

DEAL TREE HEALTH CENTRE

PATIENT PARTICIPATION DES 2013 TO 2014

Drs Butler, Perumpallil, Sandhu & Wrixon

Blackmore Road, Doddinghurst, Brentwood, Essex, CM15 0HU
www.dealtreehealthcentre.co.uk

This report summarises how the Deal Tree Health Centre ensures that patients are involved in decisions about the range and quality of services that we commission. We proactively engage patients through our patient group and have sought the views of all our practice patients through a local survey.

March 2014

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REPORT SUMMARY

This report details the work undertaken by the Practice to gather feedback from our patient population and to ensure that patients are involved in decisions about the range and quality of services we provide.

We believe we have achieved all the components of the Patient Participation DES:

Component 1: Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative. The Deal Tree Health Centre Patient Group is comprised only of registered patients. It has been running for two years and meets at least every three months. There are currently fourteen core members. We also have a significant number of patients who have provided their e-mail address to allow them to be contacted for their views on key practice issues.

Component 2: Agree with the PRG which issues are a priority and include these in a local practice survey. The patient group discussed the key issues of importance to patients at the Patient Group meeting held on 3rd December 2013. Based on these issues questions were developed for inclusion in our patient survey.

Component 3: Carry out the local practice survey and collate and inform the PRG of the findings. We carried out the patient survey between 6th and 27th January 2014 and received a total of 288 responses. The results of our survey can be found in Appendix A.

Component 4: Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of the agreed changes. The survey results were collated and a survey results report written (Appendix A). The patient group discussed the survey findings and reached agreement about any changes in provision and delivery of services on 18th February 2014. None of the changes required NHS England notification.

Component 5: Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform NHS England. The patient group agreed an action plan (Appendix C) and agreed any changes on 18th February 2014. None of the changes required NHS England notification.

Component 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement. The outcomes of the engagement and the views of patients are in this report, which was published on the Practice website by the end of March 2014: www.dealtreehealthcentre.co.uk

We participated in the Patient Participation DES during 2012 /13.

COMPONENT 1: ESTABLISH A PRG

The Deal Tree Health Centre Patient Group is comprised only of registered patients. It has been running for two years. There are 14 core members and they meet at least every three months. We also have a significant number of patients who comprise our “virtual patient group” who have provided their e-mail address to allow them to be contacted for their views on key practice issues.

Patient and PRG group age

Age Range	Patient List age groups		PRG member ages	
	Total	%	Total	%
Under 16	2512	25%	0	
17 to 30	2013	20%	0	
31 to 44	1998	20%	3	21%
45 to 60	2087	21%	5	36%
61 and above	1276	13%	6	43%

Patient and PRG group gender

Gender	Patient list gender		PRG gender	
	Total	%	Total	%
Male	4903	50%	5	36%
Female	4983	50%	9	54%

Patient and PRG group ethnicity

Ethnic Group	Patient list ethnicity		PRG ethnicity	
	Total	%	Total	%
White British	8846	99.5%	14	100%
White Irish	39	<1%		
Other	11	<1%		

Several members of our group also fall within minority categories including those with physical disabilities and long term conditions.

COMPONENT 2: AGREE WITH THE PRG WHICH ISSUES ARE A PRIORITY

The patient survey was discussed at the patient group meeting on 3rd December 2013 to determine and reach agreement with the patient group on the priority issues to be included in the practice survey for this year.

Extract from Patient Group meeting minutes 3rd December 2013

“Annual Patient Survey

The Group reviewed last year’s survey questions and suggestions were made for adjustments, which RT will implement. It was also suggested that the Practice may undertake a separate survey, possibly in conjunction with the CCG, with regard to services provided by the Out of Hours Service, secondary care and community services. Overall the Group was happy with the progress made from the Action Plan and with the high level of satisfaction with the Surgery. The priorities that we should focus on in the Survey should be opening hours, appointments and on-line services.”

They reviewed the results and action plan from the last patient survey, agreed to look at general patient experience and to specifically focus on:

- Opening Hours
- Access – getting an appointment
- On-line facilities

Survey questions were developed to obtain feedback regarding these areas. Previous questions were also included in the survey to allow progress on these issues to be monitored.

COMPONENT 3: CARRY OUT THE LOCAL PRACTICE SURVEY

We carried out the survey using

- Survey Monkey on line
- Paper forms were available at reception for patients who preferred this method

We reminded our patients to complete the survey by

- Advertising in the surgery using posters
- Providing all patients attending the surgery with a leaflet to take away and read
- Texting a link to the survey to all our patients with a mobile telephone number on their records
- E-mailing all patients who had provided us with an e-mail contact address (our virtual group members)
- Our PRG members encouraged their friends and relatives who are our patients to complete our survey
- Placing a reminder on the bottom of our repeat prescriptions
- Speaking to individual patients as they attended the surgery
- Placing a message with the Survey Monkey link on our website

We carried out the Year 3 survey between 6th and 27th January 2013 and received a total of 288 responses. This included 284 online responses and 4 hard copy responses. The results of our survey can be found in Appendix A.

COMPONENT 4: REACH AGREEMENT WITH THE PRG OF CHANGES IN PROVISION AND MANNER OF DELIVERY OF SERVICES

At the patient group meeting on 3rd December 2013 group members were asked to consider the previous improvement plans that had been developed and how patients had responded to these improvements.

Extract from Patient Group meeting minutes 3rd December 2013

“RT went through the Patient Participation Improvement Plan:

Opening hours, availability of OOH (Out of Hours) and NHS Walk-in Centres: The Surgery has displayed posters regarding Out of Hours services and details of NHS Walk-in Centres. A new practice booklet has been produced also detailing the opening hours. This information is also on the Surgery website.

Lunchtime Access: A new sign on the mailbox outside the main door is now displayed for patients to leave prescription requests when the Surgery is closed.

