**LHMP and LHMP Patient Reference Group**

**Patient Survey Report**

**January 2017**

Latham House Medical Practice (LHMP) & Latham House Medical Practice Patient Reference Group (LHMP PRG) have continued to survey their patients, and are pleased to detail the reports’ findings below. We believe that patient involvement within the Practice should be encouraged to ensure continuous improvement of services offered can occur.

By working together the Practice and the PRG can canvass patient views via a patient survey. We will then consult with the patient group prior to the publication of the survey, and declare our agreed actions. The survey results will be published in the Practice, on the Practice and the PRG websites. Results will be summarised and actions displayed on each of the Practice’s waiting areas noticeboards and on the Practice website.

**Description of Practice Profile.**

Latham House Medical Practice is one of the largest single group Practices in the country. We are the only practice serving the market town of Melton Mowbray and the surrounding area, with approx. 35,500 patients.

Latham House Medical Practice was established in 1931. Its aim is to provide as many services as possible, by a wide range of clinicians, to their patients, from within their premises. The Practice encourages their clinicians to have specialist areas of interest and we still believe the best services we can offer to patients is by Doctors holding registered lists, so that patients can forge long lasting relationships with the Doctor of their choice, this is now called a patient’s accountable GP.

**A) Description of PRG profile.**

The Original PPG was established in October 2007,

Currently there are 13 members, of which 6 are female, and 7 are male.

The PRG aims to be representative of the Practice population:

* DESCRIPTION OF THE PROFILE OF THE MEMBERS OF THE PRG

**LHMP PRG Responsibilities**

PRG Liaison (clinical): Dr Paul Atkinson CEO

PRG Liaison (non-clinical, administrative & Mrs Alison Hipkin Practice Manager

communication):

PRG -Key liaison contact (in the group): Mrs Jane Horn - Chairman of the group.

PRG - Patient information: Mr Mike Kitching – NEWSLETTER & PRG SURVEY

PRG – Secretary: Mr John Penny

# (A FULL LIST OF THE PATIENT REFERENCE GROUP MEMBERS CAN BE FOUND ON THEIR WEBSITE)

www.lathamhouseprg.org.uk

**B) Steps taken to ensure PRG is representative of Practice Population**

The Practice and Patient Reference Group have made a great effort to ensure that the group is representative of the local population. Although the Practice has few ethnic minorities’ patients, the largest ethnic group are the Polish community. This Polish community is made up of two age groups, those who settled in Melton after the Second World War and the second group who are the newly registered patients who immigrated when Poland joined the E.U.

We are fortunate to have Tad Stenzel as our representative from the Polish Community. We have a representative from Age UK and also a member of the local Health & Wellbeing Board.

# Evidence of Meetings & Advertising for New Members

PRG Meetings are held on the first Wednesday of each month at the Practice from 10.30 am- 12.30 pm.

The PRG are consulted prior to significant events or changes within the Practice (significance will be determined by the clinical or non-clinical lead and will liaise with a key PRG representative) Each meeting has an agenda and minutes taken by the Secretary; copies of these are circulated either by e-mail or normal post to all members. Copies of all PRG meetings are held at LHMP on the Practice’s confidential database, and are summarised on the PRG Website.

News items as a way of communicating to a wider group of patients, are also displayed on the PRG’s website, and the Practice’s website as well as in paper format at the Practice.

The Practice displays posters in all waiting areas advertising for new members. (See below).

POSTER

**LATHAM HOUSE MEDICAL PRACTICE**

**PATIENT REFERENCE GROUP**

**THE PRACTICE HAS AN ESTABLISHED GROUP OF PATIENTS, WHO ARE WILLING TO CONTRIBUTE SOME OF THEIR TIME TO THE DEVELOPMENT OF THE PRACTICE AND ITS HEALTH SERVICES.**

**We are especially keen to make sure that the group is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.**

**Places will be limited.**

**Please send in a letter of applications to either the Chairman of the PRG - Mrs Jane Horn, or Practice Manager - Mrs Alison Hipkin, these should be left at the Practice marked for the attention of the PRG**

# C) Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local Practice survey

The practice and the PRG agreed the survey content, format, timing and delivery mechanisms. It was agreed that every effort should be made to reach a good sample of the practice population.

# D) The manner in which the PRG & Practice sought to obtain the views of the registered patients

The survey was undertaken in November and was available for a 5 week period. Results were collated collaboratively between the PRG and the Practice.

