



Patient
Participation
Report
March 2014

MyHealth Patient Participation Report for the year 2013-14

This document contains information regarding the development and actions of the MyHealth Patient Participation Group (PPG).

The PPG at MyHealth has been established since June 2011.

Until 2014, the group was 'virtual', with a consistent number of around 170 patients who have been communicated with electronically or through the post.

The total number of members of this group currently stands at 162. This continues to compare favourably with the number of patients who complete our annual survey, formerly the Department of Health's GP Patient Survey, conducted by Ipsos Mori; these numbers being 228 and 128 respectively.

The results of our survey continue to be published on our website but are also published in this report, along with an Action Plan from our PPG.

In March 2014, we established our first open group meeting.

Our strategy for the PPG remains:

- 1. Communicate with the Patient Participation Group electronically and via the post in order to attract maximum numbers from each demographic.**
- 2. Use annual (and ad hoc) electronic and paper based surveys within each healthcare centre, to capture the views of as many patients as possible from each demographic.**
- 3. To provide patients with the opportunity to rate a response in order to determine feelings and opinions before action plans are produced.**
- 4. Also give patients the opportunity to provide comments and feedback to further understand questions and feelings. This is now being achieved through quarterly meetings held in the Practice.**
- 5. To advertise the importance of these groups to patients within Health Care Centres and via the website in order to continue to grow the base.**
- 6. To provide patients with sufficient time to respond – i.e. keep the survey open for a specific period of time (6 weeks) but advertise the survey close date clearly.**

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7. Report back to patients annually on the views shared and the actions agreed via website, notice boards in Health Care Centres and plasma screens as well as through the quarterly meetings.
8. Communicate with Patient Participation Group quarterly, to ensure that they are kept informed of progress and to give them the opportunity to provide feedback on actions and progress made and to identify any demographic not particularly well represented and share ideas of how to engage with that group.

A: A description of the profile of the members of the PRG

Practice Profile:

Age Groups	Practice Population	%Age	PRG Profile	%Age
Under 17	3347	18.6%	0	0.0%
17-24	1422	7.9%	2	1.2%
25-34	1640	9.1%	5	3.1%
35-44	2331	12.9%	8	4.9%
45-54	2809	15.6%	19	11.7%
55-64	2404	13.3%	23	14.2%
65-74	2307	12.8%	62	38.3%
75-84	1206	6.7%	38	23.5%
Over 84	557	3.1%	5	3.1%
	<u>18023</u>		<u>162</u>	

Ethnicity	Practice Population	%Ethnicity	PRG	%Ethnicity
British or mixed British	14547	80.71%	153	94.44%
White British	1359	7.54%	1	0.62%
Other White unspecified	789	4.38%	6	3.70%
Other Asian unspecified	68	0.37%	0	0
Polish	38	0.21%	1	0.62%
Other unspecified	35	0.19%	0	0
Chinese	32	0.18%	0	0
Indian	22	0.12%	0	0
Other Mixed unspecified	21	0.12%	0	0
Mixed White and Asian	19	0.11%	0	0
Irish	16	0.09%	0	0
Filipino	16	0.09%	0	0
African	11	0.06%	0	0

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Turkish	10	0.06%	0	0
Arab	6	0.03%	0	0
Nepalese	7	0.04%	0	0
Mixed African	5	0.03%	0	0
Pakistani	5	0.03%	0	0
Caribbean	4	0.02%	0	0
Mixed Caribbean	4	0.02%	0	0
Italian	4	0.02%	0	0
South American	4	0.02%	0	0
Other Black background	2	0.01%	0	0
Declined to comment	999	5.54%	1	0.62%
	18023		162	

Gender	Practice Population	%Gender	PRG	%Gender
Female	9406	52.19	93	57.41
Male	8617	47.81	69	42.59

Strensall Age Groups	Female		Male	
	Population	%Age	Population	%Age
Under 25	1084	27.09%	1123	30.64%
25-34	444	11.10%	353	9.63%
35-44	578	14.45%	473	12.91%
45-54	648	16.20%	589	16.07%
55-64	498	12.45%	470	12.82%
65-74	419	10.47%	405	11.05%
75-84	213	5.32%	177	4.83%
Over 84	117	2.92%	75	2.05%
	4001		3665	

Strensall

Largely comprises commuters and professionals with a number of nursing/residential homes.

