

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	P82626 (Dr Hunt & Partners)
Completed by	Aimee Hilton

Patient Reference Group (PRG) Profile

Number of face to face members	1	
Number of virtual members	11	
Age & Sex breakdown	Male	Female
Under 16 -	0	0
17 – 24 -	0	0
25 – 34 -	1	1
35 – 44 -	0	0
45 – 54 -	0	2
55 – 64 -	1	5
65 – 74 -	2	0
75 and over -	0	0
Ethnicity		
White	3	7
Mixed	0	0
Asian / Asian British	1	0
Black / Black British	0	0
Chinese / Chinese British	0	0

Other ethnic group	0	1
Employment Status		
Employed	Don't know	Don't know
Unemployed	Don't know	Don't know
Retired	Don't know	Don't know
<i>Other (e.g. no of carers)</i>		
What the practice did to ensure that the PRG is representative of the practice registered patients		
<p>Information about the Patient Participation Group is available on the Practice Newsletter with a slip for patients to complete if they wish to join/like more information.</p> <p>On our Patient Survey for the last 2 years, we asked patients if they would like to know more about the Patient Participation Group and these patients have been contacted.</p> <p>Patient notices in the waiting area and on our website asking for any patients interested to know more or to sign up for the Patient Participation Group to speak to our reception team.</p>		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<p>We handed our surveys out to the majority of patients who attended the surgery over a week, this would have captured different ethnicity groups and every patient was asked if they were interested in joining the Patient Participation Group.</p>		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
<p>We decided to ask the same questions as the year before to gain an understanding on whether patients saw an improvement or is patient awareness had increased.</p>

What these priorities were
Different ways in which patient can book appointments.
Patient awareness about the surgery website and the services we offer via the website.
Patient's perception on cleanliness at the surgery.
Patient awareness on what services are offered by GPs, Pharmacy and Dentists to try and take the pressure of our A&E departments.

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey
Asked the original group of patients who have been part of the PPG for the last few years and also discussed with the other 2 practices in the surgery for consistency.
How we agreed with the PRG the way in which the survey would be conducted
We agreed to try and capture a varying group of patients (i.e. ethnicity, age, gender) by handing out the surveys for a week to patient's attending the surgery for appointments with the doctors, nurse, trainee assistant practitioner and health trainer.
Other methods used to seek the views of registered patients
N/A

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below		
Summary of % of patients aware of the following:	Total %	Total %
	Yes	No
Are you aware that you can book routine appointments up to 6 weeks in advance?	59%	41%
Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?	88%	12%
If you have telephoned the surgery in the last 6 months, was the call answered promptly?	91%	9%
Did you complete the previous practice questionnaire?	33%	67%
The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?		
a) Alternative ways of booking appointments i.e. online	67%	33%
b) Access to interpretation and translation services	57%	43%
c) Appointment reminder system	59%	41%
d) Length of time spent in waiting room before seeing doctor	74%	26%
When you last visited the surgery, were you satisfied with the overall cleanliness of		
a) The waiting room?	98%	3%
b) The consulting room?	100%	0%
c) The patient toilets?	99%	1%
When you last visited the surgery, did you feel that you had confidence and trust in		
a) GPs?	99%	1%
b) Nurses?	99%	1%
c) Admin staff?	99%	1%
When you last visited the surgery, were you treated with dignity and respect by		
a) GPs?	98%	2%
b) Nurses?	99%	1%
c) Admin staff?	97%	3%
Do you have access to the internet?	70%	30%
Are you aware of our practice website?	56%	44%
Do you know what services we offer via the website? eg booking appointments, ordering repeat prescriptions and changing personal details	48%	52%

<p>In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by</p> <p>a) GPs?</p> <p>b) Pharmacists?</p> <p>c) Dentists?</p>	83%	17%
	78%	22%
	76%	24%
<p>In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere?</p>	10%	90%

How we provided the PRG with the opportunity to discuss the findings of the local practice survey

The results were published on the practice website and emailed to the PPG (including those patients who had expressed an interest in finding more out about the PPG from this year's survey.)

How we agreed an action plan with the PRG based on the findings of the local patient survey

The survey were made available to the PPG and asked for comments on actions.

Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why

N/A

2013/14 Action Plan

2013/14 Action Plan (and how this relates to the findings of the local practice survey)

Survey Questions	Comments	Actions
<p>Are you aware that you can book routine appointments up to 6 weeks in advance?</p>	<p>We did see a slight increase in the number of patients who were aware of this but still only 59% of patients were aware. After last year's survey we displayed notices in the waiting area and on the website.</p>	<ul style="list-style-type: none"> Quarterly Patient Newsletter to now be monthly and include details on how to book appointments and what is available for patients wishing to book a routine, non-urgent appointment.
<p>Are you aware that in cases of medical urgency you will be seen on the day, but will be asked brief details of your illness to determine the urgency?</p>	<p>Patient awareness of this increased from 79% to 88% this year. A patient did comment on how they "question the ability of the non medical staff making the decision on the urgency". The doctors direct the staff to ask a patient what the emergency is for a couple of reasons:</p> <ul style="list-style-type: none"> To determine how urgently a patient needs to be fitted in - may have to come straight down to surgery, ok to come at the end of surgery or in some cases the call is passed to the doctor to determine if a patient needs to go to the hospital. To determine what the emergency is. For example, some people who require a sicknote thinks this is an emergency to them but this is a NON-MEDICAL emergency and the reception staff will then be able to book a non-urgent appointment. <p>We do ask that patient's understand why the reception staff are asked to do this. In recent months the length of the doctor's surgeries, due to emergency appointments, has increased. After last year's survey, we introduced a notice slip that is handed to patients who attend an emergency appointment explaining that the appointment is an emergency and only that medical emergency will be dealt with that day and to book a routine appointment for anything else that is not urgent. This will help with the doctors seeing patients with an urgent need as quickly and efficiently as possible in a safe manner. We also have a notice in the reception area to make patients ware that they will be asked the nature of the illness to determine the urgency, again this was as a result of survey last year.</p>	<ul style="list-style-type: none"> Information regarding emergency appointments to be included in the newsletter.

<p>The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?</p> <p>e) Alternative ways of booking appointments i.e. online</p> <p>f) Access to interpretation and translation services</p> <p>g) Appointment reminder system</p> <p>h) Length of time spent in waiting room before seeing doctor</p>	<p>We have seen a decrease in patients seeing an improvement in the areas a), b) & c).</p> <p>a) At present a patient can book an appointment in 3 different ways – in person (at the reception), by telephone or via the website. These are the ways that most doctors surgeries have available.</p> <p>b) If a patient requires an interpreter at their consultation, a double appointment is booked with the doctor or the nurse and a telephone interpreter service will be used to translate a consultation. We do try to identify the need for an interpreter when a patient registers with the practice and a note is attached to their notes to book double appointments for these patients in order for the doctor or nurse to use the interpreter service.</p> <p>c) At present we do not have a system to remind patients about appointments but this is something we will be looking into. If we find a suitable service we will look to implement the system and will make patients aware. The system will rely on patients contacting the surgery to update any changes to telephone numbers, currently we do encounter a lot of issues when we try to contact patients as telephone numbers have been changed and the surgery is not informed</p>	<p>a) To attach a patient notice slip to prescriptions to promote the online services, this will inform those patients that do not always come in to the surgery to see patient notices available in the waiting area.</p> <p>b) No action. This information will be made available to patients at the point of registration.</p> <p>c) Appointment reminder systems to be considered by the surgery.</p>
<p>Are you aware of our practice website?</p>	<p>Only 56% of patients are aware we have a website. Notices have been put up in the waiting area after last year's survey and the information is also available on repeat prescription slips.</p>	<ul style="list-style-type: none"> As per above action a)
<p>Do you know what services we offer via the website? E.g. booking appointments, ordering repeat prescriptions and changing personal details</p>	<p>We saw a 10% decrease in awareness to this from last year's survey. We currently have 876 patients signed up to our website and using the online services, this is only 22% of our total number of patients.</p> <p>Notices have been put up in the waiting area after last year's survey and the information is also available on repeat prescription slips</p>	<ul style="list-style-type: none"> As per above action a)
<p>In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by:</p> <p>a) GPs</p> <p>b) Pharmacists</p> <p>c) Dentists</p>	<p>Bolton Clinical Commissioning Group ran a campaign last year to ask patients if they were in the right place when it came to health issues. This was aimed at the public to understand what services are available to them. More information can be found on the following link: http://www.boltonhealthchoices.com/</p> <p>The campaign provided the following information:</p> <p>a) GP Surgeries - GPs are highly trained and skilled medics who can deal with your complex, ongoing and urgent conditions.</p>	<ul style="list-style-type: none"> To promote the Bolton Health Choices website on our website and notices in the waiting area.

