

PRACTICE REPORT ON THE WALLINGFORD SURGERY'S PATIENT PARTICIPATION GROUP:
PATIENTS IN PARTNERSHIP (PiP).

PRACTICE LOCATION AND THE POPULATION IT SERVES

Wallingford Medical Practice serves a mixed population from the market town of Wallingford and the rural villages and hamlets within a five- mile radius of the town. The practice has seen a steady rise in patient numbers over the past five years due to a number of small housing developments in the area. Our current patient population sits at almost 16,000 and this is expected to rise further on the completion of a further large housing development.

PRACTICE ORGANISATION

The practice is open from 08:30 – 18:30 Monday to Friday and we run a commuter surgery on Saturday mornings between 08:15 – 12:15.

We have ten doctors (plus two trainee GPs), six nurses and two healthcare assistants, all supported by a large team of receptionists and admin staff. We offer a full range of services to all our patients from our purpose-built premises, and patients can access the practice throughout the day in person, by telephone, by e-mail or via the Web. We now offer on-line appointment booking and will shortly be introducing an online prescription request service.

FORMATION OF PATIENT PARTICIPATION GROUP

In 2010 we started the process of engaging more directly with our patients by forming a patient participation group (PPG). Two of our receptionists volunteered to help the Practice Manager achieve this. Initially we looked at our practice profile and contacted patients from all age groups over the age of 16. We did a big campaign using local publications, our website and posters in the waiting room inviting patients to join the group. We asked as many patients as possible to give us their e-mail addresses as we know this is the quickest and most cost-effective way of communicating generic information to patients. This was hugely successful and to date we have around 4,900 patient e-mail addresses.

In late summer and autumn 2010 we held meetings at the practice attended by around 30 people, and a 'Core Group' of eight was formed to take the PPG forward. They chose the name *Patients in Partnership* (PiP) and appointed a chair person, Chris Storey. Patients were invited to become members of PiP, so enabling the Core Group to disseminate information, and to seek patients' ideas and opinions. Membership of this wider group now stands at 116.

ACTIVITIES OF PATIENT PARTICIPATION GROUP

In October 2010 the Core Group established a working structure and drew up a constitution, which was ratified by the wider membership at the first AGM. The Core Group continues to work in innovative ways to ensure all sectors of our patient population are reached and feel involved. The first, very professionally put together, PiP Newsletter was published in Winter 2010 and distributed electronically to every patient for whom the practice held an e-mail address, and by post to those without e-mail for whom PiP had a postal address. Copies were also placed in the Town Information Centre and in the waiting room. The group has subsequently produced a similar high-quality and informative newsletter every quarter.

PiP has a dedicated notice board in the waiting room, which is updated on a regular basis. The Chair of the group meets on a monthly basis with the Practice Manager, Janet Newman, for a two-way exchange of information. The Core Group also meets monthly.

The practice has hosted a number of meetings with the group at the surgery. PiP has been very innovative in holding meetings at other venues to ensure the widest participation possible. The meetings have all had different themes and usually had an outside speaker for part of the meeting. At the open meeting in March 2011 over 70 patients attended and a lively discussion took place on how the practice works and on the NHS White Paper. Since then meetings have been held in the town and at a local nursing home. PiP's Chair is planning contact with the local secondary school, to seek ways of encouraging more young people to be engaged with the group, and at the possibility of holding a meeting there. The next Open Meeting on April 17th 2012 will be held at the surgery, and the topics will be: the findings of the recent patient survey, an update on the Government's reforms of the NHS and the Summary Care record.

ORGANISATION OF PATIENT SATISFACTION SURVEY 2012

We undertook our latest patient satisfaction survey by questionnaire in February 2012. The Practice Manager had previously met with some members of PiP's Core Group to agree which issues were a priority and should be included in the patient questionnaire. The questionnaires were then finalised and sent out to all patients with an e-mail contact. Paper copies were distributed in the waiting room. We received 750 completed questionnaires – a larger response than for any other survey previously undertaken by us.

