

MARPLE COTTAGE SURGERY

Patient Participation Report 2011-2012 (summary)*

* To be read in conjunction with Marple Cottage Surgery Patient Questionnaire Results 2011-2012

Establishing a Patient Reference Group

(a) Background

Marple Cottage Surgery has had a Patient Forum in place since 2008. This group of 10 patients was formed as a result of responding to one of the following initiatives:

- Posters in the practice waiting room inviting patients to set up a patient forum
- Newsletter posted to every household inviting patients to set up a patient forum
- Copies of newsletter in the practice waiting rooms inviting patients to set up a patient forum
- Targeted letters to previous complainants to join the forum
- Global email sent to all patients with recognised email addresses inviting them to join forum (c.600 emails)
- Website message inviting patients to join Patient Forum

The Forum took about six months to formulate a workable framework for effective working of the group. The Forum continues to meet regularly on a monthly basis and is in regular contact via email in the interim, and has been influential in shaping the development of the practice, from premises improvements, operational/policy changes, patient surveys, and health promotion.

(b) Representation of practice population

The group currently consists of 10 members: 9 patients, and the Practice Manager, (a GP attends as requested), with a 70:30 ratio female to male, a mix of employed and retired, and is representative of the practice predominant White / British ethnicity.

The patient forum age range is between 35 - 76, which is consistent with our practice population which has a higher than average ratio of >65 year olds; over half the practice population is 45 years or over.

Fig 1. Practice Demographics

Age Group	Population			Prac.	%	
	M	F	All		Sk.*	Eng.*
0 to 16	584	555	1139	18%	17%	18%
17 - 24	246	256	628	8%	12%	13%
25 to 34	331	321	590	10%	13%	13%
35 to 44	401	415	800	13%	15%	15%
45 to 54	500	462	856	15%	14%	13%
55 to 64	419	434	878	13%	12%	12%
65 to 74	371	388	701	12%	9%	8%
75 +	298	286	583	11%	8%	8%
Total	3150	3212	6362			

* based on Stockport Public Health data 2009-10

(c) Commitment to improve / increase wider representation

However, there has been a long-term acknowledgement that younger patients were not engaged in the practice development, and consequently were not represented by the patient forum.

It was therefore mutually agreed between the practice and the Patient Forum that the Patient Participation DES was a new opportunity for the existing group to be the Patient Forum to help the practice develop a patient survey and to develop a “virtual” Patient Reference Group (PRG) which would be representative of the wider patient population, ideally targeting patients in the 25 – 44 year age group (ie those working people who have traditionally been unable to commit to attending group meetings).

It was agreed that, when established, the “virtual” Patient Reference Group would run in parallel with the existing Patient Forum group, but all matters pertaining to the development of the practice survey would be discussed with the Forum for agreement before releasing to the virtual PRG members.

(c) Developing a “virtual” Patient Reference Group (PRG)

As a joint initiative between Marple Cottage Patient Forum and the practice, we advertised for patients to join a “virtual” Patient Reference Group, and specifically for younger patients, via the following methods:

- **Practice Newsletter:** we emailed a Newsletter to over 900 patients with email addresses and hard copies of the same were available in the practice waiting rooms for all patients attending the practice
- A “**Your Views Count – Join our Virtual Patient Group**” **sign-up form** was left on the practice reception desk and in the practice waiting rooms (and a copy was included in new patient registration packs)
- Sign up via **survey forms**
- **Dedicated Patient Forum promotional noticeboard**
- **Professional leaflets/flyers/business cards** promoting the Forum and how to get involved with it via dedicated email address
- **Targeted emails** to younger patients
- **Patient Forum promotion days** when members would speak to younger patients attending midwife clinic, baby clinics.
- **Health promotion events** e.g. Cancer Awareness health promotion event on 24th August 2012
- **Flu Campaign launch day** on which we had over 600 patients, children and elderly, attending for flu vaccinations
- **What’s New section** on the practice website
- **Jayex notice board**
- **GPs opportunistically** asking younger patients if they would be interested in joining the group.

PRG representation of practice population

Although initial interest was small with only 22 patients joining the virtual group by mid September 2011, this rose to **169** (as of mid January 2012).

Age / Sex breakdown on virtual PRG

	Male (71)*	Female (83)*
<16yrs	1	0
16-24yrs	0	5
25-34yrs	2	5
35-44yrs	4	17
45-54yrs	16	22
55-64yrs	20	19
65-74yrs	15	12
74-85yrs	11	3
85yr & over	2	0

* 15 patients age/sex withheld

PRG profile	Practice Population profile
Age	
0.65% Under 16	18% Under 16
3.25% 17 - 24	8% 17 - 24
4.55% 25 – 34	10% 25 – 34
13.63% 35 – 44	13% 35 – 44
24.67% 45 – 54	15% 45 – 54
25.32% 55 – 64	13% 55 – 64
17.53% 65 – 74	12% 65 – 74
10.40% Over 75	11% Over 75
Gender	
46% Male	50% Male
54% Female	50% Female
Ethnicity	
100% White	98.6% White
0% Black	0.2% Black
0% Asian	0.4% Asian
0% Mixed	0.6% Mixed
0% Chinese & other	0.3% Chinese & other

Although it would have been desirable to have more <24 year old patients involved, it is acknowledged that younger patients tend to use the practice services the least. Nevertheless we will continue to promote the Forum and the virtual PRG with the hope of increasing involvement from younger patients. We are delighted with the 44% representation of 25 – 54 year old patients.

