



GIFFARD DRIVE SURGERY

www.giffarddrivesurgery.co.uk

Practice Report on Patient Participation DES 2011 to 2013



Giffard Drive Surgery Practice Report on Patient Participation DES 2011 to 2013

Giffard Drive Surgery is participating in a national two year project to collate information and feedback from our patients. This is the Report for the work undertaken from April 2011 to March 2012.

The Practice already has in existence a Patient Participation Group (PPG - face to face group) in the form of the *Giffard Drive Patients Group*. This group was established in January 2001 and has worked tirelessly to help the Practice find out what its patients need and want from their GP Surgery. The members of the *Giffard Drive Patients Group* often help find out the views of their fellow patients through face-to-face surveys carried out in the waiting room and talking to patients about their wishes for the surgery. The Patient Group are also an integral part of our annual Flu Clinic team, providing refreshments and support for the patients attending these clinics.

Many of you will have bought raffle tickets for our Christmas and Easter raffles, held by the Patient Group to raise money to help benefit the Patients of Giffard Drive Surgery. To date the Patient Group has raised over £9,000 with your help, and the following is a list of some of the equipment they have purchased with this money for the use of patients at Giffard Drive Surgery:

- Freestanding Blood Pressure Monitor in Waiting Room
- Nebulisers for loaning to patients
- A Dermascope to diagnose skin conditions and lesions
- An electric patient couch in the Nurses' Treatment Room
- Patient chairs
- Music System for the Waiting Room
- Patient Information Screen for the Waiting Room

In addition to the PPG, the Practice has also set up a Patient Reference Group (PRG – virtual group) and has been recruiting to both these Groups throughout the year.

We invite all of our patients to give feedback via this virtual group and we consider you to all be members of the PRG already. In order to ensure your views are heard, simply complete a membership form either via our surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete. All patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room.

The *Giffard Drive Patients Group* (PPG) meets about once every two months at the Practice, and the meeting dates are publicised on our information screen at Reception. The Virtual Group (PRG) receive annual surveys from the Practice via email, post or can access copies in the waiting room and a link that can be accessed via our website at www.giffarddrivesurgery.co.uk

The results of the surveys are shared with all of our patients using a variety of media including our Practice website, notice boards in the surgery and email updates.

It is important to be clear at this stage of the structure of the groups which are as follows:

The Patient Reference Group (**PRG**) is a virtual group. The PRG responds to Practice surveys and actively helps us with two-way communication on ideas about how to improve our services and understand patient priorities and issues.

The Patient Participation Group (**PPG**) is a committee of patients who meet at the Practice regularly to support the Practice with patient communication, service development and to collate and interpret PRG feedback and play an active part in survey design and results. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

The project will incorporate the plan on the page that follows:

Giffard Drive Surgery Practice Report on Patient Participation DES 2011 to 2013

Year 1		Date achieved	Date planned
Step 1	Establishment of a Patient Participation Group (PPG)	Winter 2011	
	Establishment of a Patient Reference Group (PRG)	Autumn 2011	
Step 2	Discuss and prioritise areas of interest to be raised with the PRG (via pre-survey to current PPG group) and further meetings with PPG to collate results and agree subjects and questions for future surveys	Summer 2011	
Step 3	Views collated through first local survey		January 2011
Step 4	Results of survey discussed with PPG & PRG		February 2012
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)		March 2012
Step 6	Report publicised and copy sent to PCT		March 2012
Year 2			
Step 1	Agreement of areas of priority with PRG & PPG	Summer 2012	
Step 2	Views collated through second local survey		October 2012
Step 3	Results of survey discussed with PRG & PPG		November 2012
Step 4	Action plan in response to survey results agreed with PPG & PRG (as required)		January 2013
Step 5	Report publicised and copy sent to PCT		March 2013

Giffard Drive Surgery encourages patients to make their views and opinions on the services the surgery provides known and the best way to do this is to join either one of these Patient Groups. If you do not have the time to give to a meeting every two months, we would ask you to join our virtual group in order to help us best determine the future of YOUR Practice and the services we can provide for you.

