

Manor Medical Practice

Local Patient Participation Report Year 3

Report published March 2014

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Introduction

Manor Medical Practice is a large and busy practice with around 9000 registered patients. We are based at two sites in Stockport.

When the group was started in March 2011 we made the decision to use a virtual patient participation group (PPG) to increase the number of potential members and widen the membership. We have run patient groups in the past and always faced many difficulties when we tried to arrange group meetings, we have more success using surveys and inviting opinion using online and paper based methods so we plan to continue with a virtual group.

Membership has remained open to all patients since the group was started and we continue to advertise on the website and in the Practice.

During the period March 2013 – date we have successfully increased our membership on the previous year and we now have over 100 active members.

The Practice continues to look forward to working with the group for some time to come.

Profile of Group Members

Manor Medical Practice currently has a list size of around 9,000 patients. Our patient group has 107 members, around 1.2% of the practice population.

During the past twelve months we have recruited using a mixture of the following methods:-

- Continuing Poster Campaign in waiting room and surgeries
- Links on Website and NHS Choices
- Option to join included on new patient registration form

We continued to offer a choice of methods for group members to communicate with us to ensure that we did not exclude patients who may not have access to the internet and email:

- Online survey completion
- Paper based survey completion

Of the 107 members, 46 (43%) prefer postal communication and surveys and the remainder use online surveys. Our experience is that response rates to surveys are much higher from the postal group.

Male /Female profile

Total	Male	Female
All Patients	50%	50%
Patient Group	41%	59%
Attendance	40%	60%

Table 1 – Male/female profile

As can be seen in table 1 above, we have a higher female to male ratio in the patient group than the practice population. There is a correlation with attendance patterns over the twelve months to March 2014 where we have a higher number of females attending for appointments than males.

Age profile

Total	16 or under	17-24	25-34	35-44	45-54	55-64	65 or over
All Patients	17%	10%	13%	13%	16%	13%	18%
Patient Group	0%	6%	16%	24%	19%	14%	21%
Attendance	11%	7%	11%	11%	16%	15%	29%

Table 2 – Age profile

The age profile of the group varies from the profile of the Practice population most noticeably we are over represented in the 35-44 years age group and under represented in the 65 and over age group.

Ethnic profile

Ethnic category	All Patients	Group
White British / British or mixed British	88.9%	83.2%
Other White background	9.2%	11.5%
Other Mixed background	0.2%	1.5%
White and Black African	0.2%	0.1%
Caribbean	0.1%	1.5%
Other	1.4%	2.2%

Table 3 – Ethnic profile

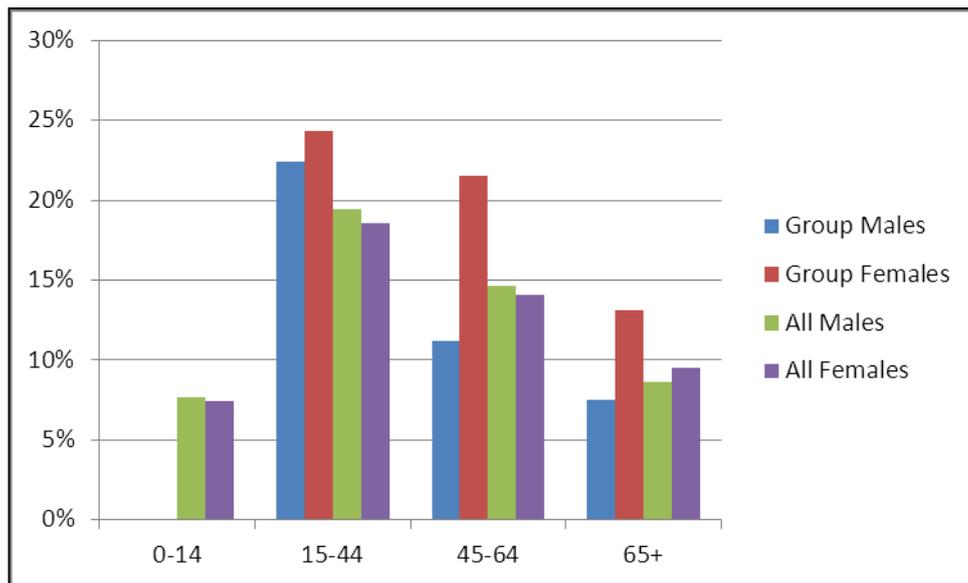
As can be seen in table 3 above, the ethnicity of the group is broadly representative of the ethnicity of the practice population - over 97% of the population is currently represented.

