

# North Laine Medical Centre

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## Patient Participation Group Report March 2014

This report summarises the development and outcomes of North Laine Medical Centre Patient Participation Group (PPG) in 2013/14.

It contains:

1. Demographics of the Practice population and PRG
2. Steps we took to recruit the PRG
3. How we agreed the issues to be addressed in the survey
4. The patient survey
5. Survey Findings
6. Details of our Action Plan
7. Summary of the evidence.

### 1 Demographics of the 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 remains at just under 4000 patients.

Many patients live and work on the city centre, the list profile remains little changed from previous reports 56.2% of our list is male typically aged 30-40 while 43.8% of our list is female aged 25-50. Our list turnover is higher than the PCT or National Average 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. Detailed graphs are shown below.

#### Patient Group Profile

0% 16 and under

0% 17 - 24

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 5% White & Black

African

Less than 1% White & Asian

**Asian or Asian British**

Less than 1%

**Black or Black British**

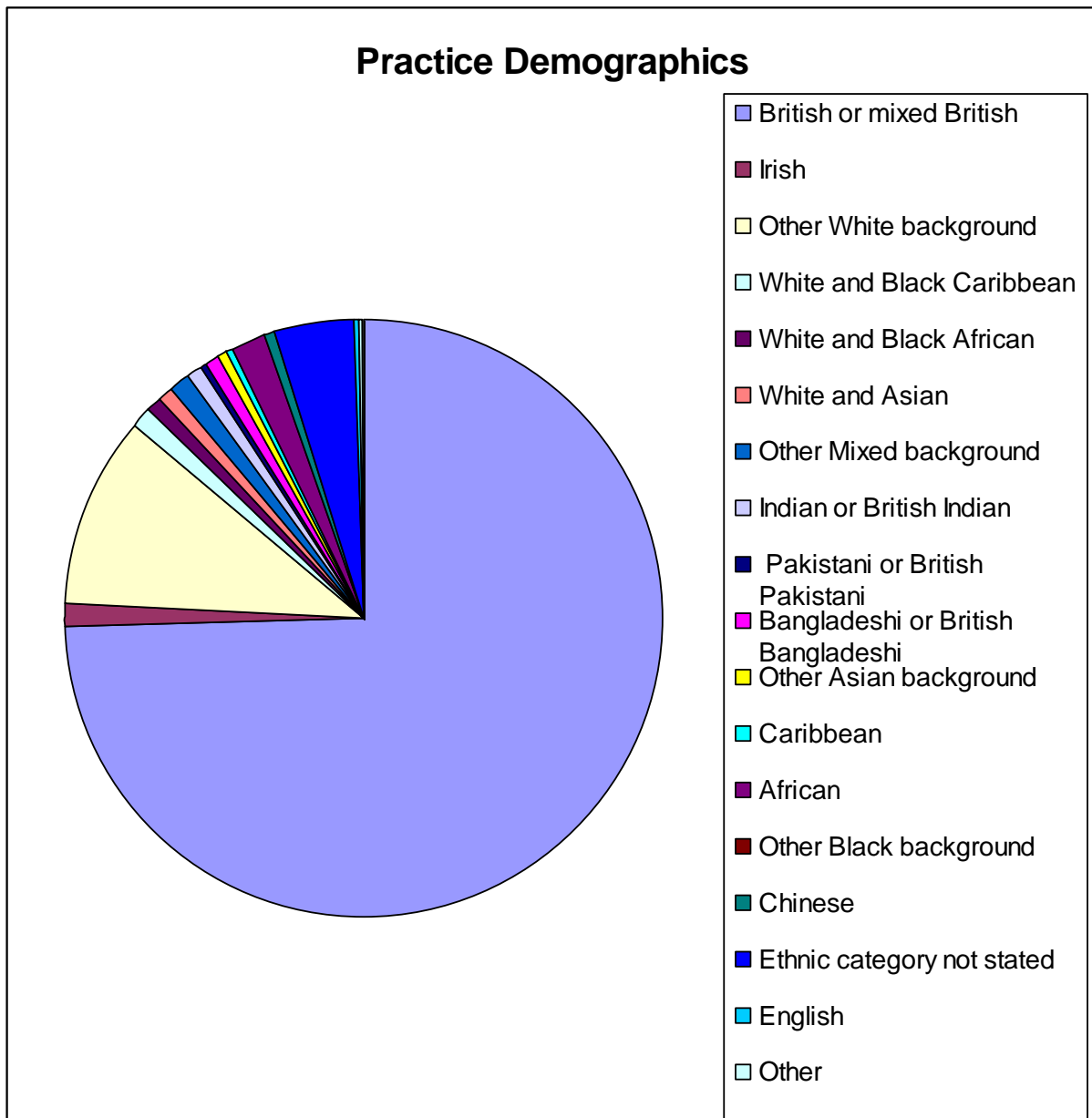
5 %

**Chinese or other ethnic group**

Less than 1% Chinese

5% Any other

The practice records the ethnicity of all new patients. This chart has been downloaded from our Clinical soft ware system.



### PPG Profile

The PPG was formed in March 2011 and currently consists of 5 members, 2 female and 3 male, all are registered patients at this Practice. We have found it difficult to recruit new member to attend the practice so in agreement with our PPG we have included in our action plans for this year the aim to invite more patients to join our PPG particularly those with experience working with community groups. It should be noted

that we also have an established Patient Reference Group having 45 participants which 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 700+ hits per month. 30-40% of our repeat prescription requests come via our SystemOne Online. We have a catchy logo on the Home page and a comments page for the patient group. An invitation was on the website for more than a year inviting new members. This years action plan demonstrates a fresh approach to attracting new membership.

This is the link.



**Patient Group**

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

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

