

## PRG Local Participation Report

Practices taking part in the DES in 2012-13 were required to complete six key steps:

The practice population is currently 11,832 and the “face-face” PRG membership is currently 10.

### Develop a Patient Reference Group

1. Please demonstrate below how your practice’s Patient Reference Group is representative of the practice population @ 1<sup>st</sup> April 2012. Please also indicate the number of patients in your Patient Reference Group who have engaged on a face-to-face or virtual basis.

AGE	Total List %	PRG %	Face to Face	Virtual
16 – 24 years old	9		This group is up and running	Not set up yet
25 – 34 years old	13			
35 – 44 years old	17			
45 – 54 years old	16	10		
55 – 64 years old	11	60		
65 and over	15	30		

GENDER	Total List	PRG %	Face to Face	Virtual
% Females	51	30		
% Males	49	70		

ETHNICITY* not always recorded	Total List	PRG %	Face to Face	Virtual
<b>White</b>				
% British group	82	100		
% any other White background	7			

<b>Mixed</b>				
% White & Black Caribbean	.5			
% White & Black African	.4			
% White & Asian	.7			
% any other Mixed background	.5			

<b>Asian or Asian British</b>				
% Indian	3.2			
% Pakistani	.5			
% Bangladeshi	.4			
% any other Asian background	1.3			

<b>Black or Black British</b>				
% Caribbean	.4			
% African	1.5			
% any other Black background	.2			

<b>Chinese or other Ethnic Group</b>				
% Chinese	.7			
% any other	.2			

OTHER GROUPS	Total List	PRG %	Face to Face	Virtual
Care & Residential Homes	.7			
Carers	.3	10		
Learning Disabilities	.3			
Long Term Conditions	4	10		

**2. Please indicate which of the following methods were used to recruit to the Patient Reference Group?**

- |                              |   |                              |                                    |
|------------------------------|---|------------------------------|------------------------------------|
| <input type="checkbox"/> Yes | Mailshot to patients                    | <input type="checkbox"/> Yes | Posters in waiting/consulting room |
| <input type="checkbox"/> Yes | Discussed when patient attended surgery | <input type="checkbox"/> Yes | Leaflets distributed in Practice   |
| <input type="checkbox"/>     | Discussed with patient by telephone     | <input type="checkbox"/>     | Email to patients                  |
| <input type="checkbox"/> Yes | Practice Website                        |                              |                                    |

**Where there are groups not represented in the Practice Reference Group, please describe what efforts have been made by the practice to engage with those groups of patients and attach evidence.**

**COPY OF FLYER IN RECEPTION FOR PATIENTS TO COMPLETE**



**Patient Reference Group**

**Are you aware we have a P.R.G?**

We are a group of interested patients which works with the practice to help look at issues from a patient perspective.

**“Active Group” Members**

At present, there is a small group that meets at the practice, (for an hour and a half) every 6 weeks.

**We would like to start a “Virtual Group” too.**

This would be for people who cannot attend the practice meetings but who would still like to make a contribution.

We would contact you by email and ask you to review proposals, complete short surveys or give us feedback on specific topics.

**We need more patients**

If you would like to join either group, please let us know; we are very keen to get more members.

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Active member yes/ no/ maybe.....please delete

Virtual member yes/ no/ maybe.....please delete

YOUR NAME.....

BLOCK CAPITALS

Date of birth.....

Email address .....

Sign.....

Date.....

The PRG noticeboard in the surgery waiting room is regularly updated, displaying the most recent survey and action plan and an invitation to all patients to join the group.

PRG logo is on the home page of the practice website which takes you to all the information found on the notice board.

[www.beechwood-surgery.co.uk](http://www.beechwood-surgery.co.uk)

This website address is advertised on all repeat prescriptions to increase awareness.

The PRG manned welcome desks at all of the flu clinics to try to engage new members, explaining what the group is about. This resulted in 4 new members.

The flyer above is found in reception, with all efforts being made to increase the group size both face to face and virtual. This has, so far, resulted in 10 new "virtual members".

