

**The Parish Fields Practice  
D82031**

**Patient Participation Report 2013/14**

## 1. Our Patient Participation Group

### 1.2 If this is not your PRG's first year, is the PRG still representative of the practice population? If there are underrepresented groups, how does the practice try to engage with them?

Our PPG has been running for about five years now and we have struggled to ensure that we are representative of the whole population. We are well represented for both genders in the over 60s, but have recently been successful in recruiting younger people including a mother and daughter which means we now have an eighteen year old on the group.

The practice has close links with the local children's centre and during 2014 we will be providing posters and leaflets asking for new members of the group.

## Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

### 2.1 How were the views of the PRG sought to identify the priority areas for the survey questions i.e. a meeting, via email, website etc?

The group met to discuss the structure and content of the 2012-13 survey and everyone in the group provided input. In previous years, the group had used a modified GPAQ survey, but recognised that the length of this often put patients off responding so this year, we designed a survey that asked questions about the topical issues that PPG meetings had been discussing during the year.

### 2.2 How have the priorities identified been included in the survey?

Discussion was centred around the previous surveys, the actions taken after those surveys, and a questionnaire from the local council entitled 'Diss Future' which was asking for feedback regarding emergency response and medical care currently available in Diss. Additionally the group are looking to gain access to a community hospital / outpatients / out of hours service across the border in Suffolk and questions around what services might be used and the appetite for using the out of hours service were important to be gauged.

## Step 3. Details and Results of the Local Practice Survey

### 3.1 Was a survey carried out between 01.04.13 and 31.03.14?

Yes

### 3.2 What method(s) were used to enable patients to take part in the survey (i.e survey monkey, paper survey, email, website link) and why?

For two weeks starting on 3<sup>rd</sup> February all clinicians handed out the survey and a news item was placed on the website for people to access the survey.

**3.3 Was the survey credible (was the response rate sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid)?**

162 surveys were completed by:

<b>81</b>	<b>Males</b>
<b>122</b>	<b>Females</b>
<b>22</b>	<b>Not stated</b>
<b>9</b>	<b>Under 18</b>
<b>23</b>	<b>18-24</b>
<b>41</b>	<b>25-44</b>
<b>12</b>	<b>45-55</b>
<b>41</b>	<b>56-65</b>
<b>59</b>	<b>66-75</b>
<b>32</b>	<b>Over 75</b>
<b>1</b>	<b>Not stated</b>

We feel that the response rate provided the Practice with valid data.

3.4 Please provide a copy of the survey and the analysis of the results of the survey.

DR IAN HUME  
DR MICHELLE McCARTHY  
DR NORMAN WILDE  
DR CHRISTOPHER THORNELEY  
DR ALLEN VARGHESE

PARISH FIELDS PRACTICE

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THE HEALTH CENTRE, MOUNT STREET, DISS, NORFOLK IP22 4WG

**PATIENT FOCUS GROUP**

**PATIENT SURVEY 2013/2014**

**ANALYSIS OF RESULTS**

March 2014

## Introduction and background

As part of its obligation under a Directly Enhanced Service (DES Patient Participation), the Practice is required to undertake an annual survey of its patients.

In previous years, this has been done with the GPAQ survey, however, in its decision process this year the Patient Participation Group decided to carry out a shorter survey in order to, hopefully, achieve a higher number of responses.

The 2014 survey took place between 3<sup>rd</sup> and 14<sup>th</sup> February 2014. Questionnaires were handed out to all patients having an appointment at the practice. In future years the survey will be available online on the practice website using Survey Monkey.

## The participants

Whilst the DES does not stipulate how many responses are required, in general, previous surveys have achieved approximately 200 responses out of a population of 7400. The shorter survey was created to attract a greater level of feedback and this **was** achieved with the response rate for this survey being 225 responses in a two week period,

The following tables illustrate the demographic split of the responses:

### Sex

Male	Female
81 (40%)	122 (60%)

### Age

	Total responses
Under 18	9 (4%)
18 to 24 years	23 (10%)
25 to 44 years	41 (18%)
45 to 55 years	23 (10%)
56 to 65 years	41 (18%)
66 to 75 years	59 (26%)
Over 75	32 (14%)

For each of these questions, the percentage is based on the numbers of patients answering the question as not all respondents answered every question.

