

## Patient Participation Directed Enhanced Service 2011/12 Template

### Practice Details

Practice Name	DR JOHN THOMPSON
Practice Code	P92042
Completed By	MRS TONI COOPER
Contact Telephone Number	01942 884026
Email Address	TONI.COOPER@GP-P92042.NHS.UK

### PRACTICE PROFILE - PRACTICE LIST SIZE 4691

ETHNICITY RECORDED	MALE	FEMALE
WHITE	2523	1955
MIXED	22	8
ASIAN	1	5
BLACK	1	2
CHINESE	2	2
OTHER	85	40
REFUSED	15	30
TOTALS	2649	2042

### Component One – Develop a Patient Reference Group

Patient Reference Group profile	
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile	
Number of Face to Face Members	4
Number of virtual	39

members		
Age & Sex breakdown	Male	Female
Under 16 -	0	0
17 – 24 -	0	1
25 – 34 -	2	0
35 – 44 -	4	9
45 – 54 -	3	8
55 – 64 -	4	6
65 – 74 -	1	3
75 – 84 -	1	1
Over 84 -	0	0
<b>Ethnicity</b>		
White	15	26
Mixed	0	2
Asian or Asian British	0	0
Black or Black British	0	0
Chinese or other ethnic group	0	0
Other (e.g. no of carers/ no of unemployed/retired etc)	1	1
<b>Differences between the practice population and members of the PRG</b>		
<b>Please describe variations between the practice population and the PRG.</b> The practice has experienced difficulty in recruiting members and young people or		

different ethnic groups to our PPG at the present time we have 4 patients to date. Various reasons given when staff have tried recruiting at the reception desk is work/family commitments or in general just too busy and don't want to get involved.

The other reason is that we share a very small building with equally small reception area and the practice next door has a very successful PPG which has been in operation for the past 4 years, and advertises information around the limited wall areas in the waiting room, which makes it very difficult and confusing to patients.

I have continued to advertise by putting up notices for volunteers and have so far just recruited 4 members.

We have addressed this issue by forming a virtual group and have 39 members – it is our intention to increase the membership of this group over the next twelve months. Our virtual web address is [www.thompson.healthunlocked.com](http://www.thompson.healthunlocked.com)

This is also why we have invested in a practice website which we have commissioned from the PCT IT department and will have links to our repeat prescription e-mail address and our virtual PPG site. So far we have added our questionnaire, T&C and a news letter and a blog section.

**If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?**

Our PPG group has been set up for the last six months as we entered the DES later than most practices.

We advertised in the reception and asked the staff to attach a letter to patients prescriptions which were random and added 10 letters each week over a 6 week period and had a few inquiries who expressed an interest in becoming a member of the group. Due to very poor uptake we decided in January to try a virtual PPG and thought we might get a better uptake, and we purchased [www.thompson.healthunlocked.com](http://www.thompson.healthunlocked.com) because the website still wasn't finished but would be up and running by the end of March.

Our Gp's have approached patients directly who attend the surgery again that is why we went to the virtual choice.

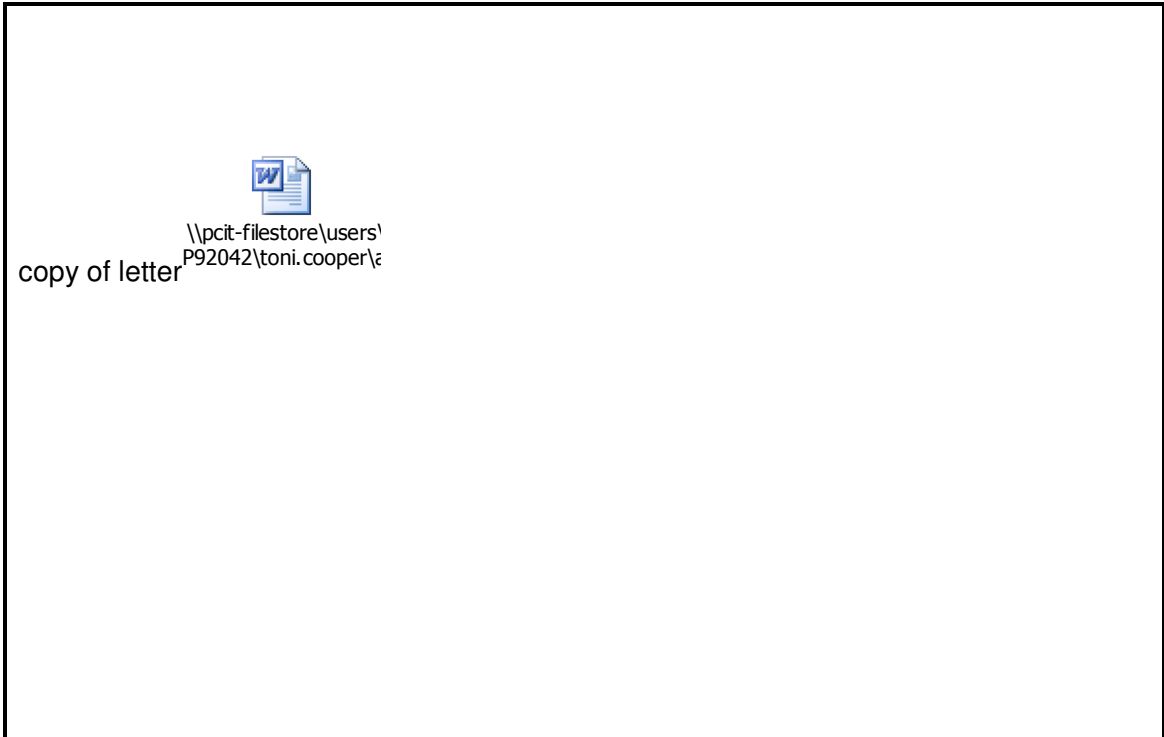
We have written terms and conditions for the PPG and have a news letter and an information sheet for our patients on how to join and advertise it on our prescription which are collected and so far in the last 10 weeks we have gone from 0 to 39 patients.

