

## **Patient Voice Report - 2013/14**

Our Patient Participation Group was established in June 2011, and it grew quickly to the point that it has been having a significant, positive impact on our Practice. In the three years since its formation, we have continued to actively promote awareness of the group through posters, newsletters, leaflets, notice boards and verbally. Initially the group was known as the Patient Forum. However, it was felt that this did not reflect the main purpose of the group and after discussions it is now known as the 'Patient Voice'.

The Patient Voice has successfully built on its first two years, during which it helped shape improvements to the way the practice communicates with its patients, as well as encouraging and taking part in thorough debates about the services we offer. The Patient Voice continues to meet regularly to discuss a wide range of topics, many of which are raised by patients themselves. Any feasible suggestions are discussed amongst the group, which includes patients and practice staff, and any which are met with a positive response are taken forward.

The dates and times of Patient Voice meetings are agreed upon at the end of the previous meeting. Existing Patient Voice members are reminded of the date and time of meetings through either the post or via e-mail. Other patients are informed through the use of posters in our waiting area – including a dedicated Patient Voice notice board – as well as through the Practice Web Site and our quarterly newsletter.

### **Description of the profile of the PRG members:**

Initially, in July 2011, there were 13 members of the Patient Voice made up of 6 male patients and 7 female patients. This figure has fluctuated during the three years since its formation. Currently, the group is made up of 14 patients – including 8 male and 6 female patients – as well as 2 male and 2 female members of practice staff. Three of the members have a disability. We have a carer and a former carer, a care home manager, plus a selection of retired patients.

### **Steps taken by the contractor to ensure that the PRG is representative:**

The practice has used its best endeavours to develop a representative patient group. While we promote the Patient Voice to each and every patient, the patients identified and targeted to become part of the group were selected to give a good cross sectional representation of the practice population, although the group is open to all patients within the practice. These included White British, South Asian, Eastern European, patients with a disability and a good cross section of different age ranges. GPs have promoted the Patient Voice with new mum's as part of the fortnightly baby clinic held within the practice to help attract young families to share their views on the practice. We have also advertised the Patient Voice in each issue of our practice newsletter. The practice has even used complaints as a way of attracting patients to join the forum to help address their concerns that they have raised and help the practice improve any areas of concern.

Patient Voice members were actively involved in the practice annual flu clinic, supporting the service but also promoting the work of Patient Voice and encouraging patients to join the group and provide feedback of their experiences. A number of patients, although not able to attend the regular meetings, were happy to receive and share their views via email.

Posters have been put up within the waiting areas promoting the Patient Voice and asking for other patients to consider joining the group. We also added a promotional sheet to the

poster promoting the date and time of the next meeting. In addition, GPs and practice staff are verbally promoting the group to encourage further participation. The dedicated Patient Voice notice board, located in our main reception area, is used to share dates of future meetings, copies of meeting notes and feedback of any actions taken. The suggestion box in the waiting area, installed last year, encourages people to give us their ideas and suggestions. Any suggestions are shared with the Patient Voice members to decide how best to address the points raised.

### **Steps taken to reach agreement on priority issues:**

Priorities have been discussed and collated throughout the year with Patient Voice members. In the first meeting of the year, a discussion took place which measured success against the 2012/2013 action plan, and took the first steps toward developing an action plan of priorities for the 2013/2014 year.

The main focus of the action plans in 2012/2013 was to improve the blood taking services within the practice and to continue the improvement in patient communication.

Changes to the blood collection service are key to enabling a dedicated blood clinic to be developed. At present the service is constrained due to the fact pathology collections are only provided at lunchtime, preventing any afternoon services. Numerous meetings and various discussions have been taking place throughout the year, with members from the CCG contracting dept and the pathology service to develop a more patient focused collection service. Plans are nearing completion which hopefully will see improvements in the collection service which will enable dedicated clinics to be established and afternoon collections to begin.

To improve communications with patients 'How to.....?' leaflets are being developed which will help patients understand how to access the main services offered by the practice, i.e. 'How to ...make an appointment?', 'How to....order a prescription?' etc. At present these are in draft form and will be shared with the Patient Voice members at the next meeting to ensure they meet our patients' needs. The 'Welcome Pack' idea has been investigated. However, it was apparent that the small benefits to patients and associated costs make it unviable and the money could be better spent within the practice, i.e. on the 'How to...?' leaflets.

