

Patient Participation Group Report**2013**

This report summarises the development and outcomes of the Al-Shafa Medical Centre Patient Reference Group (PRG) in 2012/13. This report has been published on the practice website <http://www.al-shafamedicalcentre.co.uk>

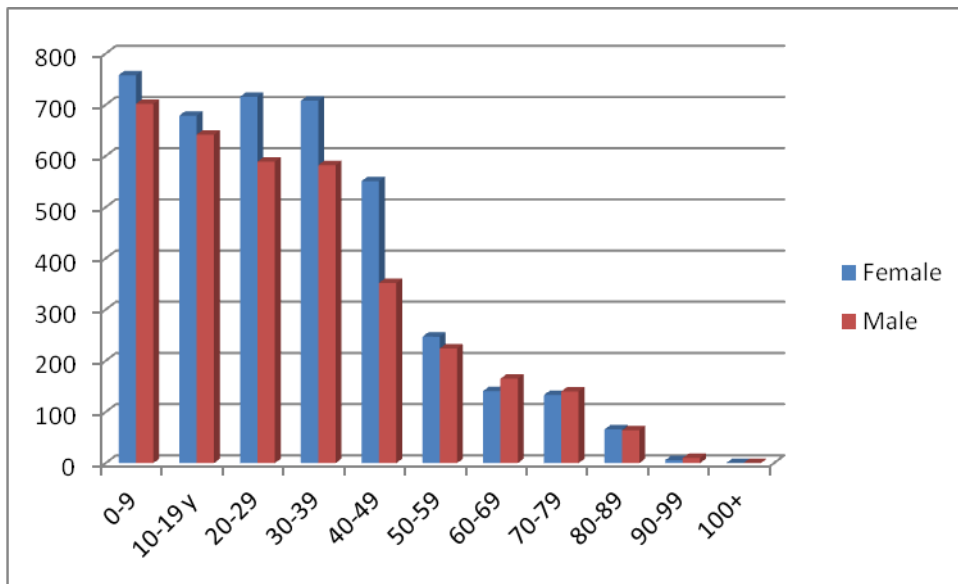
It contains:

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The priorities for the survey and how they were agreed
4. The method and results of the Patient Survey
5. The action plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times
8. Details of Extended Hours access

Profile of the Practice Population and PRG

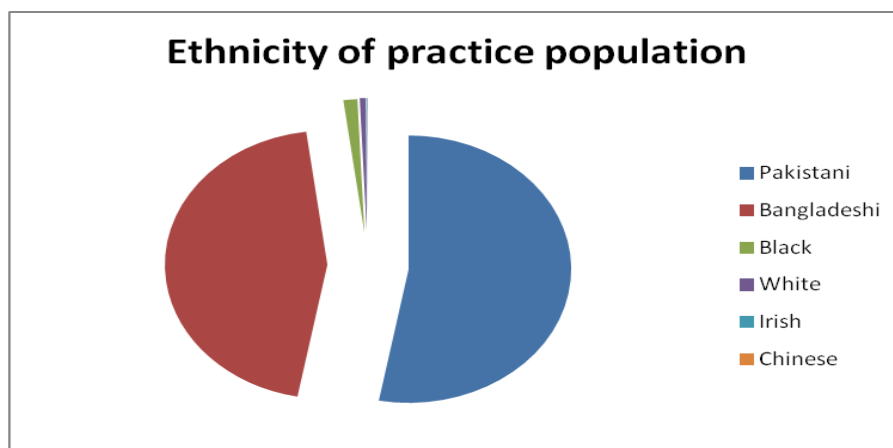
The practice population of Al-Shafa Centre comprises of 7475 permanently registered patients (as of February 2013). This number can be broken down into 4005 male patients and 3470 female patients. The age / Sex bands of the patient population are as follows:

| Age | Male | Female |
|-------------|-------------|---------------|
| 0-9 years | 758 | 702 |
| 10-19 years | 679 | 642 |
| 20-29 years | 716 | 589 |
| 30-39 | 708 | 582 |
| 40-49 | 551 | 352 |
| 50-59 | 247 | 224 |
| 60-69 | 141 | 165 |
| 70-79 | 133 | 140 |
| 80-89 | 66 | 64 |
| 90-99 | 6 | 10 |
| 100+ | 0 | 0 |



