

## Patient Participation Report 2013/2014

### Background

In line with the Department of Health's drive to involve patients' views in decision making in healthcare, Albion health Centre has established a Patient Participation Group.

The aims of the Patient Participation Group are to canvas patient opinion on the services provided by the surgery, discuss these views with the Doctors and to help write an action plan for future improvements. These changes will be informed by what the patients want from the surgery and will be reviewed in the coming year. This report outlines what has been achieved so far and what our plans are for the 2014-2015 financial year

### Introduction

The practice is easily accessible with good public transport links. We are an NHS group practice and a partnership of seven doctors. We all share a deep commitment to the NHS and aim to provide you with the best possible care within the NHS.

We have been an established teaching practice for many years and are involved in teaching undergraduate students. We have a full complement of attached staff including district nurses, health visitors, community psychiatric nurses, midwives and benefit advisor.

Albion Health Centre has 8863 patients approximately. During the last year the practice population has been more or less same.

The practice opens daily (Monday to Friday) 8.00am – 18:30pm except Thursday. We provide extended hours on a Saturday AM 09:00am to 13:00pm.

### Our Surgery

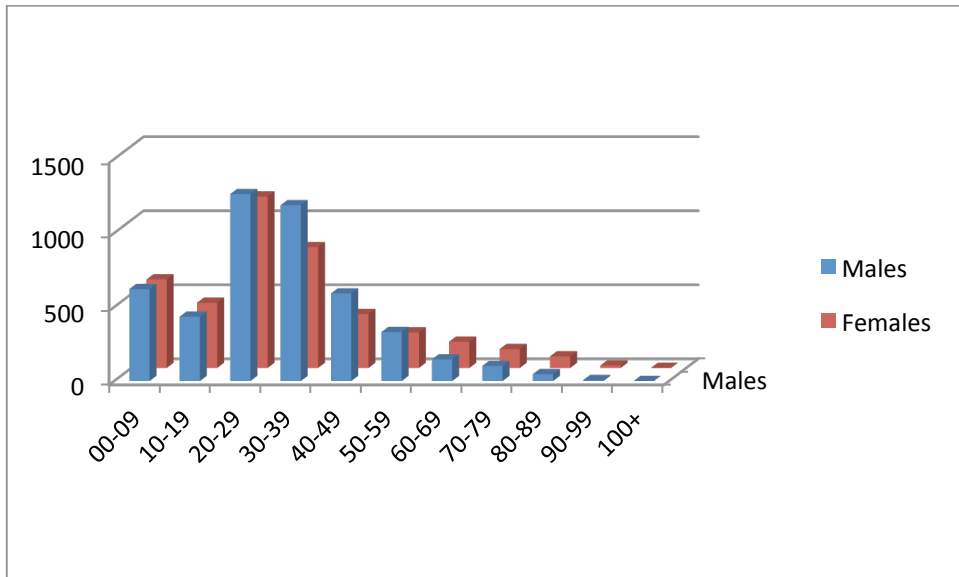
We have the following facilities available to our patients:

- Access for disabled patients
- Disabled toilet
- Baby changing facilities
- Health information leaflets

<b>Age</b>	<b>Males</b>	<b>Females</b>
00-09	621	598
10-19	435	440
20-29	1263	1158

**Albion Health Centre**

30-39	1188	816
40-49	592	364
50-59	331	240
60-69	146	177
70-79	102	127
80-89	46	78
90-99	6	17
100+	0	0



**Surgery Opening Times**

Day	Time
Monday	08:00am – 18:30pm
Tuesday	08:00am – 18:30pm
Wednesday	08:00am – 18:30pm
Thursday	08:00am – 13:00pm
Friday	08:00am – 18.30pm
Saturday Mornings	09:00am - 13:00pm
Sunday	Closed

**Extended Hours**

We offer extended hours on every Saturday AM only pre booked appointment.

**Representation**

Our Patient Participation Group was established in 2009 and due to the commitment of our twenty six volunteer members the group still meetings regularly. All members are registered patients at the practice.

The practice endeavoured to recruit new members of the practice population to the group therefore providing a greater cross section of the practice profile. The average meeting attendance is 6 patients. This group has developed and has become more meaningful in the last few years.

### **Cancer awareness day:**

We held cancer awareness open day on 22<sup>nd</sup> august 2014. It was a huge success. Nearly 100 patients turned up on that. We had three awareness sessions on that day. Please see the attached leaflet.



Cancer Awareness  
Day.pptx

### **Steps taken to ensure that the PPG is representative:**

- Invite to join the PPG is on the patient display screen in reception
- Other Patients targeted to join to try and ensure better representation
- Patients invited to join by staff members, and often following a complaint

### **Practice Survey**

In January 2014 the practice consulted with the patient group and it was agreed that we would do a survey .During January 2014 to March 2014 we conducted the Annual Practice Survey and 101 patients during that period completed questionnaires.

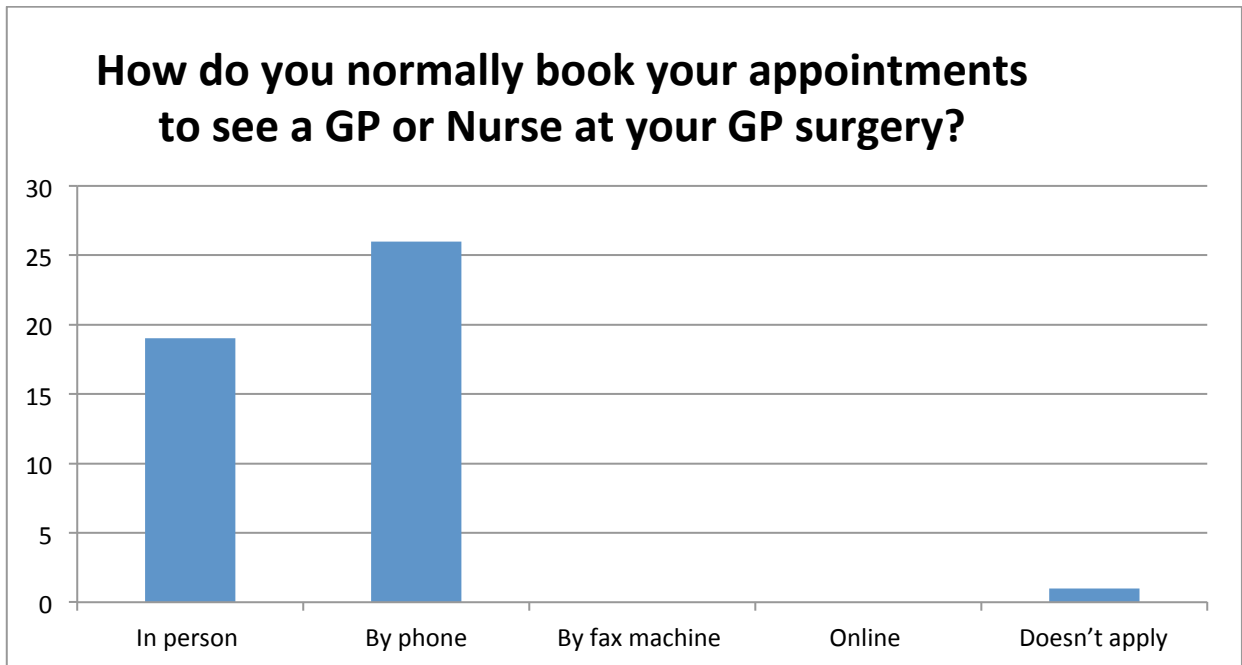
The Surgery carried out the survey in 2013-14. The surveys were counted by two of our admin staff who collated the results onto an Excel spread sheet.

### **Survey Report**

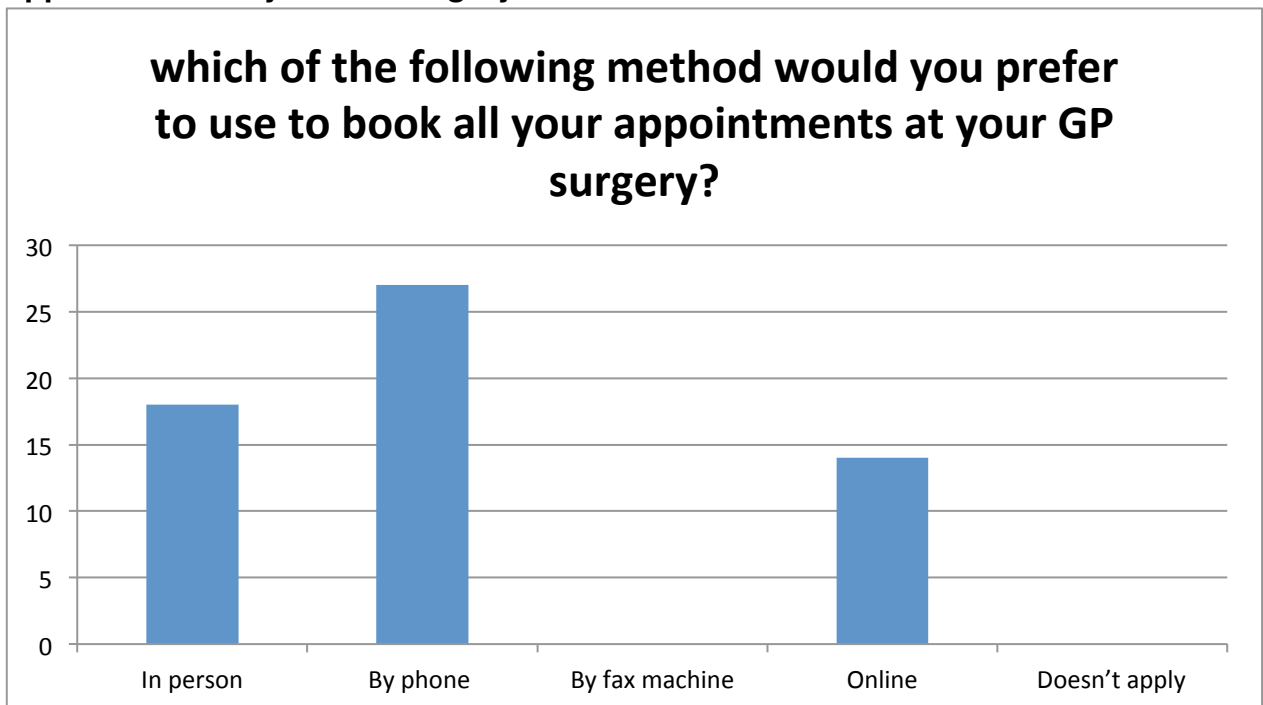
#### **Provide PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services**

A meeting was held for the PPG on the 20<sup>th</sup> March 2014 to discuss the survey findings and agree action points.

#### **Q1- How do you normally book your appointments to see a GP or Nurse at your GP surgery?**



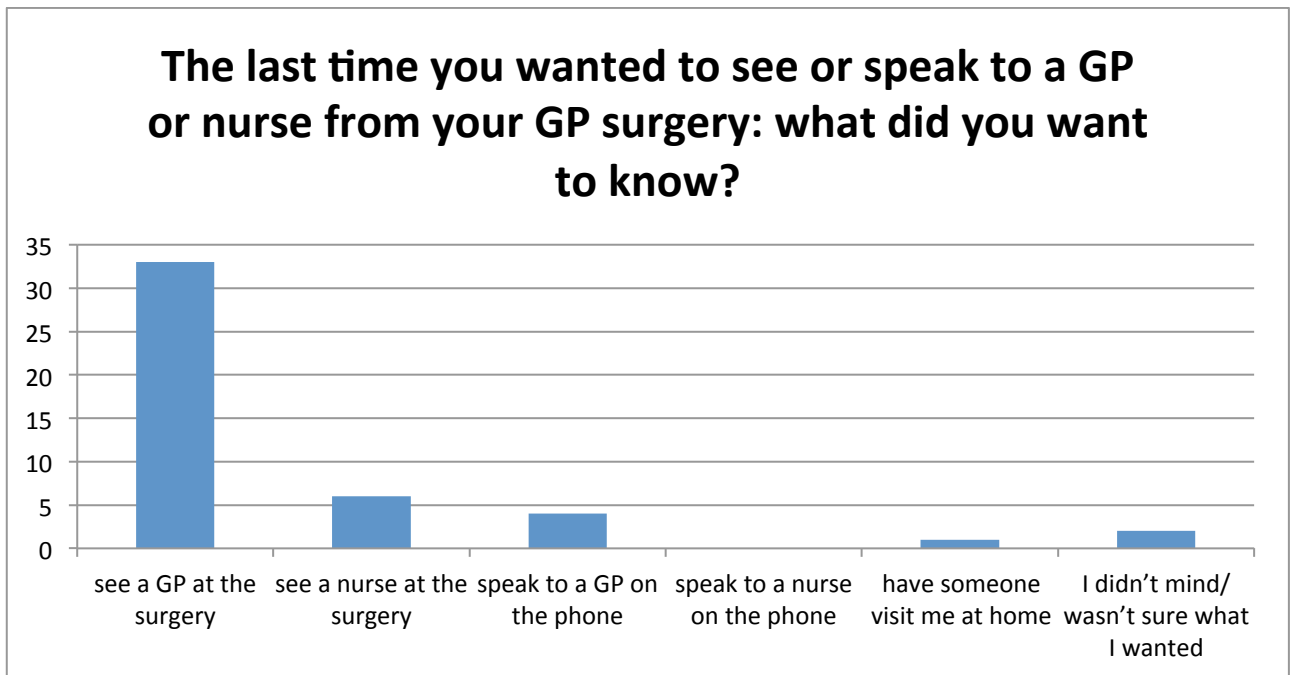
**Q2- which of the following method would you prefer to use to book all your appointments at your GP surgery?**



