

Estover Surgery
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Patient Reference Group in relation to the Patient Participation DES 2011/12

Recruitment

As a practice we actively aimed to recruit patients to join a patient reference group. A poster was placed (and still is placed) on our notice board; an article placed in the summer 2011 Newsletter, information on the surgery website, the auto-reply email on the surgery email had information as well as a message on the prescription repeat card. After a few months we had managed to recruit 3 patients, despite the clinicians asking all patients at consultations. It was agreed to send a slip with each letter sent to patients asking them if they would be interested in joining the group. This proved to be slightly more successful and have recruited 4 more patients giving us a total of 7 patients within our group.

Slips are still being sent out with letters, the auto-reply is still on the email, the message still on the prescription repeat card and information on the surgery website.

Demographics of Patient Reference Group (PRG)

We currently have 7 members on the PRG consisting of the following:

Males – 2 (1 of which is a counsellor)

Females – 5

Ages:

<50 years – 1

>51 years – 6

Demographics of Surgery

Current list size of the surgery 2115.

Carers: 24

Males – 1091

Females – 1024

Ages:

<50 years (Males) – 657

> 51 years (Males) – 434

<50 years (females) – 585

>50 years (females) - 439

As you can see from the information supplied the group does not fully represent the demographics of the surgery.

Meetings with PRG

After months of trying to gain interest from patients, our first meeting was arranged for 3rd October 2011 with our 3 existing members at that time. Letters were sent to members prior to the meeting with points of discussion and a copy of the GPAQ questionnaire as a guide for developing an in-house questionnaire. Unfortunately 1 member sent apologies as was unwell and the other 2 members failed to show, hence the meeting did not go ahead.

A second meeting was arranged for 16th December 2011 where 1 member attended. At this stage we had 4 members in the group, therefore 3 members failed to show.

It was discussed as to how we could recruit a wider selection of the patient population. Virtual clinics were suggested and agreed for those members who were unable to attend meetings. An in-house questionnaire was devised at this time and circulated to all members for comments.

A meeting was held on Tuesday 27th March with 2 members of the group, a 3rd member emailed their comments over prior to the meeting with regards to the in-house questionnaire results.

At the meeting the results and comments were discussed in great detail. An action plan was created (see appendix A) and a further meeting to be arranged towards the end of April 2012.

In-House Questionnaire

The in-house questionnaire was run week beginning Monday 13th February 2012 for 1 week; all patients who attended the surgery for an appointment were asked if they would complete the questionnaire. 65 questionnaires were completed.

A further meeting was arranged for Tuesday 27th March 2012 to discuss the results and put together a plan of action for the forthcoming year.

A copy of the questionnaire that was created by the group is attached (see appendix B), along with a copy of the results (appendix C) and comments (appendix d).

Minutes of Meetings

Minutes of all meetings were taken and circulated to all group members after each meeting (appendix E).

Aims for 2012/13

We would like to recruit more patients onto the group to ensure patient representation is adequate. We will continue to advertise and ask patients if they are interested.

Meetings will continue on a regular basis to discuss/update on the action plan and any changes that may occur/arise.

Opening Hours of Surgery 8.30am – 6pm Monday - Friday

CLINIC TIMES – Doctors

Dr Olaiya & Dr Hamal are in clinic everyday apart from Fridays when it is just Dr Olaiya.

Monday	Mornings	9:00am – 11:40am
	Evenings	3:30pm – 5:20pm
Tuesday	Mornings	9:10am – 11:00am
	Dr Olaiya Open Surgery	8:30am – 10:00am
	Evenings	3:30pm – 5:20pm
Wednesday	Mornings	9:00am – 11:40am
	Evenings	3:30pm – 5:20pm
	Late Evenings	6:30pm – 7:20pm
Thursday	Mornings	9:10am – 11:00am
	Dr Olaiya Open Surgery	8:30am – 10:00am
	Evenings	3:30pm – 5:20pm
Friday	Open Surgery	8:30am – 10:00am
	Evenings	NO SURGERY

Open Surgery starts from 9am.

PLEASE BE AWARE CLINICS COULD BE SUBJECT TO CHANGE IF A GP IS ON ANNUAL LEAVE – PLEASE REFER TO THE WEBSITE IF UNSURE

The surgery has an on call service and you will not have a choice about the doctor you see. If you require urgent attention you should ring your surgery where you will hear a recorded message.

APPENDIX A

Estover Surgery Action Plan for 2012/13

1. Evening Surgery – Place the clinic times on the main front door, also place an article in the newsletter
2. Appointment Times – Ensure patients are aware they can request a double appointment if they feel they may need more than 10 minutes to help reduce patient waiting times. An article in the newsletter will be places
3. Young Peoples Corner – There is a need to emphasise this, where it is and what is available within the corner. Also need to ensure the younger patient's of the surgery are aware of the practice confidentiality procedure
4. Magazines – A comment was raised about having male and female magazines, it was agreed to inform patients we rely on the generosity of patients and the fact they could be a potential infection control hazard
5. Re-run the in-house questionnaire twice over the next year at 6 monthly intervals in order to see if the action plan has been affective
6. Continue to try and recruit patient's to join the group

PRACTICE QUESTIONNAIRE

Dear Patient

We would be grateful if you would complete this survey about your general practice.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank-you

1. Have you been offered an appointment for a clinician that wasn't suitable for your needs before arranging a convenient appointment?

