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# Arden Medical Centre PPG Report 2012-13

**Introduction**

Arden Medical Centre introduced its Patient Participation Group (PPG) at the time the practice was set up in September 1999. It provided a link between patients and the practice which was especially important at this time of change. The PPG has grown from strength to strength over the years.

We are a small, friendly GP Surgery covering the B93 postcode area. We aim to provide professional, accessible medical care of a high standard to our 4500 patients.

We have four GP Partners, each working 2 ½ days per week:

Dr Bleby, Dr Hagon, Dr Houghton and Dr Holt.

We offer appointments each weekday from 8.30am – 12.30pm and 3.00pm – 5.30pm (Wednesday morning only) and every other Saturday morning from 9.00am – 12.30pm. Saturday opening is offered as extended access.

We usually offer appointments up to, but not more than, 48 hours in advance which experience has shown improves our accessibility and is acceptable to the vast majority of our patients. However patients are able to book further in advance if they prefer to. We strive to ensure that patients see the GP of their choice, although this is not always possible for same day appointments.

Appointments for our nurses and healthcare assistants can be booked several weeks in advance.

Our support team of twelve people comprises five receptionists, two medical secretaries, two nurses, two healthcare assistants and the practice manager.

Our team is well established and we have a very low staff turnover. Our staff are therefore familiar with our patients, helping us provide an excellent standard of service.

Each individual staff member has several roles within the practice and are allocated additional time to fulfil these roles e.g. One of our healthcare assistants also has administration time for scanning. This illustrates the maximum use of our staff skills, increases job satisfaction and enables the whole team to be actively involved in the day to day running of the practice.

Our two nurses offer a wide range of services including:

* Asthma monitoring
* Diabetes monitoring
* Stop smoking individual plans
* COPD monitoring
* Dressings
* Contraception & sexual health advice
* Assisting GPs with minor surgery
* Immunisations
* Travel clinics
* Cervical smears

Our healthcare assistants work over five days and offer appointments for bloods tests, blood pressure checks, ECGs, warfarin monitoring, weight management, smoking cessation and assisting with CVD health checks.

We also host additional services including:

* Midwife services
* Dermatology clinics
* ENT clinics
* Psychological counselling

We have access to other members of the Primary Care Health Team e.g. District Nurses,

Community Matrons, Health Visitors and we pride ourselves in maintaining good communication with them, which supports holistic patient care. We also work closely with the local community pharmacist.

With this support we are able to provide a wide range of services to our patients. We are constantly looking at additional services that would benefit our patients and welcome suggestions and feedback from patients and the PPG.

**Patient Population (as at 25th February 2013)**

Our 4477 patients (2131 males and 2346 females) are made up as follows:

|  |  |  |
| --- | --- | --- |
| **Age Range** | **Male** | **Female** |
| 0-16 years | 508 | 514 |
| 17-24 | 209 | 161 |
| 25-34 | 144 | 150 |
| 35-44 | 285 | 345 |
| 45-54 | 394 | 413 |
| 55-64 | 268 | 306 |
| 65-74 | 213 | 268 |
| 75-84 | 86 | 119 |
| 85-94 | 23 | 64 |
| 95 years plus | 1 | 6 |

And exhibit the following ethnicity:

|  |  |
| --- | --- |
| **Ethnic Breakdown** | **%** |
| White British | 92.2 |
| White & Black Caribbean | 0.4 |
| White & Asian | 0.8 |
| Indian | 2.2 |
| Pakistani | 1.4 |
| Asian | 0.7 |
| Chinese | 0.9 |
| Other | 1.4 |

**PPG Membership**

We presently have six PPG members (5 female and 1 male). They have the following demographics:

* 1 aged between 35-44; 2 aged between 45-54; 2 aged between 55-64; and 1 aged over 65 years
* All are White British

The PPG is supported by the Practice Manager (who acts as Treasurer) and the GPs, who regularly attend their quarterly meetings.

Arden PPG are members of NAPP (National Association for Patient Participation); a representative attends regular Area PPG Meetings and reports back to the whole group.

It has its own Constitution which is reviewed annually.

As well as gathering feedback from patients the PPG also provides refreshments on Flu Saturday, participates in the Knowle Festival, assists in the production of a quarterly Newsletter and helps to raise funds for surgery equipment not provided by the NHS.

Following on from the first year of the PPG DES the PPG decided on the following course of action:

* To continue with gathering feedback from our “Virtual PPG”
* To action points raised in practice questionnaire in 2011 to gather patient feedback.
* To create and distribute another patient questionnaire

**Virtual PPG**

Our Virtual PPG was created in 2011 and we contact them on a quarterly basis for feedback on various issues. This included the design of our patient questionnaire for 2012, ideas for updating our website and seeking their views on the results of our patient survey.

