

NETTLEHAM MEDICAL PRACTICE

Local Patient Participation Report 2012-13

Welcome to our second annual report on how Nettleham Medical Practice has worked with patients to obtain their views and together continue improving our services.

DEVELOPING OUR PATIENT REFERENCE GROUP

For many years Nettleham Medical Practice has had an active Patient Group who meet several times a year with the Management team of the practice to discuss issues relating to improving patient experience and also helping to raise funds for equipment for the benefit of patients. Over recent years the Patient Group has also established a very successful and popular Voluntary Drivers' Scheme which will pick up patients who have no transport of their own to come to the surgeries for appointments with only a small expenses charge to the patient.

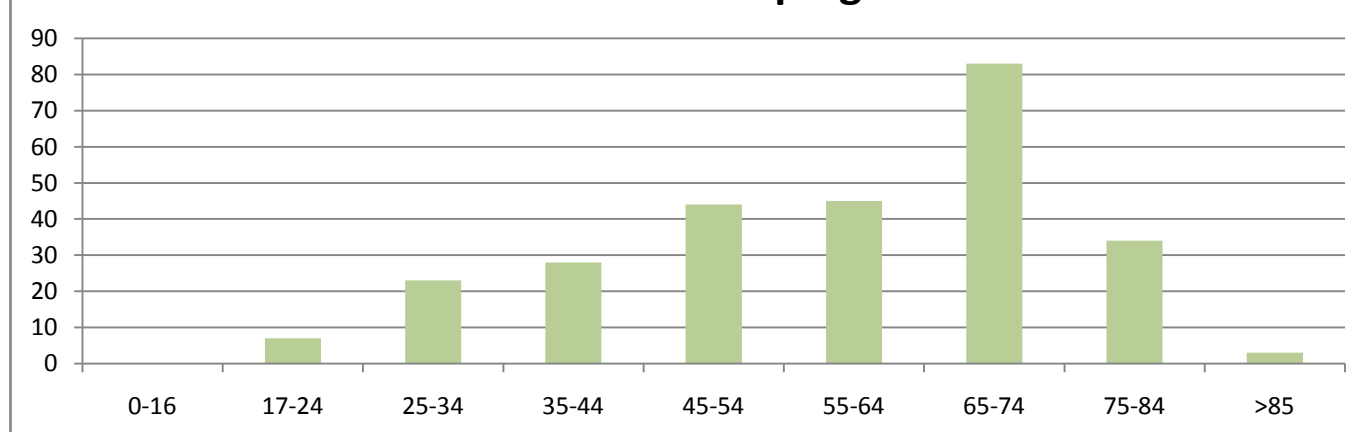
We recognised, however, that many of our patients who do not have enough spare time to be able to become members of the Patient Group still may wish to have their views heard on issues related to the practice. We therefore wished to increase the number of patients able to express their views by setting up a second, larger group which we have called the Patient Reference Group. This group would not attend the meetings of the Patient Group, but would be asked up to a few times each year to give their opinions by e-survey or postal survey (depending on whether they have access to the internet).

The practice has continued to use a variety of methods to recruit patients to the group including the following:

- ◆ Posters in the Waiting Rooms
- ◆ Information on the Practice Website
- ◆ Attendance at Parish Council Meetings to publicise the group
- ◆ Existing members of the Patient Group kindly spent time in the Waiting Rooms to actively recruit new members – the existing members were briefed on the need to ensure a representative sample of patients were recruited
- ◆ Patients are still able to join the group and the group is still advertised widely within the practice

There are 267 members of the PRG to date. The following chart shows a breakdown of the ages of the group members.

Patient Reference Group Age Profile



The group additionally has the following statistics:

GENDER: ♦ 57% Female ♦ 43% Male

ETHNICITY: ♦ 97.7% White ♦ 2.3% Other

The overall Practice Patient List has the following statistics:

GENDER: ♦ 51.2% Female ♦ 48.8% Male

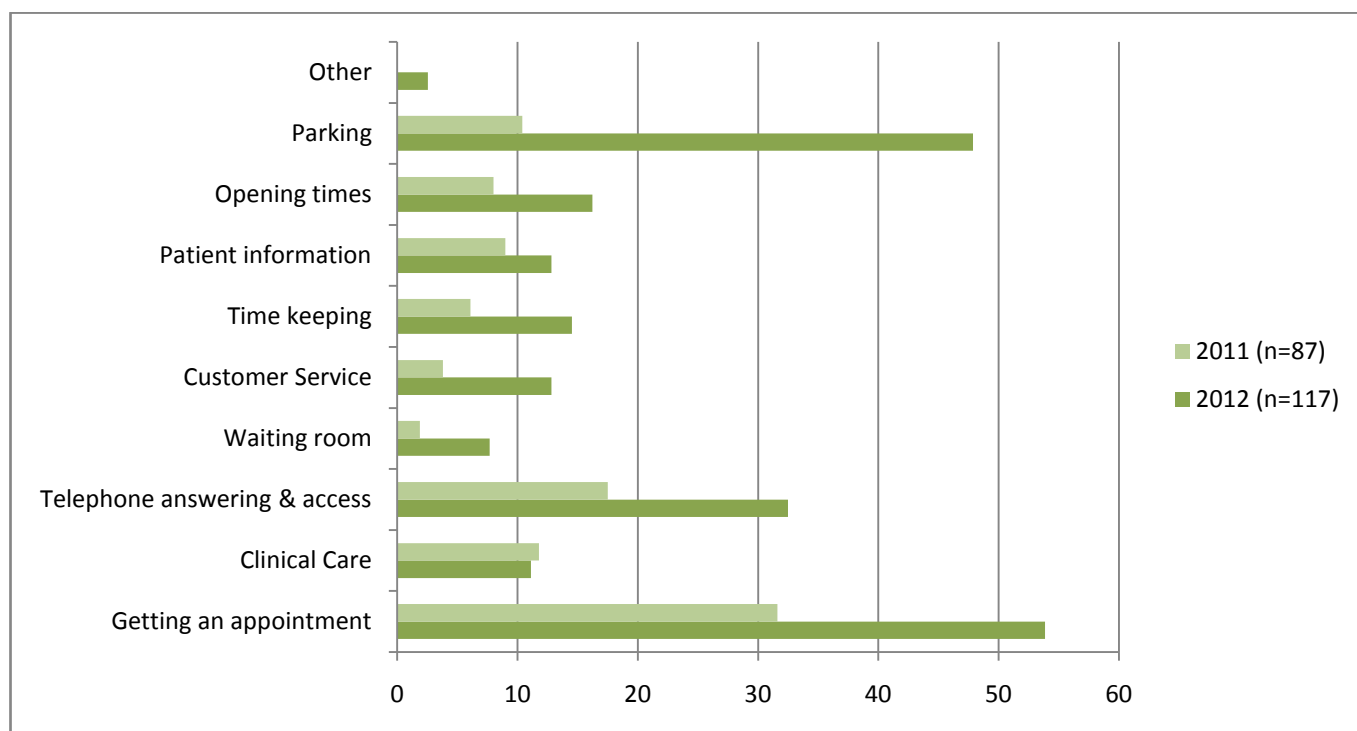
ETHNICITY: ♦ 98% White ♦ 2% Other

As can be seen from the above statistics, the membership of the group is representative of the practice population.

AGREEING WHICH ISSUES ARE A PRIORITY AND OUR LOCAL PRACTICE SURVEY

A survey was sent out by letter and e-mail to all members of the PRG asking them to indicate their new priorities for the group to focus on in terms of improving systems and making positive change. A copy of the survey is shown in **Appendix 1** to this document.

The following table shows a summary of the areas indicated by patients as their priorities for change.



Priorities for Change from the PRG

As can be seen from the above chart, the main areas identified were:

- ◆ Getting an Appointment (54%)
- ◆ Car Parking (48%)
- ◆ Telephone Answering & Access (32%)
- ◆ All other categories were much lower in percentage level

Further to this PRG survey it was agreed that the practice would look at the top two priorities as the second Local Practice Survey.

COLLATING PATIENT VIEWS THROUGH A LOCAL PRACTICE SURVEY AND INFORM THE PRG OF THE FINDINGS

It was agreed to perform the Local Practice Survey using the questions shown at **Appendix 2** to this document.