This allows us to e-mail a wider section of our patient list and will help us carry out surveys to gain support and patient feedback.



\\pct-filestore\users\  
P92042\toni.cooper\z

Copy of new letter



## **Component Two – Validate the survey and action plan through the local patient participation report**

### **Priorities**

#### **Please describe how the PRG agreed what the priorities were e.g. included in the local practice survey**

We met the group and went through the information sent by the PCT on what we should expect from a PPG and we elected a chairperson.

- Patient questionnaire was decided on and we looked at the early morning extra hours and decide to audit it for a 4 week period.
- For feedback on the service we deliver to our patients
- This was given out in surgery on the day of the appointments by the GP at the end of each consultation the patients where asked to hand it back into the receptionist.

After discussion it was decided to send everyone who has e-mailed into the practice a link to our health unlocked website and ask them if they would like to be member and if possible would they also complete our on line questionnaire. As a practice we are interested in how they view and use our website and its capabilities and what features that can be developed over the next year. We have posted another questionnaire on this website and have embedded this page into our Dr J Thompson website which is planned to go live after the Easter break due to the PCT IT previous commitments. This again will have the patient survey and the results of our first questionnaire on the results.

## Component Three – Collate patient views through the use of a survey

### Patient Survey

#### Describe how the questions were drawn up for the survey

Following the meeting our PPG chairperson agreed it was a general questionnaire designed by the practice group and not some other format used in previous year which where to big and confusing in many ways. We where interested in feedback from our early morning surgery as we wanted the overall satisfaction and to see if the service we were providing was being provided at times suitable to our patients and we also welcomed any comments and suggestions from the patients

The questions asked:

- **How did you book your appointment for this surgery**
- **Was the time of the appointment convenient for you**
- **Would you use this service again**
- **Satisfaction with the availability of GP appointments**
- **Satisfaction with the reception staff**
- **Overall satisfaction with the practice**
- **Would you recommend this service to a friend or relative?**

Comments/explanations regarding the answer box was also on the questionnaire

These results have been published on [www.thompson.healthunlocked.com](http://www.thompson.healthunlocked.com) site and our practice website.

#### How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

They were given by the GP after each consultation and asked to be returned to the reception.

- The questionnaire didn't ask for a patients details, so patients could remain anonymous and hopefully give trueful replies.
- 27 forms where handed out
- 24 forms where completed and returned to reception.

2<sup>nd</sup> project questionnaire on Website survey

- 39 have been sent by e-mail to invite a response
- Website [www.thompson.healthunlocked.com](http://www.thompson.healthunlocked.com) has questionnaire posted
- Means to return by e-mail, on line, post or return to reception in person or attach and send with prescription request.
- Not received any back at present date but this is on going for this year.
- Questionnaires have also been left at reception for any patients who haven't received an questionnaire but would still like to offer us some feedback



\\pcit-filestore\users\  
P92042\gareth.thom



\\pcit-filestore\users\  
P92042\gareth.thom

### **What were the survey results?**

General comments - overall very positive although we are aware that we need to ensure patients know where to look for the results, so we need a communication policy on how we notify the patients of the results.

