

DR. S.J. GODFREY & PARTNERS
Totton Health Centre
Testwood Lane
Totton
Southampton
SO40 3ZN

LOCAL PATIENT PARTICIPATION REPORT
March 2012

This report summarises development and outcomes of Dr. S.J. Godfrey & Partners Virtual Patient Reference Group (PRG) in 2011/12. It contains:-

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The Priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The Action Plan that was agreed and how it was agreed including communication with PRG and Patients
6. The progress made with the action plan
7. Confirmation of our opening times

PROFILE OF THE PRACTICE POPULATION AND VIRTUAL PRG

Practice Population Summary

Our practice is made up of 12,001 patients

This breaks down to:-

5,965 males
6,036 females

Approximately 25% (3,128) of our patients have been asked to confirm their ethnicity; of this number 1,028 did not provide information.

Breakdown of known ethnicity:-

White British	88%	(1,852)
White Irish	0.15%	(3)
White & Black Caribbean	0.3%	(7)
White & Black African	0.23%	(5)
White & Asian	0.42%	(9)
Indian	1.71%	(36)
Pakistani	0.15%	(3)
Bangladeshi	0.15%	(3)
Black Caribbean	0.09%	(2)
Black African	0.9%	(19)
Chinese	0.62%	(13)
Other	7%	(148)

Breakdown of ages:-

16 and under	16%	(1,875)
17 – 24	11%	(1,365)
25 – 34	11%	(1,387)
35 – 44	14%	(1,679)
45 – 54	15%	(1,770)
55 – 64	14%	(1,623)
65 – 74	9%	(1,107)
75 – 84	7%	(841)
Over 84	3%	(354)

Patient Reference Group Profile

Our PRG was established early January 2012. It currently has 150 Members.

This breaks down to:-

111	females
39	males

Breakdown of the known ethnicity:-

White British	95%	(143)
Asian Indian	0.6%	(1)
Black African	0.6%	(1)
Black Caribbean	0.6%	(1)
Other	1.3%	(2)
Not stated	1.3%	(2)

Breakdown of ages:-

17 – 24	8%	(12)
25 – 34	17%	(25)
35 – 44	16%	(24)
45 – 54	11%	(17)
55 – 64	25%	(38)
65 – 74	15%	(22)
75 – 84	7%	(10)
Over 84	1%	(2)

Breakdown of visits to the surgery:-

Regularly visit	49
Occasionally visit	59
Rarely visit	39
Not Stated	3

Differences in Membership of the PRG and the practice population:-

Male and Female patients were given equal opportunities to join. However, we recognise the percentage of male members of the PRG should be higher to give true representation. We will use our best endeavours to encourage more male members of our practice population to consider joining the PRG.

Process Used to Recruit to our PRG

- Notices were put up within the surgery advertising the PRG and inviting patients to join via on line application form or hard copy application form available from reception and waiting room.
- Information was placed on practice website inviting patients to join on line or via hard copy form from the surgery.
- Friends Group actively sought members by approaching patients in the waiting room over a two to three week period. This method increased membership considerably.
- Invitation to join the Group placed on prescription counterfoils
- Notices to join the PRG remain up in the waiting room and application forms will continue to be available for completion at any time.
- The link inviting patients to join the PRG will remain on the surgery website - www.tottonhealthcentre.co.uk
- The PRG has been advertised in our Spring Newsletter. The advertisement and information on the PRG will be repeated in each subsequent Newsletter.

PRIORITIES FOR THE SURVEY AND HOW THEY WERE AGREED

Areas that were considered to be included in a local survey:-

- Getting an Appointment
- Reception Issues
- Repeat Prescriptions
- Opening Times
- Surgery Environment
- Other

Method used to identify areas to be considered; priority areas agreed with the PRG and the rationale for making the decision:-

1. Details were sent to the PRG on 1st February, 2012 via
 - Email
 - Post
2. "Priorities" survey went live on our practice website on 2nd February, 2012.
3. The same survey document was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery. It was also:-
 - Handed out by doctors;
 - Handed out by nurses;
 - Handed out by reception team;
 - Advertised on prescription counterfoils.
4. Members of our Friends Group attended the surgery on several occasions to encourage and assist patients to complete the survey.
5. Survey closed on 14th February, 2012.

165 survey responses were received; of these 162 answered the survey questions.

The outcome of the survey clearly demonstrated that "Getting an Appointment" was the priority area with 69% of responders voting for this. This information was sent to the PRG on 15th February.

METHOD AND RESULTS OF THE LOCAL PATIENT "APPOINTMENTS" SURVEY

A draft survey was prepared and sent to the PRG via email and post on 15th February in order to discuss/gain their views and comments on the proposed Appointments survey questions. Feedback window closed on 19th February.

The survey was finalised taking into consideration the views and comments made by the PRG.

Specific individual points raised by PRG members were responded to personally in order to explain the rationale behind the questions.

1. The final Appointments Survey went live for completion on the practice website on 21st February, 2012.
2. Details were sent to the PRG on 21st February, 2012 via
 - Email
 - Post
3. The same survey document was advertised on the Waiting Room Patient Information Screen and available for completion in the surgery. It was also:-
 - Handed out by doctors;
 - Handed out by nurses;
 - Handed out by reception team;
 - Advertised on prescription counterfoils.
4. Members of our Friends Group once again attended the surgery to encourage and assist patients to complete the survey.