Balanced Scorecard

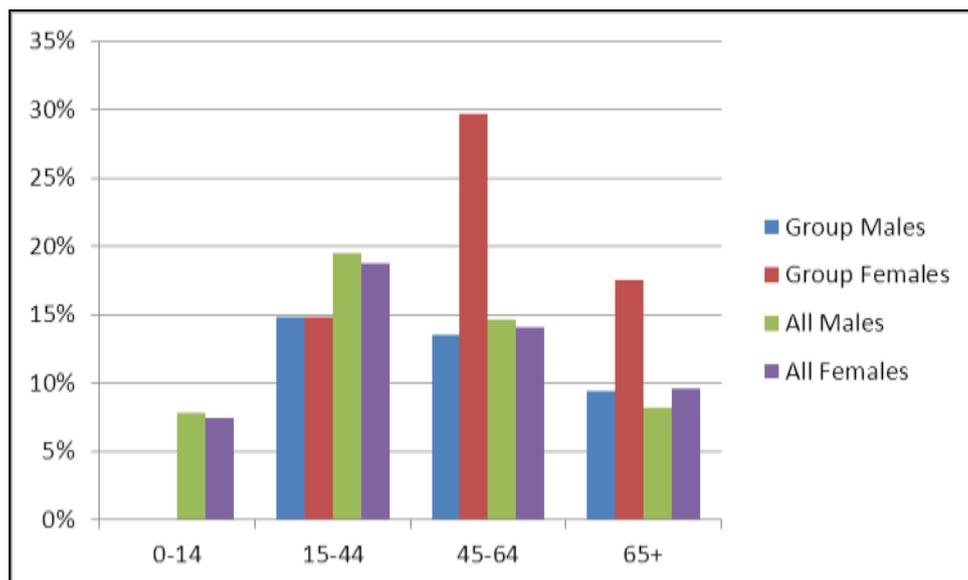
The scorecard shows the age sex profile of group members compared to the entire patient population. Included below are the scorecards from 2011-2012 and 2012-2013 for comparison.

It can be seen quite clearly that we have successfully addressed the under representation of females in the 15-44 years age group from 2011-2012 and are continuing to do so.

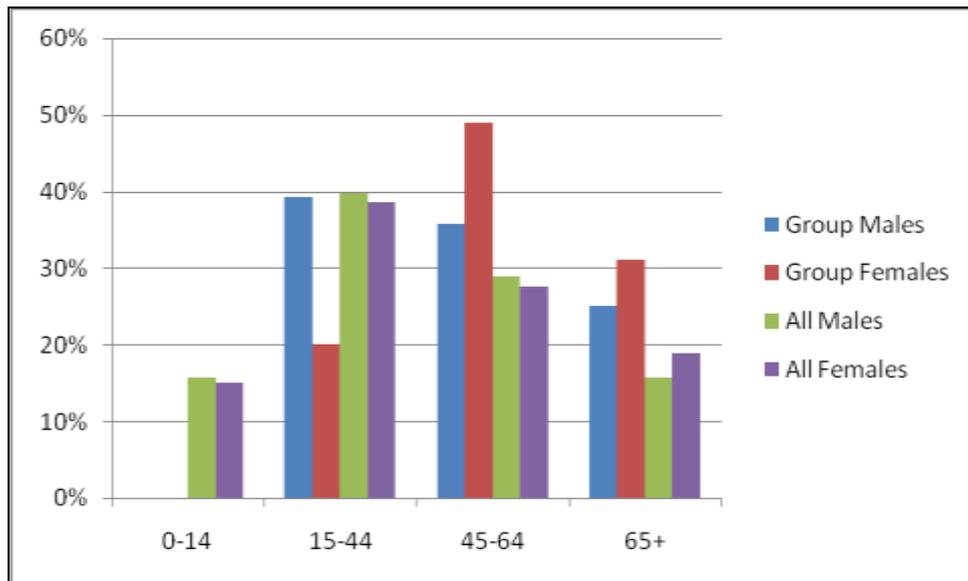
However, in the 45-64 years and 65+ years age groups we continue to be disproportionately represented by females although this is less marked in 2013-2014 than in 2012-2013.



