

The Hadleigh Practice Patient Participation Report

31st March 2013

Practice Profile

The Hadleigh Practice is a large General Practitioner Practice based across 2 surgery buildings in Broadstone and Corfe Mullen in Dorset. We have a registered list size of almost 19,560 patients.

Our current practice profile shows that 51% of our patients are female and 49% male.

4.6% of our patients are under 5 years old, 71.9% in the 0-64 age range, 11.9% are aged 65–74 and 11.6% are aged 75 or over.

The ethnic origin of the vast majority of our patients is British, however we do have a small percentage, approx 4%, of patients of other ethnic origin including: European, African, Chinese and Asian.

We have 263 patients on our Practice Carers Register and approximately 500 patients with various disabilities. We also have 74 patients who are residents in local Nursing and Rest Homes.

Opening Times

The surgery is open from 8.00am – 6.30pm Monday to Friday (excluding Public Holidays) for patients to make appointments, pick up prescriptions and for general enquiries. Routine appointments can be made up to 4 weeks in advance. If you have an urgent problem we will ensure you are seen on the same day as your request. The Surgery telephone lines are open from 8am – 6.30pm Monday to Friday excluding Public Holidays.

For your convenience some pre-booked Doctor appointments are now available during extended hours after 6.30pm on Mondays, Tuesdays and Wednesdays and on two Saturday mornings a month although you may not be able to see your own GP at these times. The telephone lines are not open during these hours.

Patient Participation Group

The Hadleigh Practice has a long-established 'Friends of the Practice' group which is enhanced by the addition of a Patient Participation Group.

The Patient Participation Group (PPG) is currently made up of 35 patients who are contacted by post or email to ask for their views. The 'Friends of the Practice' group (FOP) also have another 12 current, active members who hold regular chaired meetings. We are always happy to recruit new members to both groups and advertise how to do this on our website and in our Practice brochure as well as having posters in the surgery waiting rooms.

The PPG members consist of 35% men and 65% women, 95% are white British and 5% other ethnicity. Their age range varies but is currently 40% 20-64 and 60% over 65.

Carers and disabled patients are represented in the Group.

Further effort was made this year to recruit patients representative of the Practice profile. The PPG is advertised on our website, in the Practice brochure and on posters displayed in the surgery waiting rooms. Following a meeting with a representative from Links, we made up new colourful posters with minimal information so they were easier to read. We also made our PPG application form much simpler and easy to understand. We arranged for a member of staff to speak to parents during a baby clinic afternoon and arranged a raffle for patients joining the group during March. Recruitment forms were again given to all GPs, nurses, district nurses, health visitors, Carers Group and reception staff in order to try to offer the opportunity to as wide a group of patients as possible.

Action Plan & Actions taken from 2012 Patient Survey

Survey finding /proposal	Recommendation	Action taken
Communication to patients about current services not good enough.	Practice to advertise extended hours appointments and on-line booking more widely. Also ensure receptionists communicate any delays with appointment times.	Message board on web-site tidied up and information about Extended opening put as 1 st item. Notices in waiting rooms. Receptionists reminded to communicate delays
Not enough appointments available to book on the day or within next few days. More clinicians or a better booking system?	Practice already in the process of appointing a new partner and an additional nurse practitioner. Practice to discuss altering booking system to allow more routine appointments to become available just a week in advance.	New Partner, Dr Ghazawy, started at Corfe Mullen on 1 st September. Additional Nurse Practitioner not appointed but instead an additional doctor, Dr Cabrini, appointed to work at Broadstone as from 24 th September. Appointments system being managed to release more routine appointments just a week ahead.
More Receptionists/phones	Practice currently in process of recruiting an additional receptionist	Additional receptionist recruited who started in June and has settled in very quickly.
More availability to have a blood test taken at the surgery.	This may not be practical as additional nursing staff would be required and room availability for the nurse to work from is a problem. Practice to consider if anything can be done.	At the present this is not possible due to both lack of funding and lack of room space. However it is something the Partners will continue to consider. We have recently purchased 24-hour blood pressure equipment which has reduced the number of patients having to go to the hospital for this.
Nurse Practitioner role not fully understood by patients.	Notices to be displayed in the waiting rooms and on the web site to educate patients on the nurse practitioner role. GPs could also recommend that patients could see the nurse practitioner next time if appropriate.	As an additional Nurse Practitioner was not appointed, the need to further advertise their role within the Practice was not as great. However, there is already a notice on the Nurse Practitioner's door and a copy of this will be displayed in the waiting rooms to highlight the work they do.

