

## HILLSIDE PRACTICE

### Local Patient Participation Report, April 2011 to March 2012

#### Background information

Hillside Patient Forum is a practice patient group which has been in existence since soon after the practice moved premises in 2008 and become known by the name Hillside Practice. This group holds monthly meetings on the 2<sup>nd</sup> Wednesday of the month between 6.30 and 8.00 pm. The meetings are held at the practice and are always attended by one of our GPs. Any patient is welcome to attend.

In an effort to expand the patient forum (appreciating that meetings are not for everyone) in 2011 we invited patients to become a "Patient Forum Consultant". This enabled us to develop a "Virtual Group" with consists of patients who are happy for us to contact them periodically either by email or post to ask their opinion on specific issues relating to the services offered by the practice. Any patients can join this "Virtual group" at any time just by filling in a registration form obtainable from reception. Currently with both the Virtual Group (75 no.) and the Patient Participation Group (9 no.) we have 84 members all of whom are patients of Hillside, 40 Male and 44 Female

Total Members 84

The practice looked at the following factors that make up the groups which are a representation of the wider patient population:

- Ethnicity - The practice has 0.1% non white British patients.
- Number of Carers -            Male - 5    Female - 8
- Disabilities - We don't have a full picture of disability for those in the virtual group; however will take steps to gain a clearer picture by e-mailing members and ask for this information.  
We have one member of the Patient Participation Group is a wheelchair user.
- Sex

- Age
- Levels of employment
- Working patterns

<u>Sex</u>	<u>MALE</u>	<u>Unemployed</u>	<u>Employed</u>	<u>Retired</u>
Age under 16 - 24	1	1		
Age 25 - 54	10	5	5 (1 part time)	
Age 55 - 74	25	12	4 (3 part time)	9
Age 75 - 85 & over	4			4

<u>Sex</u>	<u>FEMALE</u>	<u>Unemployed</u>	<u>Employed</u>	<u>Retired</u>
<u>Retired</u>				
Age under 16 - 24	5	5		
Age 25 - 54	19	6	13 (3 part time)	
Age 55 - 74	19	1	6 (2 part time)	12
Age 75 - 85 & over	1			1

The practice identified at an early stage that the younger age groups are under represented and so distributed additional forms to local schools and Sure Start centre.

We will also attempt to recruit new members with clinicians offering the opportunity to join during consultations and by advertising on electronic screens in the waiting area.

When we compared the ages of those in the patient group to the general practice demographics it became apparent that we have a broad representative sample in terms of ages with a slight bias towards the over 55's particularly in the males. We plan to discuss this at our regular patient forum meetings to see how we can encourage those in the younger age groups to participate.

- During the Patient Forum meetings it was discussed and agreed what the content of this year's survey should be. The agreed areas to be covered

included access to appointments, quality of consultations and access to the premises including parking.

- In line with the above agreements our survey was produced and was made accessible to patients via the practice website. The survey was available to answer on the Practice website between February 14<sup>th</sup> and the 7<sup>th</sup> March 2012. Those patients on either our Patient Forum Group or our Virtual Group were emailed invitations to participate in the survey. This message also included an invitation to attend our Patient Forum meeting on March 14<sup>th</sup> 2012 where the results would be presented and an opportunity given to discuss the findings and identify actions to be taken. Patients were also invited to participate in the survey by advertising it on the practice "Envisage" system message screens in the waiting room.

The survey results are now available for viewing via the appropriate link on the practice website. A total of 38 patients participated which was a little disappointing in view of the efforts taken to publicise the survey and encourage responses. The purpose of this report is to pick out salient points from the full practice survey results and detail the actions that the Practice has agreed to take in response to the survey.

It was pleasing to the Practice that almost everyone who answered the questions regarding patient satisfaction with the doctors, nurse practitioner and practice nurses at Hillside were either satisfied or very satisfied with the care they had received. It was also noted that approximately 89% of patients were happy with the care that they received at Hillside Practice with the remaining 11% neither happy nor unhappy. No patients expressed that they were unhappy with their care. A slightly smaller, but still a large majority, were either happy or very happy with the Practice's opening hours.

It came across strongly and possibly unsurprisingly that the ability to get through quickly on the phone and speak to a pleasant, helpful receptionist was very important to a large number of those who responded. The Practice has therefore decided to increase its efforts to ensure that the telephones are answered as soon as possible especially in the morning when the phones can be very busy. The Practice has also noted an increase in demand for its on-line appointment booking and prescription ordering service. This increased demand was underlined by one of the questions in the practice survey and also by the patient group itself.

- **Actions to be taken.** The following actions were agreed at the Patient Forum Group meeting on the 14<sup>th</sup> March 2012 : -

**To increase the number of staff answering the telephones at peak times.** The Practice is intending to alter staff rotas to enable more staff to man the telephones. This should ensure that more patients can get through quickly to make their appointments without having to redial or wait in a queue.

**The Practice will ensure that its receptionists receive full customer care training** if they have not already received this, or an up-date in this training if they have received it in the past.

**The Practice plans to increase the volume of appointments available to be booked on-line, and also to investigate increasing the number which can be booked for one patient at one time.** For example, it is currently impossible to book an appointment to see the nurse and then book a further appointment to see a GP until the nurse appointment has been attended. There are limitations with the practice computer software which may make it impossible to influence the latter point, however, we intend to contact our software supplier again regarding this matter.

#### **Timescales:**

- We anticipate that we will be able to complete the training and alteration in staff hours necessary to increase the number of staff answering the telephone by the end of April 2012.
- Customer care training for receptionists will take place throughout the year.
- Increasing the total number of appointments available for on-line booking should be completed by the end of April.

The practice will look to respond to the above over the coming months and will report any new initiatives on the practice website.

For Information

- The practice core opening hours are 8.00 am to 6.00 pm Monday to Friday access to services can be obtained by telephoning 01287 650430 or presenting at the practice.
- The practice also offers Extended Hours which are available Monday Evening 6.30 to 8.00 pm and Saturday morning 9.00 to 11.00 am all appointments are pre-bookable and should be made during the core hours.