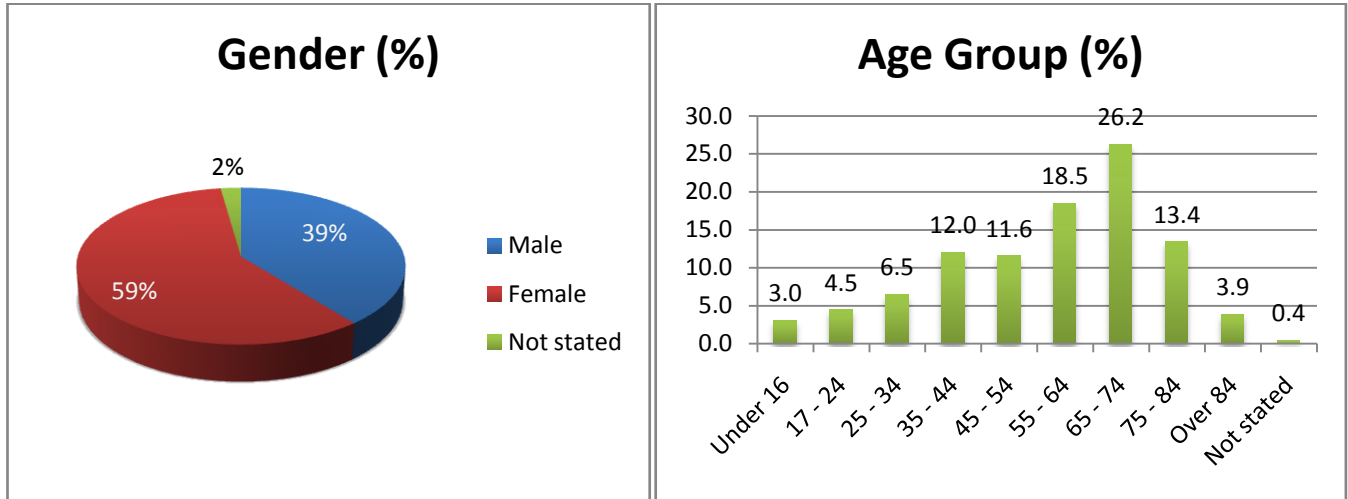
The questionnaires were administered using the Practices Patient Participation Group (PPG) which is a group of around 10 patients who have volunteered to be members of the group. This group has been in existence for some time and is involved in a number of initiatives across the practice.

The PPG worked in the waiting room during busy surgeries across the working week and spent time with patients asking them to complete their views on the forms provided. The survey period lasted for two weeks and was carried out at both the Nettleham and Cherry Willingham sites.

RESULTS OF THE SURVEY

In total there were 492 completed surveys returned. The following is a summary of the results.

About the patients responding...



The above charts show some of the demographics of responders to the survey.

About the surgery...

The questionnaires focussed on the top two identified priorities which were:

1. Getting an Appointment
2. Car Parking

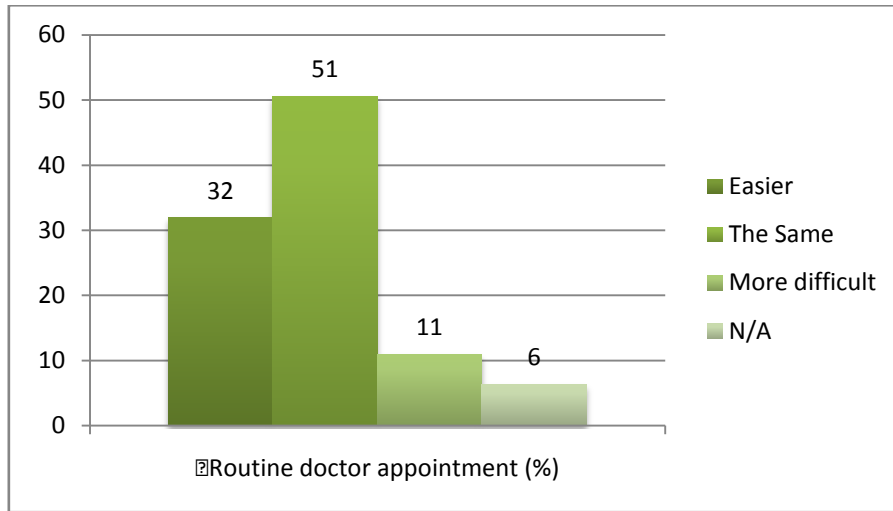
◆ The first section focussed on 'Getting an Appointment' and asked patients to consider their experiences in getting appointments compared to the previous year.

