

A. A description of the profile of the members of the PRG

The current profile of the Norton Brook Patient Reference Group has a high average age and in the main consists of retired members of the population. The current membership consists of 8 active members. At each PRG meeting a GP Partner, Business Manager and usually the Head Receptionist attends.

Numbers aged less than 50	=	0
Numbers aged 51-60	=	1
Numbers aged 61-70	=	1
Numbers aged 71 and over	=	6

B. The steps taken by the contractor to ensure the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.

The current group membership reflects the local patient population to a large extent, as at 27/3/14 32% of registered patients were 60 or over and in total 47% are over 50. However the practice recognises the need to bring a younger element to the group and are actively trying to recruit students who we are mentoring in University applications, and are looking at ways of recruiting stay at home young parents as well as working professionals.

The practice have looked at many ways of promoting the patient reference group

- Promotion of group on practice website
- Promotion of group in practice quarterly newsletter, which has been the most successful.
- Promotion on the practice notice board
- Recruitment by the PRG for the PRG – to improve this the PRG have asked to have their names publicised on the website so anyone wanting to give feedback or possibly join can see who are current members are.
- Posters at the children centre and library
- The practice changed the group from a virtual group to an actual attending group in 2013/14 to enhance engagement and communication with the PRG. Peter Coates was appointed Chair in January 2014.

C. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the practice survey.

In August 2013 the group had their first actual meeting rather than it being a virtual group only. The previous survey was looked at and the majority of the meeting was used to look at the strengths and weaknesses of the practice and to look at what survey options we had at our disposal.

The consensus seemed to be that although the practice had changed its appointment system from 24/48hr access a few years ago to allow more forward booking, the system today was unsatisfactory as patients are waiting too long for an appointment with their own GP. The group often had to ask for an urgent slot to get seen in an acceptable time frame, even

though many felt it wasn't as urgent it couldn't wait as long as what was being offered. As we wanted some clear analytical data on access the group agreed that we should commission the IPQ survey, and also pay extra to ask further questions to identify patients awareness of the appointment system we have now including extended hours, and identify interest and usability of possible options, such as telephone consultation and online booking.

D. The manner in which the contractor sought to obtain views of its registered patients

The group became an actual rather than virtual group to allow better communication between patients and the practice, and commissioned an Improving Practice Questionnaire from CFEP.

The survey ran during December 2013 and January 2014, during which 270 people completed the IPQ questionnaire and 228 completed the further questions questionnaire.

Of the 270

Age

Under 25	10
25-59	112
60+	126
Blank	22

Gender

Female	154
Male	96
Blank	20

Visit usual GP

Yes	157
No	75
Blank	38

The practice also has a comments box on a table in the waiting room to allow feedback at any time.

E. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

The initial findings from the survey were emailed to the PRG on 13/3/14.

The findings were presented, and actions discussed on the 20/3/14

At this meeting it was agreed that the practice would change its appointments system, with the agreed system to be a telephone consultation model. This would address many of the priority areas from the survey.

The next meeting with the PRG is booked for the beginning May, to look at how this is communicated to the patients ahead of its go live date on 7/7/14.

It is recognised that the process would have benefited from an earlier start however although the survey was agreed in August, the practice changed computers systems to System One in September/October and felt it was inappropriate to survey during the change.

F. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate reasons why any such findings or proposals should not be implemented.

The decision was made to prioritise the 5 lowest areas of the survey, and identify how we compared nationally compared to practices of a similar size, and how we compared to the last IPQ survey we undertook in 2008.

Criteria	Current	Average	2008
Satisfaction with waiting time	39%	54%	51%
Seeing practitioner of choice	40%	49%	57%
Seen within 48 hrs	43%	57%	66%
Speak to practitioner on phone	51%	57%	58%
Appt satisfaction	53%	65%	65%

It was identified that although we had similar patient numbers in 2008, the demand for appointments had increased and often and the current appointment system was inflexible to meet demand. We did identify some opportunities from the survey that influenced the practice and PRG to recognise that to improve the appointment access to the practice, a new system would need to be introduced.

