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# Arden Medical Centre PPG Report 2013-14

**Introduction**

Arden Medical Centre introduced its Patient Participation Group (PPG) in September 1999. It provides a valuable link between patients and the practice.

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 Houghton, Dr Holt and Dr Ullah.

*(Dr Bleby is due to retire in April 2014 and will be replaced by Dr Clare Bailey)*

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 31st January 2014)**

Our 4496 patients (2146 males and 2350 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 | 90.3 |
| White & Black Caribbean | 0.9 |
| White & Asian | 0.9 |
| Indian | 3.0 |
| Pakistani | 1.5 |
| Asian | 0.9 |
| Chinese | 1.5 |
| Other | 1.0 |

**PPG Membership**

We presently have five PPG members (3 female and 2 male). They have the following demographics:

* 1 aged between 35-44; 2 aged between 45-54; 1 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 previous 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 by patients in the PPG practice questionnaire in 2012.
* 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 2013, ideas for updating our website and seeking their views on the results of our patient survey.

During the past year we have recruited two additional members onto our virtual PPG.

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

* 4 patients aged 45-54 / 3 patient aged 55-64 / 2 patient aged over 65 years
* 8 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 (from 2012 survey) Update**

Following the results of the questionnaire in 2012 the following action points were agreed by the PPG and the Practice and subsequently addressed:

* An article was placed in the PPG newsletter regarding
  + what services are available on line to registered patients
  + telephone consultations
  + availability of patient information leaflets
* We reviewed the service we offered patients on-line. We now offer booking of Doctor appointments as well as ordering of repeat prescriptions and address / contact detail amendments.
* Reception continue to offer telephone consultations if a patient cannot attend the surgery at a mutually convenient time.
* The PPG created a folder for all our patient information leaflets. This was produced so that patients could view the full range of leaflets we have to offer and all are available in the waiting room or from Reception.
* We promoted the practice website ([www.ardenmedicalcentre.co.uk](http://www.ardenmedicalcentre.co.uk)) by
  + Writing an article in the PPG newsletter
  + Placing posters in the surgery
  + Standardising all letters / correspondence sent by the practice so it contained our website details
  + Adding the website address to all repeat prescriptions
* We agreed to monitor website usage. A program has been set up by our web designer so we now need to look at reviewing which pages are accessed and for how long. This work is ongoing.
* We have obtained a generic NHS feedback e-mail address that we are planning to add to the practice website. The plan is to review comments submitted by patients via the e-mail these will be discussed within the practice and the PPG (see action plan for 2014).
* Car parking was reviewed and as a result major works are due to start March/April 2014. This includes resurfacing of all car parks and access roads to the surgery as well as re-allocation of spaces and new lining.
* Arden has been actively promoting out of hours services by adding “choose well” literature to all posted correspondence and by displaying posters in the surgery.

**Patient Questionnaire 2013**

* The Practice, PPG & Virtual PPG reviewed the 2013 questionnaire and created a new patient questionnaire. Meetings were held in April, July and September to discuss this and e-mails were sent to the Virtual PPG in September to gather their suggestions and feedback.
* We agreed to use some of the questions from the previous year (for comparison) but add some additional questions regarding waiting times and feedback on out of hours services.
* Following discussions it was decided to focus on the following areas:
  + Appointments – booking and availability
  + Online services – prescriptions / website
  + Access to building and cleanliness
  + Access to care / advice Out of Hours

There were a total of 23 questions, 20 of which were previously asked in 2012 (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 2013) and over a four week period in November/December 2013. Patients could also complete the questionnaire online (via our website).

In total 350 questionnaires were handed out and 303 (87%) were returned fully completed. This was an improvement on 2012 when we had a 80% response rate from 160 questionnaires

**Results**

A PPG meeting was held in February 2014 and a Practice meeting held in March 2014 to discuss the results. Copies were also made available to all staff and the Virtual PPG for comment

The breakdown of the respondents was:

* 53% female and 47% male
* 15% were aged 16 – 44 years, 28% aged 45 - 64 years, 37% aged 65 - 74 years and 20% over 75 years of age
* 60% reported they have a long-standing health condition

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. However the number of younger patients completing the questionnaire had increased for 10% in 2012 to 15% in 2013.