47 Representatives – 23:24 (female: male)

Dunnington Age Groups	Female		Male	
	Population	%Age	Population	%Age
Under 25	283	23.41%	309	27.81%
25-34	69	5.71%	77	6.93%
35-44	166	13.73%	138	12.42%
45-54	158	13.07%	159	14.31%
55-64	151	12.49%	128	11.52%
65-74	205	16.96%	184	16.56%
75-84	113	9.35%	90	8.10%
Over 84	64	5.29%	26	2.34%
	1209		1111	

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Dunnington:

Largely comprises commuters and retired professionals.

37 representatives - 19:18 female: male ratio.

Huntington Age Groups	Female		Male	
	Population	%Age	Population	%Age
Under 25	308	22.42%	330	25.86%
25-34	111	8.08%	135	10.58%
35-44	149	10.84%	148	11.60%
45-54	209	15.21%	177	13.87%
55-64	214	15.57%	187	14.66%
65-74	188	13.68%	184	14.42%
75-84	136	9.90%	90	7.05%
Over 84	59	4.29%	25	1.96%
	1374		1276	

Huntington

Comprises a larger proportion of retired adults.

38 Representatives – 26:12 (female: male)

Stamford Bridge Age Groups	Female		Male	
	Population	%Age	Population	%Age
Under 25	670	24.17%	626	24.79%
25-34	233	8.41%	201	7.96%
35-44	350	12.63%	326	12.91%
45-54	445	16.05%	412	16.32%
55-64	373	13.46%	377	14.93%
65-74	365	13.17%	354	14.02%
75-84	220	7.94%	160	6.34%
Over 84	116	4.18%	69	2.73%
	2772		2525	

Stamford Bridge

A higher percentage of nursing/care homes.

40 Representatives – 25:15 (female: male)

The above figures were taken on 24th March 2014.

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Face-to-face group comprises of seven male and two female patients, the ethnicity being White-British. The age range of this group being 45-84 years.

B. Demographics not adequately represented and steps taken to ensure adequate representation

The demographics represented within the group are representative, see figure 1 below:

Figure 1

Age Groups	Practice Population	%Age	PRG Profile	%Age
Under 17	3347	18.6%	0	0.0%
17-24	1422	7.9%	2	1.2%
25-34	1640	9.1%	5	3.1%
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We have actively tried to engage with the young adults, and have issued communication encouraging members of the group to try to persuade family members or friends to participate.

Additionally we have launched Facebook and Twitter pages in the belief that this will encourage further participation at some level.

Our surveys and communications are made available and published on the website, the waiting rooms, at reception and on our plasma screens. In future these will also feature on our Facebook and Twitter pages, too.

With regard to Care homes, we believe that we continue to engaged well here, with the continuation of each having dedicated GPs engaging with the staff, patients and carers. Our survey responses suggests that our patients, their carers and nursing home staff feel that they are adequately represented, although we continue to look for other areas where we can offer improved or additional services.

C. Steps taken to determine and reach agreement on priority issues:

As always the three most prevalent areas for discussion continue to be:

- 1) Clinical Care
- 2) Telephone answering and
- 3) Getting an appointment

However, our survey results again show that our patients are extremely satisfied with our service provision in these areas, although, clearly improvements can always be made.

A survey was sent to patients earlier this year in regard to their expectations regarding technology and how they would use this should we introduce new and innovative ideas. The results of this are shown in Appendix 1.

Additionally, during the first face to face meeting, new discussion areas arose, eg waiting room and reception development. Minutes are attached of this meeting. See Appendix 2.

D: The manner in which the contractor sought to obtain the views of its registered patients:

The practice continues to issue surveys to the Patients and the PPG and also its own staff at least annually. Refer to Survey Results and Appendix 1 and 2.

This year saw 168 respondents to the main annual survey.

E: Steps taken to provide and opportunity for the PPG to discuss the contents of the action plan:

And G: A summary of the evidence including any statistical evidence relating to the findings:

Questions within the survey were set in line with 2012/13 questionnaire to ensure a like for like comparison.

However, in other communication with the PPG and the patients in general, ie through electronic communication, postal, noticeboards in waiting rooms, plasma screens, website, newsletters, suggestion boxes opportunities were provided for patients to provide feedback. Additionally, the face to face meeting enabled this also.

