

# **Patient Participation DES 2012 to 2013**

**The Knares Medical Practice**

24 March 2013

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[www.knaresmedicalpractice.nhs.uk](http://www.knaresmedicalpractice.nhs.uk)

# The Knares Medical Practice

## Introduction

This report summarises the development and outcomes of The Knares Medical Practice Patient Reference Group (PRG) in Year 2 of the DES (2012/13) and is in line with the requirements of the Patient Participation Directed Enhanced Service.

### **The report contains:**

- Profile of practice population and PRG
- Process used to recruit to our PRG
- Priorities for the survey and how they were agreed
- Method and results of patient survey
- Resulting action plan and how it was agreed
- Progress made with the action plan
- Confirmation of our opening times

Outlined below are the details of the work undertaken by the Practice to meet each of the six steps within the Patient Participation DES

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## Step 1: Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative

The Practice has worked hard to develop a Patient Group and have had a core group of members for a significant time. In recognition of the need to ensure this group was representative of the full practice list, a recruitment drive was implemented in 2011/12 to attract new members.

At a PRG meeting held on 2<sup>nd</sup> February 2012 the group recognised the need to attract a broader group of patients and discussed ways to encourage wider participation. The following actions were agreed:

- Putting up posters in the practice
- Offered leaflets to patients attending practice
- Speaking to patients when they came into the Practice
- Telephoned patients who we had good communication with to personally invite them
- Placed messages on the bottom of our repeat prescriptions
- Placed a message on our website with a sign up form for patients to complete
- Publishing a monthly newsletter with information about how to join the PRG
- Leaflets were developed and faxed to other local services for them to give to patients eg District Nurses, Community Matron
- The local midwife was asked to give our PRG leaflet to expectant and new mums
- Asked our local pharmacist to place a poster in the store

There are currently 19 members of the Patient Reference Group. The demographics of the patient group and full patient list are outlined below.

### Patient list and PRG group age

Age Range	Patient List age		PRG age	
	Total	%	Total	%
0 - 14	872	17	0	
15 - 44	2193	42	2	11
45 - 64	1419	27	9	47
65 - 74	405	8	4	21
75 to 84	292	6	4	21
85 and over	72	1	0	

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## Patient list and PRG group gender

Gender	Patient list gender		PRG gender	
	Total	%	Total	%
Male	2560	49	8	42
Female	2693	51	11	58

## Patient list and PRG group ethnicity

Ethnic Group	Patient list ethnicity		PRG ethnicity	
	Total	%	Total	%
White British	2528	84	18	95
Black British	4	<1		
White Irish	12	<1		
Mixed White & Black	14	<1		
Mixed White & Black Caribbean	19	<1		
Mixed White & Asian	12	<1		
Indian	155	5		
Pakistani	34	1		
Bangladeshi	3	<1		
Black African	97	3	1	5
Black Caribbean	10	<1		
Chinese	11	<1		
Asian	101	3		
Ethnic group not recorded	2253			

Our group includes a representative who is a carer and a patient with learning difficulties.

## Step 2: Agree with the PRG which issues are a priority and include these in a local practice survey

The Practice holds regular monthly meetings with members of the PRG where important issues affecting patients are discussed. The Practice discussed the key issues of importance to patients with the Patient Group and it was agreed to focus on the following key issues in the Year 2 Patient Survey:

1. Satisfaction with reception service
2. Opening hours
3. Getting an appointment
4. Telephone service
5. Quality of care from doctors and nurses

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## Step 3: Collate patient views through local practice survey and inform PRG of the findings

Once we had agreed the key priority issues to be included in the survey, the questions were agreed with the PRG members.