The survey was based on the previous years that had been prepared by the Practice Manager working with the Guidance of the patient group. We had 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.

We met the Group in October 2013 the following invitation was sent to members of the PPG plus our Reference Group. It said;  
I am writing to update you on developments in the Practice and also to invite interested patients to join to our next Patient Participation Group Meeting.

*Firstly it's been a busy summer. We have made some improvements:*

1. *Some of you will have noticed that we have taken patient comments and suggestions to heart and have fully redecorated the waiting areas.*

1. *The appointment system has been updated to reflect your comments. It changed in June this year and after a shaky start we have made some further adjustments that we believe better meet your needs and directly assist the doctors manage their workload.*

*The changes are:*

- \* You can make a telephone appointment with the duty doctor or*
- \* Make a same day appointment for urgent matters.*
- \* Routine appointment and review may be booked ahead.*
- \* Waiting times are also better*

2. *We have changed our clinical system. This is better for staff and clinicians. Please bear with us as we are still learning importantly it offers us the opportunity to improve Access for our patients. From October patients will find a new way to order repeat medication and make routine appointment on-line. The website is secure although patients will have to come into the practice in order to receive a password and a unique PIN. We plan to phase out the existing method of making requests for repeat prescriptions in January 2014*

3. *The practice is one of 6 practices nationally to be nominated to create a Dementia Friendly environment for patients. Our plans include improvements to the waiting room flooring; renew the reception screens to make it easier to talk to reception staff and improve the signage.*

*The next meeting of the PPG is on Wednesday 4th October at 6.00pm. The number of patients on our PPG has dwindled in the last year and we wish to invite another 2 or 3 patients to re-establish the group.*

*We would welcome your comments and suggestions on any of the above. Tell us about your experience in the practice and let us have any suggestions.*

*Also please let me know if you would be interested in attending the next PPG meeting*

We had a productive meeting when it was agreed to use last year's survey as a starting point. Some more detailed question about the appointment system was removed and replaced by Questions relating to our Dementia Friendly Project plus the 'Family & Friends' Question.

