

NIGHTINGALE VALLEY PRACTICE

Patient Participation Report – 2013 -14

We have not had a Patient Forum Group in the past and gaining interest has been surprisingly challenging. We have been recruiting since November 2011 and this remains ongoing. Most members have been contacted via e-mail as we have found this is the most efficient way in communicating. However, we are aware that not everyone has access to e-mail and do not want to exclude those patients who would like to be involved. During 2013 -14 we have developed a Patient Forum Group and have arranged to meet on a quarterly basis. We also draw on feedback via complaints, compliments, staff and patient suggestion box to ensure we are taking into account all views.

Nightingale Valley Practice has a growing population and currently have 15,843 patients on our register

Size of the PRG We had 42 members in 2012-13 which has now increased to 71 in 2013 – 14

Practice population profile		PRG profile		Differences between population and PRG, and the efforts made to reach any groups not represented are as follows
Age				
% Under 16	19.6%	% Under 16	0%	Under represented. It is thought that most people in this age group may have a lower interest in a PRG. When meeting with our 4YP mystery shoppers they clearly indicated that it is not something they would want to be involved in on a regular basis. However we are keen to continue to try and recruit within this age bracket
% 17 – 24	8.4%	% 17 – 24	0%	Under represented. However we will continue to encourage this population to join
% 25 – 34	18.7%	% 25 – 34	5.6%	Under represented, but we have seen a slight increase of 1 point over last year. We will continue to recruit patients within this age group particularly focussing on the young parent community where we are not well represented at the moment.
% 35 – 44	16.8%	% 35 – 44	9.9%	Under represented but we have seen an increase of 5 points this year so will continue to recruit.
% 45 – 54	13.7%	% 45 – 54	14.1%	Represented
% 55 – 64	9.7%	% 55 – 64	15.5%	Over represented, but very happy to welcome everyone to our community.
% 65 – 74	7.2%	%65 – 74	40.8%	As above
%75 – 84	4.2%	%75 – 84	9.9%	Represented

% Over 85	1.7%	% Over 85	4.2%	Represented
<p>We believe that although the representation is under/over in some age categories, the representation clearly matches those who visit the surgery, and may have a more vested interest in supporting us. However, we would like to encourage patient under the age of 34 to join our growing Patient Participation Group</p>				
Ethnicity				
<p>Our practice profile shows us to be in an area of Bristol with predominantly a White British population, although we do have some patients in other ethnic groups. Currently PRG membership is represented 97.14% British, 1.43% White Irish and 1.43% Other ethnicity.</p>				
Gender				
Practice population		Patient Participation Population		
% Male	50.5%	% Male	40.8%	With the addition of our new recruits we have seen a slight drop in male representation
% Female	49.5%	% Female	59.2%	
Other				
<p>13 of our PRG have stated they represent a particular patient group as a carer or through work as follows: Children x 4 Physical disabilities x 3 Mental health Problems x 4 Learning Disabilities x 1 Elderly Residential x 1</p>				
Steps taken to recruit patients to the PRG		<p>The following methods are used to recruit our PRG:</p> <ul style="list-style-type: none"> • Posters displayed in our waiting area • Advertised on our practice website • Staff actively recruiting patients when visiting • Speaking to members of other groups including 4YP mystery shoppers, Carers Group and various clinics • Invitation attached to patient survey, which is where we see most of our recruitment • For 2014 we will also be adding requests to our new patient registrations <p>We have now widened our search and are also recruiting through:</p> <ul style="list-style-type: none"> • Local chemists • Local community centre • Other healthcare Professionals who work with our patients <p>Moving into 2014 we are now engaging with the local Brislington Neighbourhood Partnership which will lead to greater clarity on what is needed in the wider community.</p> <p>We need to review how we can encourage the under 24 (yrs) population to join the PPG and this will be an agenda item for the next meeting</p>		

Patient Survey

For the last 2 surveys we have concentrated on generic questions around waiting times, opening hours, general satisfaction with the GP's and staff etc. and on the whole received a very positive picture. Having reviewed the actions from previous surveys, most of which have been delivered and some ongoing, the feedback is that a general improvement has been seen. Although we have introduced telephone triage as an additional service to our patient's, again with positive feedback, availability of appointments has still been a subject of complaint and comment from both our patient's and staff.