REVIEW OF SURVEY FINDINGS

A meeting was held on 22nd March with the Practice Manager, IT Manager and members of PiP's Core Group to comment on and discuss the findings of the practice survey, and agree an action plan for any changes in provision or delivery of services that seemed necessary in light of the survey

findings. As noted above, this will also be an agenda item at the 17th April PiP meeting to discuss with the wider group.

As regards the findings of the survey it was agreed that in the main the results and comments were very favourable and there was a high level of patient satisfaction. Of particular note was the positive rating for:

Access and cleanliness of the building; access to the doctor of choice; the clinical care of the doctor and nursing team; whether patients would recommend the surgery; online booking of appointments; opening hours of the practice. A very high level of confidence and trust in the doctors was expressed.

The possibility of text reminders for appointments also received a high rating and as an **action point**, the Practice will look into providing this service.

Areas of concern highlighted by the survey and actions agreed between Practice and PiP:

1 Questionnaire design

Concerns

Some patient feedback concerned the survey itself. There were comments that it was too long and that not enough space was given to comment on individual questions. The PiP group felt that although they were consulted about the content of the questionnaire, they had not been given the opportunity to pilot it before it went to the wider community. The practice acknowledged that timescales were the issue here.

One point that was raised at the meeting was that the range of options as a response to questions about satisfaction needed to be greater between 'very satisfied' and 'fairly satisfied'. One of the comments from a patient in the survey was, for example: *'I am more positive than Fairly but probably not as much as Very'*.

It became apparent at this meeting that the Practice interpretation of 'fairly' was slightly different (= more positive) to that of the PiP members present.

Although the survey had been available in paper format in the Surgery, the majority of the responses had been from the e-mail shot. It was felt that more opportunity should be given to those who did not receive it via e-mail to complete the survey.

Actions

a It was agreed that for the next survey we would begin preparations much earlier and we would use the expertise of patients who have a market research background.

b We will use the PiP group at every level of preparation and pilot the survey with PiP members before publishing.

c We will change the format completely and target the next questionnaire on any areas of concern or action points arising from this survey. Comment boxes will be added to all questions where it is appropriate.

d We would explore ways of getting wider and more representative coverage, for example by

- including the survey in the local free magazine *Window for Wallingford* (distributed to every address in Wallingford and the surrounding area)
- having copies at the Town Information Office
- contacting the local secondary school, with a view to getting sixth formers to complete the survey and have it collected by the school. This could be linked to PiP giving information, to be discussed in PSE or tutor group slots.
- the Practice setting up a Facebook page
- advertising the survey on the patient touch-screen check-in at the Surgery

2 Confidentiality in the waiting room

Concern

The survey revealed there was some concern over confidentiality in the waiting room. It became obvious that the option of speaking to a member of staff in the confidential interview room was not clear enough to patients

Action

Place a notice in the reception area informing patients that there is a confidential room if they wish to use it. **(NB already actioned)**

3 Helpfulness of the Reception team

Concerns

This issue was discussed at length as the interpretation of how the survey had been answered was different for the Practice and PiP. 50% of respondents stated they were 'very happy' with the helpfulness of the receptionists and 41% stated they were 'fairly happy'; 6% were 'not very happy' and 3% were 'not at all happy'. The Practice interpreted this result as 91% of patients being reasonably happy. PiP put more emphasis on 50% of patients being less than completely happy.

Actions

a It was agreed that further and more regular training on 'customer service' would be given to the Reception team.

b In order for patients to better understand the pressures on the Reception team a member of the team will be asked to write an article for the next PiP Newsletter on 'A day in the life of a receptionist at Wallingford Medical Practice'.

c It was agreed that the next PiP newsletter would also remind patients about the rationale behind the receptionists asking the reason for an appointment..

d At the next PiP Open Meeting, patients would be asked about their feelings about the design of the Reception area. For example, is the Reception desk too high?

