

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	IntraHealth Tyldesley Y02321
Completed by	Simon Carr

### Patient Reference Group (PRG) Profile

Number of face to face members	6	
Number of virtual members	287	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	22	13
17 – 24 -	18	28
25 – 34 -	21	20
35 – 44 -	13	25
45 – 54 -	15	10
55 – 64 -	11	15
65 – 74 -	27	27
75 and over -	9	9
<b>Ethnicity</b>		
White	114	132
Mixed		1
Asian / Asian British	5	5
Black / Black British	9	6
Chinese / Chinese British	10	5

Other ethnic group		
<b>Employment Status</b>		
Employed	96	90
Unemployed	15	20
Retired	32	34
<i>Other (e.g. no of carers) 2 were carers</i>		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>This was discussed at a practice meeting on how the practice could increase its support on what categories of patient should be invited, we decided to invite 20% of the following categories based on our capitation of 3891 at the time;</p> <ol style="list-style-type: none"> <li>1. Cancer Patients</li> <li>2. Ethnicities</li> <li>3. Teenagers</li> <li>4. Over 65's</li> <li>5. Pregnant Women</li> <li>6. Learning Disabilities</li> <li>7. Asylum Seekers</li> </ol>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<p>If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?</p> <p>We invited patients from all groups however it became evident that the 60 + year olds were keen to be involved as they had more time due to retirement and interest. The younger population 18-24 year olds found it difficult to attend the PPG due to other commitments.</p> <p>Due to the low response from under 35 year olds for the survey, we decided to target this area by giving surveys out face to face, unfortunately we had a low response rate on this, with patients even refusing to fill them in due to time constraints whilst visiting the surgery.</p>		

## 2013/14 Priorities

### **How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey**

Meetings were held with the PRG and a number of topics discussed and what they would like to see over the coming year;

The PRG request that to improve patient access they would like to see on line access to include both appointment and Prescription ordering.

The practice also felt that they could use the PRG to help educate our patient group on services and how to use them correctly.

To help with these is was suggested that some additional equipment be purchased to enhance patient experience in the practice.

### **What these priorities were**

The following were agreed priorities that the practice should address over the year;

1. Booking of appointments- Inc on line appointment booking
2. Patient education
3. On line Prescription Ordering
4. Additional Equipment in practice

## 2013/14 Local Practice Survey

### **How we agreed with the PRG the content of the local practice survey**

The practice carried out a number of surveys during the year and the practice used PRG experience to help create the content and some of the questions. The biggest complaint the practice receives is access and appointment times. Our questions on the surveys were worded to get patient feed back on what they would like in appointment availability.

### **How we agreed with the PRG the way in which the survey would be conducted**

The PRG agreed that surveys should be carried out quarterly and to get a fair sample the surveys should be given to a sample to patient during different clinic types; ie GP Clinic, Nurse Clinics, Health care Clinics.  
The results would be then fed back to the PRG for comment and discussion.

### **Other methods used to seek the views of registered patients**

The practice carries out surveys for patient's views and comments through out the year, all comments and surveys are fed back to the PRG so any improvement or patient views can be actioned. Patients are encouraged through our suggestion box to make comments and suggestions.

Our practice Web site also encourages patients to make suggestion and comments and we have a practice email address and Twitter to aid patients.

Comments and suggestions are also passed back if a patient raises them during a consultation or over the counter to receptionists.

## 2013/14 Local Practice Survey Results

**An overview of the results of the local practice survey is detailed below**

The practice surveys results and additional comments are attached;



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**How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

The findings of the surveys were fed back to the PRG and discussed in detail at the PRG meetings.

**How we agreed an action plan with the PRG based on the findings of the local patient survey**

Once the survey results were in they were discussed in PRG Meetings with both staff and PRG members. From these meetings an action plan was agreed to what could be done to improve our services.

**Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why**

All actions were completed

**2013/14 Action Plan**

**2013/14 Action Plan (and how this relates to the findings of the local practice survey)**

The results of the survey were clear,

Patients wanted better and easier access including more late appointments

This has been achieved by changing our Monday surgery to a late night surgery with last appointment at 1900hrs and increase of an extra 90mins form last year. The practice has also introduced on line appointment booking and repeat prescription ordering through Vision on line services.

Patients wanted more appointments at Atherton for both Nurse and GP

An additional GP session was put in at Atherton on a Wednesday Morning 08-1200hrs. Additional Nurse clinics were put on over the busy Flu season to help with the increase in demand.

It was also very clear from the surveys that patient did not know how tpo use and what services we offered.

The practice engaged the PRG and members have sat in reception and spoken face to face with patients to help educate our patient group on how to access services appropriately. This also included helping to inform patients of the intended introduction of Care.Data and its implications.

The practice has also purchased 2 large TV Monitors to run power point presentations on practice services and who to access them. Clinical staff would also appear so patient know who our clinical staff were.

In addition to the survey comments were also received and the following actions were completed;

Midwives and Pregnant patients request additional equipment to help during the anti-natal clinics and the practice purchased 2 x Obstetric Dopplers so our pregnant ladies can hear they babies heart beat.

Our patient who required a 24hr BP machine fitted complained that it was uncomfortable and hard to use. So the practice purchased easier to use BP machines for use by this patient group.

PRG Members and patients also requested that we have some kind of height and weight device in reception so patients could carry out self weight and height measures to save on GP time when in their appointment. The practice purchased 2 x Dual Height and Weight machines for use by patient whilst waiting to be seen.

**Significant changes we have made / plan to make to the services the practice provides**

Please see above

**How we publicised the local patient survey results and action plan to our registered patients**

All Practice surveys are published on our Web site, we also have a PRG notice board in practice which displays PRG information latest minutes and Surveys results.

**Link to practice website where this report and related information can be found**

<http://www.intrahealth.co.uk/surgeries/tyldesley-health-centre>

**2012/13 Action Plan – overview of progress against last year’s action plan**

Last Years plan was to look at appointment availability, employment of permanent GP’s, Patient confidentiality.

The practice completed all of its plan from last year;

3 permanent GP’s employed plus an Advanced Nurse Practitioner  
New appointment system introduced giving better advanced appointments and on the day accessed  
Patient confidentiality improved in the waiting room area.

**Patient Access**

**Practice Opening Hours**

The practice opens, both Atherton and Tyldesley over the following times, Surgery times may be different.

Monday 08-2000hrs  
Tuesday 08-2000hrs  
Wednesday 08-2000hrs  
Thursday 08-2000hrs  
Friday 08-2000hrs  
Saturday 08-1200hrs

**How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

The practice services can be accessed through Telephone, on line services or by attending in person, home visits for house bound patients can be arranged (Subject to availability) before 1000hrs Monday – Friday.

**Extended Hours**

The surgery is open until 2000hrs Monday-Friday with late night appointment on Mondays, Tuesdays and Thursdays.