

Welcome the page for the Patient Participation Group (PPG)
Our Chairman is Derek Spackman who can be contacted at
PRG@collegewaysurgery.nhs.uk

Patient Participation Report 2013

The Group was formed in the middle of 2011 and operates by corresponding by email and holding occasional meetings. There are over 30 regular members and the Group and contact points are advertised on leaflets, on the patient screens within the surgery and on the website. To ensure a representative sample in the Group of illness, need, age and gender we also targeted specific patients by letter. Overall we have a representative profile within the group except that there remains a bias in the “regulars” of over 40 yr olds. The Group recognises this is still an outstanding recruitment issue.

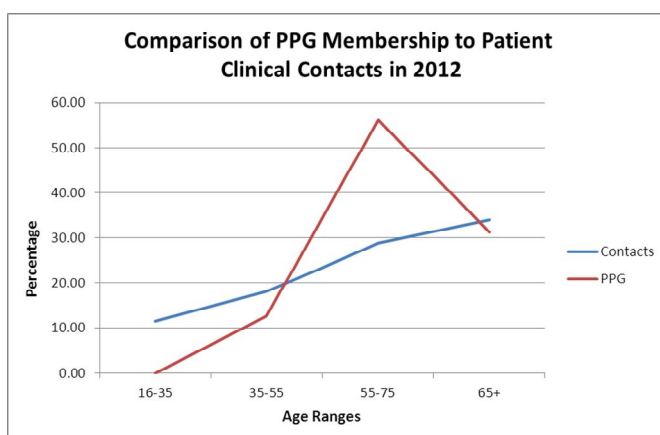
Our representative profile includes patients who are currently in 1 or more disease categories, as well as various employment statuses, carers, gender and age.

A selection of the disease categories and a gender vs. age breakdown can be found below.

- Chronic Heart Disease
- Asthma
- Diabetes
- Chronic Kidney Disease
- Epilepsy
- Chronic Obstructive Pulmonary Disease

Gender vs. Age in Dec 2012

| | 16 - 35 | 36 - 55 | 56 - 75 | 76 - 95 |
|--------|---------|---------|---------|---------|
| Male | 0 | 2 | 7 | 7 |
| Female | 0 | 2 | 11 | 3 |



In addition to the direct approach used by GPs in 2011 to attract patients to the Group, our primary source of additional members was pleasingly through the website links. There were also direct approaches to patients by other senior staff not previously involved in the Patient Group but now participating actively. Regrettably, even with these additional resources, no patients in the younger age range joined the Group.

With the growing use of online services in all aspects of life, the members decided to consider “Access” as the main issue for the first patient survey. The items finally selected for the survey regarded online GP appointments, the repeat prescription voicemail service and possible problems with contacting nurses by phone.

In the second year members chose to repeat the same survey to see what progress or otherwise the practice had made in the intervening 12 months. It was felt that all the questions chosen related to patients who used the surgery or its services regularly in some way. It was also felt that to just put the survey online would bias the response to those who were already online. Consequently, all patients using the surgery for whatever purpose during the period the survey was running were asked if they would complete it. Last year we had 208 responses but disappointingly, at the end of the period this year, there were only 111 responses.

Following the survey, the results and patient comments and a summary of them were entered into a spreadsheet. The full summary can be found at the end of this report with a comparison to last year's results. The report was circulated to all PPG members with an invitation to review and comment.

College Way Surgery PPG Survey Report Feb 2013

This is a summary of the information obtained from the 2nd PPG survey carried out during the last 3 weeks of January 2013

111 survey forms were returned with some or all of the forms completed before the closing date and the results are as listed below. Last years % are in black, this years % are in red

Re ONLINE SERVICES – To find out how the online services for prescriptions and GP appointments has changed in the last 12 months.

Q 1. Are you aware of the online services?

Yes – 95 (86%) (85%), **No** – 15 (14%) (12%)

Of those with YES to Q1

Q 2. Have you used the prescription service?

Yes – 65 (68%) (57%), **No** – 29 (31%) (43%)

Q 3. Have you used the GP appointment service?

Yes – 38 (40%) (30%), **No** – 56 (59%) (70%)

Of those that had used one or both services (66 patients)

Q 4. Was the service easy to use?

Yes – 56 (85%) (73%), **No** – 10 (15%) (14%),

Re VOICEMAIL - To find out how the use of Voicemail services for prescriptions has changed in the last 12 months.

Q 1. Are you aware of the Voicemail service?

Yes – 71 (64%) (51%), **No** – 39 (35%) (46%)

Of those with YES to Q1

Q 2. Have you used the out of hour's voicemail service?

Yes – 25 (35%) (24%), **No** – 45 (64%) (76%)

Of those that had used the service (answered YES to Q2)

Q 3. Was it easy to use?

Yes – 22 (88%) (85%), **No** – 1 (4%) (15%)

Re CONTACT with NURSES. –

To find out how many patients had had a problem contacting a nurse by telephone.

Q 1. Have you tried to speak to a Nurse by phone in the last 12 months?
Yes – 13 (12%) (10%), **No – 95 (86%)** (88%)

Of those with YES to Q1

Q 2. Did you find it easy?
Yes – 9 (69%) (71%), **No – 5 (31%)** (29%)

Q 3. If the nurse was unavailable were you advised she would ring back?
Yes – 10 (69%) (93%), **No – 0** (7%)

Q 4. Did she ring back?
Yes – 7 (1), No – 3 (0)

Analysis of the Questions

Closer analysis of the questions asked in the survey suggests that there has been an 11% increase in the number of people using the online prescription service, and an 8% increase in those using the online appointment service. Both of these increases are seen as positive as it reduces the number of incoming calls to the surgery and the possibility of patients getting the engaged tone. Most of those (85%) who use the on-line service found it easy to use.