## Analysis

### Question One

How easy is it to make contact with the surgery by phone?

	Very easy	Fairly easy	Not very easy	Not at all easy
8.30 to 9.00	9 (4%)	18 (8%)	54 (24%)	144 (64%)
After 9.00	63 (31%)	36 (18%)	41 (20%)	63 (31%)

This confirmed our knowledge that patients find it difficult to get through to the surgery early in the morning, what was more surprising is that almost half of the respondents found it not easy or not at all easy after

9.00am. The Practice Manager has reviewed incoming calls and, once past 9.15am, in general lines are free and reception staff answer calls as they come in.

The Patient Group will continue to work with the Practice Manager to review the options available to the practice. The practice is producing leaflets about how to book appointments and it is hoped that this will encourage more people to use the online services available.

### Question Two

When you phone in, how helpful are the people answering your enquiry or request?

Very helpful	Helpful	Not very helpful	Unhelpful
77 (35%)	108 (49%)	36 (16%)	0

Generally patients seem pleased with the contact that they have with reception staff. Sometimes “not very helpful” may relate to lack of appointments, however, the Practice Manager recognises the importance of ongoing training and customer care is a regular training topic.

### Question Three

How easy is it for you to get around in the surgery?

	Very easy	Fairly easy	Not very easy	Not at all easy
Entry/exit	135 (70%)	54 (28%)	5 (2%)	0
In the building	122 (65%)	59 (31%)	9 (4%)	0

Overall, it would appear that patients find the building easy to access and move around.

### Question Four

How do you find booking appointments via the Parish Fields Website?

Very easy	Fairly easy	Not very easy	Difficult
41 (28%)	36 (24%)	27 (18%)	45 (30)

It is interesting to see that opinion is split about the ease of use of the online booking system. Unfortunately the system is one that is provided by our clinical system supplier and we are unable to change it. The Practice Manager has agreed to feedback the results of this question to the supplier.

### Question Five

How do you usually request your repeat prescriptions?

Return repeat slip	On line	Local chemist	Other	Don't have a repeat
90 (41%)	41 (18%)	68 (31%)	0	23 (10%)

It is encouraging to see that increasing numbers of patients are now using the online requesting system.

### Question Six

How do you find requesting repeat prescriptions via the Parish Fields website?

Very easy	Fairly easy	Not very easy	Don't use it
63 (33%)	54 (29%)	0	72 (38%)

It is likely that patients may have misunderstood this question as far more responses were received than the number of people responding that they request their repeats online!

### Question Seven

Which Hartismere Hospital Services would you use if available?

Out of hours	Physiotherapy	Gilchrist Birthing Unit	Ophthalmology	Other
203	41	32	27	41

Data will be fed back to both South Norfolk Clinical Commissioning Group and our partners at Hartismere Hospital about the desire of Diss patients to use the services at Hartismere and in particular the out of hours service.

### Question Eight

How can we promote and publicise services and any changes?

Website	Notice board	Newsletter	Display Screen	Local Media
32	50	45	113	104

It is clear that patients would be interested in a range of different approaches to receiving information. The Practice Manager will work the PPG to have a regular slot in one of the local newspapers.

### Question Nine

Do you find the Patient newsletter readable and helpful?

Very	Quite	Not much	Never read
72 (33%)	23 (10%)	27 (12%)	99 (45%)

Most people who have read the newsletter have found it very or quite useful, however, a large number haven't read it and so the PPG will explore alternative ways of distributing it including handing out at consultations and undertaking a letter drop.

## **Next steps (including development plan)**

This report is shared with the Partners and staff of the practice, patients and all our stakeholders.

The results have given us areas to work on and we will be publishing our development plan in the next newsletter.

The areas that this will cover include:

- How to book appointments including promotion of online services
- Working with stakeholders and colleagues to increase the availability of Hartismere Hospital for both in and out of hours services.
- Reviewing how the PPG newsletter is distributed.
- Investigating the appropriateness of having a member of the PPG spend a day in reception and write a report for the newsletter
- Investigating the possibility of publishing a regular column in the Diss Express.

