

## LOUGHTON HEALTH CENTRE

### PATIENT PARTICIPATION REPORT 2012/13

#### A. Description of profile of members of the PRG

Loughton has had a well established Patients Group for a number of years. Loughton and the surrounding area and have a very high population of elderly patients, which is reflected in the totals below. We meet on a quarterly basis with evening meetings.

Age					
Practice population profile			PRG profile		Representation
Age band	Number of Patients	% of Patients	Number of Patients in PRG	% in the PRG Group	% of PPG representation in comparison to Practice Population Age Band
Under 15	2087	17.01%		0%	0%
15 – 24	1510	12.31%		0%	0.00%
25 - 34	1619	13.19%	1	6%	0.06%
35 – 44	1802	14.69%	1	6%	0.06%
45 – 54	1938	15.79%	2	12%	0.10%
55 – 64	1261	10.28%	3	18%	0%
65 – 74	1050	8.56%	5	29%	0%
75 – 84	668	5.44%	5	29%	0.75%
Over 84	336	2.74%	1	0%	0%
<b>Totals</b>	<b>12271</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>0.00</b>

#### B. Steps taken by Loughton Health Centre to ensure PRG is representative of its registered patients and where category is not represented, the steps taken in an attempt to engage that category

We continue to hold our meetings in the evening to attract those patients that commute or have to look after children during the day.

Our Open Evening in May proved very successful with new faces coming along to the surgery in a less formal and relaxed atmosphere with buffet and drinks and during this session they were able to ask partners questions on how the surgery is run and feedback their view on what worked well as well as what frustrated them.

The patient group are now taking more responsibility towards organising guest speakers to talk on topics that may be of interest to a wider audience. In March the group have organised a presentation by Crossroads on help for carers. The surgery has invited all those patients who have been highlighted as carers, as well as advertising on the website, notice board and in the surgery. Hopefully another presentation will take place in May relating to Dementia, to coincide with Dementia Awareness week.

The following promotional material has been used this year to attract further members of the group

- Patients notice board in reception area
- Posters and flyers to join the patient group (on notice board and in reception)

- Newsletters available on the notice board as well as on Website
- All of the above material is also available on our website

### C. Details of steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The top 16 survey questions below are taken from August 2011 through to current (March 2012). In fact the main complaints as a patient group prior to August 2011 has always been the phone system. Although the worst scoring is the phone system, this was changed in March 2011 to a local number (from an 0844) and although this was costing patients more, the problem of getting through any quicker does not always change. The new website was also implemented in around April and patients can now also make routine appointments and order prescriptions on line, which we hoped would also take pressure off the phone system.

We were pleased with question (3) as we have 2 automated check in screens as well as 2 Receptionists and to have a score of over 90% was excellent.

Rank Question No. Question Text Score

- 1 16 Was your privacy and dignity maintained during your appointment? 96.55**
- 2 19 Was your treatment explained fully? 91.67**
- 3 9 Once you arrived at the surgery for an appointment, how long did it take you to book in? 91.40**
- 4 13 Do you feel you were listened to in your appointment? 89.66**
- 5 17 Were any tests or procedures completed in your appointment explained fully? 88.24**
- 6 21 Was your prescription request or query dealt with satisfactorily? 85.71**
- 7 15 If you received a physical examination, was the process explained to you fully? 81.82**
- 8 6 How easy did you find getting to speak to someone through walking in to the practice? 80.95**
- 9 14 Were your questions answered satisfactorily? 80.00**
- 10 8 How easy did you find contacting the practice via the internet or automated system? 76.67**
- 11 10 How do you rate the way you were treated by the reception staff on your arrival for your appointment? 73.53**
- 12 18 Following your appointment do you feel you have a clearer understanding of your problem(s)/illness(es)? 68.00**
- 13 11 How close to your appointment time were you seen by the doctor or nurse? 64.17**
- 14 20 Do you feel you were listened to when explaining your query? 50.00**
- 15 4 How easy did you find getting through on the phone? 44.44**
- 16 12 Were you given an explanation for having to wait more than 20 minutes? 0.00**

### D. The manner in which Loughton Health Centre sought to obtain the views of its registered patients

The electronic patient survey went live on our website in July. This was advertised via the Patients Group newsletter and displayed on the noticeboard and is on the front page of our website. See attached newsletter from July.

I have attached a sample newsletter from July below.

### E. Details of the steps taken by the Health Centre to provide an opportunity for the PRG to discuss the contents of the action plan

At every quarterly meeting since July we have discussed the results that come back from the patients survey (good as well as bad). Minutes of meetings are disturbed amongst those who attend the meeting or who are on circulation list. The newsletter is what does the summing up and goes out to the general practice population. Detailed below is the current state of play of the patients survey including the most up to date results giving us an overall score of 73% overall on the total

questions asked. The main action plan has been on going to try and up date and monitor the phone system. In fact one of our patient group comes in and does his own survey regarding this. He turns up and sits in the waiting room and monitors the Receptionists call answering rate.

Please see below extract from minutes dated 7<sup>th</sup> September 2011

**4. KC** said the patients survey (on the LHC website) was disappointing so far with only 8 surveys completed since June. Most of the comments were very positive but 66% found it difficult getting through on the phone. More requests for scripts were slowly being made on line. This should help ease the telephone problem.

**F. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented**

The phone system has improved greatly and in fact the new phone providers “Premier Choice” met with the patient group back in March to allay their fears about the system being worse and how the extra 2 phone lines being fed into the surgery will now give greater access – although maybe a longer time to wait listening to the hold message!! We are unable to employ and extra 6 Receptionists at peak times to deal with the surge on mornings.  
Patient need to be made aware of this i.e website and newsletter that they may need to wait, but the call would cost less.

**G. A summary of evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey**

The result trends since July 2011 are shown below (See Appendix 1)

**H. Details of the action which the contractors**

- i) And if relevant, the PCT intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

Not applicable

- ii) Where it has participated in the scheme for the year, or any part thereof ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report

Please find attached minutes of meeting where issues of DNA’s and phones as well as CCG issues are discussed



PG Minutes Sept  
2011.rtf

**I The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.**

The Practice is open 8.00 – 6.30 Monday to Friday

During this period we offer around 1482 per week with a variety of clinicians  
Patients can book appointments and order repeat prescriptions 24/7 by using our online booking service.

J. Where the Health Centre has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

We open every Saturday morning (except is a Saturday Christmas Day)  
Our opening times are 8.00 to 12.00 and patients can see a General Practitioner and either/or Nurse or Healthcare Assistant.