What questions to use in the 2013 survey?

The FOP Group & PPG were provided with a copy of the above action plan and actions taken after the 2012 Patient Survey and asked what areas they thought the Practice should focus on for 2013. Several ideas were suggested: more blood test appointments, advertise what the nurses can do, improve website, raise awareness of services, self-checking blood pressure machine for waiting rooms, more phone lines, more same day appointments, comments facility on website. The FOP Group discussed the suggestions at a meeting and it was agreed to survey patients on Communication as many of the suggestions cover this area. We discussed the ways the Practice currently use to communicate with patients and considered other options. These were then listed in a table and it was agreed to add a column to allow patients to tell us what they thought about each method and what could be changed to improve communication. The PPG were contacted and thanked for their input, sent a copy of the suggested survey (see below) and asked if they had any further suggestions.

Patient Questionnaire January 2013
Information for Patients

From time to time we need to give our patients information about the Practice e.g. about new services, groups or staff changes. Which methods of receiving information do you notice now or would you find useful?

Communication Method	Good	OK	Not able to access	Dislike	Please Add Your Comments
Posters on surgery notice board					
Posters around reception hatches					
Leaflets on waiting room tables					
Displays or leaflets in the Information Room at Hadleigh Lodge surgery Remember – you can check your blood pressure, height & weight here					
TV screen displays in the waiting room					
Printed on the back of prescriptions					
Website – www.thehadleighpractice.co.uk Remember – we offer on-line repeat prescription ordering and on-line booking of routine appointments					How could we improve the website?
Local community magazine Please state.....					
Letter					
Facebook (we do not have this service at the moment)					
Text on mobile phone (we do not have this service at the moment)					
Other method (please state below) 					

We also invite you to join the Friends of the Practice or our Patient Participation Group – please see posters in Reception

To help ensure we receive feedback from a good representation of our patient population, please complete the table below.

Age:	Under 16	16 – 29	30 – 59	60 - 84	85+
Gender:	Please circle M / F	Ethnicity – please state:			
Surgery used:	Broadstone (mainly)		Corfe Mullen (mainly)		Both

The Practice Survey 2013

The survey shown above on Communication was posted on the Practice web site from 6th February 2013 until 25th February 2013. 500 surveys were handed to patients attending the Practice between 31st January 2013 and 15th February 2013. Surveys were also posted to a random selection of 100 patients in order to try to include a wider representation.

The results of the replies received up to 25th February 2013 were collated and the findings discussed at the Friends of the Practice meeting on 27th February 2013.

The PPG were sent details of this and asked if they agreed with the suggested plan.

A summary of the Survey results is shown at the end of this report.

