

Grange Road Surgery

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PATIENT PARTICIPATION REPORT 2011 / 12

Grange Road Surgery Patient Reference Group

This group was established in July 2011 as a 'virtual' patient reference group (PRG). There are currently 13 members of the group.

We gave members the option to be contacted by either post or email as research showed that significant numbers of people in the local area are not able to access the internet at home. In the future we also plan to invite members for face to face meetings in order to discuss specific issues.

Representation

Practice population profile	%	PRG profile	%
Age%			
Under 16	23	Under 16	0
17 – 24	11	17 – 24	0
25 – 34	15	25 – 34	8
35 – 44	13	35 – 44	8
45 – 54	14	45 – 54	8
55 – 64	10	55 – 64	38
65 – 84	12	65 – 84	38
Over 84	2	Over 84	
Ethnicity %			
White British	96.8	White British	100
White Irish	0.8	Irish	0
Other white	0.8	Other white	0
Mixed – White & Black Caribbean	0.6	Mixed - White & Black Caribbean	0
Asian/Asian British - Pakistani	1	Asian/Asian British - Pakistani	0
Gender %			
Male	49.4	Male	38
Female	50.6	Female	62

The statistics above show that despite the relatively small size of the group, the majority of groups are represented. However the 'under 24' age group is under represented and the overall age profile is skewed towards the 55-84 age range.

Recruitment to the PRG is dependent on contact with the patients using the practice and we believe that current membership reflects patients' use of practice services. 62% of those in the group are regular users and 31% occasional users of the service and 8% rare users.

We hope that over time, as occasional and rare users of the service attend the surgery, awareness and hence membership of the PRG will be increased.

Recruitment plan

At its launch we implemented a comprehensive plan to raise awareness of the PRG and encourage all patients to sign up. The steps included:

Leaflets and notices

- PRG leaflets and notices in the reception and waiting areas
- PRG notice on the appointment arrival check in screen
- Notice with the GP Survey results and an invitation to join the PRG to influence changes
- Stickers on prescriptions issued

Practice information

- Information about the PRG incorporated into the practice leaflet
- Details on website encouraging patients to join

The direct approach

- Encourage PRG members to spread the word amongst other patients
- Ask people making complaints whether they would be interested in joining PRG
- Inviting those with long term conditions, as high service users, to join the group.

Staff

- Team meetings with doctors, nurses, receptionists and admin staff to explain the initiative and encourage them to promote membership amongst patients
- Emails to all staff on site to remind them of need to recruit to PRG

Differences between practice population and PRG

The differences between the practice population and PRG membership mainly reflect the frequency each group attends the practice and by maintaining the efforts outlined above, no user group should be unaware of the group's existence.

The Practice Survey

How were the areas of priority set?

We consulted with the patient reference group as follows:

Thank you once again for joining our Patient Reference Group.

We are about to run a short patient survey to find out how we are doing and we need your help to make sure we are asking the right questions to find out about the issues that are most important to you. The questionnaire we are planning to use is designed specifically for Doctors surgeries and it asks the following questions.

(details of IPQ questionnaire included here – see [Appendix 1](#))

Are there any other issues that you think we should be asking about?

If yes, please let me know before the 30th September as we plan to run the survey in October. I will be in touch again to get some feedback on the results when they come through in December.

I will also be contacting you again quite soon to ask you about some proposed changes to the appointment system. We want to make some changes as we know from the GP Survey and patients feedback that currently there are not enough 'book ahead' appointments and it is difficult to get through on the phone.

Finally we are looking for more members to join our reference group, so please let people know that you are taking part and what's involved, as this may encourage more patients to step forward.

The PRG were satisfied with the proposed questions and in addition asked for a question about being able to see their doctor of choice as well as questions about the quality of facilities and opinions about weekend and evening opening.

We found that the IPQ had been updated to incorporate a question regarding the choice of doctor and views regarding weekend and evening opening are sought by the national GP survey.

However we had difficulties formulating a question that would give sufficient information regarding the quality of facilities to allow us to act on the result and so we discussed this issue with the survey provider. They suggested that as the questionnaire is focussed on following the patient pathway through the surgery, the respondent will be led to consider the issue of facilities and that the free text box at the end of the questionnaire would give them the opportunity to make any comments they felt were important. This would then allow us to identify the specific areas that need to be explored further.

How were the questions drawn up?

