

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	Ladybarn Group Practice
Completed by	Julie Brown

Patient Reference Group (PRG) Profile

Number of face to face members	6	
Number of virtual members	42	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -	1	2
25 – 34 -	1	4
35 – 44 -	3	8
45 – 54 -	3	9
55 – 64 -	1	5
65 – 74 -	2	2
75 and over -	1	0
Ethnicity		
White	3	3
Mixed		
Asian / Asian British		
Black / Black British		
Chinese / Chinese British		

Other ethnic group		
Employment Status		
Employed		1
Unemployed		
Retired	1	1
<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>Posters were put in the waiting rooms inviting all patients to take part in our PRG. Information displayed on our website. Word of mouth by clinical staff and reception staff. Cohort of patients written to directly addressing mixed age range and ethnicity. There were no restrictions put on membership and all interested parties are made welcome.</p>		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<ul style="list-style-type: none"> • Housebound/patients in nursing home and patients with learning disability • GPs made carers aware verbally and information freely available from the practice on request 		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
<ul style="list-style-type: none"> • Discussed with PRG findings from patient feedback slips, collated information and prioritised issues arising several times • Asked PRG for priorities as from patient perspective and agreed as a group • Devised questionnaire incorporating questions as discussed with PRG

What these priorities were

- Reception cover particularly at peak times
- Patients need to receive consistent and timely information (e.g. Surgery running late)
- Telephone access
- Music v quiet in waiting rooms
- Toilet/washroom facilities
- Confidentiality issues eg. Reception asking reason for same day appointment

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey

- Round table discussion regarding Practice/PRG priorities
- Discussed all patient feedback and suggestions left in collection box at reception
- Agreed priorities by consensus

How we agreed with the PRG the way in which the survey would be conducted

- Round table discussion and agreement with all members in attendance
- Agreed email cascade to other PRG members
- Handout of survey opportunistically
- Survey available at reception
- GPs to distribute to housebound/nursing home if required
- Survey published on practice website

Other methods used to seek the views of registered patients

- Notices in waiting rooms
- Website
- Internal TV messaging
- Verbal engagement if concerns expressed
- Suggestion box in waiting room

2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below

- 39% of patients found it easy to get through to the surgery by telephone
- 33% of patients found it easy to speak to a doctor or nurse on the telephone
- 89% of patients felt it important to be able to book appointments ahead of time
- 43% of patients use the GP practice as the first source of information when they need health advice or information urgently
- 35% of patients find the waiting rooms welcoming
- 47% of patients find the noticeboards fairly informative
- 47% of patients rated the cleanliness of the surgery as very good
- 35% of patients rated the staffing levels on reception as good 12% said that the levels were below average

Patient Comments

>> * Need more appointments to see your GP/Diabetes clinic & also travel clinic. * Need more people on reception desk * When put in writing & followed up by phone, requesting for your prescription to go to chemist next door to GP, this doesn't happen. <<

>> all staff very friendly and professional <<

>> At busy times, one receptionist at the desk is not sufficient to deal with prescription requests, general inquiries, even though there is a self-check in facility. After an appointment with a doctor, if another appointment is requested, one has to join the queue again to make this, which can possibly be back to the entrance. Difficult to return home and try to phone simply can't get through to the surgery, even using both available lines. <<

>> couldn't get an appointment when i needed one therefor had to go a&e! and i dont like the new phone scheme where a doctor phones you back if u need an appointment just book one simply! will be looking for a new doctor <<

>> Everything is running good and helpful. <<

>> Excellent service <<

>> Great Practice, wonderful doctors and team. <<

>> Happy to be a patient here <<

>> I would like to know which phone line patients use. The 0161 number you can never get through on, the other number is long and expensive. I would also prefer to see my own doctor even for same day appointments. <<

>> It seems that each time I come to the surgery the reception staff are quite fed up, I have been in on 2 occasion when the receptionist (I think it was the same person) has had a row with a pt that I believ could have been handled in a much better way - i am not sure if it is a training issuse or a personality problem but it is not very professional and in thge 1st instance made my son quite anxious. Also the

booking in machine never seems to be in good working order. <<

>> it would be nice to book appointments online for seeing the nurse for blood test and other test.
thank you <<

>> Lovely surgery, doctors and staff are great. Sometimes wait for appointment is too long, 2 weeks on average. <<

>> Please accept our gratitude. <<

>> Some staff members are rude and talk down to you. <<

>> The doctors and nurses are a fantastic bunch of people and the reception staff are very professional.

<<

>> To book an appointment, sometimes I have to wait 2 weeks to 18 days if asked for a specific GP. I wonder if it is possible to decrease the waiting time to max 7-10 days? <<

>> Triage system for appointments is awful - I can see lots of complaints or possibly law suits following - be warned!!! <<

>> Very often there are long queues at reception and only one receptionist on duty, which makes it difficult for the receptionist and patients. <<

>> Would prefer surgery open all day Wednesday <<

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

- Set meeting date giving us enough time to cascade questionnaire, receive results and collate information
- Invited PRG members to provide email/verbal/written feedback if unable to attend meeting
- Open invitation to provide feedback/make suggestions any time

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

- Round table discussion discussing findings from questionnaire
- Addressed each item as priority giving weighting to frequently raised issues
- Agreed immediate action if necessary with timeline for all actions

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

- Telephone contract – work in progress, unable to make immediate transfer to new contract but looking into ways to provide improved patient access by telephone
- Timely access to GP of choice – majority of GPs working part-time and may not be available when patient requests
- Long queue at peak times

2013/14 Action Plan

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

- Review telephone contract as inability to get through to surgery may affect patient access
- Use of bell at reception to bring attention to patient waiting
- Review cleaning contract/services to ensure facilities maintained to high standard
- Update Jayex/information on waiting room TV to reflect health messages
- Whiteboard in reception to advise of delays to surgery or urgent messages for patients
- Review clinical governance regarding confidentiality issues highlighted
- Same day access – review GP availability.
- Triage training for clinicians and practice staff to ensure smooth transition and patient flow
- Regular review of content of noticeboards and website information
- Maintain communications with PRG and patients through website and noticeboards

Significant changes we have made / plan to make to the services the practice provides

- Triage training booked for all staff
- Change 0844 number to 0161
- Improve same day access whilst keeping facility to pre book appointments
- Telephone access to GP

How we publicised the local patient survey results and action plan to our registered patients

- TV in waiting room
- Website
- Noticeboard
- PRG

Link to practice website where this report and related information can be found

www.ladybarngp.co.uk – survey results

2012/13 Action Plan – overview of progress against last year’s action plan

- 0161 number to work alongside 0844 number
- Reception staff have ‘buddy’ to help them cover reception at peak times
- Triage system implemented to improve same day access

Patient Access

Practice Opening Hours

Practice open 8.00am-6.00pm Mon, Tues, Thurs, Friday. 8.00am-1.00pm on Wednesday

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

Patient can ring or visit surgery during opening hours.

6.00pm-6.30pm patient can ring surgery and transfer through to out of hours

Wednesday 1.00pm-6.30pm – telephone surgery, transfer to out of hours

Extended Hours

Not currently