



Patient Participation Report

2012/2013

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Summary

The results of the Patient Survey conducted in 2012/2013 and subsequent achievements are summarised below.

The full Patient Participation Report contains detailed information as to how the survey was undertaken, patient demographics, ethnicity and membership of the Broken Cross Patient Reference Group (PRG).

You said...	We	The result is...
Despite the changes made in 2011-2012, that you would like to spend less time waiting to see the Doctor once in surgery	Agreed to investigate how long patients are waiting to be seen and identify if this is happening on a regular basis. Consider whether this is attributed to a specific doctor(s), or whether patients arrive early for appointments and perceive to be waiting a long time, etc.	Regular reviews to monitor waiting times. The findings will be discussed with the PRG.
It was important to you to be able to see the Doctor of your choice	Appointed a permanent doctor, reinstated the favoured mix of appointments to create more pre-bookable slots with Doctors, and, increased the number of appointments available.	More regular Doctors working in the practice with more appointments which can be booked in advance. However, as some Drs work on a part-time basis, they will not be available every day.
You would like to be informed regarding changes in Doctors	Agreed we could better publicise this information.	Up-to-date staffing information displayed in the ground floor entrance, surgery and on our electronic noticeboard.
You would like to expand our Patient Reference Group to increase the number of face-to-face meetings in 2013.	Agreed to work with our PRG representatives to make this happen	Scheduled quarterly face-to-face meetings throughout 2013.

Background

Broken Cross Surgery is located in Waters Green Medical Centre, a large healthcare facility which houses all of the six GP practices in Macclesfield.

The centre opened in July 2006 and the GPs' vision was to enable them to provide care to their registered patients in high quality, purpose built premises. By coming together within one building, it would also create the opportunity for the practices to work together to make a greater range of services available to their patients within the community.

Each of the six GP practices has their own doctors and staff, and provides care to their own registered list of patients.

Each of the six GP practices is participating in the Patient Participation Directed Enhanced Service (DES), a two-year DES issued in April 2011. The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

There are six key steps to implementing the Patient Participation DES:

- **Step 1:** Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, eg a PRG (Patient Reference Group)
- **Step 2:** Agree areas of priority with the PRG
- **Step 3:** Collate patient views through the use of a survey
- **Step 4:** Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services
- **Step 5:** Agree action plan with the PRG and seek PRG agreement to implementing changes
- **Step 6:** Publicise actions taken and subsequent achievement

Whilst gaining the views of patients at Step 1, it became evident that some of the key areas identified were practice specific whilst others had common themes relating to the wider environment - 'Waters Green Medical Centre'.

You will find therefore that this report refers to both the Broken Cross Surgery PRG and the wider Waters Green PPG (Patient Participation Group).

Patient Demographics

Broken Cross Surgery currently has a patient list size of 5500 patients and is the smallest practice in Macclesfield. However, the practice population has grown quite significantly over the years, for example, the patient list size when moving into Waters Green in July 2006 was just 4299. This represents a 28% increase on today's population and the list size continues to grow.

Whilst this continual increase has presented new development opportunities and operational challenges in equal measure, it is satisfying to see that Broken Cross Surgery continues to provide high quality clinical care (see Quality & Outcome Framework - www.qof.ic.nhs.uk) and continues to achieve

high ratings in national patient surveys (see the GP Patient Survey, www.gp-patient.co.uk).

Although Macclesfield town has a high percentage of elderly patients, you will see that Broken Cross Surgery has a relatively young population:-

Age →	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Male	178	390	246	437	429	495	297	177	97	16	12
Female	198	394	256	428	392	465	241	196	89	29	31
TOTAL	376	784	502	865	821	960	538	373	186	45	43
	7%	14%	9%	16%	15%	17%	10%	7%	3%	1%	1%

The ethnic profile of the surgery is as follows:-

71% of patients consider themselves to be White; White British, White Scottish, White Irish or White Mixed

16% of patients consider themselves to be Other; (Other) Chinese; (Other) Background White or (Other) Black or Black Unspecified

12% of patients consider themselves to be Asian or Asian British; Bangladeshi; Indian; Pakistani or Other Background

1% of patients did not state their ethnicity

Opening Hours at Broken Cross Surgery

Monday: 8.00am – 8.00pm
 Tuesday: 7.30am – 6.30pm
 Wednesday: 7.00am – 6.30pm
 Thursday: 7.00am – 6.30pm
 Friday: 8.00am – 6.30 pm
 Saturday: Closed
 Sunday: Closed

Step 1: Process to Develop a Patient Reference Group (PRG)

The Virtual PRG was established in 2012 and has 8 PRG members. There are 4 male and 4 female representatives.

