



Birtley Medical Group
Durham Road
Birtley
Co. Durham
DH3 2QT

Gateshead 
Primary Care Trust

Birtley Medical Group

**Patient Participation
Direct Enhanced Service**

**Annual Report
2011-2012**



Contents

Overview 4

Patient Reference Group (PRG) Profile 5

 Recruitment 5

 Demographics 5

Agreeing Priorities 6

 Obtaining Views 6

 Clarification of Priority Areas 6

 Details of Practice Survey – PRG Priorities (Survey 1) 6

 Questions 6

 Priority Areas 6

 Conducting the Survey – PRG Priorities (Survey 1) 7

 Administration 7

 Encouraging Participation 7

 Collating Results 7

 Feedback – PRG Priorities (Survey 1) 7

Practice Surveys 8

 Details of Practice Survey – Wider Practice Population (Survey 2) 8

 Questions 8

 Priority Areas 8

 Conducting the Survey – Wider Practice Population (Survey 2) 8

 Administration 8

 Encouraging Participation 8

 Collating Results 8

 Feedback – Wider Practice Population (Survey 2) 9

Action Plan 10

 Results 10

 Consulting with the PRG 10

 Summary of Priorities and Actions 10

 Availability of appointments 11

 Being able to book ahead 11

 Seeing a preferred GP 11

 Other actions 11

 Implementation of Changes 11

Annual Report 12

Progress to Date 12

Additional Information 13

 Opening Times 13

 Extended Hours 13

 Access to Services 13

 Appendix I – Patient Reference Group statistics 14

 Appendix II – PRG Priorities Survey 15

 Appendix III – Wider Practice Population Survey 16

 Appendix IV – PRG Priorities Results 19

 Appendix V – Wider Practice Population Results 20

 Appendix VI – PRG Results Letter (Priorities) 23

 Appendix VII – PRG Agreement (Priorities) 24



Appendix VIII – PRG Results Letter (Wider Practice Population).....	25
Appendix IX– PRG Meeting Agenda 28/09/2011	26
Appendix X – PRG Meeting Minutes 28/09/2011	27
Appendix XI – PRG Feedback Letter 03/02/2012.....	28
Appendix XII – PRG Feedback Meeting Agenda 14/02/2012.....	29
Appendix XIII – PRG Feedback Meeting Minutes 14/02/2012	30



Overview

The purpose of the Patient Participation Direct Enhanced Service (DES) is to encourage Practices across the country to engage and involve patients with the care that they receive.

Across the North East of England the intention is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their Practice.



Patient Reference Group (PRG) Profile

Recruitment

Birtley Medical Group started to sign up patients interested in joining the Patient Reference Group (PRG) in July 2011.

The PRG was promoted in advance through the following methods:

- ☀ Practice JAYEX message board
- ☀ Posters in the waiting room and at reception
- ☀ Direct invitation to patients through discussion with Practice clinicians
- ☀ Promotion by the Reception and Administration teams within the Practice
- ☀ Patient Participation page on the Practice website (this was on our old website but has not yet been updated on the new one)

The PRG continues to be promoted with a view to extending the membership. This is done via the Practice JAYEX board, posters in the waiting room, and the Patient Participation page on the Practice website.

Demographics

Birtley Medical Group (BMG) has a current patient population of 14,594. The Practice has a higher than national average population of patients with chronic lung disease (asthma, COPD), Coronary Heart Disease and Hypertension. The Practice has a low ethnic mix and this is reflected in the structure of our PRG.

The Practice has made every effort to engage patients from all backgrounds with the PRG in order to make it as representative as possible. A current register of membership is kept by the Practice.

The PRG is comprised of eighty members from a variety of age groups and backgrounds including:

- ☀ Patients with and without chronic disease
- ☀ Patients with and without repeat medications
- ☀ Carers and non-carers
- ☀ Patients aged between 17 and 85+ years of age
- ☀ Patients who are currently employed and unemployed

For a full breakdown of the PRG please refer to the appendix I at the back of this report.

The demographics of our PRG were approved by Gateshead Primary Care Trust (PCT) in August 2011.

We are actively exploring ways in which we can extend the reach of our PRG to encompass a wider selection of patients. The PRG is currently a mixture of virtual and face-to-face interactions in order to allow us to gather as much feedback as possible.



Agreeing Priorities

Obtaining Views

As part of the Patient Participation DES the Practice had to agree areas of priority for development. In order to identify these areas we took into account the following indicators:

- ☀ Patients' priorities and issues, including any themes from the comments and suggestions box
- ☀ Practice priorities and issues, including themes from complaints
- ☀ Planned Practice changes
- ☀ National GP patient survey issues
- ☀ In-house patient survey issues

From the above group of indicators we identified that the Practice needed to improve its patient access in terms of the appointments system. It was decided to put this forward to the PRG along with the option of making additional suggestions.

Clarification of Priority Areas

In order to clarify which areas of patient access the PRG felt were highest priority we sent out a questionnaire via email to the PRG members. This questionnaire was sent out electronically using "SurveyMonkey". From the responses gathered, the PRG indicated that the following areas were priority areas for further development and improvement:

- ☀ Availability of appointments
- ☀ Being able to book ahead
- ☀ Seeing a preferred GP

Details of Practice Survey – PRG Priorities (Survey 1)

Questions

The Practice was working in collaboration with a management consultancy (Alpha Primary Care) who oversaw the design and implementation of the survey.

