

**Albion Street Group Practice
Patient Participation 2011-12
Annual Report**

A Patient Reference Group called “Albion Street Patient Forum”

ASGP has grown in size since April 2011 from 11058 patients registered with the practice, to 11500 by March 2012. There are 69 people who receive information about the patient participation group, which is called the ASGP patient forum, and between 9 to 22 people attend the meetings.

Chair of forum: Martin Dadswell (patient representative)
Minute taker: Cathy Trotman, Nurse Partner
Receptionist with Erica Francois
responsibility for patient participation

B ASGP Patient Forum: How do we include everyone

We encourage all patients to attend no matter how old, what gender, ethnicity, disabled, carers and have tried different times of the day, different days and different venues. It is not always well attended and get roughly 10-15 patients attending. These are mainly in the older age range and despite holding our meetings on a baby clinic day as well only one parent attended.

We advertise our Group and our meetings via our websites www.Albionstreetgrouppractice.co.uk and on NHS Choices, messages on prescriptions, notices in practice and in our local pharmacist. All new patients are asked on registration if they would like to join our group.

We also have a website that is totally managed by the PPG www.albionstreetpracticeforum.co.uk which is another way of updating patients and reaching those hard to reach groups.

| | |
|------------------|-----------------|
| Group Breakdown- | 25 males |
| | 38 females |
| | Ages from 20-95 |
| | |

Patients continue to be recruited using leaflets, newsletters, posters, targeting specific groups, letters to patients, e mails, members of staff informing them directly, local adverts, tea party, charity fund raising event in the surgery, and invited speakers (Podiatry).

Practice Profile: See "ASGP Practice profile"

Dates of meetings in 2011-12

30/6/2011, 22/9/2011, 8/12/2011, 22/3/2012

C The areas of priority agreed with the patients for 2011-2012

The minutes of June 2011 ASGP Patient Forum meeting raised these issues:

"Appointment System, Telephone appointments, Telephone cancellation line (currently our telephone system doesn't allow this) and Treatment room nurse clinics.

The Forum suggested that feedback should be collected from patients who attend an appointment over a period of a week in the form of a short questionnaire and findings reported back at next meeting. There were comments that sometimes the nurse seemed rushed during the appointment."

We thus identified two areas of priority:

1. Appointment system, in particular treatment room nurse clinics
2. Telephone Appointments and telephone cancellation Line

D Patient Views using a survey

We had redesigned the on the day access for patients who wanted to see a doctor in 2010. This had been evaluated with patient surveys, one completed by the patient forum and one by a questionnaire, so the decision was taken to repeat the questionnaire in 2011-12 to evaluate the new treatment room nurse appointments.

The patients and practice team had realised there were long waits for patients to see the nurse and not enough bookable appointments for them and agreed the system needed to change.

The nurse appointment system was redesigned after an extensive period of data collection on waiting times, length of consultations for the various procedures that nurses undertook in the treatment room, consultation with the nurses and staff. (See "Nurse work review") It was introduced in June 2011.

A few weeks after the introduction of the new system we ran the survey. All patients attending the treatment room for one week were handed a questionnaire. The questions were similar to those used for the doctors and nurse practitioner survey in 2010-2011. The details of the questions were finalised in consultation with the Chair of the patient Forum

29 surveys were returned

For Questions and results see "Treatment Room Survey Results" at the end.

E Discuss the survey findings and agree an action plan with the patients and seek their agreement to implementing changes

The findings of the survey were discussed at the meeting on 22nd September 2011 and at the planning meeting held with the chair on 22 November 2011.

F Recommendations from this meeting (Action Plan):

The results to be displayed on the practice noticeboard.
 More on the day nurse appointments to cater for urgent blood tests
 More double appointments blocked until on the day to allow for longer items such as dressings
 Telephone cancellation line to be implemented

H Actions Taken by the Practice in response to the survey and after discussion at the Patient forum

A poster was displayed on the noticeboard explaining the results of the survey and the changes made. See "Poster"
 The changes to the on the day appointments were made.

G Other actions taken by the Practice

Telephone cancellation line is now operational and is used. This different number allows patients to ring at any time and leave a message cancelling their appointment.

