2012. Members of the group will be asked to form a pilot group to trial the service. We expect this facility to be up and running by the end of 2012.
Appointment reminders	We intend to implement appointment reminders for patients via text message and telephone messaging. This project will be started in the summer of 2012 and is expected to be in place by Autumn 2012.
Saturday surgeries	We currently offer a Saturday surgery monthly with one GP. By the Autumn we hope to increase this to two GP's per sessions thus doubling the number of appointments.
Appointment patterns	Finding the optimum pattern of appointment release will take some time. We initially need to do some in-depth analysis to identify any seasonal differences in demand which need to be considered and perform an analysis of appointment types in terms of urgent, routine and follow up. On completion of this work we can then begin to adjust appointment availability to better fit with the demand.
Surgery times	We recognise that there is demand for later surgeries. From April 2012 there will be additional late appointments on Monday evenings at Hillgate and Thursday evenings at Offerton. We will continue to monitor demand and DNA rates and consider further adjustment if necessary.

Actions to be taken 2012/2013

Online booking

- Implement EMIS Access on EMIS PCS
- Recruit patients to pilot the service
- Widen the service to all patients
- Monitor use of appointments made available this way
- Monitor DNA rates of appointments made available this way

Appointment Reminders

- Purchase, install and implement Mjog to facilitate appointment reminders
- Data cleansing exercise of telephone numbers on system
- Decide on implementation method – opt in or opt out?
- Compare DNA rates pre and post appointment reminders

Saturday Sessions

- Review GP availability for Saturday sessions in 2012-2013
- Monitor DNA rates of Saturday appointments

Appointment Patterns

- Perform an analysis of overall appointment demand to identify any seasonal fluctuations
- Perform an analysis of demand for the different appointment types: routine; urgent; follow up
- Identify new appointment release patterns to try to improve access to routine appointments
- Survey patient opinion after new patterns are implemented

Surgery Times

- Update extended hours on website
- Update extended hours on NHS Choices
- Monitor DNA rates of extended hours appointments
- Survey patient opinion of new hours

Opening hours

At both sites the reception is open from 8.00 am to 7.00pm.

On Mondays at Offerton and Thursdays at Hillgate reception is open at 7.30am.

Telephones are answered from 8.00am to 6.00pm.

At 6.00pm the telephones are switched over to the out of hours service.

GP Surgeries at Hillgate from April 2012

Day of week	AM	PM
Monday	8.00 – 10.40	3.30 – 7.00
Tuesday	8.30 – 11.10	3.50 – 7.00
Wednesday	8.30 – 10.40	2.30 – 6.00
Thursday	7.30 – 11.10	3.30 – 6.00
Friday	8.00 – 10.20	
Saturday	8.30 – 10.30	
	Monthly	

GP Surgeries at Offerton from April 2012

Day of week	AM	PM
Monday	7.30 – 11.10	4.00 – 7.30
Tuesday	8.30 – 11.10	
Wednesday	8.30 – 10.40	
Thursday	8.00 – 11.10	3.30 – 7.00
Friday	8.00 – 11.10	2.00 – 4.00

Extended hours

From April 2012, the Practice will offer the following extended hours surgeries:

Hillgate Surgery

Monday pm 6.30 – 7.00

Tuesday pm 6.30 – 7.00

Thursday am 7.30 – 8.00

Saturday am monthly

Offerton Surgery

Monday am 7.30 – 8.00

Monday pm 6.30 – 7.30

Thursday pm 6.30 – 7.00

Summary of evidence

This section contains the following material evidence of the activity undertaken:

- Waiting room Flyer
- Waiting room and Consulting room Poster
- Application form
- Web application form
- Letter inviting previous member to rejoin
- Letter inviting patient to join
- Email sent to members containing link to first survey
- Letter sent to members containing printed copy of first survey
- Summary results table from in-house GPAQ survey
- Printed copy of first survey
- Email sent to members containing results summary and link to second survey
- Letter sent to members containing results summary and printed copy of second survey
- Printed copy of second survey
- Email sent to members containing results of second survey and action requesting approval
- Letter sent to members containing results of second survey, action plan and action plan approval form

Do you want your views to be heard?