Age / sex profile of group using balanced scorecard bandings – 2013/2014



Age / sex profile of group using balanced scorecard bandings – 2012/2013



Age / sex profile of group using balanced scorecard bandings – 2011/2012

Further Group Development

We will continue to advertise the group to Patients for the coming year. We will do this by:

- Continuing poster campaign
- Website and NHS Choices
- Text message campaign to male patients aged 45+

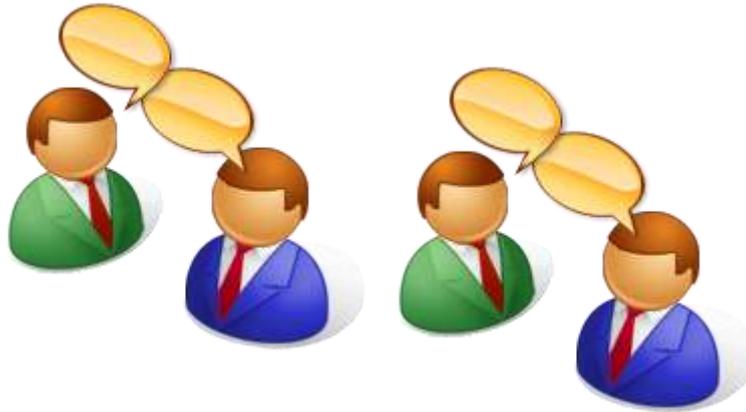
We also hope that after our survey with patients regarding methods of communication (see action plan 2014-2015) that new ideas and ways of attracting patients may come to light and that we can attempt to reach patients who may otherwise have been unaware of the group.

While we will attempt to target groups of patients where we feel there is under representation in the group we will not actively discourage any patients from joining as we value input from all.

Agreeing the priority areas

In the early part of the year the group worked closely with the Practice on the action plan 2012-2013 and produced draft versions of the patient information leaflets. We ran a local patient survey around priority areas and sent the results of this to the group, asking the group to comment and provide their thoughts and suggestions for priorities. We combined the input and reached a consensus on the priority areas for this year.

A copy of the survey can be seen in the Summary of Evidence Section later in this report.



Here is a selection of some of the suggestions we received:

"My suggestion is that you should be able to book routine blood and blood pressure checks with the nurse online."

"You need to prioritise access to appointments."

"Extend online booking to include nurse appointments"

- **There were a great deal of suggestions concerning access to appointments and online facilities so we included a whole section in the local patient survey around booking appointments.**

"Why are the telephone lines switched over at 6pm when the practice remains open till 7pm could this not be extended?"

- **The practice finds that between 6 and 7 the number of calls is minimal so we use the time each day to prepare the surgery for the following day and to make outgoing calls to patients confirming appointments.**

How views were obtained

We created a survey based on the top priority areas identified and for group members added a section for review of the patient information leaflets. Paper copies of the survey were made available in the waiting areas and were also sent via the post and a series of online surveys were created using survey monkey – links to these surveys were then emailed to group members and they were asked to complete them.

A copy of the survey can be seen in the Summary of Evidence Section later in this report.

