



Park View Health Partnership Local Patient Participation Report March 2012

A description of the profile of the members of the patient group:

The current patient group membership is neither reflective nor representative of its practice population. 20% of the practice population are under 16 years of age; 64% of the practice population are either in education or working and 16% are over 65. The profile of the Patient Group comprises 10 males and females between 37 and 80 years old who responded to a request for interested parties from the practice. It includes patients with chronic disease, a variety of disabilities, carers, parents and the elderly.

A description of what steps the Practice has taken to ensure that the patient group is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Park View Health Partnership has a large ethnic population and individual letters were sent to 25 targeted patients to recruit a representative from this cohort, but there was no response. Additionally, parents attending the baby development clinic were invited to be involved and although some responses were received, invitations to participate via emails and meetings were disregarded.

A description to be entered in around how the Practice and the patient group determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The core patient group were asked to contribute topics for questions about practice to be included in the survey. This formed the basis of the survey which was available online and on paper. Emails were sent to 130 patients asking for their feedback online. Additionally a computer was set up in the waiting room with access to the survey, together with a selection of health information and lifestyle sites which may be of interest to patients. Daily text messages were sent to patients with an appointment at the practice, inviting them to participate in the survey. The reception team also promoted the survey, especially to those patients who didn't have a mobile phone or email address registered with the practice.

A description of how the Practice sought to obtain the views of its registered patients and how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together:

The survey was undertaken in two parts. The first was issued in October 2011 and received 110 responses. The Practice Manager undertook the analysis of the responses (published below) and chaired a meeting of the Patient group in mid-November 2011. An action plan was developed and a further survey was planned for January 2012.

The second survey commenced mid-January 2012 and 117 responses were received. Again the Practice Manager undertook the analysis and invited the patient group to discuss this at the end of February 2012.

Both surveys were emailed to patients, available from a link on the website, and in the practice on the computer and paper.

A description of the findings or proposals that arose from the local Practice survey
Patients were asked a total of 20 questions (a copy of the questionnaires are attached for reference) with regards to appointments, the practice staff, awareness of services available, complaints, waiting rooms facilities, online systems, and the patient group.

The Practice received many comments regarding the appointment system, the helpfulness of practice staff, requests for additional services, and suggestions for improvements.

Responses found to be positive

Many patients think Park View Health Partnership is a well run, friendly practice and 89% of patients would be happy to recommend their GP.

Responses found to be least positive

Seeing your own GP
Getting an appointment in a reasonable time
Convenience of appointments
Being asked for reason for appointment when booking
Unaware of the services are available
Help on how to stay healthy: MOTs, healthy eating
Repeat prescription requests

A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising out to the local Practice survey:

November 2011 survey (numbers indicate % response)

Who did you see when you last visited the practice?

53 Doctor
42 Nurse
2 Midwife
3 Receptionist
1 Other

2. Were you able to book the appointment you wanted?

76 Yes
18 Alternative
6 No

When you called the practice, the person who answered the phone was prompt and friendly.

86 Strongly agree/agree
1 Strongly disagree/disagree
13 Neutral/not applicable

The receptionist was efficient.

88 Strongly agree/agree
3 Strongly disagree/disagree
9 Neutral/ not applicable

The receptionist gave you all the information you needed.

86 Strongly agree/agree

3 Strongly disagree/disagree

9 Neutral/ not applicable

The waiting time to get to see the clinician was reasonable.

75 Strongly agree/agree

3 Strongly disagree/disagree

22 Neutral/ not applicable

All of your questions/concerns were answered by the clinician

93 Strongly agree/agree

3 Strongly disagree/disagree

4 Neutral/ not applicable

Overall, you were satisfied with your experience at the practice when you last visited.

89 Strongly agree/agree

4 Strongly disagree/disagree

7 Neutral/ not applicable

How is this practice meeting your needs?

75 The practice offers everything I need

17 The practice offers most things

3 The practice only offers a few services for me

1 The practice fails to give me what I need

4 I don't know what services are available

Please can you tell us whether you would prefer to be answered with

16 a line busy tone/engaged signal

80 an automated answerphone advising you how many calls are ahead of you, and then wait in a queue to speak to reception

4 Other

Whilst waiting to see a clinician, would you prefer

10 Silence

90 Music

18 Classical

21 Easy listening

6 Low

6 Radio

12 Any

3 Not current

What further facilities and information would you like available in the waiting room?

Daily newspapers

News Channel Playing on the TV screen with subtitles

Information about Bus Times and stops locally could be made available on the waiting room screen?