### Agree areas of priority with the Patient Reference Group

#### 3. How did the practice seek the views of patients' key priorities for the survey questions:

- Asked patients attending practice
- YES Asked PRG members
- Asked for priorities on the practice website
- Other – please provide details below –

### Collate patient views through the use of a Survey

**Once the practice established the key priorities identified in Step 2, please explain how and when the practice sought the PRGs views? How did the practice determine the questions to be used in the Survey?**

**Please detail below dates of meetings and attach evidence of minutes of meetings and/or email exchanges etc.**

*A meeting was called on 5<sup>th</sup> October 2012 to discuss what questions the PRG members would like to use in the questionnaire. This resulted in the Winter 2012 Survey with a few minor changes to how the questions were phrased. The PRG members did not feel minutes were necessary.*

#### Beechwood Surgery Patient Reference Group

#### Minutes of meeting 9 November 2012

#### Beechwood Surgery

##### Present

Adrian Wild-Smith  
Barry Ford  
Donald Green  
Anthony Maule  
Roland Hopwood  
Kate Woolterton (KW)

##### Apologies

Steve Massey  
Paul Handscombe  
Christine Bass- unable to attend until future notice  
Kay Francis –virtual member  
Janet Groves (JG)

#### 1.New members campaign

The members that had manned the "welcome" desk at the recent flu clinics, and by word of mouth had managed to recruit four possible new members:

Tony McDonald-Liggins  
Patricia Hunt  
Gertrud Stanion  
Norma McIntyre

All four had been invited to this meeting, but none was able to attend.

**ACTION:** JG to send all these patients minutes of this meeting, invite them to the next meeting and offer that they can call to discuss if/how they want to get involved, if they wish to.

**2. GP suggestions for new members**

The group decided that they would like to ask the GPs if they had any suggestions for potential new members. This is not as desirable as having volunteers from mailshots/website/posters/leaflets- but if these other methods are not successful then this route would be worth considering.

**ACTION:** KW to ask GPs for any suggestions of patients who may be interested and willing to participate in the group.

**3. Flier for new members and SMS messaging re test results**

The group discussed the draft flier, and made minor amendments. A copy is attached to the minutes. (The first batch was given out at the flu clinic on 10 November, ; first impressions are that patients are signing up for SMS messaging but not the PRG)

The group hopes to get more members for the group and a virtual group built up quickly.

**ACTION:** JG to process completed fliers, send welcome letter ( PRG) or welcome emails ( virtual group) to all interested parties.

**ACTION:** JG to review how/when to start using system- need to train GPs and surgery staff

**4.5.6 N/A**

**7. Patient Survey**

The draft that had been prepared at the previous meeting was discussed, and changes made to make the questions a bit clearer.

**ACTION:** JG to make changes as directed and email final version for group to approve.

**ACTION:** Print survey and give out to patients before Christmas so that results can be analysed before January 2013 PRG meeting.

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**Next Meeting**

Friday 14<sup>th</sup> December 3.00-4.30pm  
Meetings for 2013 to be set at next meeting

**Items for future agenda**

- Membership update**
- PRG funding appeal**
- Screen in reception**
- Survey results and action plan**

**K Woolterton**  
22/11/2012

**4. Please indicate what method was used to conduct your Survey and when your Survey was issued.**

- PCC Tool
- Survey Monkey
- YES Paper questionnaires
- Email
- Via practice website.

Survey attached                      Yes                         No  

If not, please state why below:

Please see question 8 for survey questions and results

**5. How many surveys were issued in total?**

**6. How were the surveys issued? Please tick which methods were used and provide the response rate for each.**

By mail

Response rate

By email

Response rate

Face to Face

Response rate

Other – please describe below

Response rate of overall number

Website/email – PRG are looking at how we can get a higher response using email, need to gain consent first as we currently have hundreds of patients who email the surgery with prescription requests.

**7. Please describe how the Survey was analysed.**

The survey was analysed in house using a basic manual counting method, based on the amount of surveys returned and working out percentage.

**8. Please attach the results of the Survey to this report.**

Survey attached

Yes

No

If not, please state why below:

**BEECHWOOD SURVEY WINTER 2012**

**1. Do you feel you are treated properly by the receptionists?**

Agree      Disagree      Strongly disagree

**98%**

**2%**

**0**

**2. Are you aware of the new appointment system?**

You can book appointments on line as well as by phone or in person.

Yes

No

**91%**

**9%**

**3. Are you aware that appointments can be booked weeks in advance, as well as on the day for emergencies?**

Yes

No

**94%**

**6%**

**4. Do you find it easy to make an appointment?**

a. in advance

Very easy	Easy	Not very easy
<b>40%</b>	<b>44%</b>	<b>16%</b>

b. on the day

Very easy	Easy	Not very easy
<b>12%</b>	<b>40%</b>	<b>48%</b>

**5. When at the surgery, are you satisfied with the waiting time to see a doctor or nurse?**

Yes	No
<b>83%</b>	<b>17%</b>

**6. Thinking of times you have phoned the practice in the last 2 months how do you rate**

a. the ability of getting through on the phone?