### We carried out the survey using:

- Survey Monkey on line
- Paper forms available at reception

### We reminded our patients to complete the survey by:

- Advertising in the surgery using posters (see our posters on our website)
- Providing all patients attending the surgery with a leaflet to take away and read (see our leaflets on our website)
- Texting a reminder to all our patients with a mobile telephone number on their records
- E-mailing all patients who had provided us with an e-mail contact address
- Our PRG members encouraged their friends and relatives who are our patients to complete our survey
- Placing a reminder on the bottom of our repeat prescriptions
- Speaking to individual patients as they attended the surgery

We carried out the survey between 22<sup>nd</sup> January and 10<sup>th</sup> February 2013 and received a total of 84 responses. The results of our survey can be found in Appendix A.

## Step 4: Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT

The survey results were collated and a survey results report written (Appendix A). The patient group devoted the entire PRG meeting held on 14<sup>th</sup> February 2013 to a review of the survey results and discussion of improvement actions.

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## **Extract from minutes of PRG meeting, 14<sup>th</sup> February 2013**

*“The first point raised was patients being overheard at the reception. Most people did not seem bothered by this. There is a sign in reception to say that if you need a confidential chat you can be taken into a consulting room. PPG suggested a ‘V’ shaped sign (like a warning sign) in red and also to mention in the newsletter about this. We do have a microphone at reception which was not known by the PPG group.*

*Next, phone calls by doctors was raised. Some patients knew that doctors made home phone calls but some did not.*

*We then discussed the involvement doctors had with the patient care. It was mentioned that patients did not like being ‘hustled’ out. PPG, patients should have a double appointment if they have more than one problem. This was not made known to patients and they were unaware that this could be asked for. PPG made a suggestion that the nurse should be offered as well as the GP. But, this is already the case. The receptionist always asks if a nurse can help or does it need to be a GP.*

*PPG did indicate that the website is of no use to any of them. We find that we as a surgery we have low usage of our website.*

*Minor surgery was discussed as we have had to supply doctors Certificates for competency to the PCT recently as we may be prevented from giving this service in the future. PPG – think this should be given priority as they feel having minor surgery with their own GP is a good thing. This also frees up the hospitals. They said “we should fight to keep it”.*

*The suggestion box that we put up in reception last month was (we won’t say a success) because we only had 6 suggestions. This was discussed with the group as it was the PPG that asked if we could do a box, and they have said we must be doing everything right if we have had no detrimental suggestions. PPG suggested we put the results of the suggestion box in our newsletter.*

*PPG want to change to Choose and Book and leave Fortis healthcare. We are looking into this.*

*Overall it was a good meeting and it was said that we are doing a good job as only 2 or 3 people out of the survey expressed some problem or concern.”*

The survey results were also shared more widely with virtual group members and feedback requested via e-mail.



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**Step 5: Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT**

**It was agreed that the following issues would be addressed by the Practice in the coming year:**

- Patient confidentiality at reception
- Speak to doctor telephone service
- GP consultations – effective use of time
- Patient communication
- Minor Surgery
- Referrals to secondary care

An action plan (Appendix B) was developed to allow for more efficient monitoring of progress.

## **The key actions were**

- Promote the offer of a more confidential area to talk at reception
- Promote the “speak to doctor” service
- Advertising campaign to clarify use of consultation time
- Improved patient communication through better use of comments and suggestions, and completion of a website review
- Consider withdrawing from Fortis contract for management of secondary care referrals
- PPG to offer full support to Practice for continuation of Minor Surgical service at the Practice

The PRG were generally pleased with the outcome of our Patient Survey and agreed with the results. There were no actions requested by the PRG that the practice would not agree to. The PRG will continue to monitor progress against the improvement plan with the practice.

There were no significant changes to our services as a result of the survey findings.

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## Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.