Info about what services are available

Toys

Acupuncture

Self Check in

Baby warming for milk, unless that is elsewhere within the surgery

Number of patients in front

A wider mixture of seating

Newsletter

Information on what is going on in the practice

January 2012 survey response (numbers indicate % response)

Please tell us about your experience of the following:

70% of the patients surveyed are aware of the practice website, 18% don't know there is one.

80% of patients surveyed know about the text messaging facility and like it, 5% aren't using it and 2% are unaware of the service.

10% of the patients surveyed are using the online booking service, 44% know about it and 30% are unaware of it.

60% of patients surveyed are aware that they can email repeat prescriptions, 30% didn't realise this service is available.

Flu vaccination rates at Park View are consistently the best in West Sussex, but it takes a lot of organising, especially to ensure that everyone gets their jab. If you are eligible for a flu vaccination, when is the most convenient time for you to come into the practice?

45% of patients surveyed are not eligible for flu vaccinations, 43% are happy with the Saturday morning clinic, 9% would like an evening clinic and 3% would prefer a weekday morning.

Were you aware that Park View Health Partnership has an active Patient Group?

38% of patients surveyed are aware that there is an active Patient Group at the practice, 59% didn't realise this.

What should we be asking our patients about to help us to shape the future of our medical services for the years ahead?

Appointment availability
regular check ups
how to improve services
What their expectations of the practice are
Showing interest in the patient
General health
Should a doctor referral always be required.
improved online facilities

Complaints, compliments and suggestions are always welcome as this helps us improve our service to our patients. Are you aware of the most effective method of letting us know?

44% of patients surveyed know how to make a complaint suggestion or compliment, 55% are unaware of the process

Many of you wanted more information about services available. How would you like to access this?

53% of patients surveyed would like patient information available online, 50% are happy to find out from leaflets and posters in the practice, and 30% would like text message information. Some patients ticked more than one box.

How likely are you to recommend your doctor to family or friends?

89% of patients surveyed would be happy to recommend their doctors. 9% would definitely not.

No males under 24 or females under 16 responded to the surveys. Females aged between 25 and 54 and males between 45 and 54 were the most likely to respond.

The surveys were completed online by 73% of patients, and on paper by 27%

Report compiled by Helen Corpe
Practice Manager, Park View Health Partnership
8 March 2012

A Description of the action which the Practice, the PCT intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local Practice survey.

Action plan from first survey

Communication and marketing the practice to increase patient numbers	Leaflet distribution to new housing developments in the area by end March 2012
Funding for patient groups	EW (patient group member) to investigate and report back
Next survey questions at the beginning of December for Patient group to review and comment upon.	Questions sent out and agreed
Display photos of the staff	Staff are unwilling to have their photographs displayed
Leaflet and poster information upgrade	Move leaflets from tables to leaflet racks by December 2011. Identify best method of arranging vast quantity of leaflet information by June 2012
Information about Bus Times and stops locally	Information updated on plasma screen by December 2011
Promote our great reputation in the town.	Awareness raising by patients and taking part in local health events. Ongoing.
Website content and optimisation.	Suggestions on website design and content have been addressed where possible. Ongoing
Newsletter - distribution, lamination of copies in waiting room, website	Production of first newsletter by practice and patient group in November 2011, distributed within practice and available on the website. To be produced three times a year.
Telephone queuing system	Investigated by practice, but cost implications of over £3000 to purchase new circuit board makes this unviable at the present time
Written record of service improvement suggestions	Maintained by practice manager and will be available on website from April 2012
Keeping extended access appointments for patients who work	Reception team will offer these appointments to working people only from December 2011
Install check in screen	Cost of £3000, unviable at present time

Action plan from second survey

Communicate to patients using other than online methods eg leaflet, waiting room screen	We already do this, but need to make patients more aware of options
Collect email addresses to keep patients informed	During summer 2012, encourage patients to let us have their personal email addresses for awareness raising campaigns: leave on waiting room seats for completion and encouragement from reception and clinical teams
Raise awareness about Patient Group and its purpose	Article in newsletter for spring 2012

Use of computer in waiting room	Sign needed to alert patients to existence and possible uses by March 2012
Monthly promotion of NHS Health Check, carers, other issues	Information notices on backs of clinicians' doors and WCs worked well for flu clinic by April 2012
Encourage patients to be more proactive in accessing information	Awareness raising and encourage patients to ask for what they want as we usually have it available. Ongoing.

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

Park View Health Partnership is open Monday to Friday 8.30 - 18.00. The practice provides extended hours on Thursday evening from 18.30 which enables patients (particularly those who are commuting to work) to access appointments at a later time.

