

Langham Place Surgery

Northampton

www.langhamplacesurgery.co.uk

Local Patient Participation Report

March 2012

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Introduction

Langham Place Surgery is a town practice with approximately 9100 patients. There are six General Practitioners (GP's) and a salaried General Practitioner (four females and three males).

There are four Practice nurses and a health care assistant who also undertakes phlebotomy.

The Practice also has attached staff consisting of district nurses, midwife and a health visitor.

In addition the Practice also has a well-being team.

The Practice is supported by a team of administrative staff that includes the practice manager, deputy practice manager, reception staff, secretaries and clinical data input staff.

Langham Place Surgery is also a training practice and is actively involved in the training of new healthcare professionals, such as General Practitioners and medical students.

The Practice is also 'research ready' and status has been accredited by the Royal College of General Practitioners (RCGP).

Opening Hours

The opening hours of the Practice for general enquires and for booking appointments are 8.00am-6.30pm Monday – Friday and on Saturday 8.00-11.00am. During these times, patients will also be seen urgently when clinically necessary.

Appointment times and forward booking are available from 8.30am - 6.20pm Monday to Friday and on Saturday 8.00-10.50.

Access

The lists are open to all and patients are able to access the surgery and its services via the following methods;

- ❑ Wheelchair access
- ❑ Telephone and postal access
- ❑ Face to face contact with administrative and clinical staff
- ❑ Telephone call back from GP's and Practice Nurses
- ❑ The surgery website for general information including the catchment area
- ❑ Electronically for ordering repeat prescriptions via the surgery website www.langhamplacesurgery.co.uk
- ❑ Continuity of care will be provided by a GP of choice whenever possible

Extended Hours Scheme

The Saturday hours are offered under an extended hours' scheme and the GP's are accessible between 8.00am and 11.00am.

Stage 1: Developing the Patient Reference Group (PRG) and Virtual Group

In order to ensure that the Patient Group is a representative cross section of the patient population, the practice took the following steps by inviting registered patients to join the group by the following media:

- ❑ Posters displayed in the surgery
- ❑ Posters and information on the website
- ❑ Information leaflets
- ❑ Information and invitations in the surgery newsletter
- ❑ A proportion of patients with clinical input were contacted by letter

In addition to the face to face patient participation group the practice also invited patients to join a Virtual Group. This was to ensure that patients had a choice of how they would like to be involved. This group is in its infancy and the practice continues to invite all registered patients to join this group using the above media. The Practice will continue to take steps to ensure that any groups that may be under-represented will be included and invited by the methods mentioned above.

Description of the profile of the members

The patient group consists of five males (42%) and seven females (58%). The practice population as a whole has 49% registered males and 51% registered females. The age range of the group is between 29 and 79. The group has a variety of different needs, ethnicity and cover a range of groups. All patients are registered at the practice and represent a wide cross section of the practice population.

The Patient Reference Group

The Patient Group meets quarterly and the Practice Manager and a Partner are always present. Minutes of the meeting are distributed to each patient and Virtual Group member via email or post. Patients' confidentiality is upheld at all times. The minutes are displayed on the surgery website for the wider patient population to view and are also available for viewing in the surgery.

The patient group is affiliated to the National Association of Patient Participation (N.A.P.P.).

Stage 2: Agreeing areas of priority for the Patients Survey

Patients on the group were consulted regarding the key priority areas for the patient survey to cover. They were:

- Telephone access
- Opening hours
- Waiting times
- Appointment availability
- Seeing a doctor of choice and within 48 hours
- The Practice environment in general
- The Practitioners and staff – interpersonal skills
- Other services eg auto check-in system

Stage 3: Undertaking the Patient Survey – Improvement Practice Questionnaire (IPQ)

The patients' survey was carried out in January 2012. The practice chose to use the Improvement Practice Questionnaire (IPQ), as validation studies have found it to be reliable. The questionnaire also allows patients to write their comments about their experience. The IPQ can also be used as a monitoring tool and allows benchmarking against similar practices.

The questionnaire was given to registered patients that utilised the surgery's services over a 3 week period. The process was undertaken this way in order to gain feedback from the wider patient population including patients of different ages, ethnicity, with a variety of needs, thus ensuring a wide cross section of the patient population were included. The survey was also available to complete on the practice website.

The questionnaire resulted in 3 online returns and 308 paper returns. This enabled the Practice to benchmark against practices with a similar list size.

The questionnaire also invited comments about the service and the patients experience in the following areas:

- How the Practice could improve
- How the doctor/nurse/reception staff could improve

The Key Findings from the Survey – Main Priorities

Following the analysis of the questionnaires the following areas have been identified as key areas of priority for improvement:

- Telephone Access
- Appointment Availability

Stage 4 : Discussion of Survey results with the Patient Reference Group

The patients on the Virtual Group were sent the survey results and invited to make comments on the proposed service improvements prior to the patient group meeting.

The findings of the survey, views and comments of the virtual group, were also presented and discussed with the Patient Group on 21st March 2012.

The areas of priority and an action plan were agreed at the meeting. The meeting was attended by PRG members, doctor and practice manager. The areas of priority and an action plan were agreed.

Stage 5: The Action Plan

	Priority for Action	Proposed Changes	Time Frame	Personnel Involved	Status
1	To improve appointment availability when patients ring in the morning	To introduce a text reminder system to help reduce patients that do not attend	April 2012	Practice Manager Deputy Practice Manager	
		To introduce a text system that informs patients that they did not attend their appointment and asking them to cancel unwanted appointments	April 2012	Practice Manager Deputy Practice Manager	
2	To Improve Telephone Access	To introduce online booking of appointments to help reduce volume of telephone calls	May 2012	Practice Manager Deputy Practice Manager Partner	
		To explore a system called 'Patient Partner' which allows patients to book appointments without speaking to a receptionist	May 2012	Practice Manager Deputy Practice Manager Partner	

Stage 6: Summary and Publication of Actions

The questionnaire consisted of 28 questions and once analysed provided the practice with mean percentage scores and benchmarks from all IPQ participating practices and from IPQ participating practices with similar list sizes.

This provided the practice with the evidence of areas that needed to be focused on in order to improve our service. These identified areas are documented in our action plan.

85% of all patient ratings were good, very good or excellent.

The patient survey results including the action plan are publicised in the following areas:

- ❑ The surgery website www.langhamplacesurgery.co.uk
- ❑ The Spring Newsletter
- ❑ On notice boards in each of the waiting areas
- ❑ On the dedicated patient participation board

Issues and priorities over the last year

The issues and priorities over the last year have been:

- ❑ Introducing a dedicated patient notice board - completed
- ❑ Introducing a new computerised clinical system and ensuring it was advertised to all patients – completed
- ❑ Introducing options onto the telephone system - completed
- ❑ Improving a structured PRG that fairly represents a cross section of our patients

Practice acknowledgement

The Practice would like to thank all Langham Place Surgery patients that took part in the survey. Also the Patient Group and Virtual Patient Group for their valuable contribution in forming the action plan and priorities to improving patient services in the forthcoming year.

This report is available for viewing on the Practice website www.langhamplacesurgery.co.uk and on the dedicated patient group notice board.

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