#### **4. The patient survey**

We decided to use the web tool Survey Monkey. The survey was posted on the 'Home' page of our website. The practice has migrated onto a new clinical System called SystemOne. It has a text messaging service. We actively check the mobile telephone number of all patients attending the practice, and agreed with our patient group to broadcast the survey using text-messaging system. The draft survey was emailed to all PPG members of 4<sup>th</sup> February for comments following which on 14<sup>th</sup> February 2014 we sent a text to 2900 patients saying:

*You are invited to complete our Patient Survey at <https://www.surveymonkey.com/s/3WFW3J9> or visit the practice website on [www.northlainmedicalcentre.co.uk](http://www.northlainmedicalcentre.co.uk). Your participation is appreciated. Thank you.*

This gave a link to Survey Monkey. We had agreed with our PPG that patients whom do not have access to PC's would be given paper copies of the survey. The survey was available in reception for patients wishing to complete the survey manually. (Only 2 patients completed the survey on paper)

#### **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 14<sup>th</sup> March 2014.

Detailed graphs showing the outcome of the survey are shown in Appendix 1. The Group were also 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.

Following our meeting with the Group on 14<sup>th</sup> March a draft action plan and sent to both to our PPG and the reference group on 18<sup>th</sup> March. The final Agreed Action Plan is shown in Section 6.

#### **6. The Action Plan**

**See next page**

## Action Plan – In Response to Patient Survey 2013-14 North Laine Medical Centre

Main survey subjects	Survey said	Surgery response	When
<p><b>Appointments &amp; Waiting Times</b></p>	<p>1. Patient responses on the new appointment system introduced last year are very favourable. We agreed that no changes seem appropriate. Most patients could get an appointment when they want one.</p> <p>2. Waiting times to see a doctor are only slightly better.</p> <p>3. Telephone access to the practice was reported as very similar to last year, however patient experience reported to the practice indicates that access is much improved.</p>	<p>1 Pressure on waiting times has reduced: patients overall find it easier to access appointment book appointments either directly or as telephone consultation with doctor.</p> <p>2 We are aware of long waits but do not wish to jeopardise the care expected by our patients.</p> <p>3 No change to telephone access. The practice will opening Times have change to 2:30 to 6:00 pm. Other times remain unchanged.</p>	<p>None</p>
<p><b>Ordering prescriptions Online</b></p>	<p>1. Generally the response is good, although we have received comments about the system being not user friendly. A particular issue is the ordering repeat prescription</p>	<p>1 We agreed with the PPG suggestion to put an explanation on the website that the repeats are limited. This ensures that a review of a patient s medication is undertaken by the doctor. The SystemOne site says the patients must see the doctor but in fact this review can be by phone or message. We will place a message on the website giving a clearer explanation for the patient.</p>	<p>August 2014</p>

	<p>items that do not appear on repeat screen.</p> <p>2. The level of Appointments booked online is increasing.</p>		
<b>Booking Appointments on line</b>	<p>No Specific issues identified. 12.5% of our patients are now registered on systmonline.</p>	<p>Uptake is increasing. We encourage all patients to contact our reception staff if they have difficulties using the system, remembering their password or any other issues.</p>	<p>May 2014</p>
<b>General issues</b>	<p>1. Dementia project improvements to waiting room. There was overwhelming support for the improvements that also benefit all patients who come to the practice</p> <p>2. Family and friend. The majority of patients either extremely likely or very likely to recommend this practice to family and friends. Only one patients said he or she would not recommend the practice</p> <p>3. TV waiting room patients find it extremely useful asked for healthy living tips</p> <p>4. Supporting patients to meet their needs. The group asked if reception staff could be</p>	<p>1. We have completely redecorated the waiting room &amp; outer corridor with a brighter more cheerful colour.</p> <p>2. The natural lighting in the practice has greatly improved the feel of the waiting room. It's easier for everyone to communicate with our reception staff.</p> <p>3. TV We will take forward the suggestion to include healthy living tips on the TV presentation.</p> <p>4. The practice manager will discuss with staff how these issues give patients a better feeling about their care in the practice.</p> <p>TV not being on...patients like to feel involved. We have requests for more health info to be on TV...Suggestion that we put link on TV and Web Brighton Federation of Disabled. TV is a useful resource for education/ supporting patients (<a href="http://www.thefedonline.org.uk">http://www.thefedonline.org.uk</a>) this provided resources support information patients.</p>	<p>April 2014</p> <p>Autumn 2014</p> <p>Sept 2014</p> <p>June 2014</p>