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Any survey responses continue to be collated and analysed using various in house and purchased software, eg Survey Monkey.

Engagement with care homes, continued as per above, ie dedicated GP.

Annual Patient Survey 2013 **Analysis of Responses**

228 patients completed our 2013 survey, 168 by completing a paper questionnaire and 60 respondents online. This continues to be a strong balance across sites, evenly spread responses across all four, and we continue to see a significant uplift in response compared to the last Department of Health survey in 2010/11, only 172 patients of which responded.

The responses continue to be very positive about the service and care provided by the MyHealth Team at all four of our Health Care Centres. Our survey asked patients questions in 8 sections. These comprised:

- General questions about the respondent
- Accessing GP services
- Making an appointment
- Waiting times
- Views about your last GP appointment
- Views about your last Nurse appointment
- Opening Hours
- Overall Experience of MyHealth

General demographic questions:

Of the 228 respondents, 42% were male and 58% were female, with the majority of the respondents once again, aged between 55 and 84 (71%).

Patients under 35 years of age were again not well represented, but of course, this continues to reflect the general pattern of attendance at the health care centres, so this group of people were less likely to pick up a survey and respond. Next year, we will consider conducting a telephone exercise to randomly select a proportion of patients who would otherwise, most likely not have been aware of the survey, if they had no need to attend the Practice.

Figure 2 below shows the age distribution of the survey respondents:

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Figure 2

Age Group	2013/14	2012/13
Under 18	0%	0.4%
18 – 24	0.4%	2.6%
25-34	1.8%	3.4%
35 – 44	7.5%	10.2%
45 – 54	7.1%	9.8%
55 – 64	17.3%	22.6%
65 – 74	36.7%	28.2%
75 – 84	24.3%	20.3%
85 or over	4.9%	2.6%

Of the responses received, 40% attended Strensall Health Care Centre with 22%, 20% and 18% attending Stamford Bridge, Huntington and Dunnington Health Care Centres respectively.

Accessing GP Services and Making an Appointment:

We asked patients if they found the receptionists to be helpful at MyHealth. The responses we received showed that there was an improved satisfaction level this year by 7 points, for patients finding the receptionists **very helpful** increasing from 79% satisfaction in 2012 to 86% in 2013.

	2013/14	2012/13
Very helpful	86%	79%
Fairly helpful	12.2%	20%
Not very helpful	1.3%	1%
Not helpful at all	0%	0%
Dont know	0.4%	0%

How do you normally book your appointment?

	2013/14	2012/13
Online	23%	25%
In person	24%	28%
By Phone	53%	47%

We did ask how patients would *prefer* to book their appointments, and this year saw an increase in preference for using the telephone from 47% to 53%. This is clearly the preferred mechanism for patients which is not unremarkable considering the demographics of patients attending the health care centres ie may not have access to internet as a standard.

How often do you get to see/speak with your preferred GP

	2013/14	2012/13
Always or almost always	68%	60%
A lot of the time	20%	26%
Some of the time	12%	11%
Never or almost never	0%	3%

We asked how often patients were able to see or speak to their preferred GP. A significant increase on last year from 60% to 68% reported that almost always or always they could access their GP of choice. Interestingly, no-one reported that they could 'never or almost never' see their GP of choice.

How do you feel about how long you normally have to wait when you arrive for your appointment?

	2013/14	2012/13
Its not too long	89%	84%
It's a bit too long	9%	13%
Its far too long	2%	1%

Again clearly patients felt that the wait was acceptable ie not too long, as 89% of respondent confirmed as such.

How good was your GP appointment?

a) Length of appointment

	2013/14	2012/13
Very good	81%	72.6%
Good	16.3%	24.4%
Neither good nor poor	1.8%	3%
Poor	0.9%	0%
Very poor	0%	0%

Again we see improvement on last years scores as patients generally find the length of the appointment very good or good, suggesting that patients feel valued and have the attention of the GPs.

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b) Listening skills of GP

	2013/14	2012/13
Very good	84.1%	78.9%
Good	13.7%	8.1%
Neither good nor poor	1.3%	1.9%
Poor	0.9%	1.1%
Very poor	0%	0%

Again, improvement is demonstrated as 97.8% of patients confirmed the listening skills of the GP was good or very good.

c) Explanation of Treatment

	2013/14	2012/13
Very good	77.9%	67.2%
Good	19.8%	25.5%
Neither good nor poor	2.3%	3.7%
Poor	0%	1.1%
Very poor	0%	0%

Again an increase on last years score, as 97.7% of respondents compared to 92.7% in 2012, felt the explanation of treatment was good or very good.

d) How involved do you feel in the decision making process?