Results of Treatment Room Survey

1 How did you access your treatment room appointment today?

| | | |
|--------------------------|----|----------------------|
| By telephone | 14 | GO to Quest 2 |
| By coming to the surgery | 15 | GO to Quest 6 |

If you telephoned first:

2 How many times did you have to ring to get through to the surgery?

| | SCORE |
|------------------|-------|
| Once | 9 |
| Twice | 2 |
| Three times | 1 |
| Over three times | 3 |

3 How helpful did you find the receptionist when you rang?

| | |
|--------------------|---|
| Very helpful | 9 |
| Fairly helpful | 5 |
| Not very helpful | |
| Not helpful at all | |

One was a "bit unfriendly"

Please answer all questions below

| | | | |
|---|--|------------------------------------|----|
| 4 | Were you satisfied with the process of getting a treatment room appointment? | Very satisfied | 10 |
| | | Fairly satisfied | 4 |
| | | neither satisfied nor dissatisfied | |
| | | Dissatisfied | |

| | | | |
|---|---|-------------------|----|
| 5 | How long did you wait for your appointment? | 0 - 5 mins | 10 |
| | | 6 - 10 mins | 3 |
| | | 11 - 15 mins | 1 |
| | | More than 15 mins | 1 |

| | | | |
|---|--|------------------------------------|----|
| 6 | How satisfied overall were you with the care at your treatment room appointment? | Very satisfied | 25 |
| | | Satisfied | 4 |
| | | Neither satisfied nor dissatisfied | |
| | | Dissatisfied | |
| | | Very dissatisfied | |

Comments: Nurse friendly and professional

**The following questions are about the nurse you saw
How good was the nurse at each of the following?**

| | | | |
|----|------------------------|-----------------------|----|
| 11 | Giving you enough time | Very good | 25 |
| | | Good | 4 |
| | | Neither good nor poor | |
| | | Poor | |
| | | Very poor | |

| | | | |
|----|----------------------------|-----------------------|----|
| 12 | Asking about your symptoms | Very good | 20 |
| | | Good | 4 |
| | | Neither good nor poor | |
| | | Poor | |
| | | Very poor | |

| | | | |
|----|------------------|-----------------------|----|
| 13 | Listening to you | Very good | 26 |
| | | Good | 3 |
| | | Neither good nor poor | |
| | | Poor | |
| | | Very poor | |

| | | | |
|----|-------------------------------------|-----------------------|----|
| 14 | Explaining your tests and treatment | Very good | 16 |
| | | Good | 6 |
| | | Neither good nor poor | |
| | | Poor | |
| | | Very poor | |

| | | | |
|----|--|-----------------------|----|
| 15 | Involving you in decisions about your care | Very good | 17 |
| | | Good | 6 |
| | | Neither good nor poor | 2 |
| | | Poor | |

| | | |
|--|-----------------------|----|
| | Very poor | |
| | | |
| 16 Treating you with care and concern | Very good | 21 |
| | Good | 5 |
| | Neither good nor poor | |
| | Poor | |
| | Very poor | |
| | | |
| 17 Did you have confidence in the nurse you saw? | Yes definitely | 25 |
| | Yes to some extent | 3 |
| | No not at all | |
| | Don't know cannot say | |
| | | |
| Any other comments? | | |

The poster displayed had the following information:

FINDINGS TREATMENT ROOM SURVEY

PATIENT COMMENTS ABOUT MAKING APPOINTMENT

OFTEN THE CALL IS DEALT WITH IN AN UNFRIENDLY MANNER

PATIENT COMMENTS ABOUT NURSES

THE NURSE WAS FRIENDLY AND PROFESSIONAL

GOOD SERVICE

NURSE ANGIE IS VERY EFFICIENT AND HELPFUL

YOU GUYS ARE GREAT! PULSE OFFICE STAFF, BIRLLIANT, MY GP GREAT!

MADE MY 2 YEAR OLD SON FEEL VERY AT EASE, FIRST TIME HE HAD NOT CRIED VISITING A DOCTOR/NURSE

JOY WAS UNDERSTANDING AND CARED FOR ME

Posters:

FINDINGS

Accessing the appointment 50% made appointment by phone 50 % by coming to the surgery

65% who phoned got through at the first attempt of calling

Appointment waiting times after checking in 80% waited less than 5 minutes to be seen. (this was one of the reasons for changing our walk-in system to appointments so patients did not wait for so long)

All patients felt that they were given enough time while consulting the nurse and that she was good at asking about symptoms, listened well and explained tests and treatments. There was a high level of confidence in the nurses and patients felt that they were treated with care and concern.

Second poster after patient group meeting:

NURSE APPOINTMENTS

There have been some additional changes to the nurses appointments since we changed the system in May 2011.

Following the survey we did regarding the changes, we now hold back a few appointments for patients who need to be seen on the day or for urgent dressings or tests.

OPENING HOURS

| | |
|-----------|---|
| Monday | 8am-6.30pm |
| Tuesday | 7am-6.30pm-this includes excludes extended hours from 7-8am |
| Wednesday | 7am-6.30pm-this includes extended hours from 7-8am |
| Thursday | 8am-7.30pm-this includes extended hours from 6.30-7.30pm |
| Friday | 8am-6.30pm |