

# ROWAN TREE SURGERY

## LOCAL PATIENT PARTICIPATION REPORT MARCH 2012

### 1. Introduction

Rowan Tree Surgery started its Patient Reference Group (PRG) in August 2011 in an attempt to engage with our local patient population. The aim of the group is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by our practice. It aims to routinely ask for, and where possible, act on, the views of our patients. This includes encouraging patients to become involved in decisions that lead to changes to the services our practice provides or commissions, either directly or in our capacity as gatekeeper to other services.

### 2. Profile of the members of the PRG

Our PPG currently has five permanent members. Their profile is as follows:

- 2 female members and 3 male members
- 4 members describe themselves as White British, 1 has not declared their ethnicity
- 1 member is disabled
- 1 member is aged 45 – 54, 1 member is aged 55 – 64 and 2 members are aged 65 – 74. 1 member has not declared their age.

### 3. How did we try to make the group representative?

In order to achieve a group which was representative of our patient population, we initially placed posters in the surgery to try and attract interest from our patients. A random selection of patients who fell into the following categories was also approached by letter asking them to join the PRG.

- Male / Female
- Age ranges – Over 75, 65 – 75, 45 – 65, 25 – 45, 20 – 30 and teenagers.

A selection of these patients were also identified as likely to have caring responsibilities or disabilities and to be from a range of ethnic backgrounds, thus ensuring that we might get the most diverse spread of patients possible.

Following a disappointing response to the posters and this letter and having lost some of our initial volunteers after the first meeting, a further selection of

diversely representative individuals were approached directly but we were unable to encourage them to join the group.

The group was advertised on the website and 'virtual members' were encouraged to apply in the hope that this would appeal to a wide range of patients who might be able to contribute without having to be present at meetings or feel that the group presented an onerous commitment. A further volunteer was recruited from this advert and she has now become part of the formal group.

#### **4. How did we determine and reach agreement with the PRG on issues of high priority and what was to be included in the local practice survey?**

The group was initially unsure as to what should be high priority areas for them to focus on. It was felt that a survey should first be undertaken so that this could inform the future work of the group.

The practice therefore produced a draft patient survey which was shared with the group at the meeting on 25 January 2012. Their views were sought as to the appropriateness of the questions and any omissions that they felt needed to be addressed. The group debated each proposed question and discussed other areas for inclusion.

As a result of this, the group agreed:

- The proposed survey was probably too long and many of the questions were repetitious and might deter patients from completing it.
- A selection of the most useful and representative questions were picked for potential inclusion.

A second draft of the survey was produced and circulated to the members on 1 February 2012 who subsequently agreed that this was an appropriate final draft for use.

#### **5. How did the Practice seek to obtain the views of its patients?**

It was agreed that the survey would be undertaken for a period of two weeks.

A copy of the full survey was included on the website and this was promoted on line for that two week period. The website has between 8,000 – 10,000 hits per month on average and it was felt that with additional information on the home page to attract attention, this might result in good usage. On line completion of our surveys did however, remain relatively low.

All patients who came into the surgery during the two week period were offered a chance to complete a paper based, short version of the survey. During this period a total of 134 surveys were completed in total, the majority in the surgery. We felt that this was sufficient to give us a reasonable understanding of the views of our patients.

The analysis of the results showed that a reasonable spread of patients completed surveys, indicating that the results were likely to be representative of the views of the practice population.

## **6. What did the survey show?**

The full results of the survey are shown on our website. In summary, the survey showed the following:

- 98% of patients rated us 'Good' or better for the way they are treated by receptionists at the practice.
- 89% of patients rated us 'Good' or better for the hours that the practice is open for appointments
- Thinking of times when our patients want to see a particular doctor, 43% said they were able to see the doctor of their choice within 2 working days. 60% of patients who answered this question rated this as 'Good' or better.
- 89% of patients who had tried to see a GP urgently said they had been able to see one the same day.
- 79% of patients who had tried to phone the practice rated their ability to get through as 'Good' or better.

In a consultation with a doctor:

- 90% of patients rated how thoroughly the doctor asked about their symptoms and how they were feeling as 'Good' or better
- 88% of patients rated how well the doctor listens to what they had to say as 'Good' or better.
- 85% of patients rated how much the doctor involves them in decisions about their care as 'Good' or better.
- 86% of patients rated the doctor's caring and concern for them as 'Good' or better.

- 99% of patients rated the quality of care provided by our nurses as 'Good' or better.

### **7. How did we provide an opportunity for the PRG to discuss the contents of the action plan?**

Following the closure of the survey the results were analysed and a meeting held on 12 March 2012 with the PRG members, during which these results were discussed in some detail. Actions for an action plan were agreed as a result of the information from the survey and further discussions about what areas the PRG felt would be important to work on.

### **8. What actions have we agreed to undertake as a result of the survey?**

The group was generally very pleased with the results of the survey but felt that three actions should be undertaken and the practice was in full agreement.

These three actions are as follows:

- 1) Our patients said that the majority of our care was 'good' or better. The practice wants to strive for excellence so we have agreed to introduce a patient charter. It is hoped that this will focus our levels of care and service, thus improving overall satisfaction levels for our patients in future.
- 2) Our patients said that they sometimes had difficulty in seeing the doctor of their choice as quickly as they would like. The practice wants to improve this and hopefully the patient charter will assist. However, all our doctors work part time and therefore their availability is limited. We will therefore work to educate our patients around how often the doctors work, what their availability is and how they can see alternative doctors to ensure they are not having to wait any longer than necessary for an appointment.
- 3) The PRG expressed concerned about whether or not the non attendance of patients to appointments might be impacting on the practice's ability to see patients as quickly as they might otherwise be seen. The practice has undertaken to review how often this is happening in order that further work can be undertaken if necessary.

There were no additional areas for work suggested at this time and there were no disagreements about the content of the action plan from either the group or the practice.

## **9. When is the practice open and how can you access our services?**

The practice premises are normally open Monday - Friday between 8.00am and 6.45pm every day with the addition of an early surgery at 7.30am on a Thursday and a late surgery on a Tuesday until 8.00pm.

During these times patients can come into the surgery to access our services. Telephone lines are open when the surgery is open, with the exception of half an hour at lunchtime when only emergency calls are accepted.

Appointments can be made at any time in advance and a proportion of emergency appointments are available to see doctors and nurses on the same day. Patients are therefore able to phone the same day to see a doctor where there is an emergency. We aim to always be able to see a patient within 48 hours and where an emergency appointment in the surgery is not available, a telephone consultation will always be arranged the same day.

## **10. What extended hours do we open?**

Doctor's appointments are available Monday – Friday between 8.30am and 6.00pm ordinarily and from 7.30am on a Thursday and until 8.00pm on a Thursday.

Nurse's appointments are available Monday – Friday with sessions from 9.00am until 5.30pm.

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