

# Patient Participation Report - March 2012

## Southlea Group Practice

### Practice and Patient Profile

Southlea Group Practice has two sites offering General Medical Services to patients. The sites are situated in Lower Farnham Road, Aldershot and the Aldershot Centre for Health, Aldershot. The list size in March 2012 was 14461. We are open from 8am Monday to Friday and offer extended hours during the week. Extended hours during the week are on various days and are offered between 7.30 am and 8.15 a.m. and 6.30 p.m. and 8 p.m.; we also offer services on the 2<sup>nd</sup> and 5<sup>th</sup> Saturday of the month. During out of hours the surgery use the local out of hours' service, the patients are informed of this service at the time of registering, advertising the information on the practice leaflet and by voice message on the practice telephone system. The telephone number and instructions are also published on the website [www.southleapractice.co.uk](http://www.southleapractice.co.uk). We endeavor to provide best clinical care for our patients in line with National Guidelines and strive to improve our services by involving them in decisions about services and in order for us to do this; we welcome constructive feedback from our registered patients.

### PRG Profile

As part of good practice, Southlea Group Practice has set up a Patient Representation Group (PRG). The majority of our patient population consists of young patients to 65 years however we are developing a list of patients above the age of 85 years. The patients are a mixture of local people, military dependants and more recently patients of Nepalese ethnicity. We have a high prevalence of Hypertension and asthma. A number of our patients do not speak English. We had previously developed a Patient Participation Group but found that there was becoming a lack of interest. It was challenging therefore trying to engage new patients to take part in the Patient Representative Group (PRG).

We sent invites to randomly selected patients from different patient groups (patients from ethnic minorities, elderly people, young people, patients with disabilities, people who are carers, parents of young children and also patients with chronic diseases). The list of different patient groups; were taken from the Population Manager Register which has the patients who suffer with chronic disease, this information is collated from information read coded into the patient medical record through the EMIS GP computer system.

There were notices put up in the surgeries and the doctors were given information sheets and registration slips. To make it easily accessible to all patients, the practice

also offered the opportunity of being a member of the Virtual Group which enables them to be involved by electronic contact. The practice advertises the PRG on the practice website, Practice leaflets, and on posters on the walls and notice boards.

The PRG meeting was scheduled for an evening to make it easier for people that work. It was also easier for practice representation as the surgeries were finished.

### Details of Meetings

Our meetings have been held on an evening at the main branch on Lower Farnham Road. The time and place was agreed by our patients initially. They felt that the practice is easy to get to and there are no parking restrictions. The meetings have been very successful as each participant has an opportunity to speak and express their views and give suggestions. It has also been an opportunity for the practice to inform the patients of new structural changes in the clinical and administrative teams. There have been discussions over the CCG merge and representation on the North East Hampshire Patient Group. The PRG commended the practice on the high level of service it provides. It was aware of the Virtual Group and was happy that it gave other patients the opportunity to be involved. They also felt important to be given the opportunity to work with the practice. The group was made aware of the intension of the practice to carry out a survey of services and was asked to comment on the contents of the survey. The survey was also sent to the virtual group for comments. After a few suggestions of alteration to the survey it was given out to registered patients.

### The patient survey

After discussion with the partners and the patient group the survey was given out to registered patients. On 16<sup>th</sup> January the survey was left on the reception desk in both sites. At the site on Lower Farnham Road, copies were left on the seats for patients to complete. Surveys were attached to the repeat prescriptions, a further supply sent out to a random list of patients. In total 700 surveys were given out. We ran the survey for 4 weeks. The information was collected together and counted. We received from 700 questionnaires, 163 completed questionnaires during the stated time and approximately 20 more during February and March. This information was then entered into a graph formation. The graphs were published onto the website on 26<sup>th</sup> February 2012. The patient participation group received copies of the information. At the meeting in February the group discussed the findings. The findings were also given to the partners.

### Actions

Several queries were discussed and answered along with the comments made on the questionnaires. Listed below are the points which were felt necessary to resolve

as priority:

- Patients need to be more educated on how appointments were structured;
- Patients need to understand how to utilise appointments to their benefit e.g. by web access, telephone consultations.
- It was felt by the group that the website should be updated
- It was suggested that the patients view of the receptionists not being caring may have an impact due to the layout of the surgery waiting area.

The practice took these comments seriously and following a review of the collated information and statistics looked at the areas which could be resolved.

The issues that the Practice agreed upon with the PRG are detailed below:

- Patient newsletters will be updated for Spring/Summer which will give instructions on the structure of appointments, how they are released, types of clinics
- Notices will publicize the extended hours and the groups of people focused on using the facility,
- Notices and newsletter will mention how to book an appointment either by person, telephone, computer
- The website would be viewed and either updated or redesigned taking into consideration the comments made by the group e.g. electronic links, completion of documentation
- The reception area at the main surgery would be reviewed

Issues raised which may not result in the practice remit to resolve are below:

- It may not be feasible to remove the reception desk, this would need to be assessed when the building people assessed the waiting area and reception area. The desk is a form of protection for the patient / receptionist it also aids confidentiality in that the patient is unable to see what is on view to the receptionist.

### Survey statistics

The practice provided the group with copies of the statistics of the survey. The statistics were produced in graph formation and displayed on the practice website. Copies of the comments were also published onto the website and sent to the group.

### Outcomes

Following the comments of the group the website was redesigned and a new host

provider employed. Work started on the new website in March and should be available from the beginning to mid April. The website will be managed by the practice rather than as previous by the host provider thus enabling immediate updates.

### Aims

It is envisaged that the practice will try to deliver 3 surveys per year. The website will have a questionnaire posted at all times for patients to complete. The group will arrange to meet every 8 to 10 weeks but will still actively seek new members.

**Alison J. Somers**

March 2012