

# Bridport Medical Centre

## Local Patient Participation Report

This report summarises development and outcomes of Bridport Medical Centre's patient reference group (PRG) in 2011/12.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

### 1. Profile of practice population and PRG

#### Practice population summary

Please see Appendix 1 for a summary of our practice profile (age, gender, ethnicity) Bridport Medical Centre population is extremely diverse; other more marginalised/ vulnerable groups were identified by the PRG steering committee, including:

- Under 18s
- Young mothers
- Drug users
- Over 50s
- Housebound
- Carers
- Patients living with chronic disease
- Workers
- Disabled
- Patients with mental health issues

#### PRG profile

Please see Appendix 1 for a summary of our PRG profile.

Please see Appendix 2 for results from our initial PRG survey, including breakdown of patient profile.

## 2. Process used to recruit to our PRG

Supported by Eilish (Practice Manager) our steering group currently comprises 5 willing volunteers:

Mr Frank Wilde (Chairman) Retired from Police. Until recently was POPP Wayfinder for Puddletown.

Mr David Conroy (Secretary) Retired community pharmacist. Past member of South West Dorset PEC

Mrs Jilly Dobinson – retired public school Housemistress

Mr Chris Dobbs – Parish Clerk, Bothenhampton, Ex Head of Symondsburry School

Mr Luke Hayter – fitness coach, Bridport Leisure Centre

Ms Sarah Horton – Accredited Checking Technician, Boots Bridport branch

It was felt by the group that the best way to reach our patients would be via a “hub and spoke” approach. Each of the steering group members would take responsibility for obtaining the views from a wide range of patients who may otherwise be hard to reach. Strategies for reaching the groups listed above included;

- **Housebound patients** – Sarah arranged for the driver who delivers prescriptions to leave a copy of the questionnaire with some of our housebound patients. David arranged to visit at a later date to collect the questionnaires and assist with completion as necessary.
- **Disabled patients** – Jilly attended a local group for blind patients and assisted with completion of questionnaires
- **Young patients** – Luke distributed questionnaires at the local gym.
- **Young mothers/ patients living with chronic disease** – Eilish arranged for the practice nursing team to hand out surveys during baby immunisation /chronic disease review clinics. She arranged for our CADAS worker to ask some of our drug using patients to complete surveys.
- **Over 50s** – Frank attended a local support group for more elderly patients and distributed questionnaires.
- **Mental Health** – David contacted the local mental health support group and distributed questionnaires.

The steering group also spent time with patients, in order to reach a better understanding of issues facing our patients today.

Our initial survey was also handed out a reception to any patients wishing to “have a say” in how our services are provided. Posters were displayed in the surgery.

We were not able to get representation from school age patients, despite liaison with a local head teacher.

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

Our initial survey was carried out using the recommended NHS PCC (Primary Care Commissioning) questionnaire in Appendix 3. Patients were asked if they wished to join our “virtual reference group” and if wished to, were able to leave contact details. We currently have a database of 75 patients who are willing to give their views on our services in the future, and support us to improve.

The results of the initial survey are included in Appendix 2 and highlight the areas that patients wished us to focus our attentions on. The two main areas highlighted were:

- Telephone answering
- Access to appointments

Our steering group met again on 2<sup>nd</sup> February 2012 to agree a more in-depth survey to look at these two areas.

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

Once we had established the priorities we developed the questions using:

- Previous GPAQ (General Practice Assessment Questionnaire) questions
- Survey Monkey
- Feedback from the PRG steering committee, which assisted in drawing up the final questionnaire.

We carried out the survey using Survey Monkey as we had been advised that this company was reputable. Questionnaires were available in the following format:

- Electronic – via our practice website
- Paper – via chemist, at reception in the surgery, distributed to local groups
- Email/post – according to the preference of those who had left contact details

We carried out the survey between 6<sup>th</sup> February 2012 and 24<sup>th</sup> February 2012.

See Appendix Four for the full survey.

#### **Survey results**

Over 700 questionnaires were distributed. 492 responses were returned, reaching a significant sample of over 25 responses per 1000 patients.

Please see Appendices Five and Six for the results of our phones/access survey.

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

To develop the action plan, the steering group met to discuss the survey results on 8<sup>th</sup> March 2012. See attached Appendix for minutes

To get comments from the PRG on the draft action plan we:

- Emailed/posted the results to the PRG group
- Sought feedback from our steering committee

We agreed the action plan with the group on 14<sup>th</sup> March 2012

The action plan is attached. The main actions were:

- Improve telephone call handling skills/customer care
- Aim to lower waiting times to connect to surgery via phone
- Develop patient awareness with regard to call demand vs. capacity
- Develop online services
- Develop patient awareness with regard to urgent vs. routine appointment availability/continuity of care

### Progress made with the action plan

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

You said...	We did...	The result is...
That there were "variable" standards of customer care across the front-of-house (FOH) team	Random live monitoring of calls to assess current standards Agree "script" for use by FOH team to ensure consistency Arrange training for FOH team. Call handling/customer service One-to-one supervision of FOH team members against agreed key performance indicators	
That there is sometimes a long wait to get through to the surgery	Review telephone system reports to identify: <ul style="list-style-type: none"><li>• Network queue times</li><li>• Average call times</li><li>• Abandoned calls</li><li>• "unavailable" time by operator</li></ul>	

	<p>The Bridport Medical Centre telephone system is capable of generating reports on these criteria. These will inform potential key performance indicators.</p> <p>Additional 16 hours to cover lunch periods when phone cover lighter.</p> <p>Provide patients with information regarding call activity to allow patients to make a decision about the best time to call, when queues may be shorter.</p> <p>Develop on-line services to free up telephone lines to include:</p> <ul style="list-style-type: none"> <li>• Online prescription services</li> <li>• Online appointment booking</li> </ul> <p>Update phone software to inform patients of queue position.</p>	
<p>That it would be helpful to have more information</p>	<p>Display reports on call activity by day/time</p> <p>Develop patient information leaflets to include:</p> <ul style="list-style-type: none"> <li>• Access to GP appointments (urgent vs. routine). How to book future routine appointments (up to one month ahead)</li> <li>• Role of the nurse practitioner</li> </ul> <p>Update practice booklet with information on the surgery appointment system</p> <p>Seek publicity in the local press (survey results/ key messages)</p>	

The above action plan, together with our survey results will be displayed in the surgery throughout April/ May 2012. Results will remain posted on our website.

## 7. Confirmation of our opening times

As a result of the survey we have not changed our opening times. See practice booklet for current times.