



**ILKLEY & WHARFEDALE**  
MEDICAL PRACTICE

# **LOCAL PATIENT PARTICIPATION REPORT 2013-14**

**for**

# **ILKLEY & WHARFEDALE MEDICAL PRACTICE**

**Version: 1**

**Produced by: Rachael Pengelly, Practice Manager**

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## **1. Introduction**

The Patient Participation Group (PPG) at Ilkley & Wharfedale Medical Practice was established in 2011. We have 11 active members and three members of staff from Ilkley & Wharfedale Medical Practice (IWMP). The members regularly give up their time to come and contribute to the meetings as the practice is very keen to listen to, and work with our patients and take on board their comments, feedback, ideas and suggestions. The group has agreed Terms of Reference and Constitution which are reviewed annually and minutes of the meetings are circulated via e-mail to all participants.

The group meets on an 8-12 week basis on a Tuesday evening, commencing at 1800 hours for 1 to 1 ½ hours in the Conference Room at Springs Medical Centre. Refreshments are provided. Tuesdays were found to be the most suitable time for all members and IWMP staff. Agendas and supporting papers are distributed to members prior to the meeting, usually one week in advance, to allow them to read them in preparation for the meeting. Copies are also provided on the day to save the members printing at home. Members are asked for agenda items and also to forward their apologies to the Practice Manager if for any reason they are unable to attend. Minutes of meetings are circulated to the group electronically and these are approved or amended (where appropriate) at the next PPG meeting.

We do not currently have a virtual PPG but we have just had our website rebuilt and we are looking at implementing this over the coming months. We can however refer to patients who do not want to attend meetings but are happy for the practice to contact them from time to time either by phone, letter or email to ask them questions about our services and staff and facilities.

## **2. Description of the profile of the Patient Participation Group**

Our PPG comprises 13 members, 7 male and 6 female which matches our practice list profile as there is more or less an equal mix of men and women registered with the practice (48% men and 52% women). They all have varying backgrounds and access various services that we provide. 92% of our practice population is of White British origin. Their age ranges are as follows:

Age 1-18 – 1 member

Age 19-35 – 0 members

Age 36-55 – 4 members

Age 56-75 – 7 members

Age 76+ - 1 member

On the PPG we also have a volunteer from Bradford LINK (patient support group), a former nurse who works part-time as an administrator at the Marie Curie Hospice in Bradford; a retired solicitor/partner of a local practice; an IT Freelance worker who has supported the NHS as a major client, a former founder of a textile company; a hairdresser, a phlebotomist and a sixth former from the local Grammar School.

## **3. How the practice has worked to ensure that the Group is representative of our registered patients**

To ensure the group is representative of our practice population we have used various methods to recruit members to the group. For example:

- Advertised/promoted the group within the surgery on the noticeboard
- Sent letters out seeking new members to join the group
- Provided information for interested patients
- GPs as part of their discussions during consultations may ask patients if they would be interested in joining the group
- Approached the Grammar School to ascertain if any students would be interested in joining
- Word of mouth from other members of the group
- Advertising the PPG on the practice website

Unfortunately we do not currently have representation from the 19-35 year age bracket following one member leaving to start medical school. The GPs at the practice are mentioning this to patients opportunistically and we are using our website to attract new members.

#### **4. Steps taken to determine and reach agreement on the issues which had priority and which should be included in the local practice survey**

It was agreed by the group that we should use last year's survey as a basis for the development of the 2013-14 survey. The PPG met in October and agreed which questions should remain and any issues/topics they would like adding. By the end of the meeting the PPG were happy with the questions they had prioritised to be included in the survey.

The process involved patients coming forward with their issues and prioritising them, and members of the practice team did the same. We used various information sources and patient feedback gathered routinely via complaints, comments and suggestions. We also looked at planned changes within the practice, such as online booking of appointments to improve patient access. The group then debated what should be included and what shouldn't and an agreement obtained.

The questions were put into a format and layout which was user-friendly and not too onerous for people to complete. The final version was then approved and signed off by the PPG members. This was then sent to the Commissioning Support Unit for conversion to [www.surveymonkey.com](http://www.surveymonkey.com) format so that patients had the option to either complete the survey online or via hard copy if needed.

#### **5. How the practice sought to obtain the views of its registered patients**

The survey was made available for participants to complete during November and December 2013 and early January 2014. Patients could complete this by the following methods:

- hard copy in the surgery when they visited for consultations
- via e-mail to all those requesting online prescriptions, attaching the link to the survey via [www.surveymonkey.com](http://www.surveymonkey.com)
- The survey was advertised on our website and on the television information screen within the waiting room.

For those who attended the surgery in person, the practice targeted various groups of patients and different times of the day (general routine appointments with GPs/Nurses, chronic disease clinics, certain clinics, etc).