YES

NO

If yes, how many appointments were offered?

2. How do you rate the way you were treated by the receptionists at the practice?

POOR

FAIR

GOOD

EXCELLENT

3. What additional hours would you like the practice to be open, if any? (please tick all that apply)

EARLY MORNING LUNCHTIMES EVENINGS WEEKENDS

4. Thinking of times when you want to see a particular doctor: (please tick one box only)

How quickly do you usually get to see that doctor?

- SAME DAY
- NEXT WORKING DAY
- WITHIN 2 – 5 WORKING DAYS
- 5+ WORKING DAYS

b) How do you rate this?

POOR FAIR GOOD EXCELLENT

5. *If you need to see a GP urgently, can you normally get seen on the same day?*

YES NO

6. *How long do you usually have to wait at the practice for your consultation to begin? (if using OPEN SURGERY please ignore question)*

- <5 MINUTES
- 5-10 MINUTES
- 11-20 MINUTES
- >21 MINUTES

How would rate this?

POOR FAIR GOOD EXCELLENT

7. *How would you rate the ability to speak to the Doctor on the telephone when you have a question or need medical advice?*

- NEVER TRIED
- POOR
- FAIR
- GOOD
- EXCELLENT

8. *Thinking about your most recent consultation with the Doctor how would you rate the following: (please tick all that apply)*

- Thoroughness of questions asked about symptoms/feelings
- How well you were listened to
- Decisions with your care
- Explanation of problems and treatment issued
- Amount of time spent with you
- If had a physical examination where you offered a chaperone and were you put at ease

9. IF AGED UNDER 25 YEARS OLD

Are you aware of our Young Peoples Corner?

YES

NO

If yes, we would like your thoughts/opinions (including any suggestions for improvement)

ABOUT YOU: (optional)

Are you? MALE FEMALE

Age?

Please would you specify your Ethnic group?

Please tick which of the following best describes you:

- **Employed**
- **Unemployed**
- **Self-Employed**
- **Student**
- **Retired**
- **Carer**
- **Unable to work due to long term illness**

We are interested in any other comments you may have or suggestions of improvement. Please use the space below to let us know.

PRACTICE QUESTIONNAIRE

Dear Patient

We would be grateful if you would complete this survey about your general practice.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank-you

1. Have you been offered an appointment for a clinician that wasn't suitable for your needs before arranging a convenient appointment?

YES - 7

NO - 58

If yes, how many appointments were offered?

1 appt - 2

2 appts - 4

3+ appts - 1

2. How do you rate the way you were treated by the receptionists at the practice?

POOR

FAIR 3

GOOD 26

EXCELLENT 36

3. What additional hours would you like the practice to be open, if any? (please tick all that apply)

EARLY MORNING 5 LUNCHTIMES 3 EVENINGS 8 WEEKENDS 26

4. Thinking of times when you want to see a particular doctor: (please tick one box only)

How quickly do you usually get to see that doctor?

• SAME DAY 22

• NEXT WORKING DAY 12

• WITHIN 2 – 5 WORKING DAYS 29

• 5+ WORKING DAYS 6

b) How do you rate this?

POOR 4

FAIR 13

GOOD 25

EXCELLENT 10

5. ***If you need to see a GP urgently, can you normally get seen on the same day?***

YES 47

NO 12

6. ***How long do you usually have to wait at the practice for your consultation to begin? (if using OPEN SURGERY please ignore question)***

- <5 MINUTES 6
- 5-10 MINUTES 33
- 11-20 MINUTES 10
- >21 MINUTES 6

How would rate this?

POOR 3 FAIR 20 GOOD 23 EXCELLENT 4

7. ***How would you rate the ability to speak to the Doctor on the telephone when you have a question or need medical advice?***

- NEVER TRIED 38
- POOR 2
- FAIR 8
- GOOD 17
- EXCELLENT 2

8. ***Thinking about your most recent consultation with the Doctor how would you rate the following: (please tick all that apply)***

- Thoroughness of questions asked about symptoms/feelings 54
- How well you were listened to 49
- Decisions with your care 43
- Explanation of problems and treatment issued 43
- Amount of time spent with you 40
- If had a physical examination where you offered a chaperone and were you put at ease 16

9. IF AGED UNDER 25 YEARS OLD

Are you aware of our Young Peoples Corner?

YES

NO 4

If yes, we would like your thoughts/opinions (including any suggestions for improvement)

ABOUT YOU: (optional)

Are you? MALE 28 FEMALE 36

Age? 0-25y – 7 26-35y – 9 26-45y – 7 46-55y – 17
 56-65y 7 65+y - 16

Please would you specify your Ethnic group?