The Patient Participation DES report has been publicised within the Practice and added to our Practice Website: [www.knaresmedicalpractice.nhs.uk](http://www.knaresmedicalpractice.nhs.uk)

### Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

You said	We did	The result is ...
You sometimes do not like to be overheard at reception	We have discussed this with PPG and noted that patients are not aware that we have microphones at reception so patients do not need to talk loudly; also patients do not know they can ask to speak with our receptionists more confidentially if they wish	We have improved our signage in reception to clarify our arrangements regarding patient confidentiality  We will include this issue in our next Newsletter
Many of you did not know you could speak to a doctor on the telephone	Our PRG confirmed this is the case	We will promote this service to our patients with posters, information on our website and an article in our next newsletter
You sometimes feel rushed when in a GP appointment	Double appointments can be booked if required  We try to offer a nurse appointment if appropriate	We will promote this option in our next newsletter and on our website



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You said	We did	The result is ...
You do not want us to stop offering Minor Surgery at the Practice	We are currently in discussion with the PCT	We will keep you informed of the outcome of this issue
We need to improve patient communication	<p>We have reviewed our website and have found it is not well utilised</p> <p>We have installed a comments box in reception to capture patient feedback on a continuous basis</p>	<p>We are going to work with our PRG members to improve the information on our website</p> <p>We review patient comments at each PRG meeting and will publish comments in our newsletter</p>
Referrals to secondary care are often delayed	We have discussed this with our PRG members	We are considering withdrawing from our present contract with a company who manages our referrals

## Confirmation of our opening times

As a result of the survey we have not changed out opening times. They are:

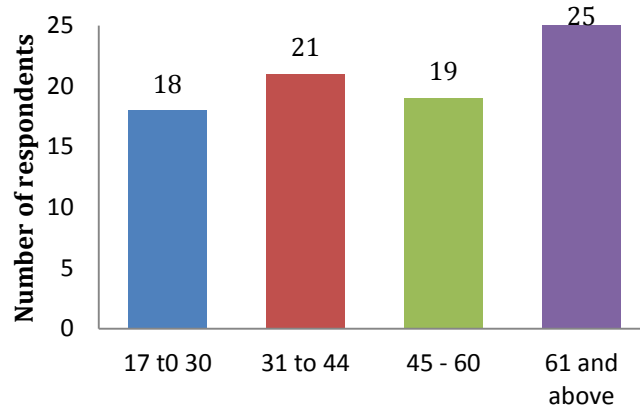
- The surgery reception is open from 8 am to 6.45 pm every weekday
- The telephone lines are open from 8 am to 6.30 pm every weekday
- We offer additional hours on Saturday mornings from 8.00 am to 10.30am
- Outside of our opening hours patients should call the usual Practice number on 01268 542866 and they will be automatically directed to the South Essex Emergency Doctors service

# The Knares Medical Practice

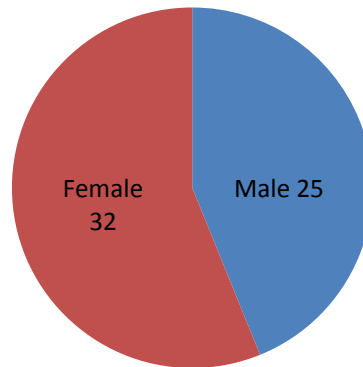
## Appendix A: Survey results report

84 patients responded to our Patient Survey. 6 patients submitted online responses via survey monkey and 78 hard copy surveys were collected in the surgery. These are the results of our survey

