

**St George's Medical Centre,
Parsons Lane, Littleport, CB6 1JU,
Cambridgeshire
www.stgeorges-littleport.co.uk**

Patient Participation Report 2013/14

1. Our Patient Participation Group

1.1 If this is the first year of your PRG, has a constituted structure been developed to reflect the practice population and to obtain feedback? How were representatives sought and what work was carried out to engage with any underrepresented groups?

See 1.2 as our Patient Participation Group was established in July 2011.

1.2 If this is not your PRG's first year, is the PRG still representative of the practice population? If there are underrepresented groups, how does the practice try to engage with them?

The PPG was established in July 2011, with a properly constituted quarterly Committee and a supporting Virtual Patient Group which does not meet face to face but receives regular email and postal communication. We have continued to raise the profile of the PPG over the past two years through our website, PPG leaflets, the PPG display board and articles in external publications such as the "Littleport Life" magazine delivered quarterly to every home in Littleport, the "Southery Voice" and the Little Downham website covering outlying villages.

Three new initiatives in 2013 have been a quarterly Practice Newsletter for patients, an improved website and a dedicated PPG email address. Working in partnership with the PPG, this has enabled us to promote PPG membership in the PPG section of the Newsletter and to create PPG pages on the new St George's website. The website PPG pages highlight the aims and current activities of the PPG, contain regular updates, past minutes and annual reports, plus forms to join the PPG and a "Contact Us" link.

It is impossible to provide a complete breakdown of the current PPG / Virtual Group membership as "Virtual" members usually only wish to provide their contact details for the secure PPG database, not background demographic details. Every effort has been taken to make the PPG as representative as possible.

The PPG Committee comprises a core group of 12 active members in 2013/14, with ages ranging from under 40 years to a lady in her mid-80s. The PPG Committee meets quarterly and holds an Annual General Meeting in July of each year, plus two other open evenings in March and October. The PPG operates a system of working sub-groups to undertake specific tasks, reporting back and taking direction from the full PPG Committee. There are currently two sub-groups working closely with the Practice - the Practice Survey Working Group and the Communications Working Group, which is responsible for all communication and publicity issues, including new PPG leaflets, displays and health promotion events, increasing patient awareness of available services and PPG promotion in general. Some patients do not wish to join a Committee as such, but this year we have encouraged Virtual Group members to become involved in the PPG at any level of commitment, to join in specific Working Groups and to assist at external events where the PPG has a presence, for example, at the Littleport Leisure Centre Fun Day in June 2013 and the Ely Schools Partnership Careers Event in February 2014.

PPG members have taken responsibility for the distribution of the quarterly newsletters and the Survey questionnaire and have used these opportunities to talk to patients and encourage increased membership and participation in PPG activities.

As current PPG membership may not be fully representative of the Practice population, extra efforts have been made to ensure that the Survey was distributed to as wide a cross-section of registered patients as possible. With the Practice Manager, the Survey Working Group reviewed the Practice Profile in Autumn 2013 to assess any changes over the past 12 months and this was taken into account when planning the distribution of the 2013/14 Survey questionnaire. No major demographic shifts were identified.

Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

2.1 How were the views of the PRG sought to identify the priority areas for the survey questions i.e a meeting, via email, website etc?

In mid-September 2013, we undertook Pre-Survey work with patients to confirm priorities to be included in the Survey Questionnaire. This work was undertaken in the Waiting Room area supported by displays and by email to PPG members as well as being discussed at the September 9th PPG Committee meeting.

The results were: in Priority 1st place – Appointments with 100 points, in 2nd place – Treatment and Clinical Care with 99 points and in 3rd place - Services for Vulnerable Patients with 88 points. We took into account the outcomes of this Pre-Survey work when developing the Survey questions. We also used patients' feedback on survey design and suggestions for question areas as expressed in the previous year's Survey. Any themes from Practice complaints were also taken into consideration.

A current patient priority is improvements to the Waiting Room area so we included a specific question in the Survey asking for suggestions as to how this could be improved and received many valuable constructive comments which will be used in future plans.