The *Giffard Drive Patients Group* (PPG) meets regularly at the Practice, and the meeting dates are publicised on our information screen at Reception. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

To join the Patient Reference Group (the Virtual Group (PRG) simply complete a membership form either via our surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete.

CUF, Giffard Drive Surgery
July 2011 (updated March 2012)

Giffard Drive Surgery - Patient Participation DES 2011 to 2013

Step 1

Develop a structure that gains the views of patients and enables feedback – Patient Reference Group (PRG)

Giffard Drive Surgery has had a website in place for a number of years at www.giffarddrivesurgery.co.uk. A report is in place on this website under the dedicated Patient Participation section, detailing the steps of the surveys for the next two years as per the DES guidance (see pages 1-2 of this report).

As the Practice already had an active patient participation group (PPG) (known as the *Giffard Drive Patients Group*), it was decided to invite these members to become the core team of the “new updated” version of the PPG and also form the core of the PRG (patient reference group) as a virtual group designed to elicit the views of the wider patient population of the Practice. (PRG participation can be virtual members by email, via our website, by post or using surveys provided in the waiting room. All of our patients are encouraged to give feedback via this group and we already consider all of our patients to be members of the PRG.

- The PPG was set up in January 2001 and has been meeting every 2-3 months since that time. We currently have around 12 patients on our PPG, with an AGM being held every April, during which the posts of Chair; Vice-Chair, Treasurer and Secretary are nominated and voted in. The PPG consists of a range of patients; both retired and working, with an approximately 60:40 split between male and female patients aged between 33 years and 88 years. Some of these patients have chronic conditions and are aware of the work involved in providing good patient care for as many people as possible.
- The PRG work began in August/September 2011, with a concerted effort being made to speak to as many patients as possible encouraging them to join the PRG.

The DES requires the practice to develop a structure that gains the views of patients and enables feedback to take place as per the project plan. This development is laid out in the report that follows.

The Practice Profile

For its size, the Practice profile of patients is very consistent. We have just under 8,200 patients and for this exercise we have used several tools to understand our Practice profile including: technical searches using our EMIS LV computer system, GP partner feedback, GMS statement Correction Factor Reports as well as the information collected from the PPG/PRG pre-survey and sign-up forms.

As a Practice we make every effort to gain as much information about our patients as possible so that we can understand their needs and requirements. Information is requested when registering a new patient, on booking appointments as well as through feedback requests via patient surveys, comments box and a website feedback page.

Demographic and patient profile information as at January 2012

- Male patients – 4111
- Female patients – 4112

The age break down of these patients is very close throughout all age groups until the top group of aged 75+ and over where we have 305 women and only 216 men.

The average distance to the Practice from patient residences is just 1.5 km.

The Practice has a number of patients in residential and nursing home accommodation, currently totalling 29.

As a Practice, we have attempted to include as many different target groups as possible, including those with chronic diseases, such as Diabetes; COPD; those with learning disabilities and we ensure that these patients (and their carers) are included in searches as part of our target groups. We also ask the Midwives to encourage our pregnant patients (we can boast approximately 100 births per annum) to join our PRG.

- A special recruitment drive for membership was held during our flu clinics held in October 2011, attended by over 900 patients and the Practice has actively been recruiting new members continuously throughout the year.
- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).
- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.
- Receptionists; Nurses and GPs have been trained to encouraged patients to join the PRG and explain the process for this.

GP feedback from our Partners, salaried GPs and GP Registrars has also been collated over recent months. Discussion has taken place during Practice meetings to identify our Practice profile and it has been agreed that currently our ethnic minorities and “at risk” groups are comparatively very low.

We do, however, have a growing Nepalese population (with around 20-25 new Nepalese patients registering with the Practice every month. This means we will have to make improved efforts to engage with this section of our patient population and are talking to leaders within the Nepalese Community on how best to do this.