The Partners and the Patient Participation Group would like to thank everyone who took part in the survey.

If there are any aspects of the survey that patients would like to discuss further, please contact Simone Johnson the Practice Manager on 01379 642023 ([simone.johnson@nhs.net](mailto:simone.johnson@nhs.net)).

Simone Johnson  
Practice Manager  
March 2014

## **Discussion with PPG – meeting 19<sup>th</sup> March 2014**

The group felt that the actions identified adequately reflected the responses from the survey.

Work is being divided between the Practice Manager and the Group to ensure that adequate resources are available to respond to targets.

Further discussion was undertaken with regard to engaging with younger patients and the group decided to try to establish a youth patient group in conjunction with Diss High School.

**Patients Requesting Access to The Internet In the Waiting Room** - The managers from both the Lawns Medical Practice and Parish Fields got together later that afternoon and Ann Steele explained to Simone Johnson that the survey showed that a number of Lawns patients would like access to the internet in the waiting room. The managers agreed that they would propose to their PPGs the suggestion that a joint application be made to the Friends of Diss Health Centre to request funding for the installation of a workstation with a computer providing access to only one NHS health advice website (NHS Choices). The managers have arranged to meet on 20<sup>th</sup> March 2014 at 1500 to compose a business case for their request to the Friends of Diss Health Centre.

## **Component 4. Discussing Survey Results with the Patient Reference Group (PRG)**

### **4.1 How were the survey results discussed with the PRG and any proposed outcomes agreed?**

A meeting was held to discuss the impact of the results and the actions that needed to be undertaken.

Overall the group were happy with the results of the survey and it was recognised that there continues to be an issue with accessing the service via the telephone. The Practice Manager has been tasked to look at solutions for this issue and respond to the group during 2014.

## **Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)**

### **5.1 What action plan was agreed and how does this relate to the survey results?**

Action by practice:

Produce a leaflet explaining how to book an appointment including promotion of online services

Working with stakeholders and colleagues to increase the availability of Hartismere Hospital for both in and out of hours services

Reviewing how the PPG newsletter is disseminated

Investigating the appropriateness of having a PPG member spend a day in reception and write a report for the newsletter

Investigating the possibility of publishing a regular column in the Diss Express.

As a result of the outcomes from the patient survey in our co-located practice, the managers from Parish Fields and the Lawns met to discuss that the Lawns survey highlighted that a number of Lawns patients

would like access to the internet in the waiting room. The managers agreed that they would propose to their PPGs the suggestion that a joint application be made to the Friends of Diss Health Centre to request funding for the installation of a workstation with a computer providing access to only one NHS health advice website (NHS Choices). The managers have arranged to meet on 20<sup>th</sup> March 2014 at 1500 to compose a business case for their request to the Friends of Diss Health Centre.

## **5.2 How was the PRG consulted to agree the action plan and any changes?**

At a meeting on 19<sup>th</sup> March 2014

## **5.3 If there are any elements that were raised through the Survey that have not been agreed as part of the action plan what was the reason for this?**

There were none

## **5.4 Are any contractual changes being considered? If so please give details and confirmation that these have been discussed with the AT.**

## **Step 6. Publishing the Local Patient Participation Report**

### **6.1 Are there any further actions that have occurred from the:**

#### **2011/12 Action Plan**

No

#### **2012/13 Action Plan**

No

### **6.3 What are the practices opening hours and how can patients access services during core hours (8am-6.30pm)**

Opening Hours: Mon - Fri 0830 – 1830 Sat & Sun Closed

Dr Ian Hume

Dr Michelle McCarthy

Dr Norman Wilde

Dr Christopher Thorneley

Dr Allen Varghese

Practice Manager – Simone Johnson

Simone.johnson @nhs.net

The Parish Fields Practice

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[www.parishfields.co.uk](http://www.parishfields.co.uk)

The surgery offers a combination of 'book on the day' and 'book in advance' appointments.

These appointments can be booked:

- On-line at [www.parishfields.co.uk](http://www.parishfields.co.uk) GPs only currently
- By telephone during opening hours
- In person at the surgery during opening hours

**6.4 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period?**

No