White British – 25 Asian – 1 British – 16
White Irish – 1 White - 12

Please tick which of the following best describes you:

- **Employed 33**
- **Unemployed 4**
- **Self-Employed 3**
- **Student 2**
- **Retired 21**
- **Carer 2**
- **Unable to work due to long term illness**

We are interested in any other comments you may have or suggestions of improvement. Please use the space below to let us know.

APPENDIX D

Questionnaire Comments 2011/12

- Yes I can see a GP urgently on the same day but never the Doctor you want to see
- Have been keeping ear to ground so to speak and a lot of GP Health Centres are staying open until 7pm. Ham Green have extended their hours until 7pm some evenings and 6pm remainder avoiding Saturday openings – but catering for workers working until 4.30/5pm and awkward shift personnel
- For lunch time opening – alternate times going to lunch to allow cover
- A magazine choice for male and female patients
- I could have done with antibiotics last night but could not get an appointment
- The consultation is always excellent, it's the appointment system that needs reviewing

APPENDIX E

Patient Reference Group Meeting 3.10.2011

Present:-

Samantha Wilson

Sophie Curtis

Apologies

Terence Millard

Meeting was due to take place today but due to non attendees today's meeting was unable to take place.

PATIENTS PARTICIPATION MEETING 16.12.2011

MINUTES

ATTENDEES: Samantha Wilson
Kathy Endacott
Terence Millard

NON-ATTENDEES: Edith Clasing
Christine Granville
Michael Wright

AIMS OF MEETING: To create new Patient Feedback questionnaire

OVERVIEW

Sam explained to Mr Millard the aims of the meeting – to create a new Patient Feedback questionnaire which would cover all groups and will be issued for one month. It was decided that we would use the old questionnaire as a basis for the new one but adapting it to be more suitable for the needs of both patients and the surgery.

Mr Millard was concerned that the unemployed maybe penalized for attending future meetings as the DWP would class them as not looking or being available for work. Sam suggested that workers and unemployed people could give feedback via email. Mr Millard agreed this was a good idea.

Sam informed Mr Millard of the Young People's corner in the foyer of the surgery which gives advice and Chlamydia packs for young people to take anonymously. Mr Millard thought this was a good idea but added we could possibly have a drop-in clinic specifically for young people to make them aware of the services available or if they have a health issues.

Sam, Mr Millard and Kathy then went on to look at adapting the old questionnaire to incorporate the ideas raised and making it more suitable for both patients and the surgery.

Patient Reference Group Meeting 27.2.12

Minutes

Present: Sam Richards, Terence Millard, Counsellor Michael Wright

Previous minutes were discussed. It was agreed for Sam to contact the job centre re unemployed patients being allowed to volunteer or whether they will be penalised as not classed as looking for employment.

ACTION SAM

The results of the in-house questionnaire was discussed, point by point,

It was agreed not to dwell on single negative points/comments but to work on the majority.

It was nice to see around 90% of patients were offered an appointment with a clinician which suited their needs.

The reception team were rated highly which is always nice to read.

Weekend openings were discussed, however Sam explained the extended hours service and explained it would not be financially justifiable to open for an hour and 45 minutes on a Saturday. Therefore it was agreed to re-advertise the Wednesday evening extended hours by placing an article in the newsletter and place opening hours on the main front door of the surgery.

Being able to see a particular GP within a reasonable time scale was well received.

Majority of patients were able to see a GP urgently the same day, might not be the GP of choice but after discussion it was agreed that if felt urgent being able to see any GP the same day was acceptable.

Waiting times for consultations to begin with the GP were middle of the road, this was discussed as to why the GP may run late, it maybe that patient may need more than 10 minutes, perhaps requiring a double appointment. It was agreed to place an article in the newsletter informing patients they can request a double appointment if they feel they need more than 10 minutes.

It would seem patients were happy with the ability to be able to speak to a GP on the telephone.

Patients were happy with their consultations with the Doctor and felt included with their treatment and care.

However for the under 25's who took the time to complete the questionnaire it would seem they are unaware of the young peoples corner. Therefore after much discussion it was agreed to work on advertising this area and emphasising the confidentiality policy, particularly for the teenagers.

Looking at the comments from the questionnaires, the choice of magazines available was mentioned. Sam pointed out we rely on the generosity of patients and staff who donate magazines. Also technically the magazines could be classed as an infection control hazard and a lot of surgeries across Plymouth don't have them at all. It was agreed to place an article in the newsletter explaining this.

Over all the results were positive, just need to advertise services we offer as not everyone aware.

Sam suggested to re-run the questionnaire twice over the next year at 6 monthly intervals in order to see if the action plan points had made an impact. This was agreed.

Sam will continue to try and recruit patients to join the group also to give a wider demographic.

The meeting closed with Sam agreeing to arrange a further meeting towards the end of April.