- Could the doctor have carried out the consultation on the telephone – 5% yes, 18% thought possibly. That’s 23% possible less patients in the waiting room
- Most likely reason you would ask for same day appointment - 34% could wait but not as long as appointment offered or it was a medication request – can we manage these better?
- 71% of patients rated seeing their own GP over getting an appointment when suits – how can we give better access to their own GP?
- Only 50% knew we offered extended hours appointments, and 65% are interested in online booking
- Better communication with the patients, patient reference group, better website.

The practice and the PRG have agreed that introducing a telephone consultation appointment system would improve all of the 5 priority areas for the reasons below

- Telephone consultation - rapid assessment of need and appropriate allocation of resources
- Efficiency - using appointment time effectively benefits patients and practice
- Common sense and flexibility – to suit differing needs of patients
- Investigations undertaken in advance
- Appropriate duration, spacing and timing, less people waiting for less time.
- Availability of results, information, patient leaflets, drug advice, consultant letters
- Equipment, specimens, chaperones can be organised in advance

G. A summary of evidence including any statistical evidence relating to the findings or basis of proposals

See Appendix 1

H. Details of actions which the contractor takes as a consequence of discussions with the PRG in respect of results of the survey and any part thereof taken on issues set out in the 2012/13 report.

The plan below was discussed and agreed with the PRG on 20/3/14 and follows on from the 2012/13 action plan to further investigate the option of a telephone consultation appointment system.

Practice review of processes - April

Patient Reference Group meeting to discuss communication options - May

Staff training – script/working day/telephone skills – April/May

Posters, FAQ, website update and newspaper article to inform all patients – End of May/June

Additional surgeries for previous 2 weeks –End of June

Go live with new telephone consultation appointment system -7th July 2014

Practice Review meeting – beginning of August

On-going monitoring of no. calls, appointments, demand

I. The opening hours of the practice premises and the method of obtaining access to services throughout core hours

Practice Opening Hours

- The practice is open between 8.00am and 6.30pm Monday to Friday.
- We are open over lunch time except on an alternate Tuesday and Thursday when we are closed from 12.30-13.30hrs for staff meetings or staff training.
- Patients can telephone the surgery to book appointments or order prescriptions. Many patients choose to come to the surgery in person to request prescriptions or book appointments. Prescriptions can also be ordered on line via the website. Patients can ring after 14.00hrs to obtain test results.

J. Extended hours arrangements

We offer extended hours 7.30 -8.00am and 6.30-7.30pm

Mondays, some Tuesdays and Wednesdays (to allow all GPs to take part Tuesdays and Wednesdays have an alternating pattern over a 4 week period)

Doctors are available for these appointments.

The late nurse is available until 18.30hrs each day.

Majority of these appointments are booked in advance but any still available on the day will be offered in the morning.

Appendix 1

IPQ Report

Number of patients providing feedback : 270

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	8	40	110	75	33	4
Q2 Telephone access	10	37	109	80	27	7
Q3 Appointment satisfaction	17	64	78	70	31	10
Q4 See practitioner within 48hrs	54	66	68	43	28	11
Q5 See practitioner of choice	62	69	66	38	25	10
Q6 Speak to practitioner on phone	19	53	82	51	26	39
Q7 Comfort of waiting room	7	36	112	78	30	7
Q8 Waiting time	41	88	75	32	15	19
Q9 Satisfaction with visit	1	11	57	72	120	9
Q10 Warmth of greeting	0	8	46	71	136	9
Q11 Ability to listen	0	9	37	72	140	12
Q12 Explanations	2	6	42	82	125	13
Q13 Reassurance	2	12	46	74	122	14
Q14 Confidence in ability	0	8	40	78	134	10
Q15 Express concerns/fears	2	9	47	73	125	14
Q16 Respect shown	0	6	37	71	147	9
Q17 Time for visit	1	15	47	81	115	11
Q18 Consideration	0	10	43	77	100	40
Q19 Concern for patient	0	11	43	73	109	34
Q20 Self care	0	9	47	71	96	47
Q21 Recommendation	2	10	41	65	114	38
Q22 Reception staff	4	18	70	105	57	16
Q23 Respect for privacy/confidentiality	8	14	76	91	54	27
Q24 Information of services	5	28	70	89	41	37
Q25 Complaints/compliments	8	31	84	62	26	59
Q26 Illness prevention	7	30	88	69	31	45
Q27 Reminder systems	16	42	67	66	26	53
Q28 Second opinion / comp medicine	5	28	65	46	23	103