The responses are summarised below:-

Survey Results



Awareness:
56% are not aware of the nurse triage system
65% are not aware that there is a duty doctor each day
59% are not aware of the nurse led minor illness appointments
68% are not aware of the nurse led children's minor illness appointments
71% are aware of our online booking facility

Booking:
83% say getting through to us on the telephone is OK
63% say they were able to get an appointment within a reasonable time frame
93% think we need to offer more appointments for booking within 5 days
70% think we need to offer more appointments long term
90% do not use the online booking facility
57% would use online booking for nurse appointments if it was available

Opening Hours:
100% of respondents said they were happy that our opening hours offered appointments at times to suit.

Information leaflets feedback:
100% of respondents think the appointments leaflet is clear but 28% think it needs more detail
90% of respondents think the prescriptions leaflet is clear and 41% think it needs more detail

The following is a selection of the comments we received:



"I was unaware of most of these services. I would like to know more about booking appointments online"

- **We are making patient communication a key point in this year's action plan**

"An answering service for the phones – make it clear which practice we are through to and ensure any written prescription requests are not mislaid or end up at the wrong surgery. Not everyone has a car."

- **To improve our service to patients we use a central telephone number for both sites. At registration we make patients aware that we have two sites and that it is expected that patients will attend either site if necessary. If a patient has mobility issues the practice is happy to add an alert to the patient record to indicate one site only.**

"It would be beneficial to patients to know what appointments can be booked with a nurse instead of a doctor."

- **We think is a good point and when we go live with online booking for nurse appointments will produce some guidance literature for patients which can be used both for booking appointments online and via telephone etc.**

"I think you need to emphasise that the 48 hours does not include Sat/Sun hours. I have heard people complaining that prescriptions left on Friday should be there on Monday!"

- **We will try to emphasise this more clearly on the prescriptions leaflet and reinforce this with a similar message in the practice leaflet and practice website.**

"Since I've been online it's a lot better"

- **Nice to have some positive feedback on the initiatives!**

Putting together the action plan

The survey results were compiled and then discussed by staff at the Practice. Several action points were suggested as ways to address the issues raised.

The following action plan was put to the group for comment and/or approval:

Action Plan



1. Approximately 50% of patients surveyed were unaware of Practice initiatives such as nurse triage and minor illness appointments. We recognise that this may be a result of poor communication. We will survey patients for ideas on how to effectively communicate changes to the whole practice community.
2. 57% of respondents state they will book nurse appointments online. We will expand the current online booking service to include booking appointments with the nursing team.
3. 93% think we do not offer enough appointments in the short term. We will look at the spread of appointments and aim to adjust the number of appointments that are opened for use within 5 days.
4. 100% think that the appointments leaflet is clearly stated but 28% would like to see more information included. We will revise the leaflet taking into account the comments received and circulate the revised leaflets for approval.
5. 90% think that the prescriptions leaflet is clearly stated but 41% would like to see more information included. We will revise the leaflet taking into account the comments received and circulate the revised leaflets for approval.

The action plan has been approved by 100% of respondents.

The following is a selection of the comments we received regarding the plan:



"The web site for booking nurses could be more widely advertised and perhaps extended to booking for longer term doctors' appointments"

- **We will be looking at how finely we can configure the online booking system to see if we can accommodate different terms for booking nurse and doctor appointments.**

"Making more short term appointments available MUST be a priority"

"Number 3 of the plan is most important"

- **We received many comments relating the point 3 – short term appointments and hope to implement some changes to the appointments patterns in the very near future possibly early summer 2014.**

"Whatever you do will not please everyone, but you have my full support"

"I agree with the Action Plans objectives as listed"

"I approve of the action plan"

- **Many comments were positive and it is good to know that we have the support of many of our patients.**