We have already taken part in a Skype Translation project initiated by Hampshire County Council. As part of this project we held joint clinics with Nepalese students (specially trained & checked for their suitability working with patients) based in Southampton via a Laptop Computer using the Skype face to face communication programme to enable our GPs to speak to those Nepalese patients with little or no English via the on-line interpreter. Both the patients and the GPs involved found this a very useful communication tool, although very time-consuming (each appointment taking around 30 minutes!). This Project won an NHS Technology & Innovations Achievement Award and was praised highly. We are in further discussions with the project co-ordinator to ascertain if it can be used as a regular tool within the Practice.

Although encouraged to do so, many patients are not keen to share their ethnicity with the Practice, despite being asked to do so on their New Patient registration Forms when joining the practice and also on many other opportunities when completing survey feedback forms within the Practice.

The methods used to invite members to join the PRG

- Practice Website – www.giffarddrivesurgery.co.uk
- Notes on the bottom of repeat prescriptions
- Patient rolling information screen in waiting room
- Within the new patient registration pack handed out when a new patient registers with the Practice.
- A special recruitment drive for membership was held during our flu clinics held in October 2011, attended by over 900 patients and the Practice has actively been recruiting new members continuously throughout the year.
- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).

- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.
- Receptionists; Nurses and GPs have been trained to encourage patients to join the PRG and explain the process for this.
- Midwives, DNs, Health Visitors and other associated Practice staff are also asked to encourage the patients to join the PRG.

These methods of invitation and communication will continue throughout the two years this project is due to run, with the information on the screens, in leaflets etc. being updated as necessary.

Size and establishment of the PRG

After a strong promotional campaign which started in July 2011, only 27 patients formally signed up to the group by December 2011. This represents just under 0.5% of our total Practice list. Of all the members who completed a membership form, most confirmed their email address, gender, age (or date of birth) and ethnicity. The male: female split of this group is 37% : 63%. We currently have around 250 patients applying for their repeat prescriptions online. The decision was taken to automatically include these patients within our PRG, as they are email friendly and would possibly answer the survey. This means the PRG membership represents around 3.4% of our total Practice list.

Out of the members taking part, the breakdown of the answers to the initial patient sign up form is as follows (total respondents to question 1 = 100%):

- 63% women
- 37% men

Members age group break down is (total respondents to question 2 = 100%):

- 16-24 = 0%
- 25-34 = 0%
- 35-44 = 19%
- 45-54 = 26%
- 55-64 = 15%
- 65-74 = 16%
- Over 75 = 24%

Occupational status (total respondents to question 3 = 100%):

- Carer = 3.5%
- Employed = 38%
- Voluntary/none = 6.5%
- Retired = 52%
- Full time education = 0

Ethnicity (total respondents to question 4 = 100%):

- White = 100%
- Irish = 0
- Mixed = 0
- Black = 0
- Asian = 0
- Any other = 0

The response to PRG membership, it is felt, is quite representative of our overall Practice population, although extra efforts will be made to try and recruit some younger members and those of a different ethnic background (especially some from the Nepalese Community).

Some patients are less keen to use PCs or internet based communications. With this in mind the Practice offers all of the patient material in paper form and patients are offered details and communications to be sent to them by post or to collect from the waiting room or main reception.

All of our communications media are on-going with all PRG information, website pages and notice boards being updated and circulated on a continuing basis.

Giffard Drive Surgery - Patient Participation DES 2011 to 2013

Step 2

Agree areas of priority with your PRG

The existing Practice PPG agreed to support the Practice in creating PRG surveys, advising on questions and collating and interpreting the results as required.

It was agreed that the PRG and PPG themselves should be given a 'pre-survey' to help decide what topics were of greatest interest to our patients for further comment, ideas and debate. This directly fulfils the demands of this step of the DES. Ideas were also generated from:

- PPG meetings held at the Practice in the Summer & Autumn of 2011 (19 July; 15 September & 17 November 2011)
- GP Partners' feedback following Practice meetings asking for ideas on this subject
- Staff feedback following staff meetings asking for ideas on this subject.
- A management review of prominent topics within complaints and comments received at the Practice over the past year
- A PPG review of the comments and feedback forms used by the PRG in main reception
- Advice and ideas generated from staff, the GP partners and the patient group
- National GPAQ Survey website and other Patient Participation DES survey informed professionals

The PRG/PPG pre-survey was sent out with the membership application forms.