Blank/spoilt responses are not included in the analysis (see score explanation)

IPQ Report

Number of patients providing feedback : 270

Your patient feedback

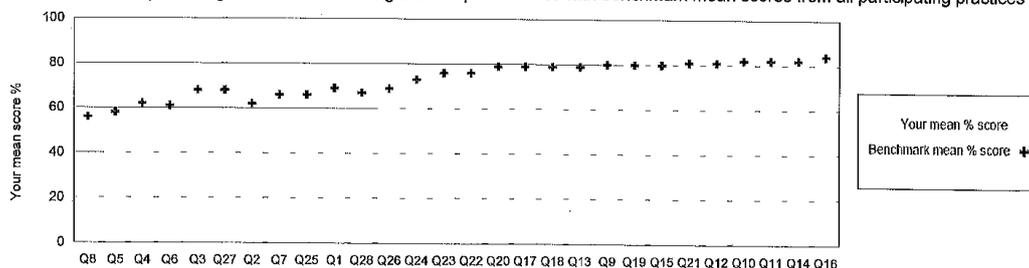
Table 2: Your mean percentage scores and benchmarks from all participating practices

	Your mean score (%)	National mean score (%)	Benchmark data (%)*				
			Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	69	23	64	68	73	92
Q2 Telephone access	57	62	13	53	63	71	92
Q3 Appointment satisfaction	53	68	23	63	68	74	92
Q4 See practitioner within 48hrs	43	62	18	54	62	70	96
Q5 See practitioner of choice	40	58	22	48	57	65	95
Q6 Speak to practitioner on phone	51	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	39	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	85	97
Q10 Warmth of greeting	82	82	45	78	82	86	96
Q11 Ability to listen	83	82	46	78	83	87	97
Q12 Explanations	81	81	42	77	81	85	97
Q13 Reassurance	79	79	41	75	80	84	98
Q14 Confidence in ability	83	82	43	79	83	87	99
Q15 Express concerns/fears	80	80	45	76	81	85	96
Q16 Respect shown	84	84	49	80	85	88	98
Q17 Time for visit	78	79	38	75	80	84	96
Q18 Consideration	79	79	41	75	79	83	98
Q19 Concern for patient	80	80	43	76	80	84	97
Q20 Self care	78	79	38	75	79	83	97
Q21 Recommendation	80	81	41	78	82	86	99
About the staff							
Q22 Reception staff	69	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	67	76	43	72	76	80	96
Q24 Information of services	64	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	58	66	31	62	66	70	96
Q26 Illness prevention	60	69	34	64	68	72	96
Q27 Reminder systems	55	68	27	63	68	72	96
Q28 Second opinion / comp medicine	58	67	30	62	67	71	96
Overall score	67	73	35	69	73	77	95

██████████ Your mean score for this question falls in the highest 25% of all means
██████████ Your mean score for this question falls in the middle 50% of all means
██████████ Your mean score for this question falls in the lowest 25% of all means

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.
 Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.
 Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