The questions developed were based around the areas of interest to the Practice regarding themes brought forward during patient contacts (complaints, comments, previous surveys etc).

Priority Areas

The survey contained questions focused on patient access to appointments. These included questions about access to a preferred GP, the ability to book ahead and the ease of booking an appointment.



Conducting the Survey – PRG Priorities (Survey 1)

Administration

The patient survey was carried out between Monday 18th July and Friday 12th August 2011 and was accessed via SurveyMonkey. A copy of this survey can be found in Appendix II.

Encouraging Participation

Patients who had signed up to the PRG group were sent a link to the SurveyMonkey website via email, along with several electronic reminders.

Collating Results

Results from this survey were manually entered into an excel spreadsheet and were collated and assessed by the management consultancy (Alpha Primary Care) who were working with the Practice. The survey results were collated as the responses came in via the SurveyMonkey website.

Feedback – PRG Priorities (Survey 1)

The survey findings were fed back to the PRG group via letter on Thursday 25th August (Appendix VI) and priority areas to work on were proposed to the group. The PRG were asked to further input or comment on these priorities before we moved to a wider patient survey. There were no further recommendations or changes from the PRG and the Practice progressed on the basis that all members of the PRG agreed with the proposals.

A follow-up response via SurveyMonkey was requested on Tuesday 2nd August. This asked all PRG members to confirm that they agreed to focus on access and appointments. There were four responses, all of which agreed with the question (Appendix VII).



Practice Surveys

As part of the Patient Participation DES the Practice was required to collate the views of the wider patient population through a local Practice survey and inform and discuss these findings with the PRG. The Practice should aim to undertake such a survey at least once per year.

Details of Practice Survey – Wider Practice Population (Survey 2)

Questions

It was decided that the questions for this survey would follow a similar design to those of the National GP Survey (IPSOS Mori) and from previous Practice questionnaires (GPAC). The Practice was working in collaboration with a management consultancy (Alpha Primary Care) who oversaw the design and implementation of the survey.

The questions were developed were based around the areas of patient access that the PRG had indicated were of high priority.

Priority Areas

The survey contained 18 questions focused on patient access to appointments. These included questions about access to a preferred GP, the ability to book ahead and the ease of booking an appointment. Additional questions were also asked about satisfaction with current Practice opening hours, access to nurse appointments and booking appointments over the telephone.

Conducting the Survey – Wider Practice Population (Survey 2)

Administration

The patient survey was carried out between Monday 5th September and Friday 16th September 2011 and was accessed in paper format by post (to current PRG members) and in person at reception (no non-PRG members).

Encouraging Participation

Patients who attended at reception with queries or who were checking in for appointments were encouraged to complete the survey by the reception staff. Posters advertising the survey were also placed around the waiting room to alert patients.

Collating Results

Results from this survey were manually entered into an excel spreadsheet and were collated and assessed by the management consultancy (Alpha Primary Care) who were working with the Practice. The survey results were collated as and when hard copies were returned to the reception desk over the two week survey period, with a final assessment on responses being made between Monday 19th and Wednesday 21st September. The Practice was pleased to receive more than 170 completed questionnaires.

**Feedback – Wider Practice Population (Survey 2)**

The survey findings were fed back to the PRG group via letter on Wednesday 21st September (Appendix VIII) along with a copy of the results (Appendix V). A meeting was planned for Wednesday 28th September to discuss the results and agree on a further action plan (Appendix IX). Only one response was received from the PRG. They were unfortunately unable to attend the meeting but stated that the results mirrored their own thoughts on improvements to services. The PRG member also took time to thank the Partners for giving the patients the means to modify the services offered. Based on the initial PRG feedback, patient survey results and PRG members' response to proposed improvements, the Practice proceeded with the identified list of improvements (Appendix X).

Further correspondence was sent out to the PRG group on Friday 3rd February via letter inviting them to attend a meeting at the Practice on Tuesday 14th February (Appendix XI).

The February meeting had nine attendees from the PRG as well as attendance from one of the Reception Team leaders, the Deputy Practice Manager and the Management Consultancy. The Practice took this opportunity to update the PRG on the process to date; including receiving verbal approval for the priorities undertaken, verbal approval in retrospect for the action plan taken in response to the wider practice survey, verbal approval for the changes undertaken and an opportunity for the PRG members to raise any queries, comments or concerns and discuss with us any further feedback that they considered relevant.

The PRG meeting was excellent. The patients were actively involved in the discussions and demonstrated a genuine interest and approval for all the excellent improvements that were put in place. They were particularly grateful for the opportunity to be involved in shaping the delivery of services from the Practice.

Minutes of the meeting were taken to ensure that all discussion points and action plans were captured. These are available in appendices XII and XIII.



Action Plan

As part of the Patient Participation DES the Practice is required to develop and agree an action plan setting out the priorities and proposals arising out of the local patient survey. The Practice also has to seek agreement from the PRG to implement any changes and, where necessary, inform the Primary care Trust (PCT).

Results

The Wider Practice Population survey had 186 responses in total, including 26 from members of the PRG.

Access was seen as being a major problem with 64.6% of respondents stating that they found it difficult or very difficult to see a Doctor that they prefer, with a similar number of respondents (58.2%) stating that they only see their preferred Doctor either some of the time or never.

The Practice was also interested to find that 15.6% of respondents would book two appointments if their preferred Doctor was unavailable; one with the first Doctor offered and then the next available appointment with the Doctor of their choice. There were also 22.4% of respondents who stated that they have had trouble booking ahead (within the next 2 weeks) for their preferred Doctor.