There has been a 13% increased awareness of the voicemail service since the last survey although this figure remains lower than desirable at 64%. The out of hours voicemail service show an increased usage of 11% by those completing the survey. Continued promotion of this service would ease the congestion of the prescription telephone line. Most of those (88%) who use the voicemail service found it easy to use.

A very small number of patients (13) completing the survey have tried to speak to a nurse in the past 12 months; this figure has changed very little since the last survey. Most patients (93%) were advised that if the nurse was unavailable she would ring back. 3 Patients reported that the nurse did not ring back. Whilst the small numbers make analysis statistically insignificant we cannot ignore that calls were not returned by the nurses and this may be an area for more detailed survey in the future.

Comment made on the survey forms

Below is a selection of the most pertinent comments made.

Online Services

a) How would you like to see the service improved?

Limited service. Want to be able to book Diabetic Nurse
Often cannot get a date for a Doctor without telephoning
Cannot book INR tests online.
Cannot see a need to improve. It seems to do the job
More appointments please
Wasn't aware of the service
Would like it easier to sign up. Don't use it often enough to remember how to
Small change to make repeat prescriptions' more obvious
Make it easier to change password
Ability to change password
Sometimes choice of doctors is limited
Offer asthma checks and travel clinics online
Whole of repeat prescription not available! Need to use comment box
Prescription fine. Few options for appointments
Put medication in alphabetical order
Open doors at 8.20 in winter so patients do not have to wait in the cold
Disappointed travel advice needed 3 separate appointments for each family member

b) If you have not used the online service why not? How would you like to see it changed?

Should be able to message/e-mail
There is no confirmation your request has been received.
This service is fine and works for me

Voicemail

How would you like to see the service improved?

Voicemail for prescriptions is very good
Prefer to use online

Analysis of the Comments

48 patients made comments about the services a very small number of which had no relevance to the survey but did raise some issues that the PPG may wish to discuss and investigate. 12 patients either had no computer or indicated they were not computer literate enough.

As noted in the previous survey, many patients indicated that they preferred to use the telephone. A frequent request (5) was to be able to book Nurses' appointments online, as well as a demand (8) for more doctors' appointments to be available. Many of the comments suggest satisfaction with the service. (7) comments reflected the desire to change the password/username. All of the comments were echoed in the previous survey and there were no concerns raised about security in this recent survey.

There were very few comments made about the voicemail service and they were all positive, reflecting satisfaction with the service.

Review and update of Action Points from 2012 Survey

More GP appointments released for online use:-

Extra appointments have been made available throughout the year and following the arrival of new GP partners in March, further appointments will become available shortly.

Some nurse / phlebotomy appointments released for online use

Due to technical problems we were not able to do this. We are due to have a major software update in June which should help and in the meantime we hope to start trialling an interim solution on a limited number of nurse appointments.

New comprehensive guidance notes regarding use of on line services added to website

Completed

Same guidance notes published as a handout and supplied to each patient registering to use the online services.

Online notes are used by patients so we now only supply printed versions if requested.

Offer further online / voice mail training evening

None requested

Review / change messages for voicemail services

Some changes undertaken and more to follow as the Out of Hours and NHS Direct services change. Voicemail now available 24 hours a day.

Arrange a patient meeting on caring for relatives with Dementia, Alzheimer's etc

This was put on hold as the Federation and Federation PPGs were both discussing arranging shared meetings (i.e. inviting the patients of several surgeries to a joint meeting). As this process is taking much longer than anticipated it has been proposed that we go ahead and run this meeting ourselves?

So that patients can research what help is available with benefits or advice, add a services page to the website which provides links to other website such as CAB and specialist groups such as diabetic associations or carer advice.

On Hold – information is changing very rapidly at present due to NHS changes and we decided to await some stability.

Target parish publications, schools and nurseries in an attempt to encourage more active PPG members from the younger age groups

Information supplied by PPG members.

Action Points from 2013 Survey

Some nurse / phlebotomy appointments released for online use

Seen as the priority:--Undertake trials May / June & update with new software by end of June

Arrange a patient meeting on caring for relatives with Dementia, Alzheimer's etc

Aim for the late Spring / early summer for first meeting.

Ease of Use of website

Investigate whether there are alternative / easier ways to book appointments and repeat prescriptions online. Research to begin in April with feedback to members by end of June.

More GP appointments released for online use:-

To continue the progress made in 2012 /13. Further releases of appointments from April onwards

Opening Hours

Details of the surgery opening hours and how to book an appointment are given in the "Surgery Information" and "Online" pages of the website.

In summary the Surgery Opening hours are as follows:

| | |
|-----------|-------------------------------------|
| Monday | 8.30am to 6.30pm |
| Tuesday | 8.30am to 6.30pm |
| Wednesday | 8.30am to 1.00pm & 2.00pm to 6.30pm |
| Thursday | 8.30am to 6.30pm |
| Friday | 8.30am to 6.30pm |
| Saturday | CLOSED |
| Sunday | CLOSED |

In addition the surgery offers late appointments (after 6.30pm) every day from Monday to Friday. Priority for these appointments is given to patients who are working and unable to attend during the day.