	<p>consistently welcoming, ensure that the TV is switched on (this is valued by many patients) Ensure that the radio is tuned appropriately. And that the leaflets in the waiting room are kept tidy.</p> <p>5. Peer Support for patients</p>	<p>5. We agreed to hold some clinical sessions looking at wider issues of patient support. Members of the PPG expressed willingness to be present. The practices Initial thoughts are that we will hold some session for NHS Health Checks ... Details to be agreed.</p> <p>Also we shall amend TV to describe the Ethos of the practice. Encouraging patients to engage with doctors to ensure better a health outcome.</p> <p>We also have agreed to seek another Patient Representative for our PPG. Ideally someone with knowledge of working in the community. A notice will be placed on our TV screen inviting further applicants to join our PPG.</p>	
<b>Satisfaction with practice</b>	<p>1. Clean, welcoming always nice and clean, functional</p> <p>2. Back of Chairs should be washed</p> <p>3. Patients said that a he had complained to a receptionist and was still awaiting a reply.</p>	<p>1 We regularly monitor cleanliness and are pleased with patients response</p> <p>2 An issue regarding cleaning waiting room chair has been addressed.</p> <p>3 We take any complaint very seriously and can only believe that a telephone message to call was left without an appropriate explanation. Any complaint should be personally addressed to the Practice manager. A leaflet is available at reception to provide information on the procedure for making complaints. Also, there is a comments box on the practice website which will always be responded.</p>	<p>Done</p> <p>April 2014</p>

<b>Suggestions to improve our services</b>	<ol style="list-style-type: none"> <li>1. Put a clock back in the waiting room (with no ticking sound).</li> <li>2. Various comments about crowding in the waiting room too many pamphlets and noise or radio</li> <li>3. Text messaging is increasingly used by Patients</li> </ol>	<ol style="list-style-type: none"> <li>1 A new clock will be put up shortly</li> <li>2 We will try to improve the pamphlet displays and look at new Display racks budget permitting. The radio is there to improve patient confidentiality, reducing the risk of conversations with the doctor being overheard.</li> <li>3 Patients may contact the practice if they wish to opt out of receiving text messages. Patients advised that they may opt out by our reception staff.</li> </ol>	<p>May 2014</p> <p>Message on website/T V screen 2014</p>
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## 7. Summary of evidence.

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

- Improvement to Information about Online Services
- Dementia project
- Supporting Patients
- Encouraging more patients to join the PPG

### Details of Opening Hours

The practice opening hours are available on the website in our Appointments section and states as follows:

**‘The Surgery premises are open from 8.30 a.m. to 1.00 p.m. and 3.00 p.m. to 6.00 p.m. Monday to Friday (although telephone lines close between 12.30 pm and 3.00 p.m.) and we are closed on Saturdays.’**

**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 July 2014.**

**Mike Stemp  
Practice Manager 28<sup>th</sup> March 2014**

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**Appendix 1**  
**Results of Patient Survey Shared with Patient Group**