On a positive note 95.5% of respondents stated that they were either very satisfied or fairly satisfied with the current opening hours that the Practice offered.

Consulting with the PRG

The PRG was offered the opportunity to discuss the proposed action plan on two occasions. Unfortunately the first meeting (28th September) had no attendees. A letter sent to PRG members on 21st September outlined details on the Practices proposed actions for improving patient access in response to the patient survey.

The Practice proceeded with implementation of recommended changes on the 3rd October and agreed to monitor these changes.

At the PRG meeting on the 14th February the Practice discussed in detail the impact of the changes that had been implemented. The Practice also took the opportunity with the group to go back over the full details and conclusions of the survey that lead to the recommended improvements.

Summary of Priorities and Actions

The priorities identified by the PRG were:

-  Availability of appointments
-  Being able to book ahead
-  Seeing a preferred GP



The actions agreed in order to address these priority areas were discussed within the Practice and with the management consultancy, taking into consideration the feedback from the PRG group.

The agreed actions comprised of the following:

Availability of appointments

- ☀ Reduce the number of patients booking multiple appointments due to lack of access to preferred GP
- ☀ Reduce the number of urgent appointments pre-booked by staff to cope with high demand
- ☀ Daily assessment of the appointments system to manage fluctuating demand

Being able to book ahead

- ☀ Increasing the appointments diary to six weeks ahead
- ☀ Embargo urgent appointments so that staff cannot pre-book these when demand is high

Seeing a preferred GP

- ☀ Provide patients with improved access to their preferred GP
- ☀ Allow patients the option of booking an urgent appointment with a GP of their choice

Other actions

- ☀ Aim to improve telephone access for booking appointments by dealing with all calls for appointment requests first time
- ☀ Streamlining of clinic start times in order to simplify the appointments system for both staff and patients
- ☀ Maintain the current ability to provide telephone consultations

Implementation of Changes

All priorities identified by the PRG were addressed and further follow up actions were agreed by the PRG at the meeting on Tuesday 14th February.

There were no changes that would need to be referred to the PCT for approval.

Implementation of the changes to the appointments system commenced on Monday 10th October with notices being placed in the waiting room on the same date.

Feedback from the PRG meeting on 14th February was positive and all attendees agreed that the implemented changes were working well and that the effects had been beneficial to both the Practice and the patients. The PRG agreed that the changes should be carried forward and it was agreed that the Practice would reassess the appointments system again after a year.



Annual Report

As part of the Patient Participation DES the Practice is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

An electronic copy of the 2011/12 Annual Report regarding the Patient Participation DES can be found on the Practice website:

www.birtleymedicalgroup.nhs.uk/patient-participation/

Progress to Date

Since the implementation of the changes in October both the Practice and patients have noticed an improvement to the appointments system.

Such improvements include:

- ✧ A >20% reduction in telephone calls to the surgery due to staff dealing with requests on the first occasion
- ✧ The ability to book an appointment up to 6 weeks ahead
- ✧ The ability to book an urgent appointment with a preferred GP (where possible)
- ✧ An increase in appointment capacity due to the reduction of patients booking multiple appointments in order to see a preferred GP



Additional Information

Opening Times

The current Practice opening hours are as follows:

Monday	07:00 – 18:00
Tuesday	07:00 – 18:00
Wednesday	07:00 – 18:00
Thursday	07:00 – 20:00
Friday	07:00 – 18:00
Saturday	Closed
Sunday	Closed

Extended Hours

Between 7:00am and 8:30am Monday to Friday and between 5:30pm and 8:00pm on a Thursday evening there are GP appointments available to be pre-booked. There are also selections of Nurse and Healthcare Assistant appointments available to pre-book during these times.

Access to Services

Services at the Practice can be accessed in the following ways:

- ☀ The building is open from 7:00am through to 6:00pm Monday to Friday, and until 8:00pm on Thursdays.
- ☀ Direct access to a member of the Reception or Administration teams is available between 8:00am through to 6:00pm Monday to Friday, and until 8:00pm on Thursdays.
- ☀ Appointments can be booked over the telephone or in person at the Practice
- ☀ Prescriptions can be ordered over the telephone, in person at the Practice or via the Practice website
- ☀ The duty doctor is on call between 8:00am and 6:00pm Monday to Friday.
- ☀ Between 6:00pm and 8:00am Monday to Friday all calls received by the Practice are diverted to the Out of Hours provider (GatDoc). This also happens during weekends and bank holidays



Appendices

Appendix I – Patient Reference Group statistics

Ages		
Range		%
17-24	7	8.75
25-34	13	16.25
35-44	11	13.75
45-54	11	13.75
55-64	17	21.25
65-74	11	13.75
75-84	9	11.25
85+	1	1.25
TOTAL	80	100.00
Ethnicity		
Range		%
White British	75	93.75
Other	2	2.50
Unknown	3	3.75
TOTAL	80	100
Chronic Disease		
Range		%
Yes	38	47.50
No	42	52.50
TOTAL	80	100
Pregnancy		
Range		%
Yes	1	1.25
No	79	98.75
TOTAL	80	100.00
Visual Impairment		
Range		%
Yes	1	1.25
No	79	98.75
TOTAL	80	100.00
Mental Health Problems		
Range		%
Yes	7	8.75
No	73	91.25
TOTAL	80	100.00
Employment		
Range		%
Unknown	20	25.00
Unemployed	5	6.25
Employed	27	33.75
Retired	26	32.50
Student	2	2.50
TOTAL	80	100