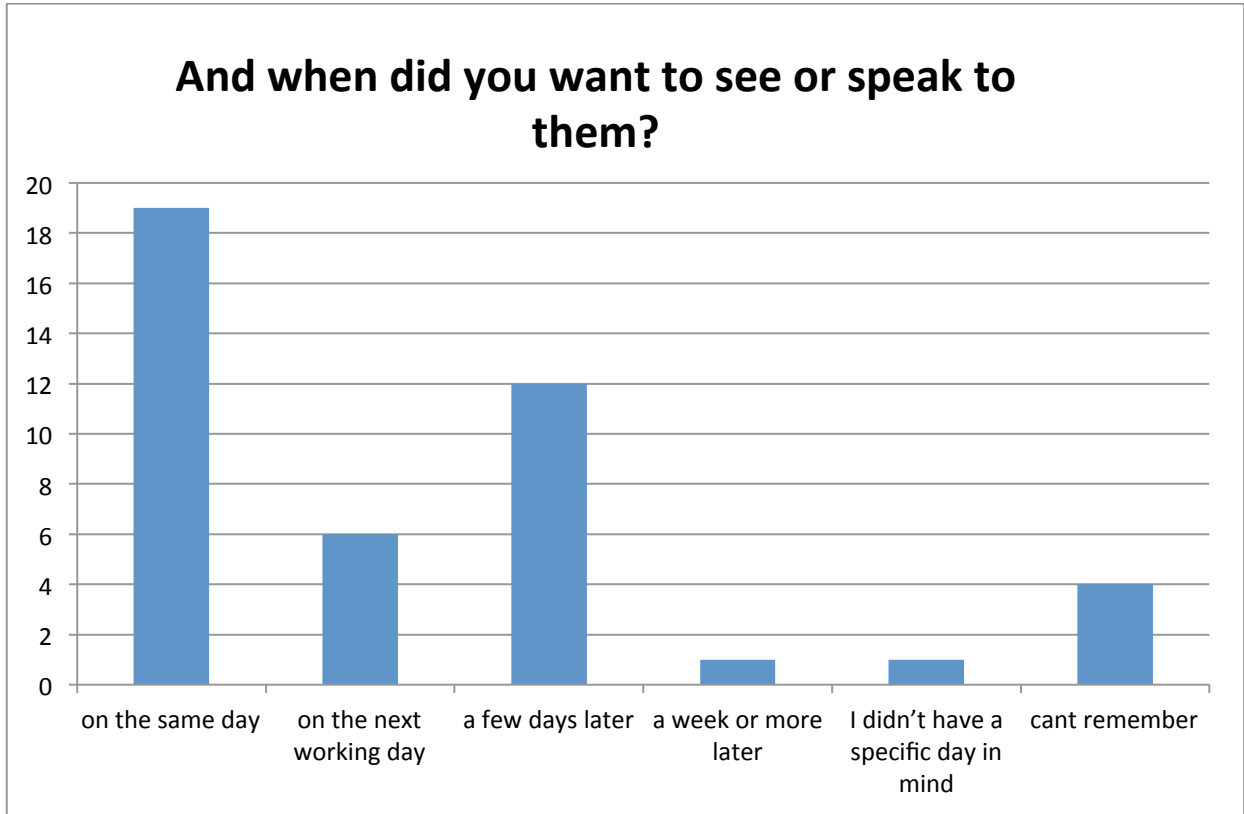
**Q3- Is there a particular GP you usually prefer to see or speak to?**



**Q4- the last time you wanted to see or speak to a GP or nurse from your GP surgery: what did you want to do?**

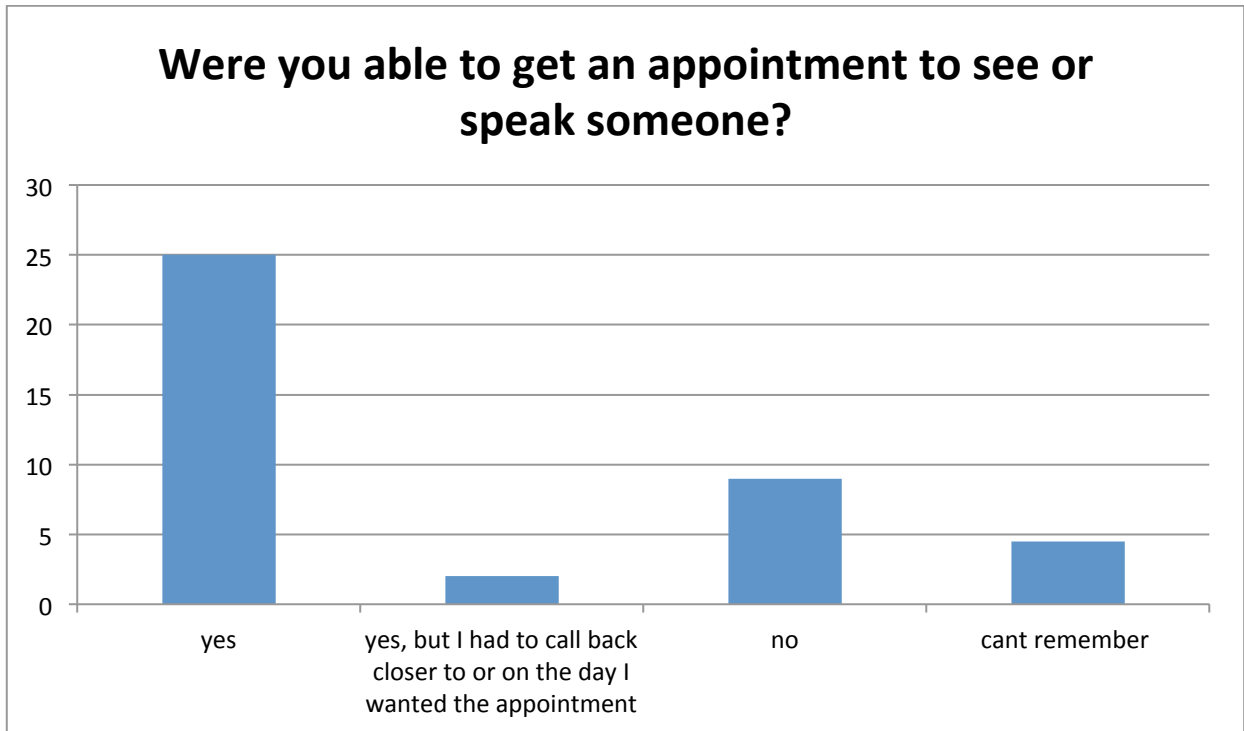


**Q5- And when did you want to see or speak to them?**

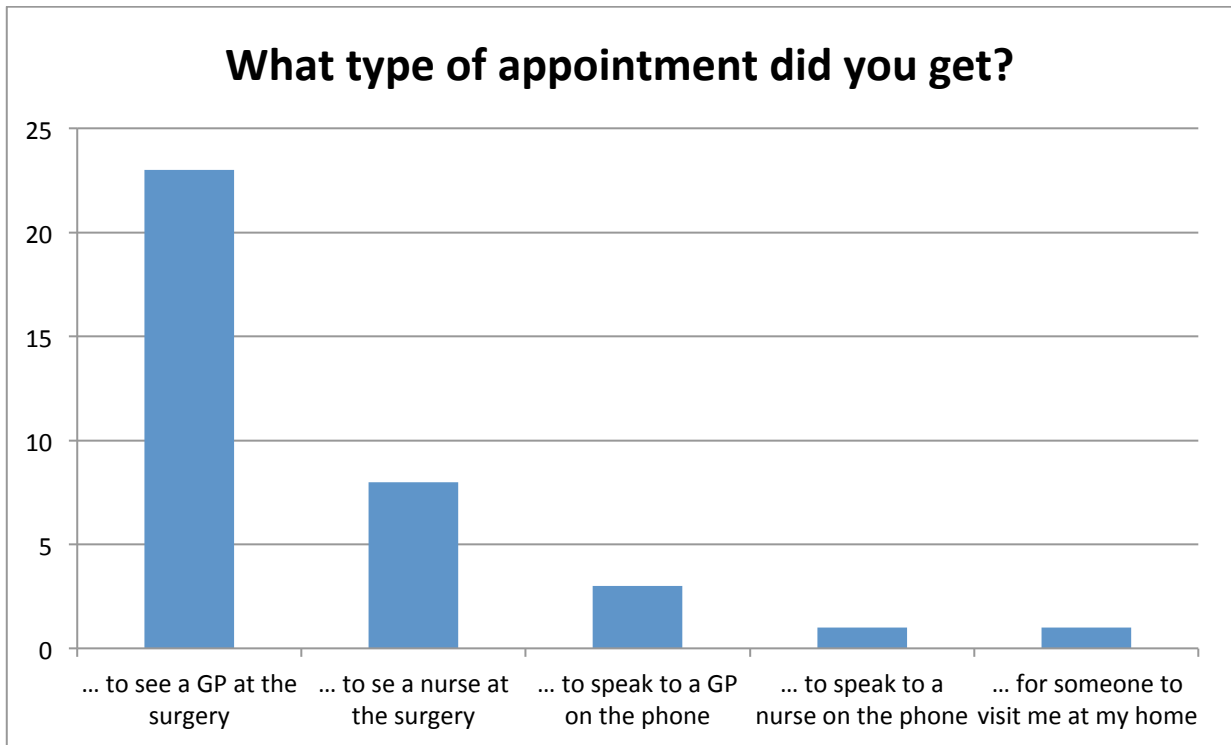


**Q6-**

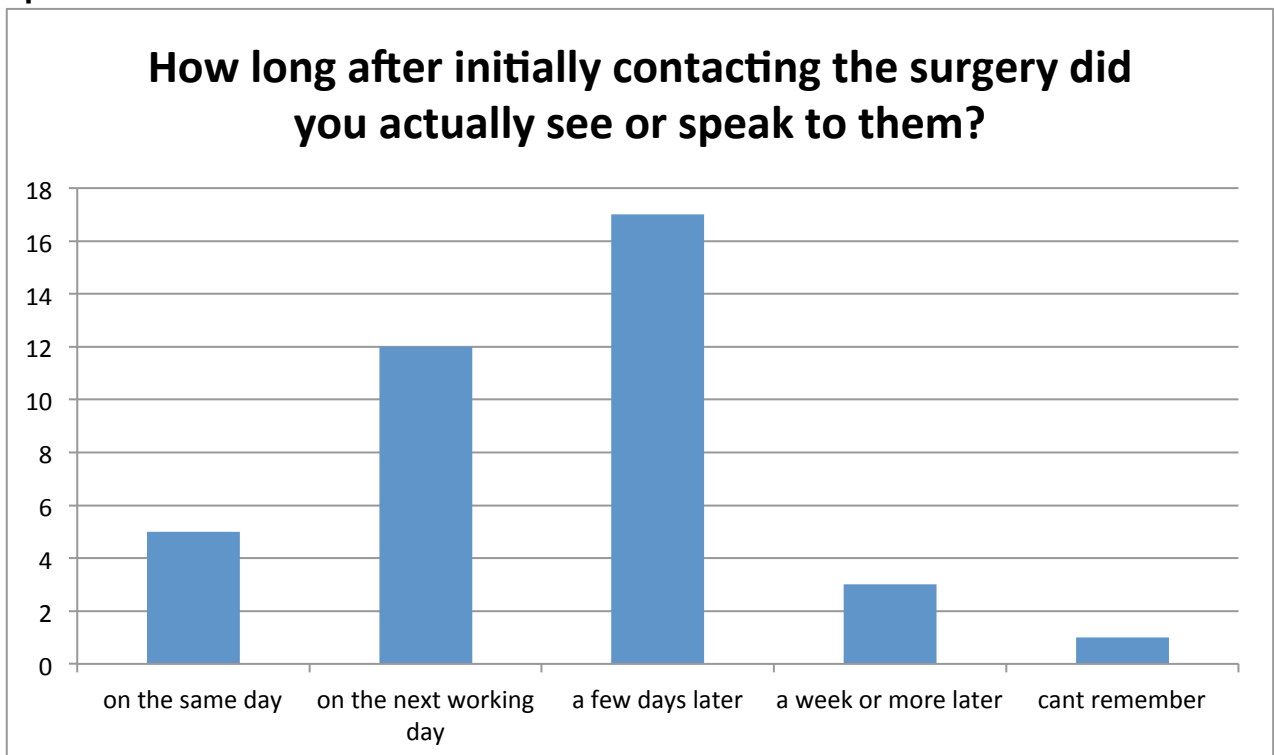
**Were you able to get an appointment to see or speak to someone?**



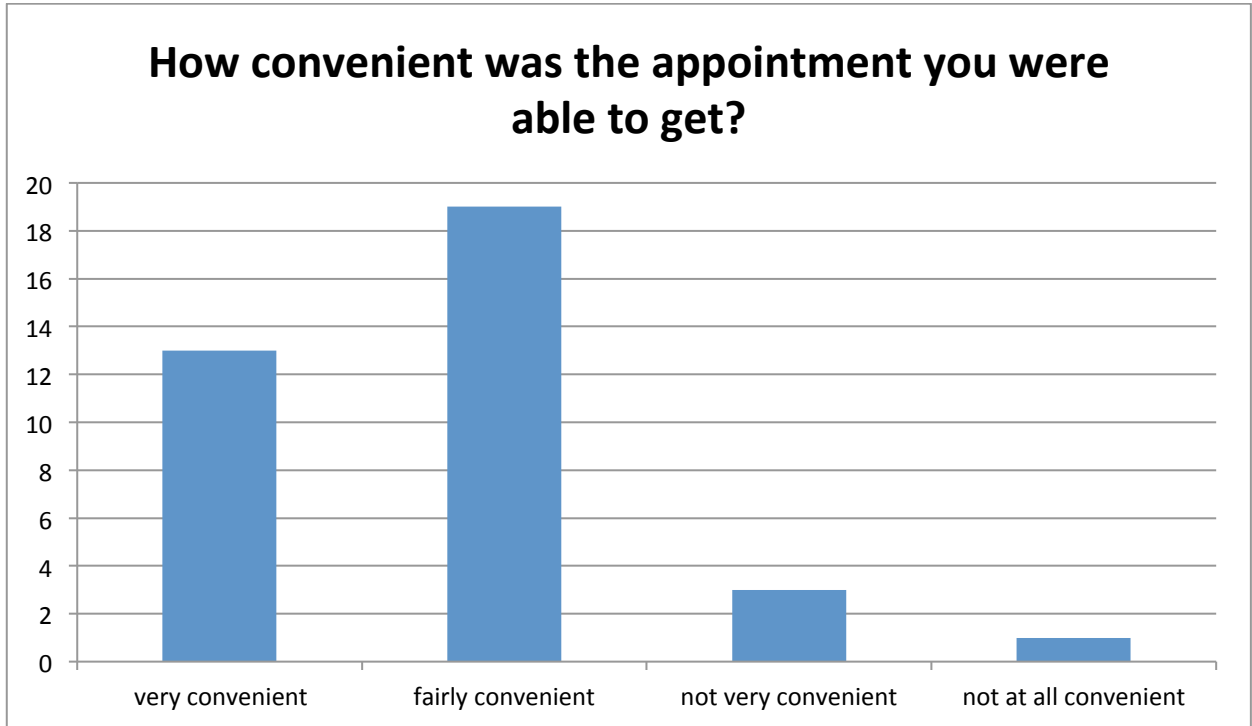
**Q7- What type of appointment do you get?**



