

# PATIENT REFERENCE GROUP REPORT

## ERIC MOORE PARTNERSHIP

This report summarises development and outcomes of The Eric Moore Partnership's patient reference group (PRG) in 2011/12.

### **1. Profile of practice population and PRG**

The practice population is summarised in the following way:

Age>	<5	5-15	16-24	25-34	35-44	45-54	55-64	65-74	75-85	85+	Total
Male	240	416	448	674	607	590	408	223	135	33	<b>3774</b>
Female	261	387	442	573	417	456	305	245	150	73	<b>3309</b>
<b>Total</b>	<b>501</b>	<b>803</b>	<b>890</b>	<b>1247</b>	<b>1024</b>	<b>1046</b>	<b>713</b>	<b>468</b>	<b>285</b>	<b>106</b>	<b>7083</b>

Patients with Chronic Diseases – 41% of our patients are on 1 or more Chronic Disease register

Ethnicity – 14.3% of our patients are from ethnic minorities other than White British

Carers – 0.68% of our patients are registered as carers

### **PRG profile**

The practice has had an active PPG group since 2007 and was one of the first PPG groups in Warrington. It is currently made up of 10 patients who attend for full quarterly meetings and sub group meetings in between as well as providing support at the practice with in-house surveys and flu clinics. The group have also been involved with surgery developments such as the re-opening of our Orford based branch surgery and organising a successful series of GP talks.

The group demographic is as follows:

Patient	Gender	Age	Ethnicity
1	Female	70	White British
2	Male	66	White British
3	Male	60	White British
4	Male	76	White British
5	Female	79	White British
6	Female	69	White British
7	Female	76	White British
8	Male	67	White British
9	Female	44	White British
10	Female	56	White British

The practice has been mindful that the group is not fully representative of all ethnic minorities or age groups. To address this imbalance, the practice has established a virtual PRG group to try to reach varying ethnic backgrounds and age groups and therefore become more representative. It has also begun to have discussions with the PPG group about varying the times of the meetings to allow other patients to attend, especially those patients that work. The current group prefer to meet during the day time and this rules out a significant proportion of patients.

The current virtual group is made up of 58 patients and the range of ethnic backgrounds and age groups can be seen as follows:

### **Ethnicity**

White British	38	Polish	4	Hindu	3	Lithuanian	1
Cantonese	4	Tamil	4	Czech	2	Arab	1

### **Age Groups**

16 to 24 years	7 patients
25 to 40 years	26
41 to 60 years	18
60 years +	7

## **2. Process used to recruit to our PRG**

**PPG group** – The early members of the group were recruited from direct requests from the GPs following a discussion about the benefits of such a group and if the patient had the time to get involved. This formed the PPG in 2007 with 5 patients, one of whom agreed to become Chair for the group. Various campaigns have then been run to recruit new members to the group. This has included a poster display in the practice, a leaflet which was given directly to patients in the waiting room by the PPG members and a section on the practice's website ([www.ericmoorepartnership.co.uk/ppg.htm](http://www.ericmoorepartnership.co.uk/ppg.htm))

**Virtual PRG group** – The practice designed a data collection sheet to ask the wider patient population if they would like to become a virtual PRG member (see attached) The sheet briefly explained what the group aim was and required an email address and a signature from interested patients for consent to contact patients via email. Patients could then obtain more information about the group from a member of the reception team. A database was then created and a formal welcome email sent to every patient that signed up. The form is also part of the new patient registration pack so that patients are asked at the very beginning of their registration with the practice if they would like to join the vPRG.

## **3. Priorities for the survey and how they were agreed**

At the practice meeting held in January 2011, it was noted via the practice's comments book that a lot of patients were disgruntled with the appointment system. Patients were unhappy that they would call from 8.30am in the morning for an appointment, not be able to get through and then when they did, the appointments had all gone for that day. Patients also indicated they wanted to be able to book in advance of up to a month to allow them to plan their own diaries.

This information was shared with the PPG at the next full PPG meeting which was held on Wednesday 11<sup>th</sup> May. The PPG group listened to the feedback from the practice and also added their own experiences of encountering problems. The group decided to undertake a survey to ask

the wider patient population about their experiences when making an appointment. The group agreed to feedback to the practice by mid June to facilitate a discussion on any changes.

#### **4. Method and results of patient survey**

The practice agreed to produce a draft of the kind of questions that would be asked in the survey and the PPG chair agreed to review this initial draft and make any changes if warranted. The survey was finalised by the 20<sup>th</sup> May 2011 and conducted at the practice for 2 weeks from the 23<sup>rd</sup> May 2011.