The Practice Manager and Office Manager attended a course and two Conferences on the subject to seek guidance from the PCT; LMC and other organisations on how to run this DES in the Summer of 2011. The Practice Reception team, as well as all members of the clinical team (Nurses, HCAs, Phlebotomists and HPs) were also advised of the project and their support and involvement in recruiting patients to join the PRG has been of prime importance.

A pre-survey took the opportunity to ask the PRG about topics on which to concentrate future surveys. Such areas included:

- Getting a pre-bookable appointment
- Clinical Care
- Telephone Answering and Access
- Waiting Room Facilities
- Customer Services
- Time Keeping
- Patient Information
- Opening Times
- Other (to be specified by responder)

The GP partners and the PPG agreed that the highest level of "votes" achieved from the survey analysis would be the items and areas chosen for future surveys. It was agreed that it was not for the PPG or the Practice to choose from the responses and that a clear direction should be patient led.

The subjects for future surveys identified by the PRG pre-survey are (in order of "votes" received):

- Telephone Answering and Access
- Patient Information
- Getting a pre-bookable appointment
- Waiting Room Facilities

The pre-survey feedback and the subsequent report generated by the results were shared with the GP Partners and the PPG for their analysis of the subjects identified.

As *Patient Information* is one of the areas to concentrate on, we decided to analyse some statistics gained through our weekly consultation records, in order to ensure that we concentrate on the areas of patient information which are relevant and to ensure we target patients who attend the surgery at least once a year. These are as follows: (this information is updated to include data from April 2011- mid March 2012, so nearly a full 12 months).

- In the first 11.5 months of the 2011/12 year, 6,763 of our total population of 8,174 were seen by a clinical member of staff in a pre-booked appointment
- During this same period, 32,650 clinical consultations took place
- This means on average each of the 6,763 patients seen had 4.83 appointments each during this period. It is, therefore, of great importance to engage with as many different patients as possible as there are more “users” of the service than previously suggested.

It was thought that perhaps less than half of our registered patient population regularly use the surgery, however these searches suggest that there could be a total of over 33,000 consultations with 82% of our total population being seen by the end of this financial year.

In addition to the other engagement efforts being made, the Practice Manager and Office Manager and members of the PPG talked directly with patients in the waiting room on many occasions.

The areas of priority identified by the PRG pre-survey directly reflect the needs of our patients – Telephone Answering and Access being the prime concern raised, closely followed by Patient Information; Getting a Pre-Bookable Appointment and also the Waiting Room Facilities.

With demands such as those revealed within this report, these areas need constant review and the Practice welcomes the feedback from the future surveys using these subjects that have been identified by the patients.

CUF, Giffard Drive Surgery
November 2011 (updated in March 2012)

Giffard Drive Surgery - Patient Participation DES 2011 to 2013

Step 3

Collate the views through the use of a survey

3.1 - The method used for the survey, the date the survey was issued and the period in which feedback took place

At a PPG meeting on Thursday, 17th November 2011, the findings of the pre-survey were discussed with the PPG members. The areas of priority identified by the pre-survey directly reflect the needs of our patients – *Telephone Answering and Access* being the prime concern raised, closely followed by *Patient Information; Getting a Pre-Bookable Appointment* and also the *Waiting Room Facilities*.

The PPG suggested that we centre this survey around aspects of Patient Information, which would include *Telephone Answering and Access* as well as clarifying what patients' requirements were when attempting to *Pre-Book an Appointment*.

The planning stage for the design and layout of the full survey (as part of Step 3) was started with the Practice Manager and Office Manager utilising the knowledge they have gained at the seminars attended during the year on this subject, and also using sample questions compiled by professionals and available on the internet (such as from the NHS Coventry website).