◆ The questionnaires went on to ask about the patients experiences of 'Car Parking' at both of the surgery sites.

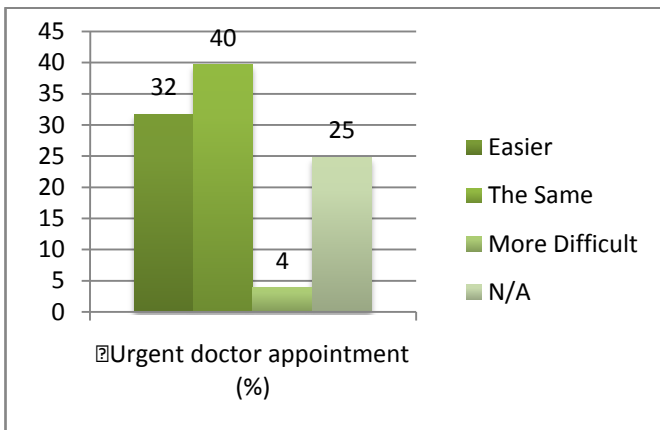
◆ As the surgery is considering the introduction of text message reminders from the surgery for appointments and health messages such as flu jabs, patients were asked to provide their mobile number if they would like to receive such text reminders.

The following graphs show a summary of the responses received:

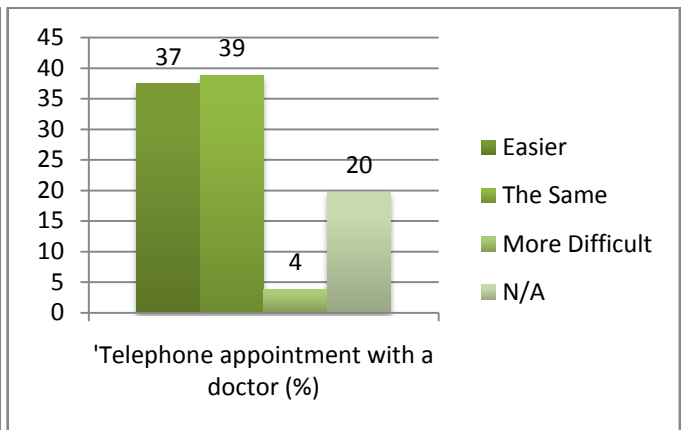
GETTING AN APPOINTMENT



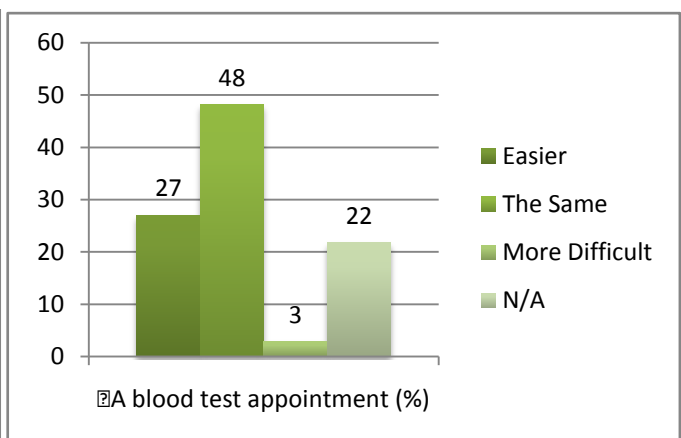
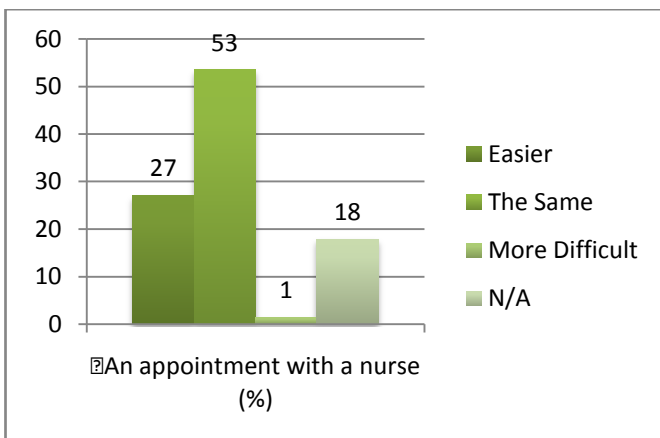
Ease of Getting a Routine Doctor Appointment compared with 2011