Age of survey responders

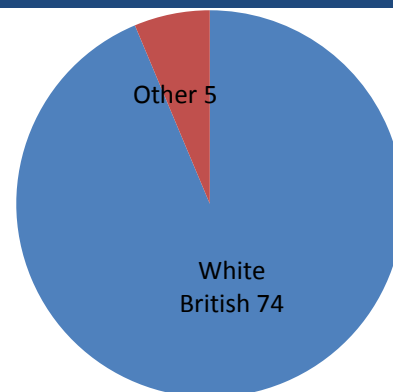


Gender of survey responders



Number of respondents

Ethnicity of survey responders

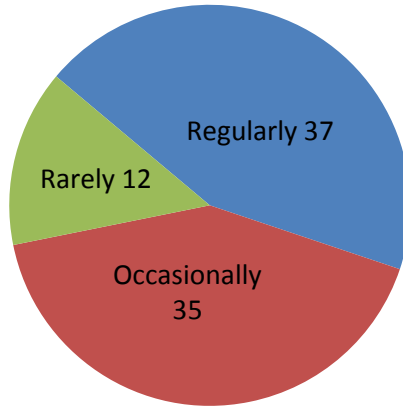


Number of respondents

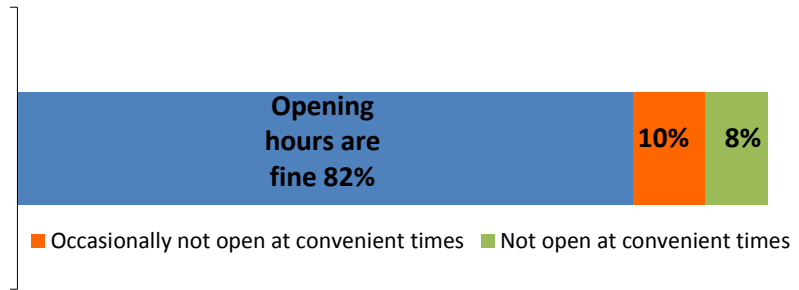
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Patients were asked how frequently they attend the surgery

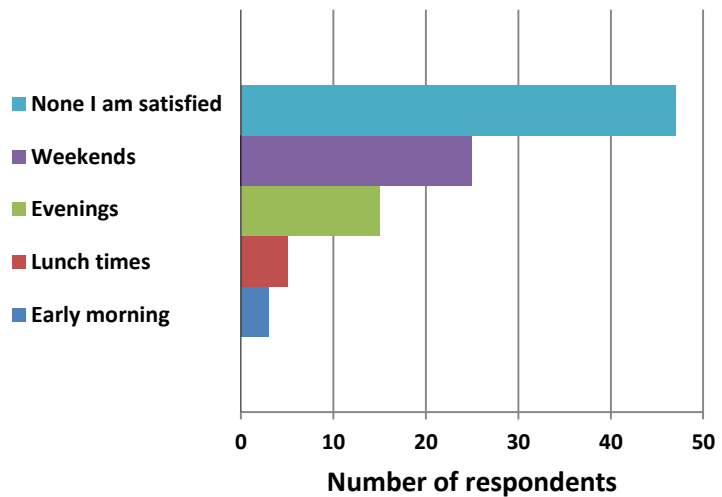
Attendance at surgery



We asked our patients if they were happy with our opening hours



Practice opening hours



We asked which additional hours patients would like to see the practice open

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We asked how helpful our receptionists are