Are you interested in giving some feedback on your Patient experience?

Do you want to join our Patient Participation Group?



We have a group of Patients who we consult with regarding change at the Practice so that we can ensure any changes that are implemented at the Practice reflect a genuine need. Opinions are given anonymously via surveys which you complete online, by telephone or by post.

We are currently running a survey around how convenient the appointments offered at the Practice are for you. If you would like to join in please complete the registration form below and hand it in at reception. You will then be sent details of how to complete the survey.

I would like to join the Patient Participation Group at Manor Medical Practice.

Name

Address

Postcode Date of birth

Telephone Mobile

Email

Contact preference:-

- Please email me a link to the survey
- Please telephone me to complete the survey
- Please post the survey to me and I will complete and return it

Signed Date



Waiting Room Flyer and Poster Displayed in Consulting Rooms and Waiting Rooms

Manormedical.co.uk

Manor Medical Practice - Patient Participation Group

The Practice is inviting all patients to join our Patient Participation Group.

We value the views of our patients and the group will provide members with a forum to have a say on future improvements at the Practice and be involved and informed of changes to the way we operate at Manor Medical Practice.

Application Form

Forename	
Surname	
Date of birth	
Address Line 1	
Village	
Town	
Postcode	
Mobile number	
Other contact number	
Email address	

The data you provide will be used to verify that you are a patient of the practice and to contact you with news, reports and surveys relating to the practice. If you cease to be a patient we will remove you from the group. Your data will not be passed on to any other parties or used in any way other than as specified above.

I would like to apply to join the Patient Participation Group at Manor Medical Practice.

Signed..... Date.....

Manormedical.co.uk

Patient Participation Group

Forename	
Surname	
Date of birth	
Address Line 1	
Village	
Town	
Postcode	
Mobile	
Other contact number	
Email	

Apply

Clear Cancel

Application Form given out to Patients requesting one at reception and website application form



Manor Medical Practice

Dr KJ Higginbotham-Jones
Dr MJ Parkinson
Dr JRB Owen
Dr B J Murray
Dr M D Leahy

Patient Participation Group Survey

Nov 2011

Dear Patient,

Manor Medical Practice is currently recruiting Patients to become members of the Patient Participation group. We see from our records that you have been involved in a similar group previously and we are writing to you to ask if you would consider joining us again?

We are trying to improve the service we offer and to consider Patient opinions in any decisions we make which may have a direct impact on Patients. We will be asking for opinions on a variety of topics and we are currently running a survey relating to how convenient the appointments we currently offer are for you. We have chosen this because of the high number of missed appointments at the Practice - on average more than 200 Doctor and Nurse appointments a month are wasted because the Patient does not attend. These are appointments which are very much in demand and could have been offered to other Patients.

We hope that the results of the survey will help us to understand if we can make changes here at the Practice to help reduce the number of wasted appointments.

We do value your opinion and would like you to be involved in how the Practice develops, if you are able to assist us please complete the enclosed application form and return it in the envelope provided. Details of how to complete the survey will then be sent out to you - all surveys will be completed anonymously.

Kind regards,

Manor Medical Practice

SPRETTON HEALTH CENTRE
 SPRETTON LANE SPRETTON 201 2JL
 Telephone: 01453 71027 Fax: 01453 71028

MANOR MEDICAL CENTRE
 10 HIGHWICK HILLS LANE SPRETTON 201 2PE
 Telephone: 01453 71027 Fax: 01453 71028



Manor Medical Practice

Dr KJ Higginbotham-Jones
Dr MJ Parkinson
Dr JRB Owen
Dr B J Murray
Dr M D Leahy

Patient Participation Group Survey

Dec 2011

Dear Patient,

Manor Medical Practice is currently recruiting Patients to become members of the Patient Participation group and we are writing to you to ask if you would consider joining us?