4 Duty Doctor system

Concern

During our discussions around the survey it became apparent that PiP group had received feedback from patients that they were not entirely clear about the duty doctor system at the practice

Action

The Practice Manager will write an article for the next PiP newsletter informing patients about how the system works.

NEXT STEPS

The Practice Manager and members of PiP Core Group to meet on 4th April to plan the presentation of the results to the PiP Open Meeting on 17th April. At that meeting copies of the results of the questionnaire will be available and an open discussion will take place.

Analysis of the results is below:

GP Patient Survey 2012

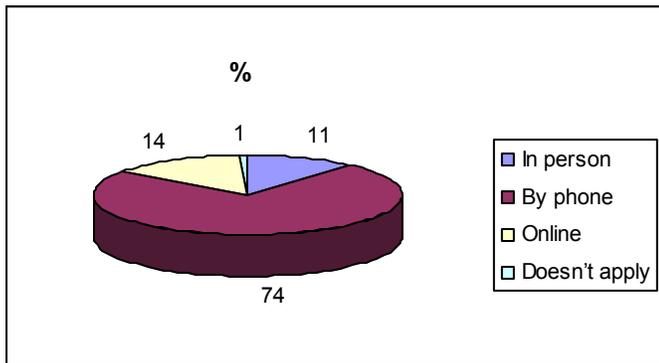
Dr A R Vernon and Partners

**Wallingford
Medical Practice**

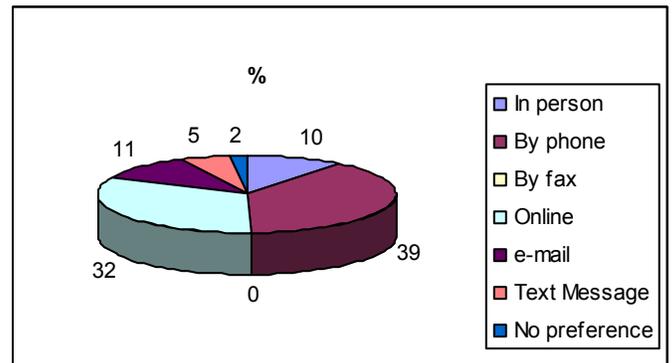
The practice made its survey available both electronically and paper based. Over a 3 week period we had received over 750 replies which made it our most successful return to date.

The following information provides detail of the main points from the survey which we will use to help us apply change to the practice and services where necessary.

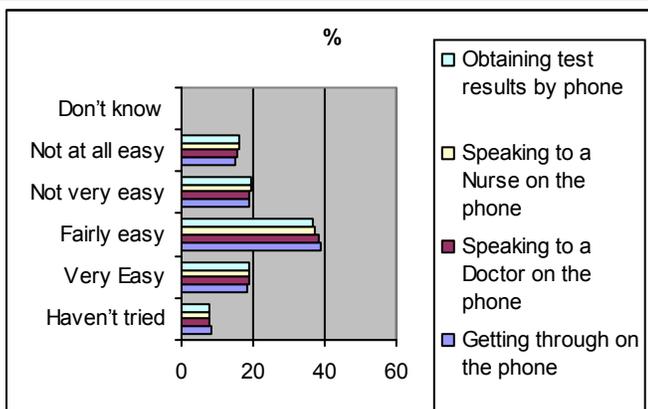
How do you normally book your appointments to see a doctor or nurse at the Surgery?



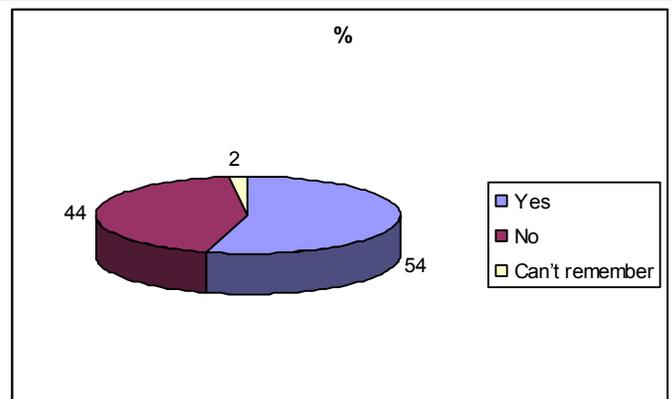
Which of the following methods would you prefer to use to book an appointment at the Surgery?