During the past year we have recruited an extra member onto our virtual PPG.

The current breakdown of our seven patients on the Virtual PPG are:

* 1 patient aged between 25-34 / 1 patient aged 35-44 / 2 patients aged 45-54 / 2 patient aged 55-64 / 1 patient aged over 65 years
* 6 are White British & 1 Indian
* Two members have chronic diseases
* All members are regular patients at Arden Medical Centre

We also encourage the group to contact the Practice Manager (as and when required) with any feedback or concerns they have.

It was felt that the combined actual and virtual PPG was reasonably representative of our patient population.

**Action Plan for 2012-13**

Arden PPG and the surgery ran the GPAQ survey in 2011 (as a baseline). This was a questionnaire used for QOF (Quality and Outcomes Framework) and used nationally which meant we could compare the results with other Solihull practices. Full results of this survey were in the PPG DES report published in March 2012.

Following the results of the survey in 2011 the following action points were agreed by the PPG and the Practice:

* Review survey questions for 2012 to ask more specific questions about access and individual clinics
* Ensure that practice staff inform patients if doctors are running late. Clinical staff do run late periodically and communicating with patients on this issue is very important
* Raise awareness of our opening times (especially on a Saturday). This was to be done through the practice website, newsletter and notices in the surgery.
* Increase patient’s awareness of the staff they see (especially with Nurses/HCAs). Staff do wear name badges but we will look at other alternatives e.g. staff information board including photographs
* Review Virtual PPG

**2012-13 Action Plan Update**

**Patient Questionnaire**

* The Practice, PPG & Virtual PPG reviewed the 2011 survey questions and created a new patient questionnaire. Meetings were held in August, September, October & November to discuss this and e-mails were sent to the Virtual PPG in September to gather their suggestions and feedback.
* We made the questionnaire shorter to encourage greater compliance and target more specific areas.
* Following discussions it was decided to focus on the following areas:
  + Appointments – booking and availability
  + Specific clinic attendance with Practice Nurses and HCAs
  + Online services – prescriptions / website
  + Access to building and cleanliness
  + Access to care / advice Out of Hours

Full details of the 2012 patient survey are detailed below

**Staff informing patients if running late**

The reception team do communicate with patients if a GP is running late, or if a GP is unexpectedly not in surgery. These instances are very rare and negative comments about this from our patients are very few. It is agreed that keeping patients updated is priority.

**Staff recognition**

It was agreed that patients need more information about who they are seeing. All clinicians have their names on consulting room doors but patients do not always notice this. After discussion it was agreed that we would update the staff profile on NHS choices and create a staff notice board. The aim is to have staff name, picture and qualification for all staff (not just clinicians) and it has been arranged for a photographer to come into the surgery in March 2013 to start this process.

**Virtual PPG**

The Virtual PPG was reviewed in 2012 and it was agreed that the feedback we receive is very valuable. The patients on the Virtual PPG have regular input to the Practice Manager and we added a new member in January 2013 (as detailed above)

**Patient Survey 2012**

There were a total of 23 questions, 6 of which were previously asked in 2011 (based around staff and appointments)

Most questions were “multiple choice” with 4 to 6 possible answers. For some questions the occasional opportunity for patients to write a comment or to offer an explanation for their answer was included.

Paper copies of the questionnaire were handed out on Flu Saturday (October 2012) and over a two week period in November 2012.

In total 160 questionnaires were handed out and 128 (80%) were returned fully completed.

**Results**

A PPG meeting was held on 12th February 2013 and a Practice meeting held on 13th February 2013 to discuss the results. Copies were also made available to all staff and the Virtual PPG for comment

The breakdown of the respondents was:

* 58% female and 42% male
* 10% were aged 16 – 44 years, 37% aged 45 - 64 years, 38% aged 65 - 74 years and 15% over 75 years of age
* 57% reported they have a long-standing health condition
* 99% were White British
* 32% are employed / self employed; 62% are retired and 6% are either in education / unable to work / homemakers

The respondents were generally older than the profile of the practice population as a whole owing to the greater numbers of older people attending the surgery and also parents completing the questionnaire when the “patient” may actually have been a child. The ethnicity of respondents was also marginally biased toward White, British, relative to the ethnicity of the whole practice population.

