

Patient participation directed enhanced services report

Orchard Surgery, Dereham

March 2013 - 2014

Orchard Surgery Core Opening Hours

- Mon to Fri – 8:00am till 6:00pm as of 1/9/13
- Main contact number – 01362 692916
- Fax number – 01362 698347
- Out of Hours (emergencies) – 01603 488488
- Email – orchard.d82020@nhs.net
- Website – www.orchardsurgerydereham.co.uk

Orchard Surgery Extended Hours Access Scheme

- In addition to our normal appointment times, we can offer additional appointments with a GP at the following times:
- Mondays between 6:30pm & 7:45pm
- Wednesdays between 7:30am & 8:00am

Objective

- Ensure that patients are involved in decisions about the range and quality of services provided by the practice. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

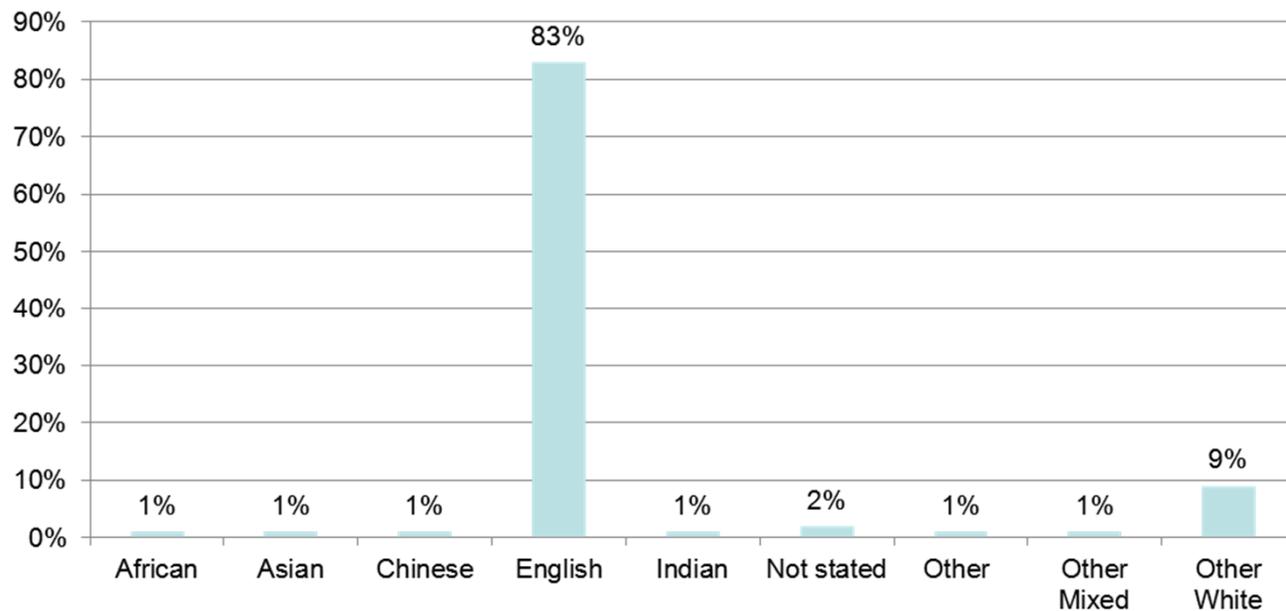
Actions

- Review Patient Reference Group (PRG)
- Agree with the PRG areas of priority
- Collate views of patients through surveys
- Discuss survey findings with PRG
- Agree action plan with PRG
- Publicise action plan and results
- Implement changes
- Review

Review Patient Reference Group (PRG)

- Review population of practice

The following charts show the results of a report demonstrating the diversity of the Practice patients:



Social factors, age and sex were also included.

Develop a Patient Reference Group (PRG)

- Engage a representative cross section of patients
All practice staff took responsibility to ask registered patients visiting the practice if they would like to take part in a Patient participation group. In addition to this posters were placed in the reception area asking for volunteers. The group was also publicised on the homepage of our website.