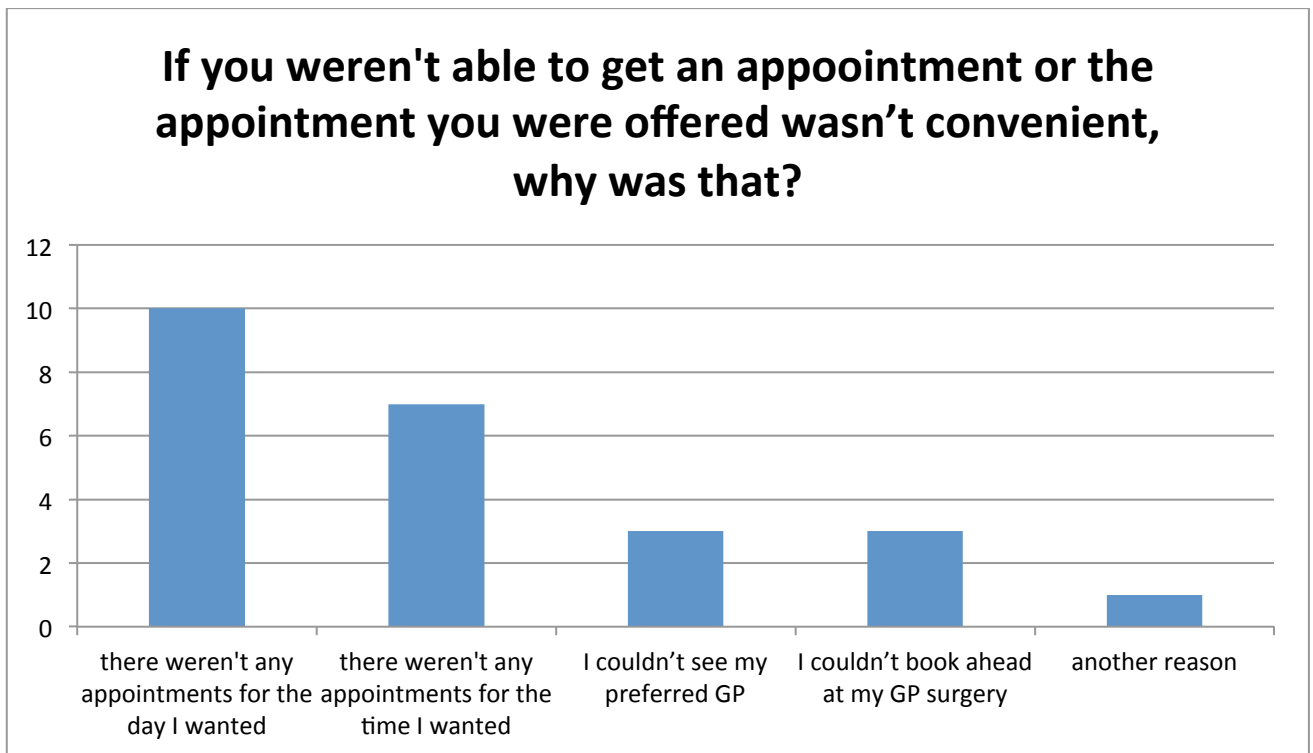
**Q8- How long after initially contacting the surgery did you actually see or speak to someone?**



**Q9- How convenient was the appointment you were able to get?**

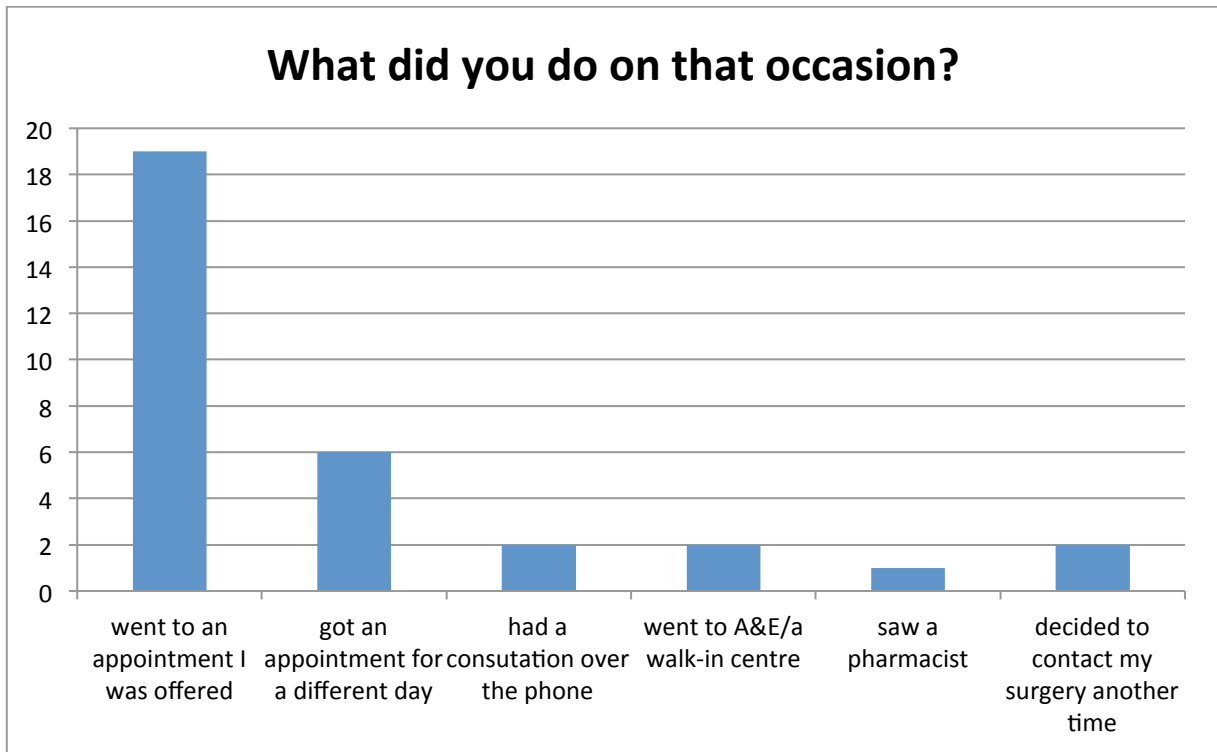


**Q10- If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?**

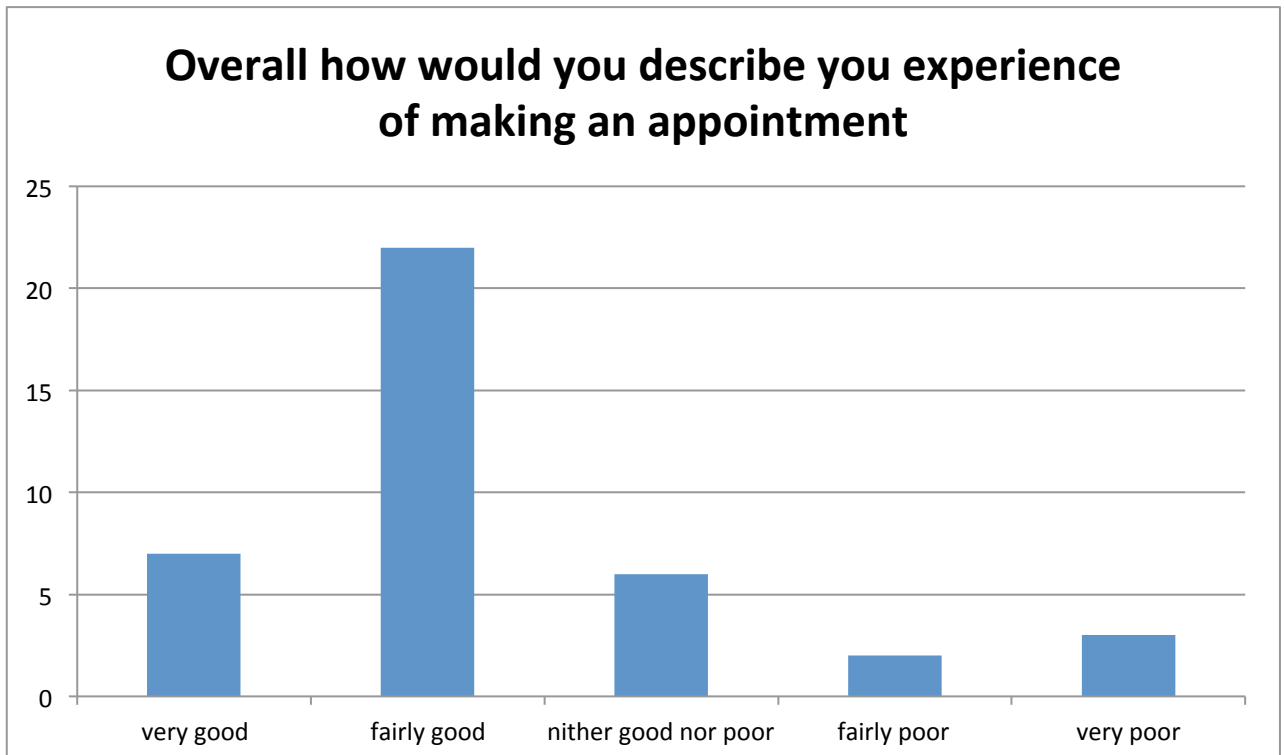


**Q11- What did you do on that occasion?**

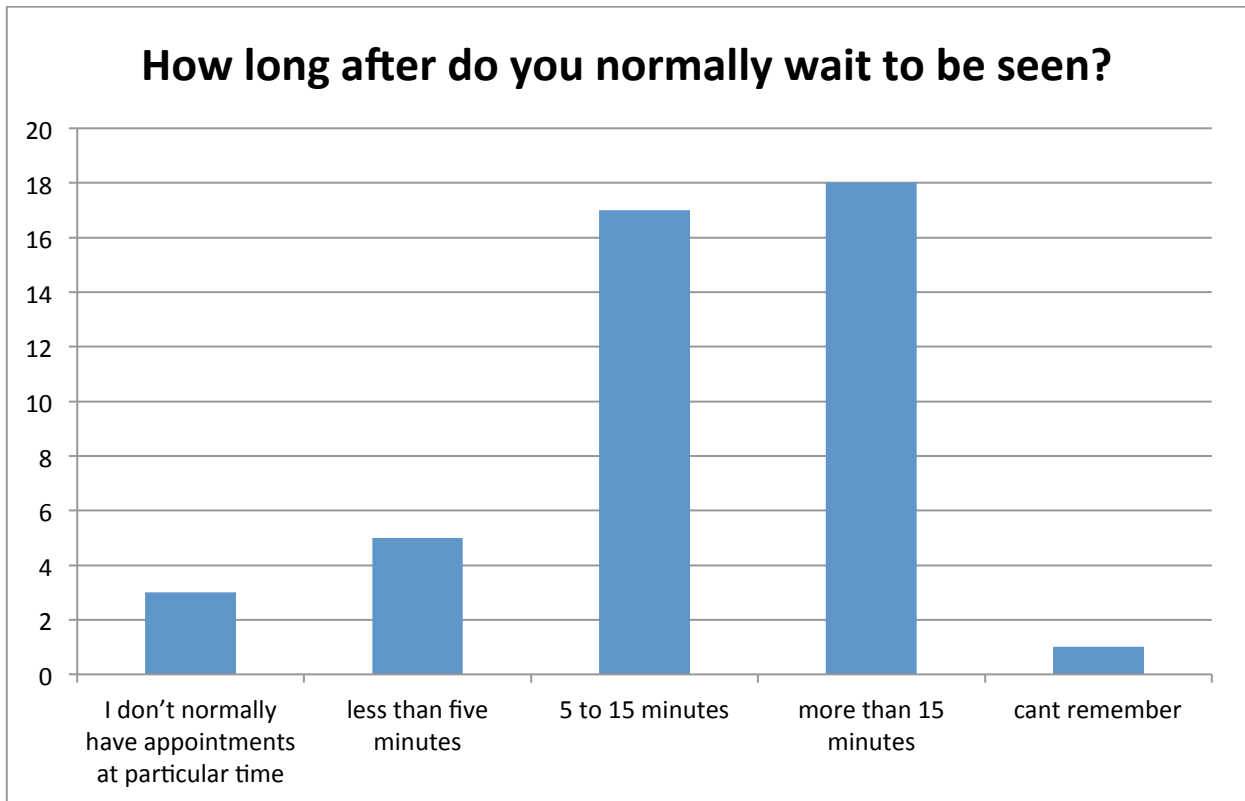




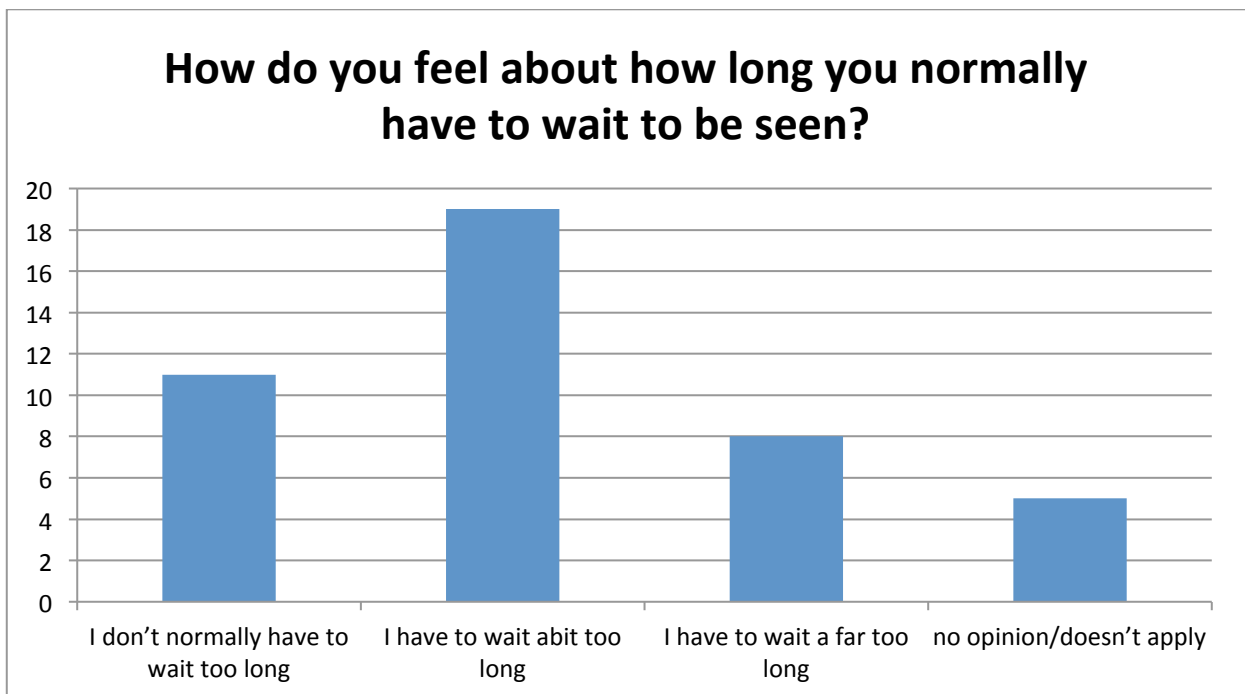
**Q12- Overall how would you describe your experience of making an appointment?**