Age profile:

1 x member: 25 - 35 years

1 x member: 35 - 44 years

5 x members: 45 - 54 years

1 x member: 65 - 74 years

One member of the virtual PRG group also represents the practice at the wider Waters Green Medical Centre PPG which meets bi-monthly. Previously, there were two patient representatives from the practice and one of the actions identified this year is to recruit a second representative to replace the retiring representative.

Whilst it is recognised that no PRG will ever be truly representative, we feel that our current membership has a wide age range and is complemented by the wider Waters Green Medical Centre PPG which has representatives from each of the six practices, Age UK and Disability Information Bureau.

Step 2: Establishing and Agreeing Areas of Priority with the PRG

The practice has again surveyed patients to establish key priorities which patients would like to see included in a wider patient survey. The priorities remain unchanged from last year, eg:-.

- Getting a routine appointment / being able to book appointments in advance
- Being able to see your dr of choice / continuity of care
- Clinical care (non-specific)
- Waiting times (length of time waiting in reception to see GP)

It was clear that patients from across the six practices shared similar priorities and it was therefore agreed that all six practices would again use the GPAQ questionnaire (General Practice Assessment Questionnaire) to conduct a wider patient survey. As this survey was used in 2011-2012, it was felt the results would present a true year-on-year comparison.

A copy of the GPAQ questionnaire is attached at Appendix 1.

Step 3: Collating Patient Views Through the Use of a Survey

The GPAQ survey for Broken Cross Surgery was carried out in October and November 2012. The practice received a total of 331 completed questionnaires and the results were analysed by CMI Publishing, an external company licensed to offer an analysis service.

A summary of the survey results for Broken Cross Surgery is shown below. We have also included results from the 2011-12 survey as a comparison.

Copies of the full analysed GPAQ report are available on request.

	Broken Cross Surgery GPAQ Survey Results – 2012/13	Broken Cross¹	National Survey²	Broken Cross 2011-2012
Q1	% of patients found Receptionists helpful or fairly helpful	99%	92%	99%
Q2	% of patients found it easy or fairly easy to get through to the practice	91%	67%	90%
Q3	% of patients found it easy or fairly easy to speak to a doctor or nurse on the phone	61%	45%	63%
Q14	% patients consider waiting times to be good, very good or excellent	63%	62%	68%
Q17	% of patients who prefer to see a particular doctor	63%	61%	61%
	% of those who say they see their preferred doctor always or almost always	33%	42%	48%
Q19	% of patients said doctor gave them enough time	90%	88%	91%
to	% of patients said doctor listened to them	91%	88%	94%
Q23	% of patients said doctor explained tests and treatment	89%	76%	89%
drs	% of patients said doctor involved them in decisions about their care	85%	71%	89%
	% of patients said doctor treated them with care & concern	89%	81%	91%
Q19	% of patients said nurse gave them enough time	82%	77%	84%
to	% of patients said nurse listened to them	82%	62%	84%
Q23	% of patients said nurse explained tests and treatment	81%	68%	82%
nurse	% of patients said nurse involved them in decisions about their care	74%	59%	80%
	% of patients said nurse treated them with care & concern	81%	73%	84%
Q24	% of patients had confidence in their doctor	97%	93%	98%
Q34	% of patients say their experience of this GP surgery good, very, good or excellent	95%	89%	96%
Q35	% of patients who would recommend this surgery	96%	84%	95%

¹ 331 Patients surveyed from Broken Cross Surgery

² 190,038 Patients surveyed from 1,031 GP Practices nationally

Steps 4 & 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

The analysed data was distributed to the Virtual PRG for comments to develop an action plan.

Whilst the results of the survey showed that Broken Cross Surgery received positive feedback compared to national benchmarks, it was felt there could be some improvement in the following areas:-

a) Waiting times once in the waiting room

Last year, we agreed to build in additional catch-up slots in our doctors' surgeries to reduce the length of time patients had to wait to see a GP once in the waiting room. This was introduced from 31st January 2012 and every GP surgery now has a minimum of two scheduled catch-up slots built in. The number of patient appointments per surgery remains unchanged as we created the catch-up slots by extending the length of the doctors surgeries rather than lose valuable appointments.

Anecdotal evidence from patients, staff and GPs showed this to have vastly improved waiting times, with long waits being in the minority rather than majority. We were surprised therefore that the recent GPAQ survey showed the % of patients consider waiting times to be good, very good or excellent had fallen from 68% in 2011-2012 to 63% in 2012-13.