We decided to use the IPQ questionnaire as a basis for the survey for a number of reasons:

1. It is a reliable and validated questionnaire that is designed for use in GP surgeries and asks questions from a patient perspective
2. We can compare the responses from our survey to a national benchmark to see how we compare to other GP practices in each area
3. We could ask additional questions if the PRG felt they were needed
4. There is space for comments to pick up any themes or issues not covered by the survey questions

How was the survey conducted?

The survey was conducted in January 2012. It was delayed from October due to the introduction of a new appointment system in mid November and Christmas disruptions. We felt that to make the best use of the survey it would be helpful to run it after the new appointment system had been established in order to get some feedback on the changes.

We distributed 325 questionnaires to every patient on arrival until we ran out. Patients were asked to complete the questionnaire after they have finished their consultation with the doctor or nurse and before they left the surgery. After the survey had been completed we sent off the responses for analysis.

What were the results of the survey?

Please see [Appendix 2](#)

Action Plans

How were the PRG consulted on the proposed action plan?

The action plan came in two parts. The first plan responded to the results of the national GP survey and individual patient feedback and the second plan to the Grange Road Patient Survey.

Action Plan 1 - The GP Survey and individual patient feedback

Feedback from the NHS patient survey and individual patients consistently told us that there were not enough 'book ahead' appointments and that it is very difficult to get through to us on the phone. In addition, that the majority of appointments are released at inconvenient times for working people.

As a result we proposed making some significant changes to the appointment system and sought the PRG members' thoughts on the plans.

The action plan

The action plan was fully supported by the PRG. Please see [Appendix 3](#) for the agreed action plan.

However one member advocated going a step further and restrict those who routinely do not attend appointments to same day appointments only. We decided to wait and see if the new appointment system, by becoming more convenient for patients, reduced the rates of non attenders before taking this action.

These changes had no contractual implications.

Implementation – progress update

The new appointment system was introduced on the 16th November 2011. The anecdotal evidence is that this has resulted in more patients being able to book an appointment, at a time convenient for them, by making a single phone call. This has also reduced the number of calls and made it easier to get through to us on the phone.

An unexpected benefit is a reduction in the overall demand for appointments. We believe that this is due to patients being able to see the doctor of their choice first time so not having to return for a second visit to discuss the same problem. We hope that this anecdotal evidence will be confirmed by future national GP Surveys.

Action Plan 2 - Grange Road Patient Survey

The survey report showed that although we have improved in some areas since previous surveys, it is clear that there is still room for improvement. So we shared the report with the PRG and asked for help identify our priorities and develop an action plan. We made the following proposals.

The action plan

1. Shorten the phone message.
2. Install hand gel next door to the touch screen at the reception desk
3. Improve signage and notice boards
4. Review the new appointment system
5. Re-run the patient survey later in the year to see if our plans have made a difference

This action plan was supported by the PRG and in addition there were suggestions from both the PRG and staff that we:

- Announce delays when the doctors are running late
- Install an additional phone line
- Investigate the possibility of a telephone triage system.

Implementation - progress update

1. We have changed and shortened the phone message.

Our message explaining the new appointment system was 58 seconds long and many people have fed back that it is frustrating to have to wait through this message before getting to speak to a receptionist. The message is now 29 seconds long.

2. We are installing hand gel next door to the touch screen at the reception desk.

This will be for a trial period as North Bristol Hospital Trust have recently removed all hand gel at their entrances in the light of changing guidelines on hand hygiene and as the units were routinely stolen.

3. We are improving our signage and notice boards

This will make them more relevant and easier to read.

4. Review of the new appointment system

Some people commented that they are still finding it hard to get the appointment they want when they need it. The Primary Care Foundation run a survey that looks at how easy it is to access our services in comparison to other GP practices nationally. It covers both appointments and phone systems and also looks at how many appointments we offer and whether there are enough available.

The appointment system is still very new and first survey we did in December suggested that it should be an improvement on what had gone before and, most surprisingly, that we offer nearly twice as many appointments per patient per year than the national average. So we plan to apply to the South Bristol Local Executive Group to run this survey again to see if we do achieve the improvements we hope for.

5. We plan to re-run the survey in early October 2012

In addition:

Announcing delays when doctors are running late

If a doctor is running more than 20 minutes late, the receptionist will announce this to the waiting room so patients waiting know that there is a delay.

Installing an additional phone line

We will investigate whether it is feasible to add a phone line so people do not get an engaged tone when they ring.