We are trying to improve the service we offer and to consider Patient opinions in any decisions we make which may have a direct impact on Patients. We will be asking for opinions on a variety of topics and we are currently running a survey relating to how convenient the appointments we currently offer are for you. We have chosen this because of the high number of missed appointments at the Practice - on average more than 200 Doctor and Nurse appointments a month are wasted because the Patient does not attend. These are appointments which are very much in demand and could have been offered to other Patients.

We hope that the results of the survey will help us to understand if we can make changes here at the Practice to help reduce the number of wasted appointments.

We do value your opinion and would like you to be involved in how the Practice develops, if you are able to assist us please complete the enclosed application form and return it in the envelope provided. Details of how to complete the survey will then be sent out to you - all surveys will be completed anonymously.

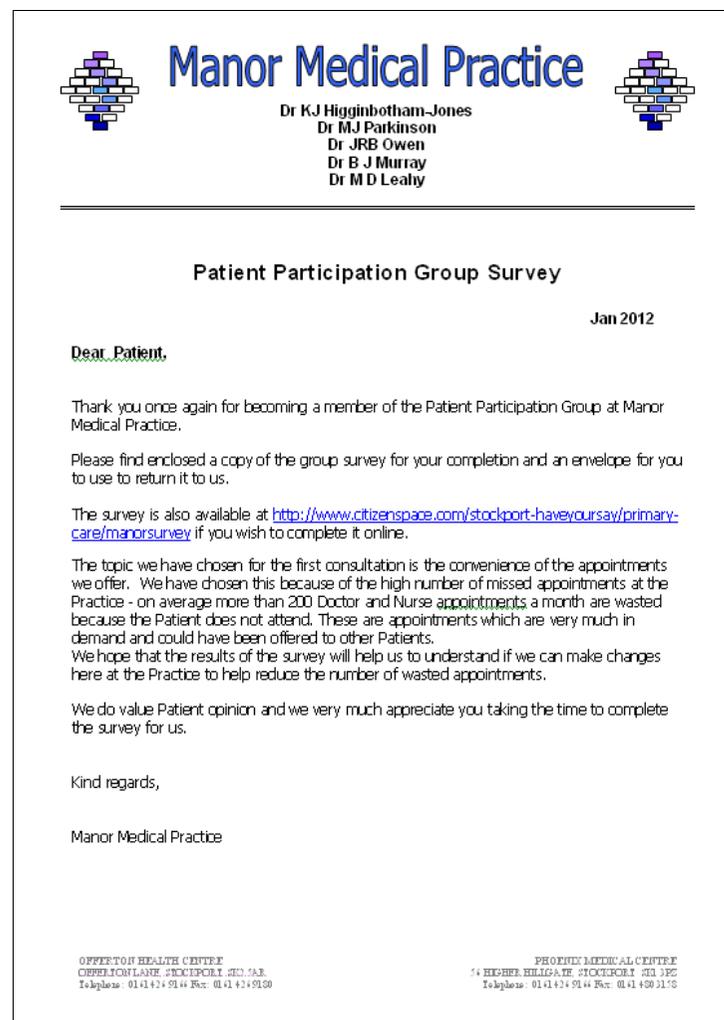
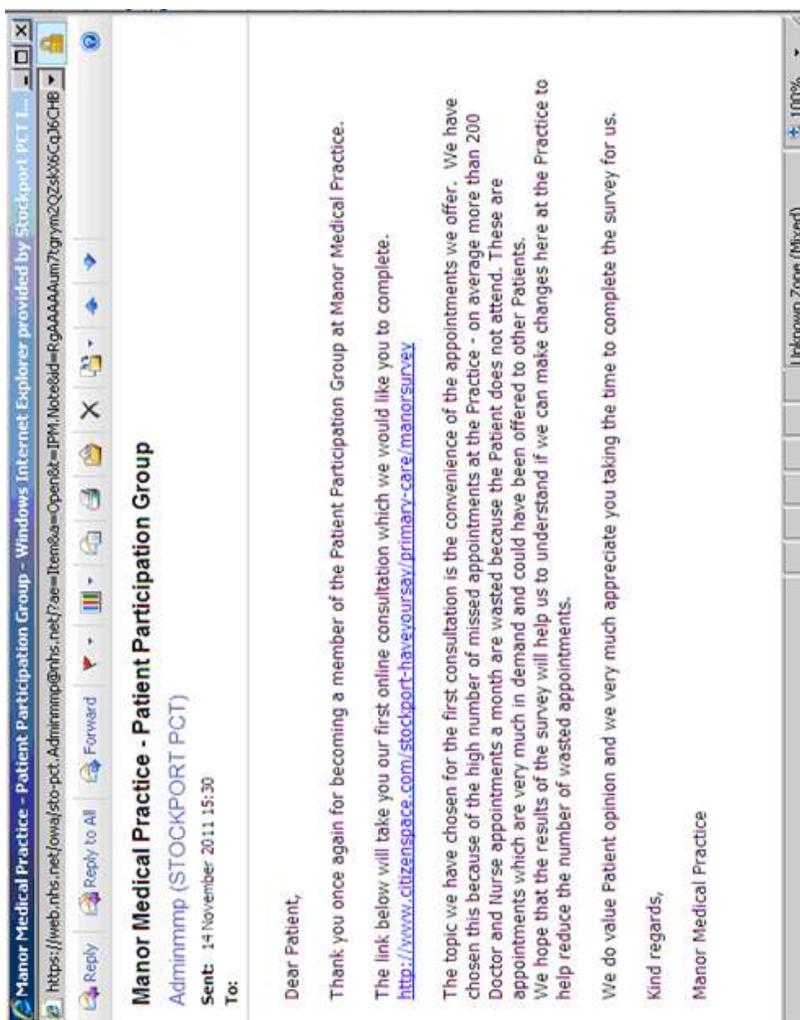
Kind regards,