Ease of Getting an Urgent Doctor Appointment compared with 2011



Ease of Getting a Telephone Appointment with a Doctor compared with 2011

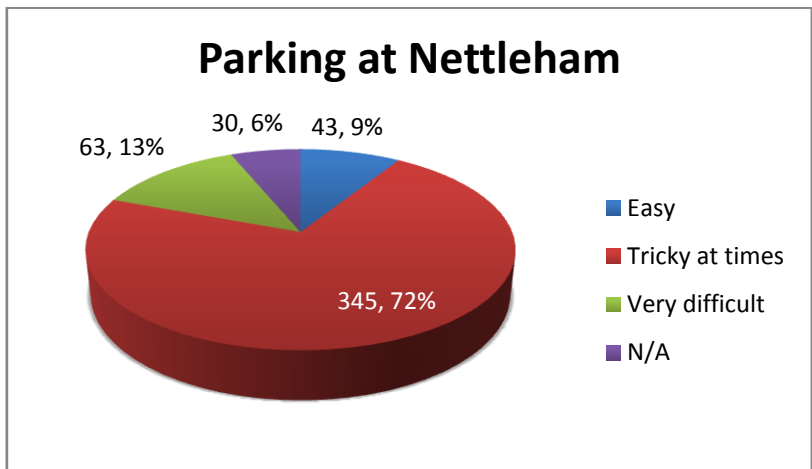


Ease of Getting an Appointment with a Nurse and a Blood Test Appointment

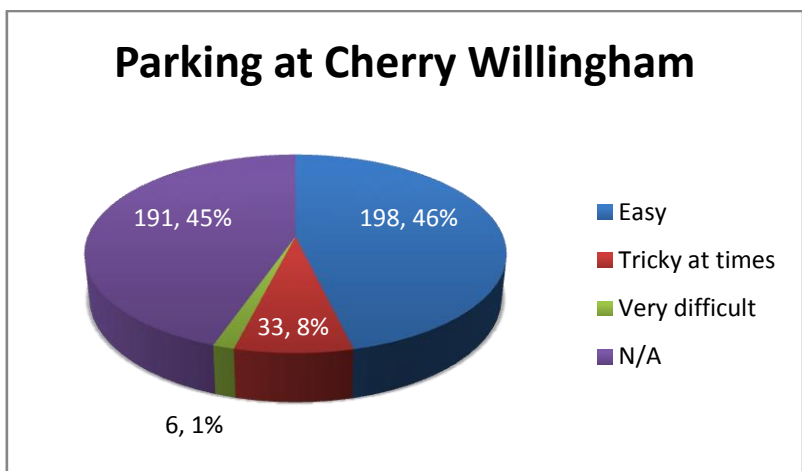
So, as can be seen from the above graphs, when comparing the 'Easier' and the 'More difficult' responses, it is clear to see that the majority of patients responded with the 'Easier' option.

These responses confirmed the subjective experience of the practice team that the changes that were implemented a year ago through the first cycle of this DES have made significant improvements to patient satisfaction with access to services.

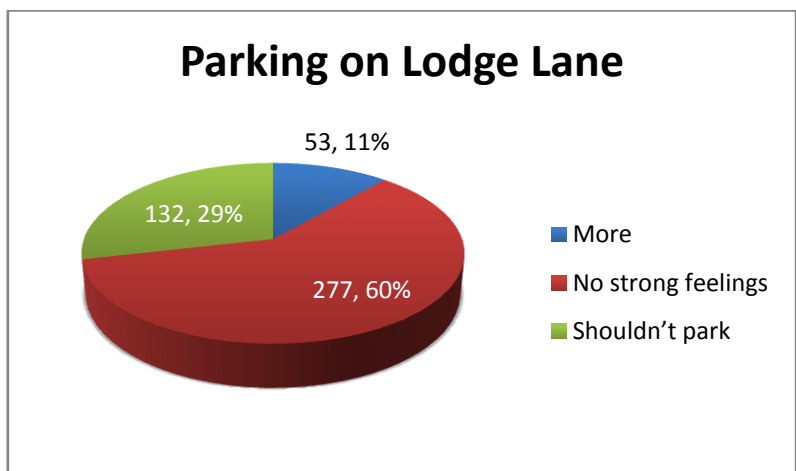
CAR PARKING



Ease of Parking at Nettleham Surgery



Ease of Parking at Cherry Willingham Surgery



How do you feel about patients parking on Lodge Lane?

