

Langham Place Surgery

Northampton

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Local Patient Participation Report

March 2013

Contents

Introduction	3
Opening Hours	3
Access	3
Extended Hours Scheme	4
Stage 1: Developing a Patient Reference Group and Virtual Group	4
Description of the profile of the members	4
The Patient Reference Group	4
Stage 2: Agreeing areas of priority for the Practice Survey	4
Stage 3: Undertaking the Patient Survey- Improving practice questionnaire (IPQ)	5
The Key Findings – Main Priorities	5
Stage 4: Discussion of Survey results with the Patient Reference Group	5
Stage 5: The Action Plan	6
Stage 6: Summary and Publication of Actions	6
Issues and priorities over the last year	7
Practice Acknowledgement	7

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 two health care assistants who also undertake 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, ordering repeat prescriptions and booking appointments
www.langhamplacesurgery.co.uk
- ❑ Electronically for ordering repeat prescriptions via email
- ❑ 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 2012 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 has continued 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 currently consists of five males (45.5%) and six females (54.5%). The practice population as a whole has 48.6% registered males and 51.4% registered females. The current age range of the group is between 47 and 80. 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

In June 2012 the patient group were consulted to agree the key areas for the 2012/2013 priorities. The group agreed that the same areas would be targeted to provide a comparison across the two years.

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 2012 the patients' survey was carried out in January and the 2013 patients survey was carried out in October 2013. 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.

In 2012 the questionnaire resulted in 3 online returns and 308 paper returns. In 2013 the questionnaire resulted in 0 online returns and 295 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 2013 questionnaires the following area has been identified as the key area of priority for improvement:

- ❑ Telephone Access

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

The findings of the survey, views and comments of the virtual group, were presented and discussed with the Patient Group on 31st January 2013.

The patient group felt that the online booking system that had been introduced mid way through the year had not been running long enough to have had an effect on our telephone calls.

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 undertake a further focused survey later on in the year on telephone access only	To wait until a focused study has been undertaken before introducing any new changes	July/Aug 2013	Practice Manger/Deputy Practice Manager/Patient group/ Reception supervisor	In Progress
2	To re promote SystemOnline booking appointments	To re promote in the surgery and on the website	Ongoing promotion throughout the year	Practice Manger/Deputy Practice Manager/ Reception supervisor	In progress
3	To change the phone message to remind patients that they can register to join systemOnline booking	Re Promotion and to help reach different patient group who perhaps don't use the website	April 2013 to tie in with other changes that need to be added	Deputy Practice Manager	Completed 21/03/2013
4	To re-advertise on our website different ways of booking appointments to target different population groups	Re Promotion to help reach different patient groups who do use the website	Ongoing promotion throughout the year	Practice Manager and Deputy Practice Manager	In progress
5	To advertise the online ordering of repeat prescriptions	Re promotion to help reduce queries on the telephones	Ongoing promotion throughout the year	Practice Manager and Deputy Practice Manager	In progress

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.

86% of all patient ratings were good, very good or excellent. This was a 1% increase on 2012 results.

The areas where we saw the most positive change in comparison to last year were in the following areas:

- The reminder systems
- Information of services

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 that were raised by our last survey and agreed by our Patient Group and Practice Staff have been:

- Maintaining the dedicated patient notice board - Ongoing
- Continually striving to Improve a structured PRG that fairly represents a cross section of our patients - Ongoing
- To introduce a text reminder system to help reduce patients that do not attend - Completed
- To introduce a text system that informs patients that they did not attend their appointment and asking them to cancel any unwanted appointments - Completed
- To introduce online booking of appointments to help reduce volume of telephone calls - Completed
- To explore a system called patient partner which allows patients to book appointments without speaking to a receptionist – Completed and decision was made with the patient group not to take on this system at this time.

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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