The ethnicity of respondents was also marginally biased toward White British, relative to the ethnicity of the whole practice population.

**The results were as follows:**

**Staff engagement with patients**



*89% of patients surveyed found the receptionists to be “very helpful” and a further 11% to be “fairly helpful”. (Same result as in 2012). Only 1 patient in 303 scored “not at all”.*



*Telephone is the principal means of contact with the Surgery. Again, a high level of satisfaction is achieved with 98% reporting it is either “very easy” or “fairly easy”. This is a modest improvement over 2012.*

**Appointments – booking and availability**

*Booking ahead is very easy for 64% of people, fairly easy for a further 34% with only 3% expressing any reservations. Another modest improvement over 2012.*

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*Telephone is the most common method of booking with 89% of patients phoning in. A further 11% book “in person” and the proportion of people calling in to book has increased year on year.*



*72% prefer to book by telephone but significantly 20% would now prefer to book “on line”. This has increased from 14% in the 2012 survey and 9% in the 2011 survey.*



*The majority of respondents (48%) have either not attempted this or “don’t know” indicating a limited need.*

*However, 19% rated it “very easy” and 29% “fairly easy” so for those who do use this, satisfaction is good.*



*82% rated the telephone consultation with the doctor as “very helpful” – an improvement on the 2012 rating of 77%.”*

**Consultation Satisfaction**

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*36% of appointments were “on time” plus a further 37% within 5 minutes of the appointment.*

*20% were 5 to 10 minutes late and 5% over 15 minutes late.*

*Good scores but an area for attention.*

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*63% of responders rated this aspect as “very good” and a further 31% as “good”. The equivalent scores in 2012 were 69% and 36% respectively so, a slight deterioration.*

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*74% of responders rated the listening skills as “very good” and a further 24% as “good”. This showed no change over 2012.*

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*67% of respondents think the explanation of tests and treatments is “very good” and the remaining 30% as “good”.*

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*62% rated the involvement in decision making concerning care as “very good” and 34% as “good”*

**Online Services**



*76% of respondents are aware of the on line prescription service which compares with 63% last year. – an improvement.*

*However of the 73% aware, only 28% have used it.*

*Though awareness is growing, usage is not.*

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*63% rate the on line repeat prescription process as “excellent” and a further 31% as “good” – a high level of endorsement from those who use it and another improvement over 2012 where only 53% gave an “excellent” score.*

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*73% are aware of the AMC web site, but only 36% have ever used it. This compares with 66% and 32% last year so both awareness and usage are building slowly. There remains 27% of respondents who are not aware at all.*

*The importance and usage of the web site will increase over* *time.*



*Of the 93 people who chose to rate the web site, 31% rated it as “very good” and 56% as “good. These are very similar scores to 2012.*

**Access**



*48% rated access to the AMC building as “very good” and a further 40% as “good”. There were 31 or 12% of people who rated it as “acceptable” or worse – which according to verbatim comments is related to the lack of car parking provision at busy times.*



*73% of respondents rate the cleanliness as “very good” and a further 25% as “good”. There is a marginal erosion of scores year on year.*

**Patient Information**



*33% of respondents rate the leaflets provided as “very good” (up from 26% last year) and a further 42% as “good” - an improvement.*

*Unfortunately, another 18% are not aware of any information leaflets, but this is a good improvement from the 26% last year.*



*39% 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 20% who rate themselves “not informed at all” and this is worse than last year.*

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*If the need arises, 58% of respondents would call the AMC telephone number and take advice and instruction from the recorded message. 15% would call the NHS111 (fewer than last year) and 7% would go to A&E. 5% would wait until the surgery re-opens, and 4% would dial 999.*

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*70% of respondents have not used any out of hours service.*