**65% VERY** helpful

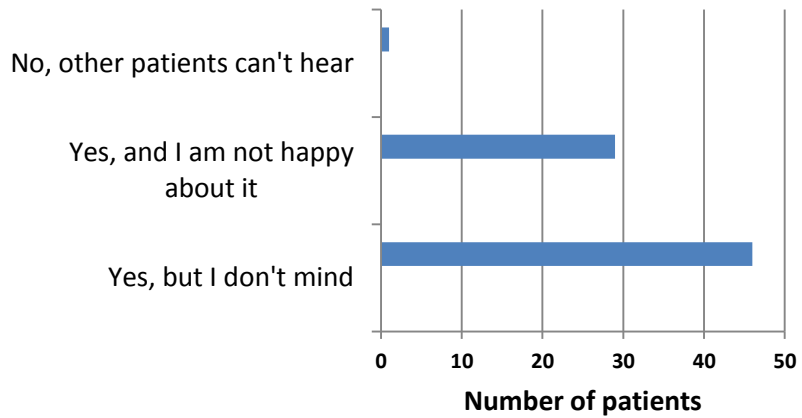
**31% FAIRLY** helpful

**2% NOT VERY** helpful

**2% NOT AT ALL** helpful

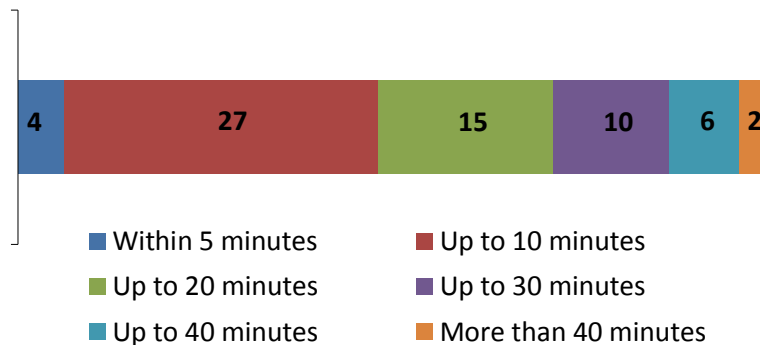
## Reception

We asked if other patients can hear conversations with the receptionists



We asked how long they patients had to wait after their pre-booked appointment time to be seen. 46 responders recalled seeing a doctor in the last six months.

## Appointment times



## Our premises

- **98%** find it easy or very easy to get into our building
- **61%** find it easy to park at the surgery

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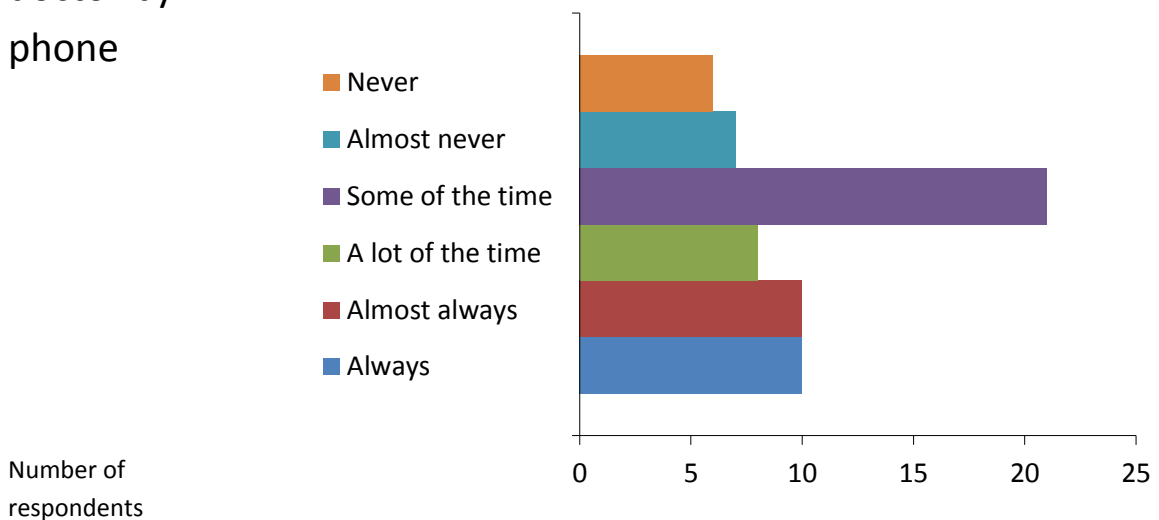
## Parking

We asked our patients how they felt about parking and if they had any suggestions for improvements to our car park

- Staff only car parking
- Disabled bays only
- Discourage patients from visiting at peak times

## Speaking to a doctor by phone

We asked if our patients have been able to speak to a doctor on the phone when they have needed to ask a question or obtain medical advice



## Seeing the doctor for an URGENT appointment

56 patients recalled trying to see a doctor for an URGENT appointment in the last six months.

