

**Annual Report 2012**  
**Patient Participation Group**

Dr Murphy and Partners is a two site practice operating from 6 Woodlands Road and 283 Acklam Road, Middlesbrough. We currently have 4550 patients registered at Woodlands Road and 3673 patients at Acklam. The practice population has high deprivation with higher than average morbidities. There is an increased number of elderly patients which is representative within the patient participation group.

Over the past year the practice developed a patient participation group to ensure that patients are involved in decisions about the range and quality of services provided both now and in the future.

We have endeavoured to gain patients from a cross section of the practice population to ensure the group is as representative as possible.

To date the practice has 92 members signed up to the group. The make up of the group is as follows:-

6 members in the age range 17-24	6	Female	
20 members in the age range 25-34	11	Female	9 Male
11 members in the age range 35-44	9	Female	2 Male
9 members in the age range 45-54	6	Female	3 Male
14 members in the age range 55-64	9	Female	5 Male
27 members in the age range 65-74	11	Female	16 Male
5 members in the age range 75-84	1	Female	4 Male

Of the patients listed above we have a mix of Students, Unemployed, Working Patients and Carers. 3 of the members are Indian, 1 African, Two Irish and the remaining British ethnicity. 5 of the members are Carers and 3 have debilitating illness.

We do not currently have any group members who have learning disabilities however patients are being informed about the reference group during their assessments within the Practice.

We have been involved with developing services for Carers within the Practice. Part of this project involved working with Engaging Services at Middlesbrough Council and the Health and Social Care Research Team at Teesside University. Our service to Carers ensures they're fully aware of available support and how to join the group should they wish. This additional engagement has ensured Carers are represented within the group.

To ensure we continue to gain members who fully represent the 'make up' of the practice we advertise the group within the practice via posters, via the practice website (where patients can sign up electronically), via newsletters within the practice and online. We have invitations to join the group in various languages. We will continue to target minority groups of patients via community staff and outreach teams where appropriate.

The patient participation group was initially set up as a virtual group. Prior to developing our annual survey an email was sent out to all members as follows:-

'We will shortly be planning our next annual survey and to ensure we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice. What do you think are the most important issues on which we should consult our patients?'

Following receipt of patients' responses we were able to agree priority areas to be included in our annual survey. These areas were, Methods Of Communicating with Patients, Developing Services, Getting an Appointment , Opening Hours and Premises.

The survey was conducted 'in house' both at Woodlands Road and Acklam over a 5 week period from 1 Feb to 5 March 2012. Patients who attended the surgery during these 5 weeks were randomly asked to take part in the anonymised survey. We targeted approximately 5% of the practice population and received 316 completed surveys. All surveys were posted in a sealed container within the waiting room.

Results of the survey were publicised within both practices and published on the website. A copy is attached for reference (Appendix 1) All patients within the reference group were sent a copy of the results.

A meeting was arranged on Wed 14<sup>th</sup> March to give patients within the group the opportunity to discuss the results. Invites were sent via email. During the meeting an action plan was agreed and a copy attached for your information (Appendix 2)

The opening hours of the practice remain the same i.e.,

6 Woodlands Road 8.00am to 6.00pm Mon – Fri  
Extended Opening till 7.00pm each Wed, GP and Nurse Practitioner Appointments available

283 Acklam Road 8.00am to 5.00pm Mon – Fri  
Extended Opening from 7.15am Wed to Fri inclusive GP and Nurse Appointments available

Access to services between 8.00am and 6.00pm is via telephone or in person. You may request repeat prescriptions via the practice website.

## **APPENDIX 1**

### **RESULTS OF PATIENT SURVEY - MARCH 2012**

Following consultation with our patient reference group, a survey was designed to address the priority areas agreed by the group i.e., Communication with Patients, Developing Services, Opening Hours and Premises.