Gender		
Range		%
Male	24	30.00
Female	56	70.00
TOTAL	80	100.00

Carer		
Range		%
Yes	15	18.75
No	65	81.25
TOTAL	80	100.00

Attendance		
Range		%
Regularly	31	38.75
Occasionally	43	53.75
Rarely	6	7.50
TOTAL	80	100.00

Repeat Medication		
Range		%
Yes	54	67.50
No	26	32.50
TOTAL	80	100.00

Drug Abuse		
Range		%
Yes	1	1.25
No	79	98.75
TOTAL	80	100.00

Hearing Loss		
Range		%
Yes	1	1.25
No	79	98.75
TOTAL	80	100.00

Cancer Diagnosis		
Range		%
Yes	1	1.25
No	79	98.75
TOTAL	80	100.00



Appendix II – PRG Priorities Survey

1. The following question is an example of a service area we may seek to improve. What do you think are the most important issues on which we should consult our patients? For example, which of the following areas do you think we should prioritise and focus on during the coming year: (please allocate a priority to each area - High /Medium/Low)

	Low	Medium	High
Getting an appointment	<input type="checkbox"/> Getting an appointment Low	<input type="checkbox"/> Getting an appointment Medium	<input type="checkbox"/> Getting an appointment High
Booking ahead	<input type="checkbox"/> Booking ahead Low	<input type="checkbox"/> Booking ahead Medium	<input type="checkbox"/> Booking ahead High
Seeing your preferred GP	<input type="checkbox"/> Seeing your preferred GP Low	<input type="checkbox"/> Seeing your preferred GP Medium	<input type="checkbox"/> Seeing your preferred GP High
Seeing any GP	<input type="checkbox"/> Seeing any GP Low	<input type="checkbox"/> Seeing any GP Medium	<input type="checkbox"/> Seeing any GP High
Ease of contacting us by phone	<input type="checkbox"/> Ease of contacting us by phone Low	<input type="checkbox"/> Ease of contacting us by phone Medium	<input type="checkbox"/> Ease of contacting us by phone High
Communication with Patients	<input type="checkbox"/> Communication with Patients Low	<input type="checkbox"/> Communication with Patients Medium	<input type="checkbox"/> Communication with Patients High

Thank you for your comment which will help identify important areas to focus on.

We'll now be able to develop our Patient survey around these areas, and will let you know the outcome.



Appendix III – Wider Practice Population Survey

Dear Patient,

We are looking at ways to improve our appointment system with the aim of improving appointment availability, providing the ability to book appointments in advance (4-6 weeks) and greater access to your preferred GP. We would appreciate if you would take the time to give us some feedback which we will use as input into our discussions and decisions on how to improve these areas.

Please tick your box of choice for each question below:

1. How do you normally book your appointments to see a doctor or nurse at the surgery ?

In person By phone

2. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays that the surgery was open?

Yes No Can't Remember

3. Is there a particular doctor you prefer to see at the surgery

Yes No

4. How easy is it to see the doctor you prefer to see at Birtley ?

Very Easy Fairly Easy Difficult Very Difficult

5. How often do you see the doctor you prefer to see at Birtley

Always or almost always, A lot of the time,

Some of the time; Never or almost never

6. How many times would you say you visit your GP per year

1-3 times 4-6 times 7-9 times 10 or more times

7. If you ring the surgery looking to see a GP within the next 2 days and your preferred GP is not available would you

Ask to see another GP

Ask when your preferred GP is available & wait for an appointment until then,

Ask to see another GP and look for an appointment with your preferred GP as soon as they are available,



8. In the past 6 months, have you tried to book ahead for an appointment with your preferred doctor but was told that there were no appointments available for the next 2 weeks.

Yes, this has happened to me regularly,

Yes, this has happened to me on occasions,

No, this has never happened to me,

If yes would you:

Ask to see another GP

Ask when your preferred GP is available & wait for an appointment until then,

Ask to see another GP and look for an appointment with your preferred GP as soon as they are available,

9. How satisfied are you with the hours that your GP surgery is open?

Very Satisfied Fairly Satisfied

Fairly Dissatisfied Very Dissatisfied _

10. Would you like your GP surgery to open at additional times?

Yes No Makes no difference

If yes please specify the additional time you most like the surgery to be open, tick one:

At lunchtime; After 5:30pm;

After 6:00pm; Saturday am;

11. Last time you saw a doctor at your GP surgery , how good was the doctor at giving you enough time

Very good; Good Poor; Very poor

12. Think about the last time you tried to see a nurse fairly quickly. Were you able to see a nurse on the same day or in the next 2 weekdays that the surgery was open?

Yes No Can't Remember

13. Is there a particular nurse you prefer to see at the surgery

Yes No

14. How easy is it to see the nurse you prefer to see at Birtley ?

Very Easy Fairly Easy Difficult Very Difficult



15. How often do you see the nurse you prefer to see at Birtley

Always or almost always, A lot of the time,
Some of the time; Never or almost never

16. Last time you saw a nurse at your surgery , how good was the nurse at giving you enough time

Very good; Good Poor; Very poor

17. How many times would you say you visit your nurse per year

1-3 times 4-6 times 7-9 times 10 or more times

18. Have you any other comments or suggestions you would like to make to us regarding appointments?

(This section is optional – you do not have to fill in your name to this questionnaire if you would prefer not to.)

