***Greater Manchester Area Team***

**2013/14 Patient Participation**

**Local Participation Report**

Practice Details

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| Practice | Levenshulme Medical Practice |
| Completed by | Heather Woolstencroft |

Patient Reference Group (PRG) Profile

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| Number of face to face members | 5 | |
| Number of virtual members | 19 | |
| **Age & Sex breakdown** | **Male** | **Female** |
| Under 16 - | 1 |  |
| 17 – 24 - |  |  |
| 25 – 34 - |  |  |
| 35 – 44 - | 1 | 2 |
| 45 – 54 - | 1 | 3 |
| 55 – 64 - | 1 | 1 |
| 65 – 74 - | 6 | 4 |
| 75 and over - | 3 | 1 |
| **Ethnicity** | | |
| White | 11 | 9 |
| Mixed |  | 1 |
| Asian / Asian British | 1 | 1 |
| Black / Black British | 1 |  |
| Chinese / Chinese British |  |  |
| Other ethnic group |  | 1 member did not wish to say. |
| **Employment Status** | | |
| Employed | 5 |  |
| Unemployed | 3 |  |
| Retired | 16 |  |
| *Other (e.g. no of carers)* | | |
| **What the practice did to ensure that the PRG is representative of the practice registered patients** | | |
| The Demographics of the patient group are rather varied, we advertise on reception and in the waiting area for new members all the time. The practice engages with the group via a bulletin, emails and dropping in to see me if required. The older members of the group choose to talk to me directly on the phone. We try on reception to encourage all patients to join to show a varied representation of the practice and the achievements of the group are entered into the bulletin which is posted to the group and copies on reception to encourage future members. | | |
| **Groups that are not represented on the PRG and what the practice did to attempt to engage those groups** | | |
| For hard to reach patients who are not always willing to engage we have a section on the website for them to post any comments which come directly to me. We have also advertised in the local mosque and Afro Caribbean hair dressers in the area. Comments are also posted into the prescription request box. | | |

**2013/14 Priorities**

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| **How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey** |
| I wrote a letter to all the members and informed them about the survey and asked for their priorities so I could add their concerns in the way of a question to the survey. The main areas covered are already the key questions in the GPPAQ survey template. The request to improve parking was suggested so I will be adding this to the actions to take forward and the patient member who suggested this is aware of my intentions. |
| **What these priorities were** |
| Parking  Clinical care  Getting an appointment  Reception Issues  Opening times |

**2013/14 Local Practice Survey**

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| **How we agreed with the PRG the content of the local practice survey** |
| The members communicated with me in various ways, letters, email and telephone to set their priorities and all of them were addressed in the survey. |
| **How we agreed with the PRG the way in which the survey would be conducted** |
| Agreed to distribute 250 surveys over a 2 week period.  175 returned but not all questions answered so I have calculated the responses by the number of patients who answered each question. |
| **Other methods used to seek the views of registered patients** |
| Comment cards, web site, and the majority of our patients are very vocal, they are very happy to tell you their views whether positive or negative via various communication systems. |