Telephone Access: New telephone system was installed in December 2012 and the Surgery has started registering patients to enable them to book GP appointments on-line, which will help ease the pressure of demand on telephone calls to Reception.

Confidentiality at Reception: The Surgery has promoted the use of the private interview room to ensure patients are aware that they can speak to Reception in confidence.

Talking to Doctors by Telephone: The Surgery has promoted the ability for telephone consultations with the doctors via posters and newsletters.

Blood Tests at the Surgery: We received over 70 comments in last year’s survey for blood testing in the Surgery to be introduced. The Practice has made ongoing representation via the CCG (Clinical Commissioning Group) and it is hoped that an enhanced service will become available next year.”

The patient group and virtual group members were asked to consider the previous improvement plans that had been developed and how patients had responded to these improvements. In previous surveys:

You said	We did	The result in previous years was ...	The year 3 update is ...	Our conclusion is ...
You weren't sure how to access health care when we are closed	Launched an advertising campaign including posters, updating our patient information leaflet, and added information to our website about our Out of Hours service and other alternatives for when we are not open	We hope that you are more confident in accessing health services at all times	The Surgery has displayed posters regarding Out of Hours services and details of NHS Walk-in Centres. A new practice booklet has been produced also detailing the opening hours. This information is also on the Surgery website. No comments were received regarding this issue in this most recent survey	This issue is resolved
You would sometimes like to be able to speak privately to a receptionist	Identified a side room that we can offer more privacy and have advertised this with posters and signage	We can offer more privacy to our patients if they wish, and we have ensured they are aware of this option	The Surgery has promoted the use of the private interview room to ensure patients are aware that they can speak to Reception in confidence	This issue is being addressed and is not considered a significant issue of concern

You said	We did	The result in previous years was ...	The year 3 update is ...	Our conclusion is ...
<p>It is sometimes difficult to get through on the telephone</p>	<p>New telephone system was installed in December 2012</p>	<p>A more efficient and effective telephone response from us</p>	<p>80% of responders thought the telephone response was good, very good or excellent when they called the surgery</p> <p>The Surgery has implemented online appointment booking</p> <p>86% of responders were aware of the new on-line services and RT reported that nearly 10% of the Practice population have registered for this over the last two months</p>	<p>Satisfaction with the telephone system has improved and the online services are expected to further ease the pressure of demand on telephone calls to Reception</p>
<p>Many of you didn't know you could talk to a doctor on the telephone</p>	<p>We have advertised this more clearly in the surgery</p>	<p>You can now telephone the surgery and ask to speak to a doctor regarding a medical enquiry</p>	<p>The Surgery has promoted the ability for telephone consultations with the doctors via posters and newsletters</p> <p>66% of responders said they could always, almost always or a lot of the time talk to a doctor on the telephone</p>	<p>This issue will continue to be monitored and advertising will be ongoing</p>

You said	We did	The result in previous years was ...	The year 3 update is ...	Our conclusion is ...
<p>You would like to be able to have blood tests within the Practice</p>	<p>We are going to discuss this with other local practices and the service provider</p>	<p>We are looking into this and will keep you informed of progress</p>	<p>Patients remain keen for a local blood testing service</p> <p>The Practice has made ongoing representation via the CCG (Clinical Commissioning Group)</p>	<p>It is hoped that an enhanced service will become available next year</p>

The results of this year's survey were reviewed and discussed by our Patient Group members at a PRG meeting held on 18th February 2014. The findings were also shared with our virtual group members by e-mail. Members were asked to consider what actions should be included in the improvement plan in response to this year's survey results.

Extract from Patient Group meeting minutes 18th February 2014:

"Annual Patient Survey

RT went through the survey results and it was agreed that there was a high degree of satisfaction from the 288 patients (an increase on last year) that responded to the patient survey.

The vast majority of responders were satisfied with the telephone response and the opening hours of the Practice.

The Group discussed parking at the Surgery and it was agreed that we would look at the feasibility of providing additional disabled spaces, although the total number of spaces we are allowed is governed by Brentwood Council.

100% of responders thought both disabled toilets and baby changing facilities were adequate.

Nobody responded to say it was not easy to get into the Surgery building and all thought that the Surgery was clean or very clean.

Since the promotion of the private interview room in reception, more patients would now ask to use this room for patient confidentiality.

Overwhelmingly the patients thought the receptionists were either very helpful or fairly helpful.

Of those that responded to the GP access for urgent appointments question, 69% had been able to see the doctor on the same day or within the next two working days. It was agreed that we would look at different triage systems and the possibility of having a continual release of appointments within the next week. However, since the promotion on the availability to speak to a doctor by telephone, the response to this question was very encouraging.

The Group agreed that waiting up to 10 minutes after your pre-booked appointment time to be seen was perfectly acceptable. The Group was delighted with the response of 84% having definite confidence and trust in the doctor they saw and similarly with the confidence in the nurse that they saw.

The vast majority of responders were likely or extremely likely to recommend this GP Practice to somebody else.

86% of responders were aware of the new on-line services and RT reported that nearly 10% of the Practice population have registered for this over the last two months.

When looking at the comments on Appendix B, the Group agreed that they would look at the way in which notices at the Surgery were displayed so as not to give a shoddy appearance.”

COMPONENT 5: AGREE WITH THE PRG AN ACTION PLAN

It was agreed that the following issues would be addressed by the Practice in the coming year:

- Disabled access – parking spaces
- GP access – investigation of triage systems and review of appointment availability
- Increased use of online facilities
- Patient environment

These issues were formulated into an improvement plan that can be found in Appendix C.

