

Local Patient Reference Group Report

(a) Age/Sex Profile of Patient Reference Group members

Patient Group (18.4.2012) BASE IS PRACTICE POPULATION

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	0	0	0	0	1	3	5	10	2	0	0
Base	81	387	313	179	256	329	293	189	102	28	14
Percent	0%	0%	0%	0%	0%	1%	2%	5%	2%	0%	0%
Females	0	0	0	0	2	6	8	8	3	0	0
Base	84	351	195	170	246	334	298	198	122	54	42
Percent	0%	0%	0%	0%	1%	2%	3%	4%	2%	0%	0%
Total males	: 21			Base : 2171			Percent : 1%				
Total females	: 27			Base : 2094			Percent : 1%				
Total both sexes	: 48			Base : 4265			Percent : 1%				

Steps that were taken to ensure a diverse representative group – Several searches of our patient population were done and invitations were sent out to these groups inviting them to join. These groups included ethnic minority, disabled, carers, new parents, and a randomised search of our patient population. An invitation to join our reference group is advertised on our notice board, our patient information screen and on the patient copy of their repeat prescription sheet, with registration forms always available on reception desk and via dispensary.

The final approved survey was put on our website and handed out at front desk. 250 were printed, and 207 returns over the period of a month. A copy of the survey is below.

Regent Street Surgery Patient Questionnaire

January 2012

We would be grateful if you would be happy to answer a few questions in order to help us to continue to adapt our practice to best suit our patients.

Your answers will be anonymous. The outcome will be published at the surgery and on our new website which is currently under development; **regentstreetpractice.co.uk** and also discussed with our patient group.

If you are interested in joining the patient group please feel welcome to request further details and a form to register your interest.

With thanks in advance.

Which of the following methods of making or cancelling an appointment would you find most useful?

In person

By phone

Online

Which of the following methods would you find most useful to request a repeat prescription at the surgery?

In person

By phone

In writing

On line

If you have ever missed an appointment without cancelling it what was the reason?

I had recovered

I forgot

I was delayed by traffic

Too difficult to cancel

Other

Would any of the following be helpful in reducing the chance of you missing an appointment? Please tick any you consider to be helpful.

Ability to cancel on line

Reminder by text

Quick access by telephone

Are you aware that it is possible to book a telephone appointment with a Nurse or Doctor?

Yes

No

Please tick any of the following potential areas of development which would you be interested in:

A waiting room folder of useful organisations and sources of advice

Website access to self-help / useful organisations and advice

The addition of appointment booking and prescription requests online

Please tick any of the following possibilities that you may be interested in:

Patient volunteer transport to/from the surgery

Volunteering to help other patients with the above

(If so please do attach a note with your preferred contact details)

We are interested in any other comments you may have. Please write them here.

Sorry to ask a few more questions but we need to try and involve a good cross-section of our patients

How many times have you attended an appointment with a Doctor at the surgery in the last year?

0
1-5
6 or more times

How many times have you attended an appointment with a Nurse at the surgery in the last year?

0
1-5
6 or more times

Would you describe yourself as having an ongoing condition or disability?

Yes
No

Would you describe yourself as a carer for someone with an ongoing health condition or disability?

Yes
No

What is your gender?

Male
Female
Prefer not to say

Age

16-24
25-34
35-44
45-54
55-64
65-74
75+

(b) All members of our Patient Reference Group were invited to a meeting at the surgery on 21st March 2012. Findings from this meeting below and further opinions invited.

Findings and Action Plan from Patient Reference Group meeting

The conclusions of the questionnaire were:

(1) The most popular method of making an appointment was by telephone, with the 2nd most preferred option being on-line. We will therefore continue phone-booking and develop and publicise on-line booking.

(2) The preferences for method of requesting a repeat prescription were similar to the above. We will therefore maintain telephone requests and develop and publicise on-line requests.

(3) The most common reason for missing an appointment without cancelling it was feeling better, closely followed by forgetting.

(4) Quick access by telephone and text reminder was considered the first and second most helpful options to reduce the chance of missing an appointment. Our patient group felt that access by telephone was usually good and that targeted email or text reminders to repeat non-attenders may be worth considering if they would be time and cost-effective relative to the small percentage, (3%), of missed appointments. We will consider this further. The patient group did not feel it was a big priority. We will continue to advertise number of missed appointments and also add the number of consultations as the reference group were surprised by the number of weekly consultations.