	2013/14	2012/13
Very involved	72.6%	65.2%
Involved	23.3%	24.4%
Neither good nor poor	3.3%	5.9%
Poor	0%	0.7%
Very poor	0%	0.7%

We are delighted to see an increase in this area. 95.9% of patients compared 89.6% of patients last year, reported that they felt very involved or involved in the decision making process regarding their care.

e) Did you feel the GP treated you with care and concern?

	2013/14	2012/13
Very good	80.6%	72.3%
Good	17.2%	22.1%

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Neither good nor poor	1.8%	3.3%
Poor	0.4%	1.5%
Very poor	0%	0.4%

Again improvements all round in this area.

How good was your Nurse appointment?

a) Length of appointment

	2013/14	2012/13
Very good	75.8%	70.3%
Good	19.5%	20.7%
Neither good nor poor	2.8%	2.7%
Poor	1.4%	0.4%
Very poor	0.5%	0.4%

b) listening skills of nurse

	2013/14	2012/13
Very good	69.7%	62.9%
Good	28.5%	24.6%
Neither good nor poor	4.7%	1.6%
Poor	0.0%	0.4%
Very poor	0.9%	0.8%

c) explanation of treatment

	2013/14	2012/13
Very good	64.9%	58.4%
Good	27.3%	28.6%
Neither good nor poor	6.8%	2%
Poor	0.5%	1.6%
Very poor	0.5%	0.4%

d) how involved did you feel in the decision making process?

	2013/14	2012/13
Very good	65.4%	58.1%
Good	26.2%	23.7%
Neither good nor poor	7.9%	5.5%
Poor	0.5%	2%
Very poor	0%	0.4%

e) Did you feel the nurse treated you with care and concern?

	2013/14	2012/13
Very good	74.6%	63.9%

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Good	20.2%	23.7%
Neither good nor poor	4.7%	5.2%
Poor	0%	0.4%
Very poor	0.5%	0.8%

In terms of satisfaction with the nursing team, again patients have demonstrated an increased satisfaction level in this area. With increases in scores from last year.

Do you have confidence in your clinician?

	2013/14	2012/13
Yes definitely	89.6%	89%
Yes to some extent	9.9%	10%
No not at all	0.5%	1%

How would you describe your overall experience of MyHealth?

	2013/14	2012/13
Very good	79%	72%
Good	18%	25%
Neither good not poor	2%	3%
Poor	1%	0%
Very poor	0%	0%

Overall MyHealth are delighted that our patients continue to remain satisfied with the care provided to them, and the fact that the overall experience remains at 97% very good or good

Only a very small number of patients found their GP appointment to be poor or very poor. These patients also submitted some helpful comments on their questionnaire stating why they felt their experience was so poor.

Such honest remarks are always welcome as they allow us to investigate problems and implement changes where necessary.

This positive view of MyHealth was supported by the comments we received on the returned survey forms. A small selection is given below:

"Always receive excellent attention from receptionist, nurses and the doctors."

" A very reassuring and friendly service. I am more than happy with the care I receive."

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"Excellent surgery, efficient and well run."

"I have been a patient for 18 years and have always appreciated the care I have had."

"Compared to things I hear about surgeries in other parts of the country, you are doing a great job."

"I think we have the best surgery in North Yorkshire"

" I think you offer an excellent service, I can always get an appointment whenever me or any of my family members need one."

"No complaints whatsoever. First Class service. Thank you!"

"We are lucky to have such a good practice."

"Compared with other practices, MyHealth is brilliant"

"Strensall Surgery, does well and is valued locally. I have used the service for 27 years and I am grateful for everything you have done."

"My family and I have been with the surgery for over 50 years. Always found everyone very obliging and helpful in more ways than one."

"Having lived in London for many years. I find Stamford Bridge a breath of fresh air. The receptionists are very courteous and pleasant. My GP is very understanding and gives me care and advice I need."

"Highly satisfied."