**2013/14 Local Practice Survey Results**

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| **An overview of the results of the local practice survey is detailed below** |
| OVERVIEW OF LEVENSHULME MEDICAL PRACTICE  GP SURVEY 2013/14  NUMBER OF SURVEYS DISTRIBUTED - 250  Please note not all the patients answered all the questions, I have calculated the percentages for each question from the amount of patients who answered it.  EACH QUESTION WILL SHOW THE NUMBER OF PATIENTS WHO HAVE ANSWERED.   |  |  |  |  | | --- | --- | --- | --- | | Question subject | Detail | % of patients | Number of patients  Who answered | | GP’s | How good was the GP at putting you  at ease? | 74% | 168 | |  | Listening to you? | 78% | 168 | |  | Giving you enough time? | 74% | 170 | |  | Would you be completely happy to see this GP again? | 97% | 167 | | Receptionist | How help ful do you find the receptionist? | 77% | 163 | |  | How easy is it to get through to someone on the phone? | 64% | 171 | |  | How easy is it to speak to a doctor or nurse at the practice? | 41% | 167 | |  | If you need to see a doctor urgently, can you be seen on the same day? | 71% yes  17% no  11% not tried. | 161 | |  | Important to be able to book ahead? | 92% yes | 163 | |  | How easy is it to book ahead | 77% easy | 165 | |  | How do you normally book appointments?  Phone  In person  On line | 73%  26%  1% | 175 | |  | Which method would you prefer?  Phone  In Person  Online | 53%  30%  17% | 175 | |  | How quickly do you get seen?  Same day or next day?  2-4 days?  5 days or more?  Don’t need to be seen quickly?  Don’t know, never tried? | 31%  15%  40%  6%  8% | 166 | |  | How did you rate how long you waited?  Excellent and very good?  Satisfactory or good? | 72%  28% | 156 | | Nurses | Were you happy with the nurse you saw today? – very good | 87% | 115 | |  | Giving you enough time? – very good | 83% | 115 | |  | Explaining your condition and treatment? – very good | 80% | 115 | |  | Would you be completely happy to see the nurse – yes? | 94% | 103 | | Practice Overall | Overall, are you happy with the experience you have had at the surgery? – yes? | 72% | 158 | | Patients have taken part in the survey. | Male  Female | 40.8%  59.2% | 159 | | Ages | Under 16 | 0.2% | 159 | |  | 16-44 | 55% |  | |  | 45-64 | 48% |  | |  | 64-74 | 18% |  | |  | 75 and over | 3.8% |  | | Ethnicity | White | 53% | 159 | |  | Black or Black British | 5.7% |  | |  | Asian or Asian British | 27.8% |  | |  | Mixed | 3.5% |  | |  | Chinese | 2.2% |  | |  | Other Ethnic Group | 7.8% |  | | Recommendation | Number of patients who would recommend to friend or family. | 91% | 160 | |
| **How we provided the PRG with the opportunity to discuss the findings of the local practice survey** |
| This overview was sent to the group with a covering letter explaining if they wish to feedback to me or send in any other areas of improvement for the action plan. |
| **How we agreed an action plan with the PRG based on the findings of the local patient survey** |
| Areas agreed – Access, Opening times, Parking. |
| **Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why** |
| * Parking was the only item which I have no control over to change immediately but I am going to send correspondence to the Highways Agency and the Health Centre manager to see if this can be improved either with more spaces or a one way system around the surgery to prevent the congestion when people are visiting the mosque. |

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| **2013/14 Action Plan (and how this relates to the findings of the local practice survey)** |
| 1. Access – the surgery has recently   A. signed up to a responsive access service and telephone appointments are available on a daily basis to help patients contact a clinician if they do not need a face to face consultation.  B. Online appointments – The surgery has had this functionality for the past year and it is becoming increasingly popular for patients to book on line any time they wish. We have 12 appointments available at any given time and these are monitored on a daily basis to make sure we have the 12 appointment capacity. The action is to improve the number of patients booking in the way and therefore increase the number of appointments available. At the moment 80% of the appointments made available are booked, we would like to increase this to 90%.  C. The number of patients who contact the surgery by telephone is the highest way of communication so we are looking at having another telephone to use at peak times in the surgery, mainly for the first 2 hours 8am-10am.   1. Opening times –   The practice tries to vary the way our appointment system works offering appointments throughout the day with extended hours on Tuesday and Thursday. We are members of the GP Provider Organisation and this enables us to offer appointments each evening up to 8pm and also Saturday and Sunday mornings. Weekend booking was highlighted in the survey as a request.   1. Parking –   Parking was the only item which I have no control over to change immediately but I am going to send correspondence to the Highways Agency and the Health Centre manager to see if this can be improved either with more spaces or a one way system around the surgery to prevent the congestion when people are visiting the mosque. |

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| **Significant changes we have made / plan to make to the services the practice provides** |
| Access – On line appointments is proving to be a big success, 80% of appointments made available on the website are booked.  Opening times – The patients have always requested weekend appointments and this is now available with the GPPO if needed. The patients are happy to use this service as it is integrated with their medical records for accurate assessments. |
| **How we publicised the local patient survey results and action plan to our registered patients** |
| The report will be available to view on the practice web site from 31.3.2014 with a comment box for further suggestions. We will also print off copies of the report and have them available on the reception desk for patients to take. |
| **Link to practice website where this report and related information can be found** |
| [**www.levenshulmemedicalpractice.co.uk**](http://www.levenshulmemedicalpractice.co.uk) |
| **2012/13 Action Plan – overview of progress against last year’s action plan** |
| The actions are similar to previous years but with new technology and services we will strive to achieve all the actions quoted. |

**Patient Access**

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| **Practice Opening Hours** |
| Monday, Wednesday 7 Friday 8am- 6pm  Tuesday & Thursday 8am-8pm |
| **How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday** |
| Face to face -  Telephone  Website to book appointments, make amendments to personal details and order medication.  We are open all through the core hours till 6pm then GTD takes the calls for the last half hour. We do not close for lunch so the reception desk is always open. |
| **Extended Hours** |
| The practice provides extended hours:  Tuesday 8am-8pm  Thursday 8am – 8pm  The GPPO provide weekdays 6pm-8pm  Weekend – 9am-12 noon |