COMPONENT 6: PUBLICISE THE REPORT ON THE PRACTICE WEBSITE

The Patient Participation DES report has been publicised within the Practice and added to our Practice Website: www.dealtreehealthcentre.co.uk

CONFIRMATION OF OUR OPENING TIMES

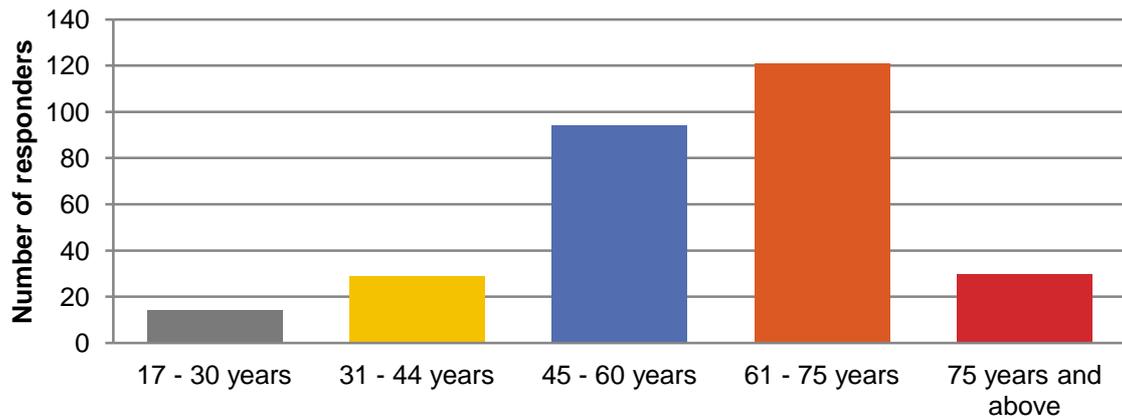
As a result of the survey we have not changed our opening times. They are:

- Patients can call the surgery between 8.00 am and 6.30 pm Monday to Friday
- Surgery times are 9.00 to 12.30 am and 2.00 to 6.30 pm (Until 6.00 pm on Friday)
- Extended opening hours are offered on Saturday between 8.45 and 11.45 am
- Outside of our opening hours please contact 111 who will provide information on the most appropriate local health service to suit your needs, including the Out of Hours GP Service

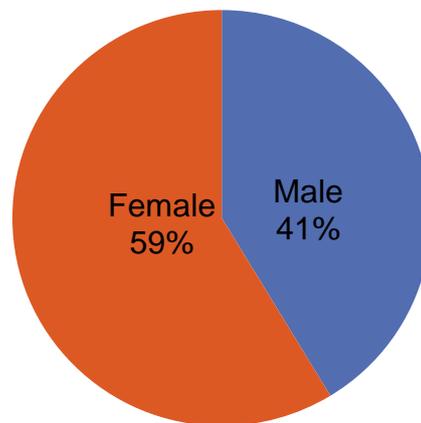
APPENDIX A: SURVEY RESULTS REPORT

288 patients responded to our Patient Survey. 284 patients submitted online responses via survey monkey and 4 hard copy surveys were collected in the surgery. These are the results of our survey.