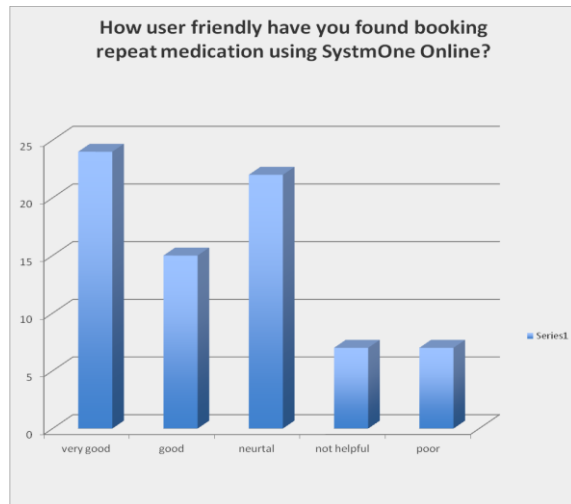
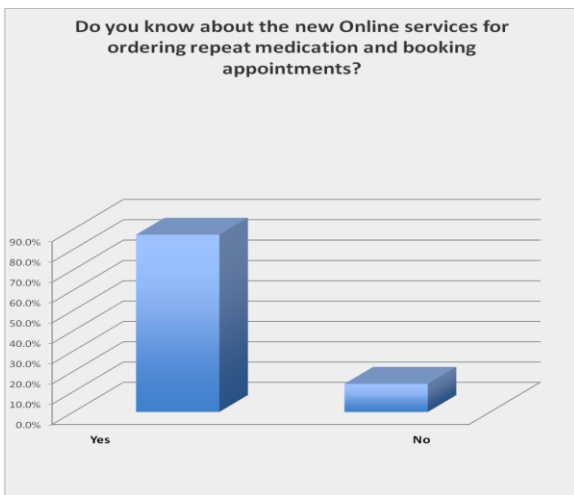
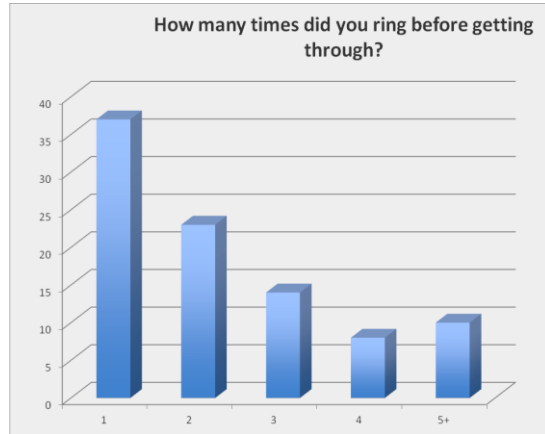
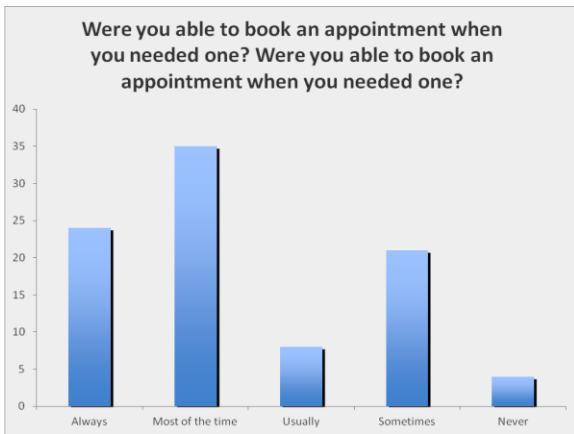


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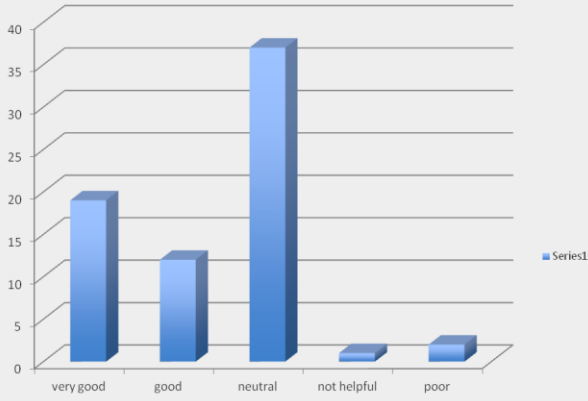
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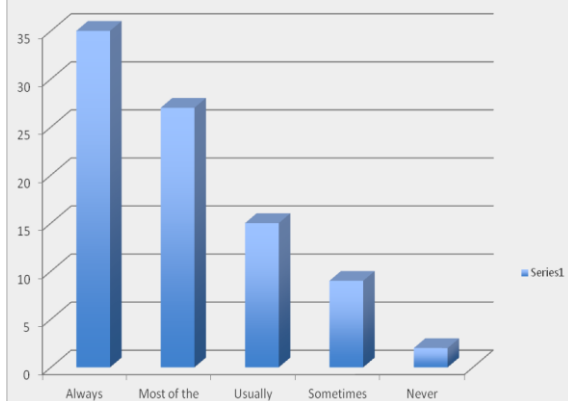
**North Laine Medical Centre**  
**Patient Survey 2014**



