

## PEEL PARK SURGERY LOCAL PATIENT PARTICIPATION REPORT – March 2013

### THE FINDINGS

The Practice set up the PRG (Patient Representative Group) in June 2009 initially comprising of 4 patients. We advertised the PRG in the waiting room, on the notice boards, on the patient call board, verbally at the front desk and on our website. We now have 8 participating PRG members who are a fair representative of a cross-section of the practice population including the elderly and disabled. We used the Norfolk PCT PRG guidance to ensure balance. Discussion is open and constructive, analysing service provision and introducing alternative perspectives which are valuable for the medical team and patients. The group has fostered a sense of ownership and partnership between the practice staff and patients.

A patient survey was developed in order to obtain views. Questions were based on priorities identified by the PRG and the practice at our meeting on 15/08/12. This was available for patients to complete in paper form at the reception desk or on our website, [www.peelparksurgery.co.uk](http://www.peelparksurgery.co.uk)

At our meeting held with PRG on 15/08/12 it was agreed that we would build on year 1 and look at different ways of improving access. The demand for appointments is an ongoing issue at the practice. With this in mind, it was agreed with the PRG to include a question in this year's survey to see what patients' views were regarding the introduction of book on the day appointments (apart from the standard emergency slots) as we thought this might help reduce non-attenders who pre-book and then don't bother to cancel an unwanted appointment which would free up the time for someone else. An audit of dnas (did-not-attend) during January to June 2012 showed that 468 patients failed to turn up for their appointments. We decided that we would also ask what patients thought about telephone consultations as it was thought that this may free up face to face consultations.

After the survey ended, a meeting was held with the PRG on 29/01/13 where the group was provided with an opportunity to comment on and discuss the findings of the survey and to help create an action plan in order to try and reduce non-attendances.

Our response as a result of these findings and our intended actions are as follows:

We asked – In order to improve access we are thinking of offering more 'book on the day' appointments. Please let us know what you think of 'book on the day' appointments:

In response, 49.3% of patients would prefer to pre-book their appointments with the doctor. 50.7% of patients would prefer to book their appointment on the day and be seen the same day. We had decided to offer book on the day appointments from September 12 so that we could audit 3 months pre and 3 months post. However, our audit of pre and post book on the day non-attendances showed 159 dnas for June-September and 162 dnas from September-November, therefore no reduction of dnas. In the light of these results, we will re-audit from Jan – June this year to see if there is any improvement. However, book-on-the-day appointments were preferred by half the patients who undertook the survey. It was therefore decided, in agreement with the PRG, that the practice would continue (as trial from September 12) to offer pre-bookable and book on the day appointments each day.

We asked – We are thinking of offering more telephone consultation slots with the doctor. Please tell us what you think of telephone consultation slots.

A selection of responses is listed below. 57% of patients were in favour, 12% not in favour and from 23% of patients there was no reply.

<b>In Favour</b>	<b>Not in favour</b>
Okay if the problem is something simple	Not a good idea
Helpful for minor problems	Takes longer to see the doctor this way
In some circumstances a good idea	No, because you need to show the doctor your problem
Would be useful for saving time at the surgery	Face-to-face preferred. Over the 'phone no personal touch
Excellent idea for people like me who work long hours	I don't think it would work that easily
Would be useful for saving time at the surgery	No thanks
Good idea – saves doctor and patient's time	
Helpful as I struggle to keep appointments	
Useful when no appointment available	

The PRG thought that telephone consultations with a doctor would be helpful in some circumstances but may not help reduce the dna rate. It was decided that the practice will continue to offer telephone slots with one extra slot added daily.

Thank you to all our patients who took part in this year's survey. From your comments, we are pleased to note that 97% of patients taking part are either satisfied or very satisfied with the service they receive from the GPs and Nurse and 95% are satisfied or very satisfied by the service they receive from our reception staff.

The practice team at Peel Park have found the input of the PRG members most valuable and we look forward to working with them in the future.

**Our opening times:**

8am – 6pm Monday, Wednesday, Thursday, Friday and 8am – 8pm each Tuesday.

**Consulting times:**

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>8.30 – 12am</b>	<b>8.30 - 11.30am</b>	<b>8.30 – 11.30pm</b>	<b>8.30 – 11.30am</b>	<b>8.30 – 11.30am</b>
<b>2.30 – 5.30pm</b>	<b>2.00 – 5.30pm</b>		<b>3 – 5pm</b>	<b>3 – 5pm</b>
	<b>6.30 – 7.30pm</b>			