

Patient Participation Report for 2013-2014

Ightenhill Medical Centre P81165

Tabor Street Burnley BB12 0HL

Tel: 01282 424464

Practice Manager: Tracy Williams-Walsh

This Practice has an “open” list from April 1st2013 to 31 March 2014

Component 1: Develop a PRG

Practice Population Profile

Please demonstrate how the PPG is representative by providing information on the practice profile which could include age, ethnicity, levels of unemployment, numbers of careers and working patterns of patients.

Total Practice Population

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
368	221	284	247	325	316	222	150	44

Gender	No.
Male	1134
Female	1043

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
2132	12	0	6	0	6	7	1	0	4	4	5

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Nursing Home	6
Learning Disability	16
Mental Health	35
Cancer	50
Drug User	6
Carers	12
Disabled	6

PRG Profile

Please demonstrate how the PRG is representative of the practice profile by providing information on the PRG profile

Age

Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	1	3	4	4	4	4	4	1

Gender	No.
Male	12
Female	13

Ethnicity

White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
21	1	0	0	0	1	1	0	0	0	1	0

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Nursing Home	1
Learning Disability	1
Mental Health	1
Cancer	1
Drug User	1
Carers	1
Disabled *	4
Young Female Post-Natal	2

* Various Disabilities

Difference between the practice population and the members of the PRG

Please describe what efforts the practice has made to reach any groups not represented

The group is all White British which is disappointing as letters were sent to other ethnicities.

We wrote letters to invite patients of different ethnicity again. Two letters were sent if there was no reply from the first letter. A third letter was sent reminding patients of the previous two letters. No further letters were sent. As well as personal invites there was a notice board in the waiting area inviting patients to volunteer to join.

Component 2: Agree areas of Priority with the PRG

Priorities

Please confirm the range of areas which were included in the survey

In previous years a long and full survey has been carried out. We had poor returns and not all the questions were answered. It was felt that we should try to cover as many areas as possible but in a much simpler and shorter way. It was agreed to try to do something new.

Was there engagement with patients outside of the PRG when developing the range of areas and if so, how was this undertaken

No we did not use patients who were not part of the group

Were the priorities agreed by the PRG and if so, please provide evidence ie. minutes or email

Yes we did consult members of the PRG and get approval

Please see the following letters:

Dr A S Iqbal M.B.B.S. M.R.C.P D.F.F.P
General Medical Practitioner
Ightenhill Medical Centre
Tabor Street
Burnley BB12 0HL
Tel: 01282-424464
Fax: 01282-416327
Email: Ightenhill.practicemanager@nhs.net

31/10/2013

Dear Val

Thanks for your reply. So glad you are able to help with the survey. I appreciate it very much.
Thursday November 21st is fine at 2.00pm. Looking forward to seeing you then.

Thanks again

Carol

31/10/2013

Dear Linda

Thanks for your reply. So glad you are able to help with the survey. I appreciate it very much.
Thursday November 21st is the best at 2.00pm. Looking forward to seeing you then.

Thanks again

Carol

31/10/2013

Dear Carole

Linda and Val have both said that Thursday November 21st is fine at 2.00pm. Are you able to join us? If so please come along. If however you cannot come and if the 5th or 19th is better for you, just let me know and you and I can at least get it started.

Do hope you will be able to help out with this. I am on leave after the 5th until the 19th.

Hope to see you soon

Carol

All group members were sent the following letter once the survey had been compiled

Dr A S Iqbal M.B.B.S. M.R.C.P D.F.F.P
General Medical Practitioner
Ightenhill Medical Centre
Tabor Street
Burnley BB12 0HL
Tel: 01282-424464
Fax: 01282-416327
Email: Ightenhill.practicemanager@nhs.net

Date: 26/11/2013

Dear

Last week Valerie and Linda came to help me format the next patient survey. We have to do this annually.

We all felt that it was time for a change as we thought that patients were fed up with the old format and that it was too long.