The survey closed on 5th March, 2012.

After analysis, a letter was sent to the PRG via email and post on 15th March, 2012 providing full details of the survey results.

A summary of information on the Appointments Survey provided to the PRG:-

114 responses were received.

Overall, we felt the results were positive:-

- 86% of respondents rated the receptionists at the practice as being helpful;
- 60% rated appointment availability as very good or good;
- 68% felt an appointment could be obtained – at the time wanted - very or fairly easy;
- 68% also reported that, when required, they had been able to see a GP on the same day;
- 89% confirmed awareness that appointments could be booked up to 2 weeks ahead;
- Only 21% reported they had not found it very easy to book an appointment up to 2 weeks ahead;
- Only 4% reported they had not found it very easy to book a planned telephone consultation with a doctor or nurse when needed.

Some issues of concern were highlighted:-

- 61% of respondents reported that it was not easy getting through on the telephone, particularly first thing in the morning. This situation improved markedly in the afternoon.
- 61% confirmed they had been put on "hold" by a receptionist whilst they dealt with another matter.

General notes from the survey:-

- In terms of options available for making an appointment, the most popular method remained telephone booking.

Second choice was booking appointments on line.

Many people took the time to provide general comments regarding our practice and the service provided. In the main, issues raised were

- Telephone contact with the surgery first thing in the morning and suggestions on how to deal with this problem.
- On line booking – for and against!
- Status reports on appointment times when waiting to see a doctor at the surgery, particularly if a doctor is running late.
- Receptionists asking patients if they are prepared to provide information.
- Car parking
- Blood test availability
- Re-siting the prescription desk

ACTION PLAN AGREED WITH THE PRG AND METHOD OF AGREEMENT

An Action Plan was sent to the PRG on 15th March; the Action Plan was included at the same time as the PRG were provided with results of the Appointments survey.

Perception from the survey was that the following two areas were considered the most important issues to focus on:-

Project 1

Look at how the practice can improve the situation of making appointments early in the morning.

Project 2

Look at on-line appointment booking

The PRG were asked to consider the merit of these two projects and notify the practice by midnight on 22nd March if they had concerns with the proposals and/or suggestions re alternative projects.

No objections to the proposals were received.

No suggestions re alternative projects were received.

Therefore, the agreed Action Plan will be to undertake projects (1) and (2) above.

Time-frame for implementing changes:-

- Project 1 – During the period April to June 2012
- Project 2 – During the period April to June 2012

The PRG were formally notified of the above via email and post on 23rd March, 2012.

Posters communicating results of the survey were placed in the surgery waiting room on 23rd March, 2012.

Posters communicating the Annual Report were placed in the surgery waiting room on 27th March, 2012.

Hard copy documents of the Annual Report are available to patients in the surgery.

PROGRESS MADE WITH THE ACTION PLAN TO DATE

Arrangements being made to meet with Telephone System supplier to discuss options for Project 1.

Software ordered for Project 2.

COMMUNICATING PROGRESS ON ACTION PLAN TO PRG, PATIENTS AND NHS HAMPSHIRE

Members of the PRG to be formally updated on status of both projects direct at end June 2012.

If changes in line with the Action Plan - Projects 1 and 2 - can take place prior to the end of June, the PRG will be notified direct of proposed dates for any planned changes.

Patients will also be kept informed via Posters in the Waiting Room, information on the Website and via our Newsletter.

Any proposed deviation from the agreed Action Plan – Projects 1 and 2 – will be notified to and discussed with the PRG.

NHS Hampshire has not been formally notified of any changes as we believe there are no legal or contractual areas affected by the results of the survey at this practice.

DR. GODFREY & PARTNERS OPENING HOURS AND CONTACT DETAILS

RECEPTION - CORE OPENING TIMES

Monday	8.30 a.m. to 6 p.m.
Monday	Closed for staff training between 1p.m. and 2 p.m.
Tuesday	8.30 a.m. to 6 p.m.
Wednesday to Friday	8.30 a.m. to 6 p.m.

CONTACT DETAILS DURING RECEPTION CORE OPENING TIMES

Telephone 023 80 865051

EXTENDED HOURS OPENING TIMES

Monday	6 p.m. to 8 p.m.
Tuesday	6 p.m. to 8 p.m.
Saturday	8 a.m. to 11 a.m. (Open one Saturday in four)*

- Face to face Reception services are offered during extended hours opening times.
- Each of the GP Partners works as part of a rota system covering extended hours surgeries. All appointments are routine and must be pre-booked.
- For further details on which GP Partner is working during any particular extended hours surgery, please telephone and speak to the reception team on 02380 865051.

* Please speak to a member of the reception team for information on which dates Saturday surgeries are being offered.

OUT OF HOURS (Outside Core Reception Opening Times) CONTACT DETAILS

The practice provides care for all patients between the hours of 8 a.m. and 6.30 p.m., Monday to Friday with the exception of Bank Holidays.

Outside of these hours, medical cover is provided by Solent Health Care.

Should you need urgent medical treatment **outside of core reception opening times**, please telephone the surgery on 02380 865051 where you will be given information about the service most appropriate for you.