Patient Name:

Address & Contact Number:

Thank you for taking the time to complete this questionnaire. We will be reviewing all the feedback and using this in our discussions as to how best to improve on our appointments.

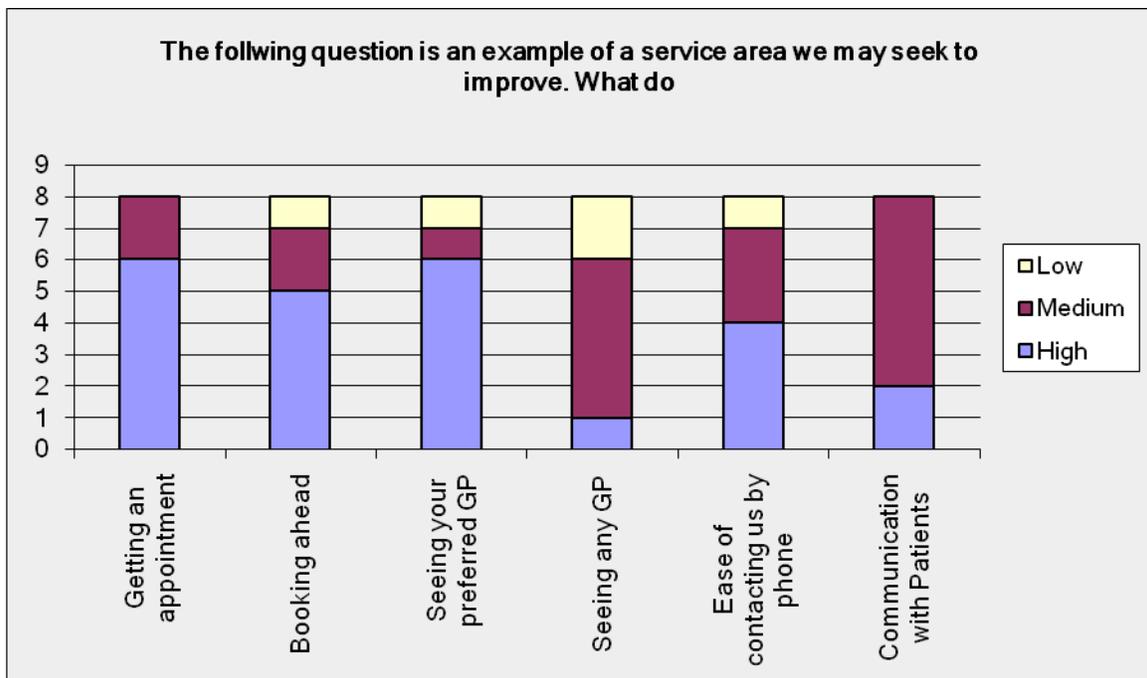


Appendix IV – PRG Priorities Results

Birtley Medical Group - Developing our Practice

The following question is an example of a service area we may seek to improve. What do you think are the most important issues on which we should consult our patients? For example, which of the following areas do you think we should prioritise and focus on during the coming year: (please allocate a priority to each area - High /Medium/Low)

Answer Options	Low	Medium	High	Response Count
Getting an appointment	0	2	6	8
Booking ahead	1	2	5	8
Seeing your preferred GP	1	1	6	8
Seeing any GP	2	5	1	8
Ease of contacting us by phone	1	3	4	8
Communication with Patients	0	6	2	8
<i>answered question</i>				8
<i>skipped question</i>				0





Appendix V – Wider Practice Population Results

10/02/2012

BIRTLEY PATIENT SURVEY RESULTS JUNE 2011

Response No	Q1		Q2			Q3		Q4				Q5				Q6				Q7		
	In person	By Phone	Yes	No	Can't Rem	Yes	No	Very Easy	Fairly Easy	Difficult	Very Difficult	Always or almost always	A lot of the time	Some of the time	Never or almost never	1-3	4-6	7-9	>10	Ask to see another GP	Ask when preferred GP avail & wait	Ask to see another GP and look for appointment with preferred GP when available
TOTALS	34	152	103	66	10	134	45	7	55	36	27	41	29	84	15	42	69	30	36	127	28	23
Total Answers per Question		186			179		175				175			179					177			178
%	18.3%	81.7%	57.5%	36.9%	5.6%	34.9%	25.1%	4.0%	31.4%	49.1%	15.4%	24.7%	17.1%	49.4%	8.9%	23.7%	39.0%	16.9%	20.3%	71.3%	15.7%	13.0%

PATIENT COMMENTS

Emergency doctor appointment system is very good
 Waiting to see your own GP depends on the urgency
 Stop giving 3rd degree questions re your illness & get a free phone number or local call charge
 I am quite happy
 I am satisfied with your staff & service both are very good
 It seems to be pretty good so far
 Not the app's just some of the receptionists have a bad attitude, one in particular and they aren't happy if you don't tell them why you want to see a doctor
 Online appointments would be helpful
 I am delighted that we have a system where you can see a dr on the day
 An area for children could be better, eg more toys and TV
 Booking online. Notice people in the surgery prior to the phone being answered (8.30) making appts - meaning few left if you ring
 Sometimes reception can be very hostile and unhelpful, perhaps have 2 or more receptionists working together to ease the stress
 I don't care what Dr or Nurse I see just as long as I can see them as quick as possible
 I would prefer phone no to be changed to 0845 as 0844 are expensive for me to call and sometimes several calls have to be made to get through
 Today we are still waiting 10 mins after appointment time

