

**STOWHEALTH  
D83044**

**Patient Participation Report 2013/14**

This March 2014 report is prepared so as to update the patients of Stowhealth and NHS England of the activities that have taken place during the last 12 months to involve patients in the improvement and development of this Practice

## 1. Maintaining the Patient Reference Group (PRG)

The purpose of the Patient Reference Group PRG which was set up in 2011 is to ensure that patients are involved in decisions about the range and quality of services provided by Stowhealth. The PRG are in contact with the practice and each other through a variety of means that best suit each patient representative. These can be summarised as:

- Evening meetings: 6<sup>th</sup> June 2013, 26<sup>th</sup> September 2013 and 6<sup>th</sup> February 2014
- Email and social media consultation of patient views and issues of importance
- Letters and documents sent to individuals who do not have internet access

Stowhealth serves the community of Stowmarket and has a practice population of 17,654 patients. The ethnic makeup of the practice is 98.15% classified as White British/English. The table below shows the demographic profile of all the current members of the PRG. There are 9 male and 8 female members of the group with a wide range of medical conditions and special interest (Carers, Mental Health, Disability) represented.

Gender	Age	Ethnicity
Female	28	White European
Female	35	White British
Female	36	White British
Male	49	White British
Male	57	White British
Female	63	White British
Male	64	White British
Male	64	White British
Female	65	White British
Female	66	White British
Male	66	White British
Male	67	White British
Male	68	White British
Female	72	White British
Male	72	White British
Female	88	White British
Male	92	White British

### Steps taken to ensure that the PRG is representative of its registered patients.

The only significant demographic patient sub group the PRG felt was not clearly represented were teenagers. The PRG have discussed representation and analysed the statistics and felt the PRG was a fair representation of the local population considering previous efforts to include teenagers onto the group.

In 2013/14 we have continued to advertise participation on the PRG. These methods include:

1. Advert posted on practice website and the plasma/Jayex screen in waiting area
2. Use of Website and Twitter account to advertise feedback from patients.
3. GPs were encouraged to invite patients personally to join the PRG.
4. Members of the PRG recruited like minded patients who fitted the profile of the practice.
5. Asking new patients at the point of them registering at the practice.



## 2. Method and Process for Agreeing Priorities for a Local Practice Survey

The PRG met three times throughout the year to agree local priorities and discuss progress made with previous years actions, along with other significant changes to the practice and primary care in general. In response to the 2012/13 patient survey the PRG agreed the following actions to be completed in 2013/4.

Action	Progress as at 31/03/2014
Review and change current appointment system. Design so that it focus on continuity of care and access to preferred GPs	Completed. A new GP-led telephone consultation appointment system was introduced on 1 <sup>st</sup> May 2014
Develop excellent customer care – by delivering further training for staff	Completed. GPs undertook in June 2014 peer review training of their telephone consultations. Reception staff all attended customer service training delivered by Pauline Webdale in 2013/14.
Install air conditioning to improve patient experience	Completed. Practice waiting room and reception area had air conditioning units installed in March 2014.
Liaise directly with the council to explore options to improve car parking facilities	Ongoing. Talks have begun to see if the council owned field at the rear of the property can be converted to parking.
Improve physical access to the building by working with the council to install steps from the cemetery	Ongoing. It was last reported by Stowmarket Town Council that a budget would be made available in 2013/14 to match Stowhealth's contribution to install the steps. The practice is waiting for the council to undertake the work to the cemetery.

The PRG feedback for the patient survey in 2013/14 was to focus on the introduction of the new telephone consultation and triage appointment system, ensuring that patients found the service responsive to their needs and an overall improvement. As such it was agreed that the local priority was Stowhealth's appointment system.

### 3. Details and Results of the Local Practice Survey

The practice with agreement from the PRG undertook a postal patient survey which used similar questions to the previous years with additional questions focusing on the effectiveness of the new appointment system.

Questions patients were asked to respond to were:

1. Did you find it convenient to receive a telephone call back from the clinician during surgery hours?
2. How would you rate the time taken for a receptionist to answer your call?
3. Were you able to speak to/see the clinician of your choice?
4. Were you able to speak to/see the clinician of your choice within 48 hours?
5. Were you satisfied with the outcome of your telephone consultation?
6. If you saw the clinician following your telephone conversation, were you given a convenient appointment time for you?
7. If required, were you given an appointment on the day that you wished to be seen?
8. How would you rate the quality of your consultations?
9. How would you rate the overall quality of care provided by Stowhealth?

To ensure that the survey was impartial and conducted fairly, all patients who had used the Stowhealth appointment system, either as a telephone consultation or face-to-face with a clinician were invited to complete the survey.