**The survey results were as follows:**

**Staff engagement with patients**

*88% of respondents find the receptionists at Arden Medical Centre to be very helpful (a slight increase on 2011) and a further 11% to be fairly helpful.*

**How helpful do you usually find the receptionists at Arden Medical Centre?**

Very helpful

Fairly helpful

Not very helpful

Not at all helpful

Don't know



*Telephone is the principal means of contact with the Surgery. Again, a high level of satisfaction is achieved with 96% reporting it is either very easy or fairly easy*

**Appointments – booking and availability**

*Booking ahead is very easy for 61% of people, fairly easy for a further 32% with only 5% expressing any reservations.*





*Telephone is the most common method of booking with 96% of patients phoning in. A further 4% book “in person”.*



*82% prefer to book by telephone. 14% would prefer to be able to book on-line. This has increased from 9% in 2011 survey.*



*The majority of respondents (39%) have not attempted this and a further 8% answered “don’t know” (39%) indicating a limited need.*

*However, 11% rated it “very easy” and 34% “fairly easy”.*



*77% rated the telephone consultation with the doctor as “very helpful” and a further 11% “fairly helpful”*

**Specific Clinic Attendance**



*Of the 88 people who answered this question nearly half, (48%), have not seen a nurse or HCA at a clinic. Of those that have, diabetes reviews followed by warfarin monitoring and asthma are the most common. Of the “others” specified, blood pressure checks and blood tests comprise the majority.*



*88% of responders rated this aspect as “very good” and a further 10% as “good”*



*88% of responders rated this aspect as “very good” and a further 8% as “good”.*



*75% of respondents think the explanation of test and treatments is “very good” and the remaining 25% as “good”.*



*80% rated the involvement in decision making concerning care as “very good” and 20% as “good”*



*Recollection of the nurse or HCA seen is imperfect. 27% were unable to recollect an individual nurse or HCA. Of those that did, 27% named Simone, 21% Linda, 18% Anna and 5% Janice.*

**Online Services**



*37% are not aware of the on line repeat prescription service. 33% are aware of it – but have never used it. 24% are not only aware of it but use it currently and the remaining 6% are aware, but haven’t used it in for six months or more*



*53% rate the on line repeat prescription process as “excellent” and a further 39% as “good” – a high level of endorsement from those who use it.*



*34% are not at all aware of the Arden Medical Centre web site. A further 34% are aware of it – but do not access it. 24% are aware and have accessed it at some time, but only 8% are aware and access it frequently. Again, the importance and usage of the web site is likely to increase over* *time.*



*Of the 38 people who chose to rate the web site, 32% rated it as “very good”, 47% as “good” and 21% as acceptable indicating some opportunity for improvement if the underlying reasons for the scores can be discovered.*

**Access**



*51% rated access to the AMC building as “very good” and a further 32% as “good”. There were 4 people who rated it as “poor” or “very poor” – possibly this is linked to the reservations expressed towards to car parking provision*



*79% of respondents rate the cleanliness as “very good” and a further 20% as “good”. Only one respondent rated “acceptable”. AMC is seen as a very clean facility.*

**Patient Information**



*26% of respondents rate the leaflets provided as “very good” and a further 43% as “good”. Unfortunately, another 26% are not aware of any information leaflets. This awareness could be improved.*



*43% of respondents consider themselves to be “well informed” as to how to access medical care out of normal hours. Another 41% consider themselves to be “partly informed”. But there are the remaining 16% who rate themselves “not informed at all” and this could be addressed.*



*If the need arises, 63% of respondents would call the AMC telephone number and take advice and instruction from the recorded message. 21% would call the NHS Direct and 11% would go to A&E. Four people would wait until the surgery re-opens, but only 2 would dial 999.*



*58% of respondents believe the service they obtain from AMC to be “excellent”, a further 34% report it as “very good” and a final 8% to be “good”. There are no ratings below that. These scores are a marginal improvement on the last survey which contained 4% “acceptable”.*