BIRTLEY PATIENT SURVEY RESULTS JUNE 2011

Q8						Q9				Q10					Q11						
In the past 6 months, have you tried to book ahead for an appointment with your preferred doctor but was told that there were no appointments available for the next 2 weeks.						How satisfied are you with the hours that the GP surgery is open?				Would you like your GP surgery to open at additional times?					Last time you saw a doctor at your surgery, how good was the doctor at giving you enough time.				The last time you saw a doctor at your surgery, how good was the doctor at giving you enough time.		
Yes, regularly	Yes, on occasions	No, never	If yes - ask to see another GP	If yes - ask when preferred GP is available & book	If yes - ask to see another GP & book for appointment with preferred GP	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Yes	No	Makes no difference	Yes - At handtime	Yes - after 5.30pm	Yes - after 6.00pm	Yes - Sat am	Very good	Good	Poor	Very Poor	Yes
39	87	48	68	40	20	99	72	6	2	54	30	92	6	19	18	37	110	63	2	1	97
		1%							1%							80					1%
22.4%	50.0%	27.6%	53.1%	31.2%	15.0%	55.3%	40.2%	3.4%	1.1%	30.7%	17.0%	52.3%	75%	23.8%	22.5%	46.2%	62.5%	35.8%	1.1%	0.6%	57.1%
					95.5%							69.3%					99.2%				

Appendix VI – PRG Results Letter (Priorities)

PATIENT REFERENCE GROUP

Dear ~[Title] ~[Surname]

You recently agreed to become part of our new Patient Reference Group (PRG); helping to feed back patient views on the range and quality of services that the Practice provides and assisting us in developing plans for our future. Thank you for agreeing to help us; your time and views are much appreciated.

All patients that expressed interest in joining the PRG were asked which areas the Practice should focus on developing over the coming year. These areas were comprised from previous patient feedback (comments, complaints, previous patient surveys).

The top three priorities that the PRG have highlighted for further improvement are:

- Getting an appointment
- Being able to book ahead
- Seeing your preferred GP

The Practice will now undertake a broader patient survey to seek patients' views around these priority areas. Once this survey has been conducted we will contact members of the PRG again to discuss the findings and plan any proposed changes to services. Enclosed is a copy of this survey; please could you complete it and return it to us in the freepost envelope provided.

Thank you again for taking the time to give us your views and help shape the services that we provide.