Plan of Action from 2013 Patient Survey

Survey finding /proposal	Recommended Action
Notice Boards – messy and cluttered but plenty of wall space where more notice boards could be placed and kept tidier.	FOP team will try to keep their section tidy and relevant. Consider a general email to GPs and staff asking to keep posters to a minimum, tidy and relevant. Practice to discuss feasibility of waiting room board/s. Tidy the lobby area and remove items that obscure the main notice boards.
Posters around reception – difficult to read and look untidy	Continue to use posters but keep to a minimum
Leaflets on waiting room tables – could be unhygienic and also untidy, but good place to be seen.	Avoid this method when possible unless they are a leaflet that will be taken away by the patient e.g. PPG enrolment leaflets.
Information Room – Many patients not aware of the room, but those that have used it found it useful and the volunteers kind, helpful & friendly. Broadstone patients would like one too but currently no space.	Practice to discuss all comments and results at the next Information Room meeting. Ask reception if the door can be left open even when the room is not manned – this may not be possible due to fire regulations, Practice to check. Make sure there is a poster up at Hadleigh House to let patients know they are free to access the room. Continue to advertise the room on the website.
TV screen displays – a good way to communicate but a significant number dislike it. There were a lot of positive comments but several that felt the content was not relevant to this surgery. Patients would like to see useful practice information on these screens	Practice do not have much power over what information is put on the screens. It is a general information package, not something the surgery can easily populate. But aim to find out if there is any way of putting more Practice information on these screens.
Message on prescriptions – many patients have their prescriptions sent straight to a pharmacy so do not see the messages	Not appropriate to use this as a major communication method
Hadleigh Practice website - Many positive comments e.g. “find your website very clear and user friendly” and many positive comments about the on-line repeat prescription ordering system. Several members of the FOP who are familiar with the website felt it now looks rather dated. This was echoed by comments from the questionnaire eg “more regular updates, dated feel to site” Many patients commented that notices by email would be useful.	Practice to discuss the website further and the issue of using email as a source of one-way information to patients. Ask current provider if the site could be updated. Use a Practice away day to work on the site content. Look at an alternative provider if the current one is not satisfactory. Make this a priority in the next 12 months as the FOP & PPG particularly felt that the site does not reflect the quality of the Practice. Add more photographs and information about the Medical staff – in particular the GP Registrars, as patients often don't know who they are or understand their level of qualifications. Make sure there is a page for new services.
Local community magazines - 17 different magazines were mentioned	No action at present

<p>so this method would be a challenge so not reliable method of giving information to our own patients.</p>	
<p>Letters posted to patients - many comments from patients that this was a very expensive method of distributing information, particularly since the recent significant rise in postal costs. Again noted the many requests from patients in this questionnaire for information by email.</p>	<p>This will remain a reliable method in essential circumstances but it was recognized that if a reliable email system could be set up with a group method of sending then this might greatly reduce the need for posted letters in the future.</p>
<p>Facebook, text, other:</p> <p>Facebook - many comments that this would not suit older patients. There were some very positive comments such as "It's the way to go! Although security would need to be addressed"</p> <p>Text - several comments encouraging us to consider Text reminders for appointments. Several members had personal experience of this from their own GPs and Dentists and found it useful.</p> <p>Other - Many requests for email as a source of information.</p>	<p>Facebook - Nothing further at present.</p> <p>Text - For further discussion by the Partners as there is some demand for this service in the future. Several members noted however that Text information messages can be very annoying so would have to be done carefully. Investigate link with on-line booking system.</p> <p>Other - Practice to investigate email communication.</p>

Practice Survey Results 2013

Communication Method	Response as a percentage				
	Good	OK	Not able to access	Dislike	No answer
Posters on surgery notice board	46	45	1	3	5
Posters around reception hatches	43	44	2	5	6
Leaflets on waiting room tables	39	44	2	6	9
Displays or leaflets in the Information Room at Hadleigh Lodge surgery	38	29	5	3	25
TV screen displays in the waiting room	55	32	1	8	4
Printed on the back of prescriptions	36	33	1	10	20
Website	54	16	7	3	20
Community magazine	17	20	8	8	47
Letter	33	21	1	7	38
Facebook	8	8	12	27	45
Text	20	13	8	17	42
Other	9	2	1	0	88

Demographics	Response as a percentage						
	Age	Under 16	16 - 29	30 - 59	60 - 84	85+	No answer
	4	44	286	315	15	32	
Gender	Male		Female		No answer		
	31		60		9		
Ethnicity	White /British	British	White	Caucasian	European	Indian	
	34	32	6	1	1	<1	
	Irish/Celtic	British Pakistani	Chinese	Asian	$\frac{1}{2}$ African $\frac{1}{2}$ English	No answer	
	<1	<1	<1	<1	<1	24	
Surgery Used	Broadstone		Corfe Mullen		Both		No answer
	45		47		3		5

To find out more information about joining the Hadleigh Practice Patient Participation group or the Friends of the Practice group, please see our website – www.thehadleighprcice.co.uk or look for posters displayed in the waiting rooms.