So, as can be seen from the above charts, Parking at Nettleham Surgery was expressed as 'tricky at times' or 'Very Difficult' by 85% of responders. This indicates that parking at Nettleham Surgery is an area which should be considered for review and improvement if possible.

Parking at the Cherry Willingham branch surgery is outside of our control as the surgery is serviced by a privately owned car park.

TEXT REMINDERS



Finally patients were asked if they would like to receive text reminders of appointments and health messages (such as flu jabs etc). The above chart shows that 60% of responders indicated that they would like to receive this service.

PATIENT COMMENTS

There were also a number of free comments expressed on the survey. Please find below a summary of these:

- Lots of positive comments about 'it has always worked well' and 'we have never had a difficulty'
- Several comments asking for better education for patients on how to get an appointment
- A few people commented on the 8.30am rush
- Lots of positive feedback about the ability to book appointments online
- Longer opening hours with better GP availability was requested
- Comments were also made about the services provided at Cherry Willingham
- Quite a few comments regarding continuity of care with a specific clinician
- Many comments about wanting more disabled parking spaces and reviewing the layout of the Nettleham car park

PRACTICE DISCUSSION

The results of the survey were presented and discussed at meetings involving representatives from the whole practice team where, after discussion, it was agreed that the suggested actions which would be put to the PRG as a result of the surveys were as follows:

- ◆ Carry out a review of the car park at Nettleham, with the aim of increasing the number of parking bays and to reassess the provision of disabled parking spaces.
- ◆ Run a pilot scheme for sending text message reminders for specific clinics within the practice, with the aim of rolling the service out to all clinics if the pilot is successful.
- ◆ Run an education campaign to inform patients how the appointment system works.

INFORMING THE PRG OF THE FINDINGS OF THE LOCAL PRACTICE SURVEY AND GAINING THEIR AGREEMENT TO THE PLANNED CHANGES

The above information was shared with the PRG by either e-mail, for those who provided an e-mail address, or by post.

A copy of the report sent to the PRG is shown at **Appendix 3** to this document.

Along with the report, the members of the PRG were also sent a letter, detailing the suggested actions, together with a ballot paper for them to put forward their views on the proposals.

The PRG voted as follows in relation to the changes suggested to the appointments system. (84 responses overall)

| | | |
|--|-----------------|------------|
| VOTES IN AGREEMENT WITH THE PLAN: | 80 VOTES | 95% |
| VOTES AGAINST THE PLAN: | 3 VOTES | 4% |
| SPOILED PAPERS: | 1 VOTE | 1% |

A selection of other comments received is as follows:

Comments on the Car Parking Review

- The results of the survey were as I expected them to be. Generally we seem to have a satisfied set of patients. Following the survey I had need to park on Lodge lane for the first time in over 30 years! The disruption to traffic flow along Lodge lane was much greater than I had expected and I am pleased you have not seen that as the first solution to the parking issues.
- yes I agree that Nettleham could do with more parking bays, but not at the expense of making the bays smaller
- You are very space-limited and the situation is not helped by some folk who seem to have no idea that their parking is potentially causing others problems... Proposals sound good.
- Parking could be improved by telling the delivery vehicles to not block several spaces (particularly the disabled ones) by parking always as close as possible.

- I do not know where members of staff park so please take my comments as a suggestion only. Perhaps alternative arrangements can be made for staff parking (not medical staff who may need to go out on an emergency) but for staff who remain in the building during the whole day/or for a shift perhaps a system of double parking could be put in place and cars moved as necessary. I have experienced times when it is impossible to park at the front of the building.
- Also might be an idea to allocate space for deliveries and pick-ups. 2) Already in place at some other surgeries so must be a viable service to try. 3) Simple step by step leaflet and put in cherry and Nettleham news magazine. I think this is a very important issue to pursue.
- Reduce staff parking to Doctors on call only.
- Unfortunately the limited space is always to be a problem for a busy practice.
- We think it would also be a good idea to try and implement a couple of disabled car parking spaces near the surgery at cherry Willingham.