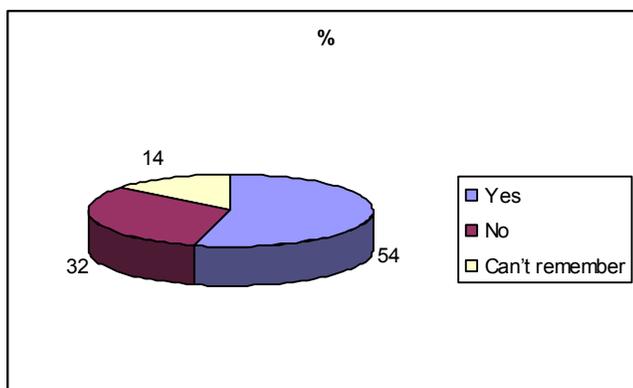
In the past 6 months how easy have you found the following?



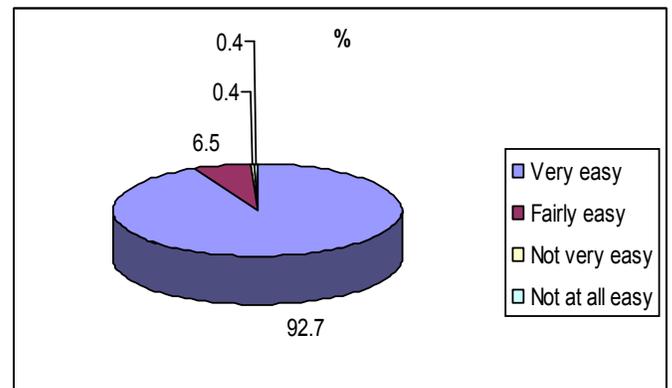
In the past 6 months, have you tried to book ahead for an appointment with a Dr?



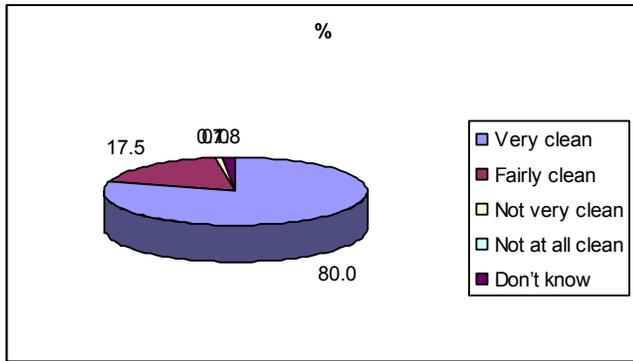
Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?



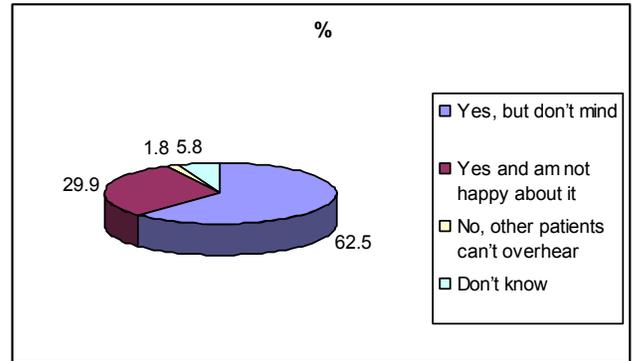
How easy do you find getting into the building at the surgery?



