

Patient Participation Report

Stage One

SANDY LANE SURGERY, MANSFIELD, NOTTS

1						
Practice Population:		6332				
		Sex:	Male	3189	Female	3143
Age:	Under 16's	1387				
	17 - 25	767	36 - 45	886	56 - 65	651
	26 - 35	867	46 - 55	919	66 +	855
Ethnicity:		Caribbean		other:		
British, Mixed British	6150	African		other:		
English		Mixed Black		other:		
Scottish		Chinese		other:		
Welsh		Japanese		other:		
Indian, British Indian		other:	182	other:		

Are there any specific Minority Groups within the Practice Population?
Majority of patients at Sandy Lane Surgery are British

Validating that the patient group is representative of the practices population base. Payment Component 1

2						
Patient Representative Group Profile (PRG):						
		Sex:	Male	3	Female	4
Age:	Under 16's					
	17 - 25		36 - 45		56 - 65	2
	26 - 35		46 - 55		66 +	5
Ethnicity:		Caribbean		other:		
British, Mixed British	7	African		other:		
English		Mixed Black		other:		
Scottish		Chinese		other:		
Welsh		Japanese		other:		
Indian, British Indian		other:		other:		

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?
We have put posters up in reception, advertised on our Call in board, have put new page on our website with form that can be downloaded and printed off

Validating that the patient group is representative of the practices population base. Payment Component 1

3
Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG? Have been running the group for a number of years. We only seem to be able to get the older population to join in spite of having regular posters put up and we also sent posters to Surestart to try and encourage younger patients from different ethnic groups to join - we may have to accept that it may be difficult to get younger members with childcare issues and work pressures.

Validating that the patient group is representative of the practices population base. Payment Component 1

4
Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG) Some patients don't seem to have the time to join and they are quite happy with the services that they are offered which is reflected in our current patient survey done in November 2011 Clinicians and Receptionists always try and ask patients if they would like to join

Validating that the patient group is representative of the practices population base. Payment Component 1

Patient Participation Report

Stage Two

Agreeing Priorities

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How has the practice sought the PRGs views of priority areas?

By holding 3 monthly meetings, we have regular discussions and also review significant events and any outstanding complaints that are received with regards to appointments etc.

Validate through the local patient participation report. Payment Component 2

6

Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

General survey done as emailed to me by PCT, also discussed with PPG, did feel that this survey was too long and it has been agreed to concentrate more on questions that were answered negatively.

Also looked at our surveys done in 2010/11 for common themes and issues.

Copy of survey attached.

Priorities that were discussed was getting through to the Surgery via Telephone, and the booking of appointments.

Validate through the local patient participation report. Payment Component 2

Stage Three

Survey

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How has the practice determined the questions used in the survey?

General survey used as suggested by PCT, but the PPG would like the questionnaire to be shorter with some questions from the group, i.e. Would you be willing to be part of the PPG and shape the way services are given.

Validate the survey through the local patient participation report. Payment Component 3

8

How have the priority areas been reflected in the questions?

Telephone issues but awaiting meeting with BT re putting a queueing system on the phone, i.e. saying that you are number .. in the queue, so that the patients are aware of the possible timeframe in which their calls may be answered.

Please attach a copy of the questionnaire

Validate the survey through the local patient participation report. Payment Component 3

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Describe the Survey - How and when was the survey Conducted?

Conducted whilst flu clinics were on, then continued till end of November, to try and capture as many patients as possible.

Flu clinic was held 11.10.11, majority of the questionnaires were handed out then. Patients were also given the survey after that date by Receptionists and Practice Nurses when they came into Surgery.

Validate the survey through the local patient participation report. Payment Component 3

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What methods practice has used to enable patients to take part?

Given out at flu clinics as some patients only attend surgery then.

Patients who did not attend the clinics were given the questionnaire when they attended surgery either for appointments or to collect prescriptions.

Validate the survey through the local patient participation report. Payment Component 3

Patient Participation Report

Stage Three continued

Survey

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How has the practice collated the results?

The PPG looked at the results and were collated by 2 members and then transferred onto hand held devices by Practice Manager to give more accurate results

Validate the survey through the local patient participation report. Payment Component 3

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How were the findings fed back to the PRG?

**Meeting was held on 12.12.11
Minutes of meeting attached**

Validate the survey through the local patient participation report. Payment Component 3

Stage Four

Results

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Please describe survey results:

On the whole patients were happy with the practice with the ability to get through on the phone the worst, happy with cleanliness, care received above 65%, only problem getting through on the phone - 50% found it easy/not at all easy, patients happy with pre-bookable appointments. Good at involving patients on decisions re their care 60%, receptionists helpful 94%, 71% trusted Drs care, appointment availability good 82%, to see preferred Dr 88%, 88% satisfied with care, some not happy with waiting times.

Most patients were aware that we did late night opening.

Copy of the minutes of the meeting held 12.12.11 published on website on PPG page

Validate the survey and findings through the local patient participation report. Payment Component 4

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Explain how the PRG was given opportunity to comment?

All able to give views freely in the meeting.

The group expressed concern re late night opening, we previously opened 3 late nights in the week and the group were asking about the safety of the receptionists and GPs during the winter months and asked if it would be more beneficial for all 3 GPs to do the same night instead of 3 - which has already been implemented

Validate the survey and findings through the local patient participation report. Payment Component 4

15

What agreement was reached with the PRG of changes in provision of how service is delivered?

Practice Manager to meet with BT re possible phone changes - i.e. queueing.

After discussion with the GPs it was suggested to offer a late night on a Monday because this is possibly the most busiest day of the week, and after discussion with the PCT it was agreed we could do this, and we advertised on our call board, in the patient leaflet and updated the website

Validate the survey and findings through the local patient participation report. Payment Component 4

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Patient Participation Report

Stage Four continued

Results

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Are there any Contractual considerations that should be discussed with the PCT?

No

Validate the survey and findings through the local patient participation report. **Payment Component 4**

Stage Five

Action Plan

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How did you consult with the PRG about the action plan?

At meeting held in December 2011

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

Phones are the main problem, also need to discuss patients waiting long time at their appointment due to one GP running late.

Action plan as per minutes of meeting 12.12.11

Please include a copy of the action plan (Including how proposals will be implemented)

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Were there any issues that could not be addressed? - if so please explain

No

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Has the PRG agree implementation of changes and has the PCT been informed (where necessary)

Yes to the change of late nights to Monday and the PCT has agreed to this.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

Patient Participation Report

Stage Six

Publication of Report

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Please describe how this report has been publicised/circulated to your patients and the PRG

It has been uploaded on the practice website and it is easy to download and print off for all to see

Date Posted on Website: February 2012

Additional statement to support report publication. Payment component 6

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Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Monday - 8.00am - 7.45pm

Tuesday - Friday - 8.00am - 6.30pm

Patients can access services either by calling in person or by telephone.

Additional statement to support report publication. Payment component 6

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

Monday late nights till 7.45pm

Additional statement to support report publication. Payment component 6

Number of PRG meetings which have taken place since 1st April 2011

nd of March

Office Use:

DES Component	Section attained in							
One	1	2	3	4				
Two	5	6						
Three	7	8	9	10	11			
	12							
Four	13	14	15	16	17			
Five	18	19	20	21				
Six	22	23	24					