Manor Medical Practice

SPRETTON HEALTH CENTRE
 SPRETTON LANE SPRETTON 201 2JL
 Telephone: 01453 71027 Fax: 01453 71028

MANOR MEDICAL CENTRE
 10 HIGHWICK HILLS LANE SPRETTON 201 2PE
 Telephone: 01453 71027 Fax: 01453 71028

Letters sent to previous group members and to other patients expressing an interest



Email and letter sent to members regarding first survey

	Mean score	GPAQ benchmark
Q2. Satisfaction with receptionists	75	77
Q3a. Satisfaction with opening hours	65	67
Q4b. Satisfaction with availability of particular doctor	41	60
Q5b. Satisfaction with availability of any doctor	53	69
Q7b. Satisfaction with waiting times at practice	51	57
Q8a. Satisfaction with phoning through to practice	57	59
Q8b. Satisfaction with phoning through to doctor for advice	50	61
Q9b. Satisfaction with continuity of care	55	69
Q10a. Satisfaction with doctor's questioning	80	81
Q10b. Satisfaction with how well doctor listens	82	84
Q10c. Satisfaction with how well doctor puts patient at ease	80	84
Q10d. Satisfaction with how much doctor involves patient	80	81
Q10e. Satisfaction with doctor's explanations	83	83
Q10f. Satisfaction with time doctor spends	79	80
Q10g. Satisfaction with doctor's patience	82	84
Q10h. Satisfaction with doctor's caring and concern	83	84
Q11a. Ability to understand problem after visiting doctor	61	69
Q11b. Ability to cope with problem after visiting doctor	58	66
Q11c. Ability to keep healthy after visiting doctor	55	62

Summary results table from in-house GPAQ survey

Manor Medical Practice - Patient Survey Jan 2012

1 How do you normally book your appointments at the Practice? (Please tick all the boxes that apply to you)

- In person
- By phone
- Doesn't apply

2 Which of the following methods would you prefer to use to book appointments at the Practice? (please tick all the boxes that apply to you)