Very easy	Easy	Difficult
<b>13%</b>	<b>59%</b>	<b>28%</b>

b. the ability to speak to the doctor/get advice when you have a question or need guidance?

Very easy	Easy	Difficult
<b>15%</b>	<b>64%</b>	<b>21%</b>

**7. Do you feel the doctors and nurses show care and concern?**

Yes	No
<b>99%</b>	<b>1%</b>

**8. On visiting the doctor were you happy with the consultation?**

Yes	No
<b>98%</b>	<b>2%</b>

**9. On visiting the nurse were you happy with the consultation?**

Yes	No
<b>99%</b>	<b>1%</b>

**10. Would you find it useful to be notified of your test results by mobile phone?**

Yes	No
<b>57%</b>	<b>43%</b>

**11. Are you aware the practice has a Practice Reference Group?**

Yes	No
<b>20%</b>	<b>80%</b>

If you are interested in joining our group or require more information, please contact the surgery via email [Beechwood.prg@nhs.net](mailto:Beechwood.prg@nhs.net)

**Provide the PRG with an opportunity to discuss Survey finding and reach agreement on changes to services**

**9. Please describe how and when the results of the Survey were shared with the Patient Reference Group.**

The PRG meets on a regular basis, it was mentioned at December 2012 meeting that we would discuss the findings of our survey in February 2013 meeting.  
The survey results were emailed to PRG members in advance of the meeting. Results were discussed and comments are found in the minutes from 2<sup>nd</sup> Feb 2013

**Beechwood Surgery Patient Reference Group**

**Minutes of meeting 2<sup>nd</sup> February 2013**

**Present**

Donald Green

Barry Ford

Tony McDonald-Liggins

Kate Woolterton (KW)

Janet Groves (JG)

**Apologies**

Steve Massey

Paul Handscombe

Adrian Wild-Smith

Anthony Maule

Roland Hopwood

Norma McIntyre- new member

Christine Bass- unable to attend until future notice ( new virtual member)

**1.New members campaign**

One of the potential new members, Tony McDonald-Liggins, attended this meeting.

**2. Patient Information Powerpoint presentation**

We have now received confirmation that we can buy the monitor for the power point presentation with the Prescribing incentive scheme money. This will need to be fitted with a secure bracket to the wall.

**ACTION:** Janet and Kate to establish best monitor for waiting room given the size required.

**3. Patient Reference Group- not being paid for 2011-12**

On-going appeal.

**ACTION:** KW to talk to PCT about appeal process

**4. Patient Survey**

The group discussed the results of the Patient Survey – Winter 2012

The results are as follows:

- Q.1 98% treated properly by reception staff
- Q.2 10% still unaware you can book online
- Q.3 6% still unaware you can book emergency appointments on the day
- Q.4 84% agree it is easy to make an appointment in advance  
52% agree it is easy to make an appointment on the day
- Q.5 83% satisfied with the waiting times to be seen

- Q.6a 72% satisfied with getting through on the phone – this is a 50% increase to last year
- Q.6b 70% satisfied with speaking to a GP or getting advice – this is a 60% increase to last year
- Q.7,8 & 9 Patients were all satisfied with clinical care
- Q.10 57% stated they would like to be advised of their test results by mobile phone – practice to look into this
- Q.11 Only 20% of patients were aware there was a Patient Reference Group – more selling focus on the PRG required. (but may improve with the presentation)

**2011-12**

Action points from 2011-12 were achieved

- Online booking has been successful
- Prescriptions via website has increased in number – this is promoted on prescription requests
- Patients in general seem happy with the new booking in advance system we have introduced, this gives the opportunity of continuity of care for the GP
- The surgery is now open during the lunchtime period 1-2pm
- The surgery now opens to the public at 8am in the morning
- The patients are now able to phone through to the practice from 8am
- 

**2012-13**

**Action plan**

- Improve patient awareness of online booking
- Improve patient awareness of booking in advance
- Set up mobile phone test results
- Improve patient awareness with regards to the Patient Reference Group

**Ideas**

- Install the Monitor in reception
- Start using existing presentation with a view to amend as and when necessary
- Header and footer re PRG on presentation – done
- Establish how to make presentation continually play
- Publish report before meeting by mid feb

**Next Meetings**

Friday 8<sup>th</sup> March 3.00-4.30pm

Friday 26<sup>th</sup> April or 10<sup>th</sup> May TBC

Future meetings for 2013 to be set at next meeting

K Woolterton

12/2/13

**Agree Action Plan with the PRG and seek PRG agreement to implementing changes**

**10. Please describe how the practice consulted with the Patient Reference Group to agree the plan. Please provide dates.**

Action plan attached                      Yes     YES                      No   

If not, please state why below:

Initial ideas/comments were noted at meeting on 2<sup>nd</sup> Feb 2013 see above, The Action Plan was agreed at the PRG meeting of 8<sup>th</sup> March 2013, minutes attached.