Comments on the Text Reminders Plan

- Text reminders - send if patient signs up for this service. How the appointment system works - put the info on the website.
- With regards to text messaging not sure if all patients would understand, but I agree in principal with the idea.
- you need to give some thought to the timing of a text reminder. I work 2 hours away from Nettleham, so would need the reminder the day before - for others that would be too early.
- text messages work for my dentist and stop missed appointment
- Reminders are a good idea
- Not all patients surveyed knew their mobile numbers - suggest a notice advising all who wish to let reception have details if they wish for this service. PPG could be used to reinforce how the appointment system works at both Nettleham & Cherry Willingham surgeries.
- Would it also be feasible to send e-mails or to give patients a choice re reminders. With reference to appointment system a letter or e-mail should be sufficient

Comments on Patient Education for the Appointments System

- I'm wondering how you are going to run the ' education system' to patients. The system seems to change and patients are not aware of this fact. It also seems very complicated. Are you going to write to every patient? It's no good relying on informative leaflets or posters in the waiting room or foyer as some patients may not have visited the surgery for some time. I can't see where the increased parking spaces are going to come from. I hope the existing spaces are not going to be made smaller.
- the TV in the main waiting area could be used to educate us about making appointments. the receptionists appear to work from different guidelines at times.
- I cannot understand why money is been spent running an education program's on appointments this is self explanatory. A private word with patients who miss their appointments then those people will be made aware of the surgeries policy

General Comments

- good idea on all counts
- These measures would seem to be very good.
- should be of assistance to quite a few people
- Sensible actions.
- excellent ideas

- No 1 is OK but unlikely to make much difference. Need to discourage unnecessary motoring, how about having some appointments only for those walking to surgery. And do you have a cycle rack? No 2 would be virtually useless for oldies like me who rarely switch on their mobile even if they have one, email would reach me though. I fear No3 is a classic example of blaming poor communication for a problem which is primarily due to a poor system. Better to fix the system.
- All 3 of these points seem excellent to me - particularly the car parking at Nettleham and Text messages.
- Yes 2. Yes 3. Strongly agree
- Parking definitely will be less tricky with more spaces at Nettleham. The text reminders are a good idea, we are all only human and can forget appointments from time to time. Education on the methods of appointment systems are good, many people could use the online system for pre-booked clinics and appointments and just ring in for urgent appointments which would help reduce the amount of calls.

So, as can be seen from the above results, the PRG voted conclusively in favour of the proposals. It is therefore agreed to proceed as planned.

THE AGREED PLAN

The proposals will be developed and implemented from April 2013.

- ◆ Carry out a review of the car park at Nettleham, with the aim of increasing the number of parking bays and to reassess the provision of disabled parking spaces.
- ◆ Run a pilot scheme for sending text message reminders for specific clinics within the practice, with the aim of rolling the service out to all clinics if the pilot is successful.
- ◆ Run an education campaign to inform patients how the appointment system works.

Patients will be informed about the changes in the following ways:

- ◆ Posters in the Waiting Rooms and Reception area
- ◆ Flyers on the Reception desks
- ◆ Information on the Practice website
- ◆ Updates on the Patient TV in the Waiting Rooms
- ◆ Inclusion in Local Newsletters
- ◆ Receptionists informing patients

OPENING HOURS OF THE PRACTICE PREMISES

The opening hours of the practice premises are **8.30am** (8am for urgent calls or appointments) to **6.30pm every week day**. In addition, the practice is open every **Thursday evening from 6.30pm until 8.00pm** and every **Saturday morning from 9.00am until 12.00 noon**.

Routine Clinic times are as follows:

NETTLEHAM

Monday to Friday

8.30am – 11.30am & 3.20pm – 6.00pm

Extended Access Hours

Thursday evening: 6.30pm – 8.00pm*

Saturday: 9.00am – 12 noon*

CHERRY WILLINGHAM

Monday to Friday

Mornings: 8.30am – 11.45am

Monday afternoons: 3.20pm – 6.00pm

*Please note that the Thursday evening and Saturday morning appointments can be booked ahead. There is no phone access to the surgery at these times as our line gives details of the emergency out of hours service.

All patients are seen by appointment by telephone **Nettleham** or **Cherry Willingham Surgery** on

(01522) 751717

All emergencies are seen the same day.

