

Local Patient Participation Report 2014

The Patient Participation Enhanced Service (DES)

Aim

- To set up a Patient Participation Group (PPG)
- The PPG to agree areas of priority with the Practice
- To conduct a patient survey to gain the views of the wider patient population
- The PPG to discuss the findings of the survey and agree an action plan with the practice to make changes to services
- The PPG and Practice to ensure that the changes are publicised to the rest of the practice population

Introduction

The Millbank Medical Centre Patient Participation Group (PPG) was formed in October 2013. The purpose of this group was to ensure there was a structure in place which enabled patients to be involved in decisions about the range and quality of the services provided at the practice and in time, commissioned by the practice. An important part of this was to develop a means of gaining the views of patients and enable the practice to obtain feedback from the practice population.

The Recruitment of the PPG and Representative Patient Reference Group

Patients were recruited by invitations for volunteers to join the group displayed around the surgery in poster form, in the patient leaflet and on the practice website. Patients were also approached by the GPs.

Currently there are 6 patient members of the PPG. The Practice Manager and Administrator and at least one of the GPs also attend the meetings which have been scheduled to take place 4 times per year. The practice and PPG are always looking for more patients to join the group and all registered patients are welcome and encouraged to get involved.

In recruiting the PPG, the practice aimed to involve patients who were representative of the patient population as a whole and the survey was completed by patients in the surgery to see a GP to ensure that the views expressed were representative of the service users. This formed the representative patient reference group (PRG) for the purpose of the survey.

The comparison below shows the Practice profile compared to that of the PRG.

Practice Profile

Sex

SEX	Male	Female
	3171	3116
	50%	50%

Age / Sex

AGE	Male	%	Female	%
00-04	167	3%	180	3%
05-16	313	5%	351	6%
17-24	210	3%	259	4%
25-34	696	11%	736	12%
35-44	643	10%	516	8%
45-54	523	8%	398	6%
55-64	316	5%	298	5%
65-74	199	3%	217	3%
75-84	87	1%	111	2%
85-89	11	0.17%	39	0.62%
90+	6	0.10%	11	0.17%

Ethnicity

White	32%
Black or Black British	1%
Asian or Asian British	11%
Mixed	4%
Chinese	2%
Other Ethnic Group	1%
Unknown	49%

Situation – not recorded

Patient Reference Group

Sex

SEX	Male	Female
	17	42
	29%	71%

Age / Sex

AGE	Male	%	Female	%
00-04			2	3%
05-16	1	2%	3	5%
17-24	2	3%	2	3%
25-34	4	7%	11	18%
35-44	4	7%	3	5%
45-54	4	7%	7	12%
55-64	2	3%	7	12%
65-74			5	8%
75-84			2	3%
85-89				
90+				

Ethnicity

White	50%
Black or Black British	10%
Asian or Asian British	19%
Mixed	2%
Chinese	0
Other Ethnic Group	19%
Unknown	0

Situation

Employment Status	Number of Responses	%
Employed (full/part time, self-employed)	23	38%
Unemployed	7	11%
School or full time	6	10%

education		
Long term sickness	12	18%
Looking after home/family	6	10%
Retired	5	8%
Other	2	3%

Comment

Sex

The practice profile shows a 50/50 split of male and female patients. This was not reflected in the PRG with a 29/71 split which suggests that more female patients access the services. The 50/50 split is however, reflected in the PPG.

Age

The age group with the highest number of patients in the practice profile is 25-34. This is reflected in the PRG with the highest number of respondents in this group.

Ethnicity

The ethnicity of the practice population is reflected in the PRG with the most respondents coming from the White category and the second most from Asian or Asian British.

Situation

The situation of the PRG was recorded but is not comparable with the practice population as this information is not recorded.

Agreement of Priorities

At an initial meeting of the PPG on 3 December 2013, provisional priorities were discussed. It was decided that we would carry out the patient survey before confirming priorities in order to take into consideration the views of the wider practice population. It was agreed that we would use GPAQ v2 a survey that has been used previously at the Practice and had lots of relevant questions.

Implementation of the Survey

The GPAQ v2 was printed and handed to patients who came into the surgery to see a GP over a 3 week period in February/March 2014. Patients were asked to fill in the questionnaire and hand it in to the reception before leaving. This survey asks questions about the consultation that has just taken place with a doctor so this seemed to be the best way of collecting the data. Where the appointment was for a young child, a parent filled in the questionnaire on their behalf.

The questionnaire is attached below as appendix 1



Patient Survey1314
QUESTIONNAIRE.pdf

Appendix 1

Results and Discussion with PPG

The results of the survey are attached below as appendix 2 and can be reviewed by clicking on the link. They are also available in a separate document on the practice website and a hard copy is available from the practice waiting room.



SurveyResults2014.
pdf

Appendix 2

The Patient Participation Group met on 12 March 2014 and compared the responses to the national benchmark, and used their own experience of the practice, to decide the areas that will be looked at as a priority by the group:

- Continuity of care – same GP
- Satisfaction with receptionists
- Ability to keep healthy after visiting doctor
- Satisfaction with time doctor spends with patient

Although these were not necessarily low scoring in the survey, the group considered them to be the most important areas and comparatively could be improved.

It was raised that the results for questions 4b and 5b did not make sense. There was satisfaction for availability of a particular doctor but not for any doctor. It was suggested that the question was misunderstood and should be included as a priority under continuity of care and increasing ability to see a particular or chosen doctor.

Action Plan

- Raise awareness of the appointment system and the alternative ways of booking eg. Using the telephone keypad or booking on line. This would be done through posters, the '10 did you know...' patient campaign and using the website and appointment reminder texts
- Look at operation and running of reception
- Promote healthy living through '10 did you know...' patient campaign and increasing availability of patient information leaflets at the surgery and on the web site
- Raise patient awareness of various lengths of appointments at different times of the day. Work towards all 15 minute GP appointments

The Survey questions, results and report are published on the practice website www.millbankmedicalcentre.co.uk and are available in paper form in the waiting area of the Practice.