As agreed the survey was carried out by the Practice during February. 5% of the practice population was randomly surveyed when attending the practice. Of the 400 patients who were asked to take part we received 316 completed anonymised questionnaires the results are as follows:-

#### *We asked would you benefit from a text reminder service?*

65% answered Yes  
35% answered No

#### *We asked how would you like the surgery to communicate with you in relation to test results and routine appointments?*

11% Text  
9% Email  
58.5% Phone  
21.5% In Person

#### *We asked how would you prefer to book an appointment?*

9% Text  
14% Email  
65% Phone  
12% In Person

#### *We asked how helpful do you find the Receptionists?*

73% Very  
25% Fairly  
1% Not Very  
1% Not At All

#### *We asked how you would like to be informed about changes to services within the Practice?*

7% Text  
18% Email  
61% Newsletter  
13% Posters  
1% In Person

*We asked how easy do you find making an appointment?*

37% Very  
37% Fairly  
22% Not Very  
4% Not At All

*We asked do you know you can see a Nurse Practitioner for minor ailments such as sore throats, back pain, infections and that she can prescribe?*

74.5% Yes  
25.5% No

*We asked do you think the appointment system is satisfactory?*

72% Yes  
28% No

*We asked would you feel happy making a telephone consultation appointment rather than a face to face appointment – if appropriate?*

69% Yes  
31% No  
76% Yes  
24% No

*We asked would you recommend your GP surgery to someone who has just moved into the area?*

88% Yes  
12% No

*We asked how satisfied you are with the opening hours of the surgery?*

57% Very  
29% Fairly  
4% Not Very  
10% Don't know Opening Hours of Surgery

*If you would like more information on our Patient Reference Group please ask at Reception or visit our website [drmurphyandpartners.co.uk](http://drmurphyandpartners.co.uk)*

## APPENDIX 2

### AGREED ACTIONS FOLLOWING PATIENT REFERENCE GROUP MEETING WED 14 MARCH 2012

Results from our recent patient survey were discussed and actions agreed as follows:-

- A text reminder service will be set up for all patients who consent to this service. It is anticipated the text reminder service would be used to remind patients of appointments such as, annual reviews for chronic disease management, baby immunisations, post natal, travel immunisations etc. It will not be used to remind patients of routine GP appointments.
- Patients who require more in-depth information following tests can request copy results or request 'a call back' from an appropriate clinician. Receptionists will not give out more information than they are trained to do so.
- The warfarin system will be updated to an electronic monitoring system. The electronic version should ensure results are dealt with quicker and reduce the risk of potential errors. Warfarin patients will be given appointments to return for repeat blood tests at the time they are given their results.
- Due to problems with the phone lines at Acklam, consideration will be given to other methods of booking appointment i.e., via the patient website (if practical)
- Wherever possible at least 3 months of appointments will be made up at any given time for both Nursing and GP appointments, this should eliminate the need for patients having to ring back once the 'appointments have been made up'.
- Consideration will be given to a 'drop in' Nurse Practitioner clinic at least once per week.
- The outdated phone system at Acklam continues to be problematic – this will be resolved once the practice moves to new premises. In the meantime we will continue to contact BT each time a fault is found, we will endeavour to ensure BT traces intermittent faults and request an alternative message be recorded for patients when the line is engaged, other than the one currently in use, which is abrupt.
- The practice Newsletter was welcomed. The Newsletter will continue to be produced as often as possible to inform patients of practice news and changes in services. The practice website will also be used.
- Mapping patient demand for appointments will continue to ensure sufficient capacity.

- Telephone consultations will be available daily for each GP and Nurse Practitioner.
- The reference group were happy with the extended hours being offered however consideration will be given to opening Acklam until 6.00pm Mon to Fri.
- Parking and accessing surgeries particularly Woodlands Road remains problematic. Again this will resolve once we move to purpose built premises however due to the PCT a date cannot be allocated as yet to the move.
- Privacy at reception, particularly Acklam remains problematic due to the layout and lack of space. Notices will be placed at both sites requesting privacy for patients at the desk. Patients who require additional privacy will be given the opportunity to speak to staff away from the reception desk (where possible). Staff will be reminded of the problems with privacy and asked to keep voices down. We will look at the possibility of screening.