

**Patient Participation Directed Enhanced Service
2013/2014 Report
Year 3**

Practice Details

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Component One – Develop a Patient Reference Group

Patient Reference Group profile - *This section only requires completion if a PRG was not established in Year 1 or a patient participation report was not submitted in Year 1 (2011-12)*

Differences between the practice population and members of the PRG

Please describe variations between the practice population profile and the PRG profile

Completed in year 1

If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

Completed in year 1

Changes to PRG Membership

Describe any changes to your PRG membership in Year 2 i.e. have any members left the group / have any new members been recruited?

2 of our members have not been able to attend as often as the previous years because of ill health and other commitments, however one of our members have become more involved with attending local group meeting and has enjoyed some of the different experiences.

Component Two – Agree with the PRG which issues are a priority and include these in a local practice survey

Priorities

Please describe how the PRG agreed what the priorities were for this year e.g. areas to be included in the local practice survey.

It was agreed that because we made quite a big change with how patients order repeat prescription we were keen to establish if this has improved patient's access on the telephones. As our original survey was very patient access focused we agreed that it would be a good idea to ask similar questions and hopefully see some improvements.

Component Three – Collate patient views through the use of a survey

Patient Survey

Describe how the questions were drawn up for the survey

Again as we are using similar questions from last years survey we focused on the whole “Patient journey” taking into account changes implemented with our new prescription ordering process. We wanted to check that the improvements have been made and similar question would be perfect in order to collate this information.

How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

We agreed to aim for 20 questionnaires to be completed; this proved to be successful and received 20 responses. They were handed out to random patients who came into contact with the practice making an appointment, ordering a repeat prescription or just making a general enquiry.

What were the survey results?

Q1. When did you last see a Doctor at the Surgery?

In the past 3 months	14
Between 3 and 6 months	4
More than 6 months	2

Q2. Did you have confidence and trust in the GP you saw?

Yes, definitely	18
Yes, to some extent	2
No, not at all	
Don't know, can't say	

Q3. When did you last see a Nurse at the Surgery?

In the past 3 months	5
Between 3 and 6 months	2
More than 6 months	13

Q4. Did you have confidence and trust in the Nurse you saw?

Yes, definitely	15
Yes, to some extent	2
No, not at all	0
Don't know, can't say	3

Q5. Have you ever tried to see the GP fairly quickly?

Yes	15
No	4
Can't remember	1

Q6. Were you able to see a GP on the same day or within the next 2 working days?

Yes	19
No	0
Can't remember	1

Q7. How easy do you find the following?

	Not tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Speaking to a GP on the phone	7	8	3			2
Speaking to a Nurse on the phone	17	1				2
Obtaining test results on the phone	11	7	1	1		

Q8. Are you aware you can book an appointment more than 2 days in advance?

Yes	12
No	8

Q9. How helpful do you find the receptionists at the surgery?

Very helpful	17
Fairly helpful	3
Not very helpful	
Not at all helpful	

Q10. How satisfied are you with the opening hours at the surgery?

Very	16
Fairly	2
Neither satisfied or dissatisfied	
Quite Dissatisfied	
Very Dissatisfied	
Don't know the opening hours	2

Q11. As far as you know is the surgery open...

At Lunchtime	19
After 6.30pm	1

Q12. Did you know the surgery has its own Website where you can order repeat prescriptions?

Yes	18
No	2

Q12. Did you know the practice has a Patient participation Group

Yes	10
No	10

Additional Comments from patients:

- Fantastic practice, very helpful staff, nothing is ever to much trouble.
- Everyone is very helpful and kind I couldn't wish for better staff or surgery.
- It would be better if afternoon appointments could be booked in the morning rather than having to call back again at 1.30pm

- All the staff are helpful & Polite and easy to talk to.
- By far the best surgery my family has had
- Very satisfied with the surgery
- Sometimes difficult getting through on the phone
- Staff are always friendly and helpful, website is useful and plenty of leaflets and posters in reception providing information.

Describe any other methods in which the views of registered patients were sought

- Feedback forms available in reception
- Practice manager available to discuss issues with patients also to discuss things that patients are pleased with
- There is a feedback form on the website/also for general comments/issues etc

Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Agreed Actions

How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?

A meeting was arranged for the members to come along and discuss the results of the recent survey, for members that could not attend all discussions are documented and emailed or sent in the post for comment/discussion.
 feedback from the questionnaire this year was very similar, we all agreed that there have been some very positive comments from patients and confirms our main focus of being a "patient focused practice" feedback from the members regarding the changes implemented last year have also been positive, the new prescription process is successfully up and running.

Were there any disagreements?
 None

How were any disagreements resolved?
 N/A

Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes

Action plan

How did you agree the action plan with the PRG?

We think from this years results, one of our agreed actions would be to try and promote our PPG group via our website, adding the information in reception leaflets, my the display boards, and possibly setting a section up in reception dedicated to this.

Also as a group we would like to promote the telephone appointment service, again by the same methods above, we were surprised at the fact patients are not aware they could book an appointment more than 2 days in advance. From discussion we believe this is due to the fact that access for appointments at the practice is very good and most patients are seen earlier than this. However we would perhaps consider reception more actively booking appointments in advance rather than same or next day ones.

What did you disagree about?
Nothing

Are there any contractual considerations to the agreed actions?
No

Please include a copy of the agreed action plan including a summary of any further action to be taken

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SHAKESPEARE SURGERY – Action Plan

<p>Objective</p>	<p>From the results of the questionnaire the following actions will be implemented starting April 2013</p> <ol style="list-style-type: none"> 1. Promote our PPG group more, I would hope that more new actions can be implemented with some new group members. 2. Promote telephone appointments via reception, from general feedback patients do find this useful if they are struggling to attend and can still be reassured by speaking to a GP. 3. I would like to slightly change the way we initially offer appointments to patients, I was surprised with the questionnaire results that patients were not aware they could book an appointment more than 2 days in advance, maybe because we are booking everyone in more or less straight away some patients are happy to wait which would free up appointments for more emergencies.
<p>Partners in Project</p>	<p>Patients face to face, virtual members, practice manager, GP's and reception team.</p>

Timescale	To be implemented by the April reviewed after 4 weeks.
<p>I plan to discuss point 3 with the team to gather feedback and perhaps do some face to face with random patients to ask their views and focus in more on this particular area perhaps another questionnaire would help concentrating on how our appointment system work.</p>	

Component Six – Publicise actions taken and subsequent achievements

Local patient participation report
<p>Describe how the report was publicised and circulated to patients</p> <p>This was advertised in reception on the various notice boards, circulated between the group and many of them have family members registered with the practice. Also this will be uploaded on the practice website.</p>
<p>Please provide your website address and a link to where the report is located on the practice website</p> <p>www.shakespearesurgery.co.uk</p>
Opening Hours

Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

	AM		PM
Monday	08:15		18:30
Tuesday	08:15		18:30
Wednesday	08:15	13:00	closed
Thursday	08:15		18:30
Friday	08:15		18:30

Staff both administrative and clinical is available between these times.