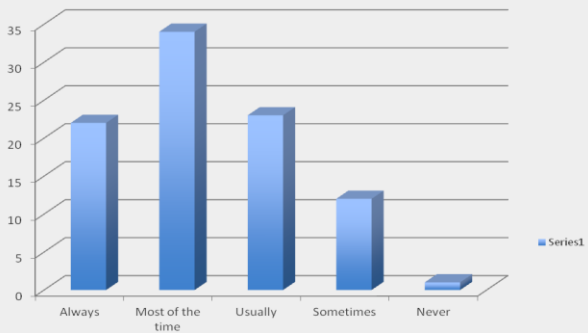
**How easy have you found booking appointments using SystemOne Online?**



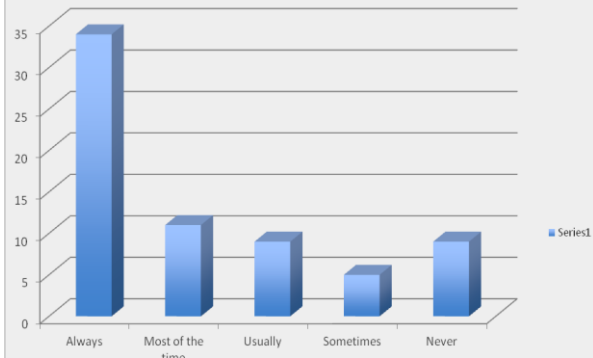
**In your experience can you see or speak to a doctor within 24 hours for an urgent condition?**



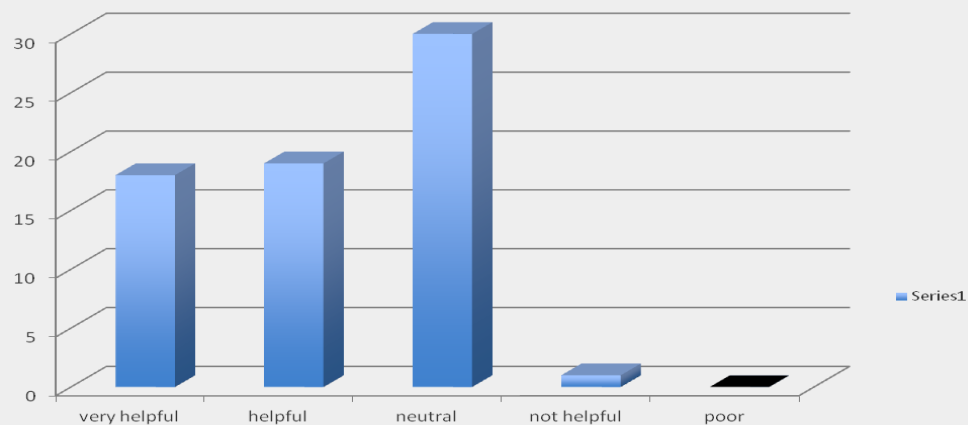
**In your experience what are the chances of seeing the doctor of your choice for a non-urgent (i.e. routine) appointment?**



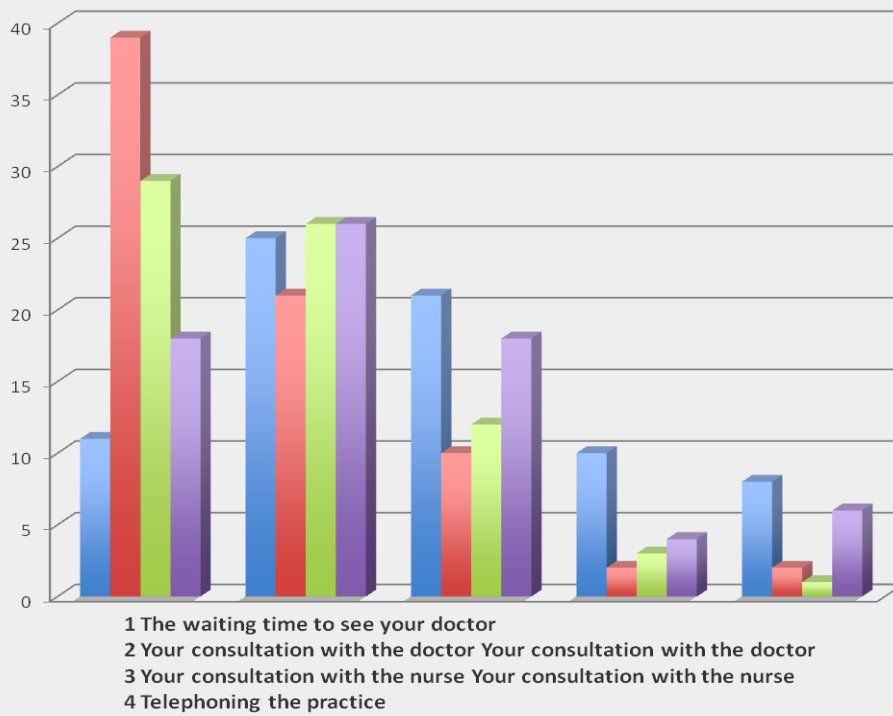
**If you have a serious condition was your 'care plan' discussed with you?**