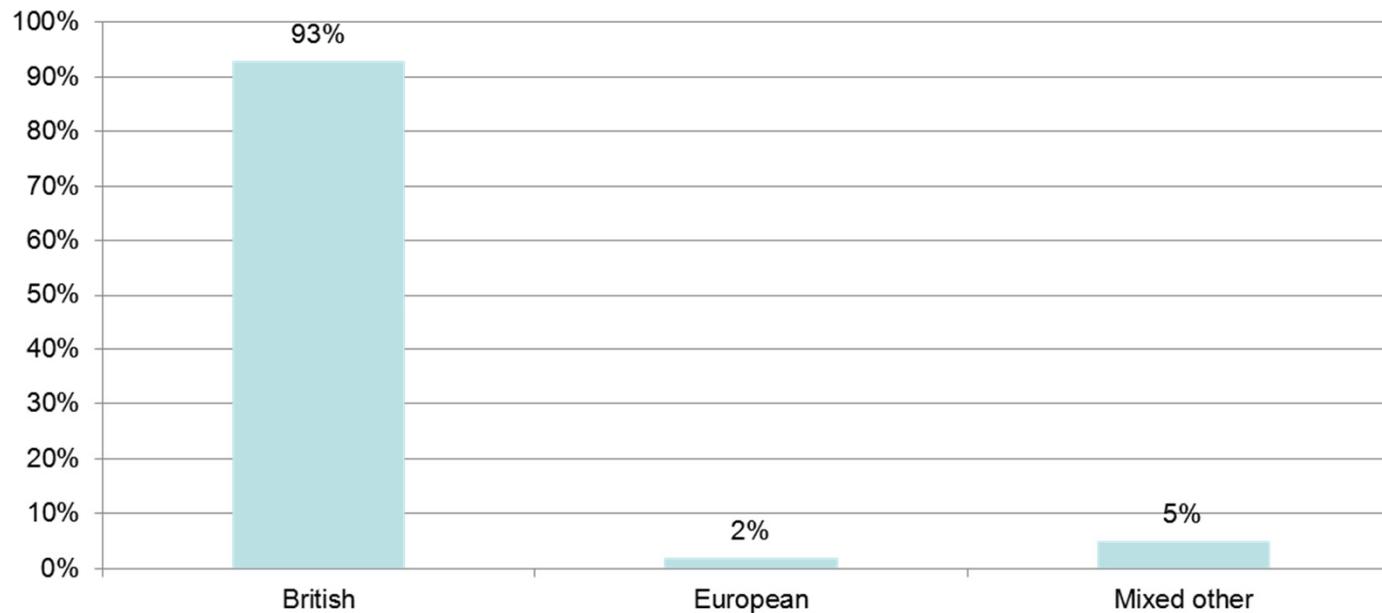
This provided a number of responses. However to reach a wider and more diverse section of patients, we identified patients in minority and specific social groups through reports and while in consultation with the doctors. Those identified on site were invited to take part. For those identified through reports email addresses were gathered from on-line sign-up requests and the on-line prescription facility. Invitations were then sent by email.

Patients who opted in were asked to complete a short survey which captured their age, ethnicity, email address where appropriate and how often they used the practice facilities.

This allowed us to set up our patient group for 2012 – 2013 and we have routinely continued to recruit as above since this time.

Make-up of PRG

The following charts show the results of a report demonstrating the diversity of the PRG:



During 2013 & 2014 we have continued to recruit to the patient group through posters in the surgery, via the website and in consultation. In particular, Doctors have attempted to recruit those from minority groups in consultations.

Actions for 2013-2014

The Patient survey was agreed by the PRG and practice representatives. The survey took place in November 2012 and of our 10262 patients 302 provided completed surveys. The results raised issues with the following areas:

- Opening hours – late night opening
- Waiting times – Doctors running late
- Appointment System – Waiting too long for non-emergency appointments
- Reception – Getting through on the telephone

In the December 2012 meeting the PRG selected these issues to be addressed during 2013 – 2014.

PRG areas of priority

The Patient survey completed in November 2012 gained patients' opinions on Clinical care, getting an appointment, reception, communication and opening times.

The results identified Patients' priorities and issues throughout the practice and allowed a comparison to be made to the National GP survey issues.

These results were discussed with the PRG in the December 2012 meeting, it was agreed that the main issues were Opening hours, Waiting times, the Appointment System and Reception. **The PRG agreed that these issues were the priority to be addressed during 2013 – 2014.**

PRG areas of priority

On 07.03.13 a meeting was held with the PRG to drill down into the areas raised by the survey and decide further actions:

- **Opening Hours** – Patients commented that they would like the surgery to be open earlier and later in the day, including Wednesday afternoon as the practice is currently closed Wednesday afternoon. It was explained that if this was the case we would need to close at other times. The group discussed the options which were opening later, closing at lunchtime or closing earlier. It was agreed that there was no easy solution as different groups of people would be affected by any change.

