

# WHITBY GROUP PRACTICE

## PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Whitby Group Practice patient reference group (PRG) in 2011/12. It covers all three Practices.

### Dr Stringer and Partners

### Dr Wall and Partners

### Dr Warren and Partners

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Planned changes to the PRG
8. Confirmation of our opening times.

## 1. Profile of practice population and PRG

### Practice population summary

Stringer			Wall			Warren		
Age	Males	Females	Age	Males	Females	Age	Males	Females
00-09	316	290	00-09	285	265	00-09	234	254
10-19	354	351	10-19	303	256	10-19	287	228
20-29	414	331	20-29	329	309	20-29	315	267
30-39	370	388	30-39	313	321	30-39	254	261
40-49	472	442	40-49	420	390	40-49	394	366
50-59	419	448	50-59	376	349	50-59	299	312
60-69	368	427	60-69	292	303	60-69	239	221
70-79	238	256	70-79	161	195	70-79	138	222
80-89	99	134	80-89	67	112	80-89	54	82
90-99	13	30	90-99	12	27	90-99	8	22
100+	0	1	100+	0	0	100+	0	1

PRG is made up of patients across the three practices. It was agreed that due to our working practices that the patients were very happy to work on behalf of the group.

### PRG profile

Stringer		Wall		Warren	
54	F	61	F	60	F
69	M	33	F	78	M
54	F	52	F	60	F
38	F	72	M	68	F
65	F	75	F	73	F
40	F	60	M	41	F
86	F	86	F		
74	F	66	M		
45	F	73	F		
51	F				
66	F				

GP's representing all three practices attended a number of the meetings which can be seen in the minutes.

## 2. Process used to recruit to our PRG

To recruit to our PRG we:

- Put up posters in practice
- Used our Electronic screens to advertise (used same wording as posters)
- Used handouts at reception
- Put information on the practice website
- Word of mouth via clinicians
- Wrote to all interested patients

An initial meeting was held on 21 July. The group were given a presentation on how practices are funded, how we work and information about the PRG Direct Enhanced Service. **See minutes below appendix 1.**

## 3. Priorities for the survey and how they were agreed

The PRG discussed the priorities which are shown in the minutes dated 29<sup>th</sup> Sep 2011. As a group we had run standard surveys over the years asking patients about access, parking, staff etc. It had been clear that the main issue had always been patients not understanding what was available. As a result the PRG agreed unanimously that we should somehow try and find out what patients knew about the services that we do offer.

It was also noted that this was also been looked at by the PCT/Consortium. As a result I contacted them to get agreement for us to progress this work, to see if they supported our priorities. I also attended a PCT meeting (inviting members of our PRG) to meet with other patients. At that meeting it was clear that other PRG representative had a very similar view. **See minutes below appendix 2.**

#### **4. Method and results of patient survey**

It was difficult to work out how to design the survey, so I contacted Patient Dynamics (we had used them in the past for other surveys). They suggested an awareness survey. I sent them a list of questions based on the agreements of the PRG, and they then designed the survey around this. The survey is attached. The survey was returned in time for our November meeting. We discussed the layout and questions, and how it would be administered. The PRG agreed to help run the survey. The details can be seen in the minutes dated 24<sup>th</sup> November 2011.

We carried out the survey over 2 Fridays in December. Friday was chosen as we felt there was a good mix of age groups coming through the practice on that particular day. (Younger people for immunisations etc). Help was also offered to anyone who found completing the survey difficult.

We had 600 papers to give out for the group, and had 557 responders. **See minutes below appendix 3.**

#### **Survey results**

**Please see the survey appendix 4 (available on website).**

#### **5. Resulting action plan and how it was agreed**

To develop the action plan, the practice and PRG discussed and agreed it on Thu 19<sup>th</sup> Jan 2012. **See minutes below appendix 5.**

The action plan makes up part of the minutes.