**How and where to advertise and leave Patient Questionnaires**

Questionnaires were left at each sub-reception area and staff asked patients if they would like to complete a survey.

In 2016 PRG members also attended our Saturday Flu immunisation sessions to try to increase the uptake of completed surveys, and to promote the Patient Reference Group.

Questionnaires were also distributed through the following sites:

* Sixth form colleges

* Polish Club

* Asfordby Branch surgery

* Childrens centres

* Immunisation clinics
* Personally distributed by some members

**484 surveys were completed, which was a 273% increase on last year’s total.**

E) Details of the steps taken to provide an opportunity for the PRG to discuss the results, details of the action plan

The survey results were circulated to the PRG members in January 2017 and formally discussed in February 2017 (following discussion by the Partners at Latham House Medical Practice), with the following jointly agreed recommendations and agreed actions to be worked on in the 2017/2018 year.

*Areas that we had concentrated on last year were:*

*Priority 1*

*To link with the NHS England priority area to enable more patients to have online access to services, and online access to their medical records, as our survey showed that patients want to have access, but we still have a slow uptake of this service.*

*We will do this by:*

* *Notices in waiting areas – this was achieved*
* *Information to be simply and clearly shown on our website – this was achieved*
* *Staff to have targets set throughout the year to increase uptake, with regular monthly feedback for achievement or otherwise to these targets – this was not achieved due to a change in management structure.*
* *We will also include QR codes on our patient survey notices to encourage more young patients to become involved with surveys in future – this was achieved*

*Both the Practice and the LHMP PRG believe in the importance of openness of records, and are encouraged to see that there is also an NHS England priority to promote self-care, and appropriate use of GP services for the year 2016 / 17, which we believe will tie in well to this first priority.*

*RESULTS*

*The Practice now has 14% of their population signed up to access information on line/ make appointments on line or order their repeat prescriptions online. This is greater than the NHSEngland target for Practices to achieve. We have been used as a trailblazer site by NHSEngland in their publications, to help encourage other Practices to enable their patients to have online access. When managers are discussing queries with patients whom wish to have access to their medical records in the traditional way, we now always offer them the opportunity to register for online access in future.*

*Priority 2*

*Improve information held on patients’ records, for correct contact numbers, and to embed it in our everyday discussions with patients that we check that these details are correct; this will enable the Practice to*

1. *Remind patients that they have appointments, so do not fail to turn up*
2. *Enables the practice to cancel patients appointments in a quick timeframe, if a clinician has unfortunately been unable to attend work for any reason*

*These have been achieved, and have made the practice more efficient about cancelling sessions when absences occur.*

*The LHMP PRG have been a great supporter of the correct use of services within the Practice, and we have started to display the number of appointments each month where patients have failed to turn up and also failed to cancel their appointments, both the Practice and the LHMP PRG will work on this side issue during the 2016/17 year.*

*This has been achieved, and articles and letters have also appeared in the local press (Melton Times) from patients who are supportive of cancelling appointments in preference to not turning up, to enable other patients to utilise these appointment slots.*

*Priority 3*

*Improve patient information displayed on the Practice and LHMP PRG websites, so we share important health campaigns and facts for patients, to ensure they are aware of maximising the Practices services to maintain their health and wellbeing.*

*This has been partially achieved with the PRG developing a noticeboard in the main entrance lobby at the practice, and starting to schedule campaign dates and lead names from the PRG membership to help promote information better.*

*The practice and the PRG also welcome the news that NHS England will be considering HEALTH APPS for patients to use in future, and will be promoting self-care and appropriate use of GP services, which we believe links in with our priorities.*

*This has been partially achieved by the Practice starting to develop hypertension patient education sessions for the newly diagnosed hypertensive patients, to encourage self-management of their disease in future years*

*Priority 4*

*Work with colleges and schools to improve communications with the younger patient populations by use of modern technology.*

This has partially been achieved by our increasing involvement with Me and My Learning, and continuing to take our Surveys to the schools.

Survey results for 2016/2017 year

Please find below the summary of the patient survey results.

How old are you?

