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Patient Participation Group Report March 2012

This report summarises the development and outcomes of North Laine Medical Centre Patient Participation Group (PPG) in 2011/12.

It contains:

1. A description of the Profile of the Practice population and PPG
2. The steps taken to recruit to our PPG
3. How we established the issues to be addressed in the survey
4. Method and results of patient survey
5. How we sought the views on our action plan and how it was agreed
6. Details of our action plan and progress made with the action plan
7. Summary of the evidence.

1 Profile of Practice Population and PPG

The practice is located in the heart of the North Laine in the Brighton City Centre. We are a three doctor partnership and provide the full range of services to NHS patients. The practice was established at the beginning of the NHS and has some patients who have been registered with the practice for 60 years. Our current list size is over 4000 patients although it is now dropping as a result 'list cleansing' by the Health Authority.

Many patients live and work on the city centre, 56% of our list is male typically aged 35-45 while 44% of our list is female typically aged 25-34. Our list turnover is about 11.3% a little higher than the PCT or National Average, although consistent with a city centre. Our patients come from a wide ethnic, cultural and social background; many are attracted by the services we provide and our reputation for the provision of a high level of care.

About 50% of patients are in full or part time employment a little below PCT average while nearly 8% report themselves to be in poor health rather more than the city average.

We routinely record ethnicity and currently document this for 50% of our patients; the demographic data below represent our current list and PPG profile. Like many practices we have groupings of patients from across Europe and the Mediterranean areas.

Practice Population Profile Age Profile

11% 16 and under
9% 17 – 24

Patient Group Profile

0% 16 and under
0% 17 - 24

26% 25 – 34
23% 35 – 44
13% 45 – 54
7% 55 – 64
5% 65 – 74
4% 75 – 84
2% over 84

Practice Ethnic Profile

White

70% British Group
6% Irish
10% Other White
0.1% White & Black African

0.2% White & Asian

Asian or Asian British

5% Asian

Black or Black British

5%

Chinese or other ethnic group

1% Chinese
2% Any other

25% 25 - 34
30% 35 - 44
20% 45 - 54
18% 55 – 64
7% 65 – 74
0% 75 – 84
0% over 84

PPG

White

75% British Group
0% Irish
Less than 5% Other White
Less than 1% White & Black African

Less than 1% White & Asian

Asian or Asian British

Less than 1%

Black or Black British

5 %

Chinese or other ethnic group

Less than 1% Chinese
5% Any other

PPG Profile

The PPG was formed in March 2011 and consists of 6 members, 4 female and 2 male, all are registered patients at this Practice. The group was established under the Access & Responsiveness LES. The PRG has 16 members and reflects our broad practice profile.

2. The steps taken to recruit to our PPG

The practice established our web site in early 2010. Typically we experience 500-600 hits per month. 30-40% of our repeat prescription requests come via our website. We initially decided to use our website to invite patients to email the practice manager. Additionally the 'Terms of Reference' were posted on the web site in May 2011 to both explain what we wished to operate and attract a wider membership. At that time we introduced a comments section on the web site for patients to give feed back on items in the news letter or make suggestions about our services. We had a catchy logo on the Home page

This is the link.



Patient Group

<http://www.northlainmedicalcentre.co.uk/ppg.htm>

We extended the group later in 2011 to its current size and held our first full meeting this year in June 2011. Nominations for patients to join the group were also supported by the doctors asking patients if they were interested in joining the group.

In our June meeting we initiated discussions on what to include in our Survey. In order to ensure a wider remit for the survey we decided to run a 'Have your Say

Questionnaire' to identify issues and priorities for the patient survey. In parallel we sought patients who may like to share views but did not necessarily wish to attend meeting therefore on the reverse side of the Questionnaire we asked for 'Contact Details' for those patients who wished to join our Group. We successfully recruited 16 representatives.

3. How we established the issues to be addressed in the survey

The initial issues discussed by the group centred on the results of the GP patient survey and under the Assess & Responsiveness LES. The group identified key issues around 'same day' appointments & producing an information leaflet to improve satisfaction with the appointment booking system. The group had strong views about improving telephone access although we had introduced a new telephone system in April 2011.

In the June meeting we agreed the groups Terms of Reference and also discussed the need to more formally identify areas/ issues for concern. The Practice Manager, in consultation with our PPG members designed the 'Have your say Questionnaire' which would seek the views of our patients on the issues on which we should focus in the delivering services. We discussed the need to collate patient views via a survey. The PPG agreed that patient representatives would consider what areas should be surveyed at the next meeting. For example making appointments, patient information, clinical care, and patients experience of the treatment/services they receive.

In the October 2011 meeting the group identified the areas which they wished to include in the Questionnaire. There was unanimity of view that we should concentrate on only 3 or 4 areas. This simple but effective view permeates what we have achieved with the group. I.e. keep it simple, make it effective.

The notes of this meeting are helpful

<http://www.northlainmedicalcentre.co.uk/Newsletters/October2011.pdf>

The Questionnaire was issued to 120 patients attending the Practice during November. We had a good response rate with about 80 questionnaires returned. The Survey was based on an analysis of these results.