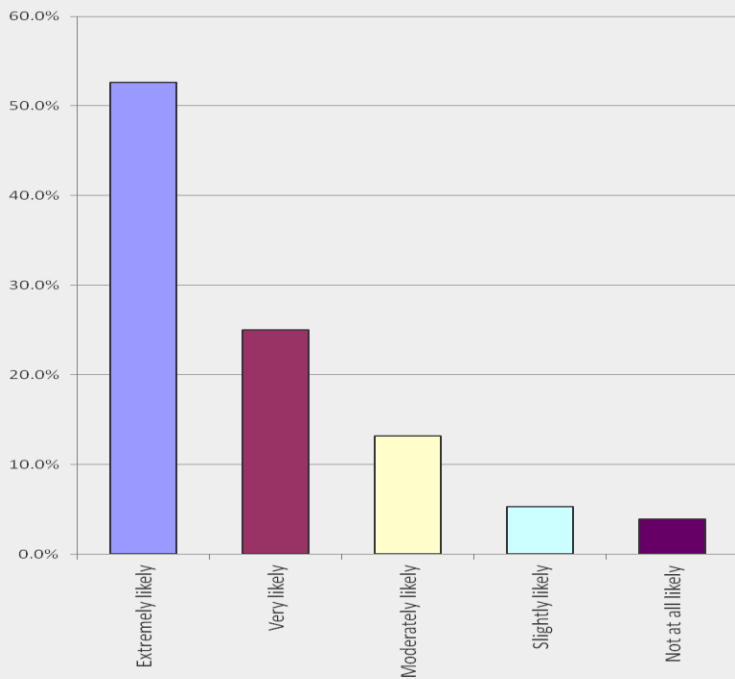
**Do you feel that the improvements to the lighting, flooring, signage and reception screen is helpful for patients with dementia?**



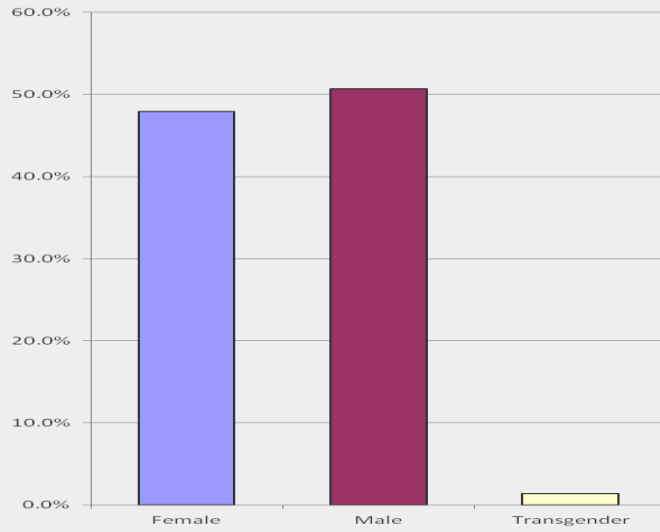
**Thinking about your experience at the Practice  
how satisfied are you with the services we  
provide?**