Determining priorities for issues to include in patient survey

In the first instance the Patient Forum helped develop a priority list of topics which would determine the questions for the new survey before sending to PRG members. It was agreed by the Patient Forum that the priorities should be based on the following 3 subgroups:

1. previous questionnaires e.g. GPAQ & MORI surveys (GPAQ is nationally approved GP patient survey; MORI was the Department of Health postal questionnaire), thus enabling baseline comparison.
2. questions from previous in-house questionnaires
3. new questions specific to the practice, suggested by the practice/Patient Forum or patients

A selection list of 17 topics was formulated into a Patient Priorities survey for completion in paper format at the practice, and was available online at (<http://www.citizenspace.com/stockport-haveyoursay/primary-care/patient-priorities>) The link was emailed to the existing Patient Forum, virtual PRG and to all patients with a recognised email address.

89 patients completed the Patient Priorities Survey, with a 50:50 ratio of male:female respondents, and an age breakdown of 40 – 81 yrs for men; 23 – 70yrs for women.

Results and Feedback on Priorities Survey

The full results of the surveys were emailed to the Patient Forum, virtual PRG, and added to practice website.

The two highest results for each subgroup (A, B, C) were selected to be included in the patient questionnaire, as below:

Patient Priority Topics	% respondents
A. Topics based on previous national questionnaires e.g. MORI / GPAQ	
1. Ease/speed of getting an appointment 2. Ability to see preferred GP	65% 64%
B. Topics based on previous in-house surveys	
1. Quality of consultation 2. Understanding your consultation	61% 55%
C. Other topics suggested by the practice and / or Patient Forum	
1. Online services 2. Communication with patients	64% 59%

The Patient Forum helped agree a list of questions for the questionnaire which were primarily based on previous GPAQ and MORI questions, but included some new

practice developmental / improvement questions formulated by the practice and Patient Forum.

It was agreed that the questionnaire should include an Overall Satisfaction question to enable comparison against previous surveys.

The questionnaire was emailed to the virtual PRG for comment. 13 patients responded with support for the questionnaire.

Component Three: Patient Questionnaire

From November 2011 – January 2012 we conducted our Patient Questionnaires campaign. Questionnaires were available to complete online, at the practice, or delivered by post:

- The Patient Forum and virtual PRG and all patients with a recognised email address were emailed and asked to complete an online questionnaire.
- 300 questionnaires were printed and given out to patients at the reception desk
- 125 questionnaires were printed and given to clinicians to give out to patients opportunistically
- 150 questionnaires were posted to specific target groups including
 - carers
 - children (with I&V recall letters)
 - asthma patients (asthma review letters)
 - non-frequent attenders (with NHS Healthcheck letters)
- An undefined number of questionnaires were given out to other patients groups by health professionals including
 - pregnant ladies at midwife clinics
 - CDM housebound patients by doctors on home visits
 - Parents at nurse-led I&V clinics
 - Patients at residential homes given by doctors on home visits
 - Opportunistically given to patients by nurses / GPs

The survey results and comments were collated.

Total respondents: 319

187 completed online questionnaire

132 completed paper copies completed at the practice or returned by post

	No. of responses	% total of responses	% practice population
Male	133	42%	50%
Female	186	58%	50%

	No. of responses	% total of responses	% of practice population
<18yrs	1	0.31	0%
18-24yrs	8	2.51	2%
25-34yrs	47	14.73	7%
35-44yrs	30	9.40	4%
45-54yrs	71	22.26	7%
55-64yrs	81	25.39	9%
65-74yrs	49	15.36	6%
74-85yrs	27	8.46	5%
85yr & over	5	1.58	3%

Review of results and Action plan

The results of the survey and comments were discussed at the Patient Forum meeting and the Practice Team Meeting in February, and a subsequent action plan was written and shared with the Patient Forum for initial thoughts/comments, and then forwarded to the virtual PRG for comment.

Patient Forum / virtual PRG member amendments were made and the results and report were added to Practice website in March 2012.

Agreed Action plan:

- Continue to promote patient forum and virtual PRG
- Continue to offer consistent level of appointment access -within 2 working day
- 3 month pilot offering "double" appointments for patients who request them, and assessing appropriateness and impact of appointments availability (restrictions to apply e.g. specific GPs / specific days) (see Q7)
- 3 month pilot reserving last 3 appointments of late night appointments as pre-bookable only for working patients (if not booked these appointments will be available for all patients on the same day) (see Q8)
- Introduce new policy of booking appointments with preferred GP maximum of 2 weeks ahead (see Q6)
- Continue to promote online services
- Plan project to commence using email as first line of communication (omit repeated communication) with patients (where appropriate) as of April / May 2012 (see Q15 & 17)
- Review and amend Marple Cottage Patient Forum health event plan to address interests shown by patients in Q18

Actions completed

1. Continue to promote patient forum and virtual PRG
 - *New patient registration forms have been amended to promote Patient Forum and virtual PRG*
 - *Sign up forms have been distributed around the waiting rooms*
2. 3 month pilot offering "double" appointments for patients
 - *discussed with clinical team and agreed; to be discussed with operations team to set start date April / May 2012*
3. 3 month pilot reserving last 3 appointments of late night appointments as pre-bookable only for working patients
 - *discussed with clinical team and agreed; to be discussed with operations team to set start date April / May 2012*

PRACTICE OPENING TIMES

Reception is open and available on the telephone and face-to-face.

- Monday to Thursday 08:00 - 18:30 (closed for training 12:30 -13:30 Mon & Wed)
- Friday 08:00 – 18:00

Clinics run

- Monday & Thursday 08:30 - 18:00
- Tuesday & Wednesday 08:30 – 20:00 (late night clinics 18:30 – 20:00)
- Friday 08:30 – 18:00
- Saturdays – once a month

When we are closed: If you need a doctor in an emergency and our practice is closed, please call 0161 476 2299, our Out of Hours Service, who will be able to deal with your problem.