[Action Plan 2012-13.docx](#)



**Beechwood Surgery Patient Reference Group**

**Minutes of meeting 8 March 2013**

**Beechwood Surgery**

**Present**

Donald Green  
Adrian Wild-Smith  
Anthony Maule  
Roland Hopwood  
Kate Woolterton (KW)  
Janet Groves (JG)

**Apologies**

Tony McDonald-Liggins  
Barry Ford  
Steve Massey  
Paul Handscombe  
Christine Bass- unable to attend until future notice

**1. Patient Survey and Action Plan**

The Patient Survey was discussed on 2 February 2013 and the PRG noted the pleasing results.

It was agreed that the practice would write up the 2011-12 achievements, to be included in the 2012-13 Action Plan. The PRG comments from the meeting on 2/2/2013 were included.

This meeting was used to decide which two areas the group wanted to focus on for the 2012-13 Action Plan, and to confirm that the group was happy for group statistics to be published in the report- e.g ethnicity of the group, age range, gender and long term conditions.

**Objective 1**

**Increase awareness of the PRG and encourage more people to join, especially the Virtual Group.**

The PRG felt that the practice had made efforts to engage with patients to join the group- letter, noticeboards, website, prescriptions- but should now focus on getting patients to sign up as "virtual members".

The main hurdle is to get email addresses, as this is not routine.

Opportunities for getting email addresses and interest could be :

- GP and nurse consultations
- insert information at bottom of any letters practice sends out to patients
- have forms to fill in at reception desk
- add tear off strip to flu letters
- website
- noticeboard in waiting room
- TV screen presentation in waiting room ( once purchased)
- send reply email to all patient emails received, with prescriptions requests etc, to seek permission to add to the Group, and to add email address to the patient record

The draft wording was agreed as

"Remember, the patients of this practice are represented, by the Patient Reference Group.

All patients are potential members, and we would like to communicate with you by email. If you do not want to fill in the occasional survey, please let us know"

**Objective 2**

**Set up a system to allow patients to opt to have text communication from the practice.**

This could include:

- Text message when test result ready
- Text reminder for appointment
- Text notification of missed appointment

The practice will have to seek patient consent, and could then use this as a means of communication for other things in future- e.g. awareness of flu campaign. The means of doing this could be the same as for emails, see above

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**Next Meetings**

Friday 26 April  
Friday 7 June  
Friday 2 August  
All meeting set for 3.00-4.30pm

Further meetings for 2013 to be set in due course.

**Future agenda:**

**TV/ monitor screen**

**Claim for PRG Des in 2011-12 appeal- update**

K Woolterton

12/3/2013

**11. Are there any aspects that were not agreed?**

Yes  No

If yes, please provide details and reasons why below:

**12. Are there any contractual considerations to the agreed action?**

Yes  No

If yes, have they been agreed by the PCT? Please provide details below:

**Step 6 – Publicise actions taken and subsequent achievement**

**13. Has the practice published their report on the practice website and provided a copy to the PCT?**

Yes  No

Please provide your website address below:

Beechwood-surgery.co.uk

Please state how your report has been advertised and circulated to patients:

Emailed to new members of Virtual group and PRG, Published on Notice Board in reception, Website [www.beechwood-surgery.co.uk](http://www.beechwood-surgery.co.uk)

**OPENING HOURS**

Monday- Friday 08.00-18.30

The practice remains open all day and during the lunch period for face to face contact with reception staff.

The practice may be contacted by telephone, 01277212820 or by fax 01277 245550 or by email [receptionists.beechwood@nhs.net](mailto:receptionists.beechwood@nhs.net) or via the website [www.beechwood-surgery.co.uk](http://www.beechwood-surgery.co.uk) for prescriptions and online appointment bookings

**EXTENDED HOURS**

The practice is open Saturday mornings 09.00-12.00 for pre-bookable appointments and access to reception staff.

