

## **LOCAL PATIENT PARTICIPATION REPORT**

### A description of the profile of the members of the PPG

Coulby Medical Practice have an established Patient Participation Group that have been meeting since November 2011. There are 19 members within the group all of who are registered patients at the Practice. There are 5 male members and 14 female members.

#### Age profile:

3 members: 30 – 40 years

1 member: 41 – 50 years

2 members: 51 – 60

7 members: 61 – 70

6 members: 71 – 80

The majority of the group are retired but the group does consist of two members who have young children, five members who are either employed or self-employed, and members who have a disability or long term condition. One member is also a carer.

There are some patient groups that have been unrepresented on the Patient Participation Group but efforts have been made to attract these members which have not come forward.

### A description of how the practice has engaged with patients to ensure all patient categories are represented within the PPG.

All patients of Coulby Medical Practice are welcome to join the Patient Participation Group. Coulby Medical Practice attracted members of the group by publicising through the practice website, patient newsletters, posters in the waiting area and in local pharmacies and leaflets in and around the Practice and also through direct invitations from clinicians.

Members of the Patient Participation group have also carried out awareness sessions, at busy times in the waiting area, to raise awareness of the group to recruit new members. Despite the above publicity, some patient groups are still not represented. To ensure the views of unrepresented categories of patients are represented, the Practice collated a database of patients who were happy to be contacted once or twice per year to complete a short survey. A further 44 patients have agreed to be contacted to complete surveys and the Practice now have involvement from all categories of patients.

### Issues discussed and agreed

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As the Practice had recently introduced the Doctor First appointment system, the main focus and issues were around this system and its success. In particular the satisfaction in comparison to the previous traditional system of booking face to face appointments, continuity of seeing the same person as the telephone consultation and the ease of getting through to the Practice on the telephone. Doctor First could carry out a bespoke survey in order to understand and evaluate how patients are responding to the Doctor First System. It was agreed to use this survey.

#### The Doctor First survey

Productive Primary Care commissioned FeedbackMatters to undertake patient surveying for Coulby Medical Practice. Feedback was gathered using a bespoke survey administered by post and via GP Feedback.org. 88 responses were received which is a normal rate. Male and female patients from across the age spectrum completed the survey.

The feedback was collated over the period 17<sup>th</sup> June to 28<sup>th</sup> June and results received in July 2013 which is the date of the Doctor First survey results.

Throughout this time period patients were given either, a paper survey with a pre-paid envelope to return the survey or an information sheet to access [www.FeedbackMatters.org](http://www.FeedbackMatters.org) to complete the survey online if the patient had internet access and was willing to complete the survey online.

On this occasion the patients that were requested to complete the survey were those patients who had accessed the GP appointment system within the timeframe. The Practice asked patients who attended the surgery for a face to face GP appointment and also sent postal surveys to 250 patients who had accessed the GP appointments system by receiving telephone contact with the GP and a joint decision was made by the patient and GP that a face to face consultation wasn't necessary. A postage paid envelope was enclosed with the questionnaire for return to those patients that were sent the survey.

The results of the Doctor First survey were sent by email to the group prior to the next meeting. This was to provide the members with an opportunity to view the results ready to discuss and agree actions.

The results were discussed at the meeting on Tuesday 10<sup>th</sup> September 2013.

The results of the survey were very positive showing:

- Over 90% of patients reporting 'satisfaction with outcome'.
- Over 90% of patients 'liked the idea of being able to chat on the 'phone without necessarily being seen'.
- 70% of patients found it easy to get through to the Practice over the telephone
- Over 80% of patients found the reception staff 'friendly and courteous'.
- Over 60% of patients felt it was a better system than the old system.

The results show that the majority of patients were booked in a face to face appointment to see the same GP or Nurse Practitioner who provided the telephone consultation. The results also show that some patients were experiencing difficulty accessing the Practice by telephone and this was raised as the main issue. The following actions were agreed:

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**Dr Heather Wetherell Dr Cathy Williamson Dr Gerald Fernandez  
Dr David Bannar-Martin Dr Rachel McMahon Dr John Bye**

2013/14

**ACTION PLAN OF AGREED ITEMS FROM PATIENT PARTICIPATION GROUP:**

<b>Action point:</b>	<b>Lead person:</b>	<b>Notes/problems encountered/updates:</b>	<b>Completed date:</b>
Telephone system – to discuss with supplier ways to improve i.e. remove stacking system or options for patients i.e. dial 1 for prescription.	Practice Managers		February 2014
Blurb for providing consent for email use. To be added to website when ordering prescriptions and feedback. To create a form for receptionists to request email address from patients	Practice Managers		November 2013
On-line appointment booking	Practice Managers	February 2014 – difficulty due to Doctor First system to book appointments – issues around patients knowing the slot is for a telephone call back not a face to face appointment. Also around untimed appointments for call backs. To discuss further with GPs at next meeting.	

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