I had researched the Internet and found what we all felt was a much better survey and that it looked more user friendly than the old one.

I have enclosed a copy for you. Please will you look at it and let me know what you think. We hope that we will get a good response from our patients this year as it is much simpler than the old ones.

We will be unable to meet before Christmas for several reasons and so our next meeting will be in early January.

I have enclosed a stamped addressed envelope for your reply. Please do let me know your thoughts.

Thanks again for your support over the last 12 months.....You are a great team!

We look forward to meeting with you again, and take this opportunity to wish you a Happy Christmas and a Happy New Year.

Yours sincerely

Carol Ratcliffe

Component 3: Collate patient views through use of a survey

Patient Views

Please describe the method of survey undertaken, how it was cascaded and how many were cascaded (please note the survey should be cascaded wider than the PRG)

100 paper surveys were handed out in Practice at random. All age groups were included and we attempted to give equal numbers to male and female. The response was much better this year with a 64% return by the final date. None were returned after the closing date. The survey was much shorter and less complicated than in previous years and we believe that this is the reason for the better return rate. Some people refused to take a survey to complete. We encouraged people to complete the form whilst they were here. A box was provided on reception for the completed forms.



Please embed a copy of the survey



patient-survey-resul
ts-sheet-2013-2014.i

Ightenhill Medical Centre Burnley Patient Satisfaction Survey 2013-2014

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. Please do not put your name on this form. Thank you for your time.

Your Age: _____

Your Sex:

Male _____

Female _____

Please circle how well you think we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
Ease of getting care:					
Ability to get in to be seen	5	4	3	2	1
Hours Practice is open	5	4	3	2	1

Ability to speak to GP or Nurse on the telephone	5	4	3	2	1
Prompt return on calls	5	4	3	2	1
Waiting:					
Time in waiting room	5	4	3	2	1
Time in examination room	5	4	3	2	1
Waiting for tests to be performed	5	4	3	2	1
Waiting for test results	5	4	3	2	1
Staff:					
<i>Provider: Doctors</i>					
Listens to you	5	4	3	2	1
Takes enough time with you	5	4	3	2	1
Explains what you want to know	5	4	3	2	1
Gives you good advice and treatment	5	4	3	2	1
<i>Nurse and Healthcare Assistant:</i>					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1

Please circle how well you think we are doing in the following areas:	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
<i>All Other staff:</i>					
Friendly and helpful to you	5	4	3	2	1
Answers your questions	5	4	3	2	1
Telephone:					
Ease of getting through on the telephone	5	4	3	2	1
Clarity of those answering the telephone	5	4	3	2	1

Are we providing a “Quality” Service for your care?	Yes _____		No _____		
Facility:					
Neat and clean building	5	4	3	2	1
Provision of access for the Disabled	5	4	3	2	1
Comfort and Safety while waiting	5	4	3	2	1
Privacy at the front desk	5	4	3	2	1
Confidentiality:					
Keeping my personal information private	5	4	3	2	1
The likelihood of referring your friends and relatives to us:	5	4	3	2	1

What do you like best about the Practice? _____

What do you like least about the Practice? _____

Suggestions for improvement? _____

Thank you for completing our Survey!

Please make sure you return this to the Practice by Friday January 3rd 2014

Please put this completed form into the box provided on the Reception Desk



Please embed a copy of the analysis undertaken by the practice

Ightenhill Medical Centre Burnley Patient Satisfaction Survey 2013-2014

Results and Report

100 surveys were handed out in Practice at random. All age groups were included and we attempted to give equal numbers to male and female. The response was much better this year with a 64% return by the final date. None were returned after the closing date. The survey was much shorter and less complicated than in previous years and we believe that this is the reason for the better return rate. Some people refused to take a survey to complete. We encouraged people to complete the form whilst they were here. A box was provided on reception for the completed forms.

	GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1
Ease of getting care:	%	%	%	%	%
Ability to get in to be seen	75	22	3		
Hours Practice is open	70	24	6		
Ability to speak to GP or Nurse on the telephone	41	36	13	8	2
Prompt return on calls	42	42	12	4	
Waiting:					
Time in waiting room	25	69	3	3	
Time in examination room	35	61	4		
Waiting for tests to be performed	23	66	11		

Waiting for test results	29	54	17		
Staff:					
Provider: Doctors					
Listens to you	57	31	10	2	
Takes enough time with you	42	43	13	2	
Explains what you want to know	42	41	13	4	
Gives you good advice and treatment	40	42	13	3	2
Nurse and Healthcare Assistant:					
Friendly and helpful to you	31	43	19	6	
Answers your questions	31	27	28	12	2

	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
All Other staff:					
Friendly and helpful to you	27	28	28	17	
Answers your questions	22	28	20	28	2
Telephone:					
Ease of getting through on the telephone	63	28	3	6	
Clarity of those answering the telephone	79	19	2		
Getting results and reports on the telephone	78	17	3		
Facility:					
Neat and clean building	57	40	3		
Provision of access for the Disabled	63	28	4		
Comfort and Safety while waiting	69	27	8		
Privacy at the front desk	57	22	6		
Confidentiality:					
Keeping my personal information private	76	22	2		

Are we providing a **“Quality” Service for your care?** **Yes: 89% No: 7% Not stated: 4%**

What do you like best about the Practice?

The main comments about this were around the fact that it is a friendly practice with helpful staff. It was felt that the Manager did a good job. There were many comments about the excellent access for appointments. Some felt that the practice was easy to get to and close to home. There were several comments about liking everything about the practice. The main comment was ease of obtaining an appointment.

There were 25 comments returned

What do you like least about the Practice?

The main problem mentioned was the lack of privacy at the front desk. There was a comment about not being open at weekends. Another commented that their repeat prescription was not always correct. One comment was that they felt that appointments were too rushed. Several commented that they did not have any dislikes.

Suggestions for improvement?

There were only a few comments in this category.

1. Have some means of leaving a prescription between 1 and 3 on Wednesday when the surgery is closed
2. Improve reception area to provide more privacy
3. Ensure repeat prescriptions are correct
4. Reception to be separate from waiting area
5. Remove seating close to reception
6. There were 2 returns which stated “ Nothing”

There were 9 comments returned

Age Distribution (Actual figures from 64 replies)

Under 20	5
21-30	9
31-40	12
41-50	7
51-60	8
61-70	10

70 +	8
Not stated	5

Sex Distribution (Actual figures from 64 replies)

Male	Female	Not stated
31	32	1

Report

This year more surveys were returned. 100 were given out in the practice at random over a period of 2 weeks and 64 were returned ie 64%.

It is felt that we got more returns because the survey was shorter and less complicated than in previous years.

There is still a problem with Privacy at the front desk. This is mentioned at each survey we have done. We have tried some things, but obviously it is still an issue which needs to be resolved.

The survey results were discussed at the PPG meeting on January 15th and the following Action Plan was suggested

Action Plan

1. The main area of concern is privacy at the front area and waiting room. Something must be done as this is the third time this problem has been highlighted. It was decided that the practice needs to look at this urgently. There were several suggestions made:
 - a. Perspex over front of reception
 - b. Removal of seat facing the reception
 - c. Moving the telephone from the front desk
 2. Repeat prescriptions to be carefully checked against request each time one is done. If there is a problem the patient should be informed when they come to collect the prescription
 3. It is not possible to have a "post-box" into the surgery for prescription requests for safety reasons. Patients are to be reminded about the 2 hour closure time on Wednesday from 1.00pm to 3.00pm. It is possible to email a request but obviously not everyone has email access. We cannot leave the front door unlocked as there has been vandalism and theft of the entrance rug.
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Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to service

Survey Outcome

Please describe how the outcome of the survey was discussed with the PRG (embed copies of minutes or email)



minutes-ppg-meeting-15jan2014.pdf

We had a meeting for the PRG to look at the results and the survey was discussed at length. Following this minutes were given to each member and an Action Plan was put together. The group felt the survey was better this year as it was shorter and we got all the questions answered.

