

PPG profile:

Manchester Road Surgery set up a patient participation group in 2012.

We encouraged people to join the group in several ways including joining and promoting patient opinion to gain feedback, advertising on the practice website, in our newsletter, on prescriptions and also by directly contacting patients and asking them if they wanted to join. The latter was by far the most effective method and most of the original members remain in the group. In June 2013 we had another recruitment drive and sent out direct invitations to a further 20 patients. Unfortunately we didn't manage to recruit anyone in this way however a direct verbal invitation from a GP at the practice did result in another member joining the group this year.

The group remains largely virtual, the practice manager emails the group when necessary to raise awareness of any changes within the practice or in the wider NHS that directly affect the practice such as the formation of the CCG. The group meet at least once a year and had a very encouraging and lively meeting this year in October 2013 when we met to discuss priority issues to include in the survey. Minutes of this meeting are available on request.

Patient representation:

The group currently has 10 members who are all patients of the practice.

In terms of age and gender our patient demographic is as follows –

| Age | Gender |
|-----------|------------|
| 0-16 19% | Male 49% |
| 17-64 61% | Female 51% |
| 65+ 20% | |

Table to compare practice demographic with patient group demographic.

| | Practice | Patient Group |
|----------|--------------|---------------|
| Female | 2223 (50.2%) | 51% |
| Male | 2204 (49.8%) | 49% |
| Under 65 | 3609 (81.5%) | 60% |
| Over 65 | 818 (18.5%) | 40% |

All members of the group are white. Two members of the group are registered as disabled and 1 is a carer.

Progress with issues from previous survey.

Advertising early morning surgery - We now have a full clinic most weeks for our early morning surgery, it seems that as this is now a permanent slot and has been widely advertised most patients are aware of this facility.

Telephone advice rather than face to face to free up appointments - We decided to start to encourage patients who need a medication review to arrange for a GP to call them rather than booking an appointment. The rationale behind this was to try to free up appointments for those patients needing a face to face assessment. In retrospect the GP's have conceded that this has been difficult to implement mainly because patients rarely present with one problem and a medication review often leads to a 'can I just mention this problem' at the same time! We have however implemented a dedicated call back from a GP within 2 hours for parents of children under 10. This procedure is put into action when all the on the day appointments have been taken, it is hoped that this will also help to reduce the number of in hours visits to A&E (Children's).

Priority issues for 2013/14

At our meeting in October discussion was based around the practice website and leaflet. It was explained by Alison Broadhead (Practice manager) that practices were being encouraged to promote on line facilities for appointment booking and ordering repeat prescriptions. It was thought that as patients sign up they would be visiting the practice website in order to access the online facilities and perhaps start using the website to keep updated and search for useful information. The PRG came up with lots of ideas about how the website and leaflet could be improved in terms of the information on it and being user friendly.

It was decided by the group that this year's survey should build on the PRG ideas of what information should go on the website and so we asked a sample of the patient population whether they used the website and what information they would find useful.

Obtaining the views of patients:

A survey was prepared and distributed to patients attending in person during a 4 week period in December 2013. 97 surveys were completed and analysed in total.

Obtaining the views of patients and the PRG

Survey results:

Q1: Your age range

| | | | |
|-------|-------|-------|-----|
| 16-34 | 35-64 | 64-74 | 75+ |
| 23 | 47 | 22 | 5 |

Q2: Have you ever visited our website www.manchesterroadsurgery.org.uk

| | |
|-----|----|
| Yes | No |
| 38 | 59 |

Q3: Are you aware that once you have registered at the surgery you can order repeat prescriptions and book appointments on line via a link on the website?

| | |
|-----|----|
| Yes | No |
| 59 | 37 |

Q4: If you were looking for health advice would you think of looking at the surgery website for links to reliable health information?

| | |
|-----|----|
| Yes | No |
| 39 | 58 |

Q5: What links to health related issues would you be interested in seeing on the website? Please write your ideas in the box below.