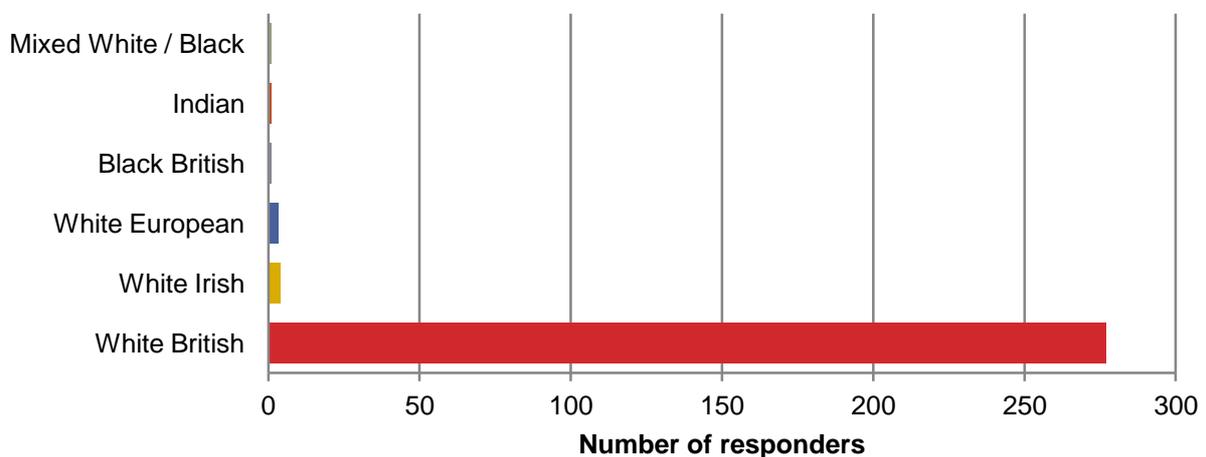
Age of survey responders



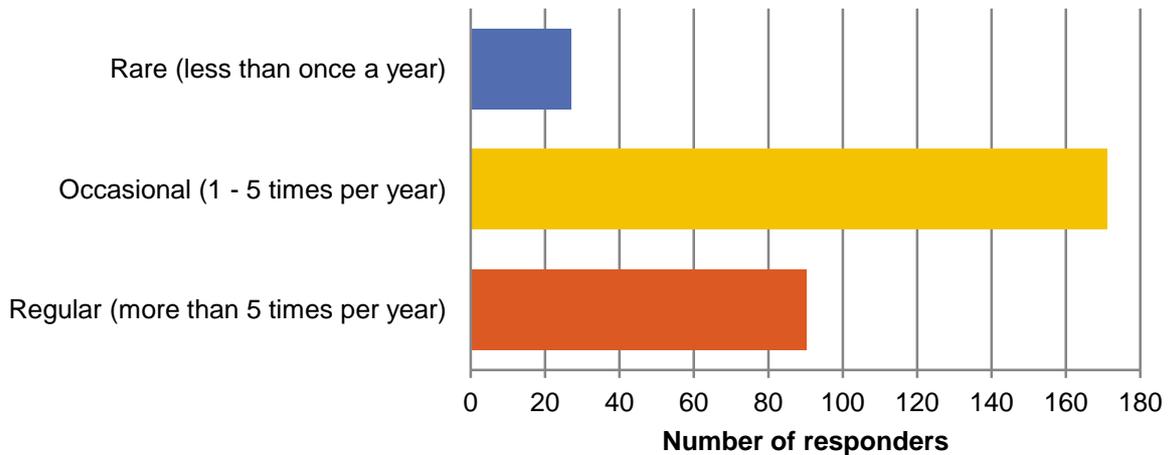
Gender of survey responders



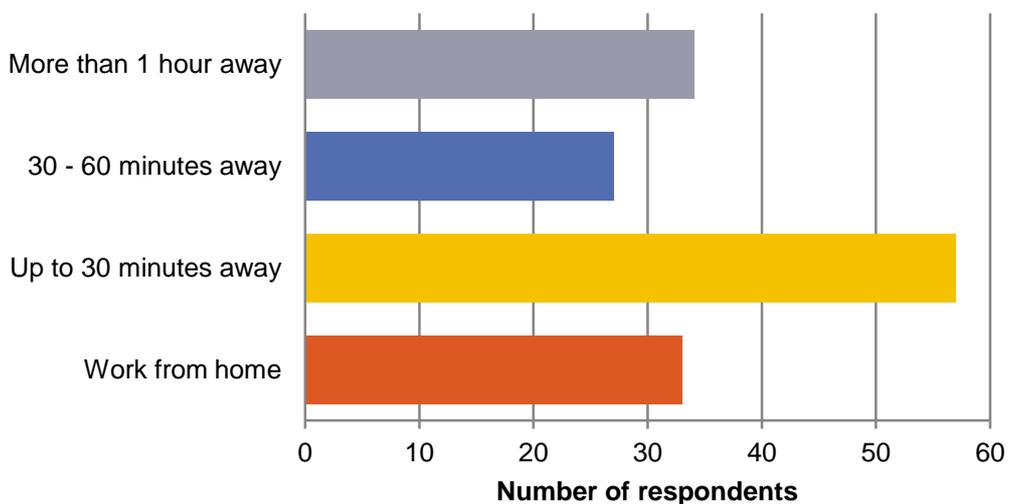
Ethnicity of survey responders



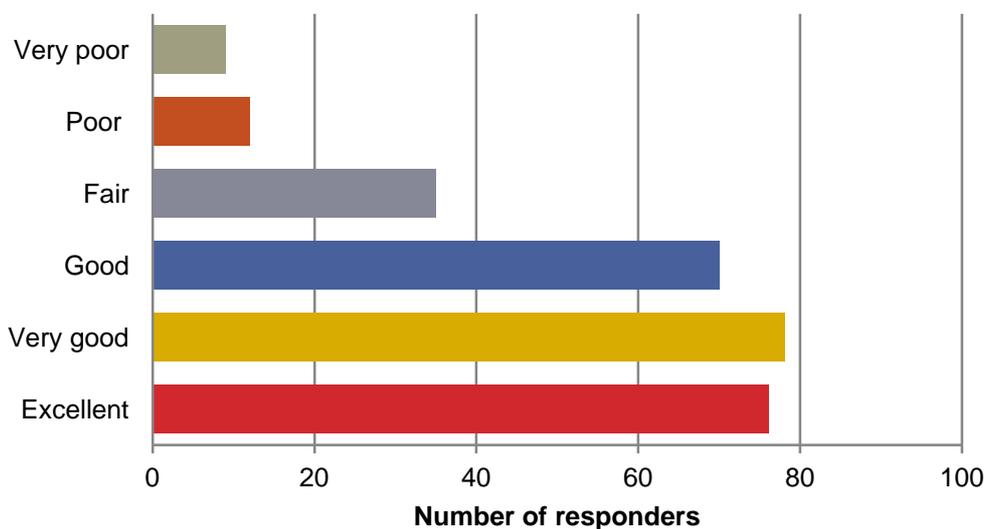
How often do you visit the surgery?



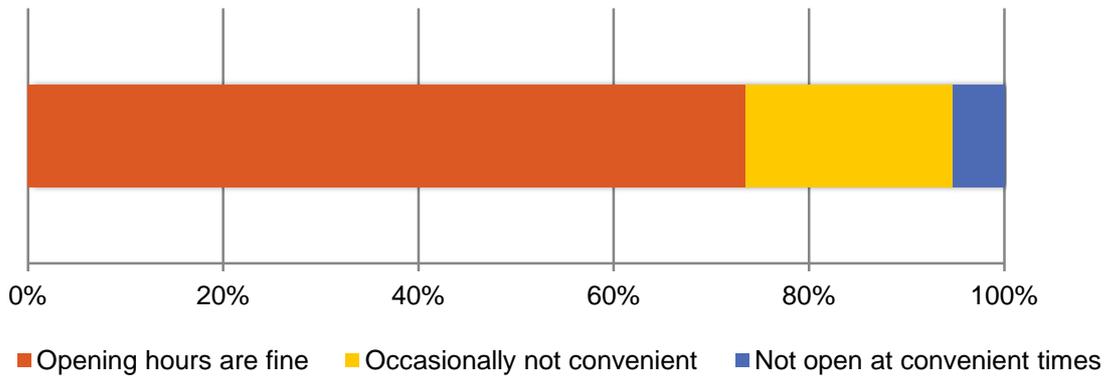
If you work, how close do you work to the surgery?