Investigate the possibility of a telephone triage system.

We will research how this system works in other practices and how we might make better use of the telephone appointments we have available.

These changes had no contractual implications.

Publication of this patient participation report

This report and its appendices will be published on the Grange Road Surgery website

http://www.grangeroadsurgery.co.uk/public_index.htm

In addition highlights of the report are on notices in the waiting area and patients are being encouraged to ask for a copy of the full report at the reception desk.

It has also been circulated amongst all staff to highlight the areas for improvement and the action plan.

Opening times

Doors are open 08.30 to 19.00 (phones until 18.30) Mon - Fri

Extended hours take place on a Monday evening until 9pm and the second Saturday of the month 9am – 11am.

Thanks

Our thanks go to all the patients and staff at Grange Road Surgery for their contributions to the improvements in our services.

We look forward to working with you in 2012-13 and making a difference.

If you would like to join the Patient Reference Group please ask for a form at reception or email the Patient Reference Group on grangeroad.patients@nhs.net

Improving Practice Questionnaire



CFEP USE ONLY	Org ID
	Survey ID
	Practitioner ID

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (whom you have just seen)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SAMPLE ONLY
PLEASE DO NOT COPY

Please turn over ↶





About the doctor/nurse (continued...)

	Poor	Fair	Good	Very good	Excellent
18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the staff

	Poor	Fair	Good	Very good	Excellent
22 The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23 Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24 Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Finally

	Poor	Fair	Good	Very good	Excellent
25 The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27 The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28 The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SAMPLE ONLY
PLEASE DO NOT COPY**

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

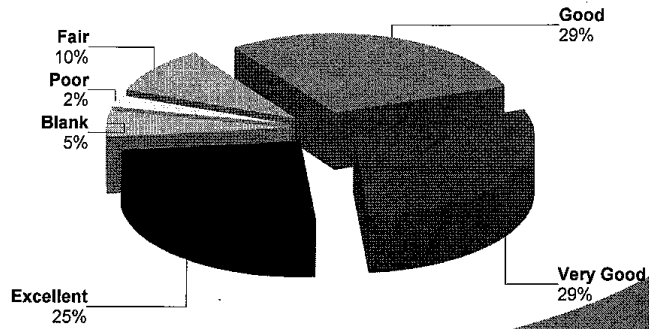
<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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Thank you for your time and assistance