2.2 How have the priorities identified been included in the survey?

Following the Pre-Survey discussions, in partnership with the Practice Manager, the Survey Working Group undertook extensive work to design the Questionnaire. We created a shorter Questionnaire than last year, reducing the number of questions to 13, and also tried to provide more information about available services as part of the questions. Patients had welcomed the opportunity to add comments as part of the Survey Questionnaire as well as rating levels of satisfaction / dissatisfaction to the individual questions. We added comments boxes to the majority of questions and this decision to incorporate comments into the Questionnaire was well justified; 211 respondents out of 243 took the trouble to put something in the comments boxes, providing the equivalent of 37 typed A4 pages of valuable feedback once collated.

The 13 specific questions were grouped into subject areas (for example, Access including Disabled Access, Treatment and Levels of Care, Facilities etc.) reflecting the outcomes of the Pre-Survey work and including lessons learnt from earlier Surveys.

In early October 2013, a draft copy of the Survey Questionnaire was sent to all PPG members and Practice staff for consultation prior to the final version of the Questionnaire being completed.

Component 3. Details and Results of the Local Practice Survey

3.1 Was a survey carried out between 01.04.13 and 31.03.14?

The Survey was conducted over a period of 4 weeks from Saturday, October 19th (to coincide with October / November Flu Clinic sessions) with a closing date of November 18th 2013.

3.2 What method(s) were used to enable patients to take part in the survey (i.e survey monkey, paper survey, email, website link) and why?

From October 19th to November 18th 2013, approximately 300 paper questionnaires were distributed from the Medical Centre Reception, by PPG members at the Flu Clinics on October 19th and November 2nd, and at key Littleport locations such as pharmacies, sheltered housing, care homes, the Children's Centre and the "Young People Littleport" centre. Another 200 paper questionnaires were sent by post by the Practice to a random selection of registered patients to ensure representative distribution in line with the Practice Profile. The Survey was also available by email and on the website for electronic completion.

The Survey was promoted via displays in the Waiting Room, in the Practice Newsletter, in local village magazines and on the PPG pages of the Practice website. When completing the questionnaire, patients were asked to name the source of their questionnaire so we could gather information on the better methods of patient engagement and % returns.

3.3 Was the survey credible (was the response rate sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid)?

The number of completed returns was very encouraging, possibly due to the range of distribution methods adopted, often face to face with PPG members, and the variety of questionnaire formats – hard copy paper, email and submission via a direct website link.

243 completed questionnaires (more than double that of last year) were returned from a good cross-section of age groups although, as expected, there was a high percentage in the 55 to 74 age band as these patients are probably more regular users of St George's services including the Flu Clinics.

Under 16 years = 1; 16-24 years = 2; 25-34 years = 15; 35-44 years = 24; 45-54 years = 19; 55-64 years = 48; 65-74 years = 83; 75-84 years = 41; Over 84 years = 11. (Please note that not everyone completed the age boxes).

The 243 completed surveys came from approximately one third males and two thirds females. 225 patients regarded themselves as White British (about 93%) which matches the Practice Profile of registered patients who have declared an ethnicity.

202 respondents lived in postcode CB6; 7 in CB7; 5 in PE14; and 26 in PE38, again reflecting the Practice Profile.

157 respondents stated that they had a long-term medical condition or disability, 41 declared that they had a significant hearing loss and 38 regarded themselves as carers.

3.4 Please provide a copy of the survey and the analysis of the results of the survey.

See attached copy of Survey Questionnaire plus March 2014 Final Survey Results and Action Plan Report.



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Survey and Action Points



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Survey Questionnaire

Component 4. Discussing Survey Results with the Patient Reference Group (PRG)

4.1 How were the survey results discussed with the PRG and any proposed outcomes agreed?

Following the closing date of November 18th 2013, the Survey returns were collated and analysed by the PPG Survey Working Group in partnership with the Practice Manager. An interim verbal report was presented to the PPG Committee on December 9th 2013 outlining and discussing the early findings. More detailed analysis and collation of the numerous patient comments continued throughout January 2014. This was co-ordinated by the Survey Working Group and but also involved other PPG members at a meeting of the Communications Working Group on January 17th 2014 when specifics linked to communication issues arising from the Survey responses were discussed.