Implementation



Action	How it will be implemented
<p>We will survey patients for ideas on how to effectively communicate changes to the whole practice community</p>	<p>We will build a survey designed to gather information on how best to communicate with patients. The survey will be made available to as wide a patient base as possible and we intend to use online surveys and text messages as well as postal surveys.</p>
<p>We will expand the current online booking service to include booking appointments with the nursing team.</p>	<p>We will have a soft launch of the facility and advertise this to group members only at first to trial success. When we are happy that it is correct the practice will advertise the facility widely in the surgeries and on the website and NHS Choices.</p>
<p>We will look at the spread of appointments and aim to adjust the number of appointments that are opened for use within 5 days.</p>	<p>We hope to implement changes to the appointments system in the early summer and increase the number of appointments that open up within 5 days.</p>
<p>Appointments leaflet - We will revise the leaflet taking into account the comments received and circulate the revised leaflets for approval.</p>	<p>We have gathered a lot of feedback on the leaflets and hope to have a new version ready for release early summer. We expect a final draft will be circulated to the group in May 2014.</p>
<p>Prescriptions leaflet - We will revise the leaflet taking into account the comments received and circulate the revised leaflets for approval.</p>	<p>We have gathered a lot of feedback on the leaflets and hope to have a new version ready for release early summer. We expect a final draft will be circulated to the group in May 2014.</p>

Actions taken 2013/2014



Assess Appointments

The Practice employed a new full time GP in March 2013 and a part time GP in June 2013. In order to decide when the new GPs were needed we analysed the demand for appointments and created the new schedule around the busiest parts of the week where possible. As we run almost at capacity in terms of clinical rooms it was not always possible to offer extra GP surgeries at peak times but the additional appointments offered have helped.

Information leaflet on appointments

We have created a draft version of this patient leaflet which the group have assessed and commented on. We hope to circulate a final draft in the first quarter 2014-2015 for approval.

Education leaflet on prescriptions

As with the information leaflet on prescriptions, we have created a draft version which the group have assessed and commented on. We hope to circulate a final draft in the first quarter 2014-2015 for approval.

Pharmacy Issues

We have established regular meeting with local pharmacy representatives to create a forum for raising issues as and when they arise.

Actions to be taken 2014/2015

Information leaflets on appointments and prescriptions

Circulate revised leaflets to the group for comment and approval

Publish to practice population and make available on the website

Communication

Survey patients and group to investigate alternative ways of communicating with patients to improve awareness of services and initiatives.

Availability of appointments

Adjust appointment patterns to increase the number of appointments available to book in the short term (less than 5 days).

Revisit actions 2013

Look back at the outstanding actions from 2013 and see if further progress can be made.

Opening hours

At both sites the reception is open from 8.00 am to 7.00pm.

On Tuesday, Wednesday and Thursday at Offerton the reception is open at 7.30am.

Telephones are answered from 8.00am to 6.00pm.

At 6.00pm the telephones are switched over to the local out of hour's service.

GP Surgeries at Hillgate from April 2014

Day of week	AM	PM
Monday	8.30 – 10.40	3.30 – 6.00
Tuesday	8.00 – 11.10	1.30 – 7.00
Wednesday	8.30 – 10.40	3.00 – 7.00
Thursday	8.00 – 11.10	3.00 – 6.00
Friday	8.00 – 10.20	Duty doctor only
Saturday	8.30 – 10.30	
	Monthly	

GP Surgeries at Offerton from April 2014

Day of week	AM	PM
Monday	8.00 – 11.10	4.00 – 6.00
Tuesday	7.30 – 11.10	4.00 – 7.00
Wednesday	7.30 – 10.40	Duty doctor only
Thursday	7.30 – 11.10	3.30 – 5.00
Friday	8.30 – 11.10	2.00 – 6.00

Extended hours

From April 2014, the Practice will offer the following extended hours surgeries:

Hillgate Surgery

Tuesday pm 6.30 – 7.00

Wednesday pm 6.30 – 7.00

Saturday am monthly

Offerton Surgery

Tuesday am 7.30 – 8.00

Tuesday pm 6.30 – 7.30

Wednesday am 7.30 – 8.00

Thursday am 7.30 – 8.00

Summary of evidence



Agreeing Priorities Survey

Manor Medical Practice – Patient Survey Priorities 2013 / 2014

The practice would once again ask like to patients their priority area for the regular Patient Opinion Surveys.