Suggestions made were:

- Add the website to letterheads and appointment cards.
- Add to practice leaflet.
- Paper copy in the reception and a copy printable by reception staff if asked, as some patients might not have internet access.
- The next meeting is in April with Practice manager Toni Cooper and Dr. M Rai to discuss these areas more fully, and also at the TABA wide PPG event which is being organised for member Practice PPG in the TABA locality.
- Business cards to advertise the practice website.
- Publish in “News” and “PPG” sections of website and on the information board in reception.

### **Describe any other methods in which the views of registered patients were sought.**

The practice has a suggestion / comments box – any received are processed by Jean mason and passed to the practice manager.

- All comments would then be discussed at the PPG meeting.
- We have surveyed our patients accessing the early Wednesday surgery in Feb. 2012.
- We have a blog on our website and welcome feedback. Patients can also contact the Practice to discuss any issues further.

### **Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services**

#### **Agreed Actions**

#### **How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?**

The patient group currently meet on a monthly basis; the venue is seven brooks board room.

The GP and practice manager are available and liaise with the group via e-mail and telephone and face to face contact. Our GP is only available when appropriate.

**Were there any disagreements?**

It is too early at the present for disagreements but these could come when the group is bigger and more advanced that is why we have developed terms of reference so this issue does not arise and if so there is a course of redress.



\\pcit-filestore\users\  
P92042\gareth.thom

**How were any disagreements resolved?**

We haven't had any to date. Any complaints go through our usual Practice Complaints Procedure.

**Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes**

**Action plan**

**How did you agree the action plan with the PRG?**

A patient newsletter will be displayed on our website. Our next newsletter will also have an article about the group; what they have just done and asking patients to come along and join in.

Suggestion was a coffee morning as well as a Sponsored walk for hospice.



\\pcit-filestore\users\  
P92042\toni.cooper\z

This will also be permanently available via our website. Our latest newsletter will also be available at reception.

**What did you disagree about?**


The feeling was the group is unclear of how they should be acting in their role and responsibilities but hopefully when we have a TABA wide PPG group meeting on the 24<sup>th</sup> April things will become clearer for the direction the group needs to take, and do they need to join NAPP and we as a practice are happy to help arrange this.

**Are there any contractual considerations to the agreed actions?**

Yes, there was when we surveyed the early morning Wednesday surgery but the results demonstrated the effectiveness of the service so it's agreeable to the practice to continue, on the Wednesday with the same timings.

Please include a copy of the agreed action plan including a summary of any further action to be taken

**Component Six – Publicise actions taken and subsequent achievements**

<b>Local patient participation report</b>
<b>Please describe how the report was advertised and circulated</b>  The report will be published on the practice website and <a href="http://www.thompson.healthunlocked.com">www.thompson.healthunlocked.com</a> ,///////// http://demo8.gp-alwpct.nhs.uk/  as well as the information board in the reception area    \\pcit-filestore\users\ P92042\gareth.thom
<b>Include a copy of the report</b>
Please provide your website address and a link to where the report is located on the practice website <a href="http://www.thompson.healthunlocked.com">www.thompson.healthunlocked.com</a> <a href="http://demo8.gp-alwpct.nhs.uk/">http://demo8.gp-alwpct.nhs.uk/</a>
<b>Opening Hours</b>



Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

**Mon** 8.00 am - 12.30pm - 1.30pm - 6.00 pm  
**Tue** 8.00 am - 12.00pm - 1.30pm - 6.00pm  
**Wed** 7.00 am -12.00pm 1.30pm - 6.00pm  
**Thu** 8.00am - 12.30pm - 1.30pm - 6.00 pm  
**Fri** 8.00am - 12.30pm - 1.30pm - 6.00pm  
**Sat** Closed  
**Sun** Closed

**We offer a range of appointment times:**

*Mornings:*

**Monday ,Tuesday, Thursday & Friday 8.00 am–11.30am**

**Wednesday 7.00am-11.30am**

*Afternoons:*

**Monday to Friday 1.30pm - 5.30pm**

Different GPs offer these surgeries depending on the day of the week.

The surgery is closed for lunch 12.00pm - 1.30pm on Tuesday and Wednesdays except for Monday Thursday and Friday lunch is 12.30pm – 1.30pm in an emergency please ring 01942 884026. When the surgery is closed, a recorded message will give you a contact number. Please make sure you have a pen and paper ready.

The surgery is closed on all Bank Holidays. Please note that the surgery opens at 8am for patients with pre booked appointments only. (Routine services such as prescription

collection are available.)