4. Method and results of patient survey

The survey was prepared by the Practice Manager working with the Guidance of a member of the group who is Market Researcher who undertakes many assignments within the NHS. Additionally we used as a template the model questions outlined in the 'Sample Questions' given as a link in the Guidance Document 'Patient Participation direct enhanced service (DES) for GMS contract'. Only questions relevant to the practice and reflecting the issues identified both by the PPG and our Questionnaire was used in the survey.

The Patient Survey is available via our website at

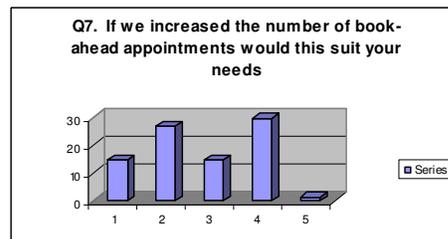
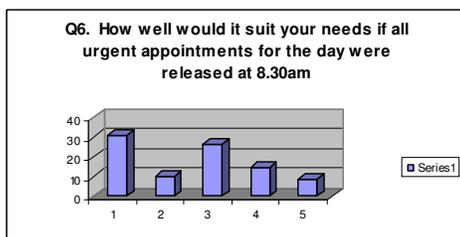
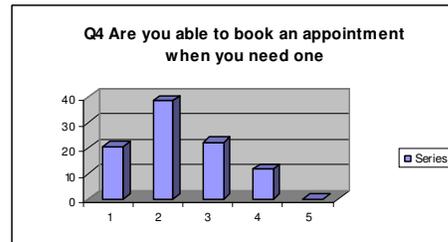
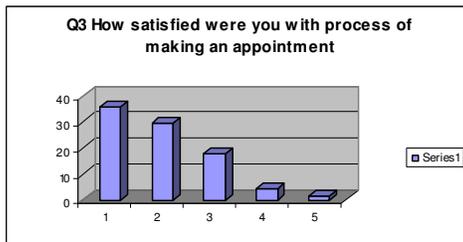
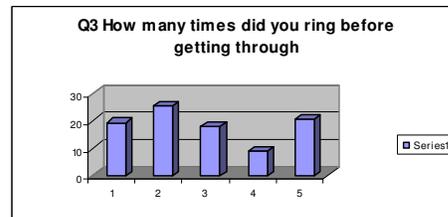
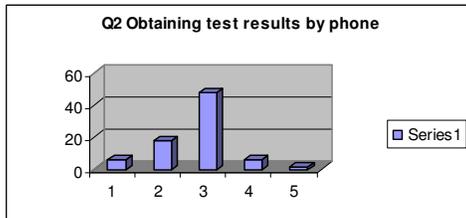
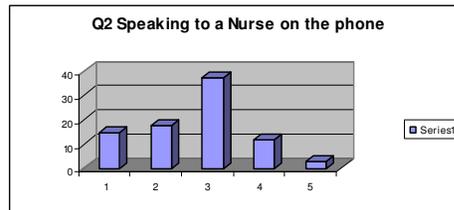
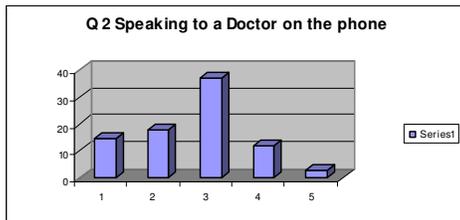
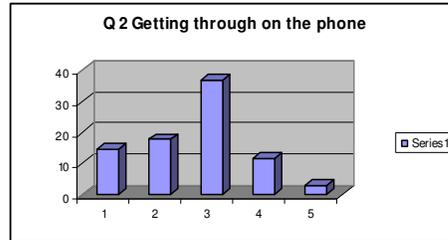
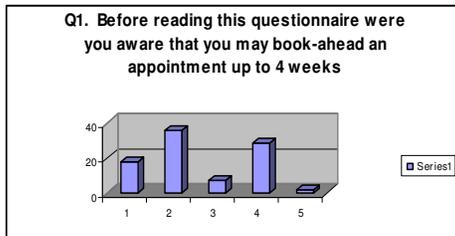
<http://www.northlainmedicalcentre.co.uk/Downloads/Patient%20Survey%20NLMC%202012.pdf>

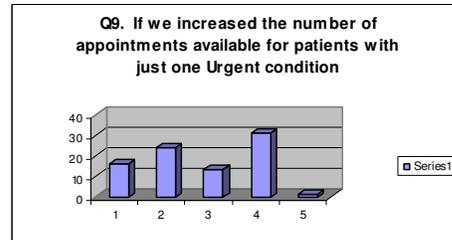
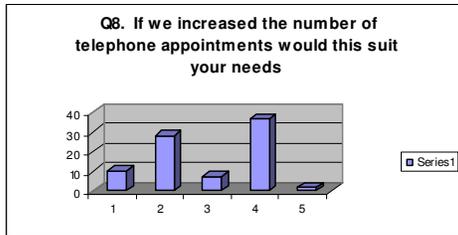
The survey was given to all patients attending the survey for about 6 weeks in January. Additionally the survey was made available via our website. Of the 150 surveys printed we received 100+ responses. The practice survey responses gave a very clear indication of our priorities.

