



Park View Health Partnership Local Patient Participation Report March 2013

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; 63% of the practice population are either in education or working and 17% are over 65. The profile of the Patient Group comprises 8 males and females between 55 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 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. All patients are eligible to attend patient group meetings.

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:

Findings from the previous survey indicated that appointment access was a problematic issue for patients and it was agreed that the survey should be focused on this topic.

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 available online and on paper. Emails were sent to 253 patients asking for their feedback online. Additionally a computer was available 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. The reception team promoted the survey, especially to those patients who didn't have a mobile phone or email address registered with the practice. Patients were also invited to complete the survey at the flu clinics held at the practice on two separate Saturday mornings in October/November 2013.

From September 2012, bi monthly patient group meetings were instigated on the first Wednesday in each odd month from 5-6pm. Doctor Duncan Wells joins for last 30 minutes to answer patients' questions. Patients are beginning to input to agenda (Jan 2013). Patients are reminded of these meetings by text (2509 texts send out Jan 2013) and email (667 emails sent out Jan 2013).

Patient survey on access undertaken in October/November 2012 was discussed in January 2013.

The patient newsletter, produced three times a year, also had details of the survey and a request to complete it.

A description of the findings or proposals that arose from the local Practice survey

Patients were asked a total of 10 questions (a copy of the questionnaires are attached for reference) with regards to access arrangements for patients. The Practice received many comments regarding the appointment system and the helpfulness of practice staff.

Responses found to be positive

Patients are impressed with the practice, have found it to be caring and friendly, with a first class service

Responses found to be least positive

Very difficult to obtain an appointment within a week for a non-urgent matter, or outside normal working hours.

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

The latest patient survey undertaken in October/November 2012, focused on the patient experience of primary care at Park View Health Partnership. It was the first time that this had been investigated for many years, although the practice was acutely aware of some of the difficulties that patients experience both at the practice and in the wider mid-Sussex area.

The survey was advertised on the website and in the practice. All patients with a mobile telephone number were sent a text message encouraging them to complete the survey so that we could obtain the widest possible range of patients and their comments. The majority of the responses were gathered at the two flu clinics held at the practice. There were 194 responses before the survey closed on 5 November 2012.

82% of patients surveyed had a good experience of telephoning the practice and speaking to a receptionist at the first attempt. 2.5% of patients felt they could very rarely get through on the phone at the first attempt. Patients are encouraged to call after 11am or 4pm when there is more chance of the telephone lines being less busy.

79% of the respondents felt that they were able to obtain a convenient appointment. 99% and 98% of patients consider they are treated with dignity and respect by the administration and clinical teams. A total of 6 patients felt that this was not so, and they are asked to come forward to discuss their concerns with the Practice Manager in order to address any misunderstandings or outstanding issues.

Of the 105 patients who responded as being referred to secondary care over the last year, 35% do not recall being offered a choice of where they could be referred. The government's vision is for patients and clinicians to reach decisions about treatment together, with a shared understanding of the condition, the options available, and the risks and benefits of each of those. The government wants to place patients' needs, wishes and preferences at the heart of clinical decision-making and describes a vision of healthcare where the patient is - if not an equal partner - then certainly an active participant in treatment decisions.

Doctors are now encouraged to use community services in West Sussex, rather than those in hospitals. The community clinics are often a one stop shop providing care closer to home, saving patients making repeat visits to hospitals.

6.2% of patients would like to know where to find out more about opening hours and services that the practice offers. This information is available on our

- website (www.parkviewhealth.co.uk)
- in the practice booklet (a copy is available on request at reception)
- on the front doors of the practice building
- in the newsletters

Additional details are provided at patient group meetings which are held every 2 months on a Wednesday evening at the practice, and all patients are welcome to attend.

33% of the respondents were male, 46% were female, and 21% didn't answer. If this was due to lack of knowledge, the practice certainly has its work cut out here!

Action plan from survey

The patient group is very disappointed at the response of practice patients to both the meeting attendance and the survey, despite the practice efforts to encourage attendance and completion. The group will investigate ways to increase attendance and participation in the group.

This may be helped by the newly formed CPRG of the Horsham and Mid-Sussex Clinical Commissioning Group. Representative patients from each of the 23 practices are invited to put forward ideas to a central forum and can feed back to their practice patient groups. Park View Health Partnership has a representative who attends both meetings.

As a result of the survey, the number of GP appointments has increased by 10 per week and an additional health care assistant has been appointed for 10 hours a week. This should reduce the pressure on appointments in the short term. Appointment availability is reviewed regularly.

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 - 13.00 and 15.00 - 18.00. The practice provides extended hours on Tuesday mornings from 7.30am and Thursday evenings from 18.30 which enables patients (particularly those who are commuting to work) to access appointments.

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. Patients can also cancel their appointments using a text back facility.

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 a Tuesday morning from 7.30am for prebooked GP appointments. There are also appointments on a Thursday evening 18.30 - 20.00 which are pre-bookable appointments. The healthcare professionals available on this evening session comprise a GP, a nurse and a health care assistant.



1. I am able to get through to the practice by telephone at the first attempt

Yes, always

Yes, usually

Yes, sometimes

Not always

Very rarely

Other (please specify)

2. I am able to get an appointment when I want one

Yes, for the day and time I request

Yes, for an alternative, convenient time

No

3. I am treated with dignity and respect by the administration staff

Yes, every time

Yes, mostly

No

Other (please specify)

4. I am treated with dignity and respect by the nurses and doctors

Yes, every time

Yes, mostly

No

Other (please specify)

5. If you have had a referral within the last year, did your doctor offer you a choice of where you could be referred?

Yes, we discussed this

Yes, it was offered but we didn't discuss the options

No, I don't remember being offered a choice

6. My practice provides accurate, up to date information on services and opening hours

Yes

No

I'd like to know where to find out more

7. 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 Female

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

8. How did you complete this survey?

online using the computer in the practice

on paper

9. We are moving towards contacting our patients by email and text. If you are happy to let us have this information, you could include it here, in the certain knowledge that it will remain confidential and not shared with a third party. Should you wish your survey answers to remain anonymous, you can complete a form when you next visit the practice.

Name:

Email address:

Mobile phone number:

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