

**Grange Road Medical Practice**  
**Report on**  
**Patient Participation Scheme 2011-2013/14**

The Practice is taking part in the two year project issued by the Department of Health, to gather information and feedback from our patients. To do this the Practice has extended its Patient Forum Group (PFG) that meets quarterly and set up a Patient Reference Group (PRG –virtual group) so people can feedback via email if they can't manage to attend the meetings.

All patients are welcome to give feedback at any time whether face to face or via our suggestion form in the waiting room or the Patient Forum Meetings. We consider all patients to be members of our Patient Forum and we encourage them to feedback.

The Practice carries out an annual survey each year and shared the results and action plan with the patients by the means of a report in the waiting room. This year we have used extra means to publicise this and it is now available on our website, post or copies in the waiting room. We have also emailed all patients that have provided us with an email address.

We would welcome as many patients as possible who wish to join either of our groups as our wish would be to develop a group that is a representation of the practice population.

To express an interest in our patient participations groups, please don't hesitate to speak to a member of staff at the practice. We also have a leaflet in reception 'Interested in helping our practice develop' that gives a bit of information about some of things we have done so far and a form to complete so we can contact you.

**The following is a list of steps the practice needs to do to complete the project:**

<b>Year 1</b>	<b>Action</b>	<b>Date Achieved</b>	<b>Date Planned</b>
Step1	Establishment of a Patient Reference Group (PRG) – virtual members Increased numbers of our already established Patient Forum Group(PFG)	July 2011	
Step 2	Agreement of questions for survey and priority areas with and PRG and also the survey tool that the practice would use and how the results would be collated.	August 2011	
Step 3	Collate patient view through local patient survey and discuss findings with the PFG and PRG	January 2012	
Step 4	Results of survey discussed with PFG and PRG and action plan developed	January 2012	
Step 5	Action plan circulated to PFG and PRG and meeting held to finalise	21 March 2012	
Step 6	Report publicised on website and copy sent to PCT	March 2012	
<b>Year 2</b>			
Step 1	Agreement of survey questions and any changes to priorities with PFG and PRG Changes made and survey distributed	Due to lack of clinical and admin staff in 2013-2014 the practice has used STFT to collate the survey with practice patients in Dec 2013	
Step 2	Views collated through second local survey	Short survey collated March 2013	
Step 3	Results of survey discussed with PFG and PRG	Due to staff shortages in 2013-2014 this will be discussed at the next PFG meeting May/June 2014	
Step 4	Action plan developed and agreed with PFG and PRG	<u>Action plan developed March 2014 to be</u>	

		<u>discussed at next PFG</u> <u>May/June 2014</u>	
Step 5	Report publicised on website and copy sent to PCT	March 2014	

The information gathered will be shared and the questions formulated with input from our PFG and PRG throughout the exercise.

## Step 1

### **Develop a structure that gains the views of patients and enable feedback – Patient Reference Group**

The Practice has had a website in place for some years but it has recently been redeveloped to standardise them across Gateshead. The website address is: [www.grangeroadgpryton.nhs.uk](http://www.grangeroadgpryton.nhs.uk) A report is in place on this website under the Patient Forum section, detailing the steps of the surveys for the next two years as per the Direct Enhanced Service Guidance.

The Practice already has a face to face group known as the Patient Forum (PFG) which was initiated in January 2007 and consists of 14 patient members and 3 staff members who attend our meetings on a quarterly basis and 12 virtual patients who receive information via e-mail. We continually ask for new members and have developed a patient leaflet as encouragement and make requests via our Newsletter. The members currently age from 39 to 83 year olds, 29% are men and 71% are women. Retired patients and those actively working, including patient with chronic conditions, are actively involved as members and they are mainly white British ethnic back ground as this is mostly what our practice list consists of.

The Practice also set up a Patient Reference Group (PRG)- virtual group in July 2011 and this consists of 12 members. Members have ranged in age from 42 to 78 year old with a 50% split of men and women. Retired patients and those actively working, including patient with chronic conditions, are actively involved as members and they are mainly white British ethnic back ground.

The practice in 2013 had a difficult year due to the loss of 3 GP's, 1 Nurse Practitioner and the Practice Manager all left. We did not achieve our full complement of staff until the end of Feb 2014. With the return of Dr Jane McWilliams, the employment of Dr Joanna Austen and Ola Dafe.

Gillian Betts the Nurse Practitioner also returned in Feb 2014.

A new Practice Manager Sue Curtis also joined the team in October 2014

There was also the employment of 3 new admin staff

At the start of the group an invite was sent to all patients with an email address and a proforma (to explain this new group) was given out in reception. This enabled us to take all the necessary steps to try to ensure the PRG is a representation of our registered patients.