| | |
|--|-------------------------------|
| Patient .co.uk | Travel advice |
| Arthritis | Asthma |
| NHS direct | Local support for cancer care |
| Common Illness symptoms – Flu/Novo virus | First aid/minor injury |
| Family planning/pregnancy | |
| Children’s health/teenage health | |
| Mental health/depression | |
| Allergies | |
| Menopause | |
| Diet/exercise advice | |
| Dealing with pain | |

Q6: On our website we currently only list the names of the doctors who work at the surgery. In your opinion would it be useful if all staff were listed and their job title?

| | |
|------------|-----------|
| Yes | No |
| 59 | 31 |

Q7: Some surgeries have links on the website to Face book and Twitter, if this was available would you ‘Visit’ or ‘Follow’ us?

| | |
|------------|-----------|
| Yes | No |
| 17 | 77 |

Q8. a) Would you find a commonly asked questions page useful?

| | |
|------------|-----------|
| Yes | No |
| 72 | 19 |

b) Do you have any suggestions for questions? Please write your ideas in the box below.

| |
|---|
| <p>Minor treatments offered at the surgery What immunisations are needed in order to go to certain countries? Available time to call for appointments and prescriptions What will 111 do for me? How do you set up an online prescription service? Out of hours pharmacy opening times Out of hours mental health support</p> |
|---|

Q9. We currently have weather information as a feature on our website, is this useful or not?

| | |
|------------|-----------|
| Yes | No |
|------------|-----------|

Q10. What other information would you find useful on our website or in our practice leaflet? *Please write your ideas in the box below.*

Page numbers and contents page would be helpful (leaflet)
Clearer map – Buses?
Training – what takes place here, GP's/nurse/others
When it's best to call to make an appointment/order a prescription/clearer procedures how to book a midwife appointment/info on S10 maternity services.
Links to self help groups
Nutritional/diet advice
Facts file on each GP/nurse
List of local pharmacies and opening times
Natural remedies
Local community groups e.g churches/groups etc
Compliments/complaints/suggestions

Discussion of survey results:

After the results had been collated they were sent to all members of the PPG for comment (9 via email, 1 by post). Members were asked what if any changes they thought should be made as a result of the survey results and to give their opinion of the current system.

Comments from the group:

2 members of the group had been very proactive between the meeting and the survey results coming out. They had both done some detailed research into other practice websites looking at information, links and functionality and had collated their findings.

These results were emailed to the practice manager. Their conclusions were very similar to the results of the survey in terms of what patients want to see on the practice website. One further comment was received and this member indicated that they were happy that we were intending to implement most of the suggestions.

Action plan:

Review what links we have to other websites/do they work/are they up to date?

Add links to the most commonly requested websites e.g children's health/pregnancy

List all staff and job title

Review the accessibility of the website e.g. add google translate/text size increase/decrease/web site customising setting.

Add a site map

Add a commonly asked questions page

Look at the websites reviewed by the patient group, how are they set out? Make the website flow better.

Add information about how to find/get to the surgery.

The patient group originally suggested that alerts via Face book and Twitter would be a good way to communicate quickly with patients. It seems though from the results of the survey that at this stage the majority of patients would not find this useful. Due to concerns from the practice manager about how much time it would take to monitor comments etc this will not be rolled out at present until there is sufficient interest.

Practice opening hours:

The Surgery doors 8.15 am to 6.00 pm Monday to Friday except for Thursday afternoons when we close at 1pm, most Mondays we have an early morning surgery starting at 7.30 am. We do not close at lunchtimes. Phone lines are open 8.30-6pm Monday to Friday apart from Thursday afternoon. Patients can access services during these hours by either telephoning the Practice or walking into the building.

Appointments can be made by phone, internet or in person at the desk.

Outside these hours the practice is part of the GP collaborative and patients can access this service by calling the surgery. The caller is advised to call the GP collaborative or 111 depending on when they call. Repeat prescription requests can be made in person or by phone, email, internet, fax or post. Signed prescriptions can be collected, or posted out if a SAE is enclosed, or patients can arrange for a local Pharmacy to collect them on their behalf. We hope to be switched on for the electronic prescription service during 2014.