##### **Survey results**

The survey was completed by 128 patients over the 2 week period. Not everyone answered every question but the responses they did give have been counted.

#### **5. Resulting action plan and how it was agreed**

The practice agreed with the PPG chair that he would take all of the surveys and collate the results. The Chair agreed to do this and was invited to attend the next practice meeting to discuss the results with the senior practice team. This meeting was held on the 20<sup>th</sup> June 2011.

At the meeting, each question from the survey was reviewed in turn. Many of the responses echoed the feedback already received from patients and staff and the questions that were key to considering any changes are outlined as follows:

##### ***Q3: How far in advance do you think you can book?***

At the time the booking system allowed patients to book 2 weeks in advance and only 10% of responders knew that. This showed that our patients did not fully understand the appointment system with 90% believing it was totally a book on the day system.

**Proposal:** The group agreed that the appointment system would be opened up to allow patients to book a month in advance.

##### ***Q5: Have you ever had a problem making an appointment?***

Whilst 54% of respondents had not experienced any problems there was a lot of feedback on this particular question which gave the group a good insight into the issues that patients were facing such as:

‘When I get through the appointments have all gone’

‘Why are all of the appointments book on the day, I can’t then be seen as early as I would like’

‘I’d like to have the ability to speak to a GP over the phone’

**Proposal:** The group proposed to change the appointment system by having a nominated duty doctor every day who would undertake the first hour of clinic as telephone triage slots. There would then be a protected session if the doctor then wished to see the patient face to face following the telephone consultation. All other appointments would be open and pre-bookable up to 1 month in advance. This would ensure that no patient would be told to call back the following day or that the appointments were all gone. A patient calling that morning would have the option of a still available pre-bookable appointment on that day, a telephone triage slot or the ability to pre-book for a future date.

The group discussed the need to publicise any changes in as many ways as possible using the website, the notice board and flyers within the surgery.

In summary, the meeting agreed that the changes proposed were necessary and positive for improving patient access and that the changes should take effect from August 2011.

The practice then met with the whole PPG group on the 11<sup>th</sup> August for the quarterly meeting and to see how the new system was running. The group stated their surprise that all of the proposed changes had been implemented at the same time and would have preferred to have seen the changes phased in.

## **6. Progress made with the action plan**

A summary of the progress as of 31 March 2012 is:

<b>You said...</b>	<b>We did...</b>	<b>The result is...</b>
Patients were unhappy that they could not book more than 2 weeks in advance with most respondents believing they could only call on the day	The practice changed the appointment system to allow patients to book 1 month ahead for GPs, Nurse Clinicians and Practice Nurses	Patients have reported through comments to the clinical team and the comment book that they like the ability to book ahead
Once a patient had managed to get through on the telephone, all of the appointments were gone	The practice changed the appointment system so that the duty doctor could undertake telephone triage meaning anyone with an acute need that day could receive GP input. If the patient needed to be seen, the GP will have dedicated appointments to offer. Non-one would be told to call back tomorrow	Educating patients about the new system has been vital. Patients have reported that they like the ability to speak to a GP over the telephone without the need to come in, especially if the patient only needed further advice etc. It has also helped to update a lot of patients' telephone numbers as the reception team need to ensure that the GP can contact the patient on the phone. The practice has therefore updated its records by reconfirming contact numbers with patients.
Patients would like to book an appointment online	The practice already had an online facility to book appointments and order repeat prescriptions. It was suggested this had not been well publicised.	A poster and leaflet campaign was run and the number of patients signing up to the service has risen in the last 6 months. All newly registering patients are given the opportunity to sign up when they register with the practice. Online access is available 24/7

## **7. Confirmation of our opening times**

You can call the surgery from 8.30am every weekday morning. The practice has an emergency mobile number between 8am and 8.30am on weekdays and details of how to contact the practice at the appropriate time are contained in the practice's automated phone messages. The automated message can be heard when the phone lines close at 6.30pm until 8.30am the following day.

The surgery reception is open from 8.30am every weekday until 6.30pm with emergency access after 8am if required.

Surgery times are 8.30am until 1pm and then in the afternoon from 2.30pm until 6.00pm

We are open at evenings and weekends and you can pre-book an appointment in advance. On Saturday mornings the practice is open from 9am to 11.30pm for appointments with a GP, prescription ordering and collection etc. The Practice also offers an evening surgery every Wednesday evening until 7pm with either a GP or a Practice Nurse. Outside of these times please call the Out of Hours service on 01925 650999.