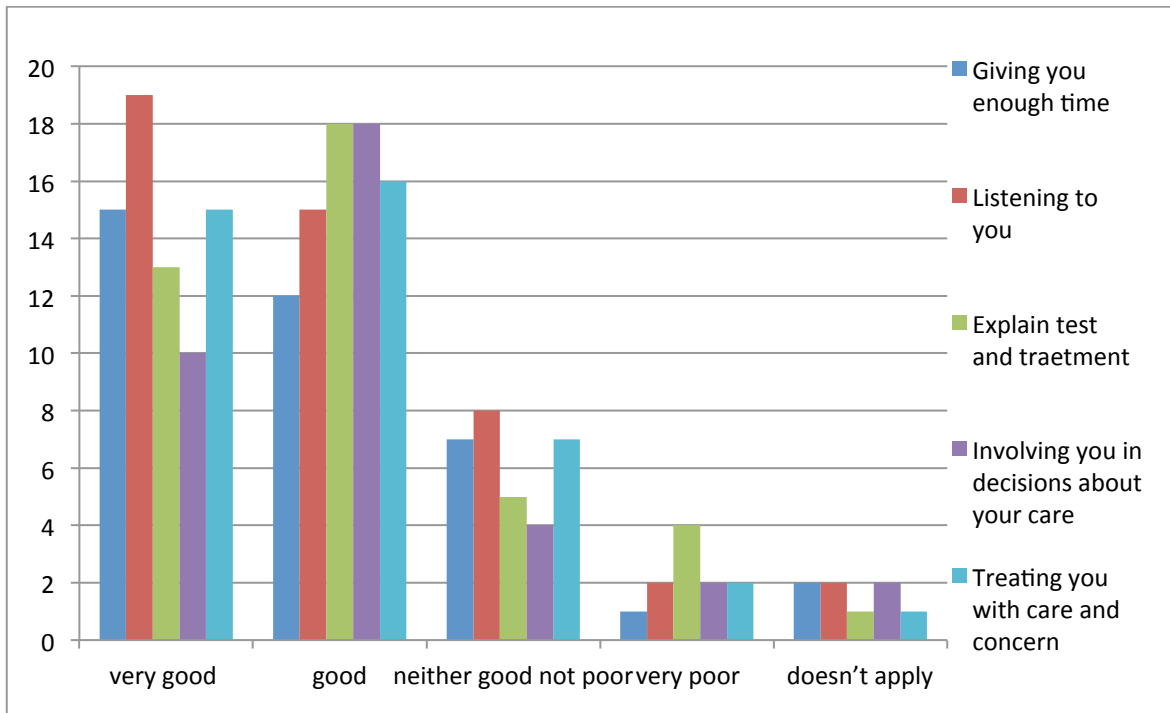
**Q13- How long after do you normally wait to be seen?**



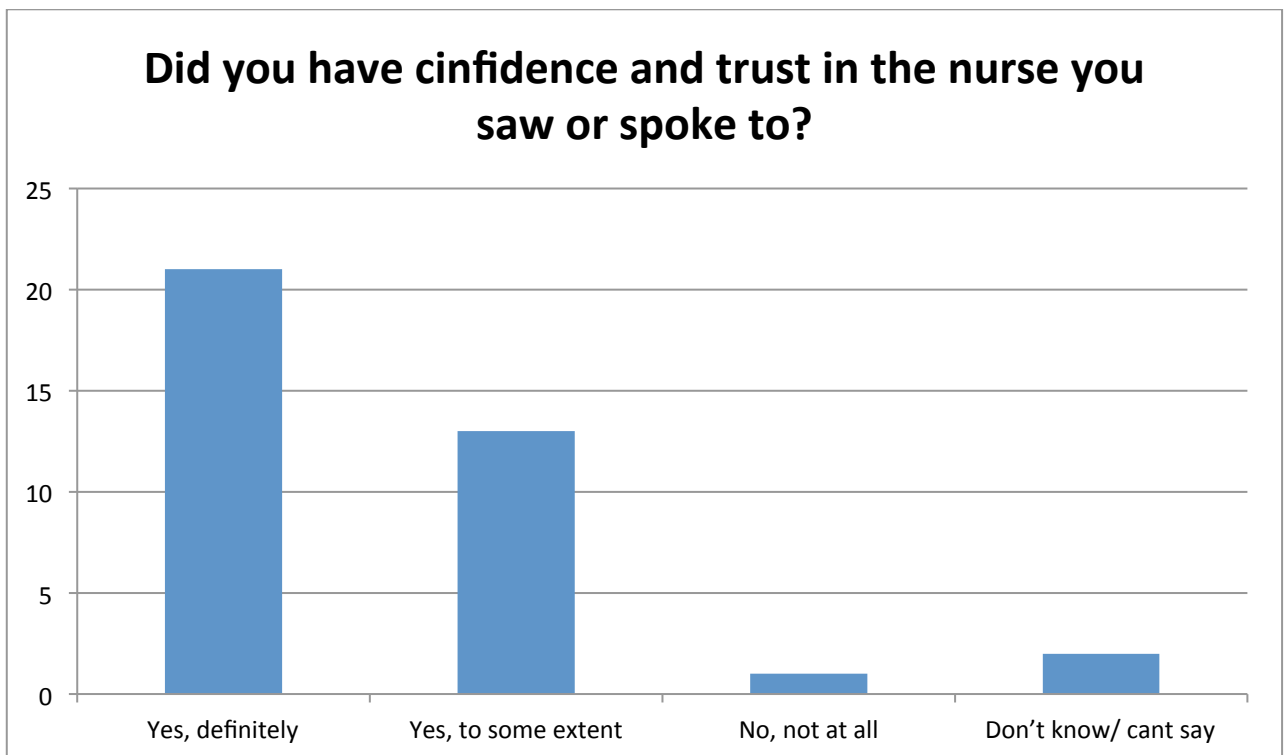
**Q14- How do you feel about how long you normally have to wait to be seen?**



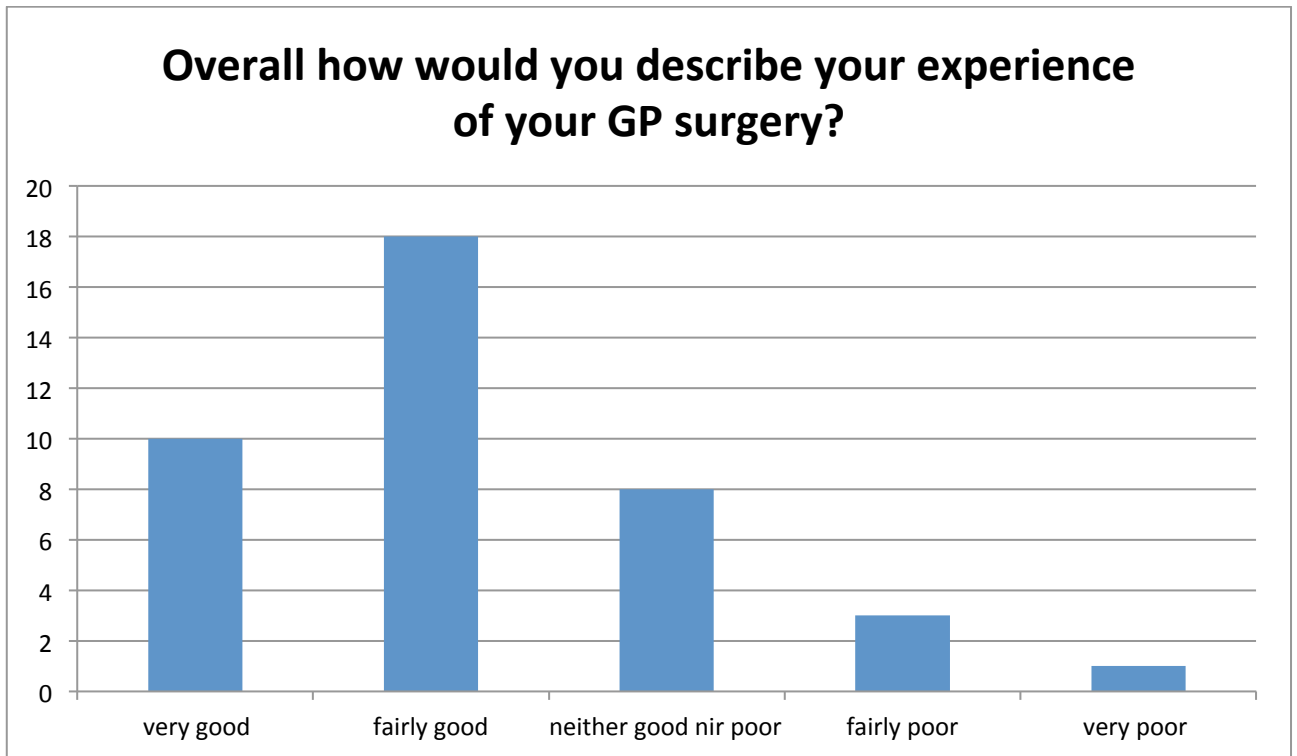
**Q15- Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of thr following?**



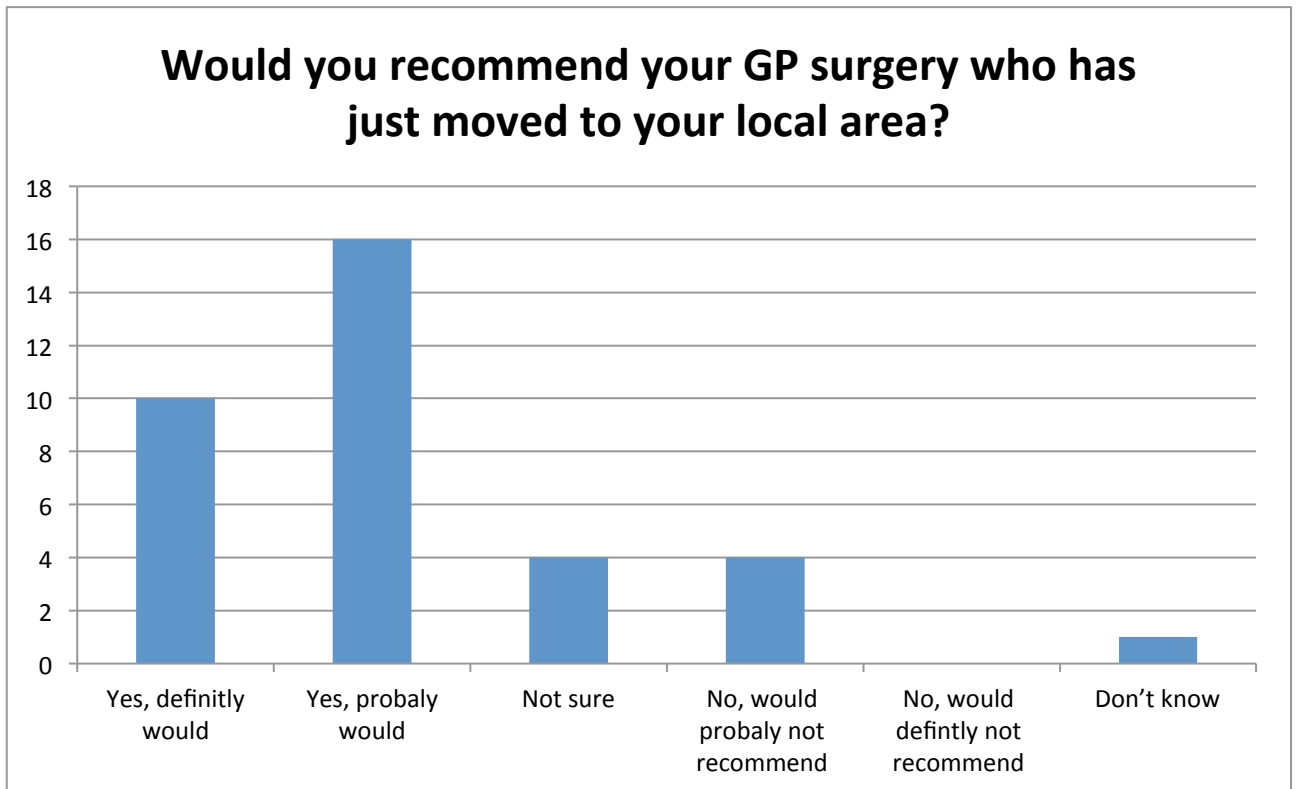
**Q16- Did you have confidence and trust in the nurse you saw or spoke to?**



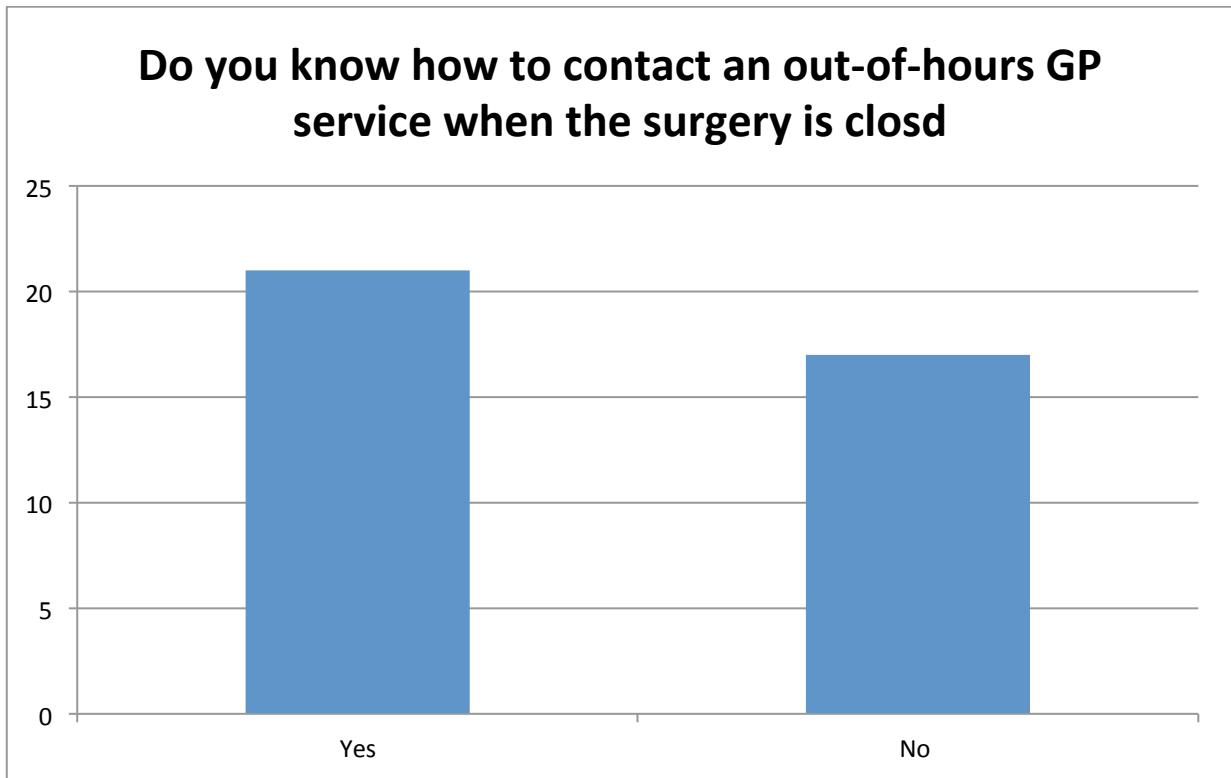
**Q17- Overall how would you describe your experience of your GP surgery?**