We therefore looked at some underlying issues and agreed to focus on DNA's (Did Not Attend). In the last year there were at least 2078 appointments which the patient did not attend and did not let us know in advance. This equates to at least 346 hours of Doctor and Nurse time wasted and 2078 appointments that could have been used for other patients to book.

Therefore, we agreed to concentrate on firstly understanding how our patients felt about the number of DNA's and then what action and support we could give to our patient's to encourage them to cancel in advance to allow the appointment to be booked by another patient. Interestingly 20% of the respondents said they had DNA'd an appointment and their insight has been useful in discussions with the PPG enabling us to develop our action plan.

The survey was carried over a 3 week period commencing 17th February.

The survey was made available in the surgery with an invitation for all patients to take part and sent to existing members of the PRG via e-mail. The survey was also uploaded to our web site for download or on line completion.

The data was collated by an independent member of staff into an excel spreadsheet and the output anonymised.

As part of the survey, we collected free text comments to allow more freedom for our patients to offer feedback.

In total we received 70 responses. Although we would have preferred to have more we are pleased with the response we received.

A full copy of the results is attached to this report.

Action Plan

On completion of the survey, we contacted all patients on the PPG and invited them to a meeting on Wednesday 26th March 2014. This was done via e-mail and post, dependant on the Patient's preference.

We met with representatives of the PPG in Brooklea Heath Centre and went through the findings of the survey. A full and frank discussion ensued regarding DNA's and how we could better support or take further action against those who DNA. There was a recent publication (2012) published in the Journal of the Royal Society of Medicine which examined small changes that can significantly reduce the number of patients who DNA. (*commitments, norms and custard creams - a social influence approach to reducing DNA by Steve Martin, Suraj Bassi and Rupert Dunbar-Rees*) These were discussed at the meeting and the PPG were invited to present their own ideas and comments.

1) Communicating the right norms – rather than publishing the number of patients who did not attend their appointment it would be far more effective to show the number who did attend. Research has shown that drawing attention to the frequency of unwanted behaviours actually has the effect of normalizing the behaviour and therefore increases the incidences.

2) Written Commitment – 49% of our responders felt writing the appointment down would help people remember an appointment. Currently, if a patient books an appointment at reception we tend to write it down for them. We discussed whether there would be a benefit, as the above research shows, to allow the patient to write down their own appointment thereby including them in the process of booking and recording the appointment. Some members felt that some patients might struggle to write down their appointment but we agreed the Receptionists would need to make a judgement call to help those who might have difficulties.

3) Verbal Commitment – the above paper suggested that by changing the way we word confirmation of a booked appointment, particularly over the phone, may again encourage a patient to let us know if they need to cancel an appointment. Options include asking the caller to repeat back the time, day and date of the appointment, ask them if they have a pen to write the appointment down and ask the caller “will you please call us if you need to change or cancel your appointment”. This needs a little more thought and discussions with the reception team on how they feel they can handle the overall message.

Please see action plan for more detail

Additionally another item was raised from a recent experience of one of our members around queuing at the reception desk and confidentiality. We have therefore added this to our action plan for this year.

There were no contractual considerations to the agreed actions

Local patient participation report

Can be found on <http://www.nightingalevalleypractice.co.uk/>. Paper copies are available in the surgery.

The report will be displayed in our surgery and hard copies available on request

Opening Times

Our core opening times are:
08.00 – 18.30 at the main practice at Brooklea, Monday to Friday. We do not close for lunch. Our branch surgery at Riverside is closed on a Tuesday morning and Friday afternoon however access to a Doctor or Nurse is available at Brooklea Health Centre

Telephone access starts at 08.30 – 13.00 and 14.00 -18.30 Monday - Friday. There is an emergency number for the following hours 08.00 -08.30 and 13.00 – 14.00 Monday – Friday.

Extended hours surgeries are available on:

Tuesday from 07.00 – 08.00 and 18.30 – 19.30

Wednesday from 18.30 – 19.30

Thursday from 07.00 – 08.00 (at our Riverside branch Surgery)

Appointments are available with a Doctor and a Practice Nurse