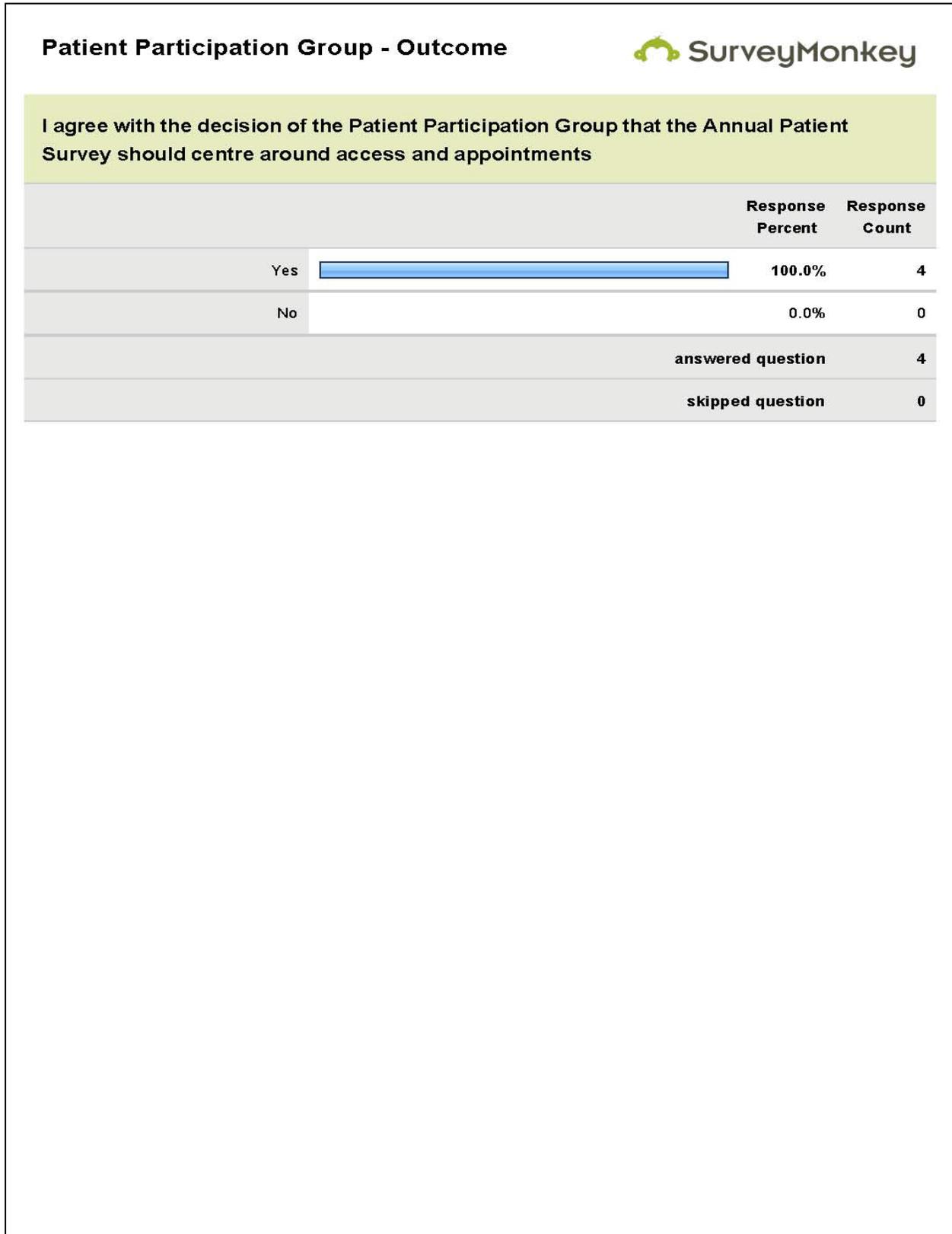
Yours sincerely,



On behalf of the Partners



Appendix VII – PRG Agreement (Priorities)





Appendix VIII – PRG Results Letter (Wider Practice Population)

PATIENT REFERENCE GROUP

Dear ~[Title] ~[Surname]

We recently wrote to you as part of our new Patient Reference Group (PRG); helping to feed back patient views on the range and quality of services that the Practice provides and assisting us in developing plans for our future.

You may remember that following consultation with the PRG the Practice was going to undertake a broader patient survey to seek patients' views around the identified priority areas of access. We are now contacting you again to inform you of the findings of this survey.

Over 200 questionnaires have been issued with over 175 responses received; this includes 26 from members of the PRG. We are delighted that so many patients have been keen to give us their views. We are currently working with a Management Consultancy who have analysed the responses.

Attached is a summary of the survey results for your attention and to review. The key areas and priority we see here is to improve access to the appointments system. The current appointments system is rather complex and would benefit from being streamlined. We aim to do this by making the following changes:

- Providing improved access to your preferred GP
- Standardising clinic times and types and simplifying the appointments system
- Extending the "book ahead" time to 6 weeks (currently 2 weeks)
- Simplifying telephone contact (reducing the number of times a patient has to phone back)

We would be delighted to receive your feedback and comments on this so that we can formulate and agree the detailed changes to the appointment system. We will be looking to agree changes in the coming weeks and implement the changes from early October. We are proposing to issue a communication notice to all patients one week in advance of this. We are proposing to hold a brief meeting at the surgery on Wednesday 28th September at 12:00 noon for approximately half an hour to allow members of the PRG to give us any feedback. If you are unable to attend but would still like to offer feedback then either write to me at the above address or contact me at catherine.armitage@gp-a85008.nhs.uk

Thank you again for taking the time to give us your views and help shape the services that we provide.

Yours sincerely,

On behalf of the Partners



Appendix IX– PRG Meeting Agenda 28/09/2011

**BMG PATIENT REFERENCE GROUP MEETING
28th September 2011
12.00 noon – 12.30 pm
NDU Waiting Room, BMG**

AGENDA

1. Introduction to PRG
2. Discussion of patient survey results
3. Discussion of identified priorities:
 - a. Getting an appointment
 - b. Being able to book ahead
 - c. Seeing your preferred GP
 - d. Feedback from PRG
4. Discussion of proposed changes:
 - a. Providing improved access to preferred GP
 - b. Standardising clinic times and types
 - c. Extending the “book ahead” time
 - d. Simplifying telephone contact
 - e. Feedback from PRG
5. Agreement of action plan and timescale
6. Any other business
7. Close of meeting

**Appendix X – PRG Meeting Minutes 28/09/2011**

BMG PATIENT REFERENCE GROUP MEETING 28th September 2011 12.00 noon – 12.30 pm NDU Waiting Room, BMG
--

Attendees:	Ken McLean (Group Manager)
Apologies:	Catherine Armitage (Practice Administrator), Xxxx Xxxxxx (PRG Member)

The meeting was convened at 12noon. No members of the PRG attended and at 12:30pm the meeting was closed.

An email from Xxxx Xxxxxx was received in their absence stating that the survey results mirrored their own.

The Practice interprets the non-attendance by members of the PRG at this meeting as approval of the planned action and changes detailed in the letter dated 21st September 2011. There were no objections received in lieu of attendance at the meeting.



Appendix XI – PRG Feedback Letter 03/02/2012

PATIENT REFERENCE GROUP

Dear ~[Title] ~[Surname]

You recently agreed to become part of our new Patient Reference Group (PRG); helping to feed back patient views on the range and quality of services that the Practice provides and assisting us in developing plans for our future. Thank you for agreeing to help us; your time and views are much appreciated.

We would be delighted to receive feedback and comments on the changes that the PRG have assisted the Practice in making so far and will be holding a brief meeting at the surgery on Tuesday 14th February at 5:00pm for no longer than an hour to allow members of the PRG to do this.

Please would you be able to complete the slip below and return to me in the enclosed freepost envelope so that I am aware of the possible numbers attending. If you are unable to attend but would still like to offer feedback then either enclose a note with the return of your slip or contact me at:

catherine.armitage@gp-a85008.nhs.uk

Thank you again for taking the time to give us your views and help shape the services that we provide.