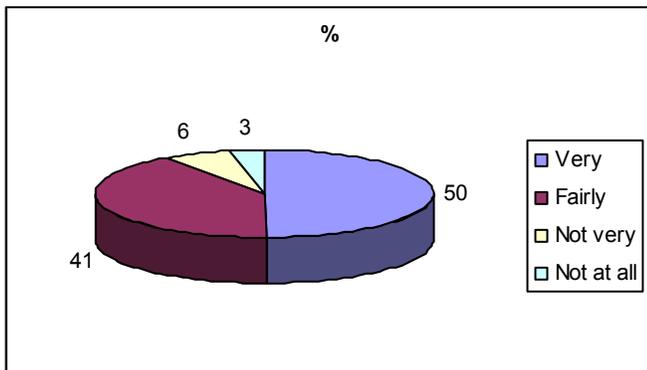
How clean is the GP surgery?



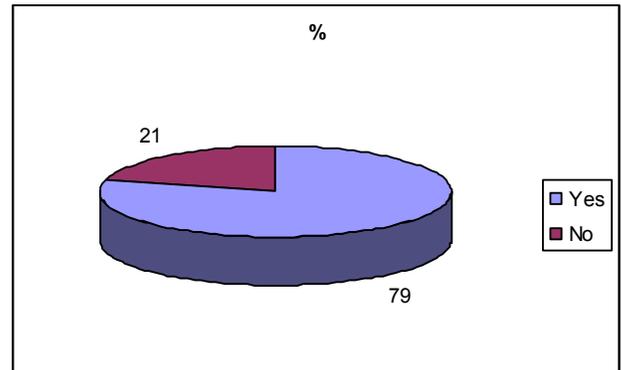
In the Reception Area, can other patients overhear what you say to the Receptionist?



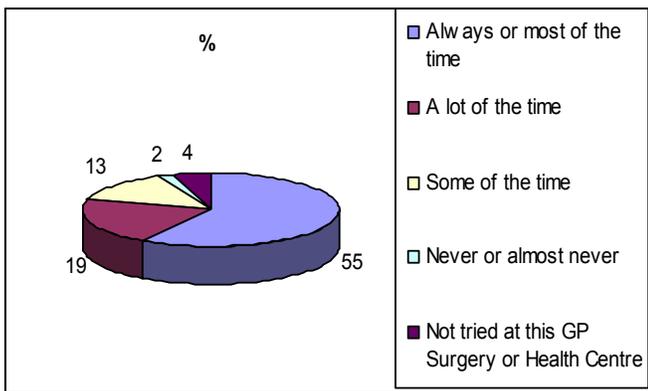
How helpful do you find the receptionists at the Surgery?



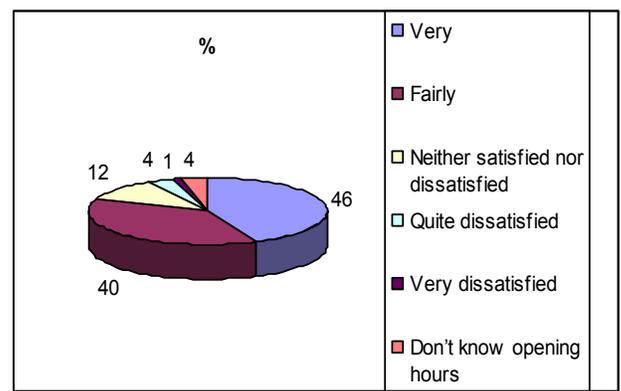
Is there a particular Dr you prefer to see at the GP Surgery or Health Centre?