In mid-December a draft of the first full PRG survey was circulated to the Practice PPG for consideration and further discussion by email prior to a second draft being discussed at an ad-hoc PPG Meeting held at the Practice on 16 December 2011 (after the Christmas Draw for the Patient Group Raffle).

The following project plan was agreed with the PPG:

- To circulate the survey for the period of 4 weeks as this would "catch" the patients coming into the Surgery for monthly repeat prescriptions
- To circulate the survey over the Christmas and New Year period in the hope that patients who were usually at work all day would be reading their emails during this time
- It was suggested to use SurveyMonkey, however, some PPG members thought that this was slightly impersonal, so a simple tick-box survey was used instead.
- The survey was to be distributed from 23rd December 2011 to 23rd January 2012 inclusive.

3.2 - The method and rationale used to agree to the questions (these should reflect the areas of priority agreed with the PRG), also the date and how the practice demonstrated to the PRG that the methodology chosen to support the survey was credible

The questions were designed to answer specific areas of interest raised following feedback from the pre-survey carried out when recruiting PRG members. These were in particular the areas of:

- Telephone Answering and Access
- Getting a Pre-Bookable Appointment
- Patient Information
- Waiting Room Facilities

The detailed questions to be asked on this survey were discussed with the Giffard Drive Patient Group at their meeting on 17 November 2011 and refined using sample questions available from professional patient survey organisations such as:

- Ipsos Mori GP Patient Survey;
- NHS In Patient Questionnaire. Picker Institute Europe
- The National Survey of NHS Patients, National Centre of Social Research
- The General Practice assessment Questionnaire
- Fr3dom Health, Fr3dom Health Ltd
- NHS Patient Feedback survey

These were then agreed and finalised at the PPG meeting on 16 December 2011.

3.3 - Survey results - An analysis of the number of patients surveyed and the number of responses together with the themes emerging from patient feedback

Giffard Drive Surgery currently has 277 patients on its PRG which is 3.4% of its total patient population. However, only 30.5% (85 patients) of the PRG and ad hoc patient members (i.e. those approached directly in the waiting room) responded to this first full survey. A 30% response rate is seen as a fair representation within the NHS survey standards. The Survey was available in the Surgery for completion there and then, or to take away and return within the specified time-frame of 4 weeks from beginning to end of the survey period (23 December 2012 – 23 January 2012); as well as being emailed to the PRG members and also being available on our website. All 277 patients were emailed with the survey, however, only 51 patients responded via email, whereas 34 completed a paper survey, either whilst in the Practice or at home and returning this to the Practice (via post or personally); bring then total responses to 85 (or 30.5% of the PRG, or a 0.6% of the actual patient population of the Practice).

The survey had a total of 22 questions. The responses to these questions are analysed over the following pages. Step 4 will discuss the findings and identify areas for change.

Giffard Drive Surgery Patient Survey 2011-2012

This questionnaire has been developed by the *Giffard Drive Surgery Patient Group*, as a way of finding out patients' experiences, ideas and suggestions, with the hope of improving services for the future.

To find out more about the *Giffard Drive Surgery Patient Group* or if you would like more information regarding this questionnaire please pop into the surgery and talk to a member of staff or call the Practice on **01252 541282**

All your feedback will be kept anonymous, and we don't require any patient identifiable information.

About You

Q1: Please tell us the year you were born? various

Age ranges between 22-92; however, a large number of Questionnaires did not have this box completed, so no quantifiable analysis is possible.

Q2: What is your gender?

Male	41%	Female	59%
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Q3: Which of these best describe you?

Patient	92%	Parent /Guardian	8%	Carer	0%
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Q4: How long have you been with the GP surgery?

0-2 years	2-4 years	4-6 years	6-8 years	8-10 years	10years+
1%	4%	15%	18%	20%	42%

Q5: When was the last time you visited the GP surgery?

within the last week	53%
within the past month	26%
last 2-3 months	13%
last 4-5months	5%
last 6-7months	2%
last 8-9months	1%
last 9-11months	0%
More than 12months	0%
more than 2years ago	0%

Q6: What is your ethnic group? (please choose and tick one from A-E below).