(5) The majority of our patients were aware of the possibility of booking a telephone appointment with a Nurse or Doctor. We agreed to continue to publicise this.

(6) The addition of appointment booking and prescription requests on-line was the most popular area of potential development. We are currently developing and improving our new website and have started this process. We have trialled it with some of our reference group patients and will now take steps to further publicise this. Access to self-help/useful sources of advice via the website or in a waiting room folder were also popular options. We have set this up on-line and will also create a folder.

(7) Patient volunteer transport to/from the surgery was of interest to a small proportion. One of our reference group has given us details of the Leonard Stanley scheme which we will publicise. She suggested that we could contact the other parish councils to see if any were interested in replicating the scheme. Rationale for asking patients who move a great distance away to change Doctors to allow timely home visits for all was discussed.

(8) Some members of the group also felt that it would be nice for staff to introduce themselves by name on the telephone and to make sure reception staff have and wear name badges.

(9) Methods for giving tests results were discussed. Currently we are making an effort to match this to patient's preferences.

We also discussed:

(10) The 084 phone number which was introduced to allow a reliable backed-up answer-phone for telephone prescription requests. The cost of phoning this is not included in some mobile phone users free-calls. OFCOM data suggests it is no more expensive on average than a local number across the wide range of mobile phone and land-line contracts available. However we are planning on exploring alternatives to this contract when it comes to an end.

(11) The extended hours are changing slightly from Monday and Wednesday evenings to Monday, Tuesday and Thursday evenings with a similar provision over all despite the reduction in funding.

Opening hours.

The surgery is open daily from **8.00am - 6.30pm** and until on a Monday, Tuesday and Thursday. Reception staff are available during this time to help with any enquiries.

Consultations will be as follows;

	Morning	Afternoon	Extended Hours
Monday	Dr Johnson Dr Lucy Lake	Dr Johnson Dr Sivyer	Dr Johnson Dr Sivyer
Tuesday	Dr Ian Lake Dr Lucy Lake	Dr Ian Lake	Dr Ian Lake
Wednesday	Dr Sivyer Dr Ian Lake	Dr Sivyer	
Thursday	Dr Johnson Dr Lucy Lake	Dr Johnson Dr Lucy Lake	Dr Lucy Lake
Friday	Dr Sivyer Dr Ian Lake	Duty Doctor One of Regent Street Drs	

This report will be distributed to the patient reference group, displayed in the waiting room and on the website and given to the PCT. Further feedback will be invited. A further questionnaire and meeting will be held next year. Progress of actions taken will also be advertised.

Please see the chart below for the full findings of the questionnaire:

Number of returned questionnaires: 207

Total Responses

1	Which of the following methods of making or cancelling an appointment would you find most useful?	231	In person	13	By phone	173	Online	45		
2	Which of the following methods would you find most useful to request a repeat prescription at the surgery?	244	In person	19	By phone	154	In writing	5	Online	66
3	If you have ever missed an appointment without cancelling it what was the reason?	70	I had recovered	5	I forgot	50	I was delayed by traffic	11	Too difficult to cancel	4
4	Would any of the following be helpful in reducing the chance of you missing an appointment? Please tick any you consider to be helpful.	212	Ability to cancel on line	41	Reminder by text	88	Quick access by telephone	83		0
5	Are you aware that it is possible to book a telephone appointment with a Nurse or Doctor?	204	Yes	178	No	26		0		0
6	Please tick any of the following potential areas of development which would you be interested in:	215	A waiting room folder of useful organisations and sources of advice	61	Website access to self-help / useful organisations and advice	63	The addition of appointment booking and prescription requests online	91		0
7	Please tick any of the following possibilities that you may be interested in:	35	Patient volunteer transport to/from the surgery	32	Volunteering to help other patients with the above	3		0		0
8	How many times have you attended an appointment with a Doctor at the surgery in the last year?	203	0 times	8	1 - 5 times	144	6 or more times	51		0
9	How many times have you attended an appointment with a Nurse at the surgery in the last year?	199	0 times	24	1 - 5 times	144	6 or more times	31		0
10	Would you describe yourself as having an ongoing condition or disability?	200	Yes	112	No	88		0		0

11	Would you describe yourself as a carer for someone with an ongoing health condition or disability?	193	Yes	41	No	152		0		0
12	What is your gender?	198	Male	56	Female	141	Prefer not to say	1		0
13	Age	158	16-24	12	25-34	16	35-44	18	45-54	37
			55-64	44	65-74	41	75+	33		