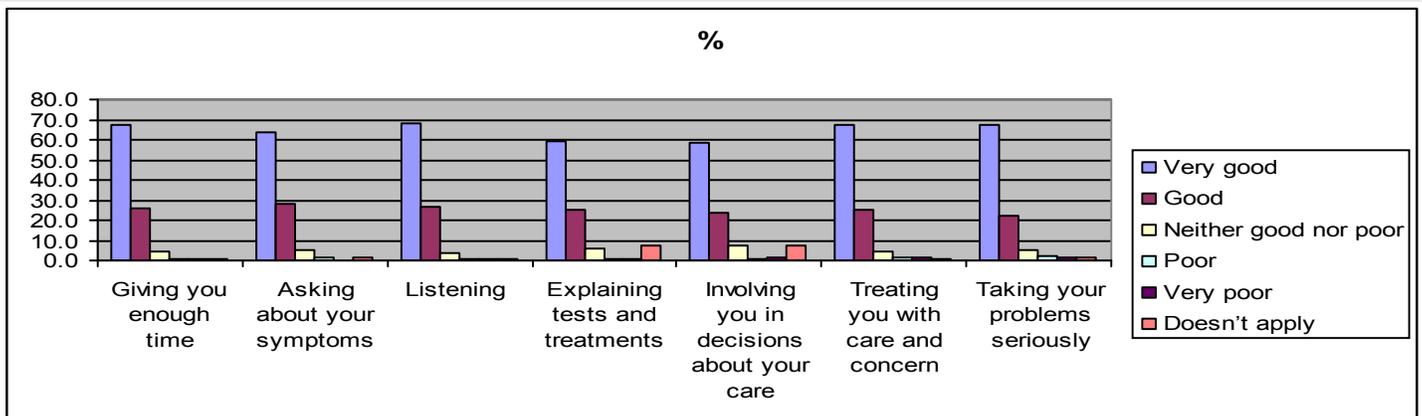
How often do you see the Dr you prefer?



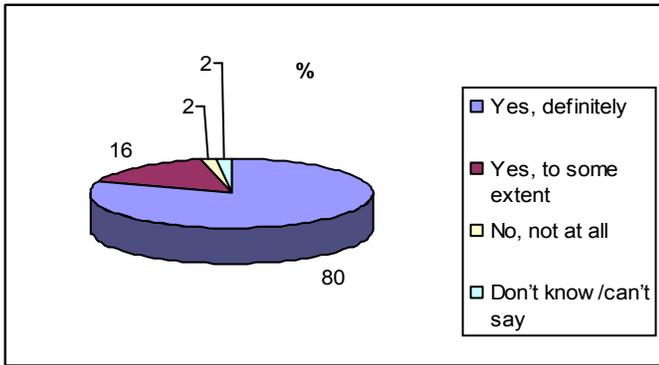
How satisfied are you with the opening hours at the surgery?



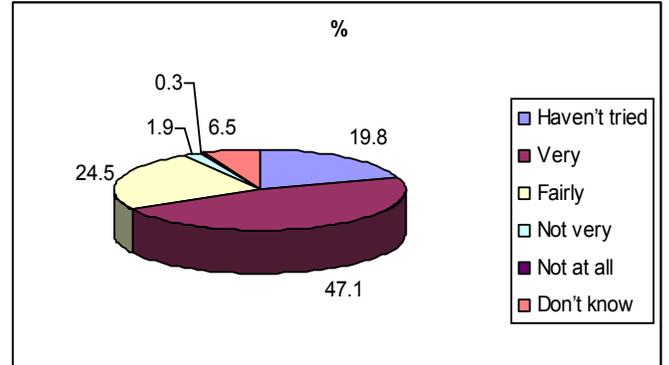
The last time you saw a Dr at the surgery how good was the Dr at each of the following?



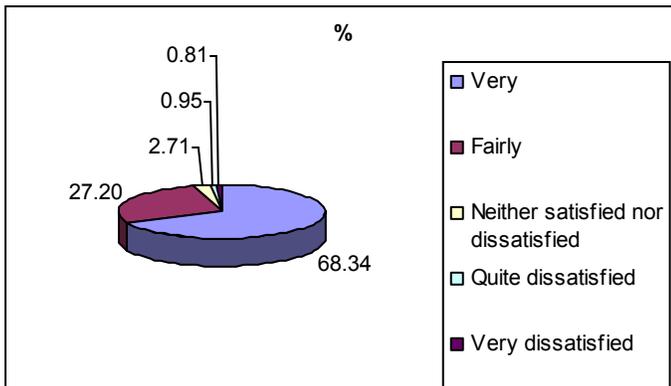
Did you have confidence and trust in the doctor you saw?