A: White

B: Mixed

British	65%		White & Black Caribbean	1%
Irish			White & Asian	
Any other white background			White & Black African	
Ethnicity NOT stated	29%		Any other Mixed background	

C: Asian or Asian British

D: Black or Black British

Nepalese	1%		Caribbean	
Indian			African	
Pakistani			Any other Black background	
Bangladeshi				
Any other Asian background				

E: Chinese or other ethnic group

Chinese			Any other ethnic group	4%
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Telephone Access

Q7: In the past 12 months how easy have you found the following

	Very Easy	Fairly easy	Not very easy	Don't know
Getting through on the phone	49%	29%	12%	0%
Speaking to a Doctor on the phone	35%	39%	19%	7%
Speaking to a Nurse on the phone	36%	41%	9%	13%
Obtaining test results by phone	67%	25%	6%	2%

Q8: If you had problems getting through on the telephone, can you tell us why?

81% had NO problems; 19% had problems - which are detailed under Q8 Comments

Q9: Have you ever had a telephone consultation ?

Yes	88%
No	12%

Q10: Was the consultation for:

New urgent problem	New routine problem	Follow up	Not got face to face appointment	Other
54%	12%	15%	8%	11%

Q11: Did the GP phone you when you expected?

Yes	89%
No	11%

(GPs rang back within 1/2 hour)

Q12: Was the GP able to deal with your problem by phone?

Yes	98%
No	2%

Q13: Following the telephone consultation did you require a follow up ?

Yes	12%
No	88%

Q14: Would you use a telephone conversation again ?

Yes	100%
No	0%

Booking Ahead

Q15 In the past 6 months, have you tried to book ahead for an appointment with a Dr? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

Yes	65%
No	28%
Can't remember	7%

Q16 Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance ?

Yes	58%
No	14%
Can't remember	28%

Q17: How far in advance would you like to be able to book an appointment ?

1-2 Days	3-5 days	6-10 Days	2-3 weeks	4-6 weeks	6-8 weeks
21%	11%	25%	19%	11%	14%

Overall Satisfaction

About the Surgery

Q18: In general, how satisfied are you with the care you get at the Surgery ?

Very	58%
Fairly	34%
Neither satisfied nor dissatisfied	7%
Quite dissatisfied	1%
Very dissatisfied	0%

Q19: Would you recommend the Surgery to someone who has just moved to your local area?

Yes, Definitely	78%
Yes, Probably	21%
Not sure	1%
Probably not	0%
Definitely not	0%

Q20: Do you know how to make a complaint, suggestion or comment regarding the Doctors Surgery?

YES	89%
NO	11%

Q21: Which of the following ways would you like to receive information from your Practice? (Please tick all that apply)

Website	64%
Telephone	26%
Newsletter	61%
Email	41%
Notice Board	87%
Text Message	15%
Other	4%

Other, please write here...

Suggestions for other methods of communication included Twitter & personalised letters

Q22: Please tell us below any suggestions you have to improve out waiting area

10% of respondents made a comment (positive or negative) about the waiting room facilities. See comments detailed under Q22 Comments

Thank you for your feedback

Themes Identified and Conclusion

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice's service, with 92% of patients being very or fairly satisfied with the care they receive at the surgery, and only 7% neither satisfied nor dissatisfied and 1% quite unhappy with the service they received. Overall, 99% of patients are willing to recommend the Surgery to someone has just moved into the area, with only 1% of the respondents not sure at this point (which is the same patient who was unhappy, with the service received).

On analysing the questions relating to

- Telephone Access (Questions 7 – 14) as well as those relating to
- Booking Ahead (Questions 15 – 17);
- Patient Information (Question 21); and
- Improve Waiting Room Facilities (Question 22)

a number of observations were made, which required further discussion and evaluation. These are detailed under Step 4 below, including the agreed action plan, to be put into practice as soon as is viable.

These four themes will be discussed under Step 4 and the agreements reached regarding changes and service development will be communicated to the PRG/PPG and the PCT as part of Step 5 of this project.