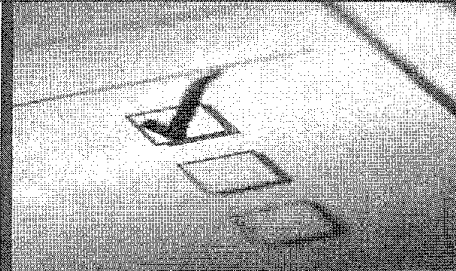
82%

of all patient ratings about this practice were good, very good or excellent

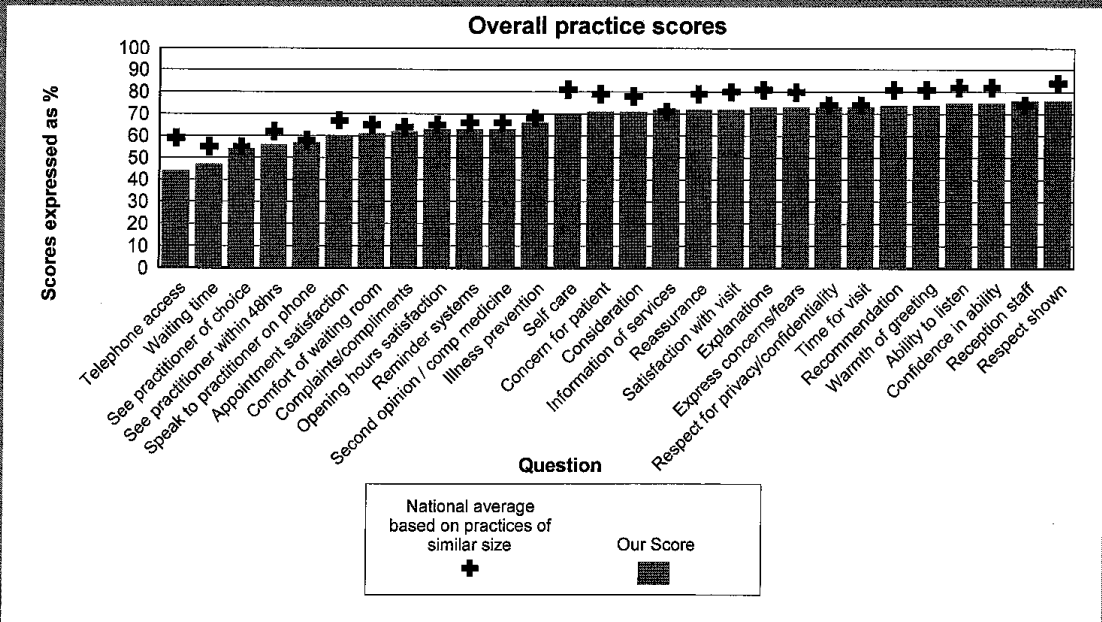


Thank you for your participation in this survey

Patient Experience Survey Results 2011/2012
Grange Road Surgery



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



Appendix 3: GP Survey Action Plan

Changes to the appointment system

Feedback from the NHS patient survey and individual patients consistently tell us that there are not enough 'book ahead' appointments and that it is very difficult to get through to us on the phone. In addition, that the majority of appointments are released at inconvenient times for working people.

As a result we are proposing to make some significant changes and would like to hear your thoughts.

We have talked to patients, asking them a few questions when they were booking their appointments and have looked at what other surgeries do elsewhere as well as national guidance. We have gathered all the information together and have put together a 5 step plan.

1. Rebalance the appointments

Type of appointment	Current	Proposed
Pre book	16%	44%
GP pre book	16%	34%
Telephone	0%	10%
Within 24 Hours	84%	56%
Book after 5pm	15%	16%
Book after 8.30am	43%	20%
Telephone	22%	13%
Emergency	4%	7%

In the past we have had problems with 'book ahead' appointments as people forget and do not attend. We want to make sure as few appointments are wasted as possible and so we plan to release 'pre book' appointments one week in advance.

We feel that if a patient has a query about an existing problem or a non urgent new problem, it is reasonable to wait a few days to see / get a call from their own doctor but probably not reasonable to ask them to wait two weeks for a response.

2. Standardise the templates

Each surgery session has a 'template' that we will need to adjust to ensure the right type of appointments are available at the right time.

We also need to make sure that there are the same proportion of each type of appointment available for each doctor, so that patients have equal opportunity to see their usual doctor and that we do not run short of a particular type of appointment during holiday times.

3. Spread the phone call load

Pre book appointments can be booked at any time of the day. The increase in this type of appointment should make it easier for working patients to get through on the phone. In turn this will reduce the number of people trying to get through at 5pm and 8.30am.

We will also ask that patients ring at 5pm for morning appointments and 8.30am for afternoon appointments. As people will then not have to call twice (or more) to make an appointment (at 5pm, then if unsuccessful again at 8.30am), we hope that this will halve the number of calls coming through at these times and make it easier to get through.

4. Standardise the use of appointment types

There are currently a wide range of appointment types and no common understanding of what each is for. This causes much confusion and conflict, especially as receptionists may have to ask for personal information in order to allocate them correctly.

We are planning to have just 4 appointment types and publicise what each are for so patients can understand the system more clearly and decide which appointment type is most suitable for them.

The reception team is currently working with the doctors to develop a 'script' for each type of appointment so each patient gets the same information in order to make a choice.

This is a work in progress and we would value a patient view, so if you are interested in helping us with the script, please let me know.

A brief outline of the proposed types is below:

Pre book	Existing problem / non-urgent new problem
Same day / After 5pm	New /existing problem that won't wait – preferably own doctor
Telephone	Pre book - simple medical advice / sick notes / queries / test results Same day – urgent existing problem – triage/advice from own doctor
Emergency	New/immediate/urgent problem that can't wait – will see any doctor

5. Tell people about the changes

We hope to implement changes from **Wednesday 16th November**. This will give us enough time to let people know what is going to happen.

We plan to:

- Ask advice from the patient reference group (this letter)
- Put up posters around the surgery
- Put stickers on prescriptions
- Ask the receptionists to tell everyone they speak to

Any additional ideas would be most welcome.

I hope you can see how this plan aims to address the issues that have been highlighted in the patient feedback to us. I am happy to answer any questions about any aspect of this proposal and positively welcome feedback and your thoughts.

I am aware that introducing a new system will mean teething problems and will not suit everyone, so do anticipate that this is only a starting point to the changes and so may need your advice again