- Targeted Advertising of our services using free standing boards.
- Clear all existing notice boards and start again.
- Use the telephone call waiting message to remind patients of what we offer.
- Get new leaflets out to patients, not just the new patients.
- Forward our findings to the PCT/Consortium/ Clinical Commissioning Group.
- Text messaging to be implemented once we have migrated to our new clinical system.
- Look at the feasibility of online booking.

Areas where we could not achieve what the patients/PRG had asked for:

- Additional car parking (we have no facility for parking and share the hospital car park).
- Writing to every patient (at the moment this is considered to costly).
- More phone lines in the morning. (We know from years of experience that this would not resolve the initial rush to make contact with us).

### Changes

- We have not had to make any significant changes to our systems the PRG and patients are in the main very happy with the service we provide. The décor etc is a little shabby and as one PRG member put it (the first impressions you get when entering the building does not reflect the high standard of service you offer. I am pleased to say that we are starting an extension/refurbishment programme this year. We expect it to take 2 years to complete. This will address some of the minor observations made by patients and the PRG.
- In addition we have been working on our web site as part of a local scheme. This will also included a total update of the web site to make it much modern, professional and user friendly.

## 6. Progress made with the action plan

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

You said...	We did...	The result is...
Notice boards too messy, far too much information.	Boards cleared new laminated signs put up with clearer detail, covering a range of useful practice information.	Very positive feedback from patients. One couple remarked this is the best thing we have ever done. We have seen an increase in patients using the web site for repeat prescriptions.
Use the call waiting message to advertise services	This was completed immediately	I have had one patient asked about extended hours as a result of listening to the call waiting message.
Make leaflets and handouts more available	We have produced a new in house leaflet, with more information. This are been advertised in the practice, and on our web site.	More patients have started to receive the new leaflet. We hope this will help to improve patient information.

Forward our findings to the Clinical Commissioning Group	I was asked to give a short presentation on our PRG, as we had been identified as a success story.	Presentation given, with request to help advertise services outside of practices building.
Use of Text Messaging	Have been looking into using Text messaging once we have migrated to EMIS WEB. We have been actively getting patient permission to use mobile phone numbers for this project for some time.	Evidence has shown from other industries that Text Messaging is a very helpful tool.
Online Booking	We will look at the feasibility of using online booking. Clearly this will be a culture change for us.	Once EMIS WEB in place this will be discussed with the practices.

## 7. Planned changes to PRG

We will be looking at further developing the PRG to be more proactive within the practice, and linking in with the Citizens juries and panel.

## 8. Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are: 8am to 6.30pm Mon to Fri.

You can call the surgery:	<b>8am to 6.30pm</b>
The surgery reception is open:	<b>8am to 6.30pm</b>
Surgery times are:	<b>8am to 6.30pm</b>
<b>We shut for one afternoon per month for training between 1pm and 4.30pm. Dates of these closures are available on our Web Site and by notices around the practice.</b>	
We have access to an extended hours service during evenings and weekends Mon to Fri 6.30pm to 8pm and Sat 10am to 12pm and you can book appointments on: <b>01244 385422</b>	
Outside of these times please call the normal surgery number for details of the Out of Hours Service.	

# Appendix 1

Minutes of the Patient Group held at Whitby Group Practice on Thursday 19 January 2012.

The following were present:

Jon Early (Group Manager)

Karen Edwards (GP)

Tracy Shaw (GP)

Alison Daly (GP)

Kath Winterbottom

Dorothy Rodden

Christine Carter

Mike Perkins

Betty Davies

Bernie Lill

Kath Park

Barbara Hendy

Fran Bird

Joan Roberts

Apologies were received from;

Vicki McIlhone

Chris Kershaw

John Huxley

Linda Sung

Jeanette Dodd

The meeting opened at 1.05 pm.

Jon Early (JE) welcomed everyone and thanked them for attending. He thanked everyone who had helped with the patient survey.

JE also welcomed a new member Joan Roberts.

JE reminded everyone the aim of the meeting was to use the outcome of the patient survey to agree an action plan.

JE went through the survey results. It was clear that there were many patients who were not aware of some of the services on offer, in particular; the extended hour's service, and our web site. The survey had reinforced our suspicions, and it was clear there was a need to try and advertise more effectively to our patients.

