

**Blaydon GP Lead Practice  
report on  
Patient Participation Scheme 2011-2013**

The Practice is taking part in the two year project issued by the Department of Health, to gather information and feedback from our patients.

**The following is a list of steps the practice needs to do to complete the project:**

<b>Year 1</b>	<b>Action</b>	<b>Date Achieved</b>	<b>Date Planned</b>
Step1	Establishment of a Patient Reference Group (PRG) – virtual members Increased numbers of our already established Patient Forum Group(PFG)	July 2011	
Step 2	Agreement of questions for survey and priority areas with PFG and PRG and also the survey tool that the practice would use and how the results would be collated.	August 2011	
Step 3	Collate patient view through local patient survey and discuss findings with the PFG and PRG	January 2012	
Step 4	Results of survey discussed with PFG and PRG and action plan developed	January 2012	
Step 5	Action plan circulated to PFG and PRG and meeting held to finalise	21 March 2012	
Step 6	Report publicised on website and copy sent to PCT		March 2012
<b>Year 2</b>			
Step 1	Agreement of survey questions and any changes to priorities with PFG and PRG Changes made and survey distributed		June 2012
Step 2	Views collated through second local survey		October 2012
Step 3	Results of survey discussed with PFG and PRG		January 2013
Step 4	Action plan developed and agreed with PFG and PRG		March 2013
Step 5	Report publicised on website and copy sent to PCT		March 2013

## Step 1

### **Develop a structure that gains the views of patients and enable feedback – Patient Reference Group**

The Practice has a website in place but it has recently been redeveloped to standardise them across Gateshead. The website address is: [www.blaydongp.nhs.uk](http://www.blaydongp.nhs.uk) A report is on this website under the Patient Forum section, detailing the steps of the surveys for the next two years as per the Direct Enhanced Service Guidance.

The Practice has 1560 patients that have registered since the practice open in June 2009. The patients weren't keen to set up a patient forum group that held meetings in the surgery due to them being a young patient base and work commitments, this is something we could pursue over the next few years but patients would get involved in a virtual patient forum which we named our Patient Reference Group (PRG).

All patients with email addresses were emailed on the 14<sup>th</sup> September 2011 and invited to join the group as were patients attending the surgery. The email explained why the new group was being set up and what the patients would be involved in as we were keen to get a good representation of our registered patients.

The members of the Patient Reference Group (PRG) now consists of 15 members. Members have ranged in age from 31 to 69 years old of which 2 are men and 13 are women. Retired patients, employed patients, including patients with chronic conditions, are actively involved as members and they are mainly white British ethnic back ground.

Members were also recruited via:

- Emailing patients
- Word of mouth from existing members
- Invitations from the staff
- Posters in the waiting Room
- Notes on Prescriptions

## Step 2

### **Agree areas of priority**

A list of the following suggestions were included in the email to all patients;

- Clinical Care
- Getting an appointment
- Reception issues
- Opening times

- Parking
- Communication of services and so on

Although we sent out 90 emails and gave out numerous suggestion sheets re the above areas of change we only had 1 patient replied to this email to approve the areas. So we felt it was reasonable to go ahead with questions on these elements as no one objected.

Our questionnaire was similar to the General Practitioner Assessment Questionnaire (GPAQ) and we added the 5 elements below;

- a) Cleanliness of the Practice
- b) Access to the building
- c) How would patients like us to communicate new services ( are the tools we use effective and appropriate)
- d) Skills we offer in the practice (do the patient understand what is available in the Practice)
- e) Repeat dispensing /online prescription ordering (are patients aware of this facility)

### **Step 3**

**Collate views through a survey local practice survey and inform PRG/PFG of the findings**

#### **Methodology**

Number of Surveys completed 122 for a list size of 1560 patient.

The questionnaires were given out in the waiting room when patients attended the surgery and this was done over a 3 week period in November/ December 2011.

The Carer and Patient Involvement facilitator attended the practice twice to obtain patient feedback via the questions on the questionnaire.

The analysis of the questions also includes the number re age, gender, ethnic group and employment status.

There is a section at the end where we asked for comments.

## **Step 4**

### **Provide the PRG with the opportunity to discuss the findings**

The survey results were discussed amongst staff and patients were emailed for their views and an action plan circulated for comments. Views were also sought from patients attending the surgery via a proforma,

Blaydon GP Lead Practice  
Patient Survey Results  
Action Plan 2011-12

Step 5

<b>You said</b>	<b>We did</b>	<b>Outcomes</b>	<b>Completed</b>
1. Over half the patients did not know they were able to book an appointment or order a prescription on line.	All staff to promote on line booking for prescriptions and appointments, send newsletter to patients.  Patient Survey results to be laminated and kept in patient waiting room with comment feedback forms  Develop a leaflet to give to new patients registering	More patient using the online book system and information informing patient in place    Leaflet developed	End of June 2012
2. Waiting times	Put a clock in the waiting room as patients perceive they have waited longer that they actually have. One of the practices' KPI is that all patients are seen within 15 minutes of arrival.	Clock in waiting room	End September 2012
3. Promotion of services	Design a notice for the waiting room and put the service information in a practice newsletter	Notice in waiting room Information in newsletter	End of September 2012
4. Nursing Roles	Develop poster and information sheet for the waiting room and newsletter regarding nursing roles and staff that are attached to the practice	Information in waiting room and newsletter	End of September 2012
5. GP communication	Discuss communication issues at Practice meeting	Issues discussed	End of June 2012
6. Encourage more patients to join the patient forum	Design a Patient Forum Leaflet and put in waiting room and give to new patients	Leaflet in place	End of September 2012

**Plans for the next year**

Repeat the survey; this would give a good opportunity for comparison and measurement of improvements

## Step 6

**Publish the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.**

The report has been published in the following ways:

- On the practice website [www.blaydongp.nhs.uk](http://www.blaydongp.nhs.uk)
- Copy in the waiting room
- Copies given to members of the PRG
- Emailed to patients with email addresses

This report was compiled on 29<sup>th</sup> March 2012