IPQ Report

Number of patients providing feedback : 270

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	National mean score	Benchmark data (%)*				
			Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	58	67	23	64	68	71	88
Q2 Telephone access	57	56	13	47	58	65	78
Q3 Appointment satisfaction	53	65	23	62	65	69	85
Q4 See practitioner within 48hrs	43	57	18	52	58	64	83
Q5 See practitioner of choice	40	49	22	44	48	55	84
Q6 Speak to practitioner on phone	51	57	25	52	57	63	85
Q7 Comfort of waiting room	58	64	27	60	65	69	86
Q8 Waiting time	39	54	26	49	54	59	83
About the practitioner							
Q9 Satisfaction with visit	79	80	41	76	81	84	91
Q10 Warmth of greeting	82	82	45	78	83	85	93
Q11 Ability to listen	83	82	46	79	83	87	94
Q12 Explanations	81	81	42	77	81	85	92
Q13 Reassurance	79	80	41	76	80	84	91
Q14 Confidence in ability	83	82	43	79	83	86	92
Q15 Express concerns/fears	80	80	45	77	81	84	91
Q16 Respect shown	84	84	56	81	85	88	93
Q17 Time for visit	78	79	38	75	80	83	91
Q18 Consideration	79	79	46	75	79	83	89
Q19 Concern for patient	80	80	46	76	80	84	90
Q20 Self care	78	78	38	75	79	83	89
Q21 Recommendation	80	81	41	78	82	86	91
About the staff							
Q22 Reception staff	69	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	67	73	43	70	73	76	90
Q24 Information of services	64	70	31	67	70	73	88
Finally							
Q25 Complaints/compliments	58	63	31	60	64	66	86
Q26 Illness prevention	60	66	34	63	66	69	86
Q27 Reminder systems	55	65	27	62	65	68	86
Q28 Second opinion / comp medicine	58	64	30	61	64	68	87
Overall score	67	71	35	68	72	75	87

Your mean score for this question falls in the highest 25% of all means

Your mean score for this question falls in the middle 50% of all means

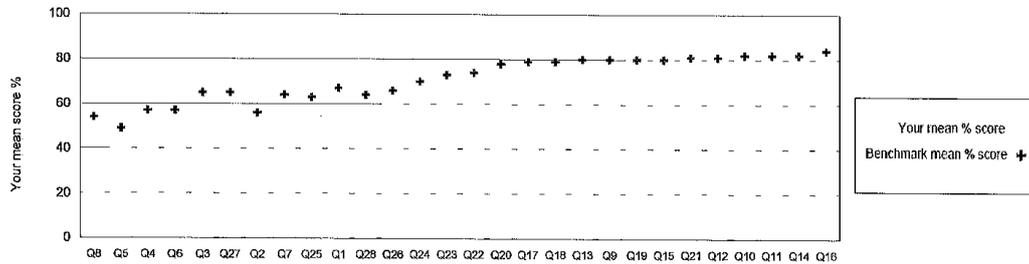
Your mean score for this question falls in the lowest 25% of all means

*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)

