

## PPG COMMENTS AND ACTION PLAN

1. **Agree with the PPG which issues are a priority and to include these in a local practice survey** - we agreed with the chairman Francis Ovenell and secretary Doug Angus, as well as the PPG members, that we would hand out a more detailed questionnaire to patients about how they felt regarding their visit to the practice. The survey would be more probing and ask specific questions about their GP's abilities, attitude, medical knowledge and how they manage their care. It was also agreed there would be more probing questions regarding how they felt the nurses were able to manage and delivery care. The patient would be given an opportunity to comment on the receptionists and also the appointments system. It was agreed that the questions would be a nationally approved survey and would be organised by Patient Dynamics.
2. **Carry out the local practice survey and collate and inform the PPG of the findings** - the survey was carried out across the three sites and questionnaires were distributed over the months of December 2013 until the end of February. The questionnaires were sent back to Patient Dynamics who collated the results and produced the report.

Patient Dynamics is an independent research company specialising in patient experience. Patient Dynamics is an approved supplier of NHS patient surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, interpersonal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 4 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelto Safran.

The Patient Dynamics GPAQ kit provides everything necessary to perform an independent reliable survey for GPs with total confidentiality and anonymity for patients.

### Report Structure

The results of the survey are summarised in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

**3. Provide the PPG with an opportunity to comment and discuss the findings of the local practice survey. Reach agreement with the PPG of changes in provision and manner of delivery of services. Where relevant notify NHS England of the agreed changes.**

The PPG was given the opportunity to comment. A meeting was held at 7.30pm on the 10<sup>th</sup> March 2014 at King Harold's Way. Comments received by PPG members included:

- a) the group felt that the survey did not reflect the true diversity of the patient database and could be misconstrued as it appeared to lean to one ethnic group
- b) the patient information must be updated to reflect email addresses and also the ability to book appointments on line
- c) for minor medical problems, it was felt that patients should be able to be seen by any of the branch surgeries and not necessarily where the patient is currently registered
- d) there were comments about the problem that patients were experiencing getting through on the telephone. See question 13.
- e) the survey showed that patients were having difficulties booking ahead. See question 17.
- f) the survey also showed that patients were having difficulties trying to speak to a doctor or nurse on the phone. See question 14.
- g) the group discussed the free text comments made suggesting that there were problems with receptionists. This has been acknowledged and there appears to be a particular problem at King Harold's Way.
- h) comments regarding time management. There were some concerns about the length of time patients were having to wait for their routine appointments, some patients were waiting up to 30 minutes. Suggestions made regarding time management and how we could effectively monitor doctors.
- i) customer services. General practice is a business and should be run as any retail business putting customers first and making sure that patients have a good experience.

**4. Agree with the PPG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PPG agreement to implement changes and where necessary inform NHS England.**

The practice agreed an action plan with the PPG setting out the following priorities and proposals:-

- a) the practice will discuss the findings of the survey and also acknowledge the comments made by the PPG group at the next clinical meeting
- b) the practice would improve telephone access to the surgery
- c) the practice has now implemented an online appointment and repeat prescription requesting service to allow patients a more flexible service.
- d) The practice will endeavour to improve telephone access to doctors and nurses at the practice. Reception supervisors will organise more telephone consultation slots at the end of surgery. The Practice will look into whether it would be possible to skype
- e) Time Management – the PPG members would like to see this monitored at the practice. Some patients are waiting up to 30 minutes to see a clinician.

f) Customer Services – the practice will endeavour to arrange customer service training for reception staff.

**5. Publicise the local patient participation report on the practice website and update the report on subsequent achievement.**