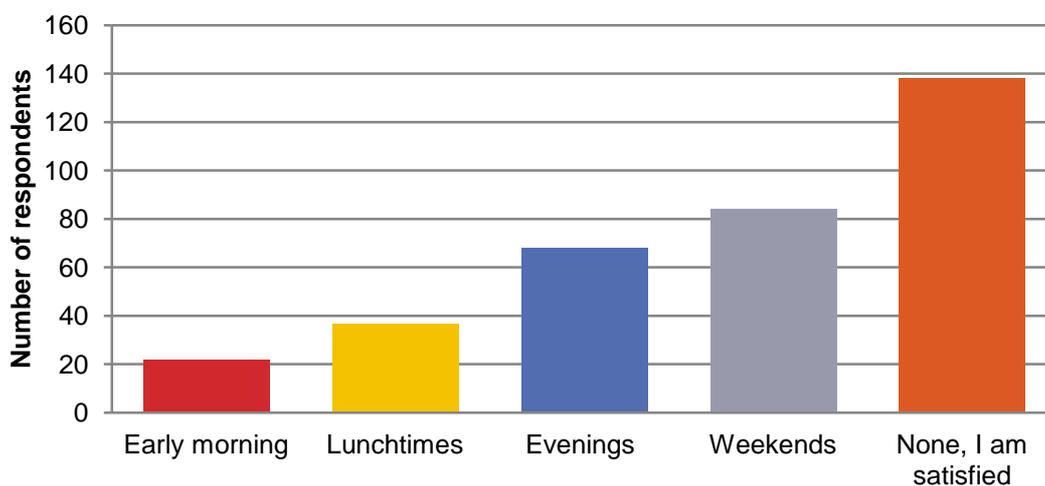
When you last rang the surgery, were you satisfied with the telephone response time?



Do you think our opening hours are convenient?



Requests for additional opening hours



Premises

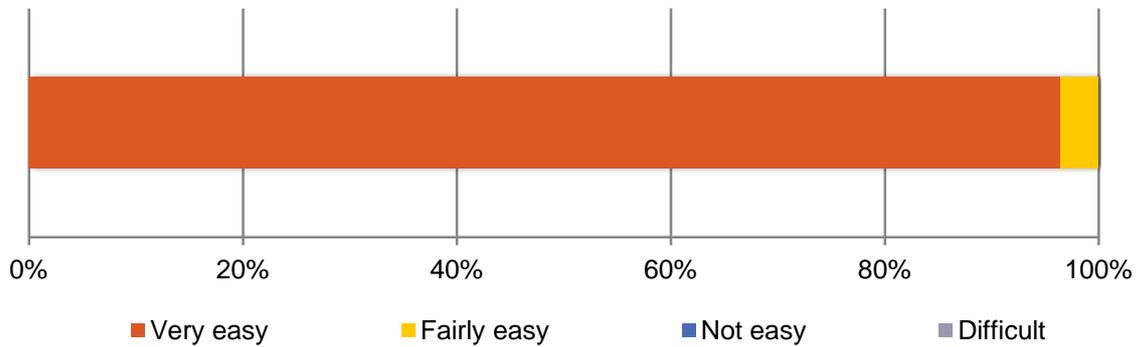
27 patients thought parking at the surgery could be improved. Their suggestions were:

- 10 Not enough spaces
- 8 Need more disabled spaces
- 6 Need more mother and child spaces
- 3 It's too far to walk from the car park

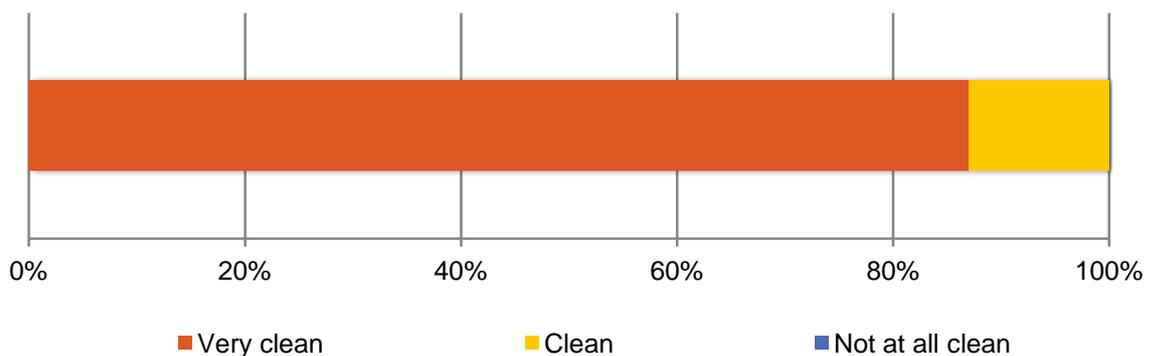
100% of responders thought the disabled toilets were adequate for their needs

100% of responders thought the baby changing facilities were adequate for their needs

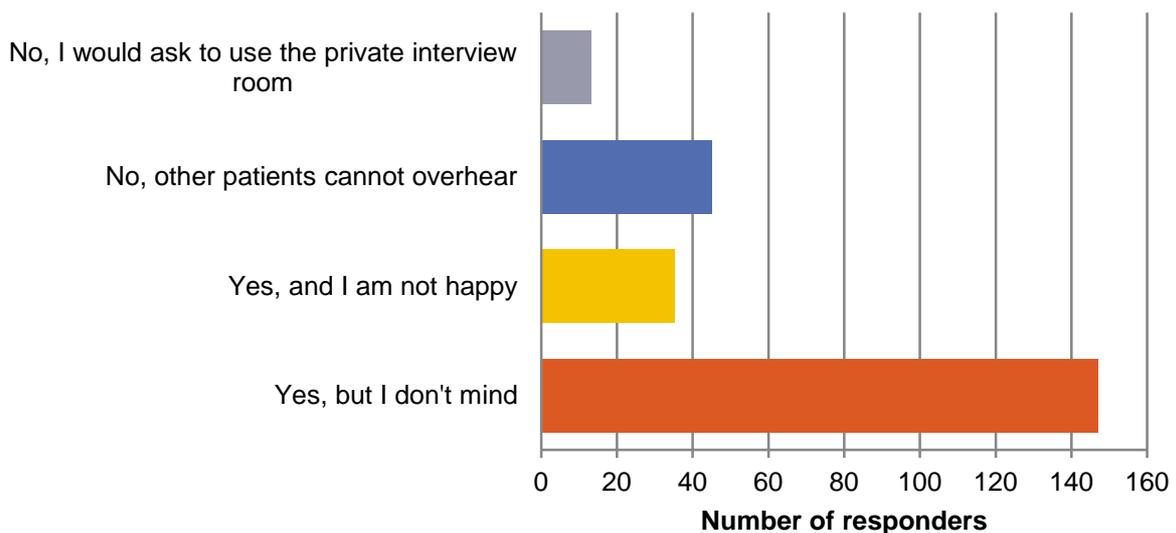
How easy is it to get into the surgery building?