"As stated in your previous survey, I consider the services I have been given from start to finish (inclusive of all concerned) is again, second to none. Thank you!"

In summary, the majority of our patients who responded to our survey were happy with the care and services they receive from MyHealth. The small percentage of replies which identified areas where we could do better have been analysed and remedial actions taken where possible and where appropriate. MyHealth will continue to undertake a patient survey on an annual basis and we will monitor our improvements carefully.

F: Action Plan

In the meeting on Monday 24 March, the face to face PPG discussed the priorities and challenges for the practice for the year ahead.

There were no areas that the PPG and the Practice disagreed about.

The priorities for the year ahead are:

- Introduction of new appointment system, facilitating more flexibility around booking on line.
- Development of Nursing team, to engage with care homes, housebound patients, and also urgent access on a daily basis.

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- Patient's role in helping to manage own conditions; launch of electronic self service type equipment for basic measurements eg blood pressure, height and weight.
- Centralisation of phone calls to Strensall Health Care Centre to ensure all have ease of access throughout the day.
- Roll out of new telephony platform by 1 April 2015.

A copy of the Action Plan is attached Appendix 3.

At this stage there are no contractual considerations other than considering further extended opening hours beyond the current provisions offered.

This report will be circulated to the members of the PPG via posted hard copy and also electronically to those who have indicated they wished to be communicated with in this way. Additionally, the report will be displayed on the Staff Intranet, the Practice Website, as well as on notice boards within each of the Health Care Centres.

H: Details of the actions taken from last years, PPG Report:

1. Roll out of new clinical system; this was achieved in April 2013.
2. Continued development of the website – this continues to evolve and the recent launch of Facebook and Twitter pages should continue to help us engage with young adults.
3. A new telephone system has again been put on hold, as the Trust continue to support this service. However, notice has been given that all York practices must find their own solution from 1 April 2015 so this is back on the agenda.
4. We continue to develop our team of multi-skilled workers in the 'Hub' in Strensall and will be centralising all calls into this area by 1 April 2015.
5. We continue to report appointments attended successfully, although as this regularly runs at around 98% we feel that this has now served its purpose.
6. Patients did not volunteer to manage the patient notice boards however, we are hopeful that some members of the PPG face to face group may, in time, take this forward.
7. Annual patients survey will of course, continue.
8. The communication to patients about the change from PCTs to CCGs was received well and positive feedback received from patients. This also included advising patients about the NHS111

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service although this has not been well received by patients as comments continue to reflect that this service is unsatisfactory.

9. Newsletters, unfortunately we did not reach our aim to communicate with patients quarterly last year with newsletters, however, we did achieve this half yearly. This year, we have partnered with an external organisation who will be managing this for us, to ensure that regular and consistent communication reaches our patients.

Thank you

Thank you to all our patients for your responses and your continued support. If you have any queries or comments about this survey, please contact Joanne Rowe (Practice Manager) or Dr Graham Gibson (Lead Partner).

I: Opening Hours Of the Practice:

Strensall Health Care Centre:

- Monday: 8am till 7.30pm
- Tuesday to Friday: 8am till 6pm
- Saturday: 8:30am till 10:30am

(NB the Strensall Health Care Centre Reception and Dispensary remain open over the lunchtime period during the week.)

Stamford Bridge Health Care Centre:

- Monday to Wednesday: 8.30am till 6pm
- Thursday: 8:30am till 7:30pm
- Friday: 8.30am till 6pm

(NB Stamford Bridge Health Care Centre is closed 12:15pm till 1:45pm every day)

Huntington Health Care Centre:

Monday to Friday: 8:30am till 6pm

(NB Huntington Health Care Centre is closed 12:15pm till 1:45pm every day)

Dunnington Health Care Centre:

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- Monday, Tuesday and Thursday: 8:30am till 6pm
- Wednesday and Friday: 8:30am till 12midday

(NB Dunnington Branch Surgery is closed 12:15 till 1:45pm Monday, Tuesday and Thursday)

J: Extended Opening Hours:

As some of our patients find it difficult to attend daytime sessions during the working week, we provide a number of **pre-bookable appointments** on Monday evenings and Saturday mornings at Strensall Health Care Centre and Thursday evenings at Stamford Bridge Health Care Centre. (Please see opening times above.) These appointments can be booked by contacting the surgery during normal working hours.