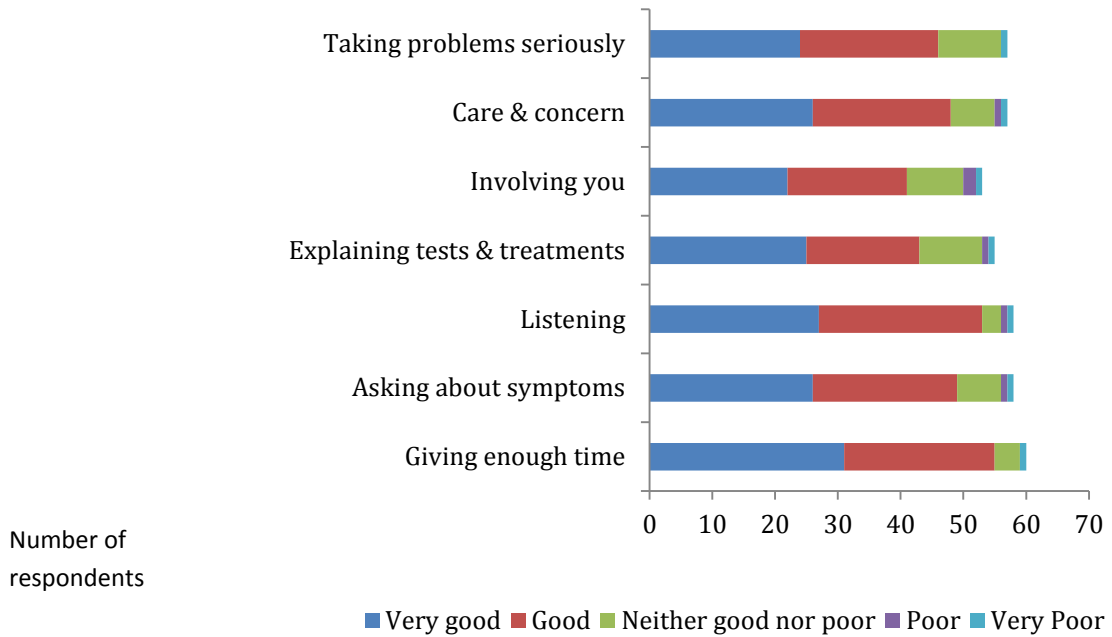
**89%** reported they **HAD** been able to see a doctor on the same day or within the next two days that the surgery was open.

Where patients **HAD NOT** been able to see a doctor quickly the reasons they recalled for this were as follows:

- No appointments available = **8** patients
- Times offered did not suit = **3** patients
- Appointment was with a doctor I did not want to see = **2** patients

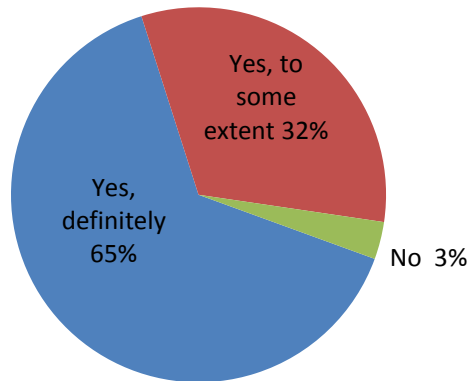
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We asked our patients to rate their recent consultations with GPs



## GP consultations

We asked if our patients had confidence and trust in their GP

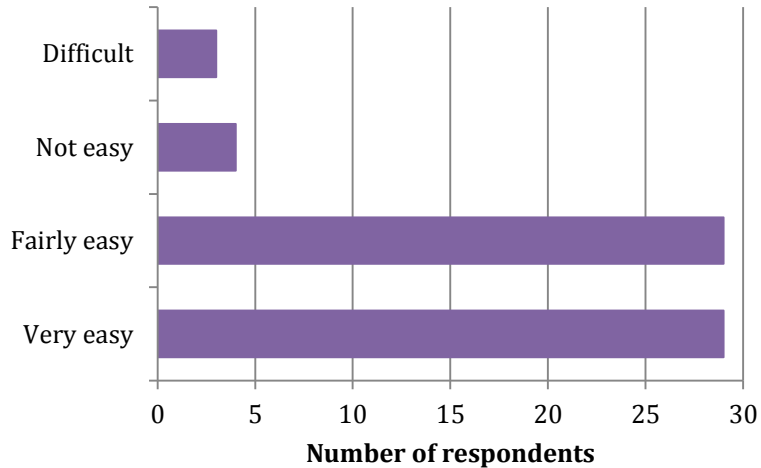


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## Practice nurses

We asked how easy it was to get an appointment with our Practice Nurses



47 patients recalled seeing a Practice Nurse in the last six months.

