



Park View Health Partnership

Patient Group Report

January 2014

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 is fluid but comprises males and females between 55 and 80 years old. It includes patients with chronic disease, a variety of disabilities, carers and the elderly.

A description of 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:

All patients are eligible to attend patient group meetings. They are contacted every two months by email and text and invited to attend the meeting. This information is also available on our website. The survey findings show that over half of the patients are aware of the existence of the Patient Group.

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 patient group determined the focus of the survey at a meeting in September 2013.

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 over 800 patients asking for their feedback online. Text messages were sent to over 2800 patients with a similar request. 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 survey was available in paper form on the reception desk for patients who wished to complete it. Patients were also invited to complete the survey at the flu clinics held at the practice on a Saturday morning in October 2013.

From September 2012, bi monthly patient group meetings were instigated on the first Wednesday in each odd month from 5-6pm. Patients are beginning to input to agenda (Jan 2013). Patients are reminded of these meetings by text and email. The meetings are chaired by the Practice Manager, Helen Corpe, and are increasingly well attended. Patients learn about the practice and the wider patient engagement by the Clinical Commissioning Group. Patients are invited to contribute ideas to improving the practice and in 2014, speakers will be invited to deliver health education to patients during these meetings.

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 questionnaire is attached for reference) with regards to waiting times and self-care. The Practice received many comments regarding the appointment system and the helpfulness of practice staff.

The latest patient survey undertaken in October/November 2013, and for the first time contained questions compiled by the Patient Group. Waiting times in the practice and self-care issues were addressed. As previously there was also an area for patient comments and it was this that produced the most interesting to analyse.

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 online, although a large number were completed in the practice as they were available on the reception desk for patients to complete. There were 298 responses before the survey closed on 17 December 2013.

75% of patients surveyed said they were willing to wait up to 30 minutes for their appointment and a further 24% were willing to wait if they knew how long it would be. 1% would prefer to rebook their appointment. This contrasts radically with the comments about being able to book appointments. There appears to be a high level of frustration about having to wait up to two weeks to see a particular GP. Although this is a particular problem for small practices in the area such as Park View Health Partnership because of the economies of scale, the GP Partners will be reviewing this in 2014 to attempt to improve the access for patients.

Evaluation of the self-care expectations of patients proved interesting. Many responses clarified that they would only expect to see a GP for a minor illness if it continued for a number of weeks.

Symptom	% of respondents who would see a GP	
Bites	10	
<u>Blacking out</u>	83	
Blood loss	70	if persistent
Burns	28	
<u>Chest pain</u>	78	
Cough	28	if persistent
Choking	20	
Cuts	7	
Diarrhoea	30	
<u>Ear pain</u>	63	
Flu like symptoms	21	
Grazed knee	0.67	
Hangover	0	
Hayfever	11	if persistent
Headache	13	if persistent
Runny nose	22	
Serious injury	44	
Sore throat	16	
Sprained ankle	17	
Toothache	1	
Upset stomach	18	
Vomiting	42	if persistent

The underlined symptoms are those that a GP would see which are the top three symptoms selected by the respondents. The items marked 'if persistent' are the symptoms that the GPs would see if significant and abnormal. Other symptoms such as burns are managed by the nursing team. Serious injuries should be dealt with immediately at A&E as the practice doesn't offer a walk in service. Many of the above are symptoms requiring self-care only. It was good to know that none of our patients would come and see their GP for hangovers!

Patients in West Sussex can avail themselves of a symptom checker either online or as an app at <http://www.rightcarerightnow-nhs.net/> to help them access the most appropriate and effective service. This web address is also available as a link on the practice website.

52% of patients either already use a list to help them get the best out of their appointment or would like to know where to find one. From January 2014 these will be available from reception and on our website (www.parkviewhealth.co.uk/info.htm) to help patients.

The response regarding provision of a hot drinks machine in the waiting room was divided. One third of patients would like one and pay up to £2 per cup for a good quality drink. However, two thirds of patients surveyed said no, and many expressed concern about the health and safety issue of hot liquids. This matter will be reviewed again in two years' time.

Over half of the patients surveyed knew of the existence of the Patient Group but many said that they were unable to get to the meetings. These are held every 2 months on a Wednesday evening at the practice, and all patients are welcome to attend. The dates are advertised on the website, and are typically the first Wednesday in every odd numbered month. A third of patients didn't know that they had influence and could affect the running of the practice, and a sixth of patients surveyed were not concerned about having their voice heard.