At the beginning of February a draft report on the Survey Results was sent to all PPG members for consultation, asking for general comments and any suggestions for themes to be included in the Action Plan. PPG members were able to send their comments using the dedicated PPG email address which goes directly to the Practice server.

Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

5.1 What action plan was agreed and how does this relate to the survey results?

Following the early February consultation on the draft report on the Survey Results, the feedback from PPG members was included in discussions when the Survey Working Group met with the Practice Manager on February 18th to commence work on the Action Plan.

5.2 How was the PRG consulted to agree the action plan and any changes?

A draft Action Plan was completed by early March and presented to members at the PPG Committee meeting on March 10th 2014. Following discussion of the Survey outcomes and the priority areas for action, PPG Committee members were able to input to the final version of Action Plan which will form part of the complete report which covers both Survey results and associated actions.

The Survey Results and Action Plan were presented to patients at the PPG Open Evening on March 27th 2014 and there will be a display dedicated to the Survey in the Medical Centre Waiting Room during April 2014.

This Final Survey Results and Action Plan Report (attached) was submitted to NHS England Area Team and published on the Practice website by the end of March 2014 as well as being circulated by email / post to all PPG members.

The PPG Committee will monitor progress on the new Action Plan at each of its quarterly meetings throughout 2014/15.

5.3 If there are any elements that were raised through the Survey that have not been agreed as part of the action plan what was the reason for this?

None - although there may be delays in Waiting Room improvements as these are linked to the approval awaited on plans to relocate the current on-site Pharmacy.

5.4 Are any contractual changes being considered? If so please give details and confirmation that these have been discussed with the AT.

None

Component 6. Publishing the Local Patient Participation Report

6.1 Are there any further actions that have occurred from the:

2011/12 Action Plan - progress includes:

- Major external works to Medical Centre site commenced, including disabled parking, increased security, lighting and one way parking system
- On-site Pharmacy facility in temporary accommodation
- Introduction of new clinical system Systmone, increasing online appointment booking and patient information facilities
- Restructuring of GP and Nursing sessions, increasing appointment availability
- More PPG information on website with plans for new website upgrade
- Increased development of on-site satellite services provided by Queen Elizabeth Hospital, King's Lynn
- Ongoing dialogue with PPG / Southery residents / Parish Council to explain rationale behind the necessary closure of small branch surgery in Southery village several years ago, including an open letter from the Practice in the Southery village magazine

2012/13 Action Plan – progress includes:

- Ongoing external works completed
- Additional GP and Nursing appointment slots created
- GP / Nurse telephone consultations successfully initiated
- Nurse training in place to enable consideration of Triage as a possible option in the future
- New website now in place with increased information for patients and links to on-line appointment

booking and reordering of prescriptions

- Quarterly Medical Centre Newsletter from October 2013 with PPG involvement on content and distribution
- Dedicated Patient Group pages on the website and PPG own email address created
- Increased involvement of PPG in displays in waiting room
- Regular meetings of the PPG Communications Working to initiate plans with the Practice towards increased awareness and information for patients
- Plans for permanent relocation of Pharmacy facilities with local council which will also enable refurbishment of Waiting Room
- Plans in progress to develop Community Oncology facility on-site

6.3 What are the practice's opening hours and how can patients access services during core hours (8am-6.30pm)

The Practice is open from 8.00am to 18.30pm from Monday to Friday. Reception is closed daily from 12.30pm to 13.15pm for lunch breaks; however during this time phones are still manned giving patients telephone access to the Practice.

6.4 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period?

Currently the Practice has extended hours for GP appointments on Tuesday and Thursday evenings from 18.30 to 19.30pm. The Extended Hours LES is yet to be received for 2014/15.

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14.

Signed and submitted to the AT and published on the Practice website on behalf of the Practice by:

Name: St George's Medical Centre, Littleport

Surgery code: D81021

Website: www.stgeorges-littleport.co.uk

Signed: Gary Shepherd, Practice Manager

Date: 24.3.2014

FOR AT USE ONLY

Date Report Received by the AT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____