Actions agreed: Publicise extended hours clinics & Investigate the need for Wednesday afternoon opening through a survey

- **Waiting times** - Patients are concerned that doctors run late. ***Actions agreed: Check practice stats for wait times, Ensure expectations are set, Survey patients with the practice stats***

- **Appointment System** – Complaints have been received regarding the length of time waiting for routine appointments. ***Actions agreed: Review GP staffing levels, Recruit new GP's, Review opening hours, Review how appointments are offered***

- **Reception** – Getting through on the phone. ***Actions agreed: Review staffing levels, Review number of lines into practice***

Please see the action plan for full details

Collate views of patients through surveys

On the 6th June 2013 the PRG met to discuss the findings of the reviews and agree questions for the patient survey.

- **Determine questions to be used**

The questions were chosen by the PRG in the June 2013 meeting based on feedback from the patient survey and findings following the practice review into the actions raised.

All agreed that the questions needed to determine how patients perceived the service offered, if they were using the website, what hours they would like the practice open and if the current wait times for an appointment to start were deemed as acceptable.

- **Method of contact**

An on-line survey was produced, details of which were emailed to the virtual patient group of which there are approximately 160 members. Posters were displayed in reception and all patients attending the surgery were invited to take part.

- **Collate results**

The results were collated via a web tool and manual data input of our **10265** patients **209** responded. The results of the survey can be seen on the following pages .

Results of survey

- 80% of those surveyed agreed that the phone service had remained the same or got better over the last 12 months.
- 91% of those surveyed agreed that the service when visiting the practice had remained the same or got better over the last 12 months.
- 74% of those surveyed said that the wait time was acceptable.

The results for opening hours were as follows:

- 49% wanted the practice to be open 8am to 6pm Monday to Friday
- 27% wanted the practice to be open 8am to 6:30pm Monday to Friday closing for an hour at 1pm
- 22% wanted to carry on with existing hours
- 2% did not respond to the question

Discuss survey findings with PRG

An on line meeting was held in July 2013 to gain the PRG's views on the survey findings. It was agreed that the responses received were a good representation of the patients and as a result of this the opening hours would be amended to include Wednesday afternoons to meet patient demand. New opening hours: 8am to 6pm Monday to Friday, in addition to extended hours. This will be reviewed with patients in the November GAPQv3 survey

Implement Changes agreed by PRG 2013

Issues as a result of actions agreed March to July 2013

Opening hours

- Reception Staffing
- Doctor Staffing
- Costs
- Impact on routine appointment waiting times

Waiting Times

- Set clear expectations

Appointment system

- Doctor staffing
- Costs
- Review how appointments are offered

Reception

- Reception staffing
- Phone lines
- Costs

Implement Changes agreed by PRG 2013

Changes as a result of actions agreed

Opening hours

- Reception staff and doctors amended their hours or working days to include Wednesday afternoon.
- Two new doctors recruited - they were not able to start immediately.

Waiting Times

- Reception were advised to set clear expectations

Appointment system

- Two new doctors recruited
- Release dates were changed for book ahead appointments
- Sit and wait clinic trial to start

Reception

- Two apprentices recruited
- Extra phone lines to be installed – Due to installation waiting times this will take place later in the year

Review Steps taken

- **Review with PRG**

Updates with regards to steps taken were discussed in the September 2013 meeting. The new opening hours and sit and wait clinics commenced on the 1st September 2013. Early feedback from patients suggested that the changes had made it easier to see a doctor when needed.

It was agreed that a survey would take place in October/November 2013 to review the new services and gather patients views on how this was working for them. Questions for the survey were agreed in the meeting.

- **Review via patient survey**

The patient survey took place in November 2013 – the results can be seen on the following page.

Review Of Results

The PRG met on 12th December 2013 to discuss the results 5% of the practice population took part in the survey and the PRG agreed that this was a good representation of our patients. The Survey findings are below:

95% of patients feel that the new opening hours are an improvement to the service offered by the surgery

Only 49% of patients asked were aware of the new hours before the survey.

86% of people asked feel that the sit and wait clinic is an improvement to the service offered by the surgery.

53% had used this service

68% of those who completed the survey agreed that they found it easier to book an emergency doctors appointment

Patient comments: Much improved recently with introduction of sit and wait appointments and opening hours much more convenient.

Very pleased to get an appointment same day - Excellent all round!!

There has been a definite improvement in accessibility

As a result of the survey it was agreed that the new opening hours and the sit and wait clinic will continue.

Review Of Results

Actions for 2014-2015

Through the November 2013 GAPQv3 survey patients raised issues with the following areas:

- Opening hours – late night opening and weekends
- Waiting times – Length of time for a routine appointment – We have lost two GP's, recruitment has taken place and the new doctors are due to start in Spring 2014.
- Appointment System – Sit and wait – is this appropriate for children?.
- Reception – confidentiality on Front desk
- Running late – Doctors running very late during surgery.

These Issues have been included in the action plan and will form the basis of our next project with the PRG on how to improve the service offered by the practice.