	<p>They will offer same day access for ill children. GP surgeries are the only places that hold all your health records, meaning their doctors can make an informed decision straight away, based on your individual history. People sometimes say that it is hard to get an appointment with a doctor at short notice; but Bolton doctors always prioritise urgent conditions.</p> <p>b) Pharmacists - For minor infections, bites and stings, diarrhoea or a host of other minor ailments, pharmacists can provide expert advice and treatment. Most people know that a pharmacy deals with prescriptions, and offers a range of medicines and first aid equipment, but you might not realise that all of Bolton's pharmacies offer private consultation rooms, and you can be seen there without an appointment. Pharmacists are able to offer fully confidential advice with the confidence of years of professional training; either offering help there and then, or telling you the best place to go for further care. Many of Bolton's pharmacies are open late and at weekends, and they are often the most suitable place for help, advice and treatment of minor issues.</p> <p>c) Dentists - Dental surgeries offer more than regular check-ups or fillings. Urgent conditions such as toothache, losing a tooth or severe swelling will be seen as a priority. If you think you are in need of urgent treatment, contact your dental practice and ask to be seen as an emergency. If you do not have a regular dentist, call 01204 462882 from 8.30am to 5.15pm, or 01204 463222 from 5.15pm to 8.30pm for an out-of-hours service. Dentists have years of specific training to give you the best care for urgent problems with your teeth, mouth or gums. If you and your family would like to see an NHS dentist for regular routine treatment, visit the NHS Choices website.</p>	

Significant changes we have made / plan to make to the services the practice provides
N/A
How we publicised the local patient survey results and action plan to our registered patients
The result and the action plan are available on the website and will be attached the paper copies of April 2014 Practice Newsletter and made available in the waiting area.
Link to practice website where this report and related information can be found
http://www.halliwellssurgery.nhs.uk The survey and the action plan can be found on the front page and also on “Stop Press” page.
2012/13 Action Plan – overview of progress against last year’s action plan
<p>We have seen better results on patients seeing an improvement in length of time spent in the waiting room before seeing doctor, after last year’s survey we made information available for patients on our “Lateness Policy” so patients could be clear on the process of what happens when they arrive late for an appointment. We also introduced the booking of two appointment slots when a patient needs to see GP with more than one problem or when a patient requires the interpretation/translation services.</p> <p>Patients had commented on the lack of seating in our waiting area, this is due to the 3 practices in the surgery having a shared phlebotomy service which is carried out in the wing of our practice, so patients from all 3 practices were using our waiting area. We addressed this by asking the other 2 practice to be clear that patients must wait in their own waiting area when using this service and also had a notice in the waiting area asking for patient’s co-operation on this.</p> <p>The results stayed the same (apart from 1% either up or down) with regards to the cleanliness of the surgery, the confidence and trust patients felt in the GP/Nurses/Admin Staff and if patients felt they were treated with respect and dignity but the GP/Nurses/Admin Staff.</p>

Patient Access

Practice Opening Hours
Monday – 8.00am to 12noon & 2pm to 6.30pm (with a late clinic 6.30pm to 8.00pm) Tuesday – 8.00am to 12noon & 2pm to 6.30pm Wednesday – 8.00am to 12.30pm Thursday – 8.00am to 12noon & 2pm to 6.30pm (with a late clinic 6.30pm to 8.00pm) Friday – 8.00am to 12noon & 2pm to 6.30pm

How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

Telephone – 8.00am to 6.30pm

Website 24 hours access to ordering repeat prescriptions, booking appointments and changing personal details.

Reception – in person Mon, Tues, Thurs, Fri - 8.30am to 12noon & 2.00pm to 6.30pm and Weds 8.30am to 12.30pm

Extended Hours

Monday 6.30pm to 8.00pm – 2 GPs

Thursday 6.30pm to 8.00pm – 1 GP