- In person
- By phone
- Online
- No preference

3 Which of the following methods would you prefer to use to cancel appointments at the Practice? (please tick all the boxes that apply to you)

- In person
- By phone
- Online
- By email
- By text message
- No preference

4 When did you last see or speak to a GP or Nurse at the Practice?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a GP from my GP surgery

5 How convenient was the appointment you were able to get?

- Very convenient
- Fairly convenient
- Not very convenient
- Not at all convenient
- Not applicable

6 When is it most convenient for you to see your GP or Nurse?

- I prefer early morning appointments
- I prefer daytime appointments
- I prefer evening appointments
- I prefer weekend appointments
- No preference

7 Have you ever made an appointment at the Practice that you then could not attend?

- Yes
- No

8 If yes, did you let the Practice know that you were unable to attend?

- Yes
- No I didn't think I needed to
- No because I couldn't get through on the phone
- No because I forgot

9 How do you travel to the Practice?

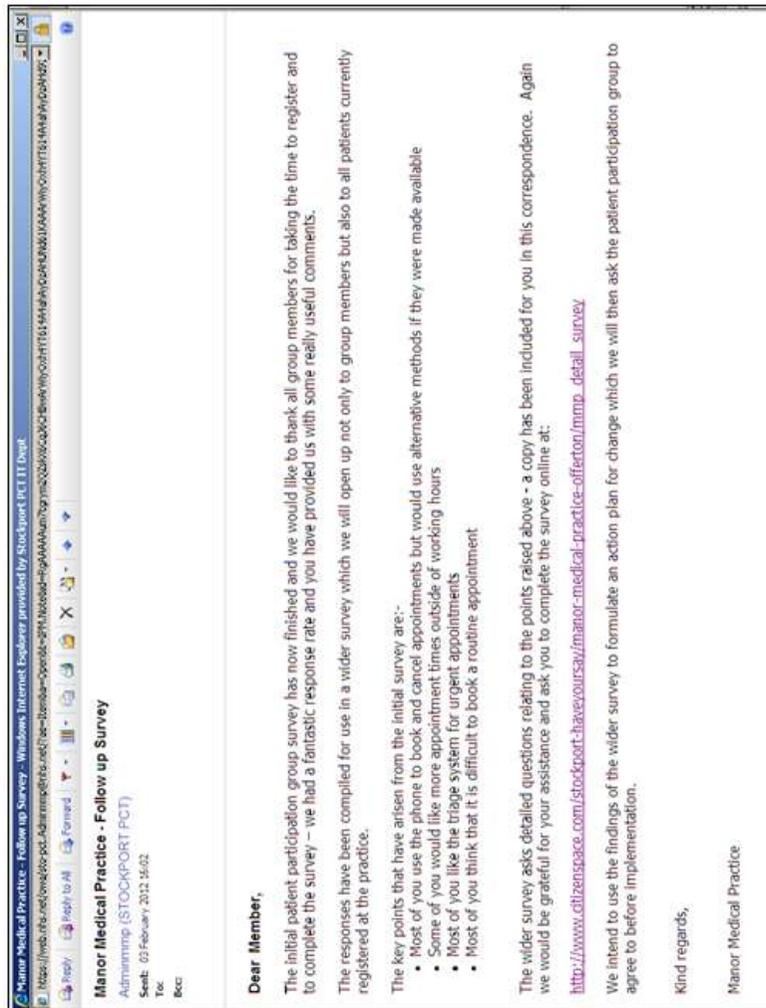
- Walk
- Drive
- Cycle
- Public transport
- Taxi
- Other

10 Which site do you attend for appointments?

- Hillside
- Offerton
- I will travel to either site for an appointment

11 Finally, do you have comments to make to us regarding appointment times, cancelling appointments and accessibility of the Practice?