We felt that in order to improve the service, we should first look at how long patients have to wait to be seen and identify if this is happening on a regular basis. Consider if this is attributed to a specific doctor(s), or whether patients arrive early for appointments and perceive to be waiting a long time, etc. To do this, we will carry out regular audits monitoring:-

- Time of appt
- Time patient arrived for appt
- Time patient called into consultation
- Time patient left

b) Getting to see doctor of choice

Last year we agreed to review the balance of appointments to introduce more pre-bookable slots to regular GP surgeries. We felt this action would improve access to patients wishing to see their preferred doctor.

Prior to the review, the practice managed the appointment system by splitting the surgeries into 'blocked' appointments which opened 48 hours in advance and 'pre-booked' which were opened up to 6 weeks in advance. The ratio at that time was 75% blocked, 25% pre-booked appointments per surgery.

From 1st April 2012, we changed the ratio to 50% blocked and 50% pre-booked. This was considered successful based on anecdotal evidence from patients and reception staff.

However, in July 2012, we were faced with unexpected long-term sick-leave and a vacancy in the practice which forced us to revert back to the 75%:25% ratio whilst we considered way forward.

We used this opportunity to review our staffing structure which resulted in the practice replacing the 6-month rotational salaried GP post with a permanent salaried doctor (Dr Ekstein). Whilst the 6-month rotational salaried post was created with the intention of providing newly qualified doctors the opportunity to gain experience following their ST doctor training at the practice, we found that patients preferred to have a more permanent arrangement, hence the decision to appoint Dr Ekstein). The practice also increased the number of appointments available by providing an additional GP surgery per week.

The results from the 2012-13 survey showed the % of patients who say they see their preferred doctor always or almost always had fallen from 48% in 2011-12 to 33%. Whilst this was disappointing, it was also anticipated due to the mid-year problems described above. However, we believe that with the return of the 50%:50% ratio of appointments planned mid-March 2013, together with the recent appointment of a permanent doctor, that this will make it easier for patients to see their doctor of choice, bearing in mind of course that most of our doctors work on a part-time basis.

c) Inform Patients regarding Changes in Doctors

Amongst the surveys was a comment from one patient stating it would be useful to be informed when we have new doctors at the surgery. We agree and have now included this in our action plan.

d) Parent & Child Car Parking

There were some comments regarding the lack of parent and child parking spaces in the car park at Waters Green Medical Centre. Unfortunately, this is beyond our control as the decision was made during the planning stages that it would not be possible to incorporate parent and child parking spaces due to the constrained site at Waters Green.

The following action plan was developed and agreed and further ratified at the wider Waters Green Medical Centre PPG meeting held on 28th February 2013.

Broken Cross PRG Action Plan – 2012/2013

Action	Tasks	Who responsible	Timescale	Review
To investigate how long patients are waiting to be seen and identify if this is happening on a regular basis. Consider whether this is attributed to a specific doctor(s), or whether patients arrive early for appointments and perceive to be waiting a long time, etc.	<ul style="list-style-type: none"> • Random audit sample of two GP surgeries per month for each GP working at Broken Cross. • Audit to include time of appt, time patient arrived, time patient seen, time patient left. • Review quarterly to identify trends. • Provide end of year report for discussion with PRG. • Agree and implement an improvement/action plan if appropriate. 	LEB	Monthly End-Mar 2014	Quarterly
Continue to review ways to improve access to preferred GP	<ul style="list-style-type: none"> • Reintroduce new schedule 50% 50% implemented in April 2012 and withdrawn in July 2012 due to long-term sick leave. 	LEB & SB	Mid-Mar 2013	Monthly
To inform patients regarding changes in doctors.	<ul style="list-style-type: none"> • To update the 'Broken Cross Primary Care Team - Information for Patients' poster on a regular basis & display on the ground floor notice board. • To display a copy of the above poster in Broken Cross Reception. • To use the practice Jayex board to advise arrival of new GP. 	LEB & SB	Immediately	Each time new GP commences in post
Nominate a second patient to represent Broken Cross PRG at the wider Waters Green Medical Centre PPG.	<ul style="list-style-type: none"> • Expand Broken Cross PRG group • Ask for volunteers • Hold quarterly face-to-face meetings 	LEB & GG (PRG)	End-Mar 2013 Ongoing	Quarterly