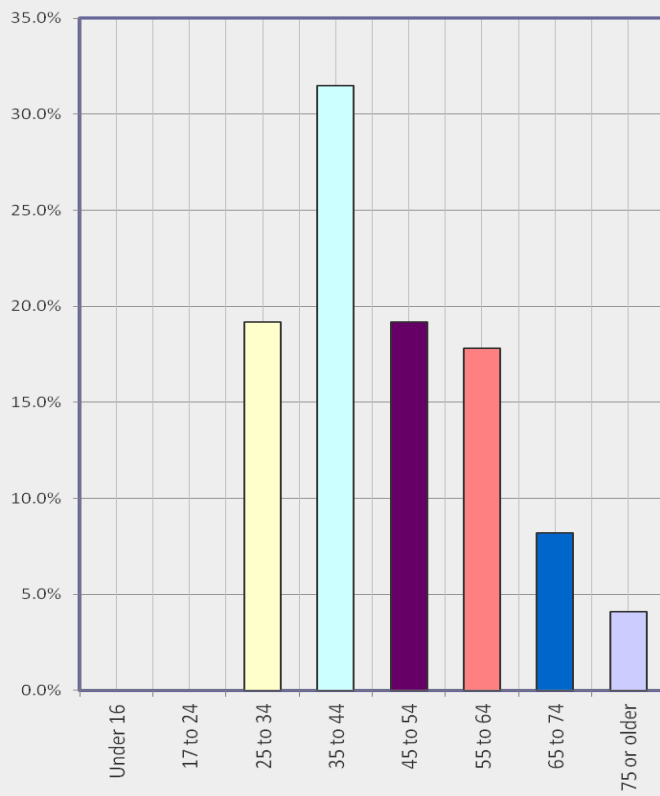
**How likely are you to recommend this practice to  
family or friends if they need similar care?**



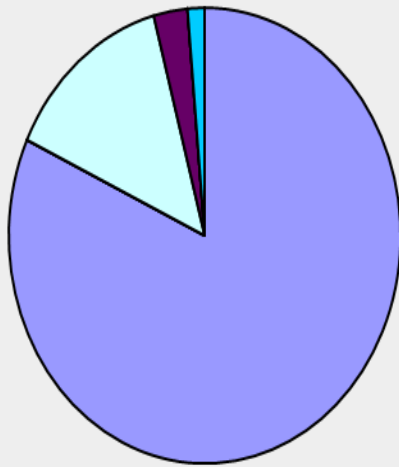
### What is your gender?



### What is your age?

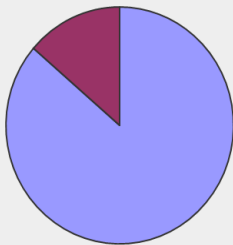


### How would you describe your ethnic origin?



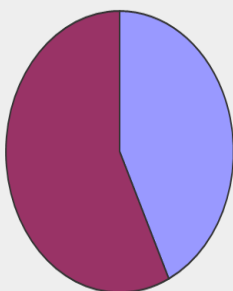
- British or Mixed British
- White and Asian
- Irish
- Other White
- Indian or British Indian
- Pakistani
- Bangladeshi
- White and Black Caribbean
- White and Black African
- Other Black Background
- Chinese

English is my first language?

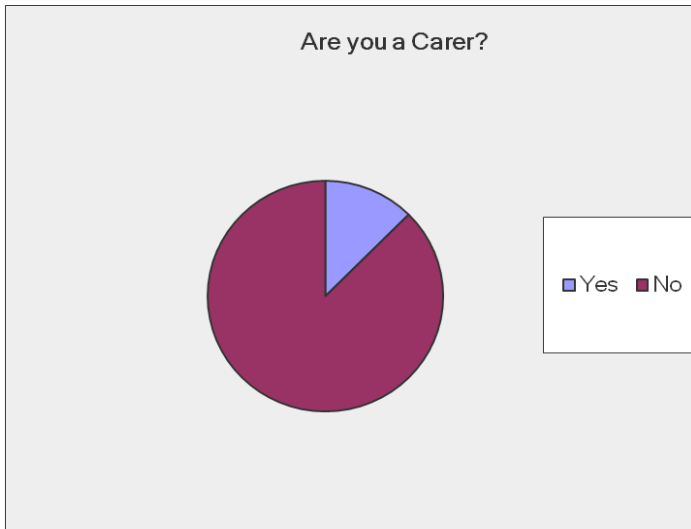


- Yes
- No

Do you consider yourself to have a disability or long term limiting condition?



- Yes
- No



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