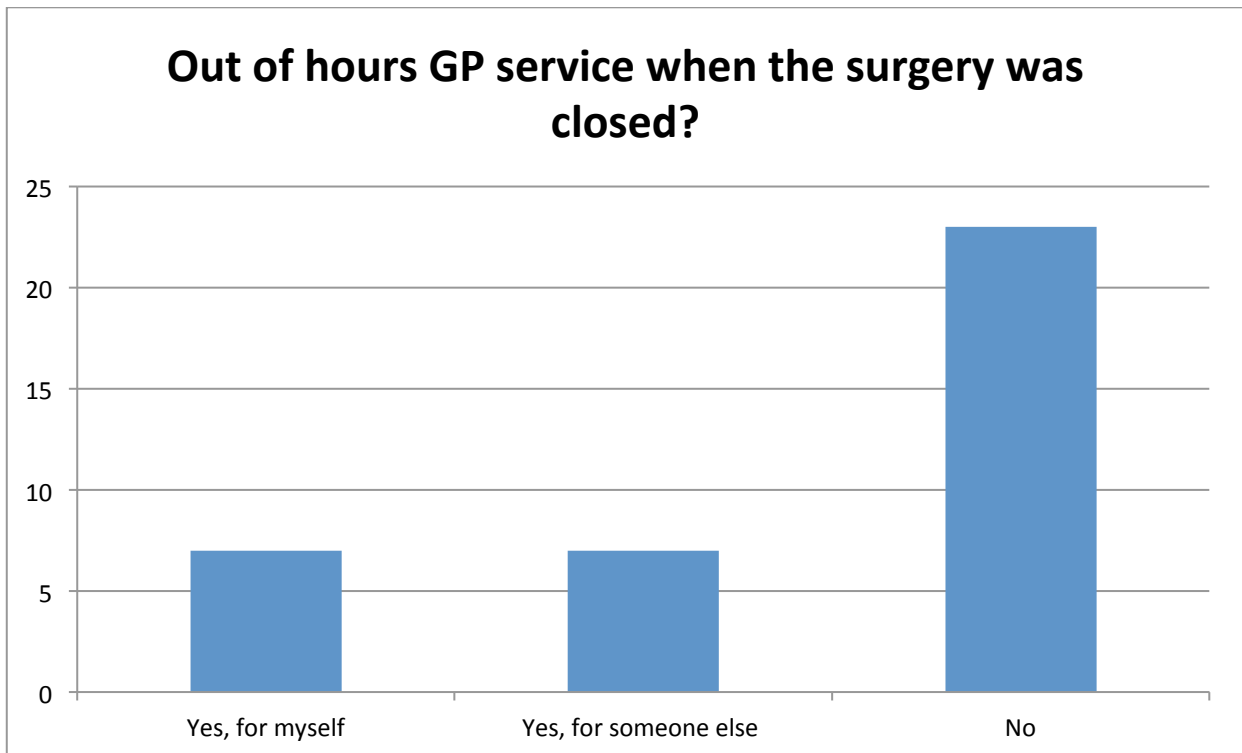
**Q18- Would you recommend your GP surgery who has just moved to your local area?**



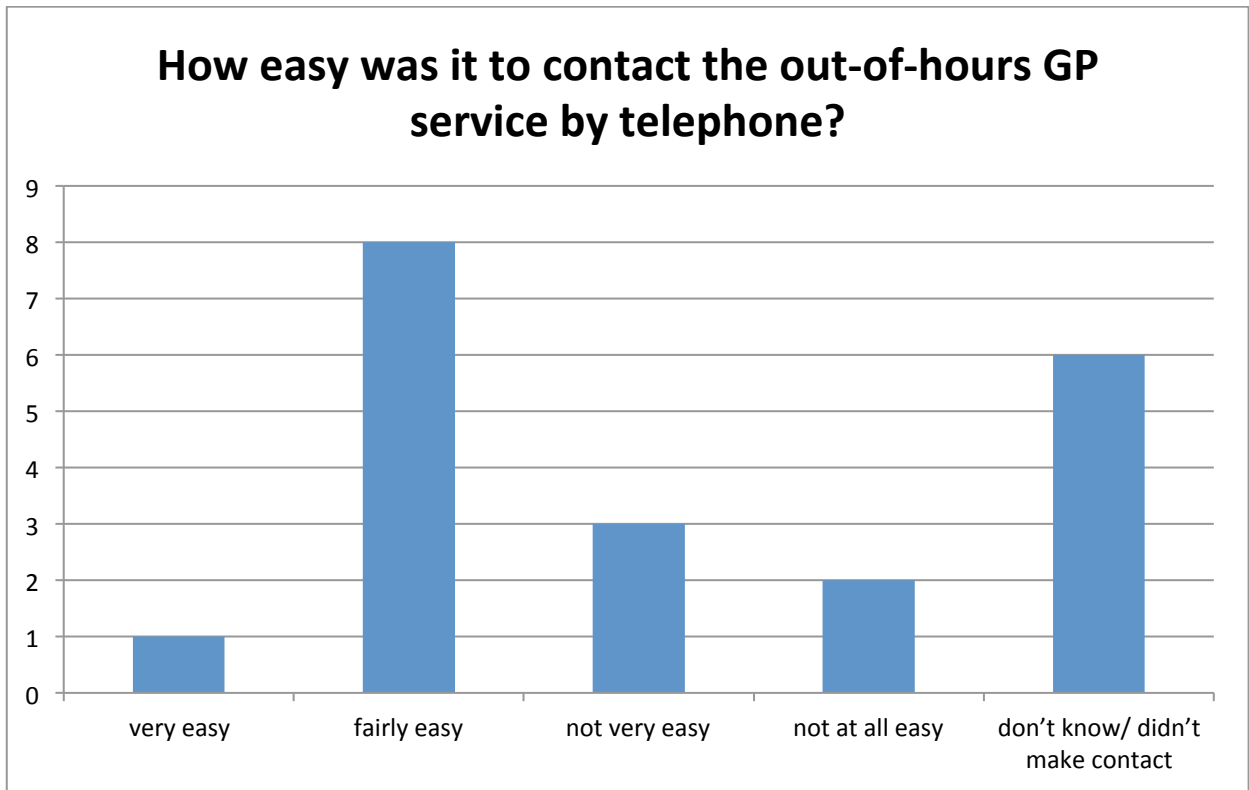
**Q19- Do you know how to contact an out-of-hours GP service when the surgery is closed?**



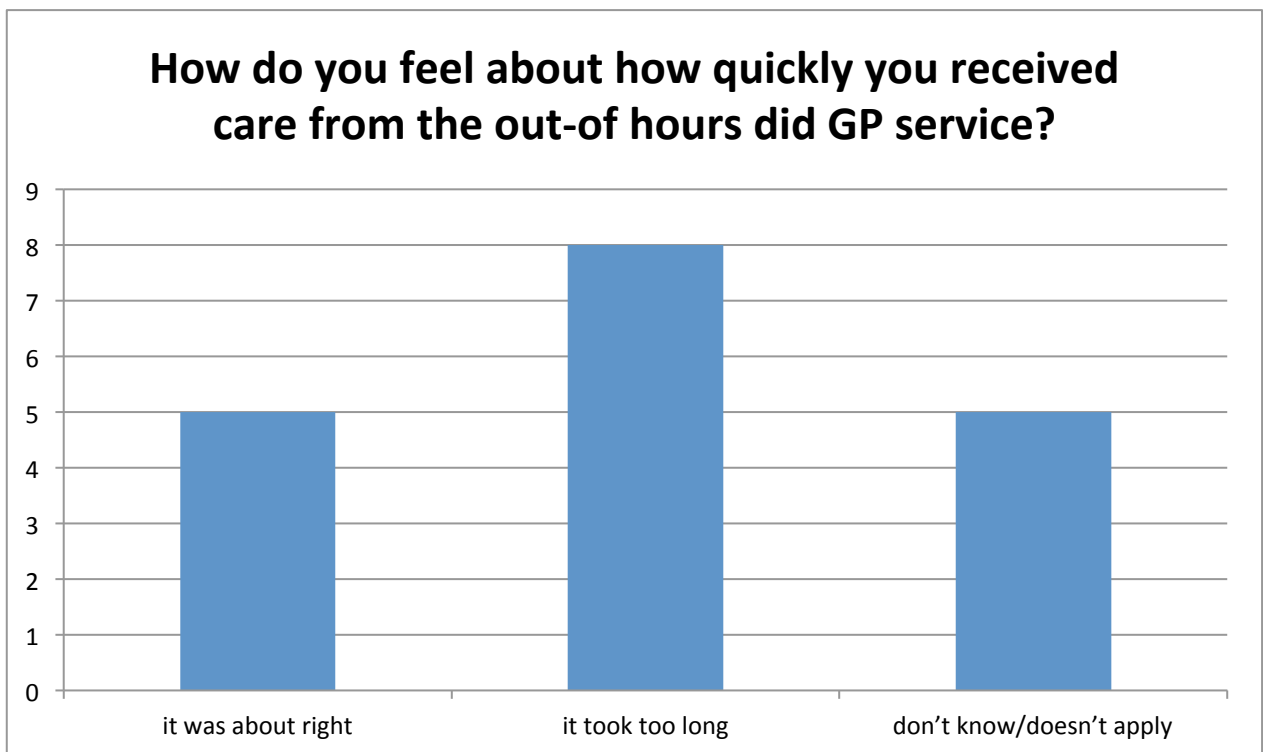
Out of hours GP service when the surgery was closed?



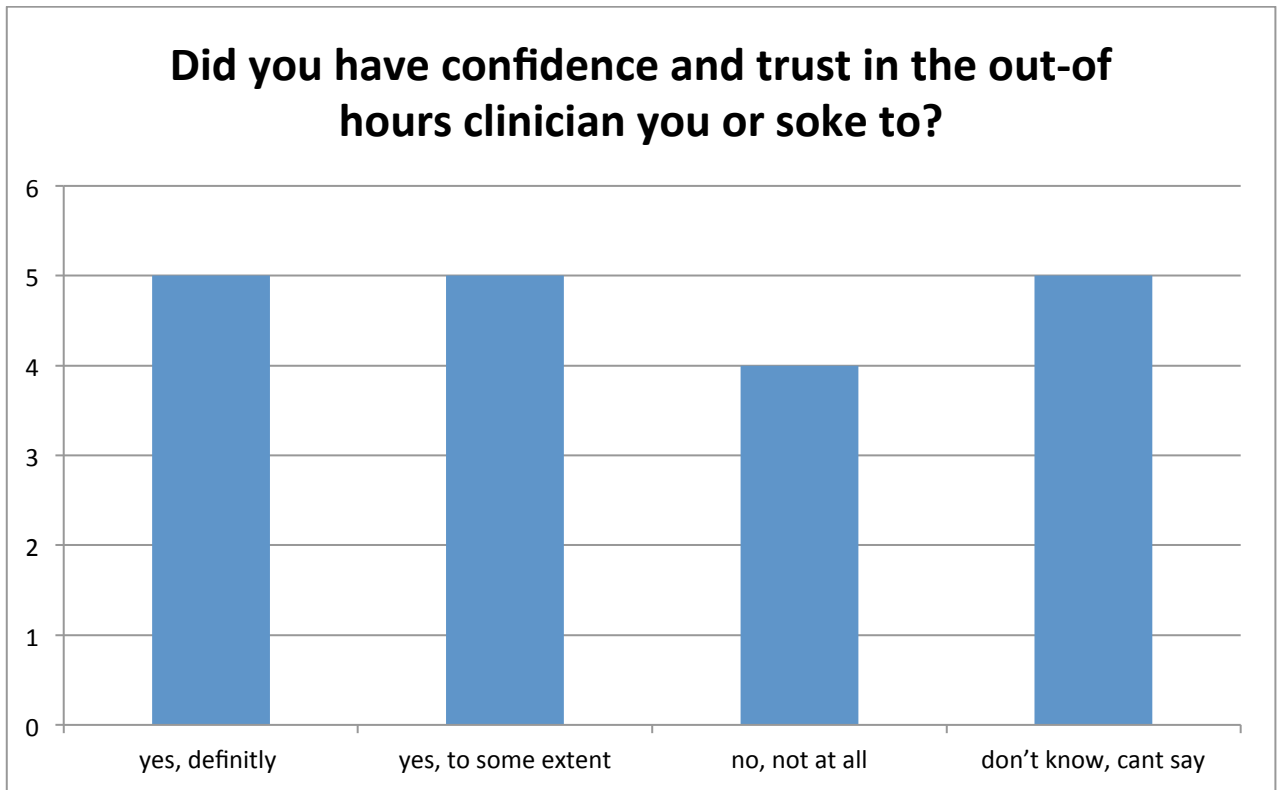
Q21- How easy was it to contact the out-of-hours GP service by telephone?