To ensure that there was no clinician bias and the results were a representative sample the decision was made to write to all patients who requested a clinician appointment in a 3 day period. As a result during the period of 1<sup>st</sup> to 4<sup>th</sup> July 2013 patients received a questionnaire by post along with a stamped self-address envelope. This exercise was repeated for the period 6-8<sup>th</sup> January 2014. In all the practice sent out surveys to over 700 patients and received responses from 228 patients. This equivalent to 1.3% of the practice population

The results of the first sample in July 2013 can be accessed by clicking [here](#) or visiting our website [www.stowhealth.com/patient\\_group.php](http://www.stowhealth.com/patient_group.php)

The year-end summary data for all 228 patients can be seen on the following page.

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q10				
Yes	Very Good	More	Yes	Yes	Yes	Yes	Excellent	Excellent				
91.5%	39.7%	100.0%	73.6%	93.2%	71.8%	47.9%	30.3%	27.4%				
No	OK	No Differer	No	No	No	No	Very Good	Very Good				
8.5%	56.9%	0.0%	10.7%	6.8%	4.4%	4.1%	29.3%	32.3%				
Blank	Poor	Less	N/A	Blank	N/A	N/A	Good	Good				
0.0%	3.4%	0.0%	15.7%	0.0%	23.8%	47.9%	9.7%	12.5%				
	Blank	Blank	Blank		Blank	Blank	Fair	Fair				
			0.0%				29.3%	27.4%				
							Poor	Poor				
							1.4%	0.3%				

The results for both survey samples were very positive and showed an improvement in patients perceptions of the new appointment system throughout the year which was very encouraging for both the practice and the PRG and the result.

**4. Discussing Survey Results with the Patient Reference Group (PRG)**

The results were reviewed and discussed in person during the PRG evening meeting. The meeting was held on 6<sup>th</sup> February 2014 and an action plan for 2014/15 formulated and agreed. Those not able to attend the meeting were able to comment and express views via telephone or email to the Practice Manager.

The group felt the responses indicated that the implantation of the new appointment system was a success however more could be done to improve customer service standards generally and to enable improved access (way finding) around the building. It was also felt that access to patient information and support with self-help would be beneficial to patients.

## 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

As a direct result of the patient survey the PRG agreed upon the following actions to be addressed by the practice in the coming year 2014/15:

1. Improving Customer Service and the encouraging of "Hello, my name is..." by all staff as a means of introducing yourself and making patient feel comfortable and valued.
2. More effective signposting of patient information relating to managing own health. Including during consultations as well being available in in the waiting room and on our practice website.
3. Development of condition based self-help guides which can be shared with patients to help signpost them to support groups and informative websites eg. Suffolk Carers or British Heart Foundation
4. Persevering with working with the council to improve footpath access to the health centre via the cemetery
5. Improving car park space - possibly through the Chilton Leys Development funding and with. It was agreed that people attending the practice for planned events here should be informed they must not park in the car park and this should be properly monitored. The practice should consider hiring a traffic warden to get on top of unnecessary parking.

The practice manager shared these proposed actions with the Partners of Stowhealth who fully agree and support their implementation in 2014/15.

## 6. Publishing the Local Patient Participation Report on the practice website

This PRG report and action plan for 2014 has been shared with the PRG group and is available on the practice website.

Progress with last year's action plan is positive most notably with the provision of air conditioning now installed in the waiting room and reception area. Details of all actions can be found earlier in Section 2 of this report.

### **Practice Opening hours and Patient access to services**

In order to meet the needs of the community the practice employs 12 GPs (equivalent to 8.75 full time GPs), 1 Nurse practitioner, 5 practice nurses and 4 Health Care Assistants. The practice operates a GP led telephone consultation and triage service to aid the easy access of patients to their GP of choice.

## The Practice Opening times are:

<b>Monday</b>	<b>08:00 am – 06:30 pm</b>
<b>Tuesday</b>	<b>08:00 am – 06:30 pm</b>
<b>Wednesday</b>	<b>08:00 am – 06:30 pm</b>
<b>Thursday</b>	<b>08:00 am – 06:30 pm</b>
<b>Friday</b>	<b>08:00 am – 06:30 pm</b>

In addition to this the practice offers additional evening and weekend appointments to patients on the following days:

<b>Monday</b>	<b>06:30 pm – 08:15 pm</b>
<b>Saturday</b>	<b>08:30 am – 12:00 noon</b>

Patients can access services and clinicians through a variety of traditional and non-traditional methods. These include in person, by telephone, using the website for online booking as well as the most recent automated telephone booking-in and cancellation facility.

## What Happens next?

Progress will continued to be monitored by the PRG in 2014 and ideas for further improvement put forward.

The PRG is next due to meet on **Thursday 12<sup>th</sup> June 2014 at 6:45pm** and anyone interested in joining or providing any comments can contact:

**Wendy Denny** (Practice Manager) or **Paul Brown** (Business Manager) on 01449 776000 or email [stowhealth@nhs.net](mailto:stowhealth@nhs.net)