**100%** agreed that the nurse had been good or very good at treating the patient with care and concern

**100%** of those seen reported having confidence and trust in the Practice Nurse

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Our website is

## Practice website

**[www.knaresmedicalpractice.nhs.uk](http://www.knaresmedicalpractice.nhs.uk)**

**7** responders had visited our website

**36** responders knew about the website but had not used it

**33** responders did not know we had a website

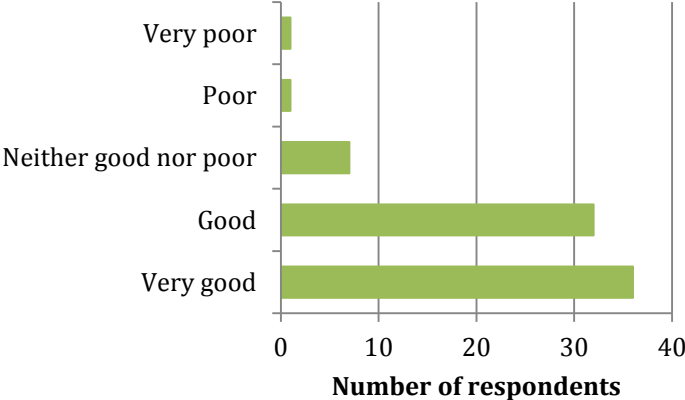
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# The Knares Medical Practice

We asked our patients how satisfied they were with the overall care at the Practice

## Overall satisfaction



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## Comments

General comments were made regarding various different aspects of the Practice, some of which are noted below to give a flavour of the patient perception of The Knares Medical Practice.

I am always very happy with the service I receive

I think there should be more appointments available after school and working hours

Maybe something for the children - a bookshelf with books

Should not have to say out loud why you are visiting the doctor as it can be embarrassing

I don't like the new telephone system as I am waiting at my expense to get through

The surgery is well run.  
Doctors and nurses are very friendly and helpful;  
always professional

Appointments should be as near as possible to the given time

I work full time in Chelmsford and if I need to see a GP or nurse I have to either take a day off or wait up to 2 weeks for an appointment

The doctor was not very communicative

The secretaries on the front desk always look angry, they never have a smile

**In my opinion Knares surgery is the best and I am more than satisfied**

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## Appendix B: Improvement Plan

ISSUE TO BE ADDRESSED	IMPROVEMENT GOAL	KEY ACTIONS REQUIRED	BY WHOM?	BY WHEN?
<i>Which specific area are you going to focus on?</i>	<i>What do you want to achieve?</i>	<i>What needs to be done to achieve the goal? There may be more than one action</i>	<i>Who is responsible for ensuring it happens?</i>	<i>When do you think this will be completed?</i>
Patient confidentiality at reception	Patients to feel more comfortable about speaking with receptionists	Promote the offer of a more confidential area to talk at reception	Practice Manager	June 2013
Speak to doctor telephone service	Improve patient knowledge of ability to speak to doctor on the telephone	Promote the “speak to doctor” service by posters, website information, newsletter	Practice Manager	September 2013
GP consultations – effective use of time	Improve patient knowledge that they can book double appointments if they wish Reception to ensure they are offering nurse appointments where appropriate	Advertising campaign to clarify use of consultation time Discussion with receptionist team	Practice Manager	June 2013
Patient communication	Improved patient communication through better use of comments and suggestions, and completion of a website review	Review comments at each PRG meeting Provide feedback on website material	PRG members	September 2013

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ISSUE TO BE ADDRESSED	IMPROVEMENT GOAL	KEY ACTIONS REQUIRED	BY WHOM?	BY WHEN?
Minor Surgery	Continue to offer minor surgery	PPG to offer full support to Practice for continuation of Minor Surgical service at the Practice	PRG members	April 2014
Referrals to secondary care	Consider withdrawing from Fortis contract for management of secondary care referrals	Practice Management and GPs to discuss with CCG colleagues	GPs and Practice Manager	September 2013