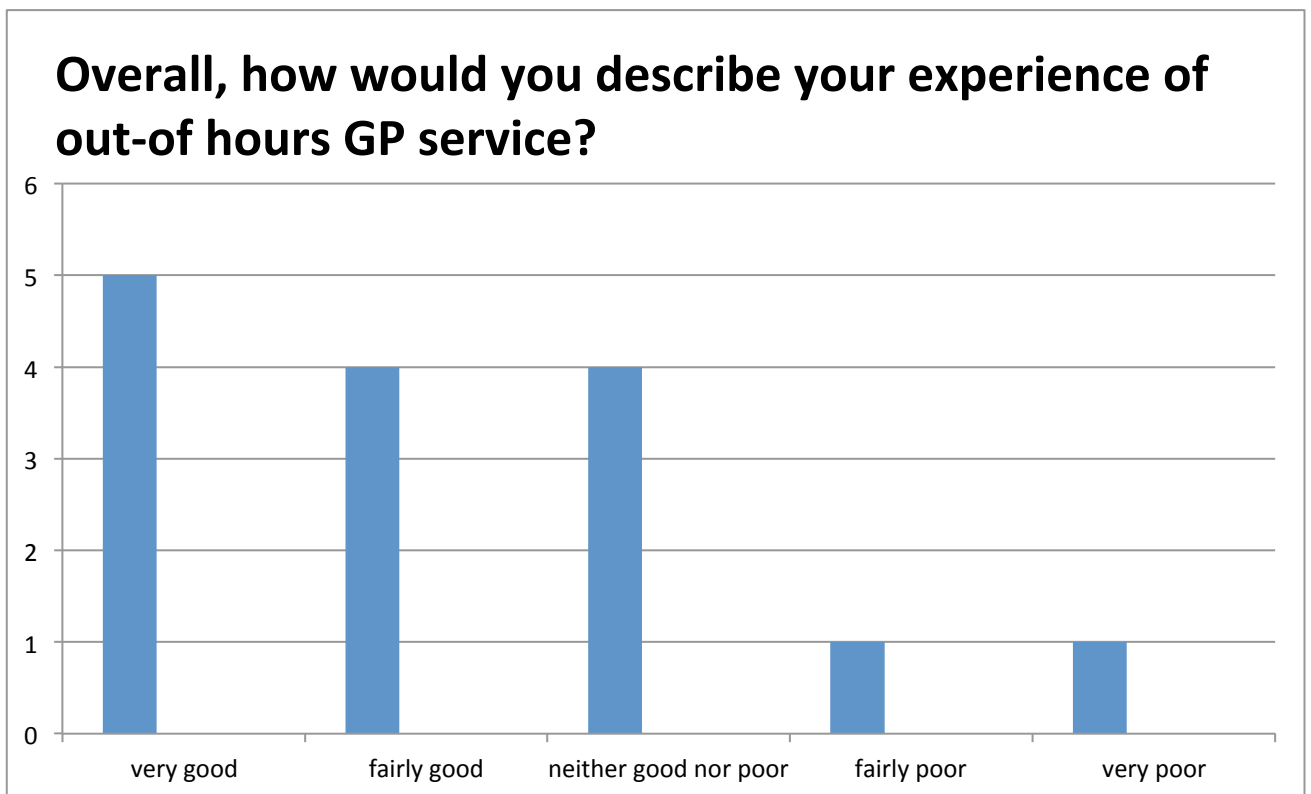
**Q22- How do you feel about how quickly you received care from the out-of-hours GP service?**



**Q23- Did you have confidence and trust in the out-of hours clinician you saw or spoke to?**

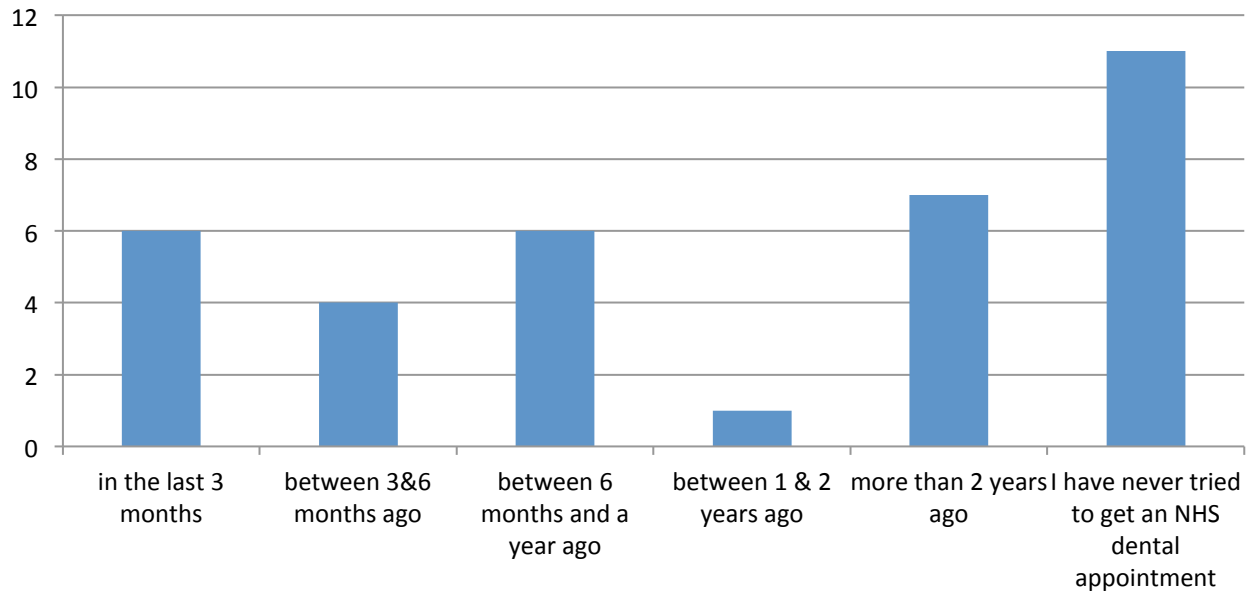


**Q24- Overall, how would you describe your experience of out-of hours GP service?**



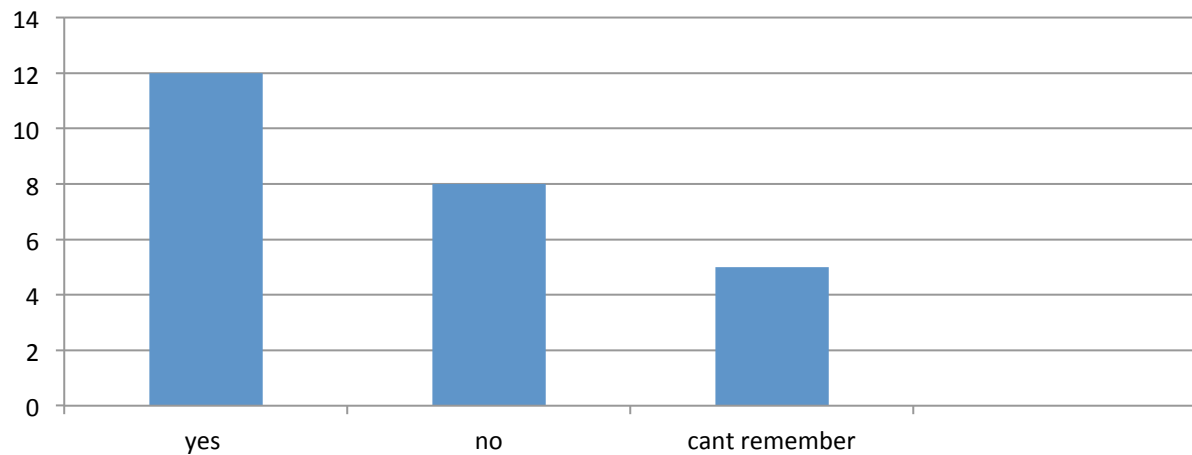
**Q25- When did you last try to get an NHS dental appointment for yourself?**

### When did you last try to get an NHS dental appointment for yourself?



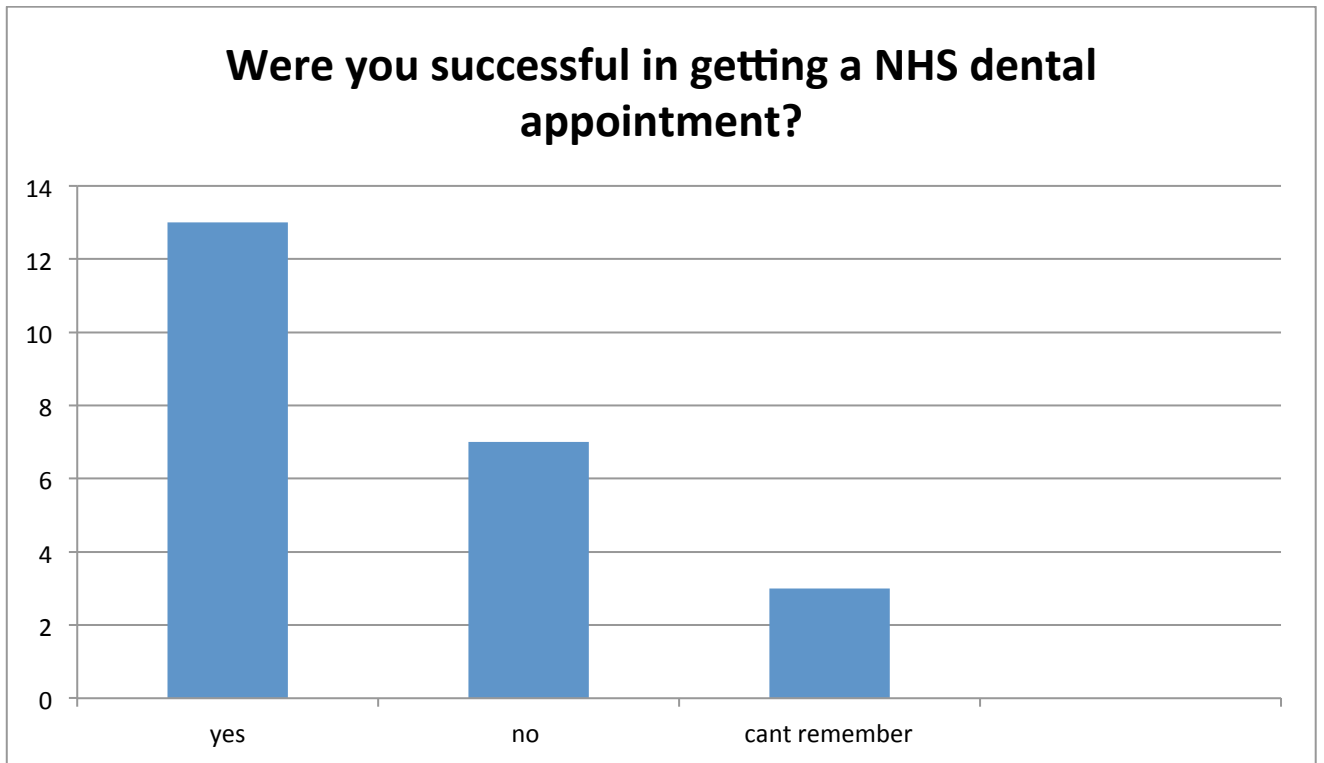
### Q26- Last time you tried to get an appointment dentist appointment, was it with a dental practice you had been to before for NHS dental care?

### Last time you tried to get an appointment dentist appointment, was it with a dental practice you had been to before for NHS dental care?