*CUF, Giffard Drive Surgery
March 2012*

Giffard Drive Surgery - Patient Participation DES 2011 to 2013

Step 4

Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to services

4.1 - The method used for those discussions and the date that discussions took place

The discussion with the PRG/PPG at a regular meeting held on 26 January 2012 highlighted general satisfaction with the broad data feedback, however, the Group felt they should wait until their next meeting to be held on 5 March 2012, in order to receive a full report and analysis, as some responses had not yet been received back by the Practice at this January Meeting.

At the meeting on 5 March 2012, the Giffard Drive Patient Group received the full analysis (as detailed in the preceding pages), as well as note of all the comments received in the free text question boxes.

Four main themes were clearly identified from the evaluation and discussion that centred on Step 3 of this project:

- Telephone Access (Questions 7 – 14)
- Booking Ahead (Questions 15 – 17);
- Patient Information (Question 21);
- Improve Waiting Room Facilities (Question 22)

4.2 & 4.3 - The suggested areas for change (if appropriate). The rationale for agreeing areas where a change is appropriate and/or not appropriate and the changes that have been agreed with the PRG (these two sections have been linked together as it is more efficient to identify the areas for change and state the agreements reached with each area accordingly).

In order to address the four themes identified via the survey that are listed above, the following actions have been taken by Giffard Drive Surgery. Each point outlines the discussion held with the PPG/PRG and a rationale behind the changes that can or cannot be delivered. These include:

A. Telephone Access

A.1 Greater availability of telephone lines / reception staff at 0830hours

The Practice Manager will discuss the possibility of increasing the availability of phone lines with the Telecoms company and manage accordingly.

A.2 Replace outmoded telephone system within the Practice to ensure calls are not cut-off and lost

The Practice Manager is already in discussions with a new telecoms company, having held a tender bidding exercise to replace the whole telephone system and revise the incoming/outgoing call process. It is hoped this will be in place by the end of this Financial Year, or failing that within the next two months.

A.3 Instigation of a call queuing system to inform patients what position they are in the queue

The Practice Manager will discuss the feasibility with the new Telecoms company and feedback the response. The PPG stated that they would prefer not to have music played into their ears whilst on-hold, but would like some indication that they are on-hold, rather than the current "silent" system. The PM will look into the various options currently available on the market.

B. Booking Ahead

B.1 Ensure Patients are aware that they are able to pre-book appointments a number of weeks ahead (currently up to 6).

As advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.

B.2 Look into viability of having up to 8 weeks' appointments bookable in advance

Analysis of this to be made for all clinical staff, including GPs, Nursing, Health Care Assistants and Phlebotomists. We currently have up to 6 weeks available on screens, and it is very dependent on holiday planning and staff availability, which in turn has to remain flexible within the Practice to cover any potential shortfall of appointments at short notice. .

C. Patient Information

C.1 Widen Patient Communication and Information Systems

64% of patients are happy to receive information via the Practice website and 87% would like to continue to see this information on the Practice Notice Boards. However, 61% have said they would like to see a Newsletter, which is something that needs to be looked at – either as a Practice project, or a Project run by the Patient Participation Group (PPG) for the patients.

C.2 Introduce more Hi-Tech Info systems, especially for the younger patients

4% of respondents suggested personalised messaging or letters, such as *Twitter*. In response to this, we have already set up a *Twitter* Account - [@GDSurgery](#). This is being run but one of our GPs and he already has a following of 65! This account highlights latest health advice and information and we hope that this will form the basis of a new era of instant messaging. NB, it has been set up to send, but not to receive messages. Discussions were also held re the possibility of setting up a *Facebook* account, but this was felt not quite suitable at this stage.

D. Waiting Room Facilities

D.1 Improve Waiting Room Facilities

12% of respondents made a comment about improving (or keeping the status quo) of our current waiting room facilities. Some of these were little tongue in cheek, however, serious consideration will be given to the ones with valid advice, such as improved seating, redecoration and information provision. This will be further discussed with the PPG for developing a project plan.