To help us prioritise the areas reviewed please could you indicate from the following list the Topic you would like covered in a Patient Opinion Survey. (Please choose as many options as Apply)

Contacting the Practice

Availability of appointments

Condition of Premises

How to Use our Services

Provision of Patient Information

Ordering my Prescription

Other Service Development

Thank you for taking the time to complete our Survey.

We hope that together we can work to improve the services offered to you by our Practice.

Local Patient Survey

Manor Medical Practice - Patient Survey

Awareness - Please answer the following questions with regards to general awareness of appointments at the Practice:

- | | | |
|--|------------|-----------|
| Are you aware that we offer a nurse triage service 3 mornings a week? | YES | NO |
| Are you aware that we have a duty doctor every afternoon? | YES | NO |
| Are you aware that we offer nurse led minor illness appointments? | YES | NO |
| Are you aware that we offer nurse led children's minor illness appointments? | YES | NO |
| Are you aware that we offer online appointment booking? | YES | NO |

Booking - Routine appointments are usually available for up to 6 weeks in advance. A number of appointments are reserved and are made available up to 5 days in advance and some are reserved for the same day. We do this to help the flow of appointments and to try to ensure that there is a good range of appointments to offer patients. Thinking of recent experiences of booking appointments can you answer the following questions:

- | | | |
|--|------------|-----------|
| Assuming you booked via telephone were you able to get through OK? | YES | NO |
| Were you able to get an appointment within a reasonable time? | YES | NO |
| Do you think we should have more appointments for use within 5 days? | YES | NO |
| Do you think we should have more appointments available long term? | YES | NO |
| Do you book appointments with the Doctor online? | YES | NO |
| Would you book nurse appointments on line if they became available? | YES | NO |

Opening Hours – we offer appointments from 7.30am on Tue, Wed and Thu and have late appointments until 7.00pm on Mon, Tue, Wed and Thu. We are also open one Saturday morning per month.

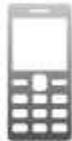
- | | | |
|---|------------|-----------|
| Do these hours offer you appointments at times to suit you? | YES | NO |
|---|------------|-----------|

Comments – Please let us know if you have any comments about the service we offer and if you have ideas for how we can improve.

Manor Medical Practice

APPOINTMENTS

- ♦ **Routine**— can be booked on-line (please see Receptionist for further info), or via telephone.
- ♦ **Urgent and Minor Illness** — available on the day by telephoning the Practice. We also offer a Triage system for allocation of urgent appointments and will always see sick children.
- ♦ **Outside normal surgery hours**— on telephoning the usual surgery number, you will be diverted to Mastercall, our local out of hours service who will advise you further.



We offer an automated text service to remind you of your appointment. Please ensure we have your mobile phone details for this service.

You may cancel your appointment by sending a return text with the word **cancel**.

In order to maximise our appointment book availability, please ensure you cancel your appointment if it is no longer needed or if you are unable to attend.

www.manormedical.co.uk

0161 426 9166

Manor Medical Practice

PRESCRIPTIONS

- ◆ Please allow up to 48hrs for repeat prescriptions to be processed.
- ◆ Requests for repeat acute items (items not on usual repeat prescriptions) will need to be reviewed by a GP and will take longer to process.
- ◆ To avoid over supply/issuing of prescribed medication; please let the Practice know via Debbie or Heather when you **DO NOT** need any regular items as you may already have enough until your next prescription.



OPENING TIMES

- ◆ 8.00am to 7.00pm—Monday to Friday (telephone lines open 8.00 am to 6pm)
- ◆ We offer early morning & evening appointments (plus at least one Saturday surgery per month)

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Links to survey monkey online surveys

<https://www.surveymonkey.com/s/WBVHB7Y> - awareness survey

<https://www.surveymonkey.com/s/WBMXMQF> - booking survey

<https://www.surveymonkey.com/s/7678ZQJ> - feedback on patient leaflets