As a result the following was agreed;

#### **Short term action**

- Targeted advertising in the practice using free standing board.
- Clear all existing notice boards and start again.
- Use the telephone call waiting as an opportunity to explain about extended hours etc.
- Concerted effort to get new leaflets out to patients (including housebound patients).
- Forward our findings to the PCT, with regard promoting extended hours outside practices (healthy living centre etc).

#### **Long Term action**

- Look into online booking.
- Text messaging.

It was agreed that more effective advertising would address some of the perceived issues our patient have. In addition the planned extension/ refurbishment that we hope to progress over the next 2 years (including giving the pharmacy a bigger footprint) would also address a number of the observations raised.

Below is a list of issues raised by patients that the group felt could not reasonably be addressed.

- Car parking
- Additional phone lines for the early morning rush
- Writing to every patient to give out new information

JE reminded everyone that the plan now was to put these action points in place and re run the survey next year to assess if improvement had been made.

There was nothing further to discuss and the meeting closed at 2.05pm.

The next meeting will be Thursday 15<sup>th</sup> March 2012 at 1pm

# Appendix 2

Minutes of the Patient Group held at Whitby Group Practice on Thursday 29 Sep 2011.

The following were present:

Jon Early (Group Manager)

Wendy Justice (Senior Receptionist)

Kath Winterbottom

Dorothy Rodden

Christine Carter

Linda Sung

Bernie Lill

Fran Bird

Barbara Hendy

Susan Lightfoot

Jeanette Dodd

The meeting opened at 3.05 pm.

Jon Early (JE) welcomed everyone and thanked them for attending. He welcomed two new members to the group Jeanette Dodd and Susan Lightfoot. Wendy Justice one of the group senior receptionists was also in attendance.

JE then went through the minutes of the last meeting in particular:

- The need for the group to be representative of our patients
- The challenge of engaging with the wider practice population

JE was pleased to report that between them the two new members of the Patient Group had knowledge and experience in Disability awareness issues and Learning Disabilities. He went on to say that the area we have not had any success in yet is representing young people.

The main thrust of the meeting was to agree the general content of our patient survey and how it would be carried out. It was agreed that access was of a high quality and not an issue at Whitby Group Practice. However, everyone agreed that many patients do not understand what services they can access inside and outside the practice. In particular;

- What issues a nurse can deal with
- Extended hours
- Different appointment options and use of telephone consultations.

JE explained that there was to be a Consortium lead meeting later in October to which they were invited to allow patients to have their say about local health services, and improve communication. **The details are Tuesday 18<sup>th</sup> October 2011 at 10.30am at Stanlaw Abbey Children's centre Ellesmere Port.** JE stated that he would be attending.

As a result of the meeting the following was agreed:

- The survey should be directed at assessing the level of understanding that our patients have on the services both inside and outside the practice, and the protocols for accessing appointments, scrips, information etc.
- Questions to be Yes/No
- Final question asking "Can you think of three things that you would change to make access to health care better for you?"
- Ask patients if they would like to be contacted with feedback.
- The survey should be prepared and analyzed by a specialist company. (JE to investigate)
- The survey to be placed on the web site and carried out in practice by members of the Patient Group.
- A modified survey to be prepared for people with Learning Difficulties (Susan Lightfoot would help with sourcing information)
- Possible incentive to encourage a good take up.
- Possible use of District Nursing Team to help with accessing housebound patients.

In addition the following was discussed;

- A free standing notice board for targeted monthly information to be placed in the ground floor (dance floor) area.
- Look into how we provide information for partially sighted patients. (Jeanette Dodd would help with sourcing information)

The meeting closed at 4.20pm.

The next meeting will be Thursday 24<sup>th</sup> November at 1pm

# Appendix 3

Minutes of the Patient Group held at Whitby Group Practice on Thursday 24 November 2011.