4.4 – The areas of significant service change that will impact on the contractual arrangements and whether this change has been agreed with NESH (if appropriate)

Although each of the four themes identified raised areas for further Practice development, none of the items raised impact on the Practice contractual arrangements. NHS Hampshire has not been notified as there are no changes to the Practice which affect funding or contracts. Internal service redesign are the areas identified by the respondents and these will be addressed and communicated accordingly to all of our patients using the variety of media available to us.

CUF, Giffard Drive Surgery
March 2012

Giffard Drive Surgery - Patient Participation DES 2011 to 2013

Step 5

Agree action plan with PRG and seek PRG agreement to make changes

Although each of the four themes identified raised areas for further practice development, none of the items raised an impact on the Practice contractual arrangements. NHS Hampshire has, therefore, not been notified of any changes as detailed in Step 4 above, as there are no legal or contractual areas affected by the results of this survey at Giffard Drive Surgery.

No.	Problem Identified	Change Identified and/or Viability	Time Frame for change	Communciations Plan
Telephone Access				
1.	Greater availability of telephone lines / reception staff at 0830hours	The Practice Manager will discuss the possibility of increasing the availability of phone lines with the Telecoms company and manage accordingly.	April/May 2012	Info Page on Website; Noticeboard updates
2.	Replace outmoded telephone system within the Practice to ensure calls are not cut-off and lost	The Practice Manager is already in discussions with a new telecoms company, having held a tender bidding exercise to replace the whole telpehon system and revise the incoming/outgoing call process. It is hoped this will be in place by the end of this Finanical Year, or failing that within the next two months.	April/May 2012	Info Page on Website; Noticeboard updates
3.	Instigation of a call queuing system to inform patients what position they are in the queue	The Practice Manager will discuss the feasibility with the new Telecoms company and feedback the response. The PPG stated that they would prefer not to have music played into their ears whilst on-hold, but would like some indication that they are on-hold, rather than the current "silent" system. The PM will look into the various options currently available on the market.	April/May 2012	Info Page on Website; Noticeboard updates
Booking Ahead				
1.	Ensure Patients are aware that they are able to pre-book appointments a number of weeks ahead (currently up to 6	An advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years)	Info Page on Website; Noticeboard updates
2.	Look into viability of having up to 8 weeks' appointments bookable in advance	Analysis of this to be made for all clinical staff, including GPs, Nursing, Health Care Assistants and Phlebotomists. We currently have up to 6 weeks available on screens, and it is very dependent on holiday planning and staff availability, which in turn has to remain flexible within the Practice to cover any potential shortfall of appointments at short notice.	May 2012	Info Page on Website; Noticeboard updates
Patient Information				
1.	Widen Patient Communication and Information Systems	64% of patients are happy to receive information via the Practice website and 87% would like to continue to see this information on the Practice Notice Boards. However, 61% have said they would like to see a	June 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter

		Newsletter, which is something that needs to be looked at – either as a Practice project, or a Project run by the Patient Participation Group (PPG) for the patients.		
2.	Introduce more Hi-Tech Info systems, especially for the younger patients	4% of respondents suggested personalised messaging or letters, such as <i>Twitter</i> . In response to this, we have already set up a <i>Twitter</i> Account - @GDSurgery . This is being run by one of our GPs and he already has a following of 65! This account highlights latest health advice and information and we hope that this will form the basis of a new era of instant messaging. NB, it has been set up to send, but not to receive messages. Discussions were also held re the possibility of setting up a <i>Facebook</i> account, but this was felt not quite suitable at this stage.	April 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter
Improve Facilities				
1.	Improve Waiting Room Facilities	12% of respondents made a comment about improving (or keeping the status quo) of our current waiting room facilities. Some of these were little tongue in cheek, however, serious consideration will be given to the ones with valid advice, such as improved seating, redecoration and information provision. This will be further discussed with the PPG for developing a project plan.	December 2012	Info Page on Website; Noticeboard updates If successful, also via a Newsletter

CUF, Giffard Drive Surgery
March 2012