As mentioned above, it was interesting to analyse the comments that patients had registered on the survey. They ranged from 'Excellent practice - I'm a new patient, but have been really impressed by my treatment to date. Reminds me of how lucky we are to have the NHS' to 'I think this is the worst practice I have ever been to'. There were more comments about the difficulty in obtaining timely appointments with a named GP than about anything else, and this will be reviewed in the New Year.

There were a number of questions raised in the survey by patients and the answers are given below:

- ☞ Would a blood pressure machine in the surgery help to save time for the nurses?
This has been discussed, but there is a concern about obtaining the correct reading if patients are hurried or distracted whilst their blood pressure is being measured.
- ☞ There are lots of different leaflets in the waiting area but I couldn't see one on depression?
Leaflets will be obtained and placed in the waiting room
- ☞ Phone system is terrible - should state opening hours on recorded message instead of just emergency number then hanging up!
The phone message has been altered to state that the practice will open at 8.30am for the morning session and 3pm for the afternoon session.
- ☞ I'm also keen on the automated check-in systems some practices use as these would tell you whether the GP is running later and by how long.

The reception team will make every effort to let patients know how many people are waiting ahead of them to see the doctor or nurse if they are not the next ones to be called in. A message is displayed on the screen if the doctor or nurse is running more than 30 minutes late.

- ☞ In addition I would find it helpful to have a system whereby your name is displayed on a screen when the doctor is ready to see you.
This suggestion has been discussed at some length in the Winter 2013 newsletter.
- ☞ Build on the old fashioned values of having a long term relationship, a doctor that calls you to see how you are following an illness.
Unfortunately, this is not something that any GP is able to offer with the amount of paperwork that now has to be undertaken to satisfy the NHS contract.
- ☞ Maybe would like prompt for yearly blood test.
All annual blood tests and reviews should be undertaken during the month of your birthday, as this is something patients are unlikely to forget!

44% of the respondents were male, 56% were female.

Action plan from survey

As a result of the survey, the number and type of GP appointments is being reviewed and will be assessed again when the new GP contract comes into force from April 2014. This should reduce the pressure on appointments in the short term. Appointment availability is reviewed regularly.

The practice will continue to focus on assisting the patient to ascertain where self-care is appropriate and when they should seek advice from a doctor. This should ensure that patients are appropriately cared for in the right environment for their symptoms.

Improved communication with patients who are waiting for appointments has been implemented and the reception team will endeavour to advise patients how many people are in front of them to see the clinician.

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.

Thank you to all the patients who took their time to contribute to this survey. It is important to us that all our patients feel that they are treated with dignity, respect and listened to with due care and attention. Everyone at the practice is committed to providing a caring and professional amenity for all our patients and we are keen to continue improving the service we offer within the resources available.

Helen Corpe, Practice Manager
January 2014



Park View Health Partnership
Patient Survey
Autumn 2013

Please circle or
tick your
responses

1. I am happy to wait to see the doctor or nurse if they are running behind time on the day of my appointment

Yes

Yes up to 15 minutes

Yes up to 30 minutes

Yes up to 45 minutes

Yes, if I know how long I have to wait

I would prefer to rebook my appointment

Other (please specify)

2. I would find it useful to have a written list to remind me what I need to discuss so I can make the best use of the 10 minutes' consultation with the GP.

Yes, I already use one

Yes, where can I get one?

No

3. If a hot drinks machine was available in the waiting room, would you use it?

Yes No

How much would you be willing to pay?

4. What policies of the practice would you like to influence?

I didn't know I had influence

I'm not interested

I know about the Patient Group but can't attend the meetings

I'm already a member of the Park View Patient Group

Please specify which areas you would like to re-shape

5. Would you expect to see a GP for any of the following reasons? (please circle all that apply)

Bites

Blacking out

Blood loss

Burns

Chest pain

Cough

Chest pain

Choking

Cuts

Diarrhoea

Ear pain

Flu like symptoms

Grazed knee

Hangover

Hayfever

Headache

Runny nose

Serious injury

Sore throat

Sprained ankle

Toothache

Upset stomach

Vomiting

6. Your good health and well-being is important to you and to us.

How do you support your own health?

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 in response to an email or text
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.