The following were present:

Jon Early (Group Manager)

Marc England (GP)

Karen Edwards (GP)

Tracy Shaw (GP)

Alison Daly (GP)

Kath Winterbottom

Dorothy Rodden

Christine Carter

Linda Sung

Jeanette Dodd

Chris Kershaw

Mike Perkins

John Huxley

Betty Davies

Apologies were received from;

Bernie Lill

Fran Bird

Barbara Hendy

The meeting opened at 1.00 pm.

Jon Early (JE) welcomed everyone and thanked them for attending.

JE then went through the minutes of the last meeting.

For the benefit of the new members JE gave a brief overview of what had happened during the last two meetings.

JE went through the survey that had been produced. He explained that it had been difficult to get the right balance between including the views of the Patient Group with regard content, and having a meaningful survey. Having taken advice from Patient Dynamics he hoped that this survey met all the requirements.

It was noted that this survey would be an awareness survey. The aim of which is to understand patients knowledge of the services available to them. This would be a snap shot survey conducted over two days. The results would be analysed by Patient Dynamics. The plan was to run the same survey next year to see if there had been improvement.

Jeanette Dodd had produced a handout that could also be used and given out at the same time. JE would get these produced.

The Group discussed the questions, to ensure everyone understood them.

The doctors were able to give very good help to ensure everyone understood the difference between Extended Hours and Out of Hours.

The following was agreed;

- Some sort of large poster to be placed in the entrance, advertising the survey on the day.
- A box or some sort of receptacle to be made available for patients to drop in their completed survey.
- Help to be offered in completing the survey
- The results of the survey to be sent out to the patient Group in advance of the next meeting.
- All issues raised would be open to discussion at the next meeting.

The dates for the survey were agreed for Friday 2<sup>nd</sup> & 9<sup>th</sup> December. The following people volunteered to help;

**Friday 2<sup>nd</sup> December 8.30 am for 9am start**

John Huxley

Kath Winterbottom

Chris Kershaw

**Friday 2<sup>nd</sup> December 2.30 pm for 3pm start**

Mike Perkins (others to be confirmed)

Barbara Hendy

**Friday 9<sup>th</sup> December 8.30 am for 9 am start**

Dorothy Rodden

Linda Sung

Christine Carter

**Friday 9<sup>th</sup> December 2.30 pm for 3 pm start**

Jeanette Dodd

Chris Kershaw

Bernie Lill (agreed by e-mail)

Fran Bird

Other members who were not present were also asked and I am awaiting a response.

If I have made an error with the names please let me know.

If anyone else would like to help please let me know.

There was nothing further to discuss and the meeting closed at 1.50pm.

The next meeting will be Thursday 19<sup>th</sup> January 2012 at 1pm

# Appendix 5

Minutes of the Patient Group held at Whitby Group Practice on Thursday 19 January 2012.

The following were present:

Jon Early (Group Manager)

Karen Edwards (GP)

Tracy Shaw (GP)

Alison Daly (GP)

Kath Winterbottom

Dorothy Rodden

Christine Carter

Mike Perkins

Betty Davies

Bernie Lill

Kath Park

Barbara Hendy

Fran Bird

Joan Roberts

Apologies were received from;

Vicki McIlhone

Chris Kershaw

John Huxley

Linda Sung

Jeanette Dodd

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JE also welcomed a new member Joan Roberts.

JE reminded everyone the aim of the meeting was to use the outcome of the patient survey to agree an action plan.

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#### **Long Term action**

- Look into online booking.
- Text messaging.

It was agreed that more effective advertising would address some of the perceived issues our patient have. In addition the planned extension/ refurbishment that we hope to progress over the next 2 years (including giving the pharmacy a bigger footprint) would also address a number of the observations raised.

Below is a list of issues raised by patients that the group felt could not reasonably be addressed.

- Car parking
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- Writing to every patient to give out new information

JE reminded everyone that the plan now was to put these action points in place and re run the survey next year to assess if improvement had been made.

There was nothing further to discuss and the meeting closed at 2.05pm.

The next meeting will be Thursday 15<sup>th</sup> March 2012 at 1pm