**Thank you for completing the Patient Participation Validation Report.**

**Please submit this document and any attachments by 31<sup>st</sup> March 2013 to:**

For South West Essex PCT practices: [gp.claims@nhs.net](mailto:gp.claims@nhs.net)

## Beechwood Surgery- Patient Reference Group

### ACTION PLANS- Review of 2011/12 and Plan for 2012/13

#### 2011-12 Review of action plan from last year and achievements

There were two areas set as priorities for 2012-13, based on low scores in the 2011-12 survey, and where the practice and PRG felt things could be improved.

The first objective was to improve “**phoning through to the surgery**”. We realised this was a huge frustration for patients. The worst time was 8.00 a.m. -10.00 am every morning, due to patients calling to make appointments. Not all of these were urgent, but if patients could not get what they wanted, they would be told to call the next day.

The practice changed the appointment system to allow **all GP appointments to be booked in advance** (except a duty doctor to see emergencies each day). These are available up to 6 weeks in advance.

This has allowed patients to make an appointment with one phone call, rather than several, and has improved continuity of care.

We have also introduced **online booking**, which over 90% of patients are now aware of; it is their choice whether to use this facility or not. Overall this was a successful launch.

The surgery is open from 8am to 18.30pm weekdays- this is an extra 30 minutes each morning and an hour at lunchtime for patient contact.

**RESULT: The satisfaction with phoning through to the surgery has improved from 52% to 72%, a 38% improvement.**

The second objective was to improve “**phoning through to speak to a doctor**”. We realised this was a concern for patients. The PRG felt that we should advise patients that it may not be necessary to talk to a GP, who in most cases is not available as they are in clinic, seeing patients. In many cases, advice can be sought from a nurse or a receptionist ( if asking whether a result is back, for example). Also, reception staff can take a message, ask a GP at a convenient moment and call the patient back. This avoids delays for everyone. The reception and secretarial teams will do their utmost to answer queries, or seek advice and respond to patients quickly.

**RESULT: The satisfaction with phoning through to a doctor/ to get advice or guidance has improved from 49% to 79%, a 61% improvement.**

The PRG and practice were delighted with this performance, and that patients are more satisfied after these changes have been made.

#### 2012-13 New action plan

The action plan drawn up by the PRG in March 2013 was based on the result of the Winter 2012 patient survey. See Winter Survey Analysis ( on last page).

The PRG wanted to set the following as objectives for the year

##### Objective 1

**Increase awareness of the PRG and encourage more people to join, especially the Virtual Group.**

The PRG felt that the practice had made efforts to engage with patients to join the group- letter, noticeboards, website, prescriptions- but should now focus on getting patients to sign up as “virtual members”.

The main hurdle is to get email addresses, as this is not routine.

Opportunities for getting email addresses and interest could be :

- GP and nurse consultations
- insert information at bottom of any letters practice sends out to patients
- have forms to fill in at reception desk
- add tear off strip to flu letters
- website
- noticeboard in waiting room
- TV screen presentation in waiting room ( once purchased)
- send reply email to all patient emails received, with prescriptions requests etc, to seek permission to add to the Group, and to add email address to the patient record

The draft wording was agreed as

“Remember, the patients of this practice are represented, by the Patient Reference Group.

All patients are potential members, and we would like to communicate with you by email. If you do not want to fill in the occasional survey, please let us know”

## **Objective 2**

**Set up a system to allow patients to opt to have text communication from the practice.**

This could include:

- Text message when test result ready
- Text reminder for appointment
- Text notification of missed appointment

The practice will have to seek patient consent, and could then use this as a means of communication for other things in future- e.g. awareness of flu campaign.

Beechwood Surgery- Patient Reference Group

WINTER SURVEY 2012

RESULTS ANALYSIS

Area	% satisfied 2012	% satisfied 2011	Comments
Receptionists helpfulness	<b>98</b>	87	13% improvement
Aware of booking online	<b>91</b>		
Aware of choice to book in advance	<b>94</b>		
Easy to make appointments- advance	<b>84</b>		
Easy to make appointments- on the day	<b>52</b>		
Waiting time in surgery to be seen	<b>83</b>	59	41% improvement
Getting through on the telephone	<b>72</b>	52	<b>38% improvement Objective 2011-12</b>
Getting clinical advice on telephone	<b>79</b>	49	<b>61% improvement Objective 2011-12</b>
Do clinical staff show caring and concern	<b>99</b>	86	15% improvement
Satisfaction with consultation with GP	<b>98</b>	86	14% improvement
Satisfaction with consultation with nurse	<b>99</b>	85	16% improvement
Would you like to be notified when test results available by phone	<b>57 % YES</b>		OBJECTIVE 2012-13
Are you aware practice has Patient Reference Group?	<b>20% YES</b>		OBJECTIVE 2012-13