

Somercotes Medical Centre: PPG Survey, 2013-2014.

Following from the survey conducted last year, it was recognised that there was a clear demand for patient's to have the option to book appointments using alternative methods than by telephoning the surgery.

To address this need, we signed up to Patient Access – a system that allows patients to book appointments using the internet and we reviewed the process of online appointment booking and explored whether there additional online options would be popular.

We sent electronic questionnaires to the first group of patients who had signed up to online access (87 patients). Over the testing period of 2 weeks we received 37 responses. The breakdown of the responses is given here.

Q1. Do you feel that the online access service is useful?

Yes:	33 (91.67%)
No:	0
Unsure:	3 (8.33%)

One patient did not answer

Q2. Have you booked an appointment using the online system?

Yes:	18 (50%)
No:	18 (50%)

Q3. If you have booked an appointment online, did you find the process straightforward?

Very Easy:	15 (83.33%)
Easy:	2 (11.11%)
Ok:	1 (5.56%)

We then asked if, given the option, the following services would be of interest to patients.

Q4. Secure access to a summary of your medical record?

Yes:	32 (86.49%)
No:	5 (13.51%)

Q5. Blood or x-ray test results to be available to you via email?

Yes:	37 (100%)
No:	0

Q6. The ability to send your doctor a secure message about your health or medical condition?

Yes: 36 (97.3%)
No: 1 (2.7%)

Q7. To be sent medical information tailored to your particular medical symptoms/conditions?

Yes: 36 (97.3%)
No: 1 (2.7%)

Finally, we asked for a general comment relating to the function of the website and whether the patient had any other comments. Comments are listed below.

- Maybe offer booking telephone consultations?
- too early to say
- I have not booked a doctors appointment online yet, but I do order my repeat prescriptions online and it is easier and works well.
- Impliment those in this questionare!
- Have an easier log in system. If you misplace the document you had to register then you're stuck
- A link on the surgery website to the online appointment booking process would be helpful
- Had to go to the surgery to find out which doctors gave injections into the hand/knee. If doctors' specialities were shown it would help.
- nope
- have not used the new online system enough to be able to answer this question or make comment
- I understand the doctor have set hours, but it would be nice if there was a shift pattern I.E they could start at 3pm till 8pm it is still only 5hours a day. thank you
- No, I find it very useful, especially for repeat prescriptions. Thank you
- to ensure that the staff at the Medical Centre check when requests for repeat medication has been made

- None that I can think of at present.
- properly introduce the prescription order with a choice of collect from locations rather than just the surgery. You are the only surgery that requires a call to the pharmacy who then have to fax you to tell you I want my prescription taken there for me to collect. The process to go through is almost as hard as the old manual one!
- Nothing that I can think of so far
- if I could get e-mail for repeats,would be very heplfull
- No :) very good!
- I like the way that the website is already set up and the way the sevice runs, but it would be good for reminders to be sent out in email or text a sthis would decrease missed appointments as people have forgot about them

Conclusions

The outcome of the survey appears to support the use of online appointment booking and patient interest in extending the service to include being sent blood test and x-ray results, and being able to receive information relating to their medical conditions. The option to be able to send a confidential message to your doctor was also popular. The people who had used the online system reported ease of use but noted that there were some teething problems with prescription ordering.

Outcome of survey and suggestions

1. To explore the facility for sending blood results and x-ray results to patients. This option would have to be separately agreed with the patients with adequate information being supplied regarding security of email. In general this would be a relatively easy option to implement but would need exploration in the best way to set the system up.
2. The option to send a message to your doctor was popular. On face value, this could be a useful way of communicating with patients. Currently however there are several issues that would need addressing with the computer software prior to this being explored further.
 - a. The communication is currently only triggered by the patient. Doctors can only respond, they cannot initiate a message
 - b. The system would need a robust mechanism to ensure the message was appropriately acted upon and wouldn't compromise patient care.
 - c. There would need to be a system to balance workload, in that the number of messages being received and dealt with would not compromise patient care using more traditional approaches, e.g. face to face or telephone consultations.

- Information can be emailed to patients and this is a useful approach to empower patients by providing information relevant to their health. We are exploring the use of email to do this and also to reduce our carbon footprint by using less paper and sending fewer postal reminders. It may be possible to integrate this system into the new website.

The target time for exploring these issues further with the PPG and staff is 8 months from date of publication.

PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

Practice Name:

An introduction to our practice and our Patient Reference Group (PRG)

We are a practice serving a diverse community of approximately 7200 patients. We have a mixture of different social classes within the area but Somercotes is generally an area of high deprivation. Our Patient Reference Group is comprised of 8 patients who have been registered with the practice for many years.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	21%		
% 18 – 34	19%		
% 35 – 54	27%	25%	2% fewer
% 55 – 74	21%	75%	54% more

% 75 and over	7%		
Gender			
% Male	50%	12.5%	
% Female	50%	87.5%	
Ethnicity			
% White British	98%	100%	2% more
% Mixed white/black Caribbean/African/Asian	0.3%		
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi	0.3%		
% Chinese	0.3%		
% Other	1%		
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>It has been difficult to recruit younger patients to the PRG. Since the previous year's survey we have increased the number of patients who participate and reduced the average age. We have increased signage within the waiting area and on the practice website to highlight the functions of the PRG and methods of contributing. One factor that has been proposed is the time commitment that sitting on the PRG involves; one option to facilitate younger patients joining would be through the use of a Facebook practice page and via a 'virtual PRG' which would incorporate the views of more patients.</p>			
<p>In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:</p>			
<p>Members of the PRG do represent those who work, those who are unemployed or retired, and patients who have physical disabilities and mobility problems. Carers are also represented within the PRG.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>As previously stated, we have raised awareness of the PRG through the use of notices within the waiting area, and are working through the process of setting up a Facebook page, and a virtual PRG. The computer-based strategies will hopefully increase awareness and recruitment of patients who do not attend surgery regularly, or who may be housebound.</p> <p>Leaflets regarding the PPG can be requested in multiple languages due to online translation software.</p>			

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

It was recognised that there were difficulties in using the traditional telephone appointments system for some patients. One approach that was suggested following the installation of new computer record software was the use of online appointment booking. It was felt that this would enable patients to select their preferred method of appointment booking and reduce frustration in waiting for a telephone call. This would, additionally, have the advantage in reducing the call volume for receptionists who could offer more time to patients who called the surgery and would require this.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions were selected to get a broad view of the current provision of service and the options for extending the service in the future. The PRG was careful to not 'push ahead' too quickly and potentially encourage the roll out of a service that may be unfit for purpose.

How our patient survey was undertaken:

The survey was emailed to 87 patients who had signed up for the online access system. 350 patients had expressed a preference for the option to have online access; of these, 123 had created an online log in account. The 87 patients represented those who had joined up within the first 2 months of the service being available and as such might represent those patients who might use the service most frequently.

Summary of our patient survey results:

Overall the ability to book, rearrange, and cancel appointments was viewed favourably. Approximately half of the patients who had created an account had booked an appointment. Patients who had booked an appointment found the process straightforward but had suggested that further options for interacting with the practice would be helpful to explore in the future. Please see the attached survey.

Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The survey results were sent electronically to each of the PRG panel together with action points for how the PRG results could be taken forward. The panel did not object to any of the points raised. Prior to the survey results being available, several of the panel reiterated the need to maintain the traditional booking system and have the online access as an additional, rather than replacement, service.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

1. Explore options for increasing use of online appointment booking – highlight the option to patients when attending the surgery.
2. Look at enhancements to the service such as email and SMS reminders about appointments and test results.

We agreed/disagreed about:

The panel was in agreement regarding the results from the survey.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

The action points were generated from the panels comments in relation to the practice survey and the suggestions from the clinical team about the options for increasing access without impairing access for patients who did not have online access. The clinical team was also concerned about the potential increase in workload relating to online messaging facilities. This was recognised by the panel.

We identified that there were the following contractual considerations to the agreed actions:

n/a

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
1. Continue with online booking	n/a	Dr E Pooley Miss L Tomlinson	n/a	
2. Continue offline development and testing of the practice website	The new practice website required further testing and development to ensure a completed, high quality product that is able to meet the demands of the patients within the practice.	Dr E Pooley	3 months	

3. Explore options for online messaging between practice and patients.	This requires further discussion with the clinical team to ensure a clinically safe system that does not introduce extra workload to the detriment of current patient working practices	Dr E Pooley	6 months	
4. Development of a virtual PRG	This would be integrated with the new practice website	Dr E Pooley Mrs W North	6 months	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

- 1. The practice website requires upgrading. We are currently in the process of upgrading the practice website. This will be completed within 3 months.**
- 2. The option for online appointments would benefit patients. We now offer online appointments and prescribing requests.**
- 3. Email and Text message communication between the practice and patients. We now offer SMS reminders for appointments. This is done after agreement from the patient. Email communication is an option for the future, once the security and acceptability of this system is confirmed.**

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

There were no disagreements. The PRG recognised the need for agreement and consistency between the development of the new practice website and integration of the online booking facility.

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

The report was published on the practice website and available as a hard copy in the patient waiting areas. The online facilities and action plan are to be included within the new patient leaflet once a design and format have been agreed with the clinical team. Opening hours are signposted on the outside and inside of the building, and on the practice website, and in the current practice leaflet.

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Opening times These are the practice's current opening times (including details of our extended hours arrangements)

<p>Current practice opening times:</p> <p>0800-1830. Monday to Friday. There are no extended hours.</p>