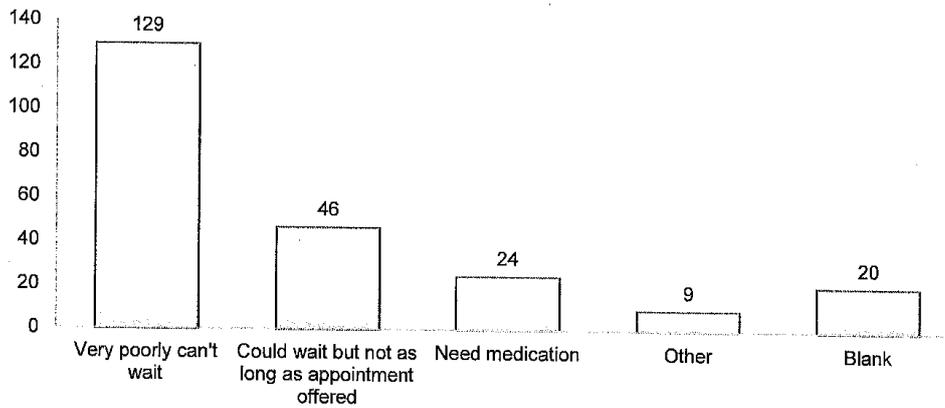


Patient Survey Report

Number of patients providing feedback: 228

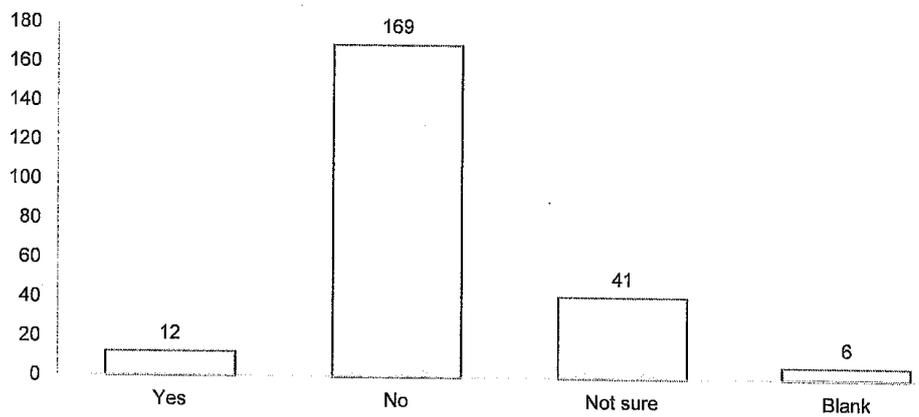
Q1. What is the most likely reason you would ask for a same day appointment to see the doctor?

Very poorly can't wait	Could wait but not as long as appointment offered	Need medication	Other	Blank
129	46	24	9	20



Q2. On this occasion, could the doctor have carried out the consultation on the telephone?

Yes	No	Not sure	Blank
12	169	41	6

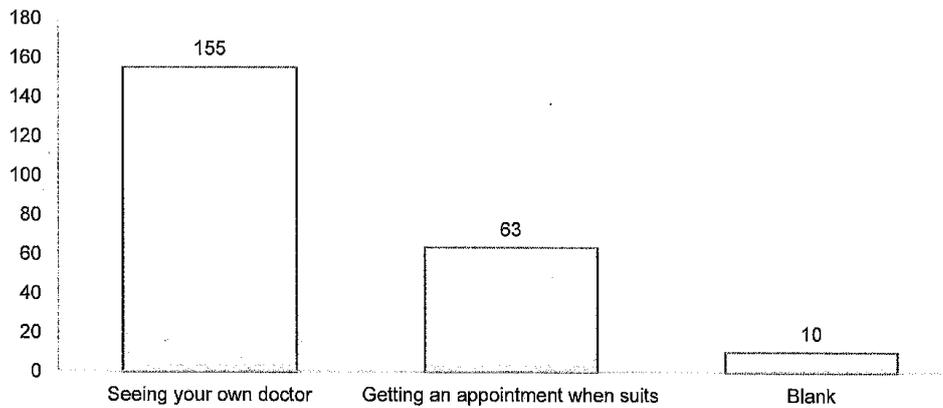


Patient Survey Report

Number of patients providing feedback: 228

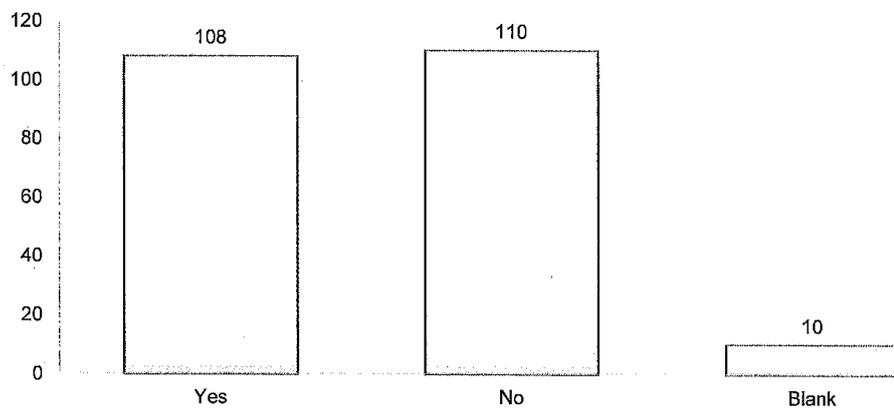
Q3. What is usually most important to you when asking for an appointment?

Seeing your own doctor	Getting an appointment when suits	Blank
155	63	10



Q4. Are you aware that we offer extended hour appointments 7.30 – 8am and 6.30 – 7.30pm on some days for workers who cannot attend during the core hours?

Yes	No	Blank
108	110	10



Patient Survey Report

Number of patients providing feedback: 228

Q5. If we made appointments available to book online, would you use this service?

Yes	No	Maybe	I do not have access to the internet	Blank
76	51	64	23	14