**Less than 13 years** 6 (1%)

**13-20 years** 25 (5%)

**21-40 years** 55 (11%)

**41-59 years** 99 (20%)

**60-80 years 256 (53%)**

**81 years+** 43 (9%)

**The Practice has achieved a greater response rate this year, and also a wider breadth of respondent’s ages.**

**Gender of respondents**

**Female = 295 (61%)**

**Male = 138 (29%)**

**Others did not stipulate or completed form incorrectly, which has therefore not made us able to evaluate if this was representative of our population.**

**Ethnicity of respondents**

**These results showed our expected 2% European (Polish) populations, with smaller percentages in 4 other declared ethnicities.**

**How do you book your appointments to attend the surgery?**

**Patient were given the ability to answer more than one choice this year, and this now shows 66% of our patients booked by telephone**

**55% booked in person**

**14% booked on line, we are pleased to see increasing numbers of patients using our online services**

**Which of the following methods would you prefer to book an appointment at the surgery**

**53% would prefer to book by telephone**

**43% would prefer to book in person**

**28% would prefer to book on line**

**This shows that we must do more to promote these services and make them easily available to our patients and we will discuss this as an ongoing priority next year.**

**The opening times of the surgery, for routine appointments is 8.30am - 5.30pm. Extended hours**

**appointments are available on Monday mornings from 7.40am. Late appointments in the evenings are**

**on Monday and Thursday until 6.50pm. Are you satisfied with these hours?**

**Now we have more widely advertised our opening hours and appointment times, patients satisfaction with them have increased to 91%**

**If you use the telephone to access the surgery, how easy was it to get through?**

**59% of our patients felt it was very easy or easy to get through on our telephone system, this has declined this year, and the Practice and the PRG will discuss how to re-prioritise this in the coming year.**

**If you were unable to accept an appointment offered to you within 48 hours, what was your**

**reason for not accepting it?**

**The reasons that 219 patients have given to us in the survey results, for why they did not accept our offer of an appointment within 48 hours (this is how we try to match patients desire to be seen sooner than their next routine appointment with their accountable GP is available), reflected that patients did not want to see another GP 16%, or a time was inconvenient 48%, or they did not wish to see a nurse 23%, or any range of other reasons 20%.**

**This show 45% of the population not wishing to access sooner appointments, due to their own stated preferences, rather than based on clinical needs, or availability of others. The Practice will discuss whether the availability of these “sooner” appointments is something that we can continue to offer, if almost half of patients do not wish to avail themselves of such a service in future.**

**How good is your registered accountable Doctor at each of the following?**

**The results of these questions have been shared with the Partners, and will be discussed at a future clinical meeting, alongside the individual GPs patient surveys that they undertake as part of the GP appraisal process, to identify any trends or individual areas of excellent care, or less than satisfactory care, so are not reported on further in this survey.**

**96% of patients did reflect that they were confident in their GPs ability to provide the care that they needed**

**Do you have any concerns regarding confidentiality within the Practice?**

**93% of our patients were happy with how we maintain confidentiality in our buildings, 36 patients had noted some concerns in some areas, (this has reduced since we introduced our queue system at the front desk), and confidentiality is an area that we remain vigilant about. Further work will be discussed with all the staff groups, to continually review how we can evidence our adherence to maintaining confidentiality at all times in our buildings.**

**If you have had an intimate examination, was a chaperone offered?**

**The results of this question show a continuing improvement with offering chaperones whilst providing services to our patients, when appropriate. The Practice continues to work within our organisation to report regularly the uptake of chaperones offered, to re-inforce this good practise.**

**Was the area you were seen in clean and tidy?**

**99% of patients responded that the Practice appears clean and tidy now, which is a fantastic result for all of our team.**

**When you contacted the Practice, did you find the reception staff professional and courteous?**

**On average 96.4% of our patients found all departments professional and courteous, we wish to strive to get a higher % in next year’s survey, and these results will be shared with the individual staff groups in their staff meetings.**

**If you have attended the Minor Treatment Unit (MTU), were you happy with the service?**

**This question has remained in our survey, as one year the result had surprised us, this year we are happy to reflect 94% of our patients are happy with this service now, and these results are reflected within our friends and family results too.**

**If you have attended the Asfordby Branch Surgery, were you happy with the service?**

**We were surprised by this result, which only showed 64% of patients attending our branch surgery being happy with the service we provide there. This is contrary to our friends and family results that we receive for our services at the branch site, so one of our agreed actions for the 2017 to 2018 year, will be to re-survey our patients at the branch site, to explore more if this dissatisfaction was an anomaly or something that we need to address.**

**In general, are you satisfied with the services the practice provides?**

**Thank you to all our patients who responded showing 96% of you were satisfied with our overall services, for the remaining 4% who answered that they were not satisfied (18 patients) we will always strive to offer services that are clinically safe, timely and as close to your residence as we can be, now and in the future.**