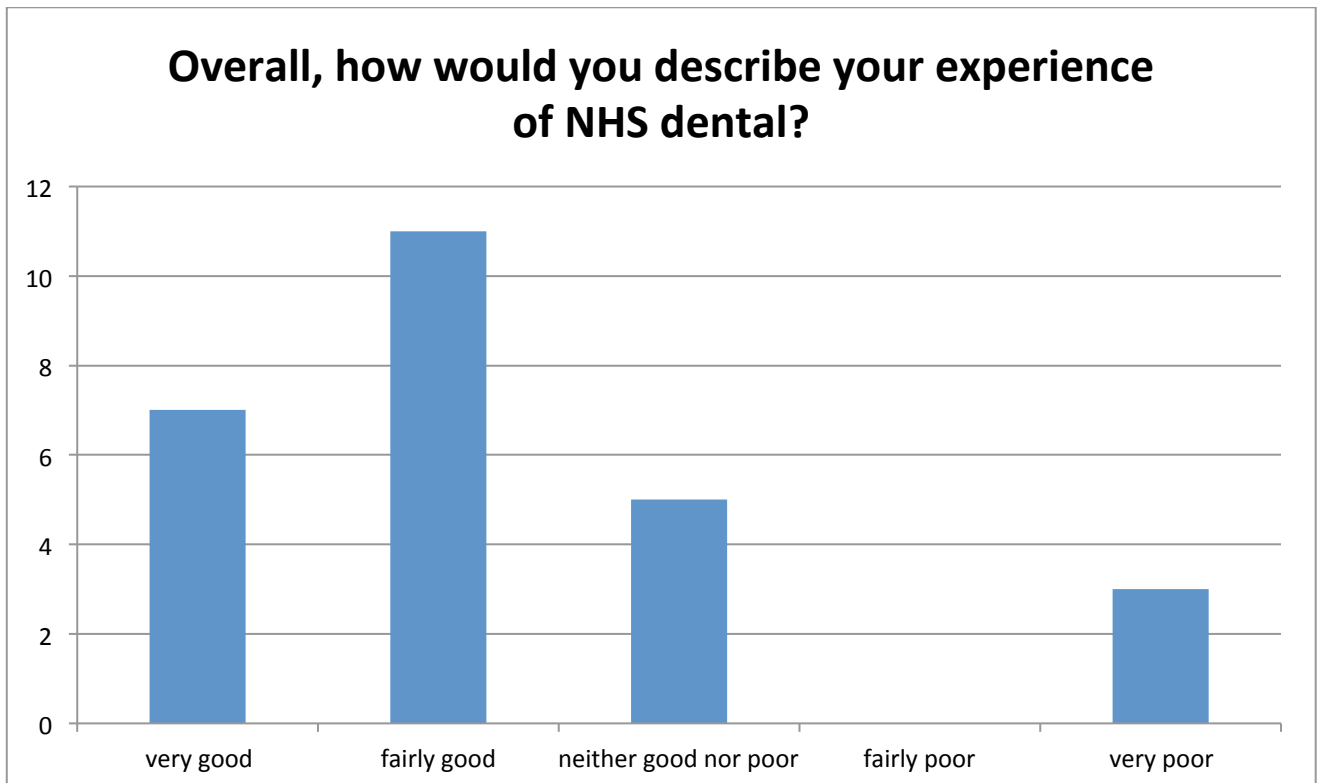


### Were you successful in getting a NHS dental appointment?

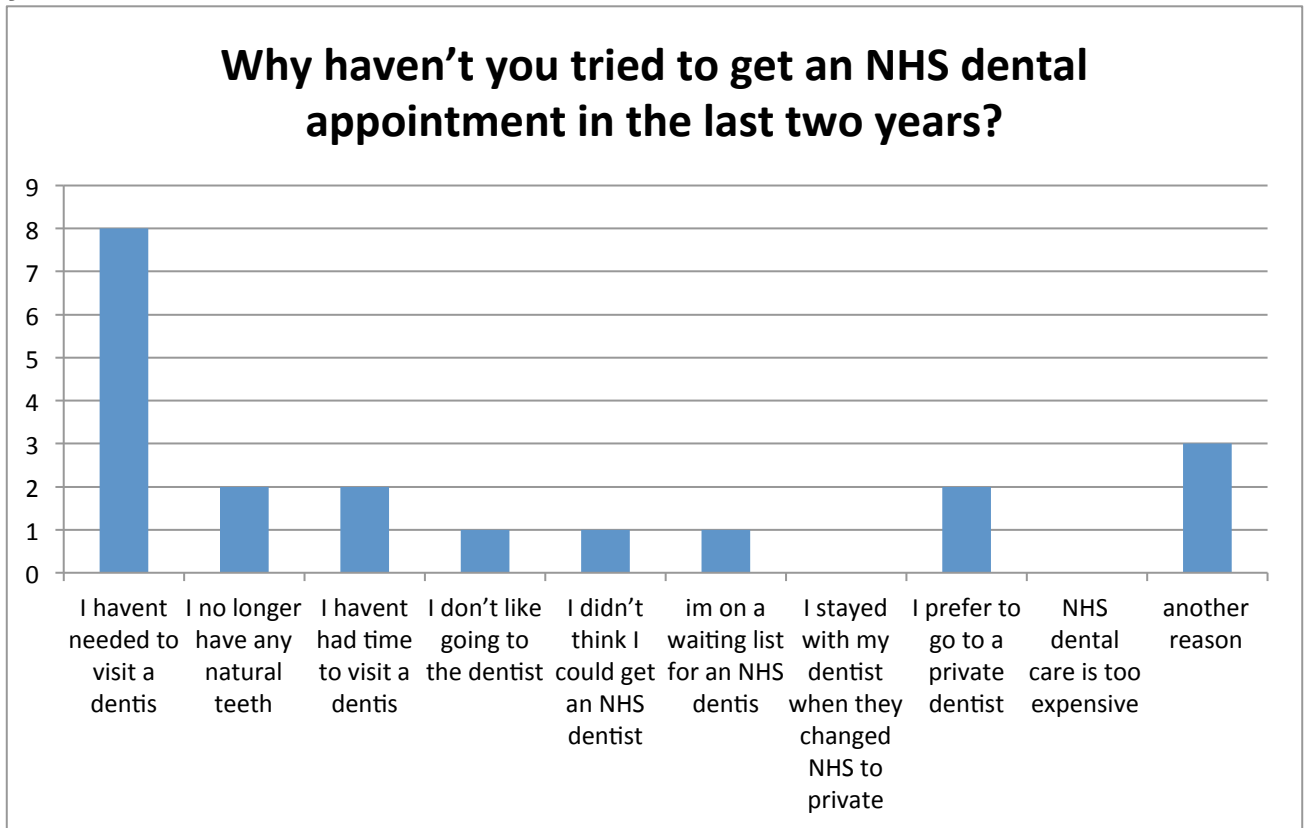




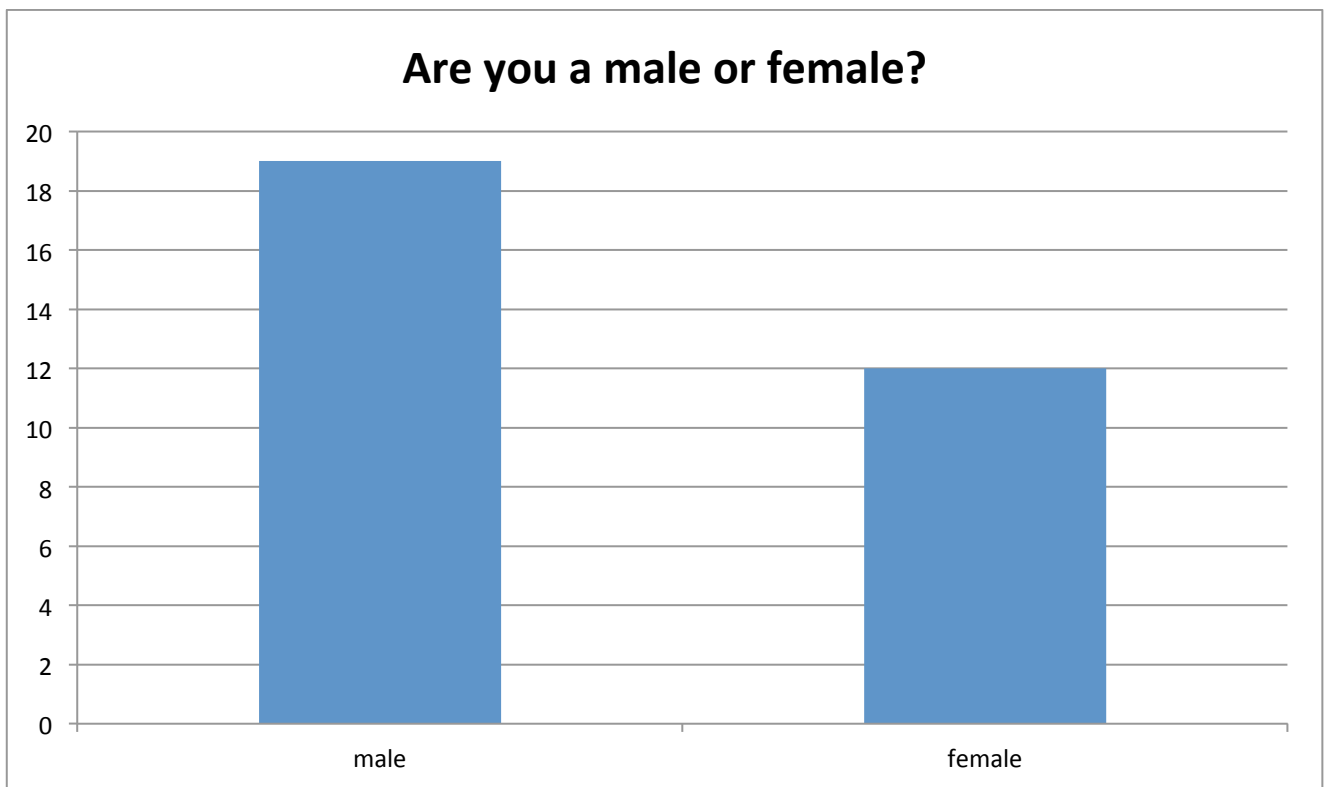
**Q28- Overall, how would you describe your experience of NHS dental?**



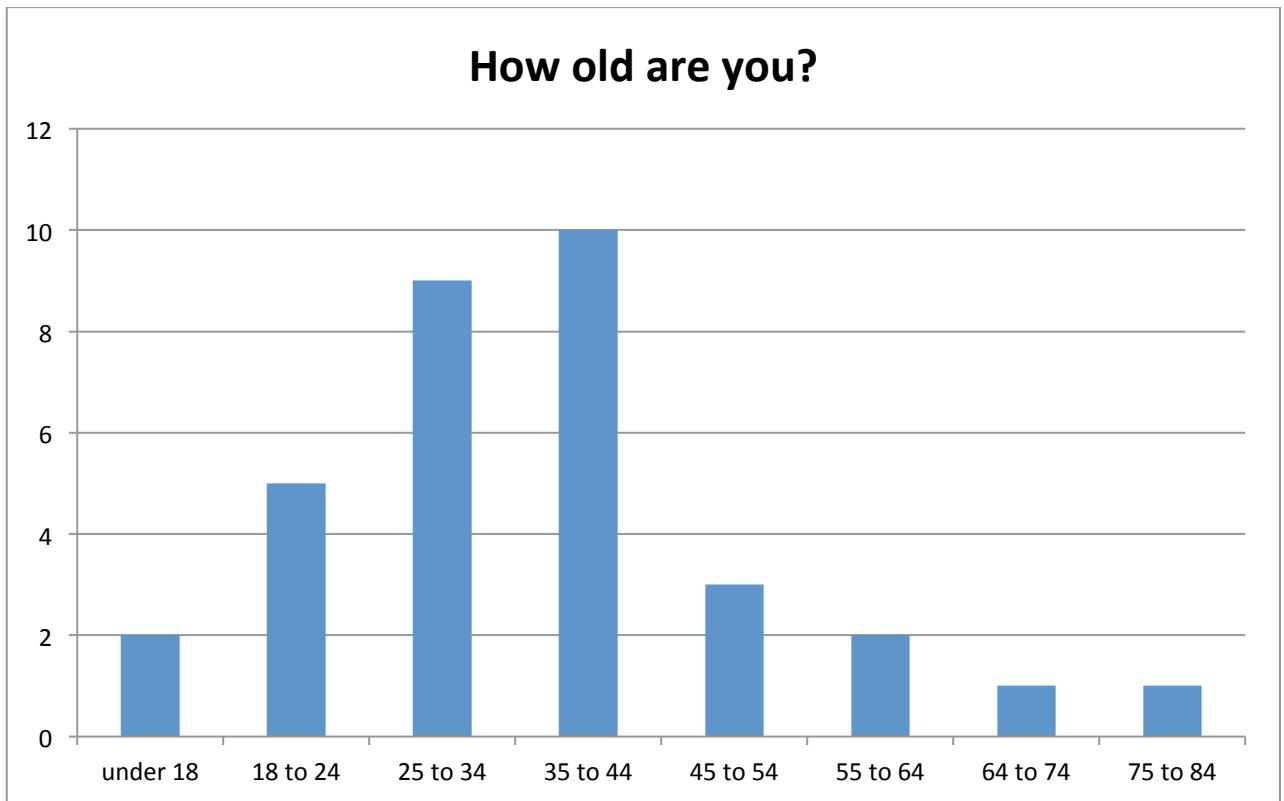
**Q29- Why haven't you tried to get an NHS dental appointment in the last two years?**



**Q30- Are you a male or female?**

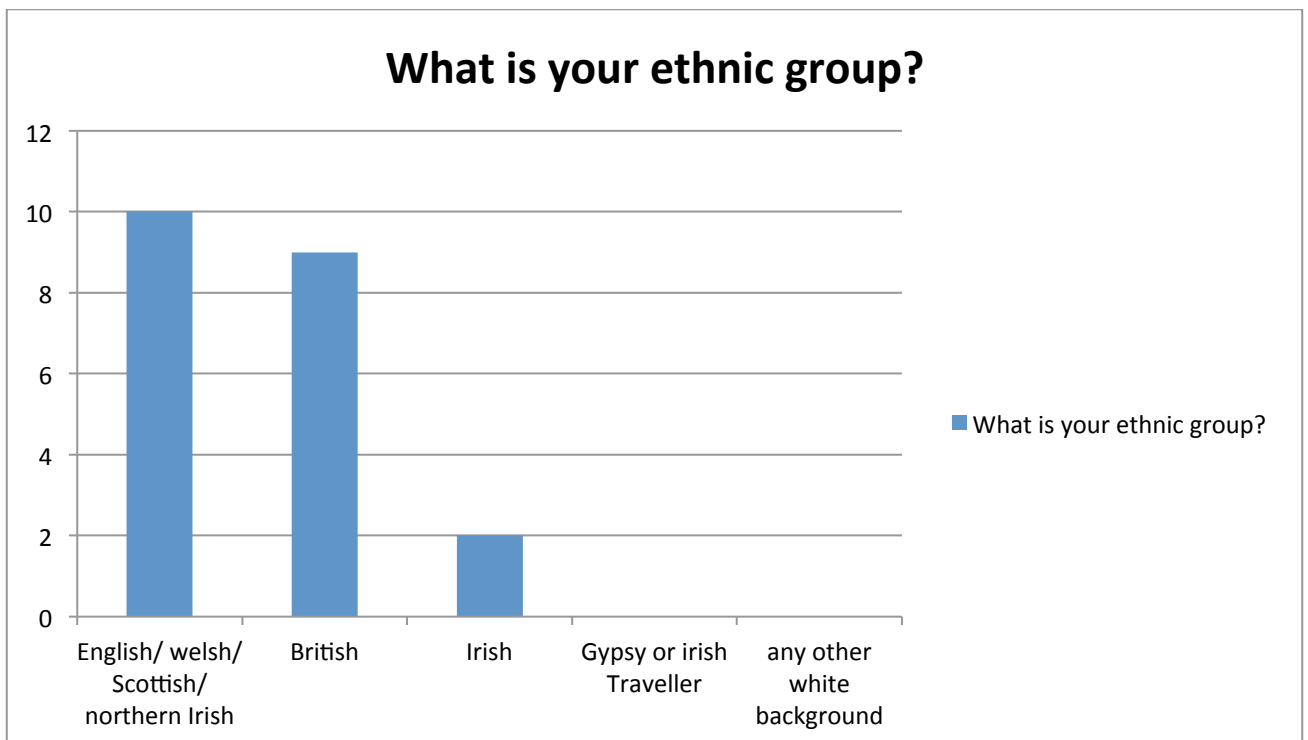


Q31- How old are you?

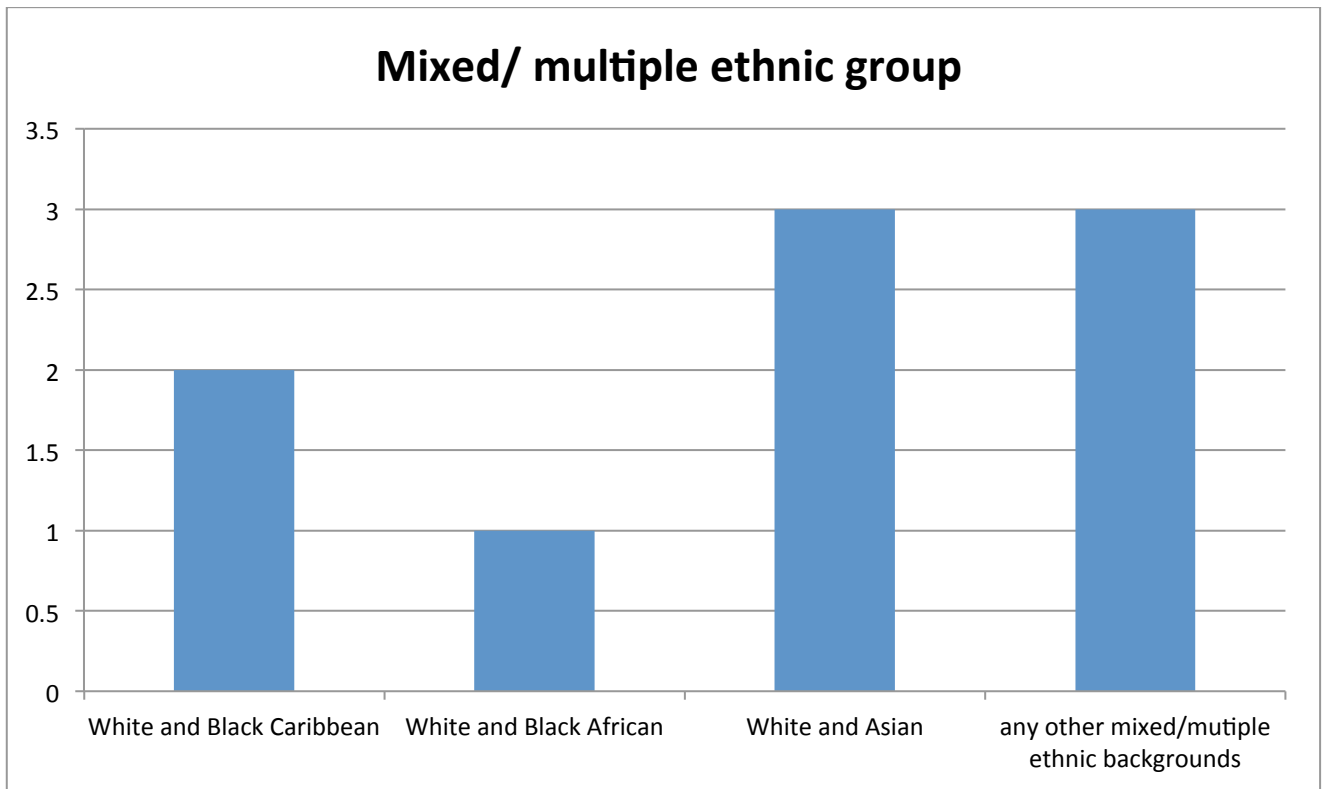


What is your ethnic group?