How clean is the surgery?



Patient confidentiality – can you be overheard at reception?



- 195** patients thought the receptionists are very helpful
- 62** patients thought the receptionists are fairly helpful
- 10** patients thought receptionists were not very helpful
- 10** patients thought receptionists were not at all helpful

GP access - urgent

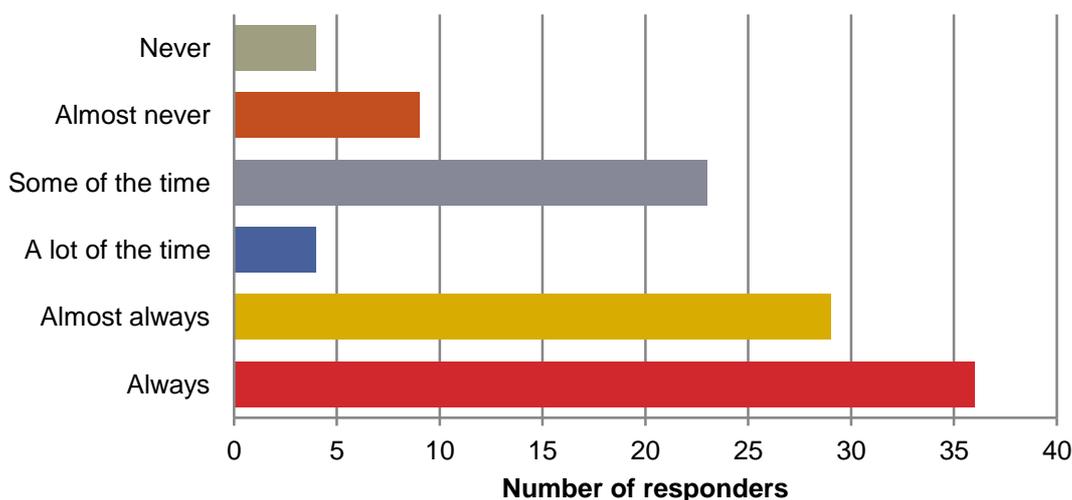
- **220** patients had tried to see a doctor **URGENTLY** in the last six months
- **151** of these had been able to see the doctor on the same day or within the next two working days (69%)

For those who had been unable to see a doctor within two working days for an **URGENT** need, the reasons given for this was:

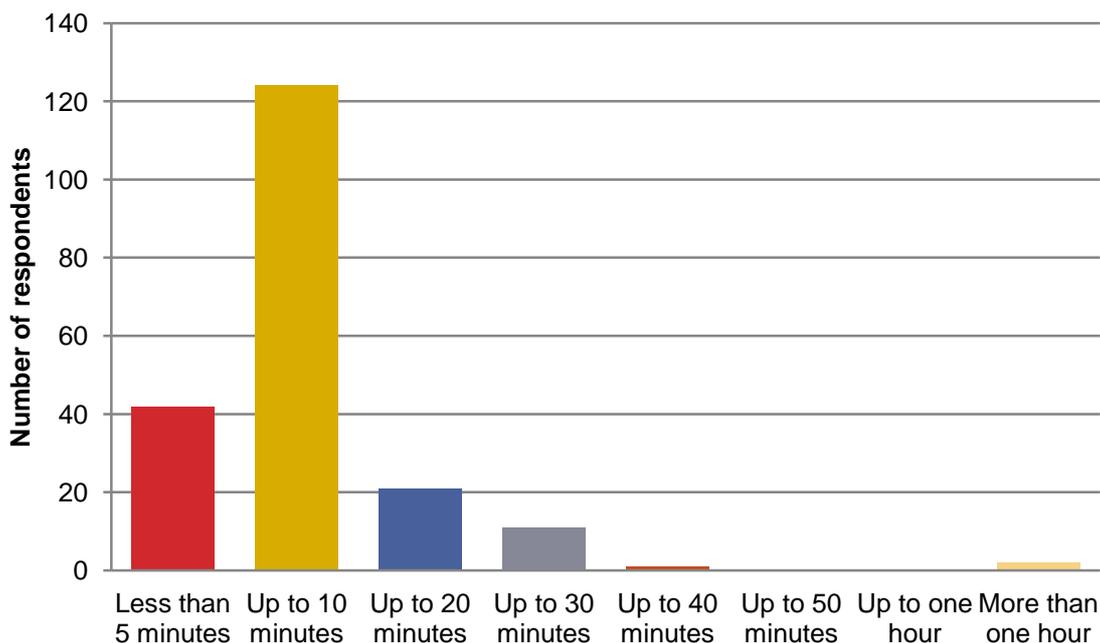
- 48** There weren't any appointments
- 2** Times offered didn't suit
- 1** Appointment offered was with a doctor I didn't want to see
- 3** A nurse was free but I wanted to see a doctor

GP access – are you able to speak to a doctor on the phone?