The ethnicity of the practice population is given as predominantly Pakistani (3958) with other ethnicities recorded as follows:

| <u>Ethnicity</u> | <u>Number of patients</u> |
|------------------|---------------------------|
| Pakistani | 3958 |
| Bangladeshi | 3361 |
| Black | 104 |
| White | 46 |
| Irish | 6 |
| Chinese | 0 |



The practice population remains fairly constant at Al-shafa with relatively low levels of temporary residents (20 temporary patients seen between April 2012 – January 2013).

PRG Profile

In late winter 2006 the practice began recruiting patients to the Patient Reference Group. As of March 2013 the PRG comprising of 6 members. Their age range from 19 to 65 years, the PGR group consists of a chair (Shahzad Zaman), vice chair (Denise Woods), Secretary (Zafar Ali). In June 2012 the practice decided to raise the profile of the PRG in order to try and attract more members especially females, this was successful in attracting 2 new members. The group is now comprised of 1 woman and 5 men, all gave their ethnicity as White British, Bangladeshi British, British-Pakistani and the majority were frequent users of the service.

The Process used to recruit to our PRG

We continued promoting our PRG throughout the year and are aware that the demographics of the group need to be representative of the practice population. As are a practice delivering to patients in the inner city area it is always challenging to recruit patients and hence have kept PPG membership open to all. We have found it especially challenging to reach to the female and the young people, especially the young female population (as this group rarely attend the surgery). We have recently launched a 'Virtual Patient Reference Group' (where patients can contact the group by email or post) to try and encourage membership from these groups.

The priorities for the survey and how they were agreed

We continue to have a lively, enthusiastic PPG who meet on a monthly basis, along with two practice staff representatives. The group were very keen to identify priorities for a patient survey this year. Numerous topics were discussed at length, including the previous years' survey results and these discussions helped the group to clarify and set areas of priority for the survey. The main areas of priority were awareness of the 'accesses, feedback on a proposed 'proposed walk-in clinics in the morning and evening appointment' clinic and satisfaction with practice staff. There was space available on the questionnaire for general feedback and we expect to gain feedback regarding telephone access as this was identified on last years' survey as sometimes being an issue.

The method and results of the Patient Survey

Once the areas of priority had been established, it was decided that we have an independent body to analyse, we appointed IPQ to send the paper survey was carried out (copy attached page 7), these were returned to IPQ to analyse. The survey was handed out to patients during the first week of October and in total 183 questionnaires were returned. Please see attached copy of survey results (copy of results outcome appendix 10). We had another survey done by an independent

The action plan that was agreed and how it was agreed

The PRG and practice representatives met in November to discuss the outcomes of the patient survey, due to the transition and re-structuring period in the NHS there was no one to

come from the PCT. PRG also decided we take slow steps and do action things which matter to patients and then slowly work around other areas in the survey. From these discussions an action plan was devised (copy attached). The main actions were:

| Action | Plan | Date of implementation |
|---|--|--|
| Access | The majority of patients who answered the survey appear happy with the system in its current format. | Therefore no changes will be implemented |
| Non-appointment Surgery (Walk-in Clinic) | Although patients seemed interested & happy with this service, however the patients were not happy with the longer waiting times. The practice has decided that when the patient comes in and put their name down they will be given a rough time of appointment, so they can either remain on the premises or come back near to that time and inform the reception staff they have arrived on the premises. | 01.12.2012 |
| Satisfaction with Practice Staff | The patients who completed the questionnaire seemed very satisfied with the staff with most commenting positively. Two areas of concern were reception staff look tired and the tone of voice is not right i.e. aggressive. These matters will be addressed by the Practice Managers. | 02.01.2013 |

| | | |
|---|--|------------|
| | | |
| Telephone Access | Once again this was identified as sometimes being difficult. The practice is aware that the volume of calls is high (especially in the morning). The practice is upgrading their telephone system with BT and looking at adding more telephone lines | 30.04.2013 |
| GP's being constantley being disturbed on their mobile | Every morning to give mobiles to practice manager | 02.01.2013 |
| Look at demand & capacity | Inhouse outside consultants | 26.02.2013 |

The progress made with the action plan

The summary of progress as of 2012 is:

As outlined above the results of the patient survey were discussed by the PRG and Practice Managers at a meeting in November 2013. In January 2013 the outcomes were discussed with the practice team.