### **Description of manner taken to obtain views:**

The final draft of the survey was shared with the Patient Voice and each question was individually reviewed to ensure it was appropriate including the additional agreed questions. A plan was shared with the group of when and how the survey would be promoted and shared with patients. The plan detailed that the survey would be run for 3 weeks during January/February 2014, with the findings to be analysed and fed back at the February meeting of the Patient Voice. The group had been shown previously about how 'survey monkey' would be used as an online version of the survey for patients to complete via the practice website. The survey was promoted on the home page and news page of the website to encourage patients to complete it. A paper version of the survey was used within the waiting areas and the reception team asked and encouraged patients to complete them. Our touch screen was altered to inform patients that we were running a survey and to ask that they fill one in if they had not already. GPs and nurses were also promoting the survey at the end of their patient consultation.

## **Summary of evidence relating to the findings i.e. themes from patient views:**

139 patients completed the survey (approx 1.9% of the practice population).

The Patient Voice thought the results of the survey were on the whole very positive and reflected well on the service the practice offered and delivered for patients.

### **Positive Feedback:**

86.2% of patients were either very satisfied or satisfied with the service from the practice GPs.

95.8% of patients were either very satisfied or satisfied with the service from the practice nurses.

94.3% of patients were either very satisfied or satisfied with the service from the receptionists.

88.6% of patients would either definitely (68.3%) or might (20.3%) recommend the practice to someone else

97.5% of patients found the practice either very clean (71.7%) or fairly clean (25.8%).

During the course of 2013 we introduced a new dedicated clinic for management of patients with Long Term Conditions like Diabetes or Lung Disease. Of the responders who had attended this clinic, 93% said that they were happy with it.

Comments made in the survey:

*'Brilliant GPs and staff'*

*'The staff and all doctors are very nice'*

*'I feel like the doctors have time for you'*

### **Possible areas to address:**

29.6% of the patients who completed the survey said that they would like to be part of a Patient Participation Group to become involved in planning changes to local health services. This suggests that there is a large amount of enthusiasm for joining groups like our Patient Voice, and that we should look to increase the promotion of the Patient Voice to try to appeal to these people.

36.7% of responders said that they would like to receive information about the practice via e-mail, which we currently do not offer. 39.2% wanted to receive this information via our text messaging service which we have utilised more this year, and 19.2% of responders said they get this information from our newsletter.

48% of responders said that, in order to reduce waiting times, we should see patients in the order in which they arrive. 43.1% of people who filled in the survey thought that we should be stricter with people who arrive late for appointments.

**Name of survey tool used:**

A Bradford and Airedale Patient Survey with 4 additional specific patients' questions created by BHMP Patient Voice was used to gather patients views about the practice and its services. Using a similar survey each year enables trends to be analysed and consistency to be maintained. Both paper versions and Survey Monkey were used to capture patient feedback.

**Summary of action plan discussion:**

The Patient Voice met on Friday 21<sup>st</sup> February 2014 to review and discuss the results of the patient survey carried out during January and February 2014. The group reviewed and discussed the individual result for each question.

Again there were very positive results relating to the service the practice provides particularly relating to the GPs, nurses and reception team, therefore it was agreed no further actions was required for these areas.

**Patient Voice Action Plan 2014**

Following the patient survey carried out during January/February 2014 and the analysis of the results, as well as feedback from meetings throughout the year, the Patient Voice members have agreed to the following areas that they and the practice feel should be addressed.

<b>Action</b>	<b>Benefit to Patient</b>
To improve the waiting area and consulting room seating	To maintain the high infection control standard within the practice, improve the durability of the seating and help the longer term visual appearance of the seating.
Expand the new patient registration process and pro-actively capture, with consent, patient's email addresses	To improve communications with patients through email to help inform them of services, patient voice meetings and other practice activities etc
Continue the improvements made to communication between the Practice and its patients. Specifically, improve information sharing regarding our appointments, such as how many are offered.	Increased understanding of the way our appointments work, as well as the number and type of appointments which are offered.
To increase the number of Patient Voice members	An opportunity for patients to share their experiences and to help the practice improve the services it offers.

**Practice Opening Times, Access to Services and Extended Opening Hours:**

The practice is open Monday to Friday 8.00am to 6.00pm. (closed Saturday and Sunday). The practice offers extended opening hours up to 8.00pm every Monday. Please note these late appointments are pre-bookable only.

Should patients require access to the practice you can phone the practice on 01274 224888 or alternatively obtain information about the practice and view our services on either the practice website [www.bowlinghallmedicalpractice.co.uk](http://www.bowlinghallmedicalpractice.co.uk) or on the NHS choices website [www.nhs.uk](http://www.nhs.uk). You can also visit the practice in person and speak with one of our receptionists.