Agenda for Meeting January 15th 2014

1. Apologies
2. Minutes of last meeting and Matters arising
3. "Friends of Ightenhill"
4. Practice Survey 2014
5. AOB
6. Next meeting

Minutes of Patient Participation Group Meeting January 15th 2014

Present: Dr A S Iqbal Tracy Williams-Walsh, Carol Ratcliffe and group members

1. Apologies: Mr and Mrs Carter and Marie

The meeting started at 5.15pm

2. Minutes

The minutes of the last meeting were looked at and the outstanding matter was that of "Friends of Ightenhill Practice". Dr Iqbal was present today to answer any questions and to explain what she hoped would be the out-come of a group. After a lengthy discussion we decided that even though we thought it would be difficult we would try to set this up. One of Dr Iqbal's ideas was to purchase a self-check in screen. These cost about £5000. There are still some misgivings, but we decided to wait until Easter time and maybe have a raffle and advertise the idea in Practice. Dr Iqbal asked Carol to contact Trawden surgery and speak to Angela as they have set up a group. Valerie said she had looked at the internet and she could only find Trawden with a group.

There was still no idea when we would have our CQC inspection

3 Survey

Each person had a copy of the Practice Survey. There had been a much better response this year following a shorter more user friendly survey. All the questions had been answered by most people, but the comments and suggestions section had been poorly answered. Everyone agreed that the survey was much better and Carol thanked Val and Linda for their help this year. The good and bad points were discussed and an action plan agreed. Our priority is still the lack of privacy at the front desk. Several suggestions were discussed (see web site for survey results, report and action plan). There were no adverse comments about the reception staff this year following the course they attended. One of the group commented on how good the girls were and how smart they were. Everyone agreed.

4. AOB

Anthony asked if we could use email for minutes etc as this would cut down the cost. It was decided to do this. Everyone was happy for Carol to have their email address. Those who do not have email will receive letters as usual.

Clifford asked if it was Ok to come to see the doctor for help and advice about his health even if he was not ill at the time. He was reassured that it was. He also asked if we had a break- down of the age of our patients as he was interested to know. It was agreed to do a search ready for the next meeting. There was no other business and the meeting closed at 6.15pm

Was there any significant changes required that had been identified from the survey. If yes, please provide further detail and confirm agreement has been sought from NHS England (ie opening hours or contractual changes

No. Not applicable to this practice

Component 5: Agree action plan with the PRG and seek agreement in implementing any changes including timescales

Please embed a copy of the action plan agreed with the PRG highlighting any changes including timescales



action-plan-ppg2014.pdf

Ightenhill Medical Centre PPG Action Plan 2014	Review Deadline	Progress	Outcome
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Action /Priority			
<ul style="list-style-type: none"> • Still problems with Confidentiality in Reception Area 	12 months	To be investigated	
<ul style="list-style-type: none"> • Checking of repeat prescriptions before they are issued 	3 months	Staff have been instructed to double check all requests and to explain why a drug has not been issued even though the patient has requested it	Ongoing
<ul style="list-style-type: none"> • Nowhere to put prescriptions when Practice is closed for training on Wednesday pm from 1.00 to 3.00 	6 months	Everyone to be reminded about closure.	Ongoing

At the last PPG meeting and following the completion of the patient survey, the practice and the PPG considered the results, prior to this action plan being agreed and completed.

It was decided that three key areas for improvement were clearly identifiable from the survey.

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Component 6: Publication

Publication

Please confirm that the Local Patient Participation report has been published on the Practice website and includes the criteria set out in component 6 (A-J) inclusive and embedded a copy into this form

The Local Patient Participation report is published on the web site under the tab headed Patient Participation

Please provide a hyperlink directly to the local patient participation report on the practice website

www.ightenhillmedicalcentre.co.uk/patient-participation-group/