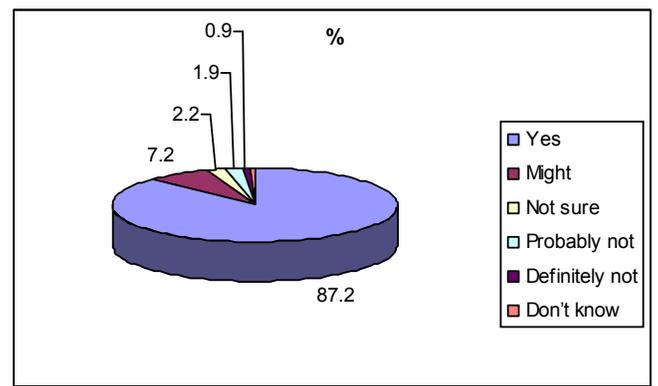
How easy is it for you get an appointment with a Practice Nurse at the surgery?



In general, how satisfied are you with the care you get at the Surgery?



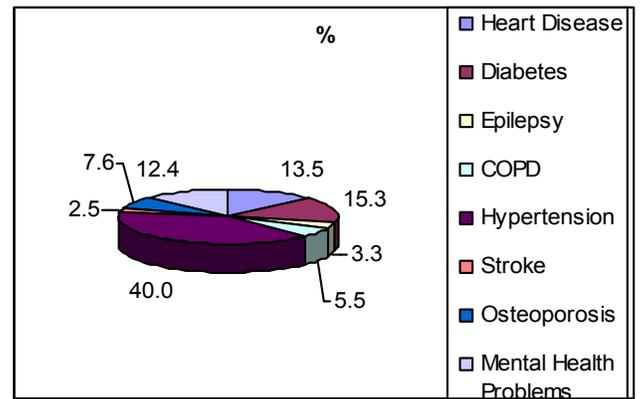
Would you recommend the Surgery to someone who has just moved to your local area?



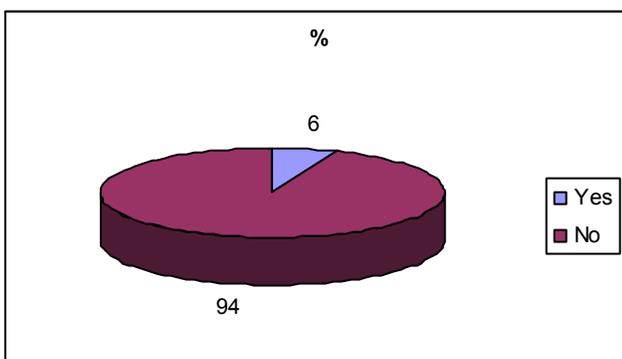
Do you have any of the following conditions?

Deafness or severe hearing impairment	6.2
Blindness or severe visual impairment	0.7
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	12.0
A learning difficulty	0.3
A long-standing psychological or emotional condition	6.7
Other, including any long-standing illness	28.8
I do not have a long-standing condition	45.3

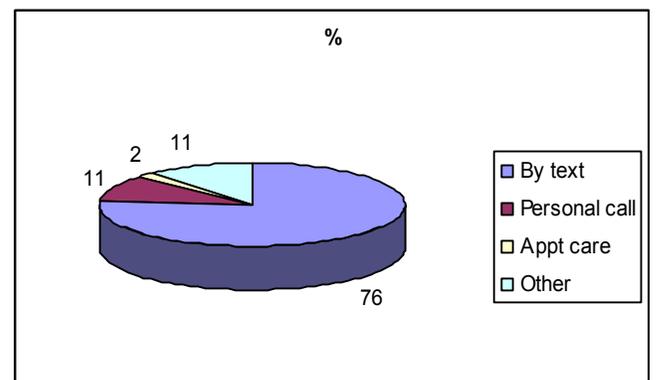
Do you suffer from any of the following Chronic Illnesses?