Access – As a result of positive feedback from the patient questionnaire the system remain the same (Action complete)

Walk-in Surgery – The majority of patients were in favour of this service as they were being seeing on the day that they are not well. Practice reception staffs are informing patients of an approximate time when to return once their name is on the system. This is so that the patients are not waiting in the practice for a longer time. This has been implanted. **(Action Complete)**

Telephone Lines – There will be two additional telephone lines in April 2013 (Paper work with BT has been completed, awaiting engineer to come out in April 2013) to improve telephone access and one staff member will be dedicated to answering the telephone. **(on going)**

Practice Staff – All staff has been on NVQ level 2 of customer services and was reminded about the key skills. With the help of the senior doctors the practices have formed a crib

sheet as to how to deal with the customers and why this is important. In the demand and capacity we are looking at the problems they are seeing (**Action Complete**)

Confirmation of Our Opening Hours

Confirmation of our opening hours and the method of obtaining access to services throughout the core hours are as follows:

| Reception times | | Surgery times |
|-------------------|---------------|------------------------------|
| Monday: | 08:00 - 19:00 | 09:00 – 13:30, 16:30 – 18:30 |
| Tuesday: | 08:00 - 19:00 | 09:00 – 13:30, 16:30 – 18:30 |
| Wednesday: | 08:00 - 19:00 | 09:00 – 13:30, 16:30 – 18:30 |
| Thursday: | 08:00 - 19:00 | 09:00 – 13:30, 16:30 – 18:30 |
| Friday: | 08:00 - 19:00 | 09:00 – 13:30, 16:30 – 18:30 |
| Saturday: | Closed | Closed |
| Sunday: | Closed | Closed |

Address/Telephone

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5-7 Little Oaks Road

Aston

Birmingham

B6 6J

Phone: 0121 328 1984

Fax: 0121 327 3755

Appointment Telephone No.: 0121 328 1977

Improving Practice Questionnaire



| | |
|------------|-----------------|
| Patient ID | Qig ID |
| | Survey ID |
| | Practitioner ID |

You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.


| About the practice | | Poor | Fair | Good | Very good | Excellent |
|--------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | Your level of satisfaction with the practice's opening hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Ease of contacting the practice on the telephone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Satisfaction with the day and time arranged for your appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Chances of seeing a doctor/nurse within 48 hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Chances of seeing a doctor/nurse of <u>your</u> choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Opportunity of speaking to a doctor/nurse on the telephone when necessary | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Comfort level of waiting room(s) (e.g. chairs, magazines) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Length of time waiting in the practice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SAMPLE ONLY
PLEASE DO NOT COPY**

| About the doctor/nurse (whom you have just seen) | | Poor | Fair | Good | Very good | Excellent |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9 | My overall satisfaction with this visit to the doctor/nurse is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | The warmth of the doctor/nurse's greeting to me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | On this visit I would rate the doctor/nurse's ability to really listen to me as | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | The doctor/nurse's explanations of things to me were | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | The extent to which I felt reassured by this doctor/nurse was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | My confidence in this doctor/nurse's ability is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | The opportunity the doctor/nurse gave me to express my concerns or fears was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | The respect shown to me by this doctor/nurse was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | The amount of time given to me for this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please turn over ⇨