**Sample Verbatim Responses**

* Because everyone is excellent
* Staff are friendly and helpful. Doctors always prepared to listen - never rush you out
* Always cheerful and helpful at reception. I can normally get an appointment when I want one
* There's always a helpful, cheerful atmosphere when you walk in
* Always found everyone very helpful
* It's always wonderful for me
* We have been patients here for 28 years, firstly at Warwick Road practice then here and we have never had problems making appointments. Doctors and receptionists always pleasant and professional, we now feel like "family members."
* Always dealt with sympathetically and efficiently
* All staff extremely helpful
* The Doctors, Nurses and Receptionists are always professional and informative and all services I need from AMC are easily accessible
* Never had a problem seeing a Doctor or had to wait for an appointment
* Short waiting times for appointments. Everyone is friendly
* No complaints at all, excellent service
* Friendly, helpful, knowledgeable; available
* I feel that the centre makes sure I have all checks and that they look after me
* Always receive prompt and professional attention when required
* Easy to obtain appointment if urgent
* No problem I can always get in when I need
* The best experience of GP service I have ever had, from receptionist right through to after care
* Since coming to live in this area I have been very happy with Arden
* Easy to get an appointment
* Conscientious GOOD doctors and truly charming & helpful receptionists who will always try and sort out any issue
* Difficulty parking
* Very caring professional service
* Always there, always helpful
* Once you can get an appointment the service is very good, but it is a real problem trying to get an appointment on days & times that I can make
* Issue with parking at times; good care, understanding doctors, helpful receptionists
* Never had any problems with the medical centre
* Occasionally take a while to get through on the telephone, but the staff are helpful and always get an appointment within a reasonable timescale. Doctors are very approachable and the service we receive is always excellent
* Always have time to listen to you, never rushed, interested in you
* Recently transferred from another surgery; wish I’d done it years ago
* Individual care very good, polite and friendly, make me feel at ease
* When I need medical help I get the answers I need and reassurance
* Have never experienced problems, however rarely visit
* Colleagues at work do not receive the same level of service
* Have always received excellent care
* Parking is the only problem
* Compared to others you are excellent
* Car parking is sometimes a problem. No regular bus service so it is more or less essential to use a car
* Only real concern would be available parking spaces
* Always find everyone at Arden friendly, helpful and wouldn't want to go anywhere else
* I love coming here
* It is an excellent GP practice that has never let me down
* Well done to everyone. I'm really lucky with my care from Arden
* I don't like booking an appointment with a specific doctor and then arriving to find I've been switched to someone else
* Access to building is very good - parking a nightmare
* Keep up the good work, but striving for excellence would be even better
* Very grateful for help and guidance provided to remain healthy, thank you
* We receive a very good service

**PPG and Practice Feedback**

It was agreed the survey was very informative and the results very positive.

We also referred back to Arden’s survey for 2011 for comparison on questions we have repeated and it was noted that:

* There has been some improvement on staff engagement and appointments.
* In 2011 9% said they would like “on line” booking compared to 14% in the current survey so we need to consider introducing this.
* Results were otherwise comparable to 2010/11.
* However the demographic split was different to 2011 (this year, no respondents under 15 years and more from the 65 – 74 year age group).

**PPG and Practice Action Plan**

Arden PPG met on 12th February 2013 to discuss the survey results. The following action plan was agreed with the surgery:

* Article in PPG newsletter regarding
  + what services we offer on line
  + telephone consultations
  + availability of leaflets
* Raise awareness of practice website. This can be done through various means
  + PPG newsletter
  + posters in the surgery
  + ensuring all letters / correspondence sent by the practice contains our website details
  + adding website address to all repeat prescriptions
* Monitoring website usage. A program has been set up so we can reviews the number of people visiting our website and which pages they visit most frequently
* Gather feedback on current practice website my adding a “pop up questionnaire” when patients leave the site. This will ask then to comment on the content of our website. These comments will be collated and reviewed by web host provider and the practice
* Review patient services on-line. Our current clinical system provider would allow us to offer patient registration, booking of appointments and ordering of repeat prescriptions. Currently Arden Medical Centre only offers a repeat prescription service on-line. The Practice and the PPG will review this and see how and if it would be appropriate to offer a wider range of services.
* Raise patient awareness of the availability of telephone consultations. This can be done by using the PPG newsletter and displaying posters. Reception can also offer this service as an option if a patient cannot attend the surgery at a mutually convenient time.
* Raise patient awareness of patient leaflets. Arden stocks a range of patient information leaflets. Some of these are handed out by staff and a large quantity are available in the waiting area and corridor. It was accepted that some patients may not wish to take a leaflet from a busy waiting room, so we will create a patient leaflet index folder. This will list all the leaflets available from the surgery. Patients can browse this list and ask at reception for copies. One of the PPG members agreed to assist the Practice Manager in creating this folder. Leaflets handed out by clinicians should be easily accessible. The Practice Manager will ensure that electronic copies are available on all clinician’s desktops.
* Car parking. This has been an issue several years ago, but had improved until recently. There were a lot of comments regarding parking (Arden Medical Centre shares the car park with other NHS services). The Practice Manager will contact the Facilities Management and ask them to conduct a review of car parking in Downing Close.
* What services are available out of hours needs to be communicated to patients. This survey was carried out in October / November 2012 and Arden has recently been actively promoting “choose well” poster, flyers and leaflets so awareness may well have started to improve. April 2013 sees the launch of NHS 111 so it is hoped this will reassure patients out of hours as they will be signposted to the relevant service required with one phone call. It was agreed that we should ask patients again about out of hour’s services in the 2013 patient survey.

The above action plan was agreed by the practice and the PPG.

This report will be publicised:

* On the surgery website.
* In the PPG Newsletter
* In the surgery

Another patient survey will be carried out from October 2013.