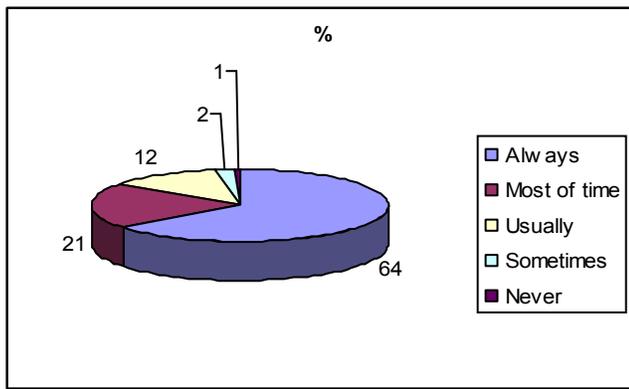
Do you have carer responsibilities for anyone in your household with a long-standing health problem/disability?



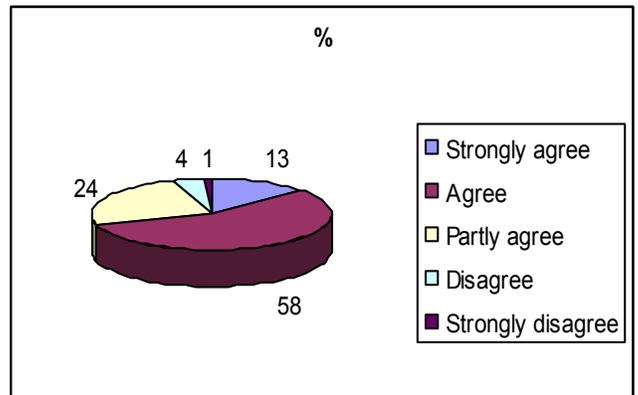
How would you best like to be reminded about your appointment



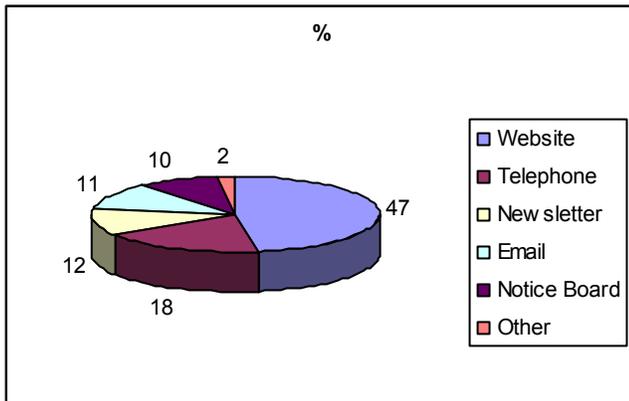
Can you easily contact the practice when you wish to cancel an appointment?



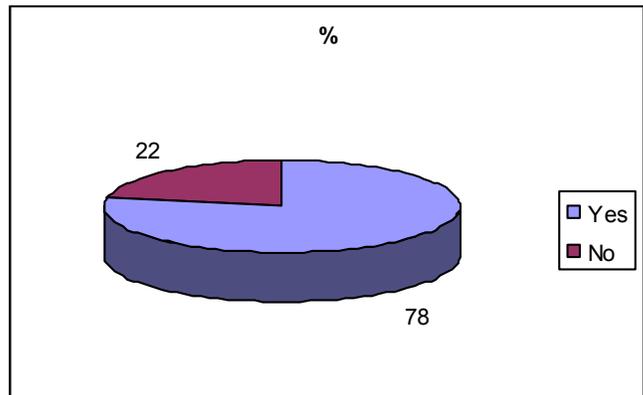
Do you have enough information about the services on offer



Which of the following do you use to find out information about the surgery practice



Did you know that you can book an appt with your GP on-line?



This concludes our findings for the GP Patient Survey for 2012

If you require further details regarding the survey or have any practice related questions please contact the surgery:

Practice Manager – **Janet Newman**
 Wallingford Medical Practice
 Reading Road
 Wallingford
 OX10 9DU

■ t: 01491 835577

■ e: wallingford.practice@nhs.net