



Langham Place Surgery

Northampton

www.langhamplacesurgery.co.uk

Patient Participation Report

March 2014

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Introduction

Langham Place Surgery is a town practice with approximately 9380 patients as at 11th March 2014. There are five General Practitioners (GP's) (two females and three males).

There are three 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 visiting team.

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.

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.

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
- SystemOnline

Developing the Patient Reference Group (PRG) and Virtual Group

In order to ensure that the Patient Group had 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 advertising the patient reference group
- Posters and information on the Practice Website www.langhamplacesurgery.co.uk
- Information leaflets available in the Practice
- Information in the quarterly surgery newsletter
- Invitations to join the group available at the reception front desk
- By GP's at consultations

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.

Description of the profile of the members

The patient group currently consists of three males (43%) and four females (57%). The practice population as a whole has 49% registered males and 51% registered females.

The current age range of the group is between 47 and 81. The age range can be seen below:

| Age Range | Number Represented | Age Range | Number Represented |
|------------------|---------------------------|------------------|---------------------------|
| 5-16 | 0 | 55-64 | (1M) |
| 17-24 | 0 | 67-74 | (1M) (1F) |
| 25-34 | 0 | 75-84 | (1M) (1F) |
| 35-44 | 0 | 85-89 | 0 |
| 45-54 | 1(F) 1(M) | 90+ | 0 |

F = Female M = Male

The group have a variety of different needs, and cover a range of different disease groups. There is a mix of employed and retired patients.

All patients are registered at the practice and represent a cross section of the practice population.

Currently the Patient Group continues to actively advertise and invite all registered patients to join this group by continuing to use the media mentioned previously.

The Practice continues to take steps to ensure that any groups that are under-represented are included and invited by the methods mentioned above.

The Patient Reference Group

The Patient Group meets quarterly and the Practice Manager and a Partner are always present. The meeting dates are set so that they coincide with when the minutes of the Locality Patient Engagement Group are published so that our representative who attends that group can feed back.

Minutes of the meeting are distributed to each patient. Patients' confidentiality is upheld at all times. The minutes are displayed on the Practice 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.).

Agreeing areas of priority for the Patients Survey

In October 2013 the patient group were consulted to agree the key areas for the 2014 survey. The group agreed that the same areas would be targeted to provide a comparison across the three 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

Undertaking the Patient Survey – Improvement Practice Questionnaire (IPQ)

The survey was undertaken in November 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 5 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 2011 the questionnaire resulted in 3 online returns and 308 paper returns.
In 2012 the questionnaire resulted in 0 online returns and 295 returns.
In 2013 the questionnaire resulted in 0 online returns and 240 paper returns.

The IPQ questionnaire enables 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

There were 240 questionnaires returned. The results of the survey can be viewed in the separate document produced by cfep UK survey's entitled 'Improving Practice Questionnaire Report'. This is also published on the Practice website.

Discussion of Survey results with the Patient Reference Group

The findings of the survey were presented and discussed fully with the Patient Group on 20th February 2014.

The meeting was attended by all but one PRG member, the lead PRG doctor and the practice manager.

Key areas were identified as being below the benchmark data.

These key areas were discussed in detail. They were:

- Telephone access
- Patient waiting time
- Comfort of waiting area (the group agreed that this was in relation to the first floor waiting room and the uncomfortable high heat at times)

The patient group generated a number of ideas/solutions for each of the key areas that had been identified. The aim of this exercise was to help improve service delivery. The solutions were:

- Additional telephone lines or dedicated phone lines for doctors and managers to relieve the volume of calls coming into reception and the taking up of phone lines when doctors are making their phone calls.
- Longer appointment times (15 mins) or doctors surgeries being managed differently. Possibility of introducing breaks into the surgeries.
- Some form of air conditioning or fan in the first floor waiting room to help reduce the heat for patients waiting.

Following discussion the key areas and solutions were agreed and the action plan for 2014 was formed. This was agreed by all group members. See page 8 for the action plan.

Response of the Partners to the Action Plan

The Partners fully support the action plan for the coming year.

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.

84% of all patient ratings were good, very good or excellent. This was a 2% decrease on 2013 survey results. Although it should be noted that there were 55 less questionnaires completed and returned this year as opposed to last year.

The areas where we maintained our consistency were:

- Warmth of greeting
- Ability to listen
- Respect shown
- Consideration
- Time for visit

The patient survey results, Patient Participation Report 2014 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 were all completed. They were:

- To undertake a further focused survey later on in the year on telephone access only
- To re promote SystemOnline booking of appointments
- To change the phone message to remind patients that they can register to join SystemOnline booking
- To re-advertise on our website different ways of booking appointments to target different population groups
- To advertise the online ordering of repeat prescriptions

Langham Place Surgery - Action Plan 2014

| Priority for Action | Proposed Changes | Time Frame | Personnel Involved |
|---|--|-------------------|---|
| To Improve Telephone Access | To add a new line which would serve: PM and DPM Partners | May 2014 | Practice Manager Deputy Practice Manager Partner |
| To Improve Patient Waiting Times | To review surgery times and think about adding breaks in as tendencies are for more complex or multiple problems | June 2014 | Practice Manager Deputy Practice Manager Partners |
| Comfort of waiting room | To look at the possibility of installing a ceiling fan/portable air conditioning unit | May 2014 | Practice Manager Deputy Practice Manager |

Practice acknowledgement

The Practice would like to thank all Langham Place Surgery patients that took part in the survey and the 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.

March 2014

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