Yours sincerely,

On behalf of the Partners

~[Title] ~[Forename] ~[Surname]

~[Patient Number]

I will / will not be able to attend the PRG meeting at Birtley Medical Group on Tuesday 14th February at 5:00pm

Signed: _____

Date: _____



Appendix XII – PRG Feedback Meeting Agenda 14/02/2012

**BMG PATIENT REFERENCE GROUP MEETING
14th February 2012
5:00pm – 6:15pm
Common Room, BMG**

AGENDA

- Welcome
- Recap on Patient Reference Group
- Progress to Date:
 - Direction
 - Patient Questionnaires
 - Action Plan
 - Changes Made
 - Results to Date
- Open Discussion
- Follow up/Ongoing
- Meeting Close

**Appendix XIII – PRG Feedback Meeting Minutes 14/02/2012**

Attendees:	Catherine Armitage (Practice Administrator), Eileen Gilroy (Reception Team Leader), Jack Nagle (Alpha Primary Care), Various PRG members (documented separately)
Apologies:	Various PRG members (documented separately)

The meeting was convened at 5:00pm. Eight members of the PRG attended.

Welcome

Jack Nagle (JN) opened the meeting and allowed both Catherine (CA) and Eileen (EG) to introduce themselves and the role they carry out within the Practice.

Recap on the PRG

CA reminded attendees about the purpose of the PRG with regards to getting views and feedback from patients in order to help the Practice improve and shape services that they provide, and indeed could provide in the future.

Progress to DateDirection

JN discussed the impending changes within Primary Care services and the NHS as a whole. The importance of ensuring the services provided by the Practice were of a high standard, and the important involvement of patients within this process was discussed.

Patient Questionnaire

JN reiterated the findings of the wider practice population survey:

- *Importance of preferred GP and continuity of care*
It was noted that 74.9% of respondents had a preferred GP. 16.4% of respondents had trouble booking an appointment within the next two weeks with their preferred GP.
- *Pressure on the telephone system*
Comments from patient contact (complaints etc) highlighted that on several occasions patients were requested to phone the Practice back at another time in order for their request to be fulfilled.
- *Inability to book ahead*
16.4% of respondents had trouble booking an appointment within the next two weeks with their preferred GP.

All attendees from the PRG agreed that they had similar experiences of the Practice system and acknowledged that it was obviously an area that would benefit from improvements. Those present felt that the patient survey reflected the priorities identified by the PRG and that this was an appropriate area to concentrate on. They also agreed that the patient survey itself was conducted in an appropriate manner. The results were discussed with those present and all attendees agreed that appointment access was an appropriate area for the Practice to address.

Changes Made

JN discussed the actions that were decided by the Practice in terms of improving the appointments system for both the staff and patients:



- Increasing the ability to book appointments from two weeks ahead to six weeks ahead.
- Redistributing urgent appointments so that any patient requesting an urgent appointment would be offered a same day appointment with their preferred GP (where possible)
- Staff to deal with telephone requests on the first call rather than prompting patients to call back at a later date or time
- Embargoing urgent appointments so staff cannot pre-book these when demand is high.
- Daily assessment of the appointments system to manage fluctuating demand.
- Streamlining of clinic start times in order to simplify the appointments system for both staff and patients
- Maintain the current ability to provide telephone consultations

All attendees from the PRG agreed that the action plan discussed was sensible, achievable and suitable in terms of improving the service that was offered to patients.

Results to Date

JN discussed that the above action plan had already been implemented as of October 2011. Both JN and CA discussed the impact of the results so far:

- A >20% reduction in telephone calls to the surgery due to staff dealing with requests on the first occasion
- The ability to book an appointment up to 6 weeks ahead
- The ability to book an urgent appointment with a preferred GP (where possible)
- An increase in appointment capacity due to the reduction of patients booking multiple appointments in order to see a preferred GP

All attendees agreed that this was a significant improvement and that the Practice should continue with these actions to the appointments system.

JN confirmed that the appointments system would be reviewed again after a year to ensure that changes were still appropriate and effective. The members of the PRG who were present agreed with this.

Open Discussion

JN prompted an open discussion with the attendees as to their current thoughts on the services that were being provided and the actions for change that had been approved.

The following points were raised by those attending the meeting:

- Being able to book appointments six weeks ahead was fantastic
- Telephone consultation appointments could be better publicised
- There was a considerable interest in having a practice newsletter including such topics as:
 - The number of patients who do not attend (DNA) appointments each month
 - Current news affecting the Practice (basic description of how governments plans would affect the Practice)
 - Advertising telephone consultations
 - Advertising the variety of appointments available within the Practice
 - Interviews with members of staff
- The new medication review system seemed to be much better, and CA confirmed that it was also reducing pressure on the appointments system.



- Communication between the Practice and the patients needs to improve
- A need for a whiteboard or notice board at reception to inform patients of any delays with clinicians

Follow up/Ongoing

JN and CA discussed current changes that were implemented as part of the actions that had been applied to the appointments system that were still “under trial”. These included:

- A traffic light system for staff to alert them to how busy the appointments system was and to alert them to any action that needed to happen
- The reception and admin staff have helped to design and implement a new meet and greet policy that would hopefully improve patient contact and experience.

It is worthwhile noting that many of the attendees remarked at how much of an improvement there had been with frontline staff over the previous 12 months and that the whole process of coming into the Practice had improved significantly.

Meeting Close

JN and CA thanked all for attending, advised that they were always available for comment if they needed to speak to a member of staff about any issues, and that the Practice would keep the PRG involved with future plans and updates as to service improvements.