Step 6: Actions Taken: You Said – We Did

You said...	We	The result is...
Despite the changes made in 2011-2012, that you would like to spend less time waiting to see the Doctor once in surgery	Agreed to investigate how long patients are waiting to be seen and identify if this is happening on a regular basis. Consider whether this is attributed to a specific doctor(s), or whether patients arrive early for appointments and perceive to be waiting a long time, etc.	Regular reviews to monitor waiting times. The findings will be discussed with the PRG.
It was important to you to be able to see the Doctor of your choice	Appointed a permanent doctor, reinstated the favoured mix of appointments to create more pre-bookable slots with Doctors, and, increased the number of appointments available.	More regular Doctors working in the practice with more appointments which can be booked in advance. However, as some Drs work on a part-time basis, they will not be available every day.
You would like to be informed regarding changes in Doctors	Agreed we could better publicise this information.	Up-to-date staffing information displayed in the ground floor entrance, surgery and on our electronic noticeboard.
You would like to expand our Patient Reference Group to increase the number of face-to-face meetings in 2013.	Agreed to work with our PRG representatives to make this happen	Scheduled quarterly face-to-face meetings throughout 2013.



We would be grateful if you would complete this survey about your general practice.

Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer **ALL** the questions that apply to you by putting an **X** in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will **NOT** be able to identify your individual answers.

Thank you

Please tell us which Practice you are registered with:-

- Broken Cross
- Cumberland House
- High Street
- Park Green
- Park Lane
- South Park



General Practice Assessment Questionnaire

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

- ¹ Very helpful
- ² Fairly helpful
- ³ Not very helpful
- ⁴ Not at all helpful
- ⁵ Don't know

Q2 How easy is it to get through to someone at your GP practice on the phone?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
- ² No
- ³ Don't know / never needed to

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

- ¹ Important
- ² Not important

Q6 How easy is it to book ahead in your practice?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

**Q7 How do you normally book your appointments at your practice?
(please X all boxes that apply)**

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

**Q8 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)**

- ¹ In person
- ² By phone
- ³ Online
- ⁴ Doesn't apply

Thinking of times when you want to see a particular doctor:

Q9 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q10 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of times when you are willing to see any doctor:

Q11 How quickly do you usually get seen?

- ¹ Same day or next day
- ² 2-4 days
- ³ 5 days or more
- ⁴ I don't usually need to be seen quickly
- ⁵ Don't know, never tried

Q12 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
- ² 5 – 10 minutes
- ³ 11 – 20 minutes
- ⁴ 21 – 30 minutes
- ⁵ More than 30 minutes
- ⁶ There was no set time for my Consultation

Q14 How do you rate this?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor
- ⁷ Does not apply

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

- ¹ Yes **Go to Q17**
- ² No
- ³ Don't know

Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ On a Saturday
- ⁵ On a Sunday
- ⁶ None of these

About seeing the doctor of your choice

Q17 Is there a particular GP you usually prefer to see or speak to?

- ¹ Yes
- ² No **Go to Q19**
- ³ There is usually only one doctor in my surgery **Go to Q19**

Q18 How often do you see or speak to the GP you prefer?

- ¹ Always or almost always
- ² A lot of the time
- ³ Some of the time
- ⁴ Never or almost never
- ⁵ Not tried at this GP practice

How good was the last GP you saw at each of the following?

If you haven't seen a GP in your practice in the last 6 months, please go to Q25

Q19 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q20 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q21 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q22 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q23 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q24 Did you have confidence and trust in the GP you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the GP you last saw, please write it here:

.....

How good was the last nurse you saw at each of the following?

If you haven't seen a nurse in your practice in the last 6 months, please go to Q31

Q25 Giving you enough time

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q26 Listening to you

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q27 Explaining tests and treatments

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q28 Involving you in decisions about your care

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q29 Treating you with care and concern

- ¹ Very good
- ² Good
- ³ Fair
- ⁴ Poor
- ⁵ Very poor
- ⁶ Does not apply

Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- ¹ Yes, definitely
- ² Yes, to some extent
- ³ No, not at all
- ⁴ Don't know / can't say

If you know the name of the nurse you last saw, please write it here:

.....

About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q31 Understand your health problems?

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q32 Cope with your health problems

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q33 Keep yourself healthy

- ¹ Very well
- ² Unsure
- ³ Not very well
- ⁴ Does not apply

Q34 Overall, how would you describe your experience of your GP surgery?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor
- ⁶ Very poor

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

- ¹ Yes, definitely
- ² Yes, probably
- ³ No, probably not
- ⁴ No, definitely not

It will help us to understand your answers if you could tell us a little about yourself

Q36 Are you ?

- ¹ Male
- ² Female

Q37 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q38 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q39 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q40 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

About car parking at Waters Green Medical Centre

Q41 How easy do you find it to park here?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Finally, please add any other comments you would like to make about your GP practice:

This questionnaire 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 Gelb Safran



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