The results were analysed by the Practice Manager during January 2014. A total of 150 questionnaires were completed and a report of the findings was compiled and presented to the PPG by one of the Partners and Practice Manager on 21<sup>st</sup> January 2014.

## **6. Steps taken by the practice to provide opportunity for the PPG to discuss the contents of the action plan**

The Practice Manager analysed the findings of the local practice survey via surveymonkey.com and excel and compiled a report. The results for each question were summarised and illustrated either using pie charts and/or text. Both black and white and colour copies of the results were produced.

The report was emailed to all PPG members in advance of the meeting on 21<sup>st</sup> January 2014 allowing time to read the document and assimilate its content. The findings of the report were subsequently discussed in detail at the meeting by members and an action plan was formulated and approved by the group.

## **7. Details of the findings that arose from the local Practice survey**

Patients were asked numerous questions (see attached survey) with regard to opening hours, on-line appointment booking, services provided, facilities and opening hours.

The main age group completing the survey were 56-75 closely followed by 36-55 with 72% of patients surveys stating they would recommend the surgery to someone who is seeking to change surgery or has moved into the local area.

### **Responses found to be positive:**

- 79% stated they were able to get an appointment with a doctor more than 2 days in advance
- 43% stated that getting through on the telephone was very good and 31% considered it excellent
- 55% were very satisfied and 36% were satisfied with the service they receive from their GP
- 93% thought access into the surgery and building itself was very good and 81% thought the surgery was very clean
- An overwhelming number of comments regarding all the staff and how good, helpful and friendly they are.

### **Areas for improvement:**

- As 14% of patients stated they were unable to book an appointment over 2 days in advance when there is availability. SystmOnline is not used as often as it could be to book appointments on line.
- Reception staff to state why they are asking patients the reason for their appointment as this is being misconstrued at the present time.
- The waiting room is a little 'tired' and needs new notice boards, leaflet holders and chairs recovering.

### **Patient Survey Action Points (as agreed at the meeting):**

- Highlight the existence of SystmOnline for the booking of appointments 24 hours a day, 52 weeks of the year.
- Ask Reception to clarify why they are asking the patient the reason for the appointment.
- Improve the waiting room with new notice boards and leaflet holders. Look into recovering the chairs.

#### **8. Summary of the evidence (including any statistical evidence) relating to the findings or basis of proposals arising out of the local practice survey**

A copy of the feedback report has been appended.

#### **9. Details of the action plan which the practice intends to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey**

A copy of the action plan being implemented has been appended.

#### **10. Issues and priorities taken on by the practice as a result of this report**

Refer to action plan appended.

#### **11. Practice Information (opening hours, obtaining access to services, extended hours, times when individual healthcare professionals are accessible to patients)**

Ilkley & Wharfedale Medical Practice is open between the hours of 0800 and 1800 hours Monday to Friday. The healthcare professionals available on these sessions are GP Partners, salaried GPs and a Practice Nurse.

Our GP and Practice Nurse availability is show in the timetable below: (Please note that at times the timetable may be subject to change)

<b>Surgery</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
0800 – 1300	Dr Cockshoot Dr Lachmann Dr Atkinson Dr Ankcorn Practice Nurse	Dr Cockshoot Dr Lachmann Dr Ankcorn Practice Nurse	Dr Cockshoot Dr Atkinson Dr Ankcorn	Dr Lachmann Dr Atkinson Dr Ankcorn Practice Nurse	Dr Cockshoot Dr Lachmann Dr Kyriakides Dr Ankcorn Practice Nurse
1300 - 1800	Dr Lachmann Dr Ankcorn Practice Nurse	Dr Cockshoot Dr Lachmann Practice Nurse	Dr Cockshoot Dr Atkinson	Dr Lachmann Dr Atkinson Dr Ankcorn	Dr Cockshoot (part pm) Dr Lachmann Dr Kyriakides Dr Hermon

Urgent problems will be passed by the Receptionists to the doctor who will assess the patient's symptoms and provide advice as appropriate, either by telephone, a surgery appointment or a home visit if required.

Patients can make appointments by telephoning, calling in to the practice or using SystemOnline accessed through our website. The practice is in the process of implementing a text messaging facility which will remind patients of their appointment.

Repeat prescriptions can be requested through our website [www.iwmp.co.uk](http://www.iwmp.co.uk) or via SystemOnline.

## **12. Conclusion**

This report aims to outline our position for 2013-14 with regard to our PPG and the work undertaken to date. Our group continues to go from strength to strength and helps the practice understand what our patients want. We plan to create a virtual PPG which will enable our hard to reach patients to have a say in the way their surgery is run.

A copy of this report will also be shared with NHS England colleagues.

**Rachael Pengelly**  
Practice Manager

19<sup>th</sup> March 2014