First Survey for the Group – the same survey was also hosted on citizenspace.com



Email and letter sent to members regarding first survey results and invite to complete second survey

Manor Medical Practice - Patient Survey Feb 2012

1 If it was possible to book a routine appointment online via the website would you use the facility?
 Yes
 No

2 If it was possible to cancel an appointment online via the website would you use the facility?
 Yes
 No

3 Do you think we should offer a reminder service for appointments?
 Yes
 No

4 If you answered yes to question 3, how would you like to be reminded of your appointment?
 Text message
 Email
 Phone call

5 At what time of day can you most easily attend for appointments?
Please tick all that apply.
 7.30am-9.00am
 9.00am-11.00am
 11.00am-1.00pm
 1.00pm-3.00pm
 3.00pm-5.30pm
 5.30pm-7.30pm

6 Would you attend an appointment on a Saturday?
 Yes
 No

7 What length of time do you consider to be a reasonable wait for a routine appointment?
 3-5 days
 5-7 days
 7-10 days

8 If there was an appointment available with a doctor who is not your usual doctor would you take it to be seen earlier?
 Yes
 No

Second survey – also hosted on citizenspace.com



Manor Medical Practice



Dr KJ Higginbotham-Jones
Dr MJ Parkinson
Dr JRB Owen
Dr B J Murray
Dr M D Lealy

Action Plan

Mar 2012

Dear Group Member,

Many thanks once again for responding to our survey! We had an amazing 368 responses to the latest survey that was made available to both the Patient Participation Group and all other Patients in the Practice.

We have now discussed the responses with the Partners and staff at the Practice and propose the following action plan:

Appointment Improvements Action Plan 2012

- 67% of those surveyed would use online services: the Practice will implement an on-line appointment booking and cancellation service for routine appointments.
- 64% of you think an appointment reminder service is a good idea: the Practice thinks that this will help to reduce the number of appointments that are missed and will implement an appointment reminder service to mobile telephones via text and land lines. We will continue to monitor the number of appointments missed and report back on progress!
- 54% of respondents want appointments in the evening after 5.30pm: the Practice will look at how we can re-organise appointments to offer more later in the day, perhaps holding a workers surgery in the evenings.
- 93% of respondents will attend Saturday surgery's: the Practice will undertake to hold a minimum of one Saturday session per month with one or two GPs available.
- 77% of you think that 3-5 days is a reasonable wait for a routine appointment; Currently routine appointments are released on a daily basis, we will continue to do this but change the patterns to ensure more availability of appointments within a 3-5 day time scale.

Before we begin implementing any of the changes we would like to ask you to complete the enclosed form to indicate your approval, or not, of the action plan and to please add any comments you may wish to add regarding the proposed changes and Patient Participation Group.

Kind Regards,

Manor Medical Practice

OFFICE OF HEALTH SERVICES
CORNWALL LANE, TRURO, CORN. TR1 1XJ
Telephone: 01323 754100 Fax: 01323 434700

TRURO MEDICAL CENTRE
14, BEAVER HEADS, TRURO, CORN. TR1 1JG
Telephone: 01323 754100 Fax: 01323 434700

Action Plan Approval

- 67% of those surveyed would use online services: the Practice will implement an on-line appointment booking and cancellation service for routine appointments.
- 64% of you think an appointment reminder service is a good idea: the Practice thinks that this will help to reduce the number of appointments that are missed and will implement an appointment reminder service to mobile telephones via text and land lines. We will continue to monitor the number of appointments missed and report back on progress!
- 54% of respondents want appointments in the evening after 5.30pm: the Practice will look at how we can re-organise appointments to offer more later in the day, perhaps holding a workers surgery in the evenings.
- 93% of respondents will attend Saturday surgery's: the Practice will undertake to hold a minimum of one Saturday session per month with one or two GPs available.
- 77% of you think that 3-5 days is a reasonable wait for a routine appointment; Currently routine appointments are released on a daily basis, we will continue to do this but change the patterns to ensure more availability of appointments within a 3-5 day time scale.

Do you approve of the action plan above? **YES** **NO**

Do you want to add any comments regarding the action plan or the Patient Participation Group?

Action Plan letter and Approval Form