TELEPHONE CONSULTATIONS are now available by pre-bookable appointment.

HOME VISITS are available for people unable to get to the surgery for medical reasons (lack of transport is not a valid reason for a home visit). If you need a non-urgent visit please try to contact the surgery before 9.15am.

For **URGENT VISIT REQUESTS** phone between 8.00am and 6.30pm

Appendix 1 – PPG Priorities Survey

Dear member of the Patient Representative Group,

Thank you for telling us your 'priority areas' last year. We are continually striving to improve the services we offer patients and the quality of our care.

Therefore, we would be grateful if you could complete this short survey to suggest which area(s) you believe we should focus on improving this year.

Please tick all that apply:

- Getting an appointment
- Clinical Care
- Telephone answering and access
- Waiting room facilities
- Customer service
- Time keeping
- Patient information
- Opening times
- Parking
- Other (please specify below)

.....

.....

.....

.....

Thank you.

Please note that no medical information or questions will be responded to.

Appendix 2 – The Local Practice Survey

Nettleham Medical Practice Local Practice Survey 2013

Thank you for taking the time to help us improve the service we provide. We recently asked our Patient Representative Group what their priorities are for improvement. The top answers were 'Getting an appointment' and 'Parking'. Therefore we'd be grateful for your opinion on these areas:

1) Getting an appointment

Compared to 2011, how do you find getting an appointment?

For routine matters with a doctor: easier the same more difficult N/A

For urgent matters with a doctor: easier the same more difficult N/A

For a telephone call with a doctor: easier the same more difficult N/A

For nursing appointments: easier the same more difficult N/A

For blood test appointments: easier the same more difficult N/A

We are considering using text messages to remind patients of their appointments and other health related messages (eg flu jab reminders). Would you use such a scheme? Yes No

If you would like to use such a scheme, please provide your details below.

Do you have any other suggestions to improve how patients find getting an appointment?

2) Car Parking

How do you feel about getting a parking space at Nettleham surgery?

easy tricky at times very difficult N/A

And at Cherry Willingham surgery?

easy tricky at times very difficult N/A

Any changes to the car park at Nettleham may result in more cars parking on Lodge Lane. How would you feel about this? Of course we would consult local residents before making any changes.

More should park on Lodge Lane No strong feelings Cars should not park on Lodge Lane

Do you have any other suggestions to improve the car parking arrangements at either surgery?

Please provide your details **only if you would like text message reminders** of appointments & health messages such as flu jabs:

Name:

Signature:

DOB:

Mobile:

Appendix 3 – Report sent to the PRG – Survey Findings & Ballot

Dear member of the Patient Representative Group,

We have now collated the results of the waiting room survey. Here is an overview of the free comments:

- Lots of positive comments about 'it has always worked well' and 'we have never had a difficulty'
- Several comments asking for better education for patients on how to get an appointment
- A few people commented on the 8.30am rush
- Lots of positive feedback about the ability to book appointments online (see dispensary if you wish to register for this service)
- Longer opening hours with better GP availability was requested
- Comments were also made about the services provided at Cherry Willingham
- Quite a few comments regarding continuity of care with a specific clinician
- Many comments about wanting more disabled parking spaces and reviewing the layout of the Nettleham car park

The next pages show the results of the following questions:

Compared to 2011, how do you find getting an appointment?

- For routine matters with a doctor:
- For urgent matters with a doctor:
- For a telephone call with a doctor:
- For nursing appointments:
- For blood test appointments:

We are considering using text messages to remind patients of their appointments and other health related messages (eg flu jab reminders). Would you use such a scheme?

How do you feel about getting a parking space at Nettleham surgery?
And at Cherry Willingham surgery?

Proposed Action

As a result of the feedback we would propose the following action:

- 1) Carry out a review of the car park at Nettleham, with the aim of increasing the number of parking bays and to reassess the provision of disabled parking spaces.
- 2) Run a pilot scheme for sending text message reminders for specific clinics within the practice, with the aim of rolling the service out to all clinics if the pilot is successful.
- 3) Run an education campaign to inform patients how the appointment system works.

We are keen to hear your views on the proposed actions.

Do you agree with the proposed actions? Yes No

Comments:

Please return this slip to Nettleham Medical Practice or the Cherry Willingham Branch Surgery by Friday 15th March 2013. Thank you for your continued support of the practice.