Patients can make appointments by telephoning or calling in person to the practice. Patients can also register to take advantage of booking appointments on the internet. The Practice offers an option to enable patients to request repeat prescription requests via its secure email address. The practice has text messaging facilities to remind patients of their appointment, as well as providing health promotion messages and practice information.

A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.

The practice provides extended opening hours on Thursday evening 18.30 - 20.00. These are pre-bookable appointments. The healthcare professionals available on these sessions comprise a GP, a nurse and a health care assistant.

1. Who did you see when you last visited the practice?

- Doctor Nurse Midwife Health Visitor Receptionist (and didn't visit a clinician)
 Physiotherapist Osteopath Podiatrist Other (please specify)

2. Were you able to book the appointment you wanted?

- Yes, I booked it at the time and for the day I wanted
 No, I didn't get the one I wanted but was offered suitable alternatives
 No, I wasn't happy with what I was offered

3. Please respond to how you agree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
When you called the practice, the person who answered the phone was prompt and friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The receptionist was efficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The receptionist gave you all the information you needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting time to get to see the clinician was reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All of your questions/concerns were answered by the clinician.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, you were satisfied with your experience at the practice when you last visited.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How is this practice meeting your needs?

- a. The practice offers everything I need
 b. The practice offers most things
 c. The practice only offers a few services for me
 d. The practice fails to give me what I need
 e. I don't know what services are available

If you have answered b., c. or d. above, please tell us what you need from the practice to help you manage your health successfully.

5. We closely monitor the ease of getting through to the practice on the telephone and may make some changes as a result of these responses. Please can you tell us whether you would prefer to be answered with

- engaged signal

- an automated answerphone advising you how many calls are ahead of you, and then wait in a queue to speak to reception

Other (please specify)

6. It is common in practices to play music in the waiting room. Whilst waiting to see a clinician, would you prefer

- Silence
- Music

If so what type

*

7. What further facilities and information would you like available in the waiting room?

8. We need to make sure that we are obtaining feedback from a wide variety of patients and would ask you to complete the following question to help with this. Are you

- Male aged under 16
- Male aged 16-24
- Male aged 25-44
- Male aged 45-54
- Male aged 55-64
- Male aged 65-74
- Male aged over 74
- Female aged under 16
- Female aged 16-24
- Female aged 25-44
- Female aged 45-54
- Female aged 55-64
- Female aged 65-74
- Female aged over 74

9. How did you complete this survey?

- online away from the practice in response to an email
- online away from the practice using a link from the website
- online using the computer in the practice
- on paper

10. Thank you for taking the time to complete your feedback. Please use the space below to add any comments you may have.

1. Please tell us about your experience of the following:

	Excellent	Quite helpful	I know about it, I know about but haven't used it yet	I know about it, but don't want to use it	Unaware of it
Our practice website www.parkviewhealth.co.uk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text messages reminders on your mobile phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online appointment booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email repeat prescription requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Flu vaccination rates at Park View are consistently the best in West Sussex, but it takes a lot of organising, especially to ensure that everyone gets their jab. If you are eligible for a flu vaccination, when is the most convenient time for you to come into the practice?

- Saturday morning clinic as usual
- Thursday evening clinic
- Wednesday morning clinic

Other (please specify)

3. Were you aware that Park View Health Partnership has an active Patient Group?

- Yes
- No

If you would like more information on getting involved, please contact the Practice Manager on info@parkviewhealth.co.uk or leave a message at reception

4. What should we be asking our patients about to help us to shape the future of our medical services for the years ahead?

5. Complaints, compliments and suggestions are always welcome as this helps us improve our service to our patients. Are you aware of the most effective method of letting us know?

- Yes
- No

*

6. Many of you wanted more information about services available. How would you like to access this?

- Online
- Leaflet in practice
- Poster on practice notice board
- Text message notification

What services would you like information about?

7. How likely are you to recommend your doctor to family or friends?

- Extremely likely
- Very likely
- Moderately likely
- Slightly likely
- Not at all likely

8. We need to make sure that we are obtaining feedback from a wide variety of patients and would ask you to complete the following question to help with this. Are you

- Male aged under 16
- Male aged 16-24
- Male aged 25-44
- Male aged 45-54
- Male aged 55-64
- Male aged 65-74
- Male aged over 74
- Female aged under 16
- Female aged 16-24
- Female aged 25-44
- Female aged 45-54
- Female aged 55-64
- Female aged 65-74
- Female aged over 74

9. How did you complete this survey?

- online away from the practice in response to an email
- online away from the practice using a link from the website
- online using the computer in the practice
- on paper

10. Thank you for taking the time to complete your feedback. Please use the space below to add any comments you may have.