Patient Survey Analysis

The Following Diagrams show the Scores as a percentage for each of the questions. The values are:

1 =Very Good (Always or Easy) 3 = Neutral 5 = Poor (Not easy or Never)





(Note: the PPG were presented with these details as mean scores)
 The Doctors and Practice Manager discussed the survey and prepared the action plan.

5. How we sought the views on our action plan and how it was agreed

The survey results were emailed to the PRG and discussed at a meeting arranged for 14th March 2012. The Group were given details of the mean scores for all the questions, a list of all the comments received by the practice and an outline of our Options.

The practice is very popular with our patients while the main difficulty had been getting an appointment. To a certain extent the present system was forced on us by the focus that was made on “advanced access” a few years ago. We were left with an inflexible system that only allows patients to book on the day or a week or more in advance. The result was a frustrating rush to get appointments by patients needing to contact the practice either at 8:30 or 11:30 am to get an appointment on the ‘Same day’. Many ‘reasons’ made for appointments on the same day don’t necessarily need to be seen that day and it may be more convenient for the patient to be able to attend a day or two later anyway.

Once we had agreed the action in principle with the PPG a meeting was convened with staff that proved key in establishing a workable framework for the new appointment system. Following agreement, the final action plan and info ‘Guidance for Booking Appointments’ was emailed to the group on 23rd March 2012.

6. Progress made with the action plan

A summary of the progress as of 31 March 2012 is broken into 2 sections the first as discussed and agreed with the patient group during 2011 and the actions agreed as a result of our survey:

To October 2011

You said...	We did...	The Progress is...
We discussed the idea of moving towards telephone consultations. It was agreed that this may be positive for both patients and in the use of clinical time.	July 2011. The practice commenced telephone consultations for a trial period. The trial was advertised on Web site on internal; and the waiting room TV screen	We have now agreed to extend the trial. Telephone consultations are offered where patients do not require a physical examination. The doctor is given a brief description of the reason for the call. We agreed to review progress following the survey
Patients do not understand our appointment system	We prepared a news sheet which was given to 1600	
The employment of another doctor was welcomed by the group	Details of the changed clinical sessions were advertised via the news sheet	Clinical session well established although patients still do not fully understand when doctors are available, this item was reviewed with the PPG and will be further communicated in March 2012 Information sheet
Texting patients appointment reminders	We welcomed the possibility of sending text reminders although there are financial constraints on moving ahead to send text reminders to all patients.	We now individually text patients that have a 20/30 minute appointment the following day. This service is welcomed by the relative few who are given text reminders.

To March 2012

You said...	We did...	The Progress is...
<ol style="list-style-type: none"> 1. key issue identified by the PPG appears to be the difficulty in getting through on the phone 2. and booking appointments at the morning rush 3. Request Information sheet to go to all patients advising them of the new appointment 	<p>We have developed an new appointment system where:</p> <ol style="list-style-type: none"> 1 the 08:30 and 11:30 time thresholds for booking will no longer exist. 2 More book-ahead slots have been created moving from 30% to 55% appointments that can be booked ahead. 3 Patients will be able to book urgent slots 48 hours ahead. 	<p>From Monday 16th April we will be introducing the new appointment system. The aim is to remove the need to call at a certain time and move to a system where there is more freedom to book appointments in advance, particularly over the next seven days. The appointment system is now agreed and ready to go on TV screen and Practice website. Additionally a</p>

system.		message will be posted on prescription slide slips and an information sheet given to all patients attending the practice
Request for patients to be able to see a doctor more quickly.	We have made allowance in the new appointment system for a 'duty doctor' to see patients for 'more urgent' problems	The urgent slots will include a facility for the 'duty doctor' to see patients for a 5 minute single issues.
Continuing telephone appointment slots.	The doctors regularly receive a number of telephone appointment requests each day.	We have agreed that these will continue
Booking on line favoured by some patients	We have fed back to the group that in principle we could move to Booking on Line appointment.	Funding permitting this will be considered over the next 3 months.

7. Summary of evidence.

The key changes made within the Practice following agreement with the PRG are:

- There will be an increased number of advance bookings which will be released in phases
- The 08:30 and 11:30 timelines for booking will no longer exist
- Urgent slots available across 48 hours

Documents supporting this report are available on the website and included The Patient Survey, The Have your Say Questionnaire, Terms of Reference, June and October news letters, and the Patient Survey Analysis.

All available via this link:

<http://www.northlainmedicalcentre.co.uk/ppg.htm>

Details of Opening Hours

The practice opening hours are available on the website in our Appointments section. Further details are available on the Patient Information Sheet March 2012 also available on the website.

The Practice continues to recognise the importance of listening to our patients and involving them in the decision made about the service we offer. The next meeting of the PPG is planned for June 2012.

Mike Stemp

Practice Manager 28th March 2012