To improve the representation of our patient groups we proactively tried to recruit patient from all age groups and ethnic backgrounds. We did this via:

- Advertising in our Newsletter
- Promoting our Patient Forum Leaflet
- Emailing patients
- Word of mouth from existing members
- Invitations from the staff
- Posters in the waiting Room
- New Patient Packs included the Patient Forum Leaflet
- Advertising the Patient Forum Meeting dates and what we were doing
- Notes on Prescriptions

We also have patients in Nursing Homes and Residential Homes so the Practice Manager and Carer and Patient Involvement Facilitator developed a questionnaire for this group of patients which was also approved by the PFG and PRG and a separate report is attached for this. (Appendix 1)

The staffs of the Nursing homes were also interviewed as we consider them customers of our service and it was important to hear their views but we understand this group are not necessarily registered patients.

Last year we surveyed patients attending to see the midwife as we tried to capture the views of younger patients and this is something we would consider again.

Unfortunately due to the lack of staff we were not able to accomplish this in 2013-2014

Next year we want to explore the views of all patients, Young Carers, Carers and those with Learning Disabilities so that we have hopefully captured the views of most patients using the service.

The practice makes every effort to gain as much information about our patients as possible so we can understand their needs to the best of our ability. Information is requested when registering as a new patient, on booking appointments, annual at the flu clinics as well as through feedback requests via patient surveys and the suggestion box.

## **Step 2**

### **Agree areas of priority**

The new Patient Participation Enhanced service was first discussed at the Patient Forum meeting held on the 1<sup>st</sup> June 2011 at which point the group were waiting for more information about its content from the PCT so it was agreed to take forward at the next meeting.

An email/letter was sent to the PFG and all patients with an email address on the 14<sup>th</sup> July 2011 to inform them what we would be doing with regard to the next annual survey and the patients were asked, 'What do you think are the most important issues on which we should consult our patients?' A list of the following suggestions was included in the email;

- Clinical Care
- Getting an appointment
- Reception issues
- Opening times
- Parking
- Communication of services and so on

This was also when we invited them to join the Patient Forum or Virtual group

At the meeting on the 20<sup>th</sup> August 2011 the group discussed and viewed several surveys but it was agreed the survey need to be about the length of the old General Practice Assessment Questionnaire the practice had used previously and the questions would be of similar format and the following 5 elements would be added;

- a) Cleanliness of the Practice
- b) Access to the building
- c) How would patients like us to communicate new services (are the tools we use effective and appropriate)
- d) Skills we offer in the practice (do the patient understand what is available in the Practice)
- e) Repeat dispensing /online prescription ordering (are patients aware of this facility)

At the meeting of 9<sup>th</sup> November 2011 the Practice Manager and Carer and Patient Involvement Facilitator asked for views on the survey they had developed which had been sent out for review prior to the meeting as it was important that all comments from both group could be amalgamated. We used the format of a profession survey and ensured the questions were impartial. The survey was given final approval at the meeting and it was agreed Survey Monkey would be used to distribute the survey and produce paper copies and also to collate the information.

### **Step 3**

#### **Collate views through a survey local practice survey and inform PRG/PFG of the findings**

The two surveys was carried out during December 2013 and March 2014 due to lack of time and staff last years agreed PRG questions were used

#### **Methodology**

It was both quantitative and qualitative as there were questions that could be compared and analysed and also sections where the patients were able to write their comments/opinions.

#### **Distribution of Questionnaires (end of December 2013 / beginning of March 2014);**

1. Questionnaires were given to patients in the practice attending for Appointments.

We used South Tyneside Foundation Trust to collate the results on behalf of the practice.

The analysis also includes the percentage of male / female replies, what ages

### **Step 4**

#### **Provide the PRG with the opportunity to discuss the findings**

A copy of the summary from STFT and the practice survey will be circulated to the PFG and PRG members so a useful discussion of the findings can be discussed at the next PFG

The results of the surveys were discussed at length and a draft action plan pulled together. The draft will be circulated once it was typed up and comments made and then agreement was sought at the next meeting in June 2014

The skills and expertise of all members of the practice were judged to be excellent by patients.

**Susan Curle Facilitator,  
Carer and Patient Involvement Team**  
South Tyneside NHS Foundation Trust  
Harton Lane  
Tel: 0191 4041000

### **Aims / Background**

As part of the 2013/14 Directed Enhanced Services Patient Survey for Grange Road Practice it was decided to complete a patient survey with patients in Grange Road waiting rooms to find out how patients and staff view the experience of the service provided.

### **Methodology**

Susan Curle from the Carer and Patient Team, arranged with Sue Curtis Practice Manager to visit at a set date and time.

Available patients who were able to take part were invited to be interviewed. The questions from the main patient survey were adapted to ask relevant questions but generally formed the basis of a discussion guide for qualitative feedback.

The second survey was conducted by the senior receptionist at Grange Road in December

The findings have been published on the website and the survey will be discussed at the next PFG meeting



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