206 patients had seen a doctor for a **ROUTINE** appointment in the last six months

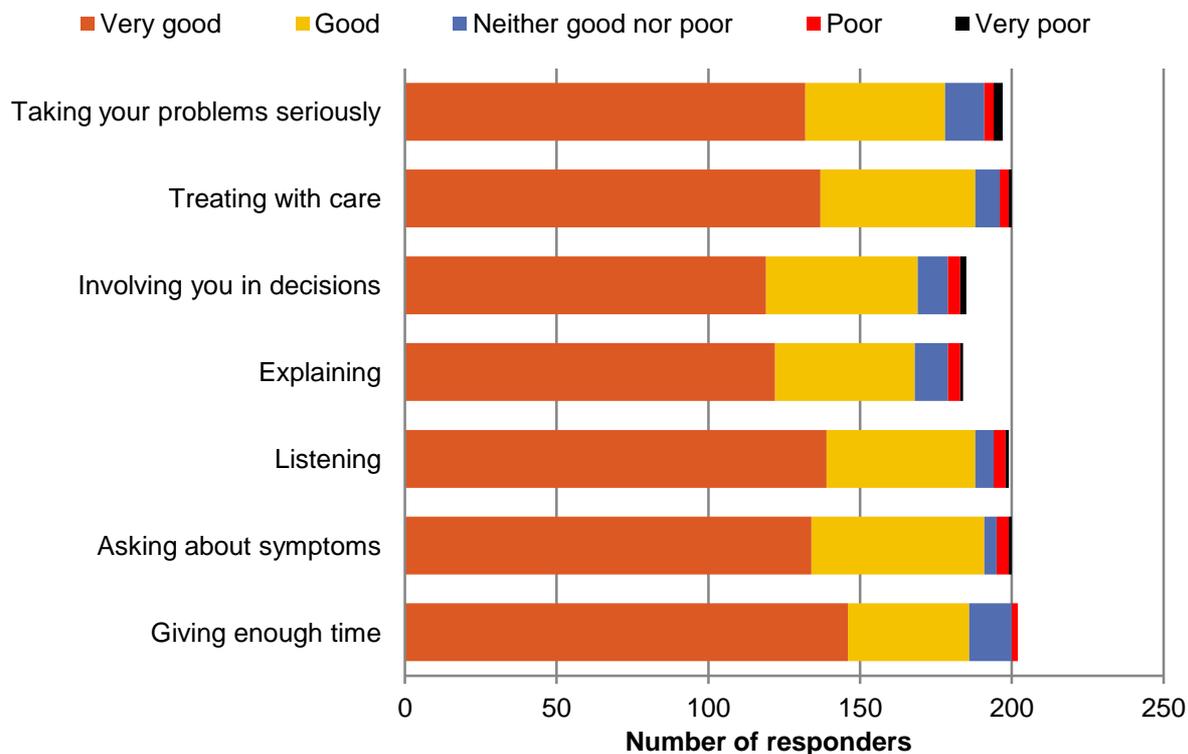


How long after your pre-booked appointment time do you normally wait to be seen?



How good was the doctor at ...

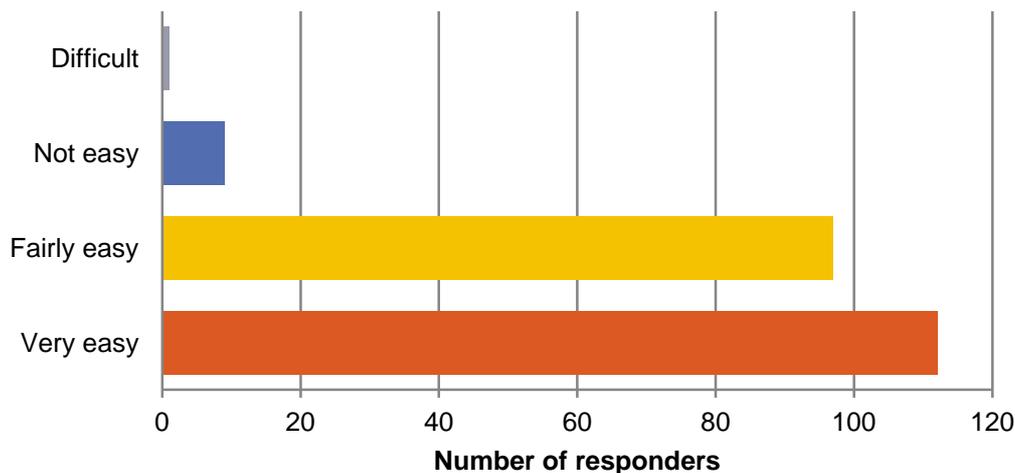
84% (164) patients said they definitely had confidence and trust in the doctor they saw



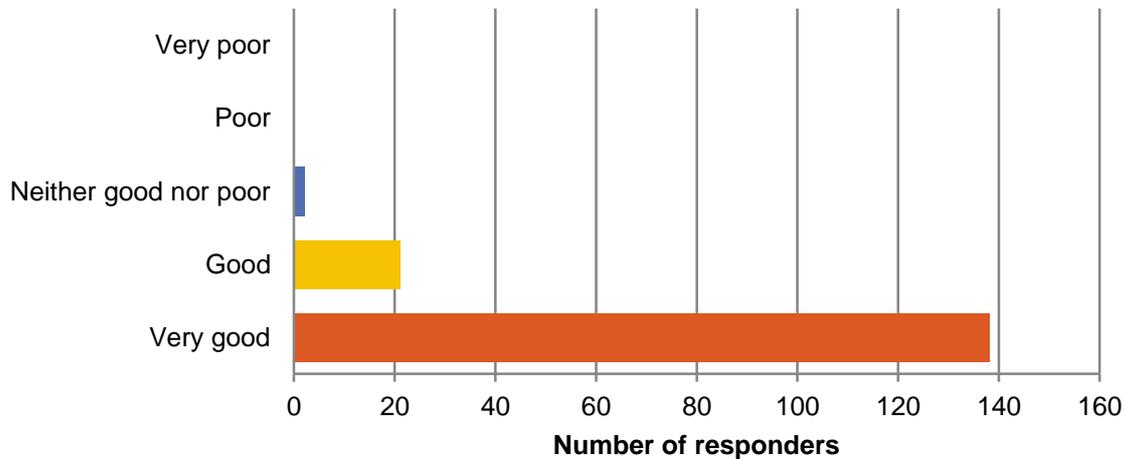
How easy is it to get a nurse appointment?