*12% have been to A&E, 11% have been to the Walk In Centre and 7% Badger.*

*Only 6% have dialled NHS111.*

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*21% rated their out of hours experience as “excellent” and a further 32% as “very good”*

*But 20% scored “acceptable through to “very poor*”

**Overall Patient Satisfaction**

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*53% of respondents believe the service they obtain from AMC to be “excellent”, a further 39% report it as “very good” and a final 7% to be “good”.*

*These scores are consistent with last year’s survey.*

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*54% of respondents are new to completing the survey and 23% have done it before. 23% cannot remember.*

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*There were 66 repeat respondents of which 23% or nearly a quarter rate the service from AMC as “improved”. The remainder believe it is the same and no one reports any overall deterioration.*

**Sample Verbatim Responses**

* Staff always so nice. Very happy with treatment for me & my family
* Good telephone service - pleasant receptionists. Always get an appointment when needed. Doctors listen and take time
* Excellent, but unclear about out of hours
* Always friendly & understanding. A friendly smile. Will explain and never rush you. All doctors excellent
* Always able to get an appointment. Always given enough time to talk about problems. Scored access poor as parking poor - my only criticism
* Very friendly and empathetic receptionists who always make every effort to get you to see a doctor - immediately if necessary
* All doctors, nursing and reception staff give me superb care and service for which I am extremely grateful.
* Excellent service from clinicians and nurses. Only complaint is re booking appointments with 48 hour rule. Can’t see why not allowed to book for say 1 week in advance for routine check up. I work from 8:30am and am not allowed to make personal calls. Also would find it useful if blood tests could be done in the evening.
* I have always been treated very well in a polite, professional and caring manner.
* I have always been very pleased with the surgery over 23 years. Thank you.
* The receptionists are always helpful and friendly. The quality of medical care is very good.
* Appointment booking excellent, never have a issue. Doctors are excellent.
* Always kind, helpful and compassionate
* One area for improvement would be to keep patients informed if the doctor is running late. I once waited over 50 minutes for injections for my son with no information being given.
* Everything is so easy and quick. Most importantly staff are very polite and helpful.
* Been my local surgery all of my life. Doctors are friendly and helpful.
* Any service can be improved. Would be improved with more access on Saturday / Sunday.
* The doctors and nurses have been there for me all my life.
* Always received good advice, and I never feel I am wasting the doctor's time

**PPG and Practice Feedback**

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

We also referred back to Arden’s questionnaire for 2012 for comparison on questions we have repeated and it was noted that:

* There has been some improvement on staff engagement and appointments. Telephone consultation feedback is very positive.
* In 2012 14% said they would like “on line” booking compared to 20% in the current survey so the introduction of online appointment booking should address the need for this service.
* Patient awareness of the website and online services has increased.
* Patients do still seem confused about out of hours services
* The demographic split was slightly different to 2012 (this year, more respondents from the 16 – 44 year age group and less from 45 – 64 year age group).

**PPG and Practice Action Plan**

Arden PPG met in February 2014 to discuss the results. The following action plan was agreed with the surgery:

* Although we have introduced more online services, the surgery needs to look at increasing the appointment availability online.
* We need to introduce a feedback e-mail address on the website (mentioned in 2012/13 action plan). We do now have an e-mail set up but this has yet to be activated.
* We need to clarify and educate patients on “out of hours” services. With the introduction of NHS 111 it seems patients are not confident on who and where they should be going. There is currently an “Urgent Care Review” taking place in Solihull. The outcome of this review may clarify this as there is discussion of a “one stop shop” for out of hours from April 2015.
* The Arden PPG is a vital communication link between the Practice and the patients. We produce a quarterly newsletter but it would be beneficial to gather feedback on patients views about the content and distribution of this newsletter (including the circulation by e-mail to patients).
* A suggestion box in the surgery would encourage continual feedback (rather than just relying on an annual survey)
* We need to make sure that staff keep patients updated of any delays to patient waiting times – this could be achieved by using the new TV information screen in the waiting room.
* The PPG wish to increase their membership by at least two new members.

Another patient survey will be carried out from October 2014.