Drs Medley Conway & Spencer March 2014

Patient Participation report and survey results

Drs Medley Conway & Spencer is a urban practice based in Dewsbury Health Centre with a practice list size of 4500 appointments.

The practice has a lower practice list size than both average local and national .

Patients in the population are deemed to have a high deprivation score male life expectancy is 74.9 and female 80.2 years. 0.4% of patients live in nursing homes 65.1% have long standing health conditions . There is a higher prevalence of heart disease and hypertension than the national average along with diabetes mental health issues and respiratory conditions .

Referrals into secondary care for out patient appointments are slightly higher than the local average but lower than the national average the same applies to A&E attendances .

The PPG has been established for just over 2 years with 8 members attendance at meetings has varied through the year .Group members were recruited in several ways initially each member of the practice team was asked to think of someone who they thought may be interested in joining the practice manager then approached the patients, posters were displayed in surgery along with handouts to pick up form reception desk, also mentioned on practice website. After recent discussions a paragraph about the group has been added to the new patient questionnaire and a active recruitment campaign using the current members of the group was held .

|  |  |
| --- | --- |
| Practice population profile no | Prg profile no |
| Age |  |
| Under 16 821 | 0 |
| 17-24 414 | 1 |
| 25-34 613 | 0 |
| 35-44 593 | 2 |
| 45-54 704 | 0 |
| 55-64 539 | 2 |
| 65-74 364 | 2 |
| 75-84 270 | 1 |
| Over 84 106 | 0 |
| Total | 8 |
|  |  |

Gender

|  |  |  |
| --- | --- | --- |
|  | Practice population | PRG |
| Male | 2198 | 4 |
| Female | 2223 | 4 |

Ethnicity

|  |  |  |
| --- | --- | --- |
| White British | 89% | 7 |
| Asian | 8.4% | 1 |
| Other non white groups | 2.8 % | 0 |

The group discussed the requirements of the creating patient survey for this year on 17.2.2014 , group thought it was important to try to ascertain what the practice population knew about the practice and how the practice communicated ideas and new services to patients as communication was thought to be an issue.

Young members thought use of email text messaging and web site were excellent communication methods as did some of the older group members but they also stated like the “personal touch “ and like to have information on paper.

Issues still arose around appointment availability and getting through on phone in a morning so decided to ask questions around choice of appointment times , questions were asked around opening practice on a weekend and to reflect the questions asked last year patients were to be asked if they now knew could order repeat prescriptions on line and that gp appointments could be booked online.

Practice manager also raised in national survey questions around helpful reception staff were . Although the score was above national average practice manager asked if question could be added to our own survey , PRG members agreed.

One member of group offered to assist the practice manager in ensuring questions read well and hopefully clear to patients. Other member offered to do the statistical analysis of results.The group also agreed that in order to get the survey completed quickly a member of the group would be present to encourage patients to complete the questionnaire it was agreed this was an excellent opportunity to sign patients up for Systm 1 online as well as try to recruit more members to the group.

250 surveys were completed.

The findings were discussed on 18.3.2014

The survey on the whole demonstrated some very positive results these were backed up by patient comments that had been extracted from the survey.

97.7% of patients said they would recommend the practice to family or friends

70.3% would like to see the practice open on a weekend

7.6% were interested in joining the patient participation group.

83.3% found reception staff to be very helpful

40.7% of patients said Monday to Friday between 9-12 noon was the time they would most like to see their gp.

The group agreed to address the following areas

1 ) 53.5% said they did not know you could book online gp appointments – so it was agreed that the participation group would facilitate another few sessions in practice reception encouraging patients to sign up.

2) A staggering 69.8% said they were aware they could order prescriptions on line this however was not reflected in the physical number actually signed up to do so again group saw this as an opportunity to encourage more people to do so.

3) Many of patients negative comments were around getting through on the telephone practice agreed to go back to technology to support again to investigate if anything could be done again to help improve situation in terms of technology but practice could not resource any more staff to answer lines as this is not a viable cost option.