164 patients recalled seeing the Practice Nurse in the last six months

150 definitely had confidence in the Nurse that they saw

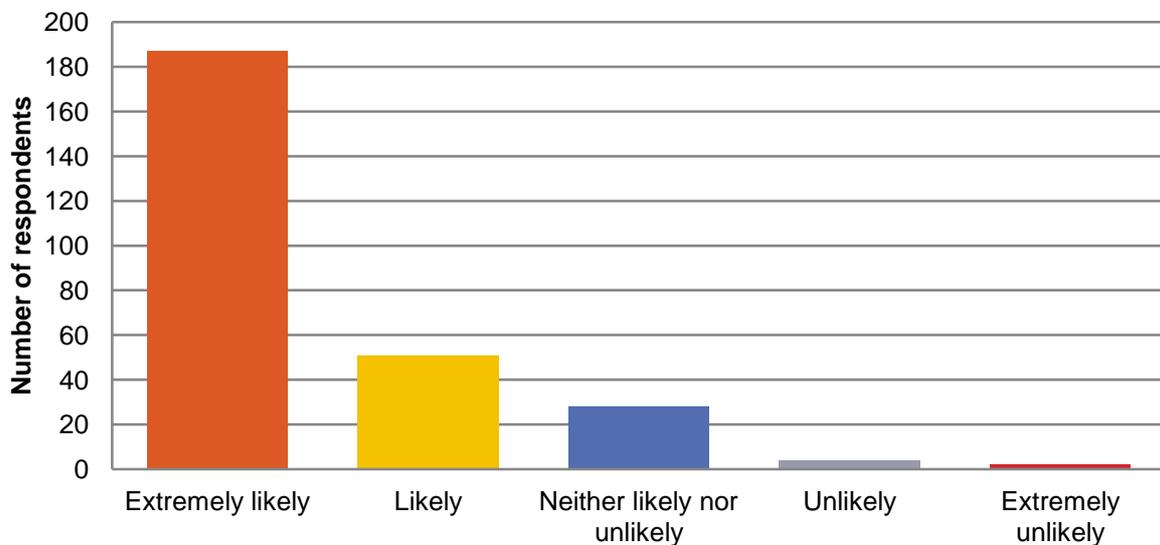


How good was the nurse at treating you with care and concern?



How likely are you to recommend this GP Practice to someone else?

The Deal Tree Friends & Family Test score is 57 .¹



86% (230) patients were aware of our new online services that were introduced following our last patient survey.

¹ 272 respondents completed the Friends & Family Test (FFT). For more details about the FFT go to <http://www.england.nhs.uk/ourwork/pe/fft/>

APPENDIX B: COMMENTS

Some general comments were made regarding wide ranging aspects of the Practice, some of which are noted below to give a flavour of the patient perception of Deal Tree Medical Centre:

★ □ **Care of patients is excellent and trying to improve is high on the agenda** ★
Now that they are in the new building the surroundings suit the high level of care we get there ★ **The random way in which notices at the surgery seem to be stuck anywhere makes the place look shoddy. Plus it gives no importance to any particular notice** ★ I and my family have received superb care from the practice over a very long period ★ **The dispensers always look so miserable and on edge are they that stressed????** ★ **This is an excellent surgery, we are very lucky to have it in the village** ★ Always, always, asked to hold by receptionists when you telephone which is very frustrating ★ The promised provision of blood tests at the surgery will be very welcome ★ **I don't think this surgery caters sufficiently enough for people who have to work full time** ★ I think that the surgery needs to be open longer especially at the weekends. It seems a shame to have such an expensive resource closed ★ **A very efficient, modern, caring family orientated practice. Thank you !!!** ★

Comments were also invited regarding other local health services:

★ **Broomfield Hospital has improved beyond recognition recently** ★ **Excellent District Nurse service** ★ **Had to use the 111 line on Boxing Day. I was very impressed, an excellent service** ★ I have had mixed experience of the Harold Wood Polyclinic, the reception staff are most unhelpful ★ **Out of hours GP service is inefficient and delivered by doctors whom I feel don't want to be there** ★ **Parking at Basildon is an absolute nightmare!** ★ **Brentwood Community Hospital - appointments were made with only a short time delay. Easy to park and appointments kept to time** ★

APPENDIX C: IMPROVEMENT PLAN

ISSUE TO BE ADDRESSED	IMPROVEMENT GOAL	KEY ACTIONS REQUIRED	BY WHOM?	BY WHEN?
<i>Which specific area are you going to focus on?</i>	<i>What do you want to achieve?</i>	<i>What needs to be done to achieve the goal? There may be more than one action</i>	<i>Who is responsible for ensuring it happens?</i>	<i>When do you think this will be completed?</i>
Disabled Access	To ensure equitable access for all	Review availability of disabled parking spaces & discuss options with Brentwood Council	Practice Manager	June 2014
GP Access	Improve 48 hour access	Investigate GP triage systems	Practice Manager	June 2014
		Review appointment availability and consider continual release of GP appointments to respond to patient demand	Reception Team	May 2014
Flexibility of patient communication with the practice	Increased use of technological solutions	Continue to encourage patients to sign up for access to online services	Reception Team	With immediate effect and ongoing
Patient Environment	Improved patient experience of waiting area	Review waiting area and maintain patient information (posters / leaflets etc)	Patient Group	With immediate effect & ongoing