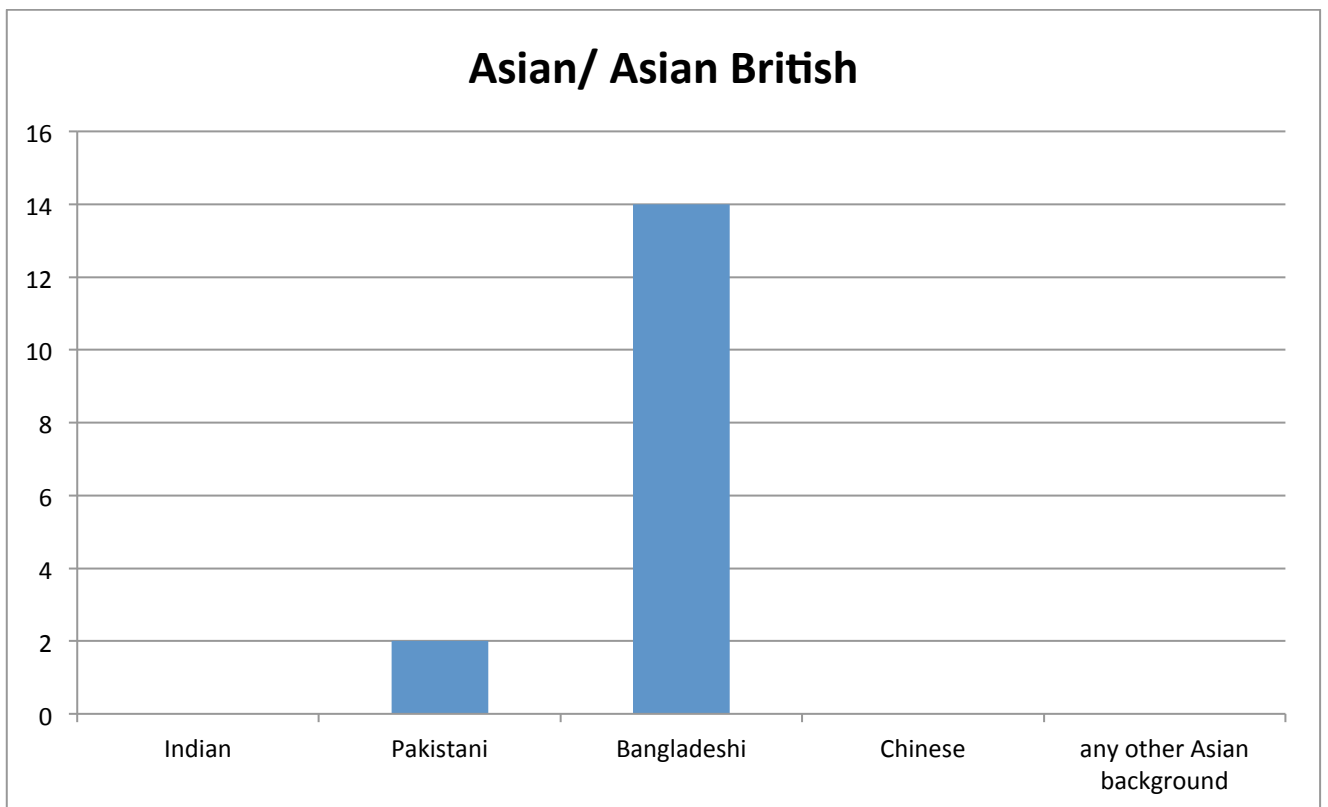
A:



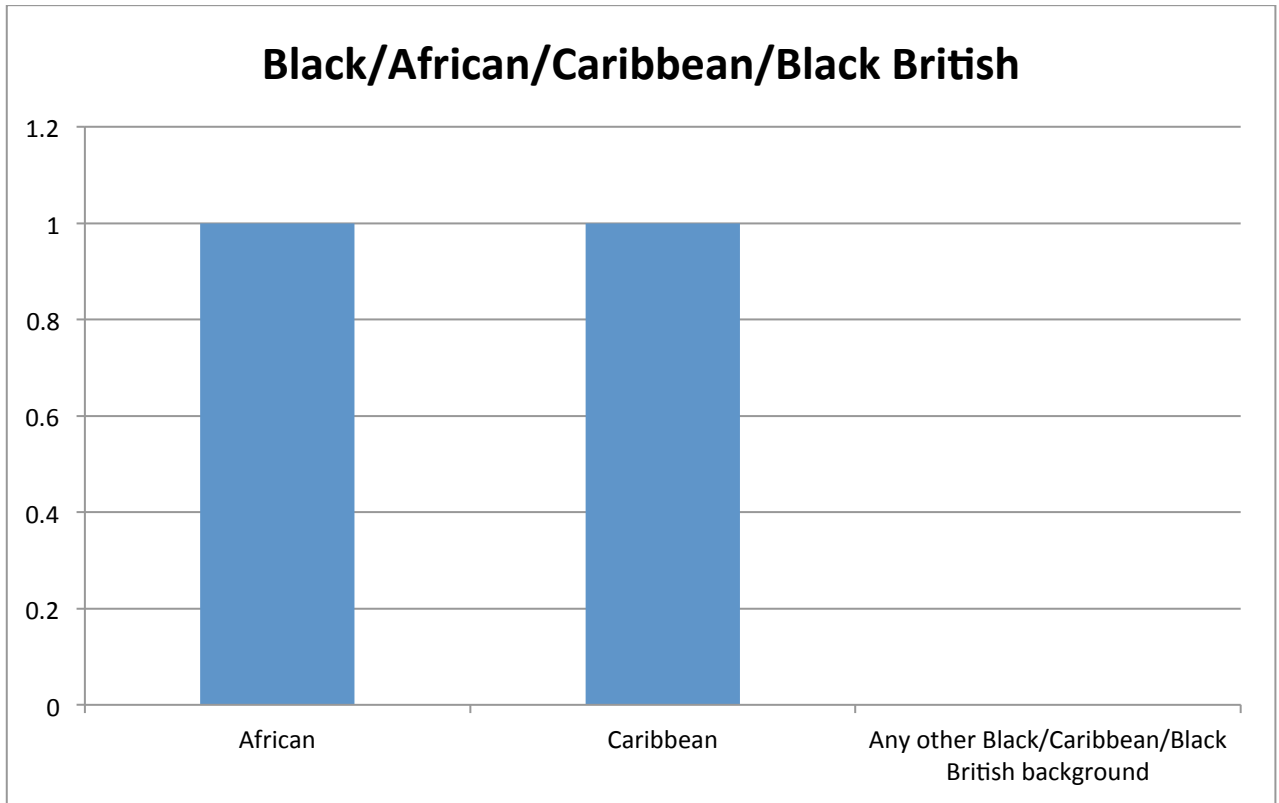
**B: Mixed/ multiple ethnic group**



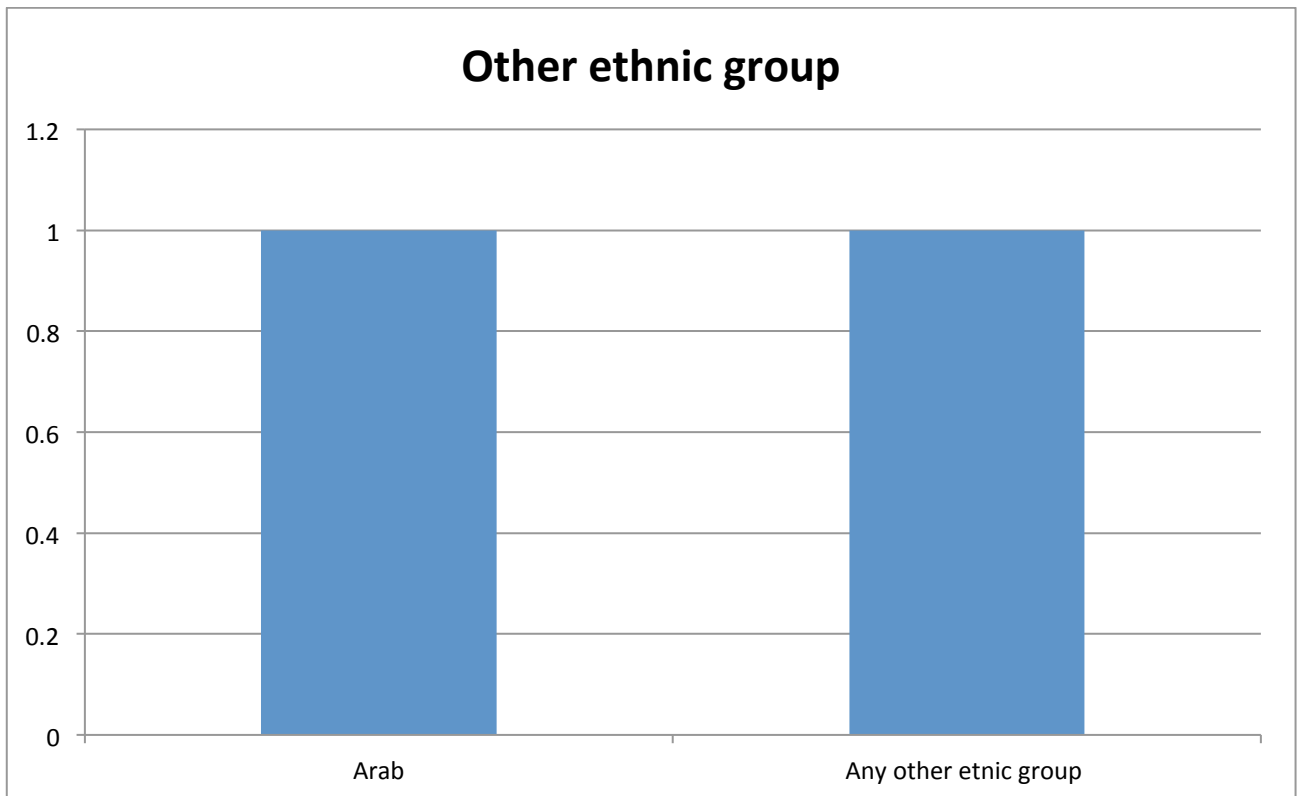
**C: Asian/ Asian British**



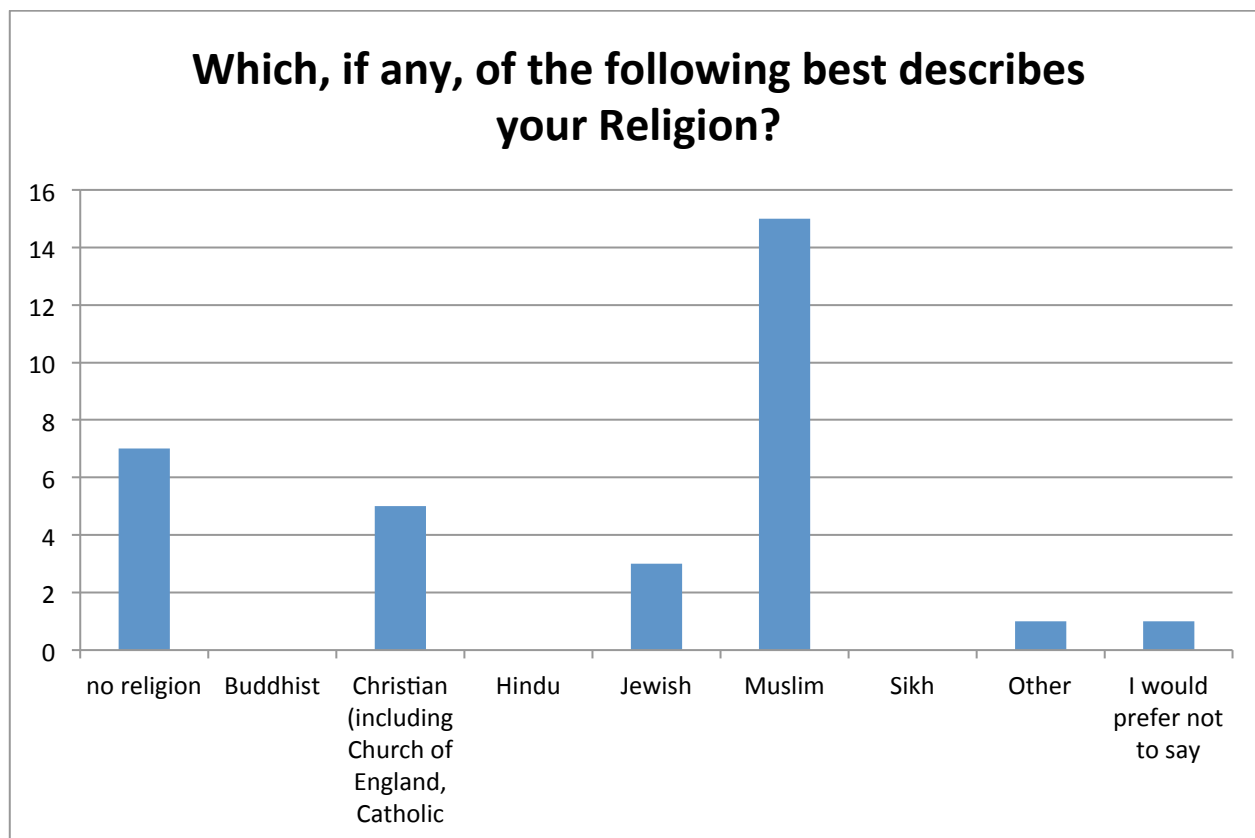
**D: Black/African/Caribbean/Black British**



**E: Other ethnic group**



**Q33- Which, if any, of the following best describes your Religion?**



### Agree action plan with the PPG and seek PPG agreement to implementing changes

The following actions were agreed with the PPG:

#### Improving Patient Access to Online Services

We now have access to online service which enables you to book appointments and order repeat prescriptions online.

For all new online users and patients who used our old online prescription service, you will need to register at [www.patient.co.uk](http://www.patient.co.uk). You will then need to simply pop in to the surgery with a form of ID and we will complete the registration process for you.

We hope that this new service will greatly ease the pressure on our telephone lines and make it much easier for those who need to call us to get through.

#### Appointments Online

Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointment — online — regardless of the time of day or night.

Using the internet, patient can search for and view a range of available appointments; then just book the one which is most convenient for you.

### **Repeat Medication Online**

You can make requests for repeat prescriptions — without having to visit the practice. Once the request has been processed, you can then call at the practice to pick up the prescription or have your nominated pharmacy collect it for you.

To improve access to the practice for patients, we have been looking at various ways to accomplish this. We hope that the following systems will be useful.

### **Patient awareness**

Awareness will be raised through various media, including:

- posters and leaflets
- the practice website, using the 'alerts' and 'news' functionality to inform internet-savvy patients about the service and how to sign up
- On repeat medication
- the practice newsletter
- targeted emails and texts – these can direct patients to your website for instructions on how to register.

### **NHS dental**

Practice need to promote more about local NHS Dental services. There is not enough information in the practice about local services.

**Albion Health Centre is committed to bringing about better health for the local population; we constantly try to improve the quality of our services and ensuring that we make the best from the NHS resources allocated to us.**