About the doctor/nurse *(continued....)*

| | | Poor | Fair | Good | Very good | Excellent |
|----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 18 | This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | The doctor/nurse's concern for me as a person on this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | The extent to which the doctor/nurse helped me to take care of myself was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | The recommendation I would give to my friends about this doctor/nurse would be | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About the staff

| | | Poor | Fair | Good | Very good | Excellent |
|----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 22 | The manner in which you were treated by the reception staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Respect shown for your privacy and confidentiality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | Information provided by the practice about its service <small>(e.g. repeat prescriptions, test results, cost of private certificates etc)</small> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Finally

| | | Poor | Fair | Good | Very good | Excellent |
|----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 25 | The opportunity for making compliments or complaints to this practice about its service and quality of care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | The information provided by this practice about how to prevent illness and stay healthy <small>(e.g. alcohol use, health risks of smoking, diet habits etc)</small> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | The availability and administration of reminder systems for ongoing health checks is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 | The practice's respect of your right to seek a second opinion or complementary medicine was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Any comments about how this **practice** could improve its service?


Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

| | | | |
|---|---|---|--|
| How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+ | Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male | Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No | How many years have you been attending this practice? <input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years |
|---|---|---|--|

Thank you for your time and assistance

Format and design by CFEP UK Surveys. Processing of any data entered on this questionnaire by anyone other than CFEP UK Surveys is strictly forbidden.
REV 1.34



IPQ Report

Number of patients providing feedback : 183

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (6001-8000 patients)

| | Your mean score (%) | Benchmark data (%)* | | | | | |
|---|---------------------|---------------------|-----|----------------|--------|----------------|-----|
| | | National mean score | Min | Lower quartile | Median | Upper quartile | Max |
| About the practice | | | | | | | |
| Q1 Opening hours satisfaction | 51 | 65 | 46 | 62 | 66 | 69 | 84 |
| Q2 Telephone access | 45 | 61 | 25 | 54 | 62 | 68 | 85 |
| Q3 Appointment satisfaction | 46 | 67 | 41 | 63 | 68 | 72 | 87 |
| Q4 See practitioner within 48hrs | 41 | 62 | 33 | 56 | 63 | 69 | 90 |
| Q5 See practitioner of choice | 35 | 57 | 32 | 51 | 58 | 63 | 85 |
| Q6 Speak to practitioner on phone | 29 | 59 | 36 | 54 | 59 | 64 | 80 |
| Q7 Comfort of waiting room | 69 | 65 | 39 | 60 | 66 | 71 | 90 |
| Q8 Waiting time | 43 | 55 | 32 | 51 | 55 | 60 | 79 |
| About the practitioner | | | | | | | |
| Q9 Satisfaction with visit | 44 | 79 | 49 | 76 | 80 | 84 | 93 |
| Q10 Warmth of greeting | 46 | 81 | 54 | 78 | 81 | 85 | 94 |
| Q11 Ability to listen | 46 | 81 | 56 | 78 | 82 | 86 | 95 |
| Q12 Explanations | 45 | 80 | 55 | 77 | 81 | 84 | 94 |
| Q13 Reassurance | 44 | 79 | 51 | 76 | 79 | 83 | 92 |
| Q14 Confidence in ability | 47 | 82 | 55 | 79 | 82 | 86 | 95 |
| Q15 Express concerns/fears | 46 | 80 | 51 | 77 | 80 | 83 | 92 |
| Q16 Respect shown | 49 | 83 | 61 | 81 | 84 | 87 | 95 |
| Q17 Time for visit | 51 | 73 | 47 | 70 | 74 | 78 | 94 |
| Q18 Consideration | 41 | 78 | 49 | 74 | 78 | 82 | 91 |
| Q19 Concern for patient | 43 | 79 | 50 | 75 | 79 | 83 | 93 |
| Q20 Self care | 46 | 80 | 62 | 77 | 80 | 84 | 91 |
| Q21 Recommendation | 47 | 81 | 46 | 78 | 81 | 85 | 95 |
| About the staff | | | | | | | |
| Q22 Reception staff | 29 | 75 | 45 | 72 | 75 | 79 | 91 |
| Q23 Respect for privacy/confidentiality | 45 | 74 | 47 | 71 | 75 | 78 | 90 |
| Q24 Information of services | 29 | 71 | 44 | 68 | 72 | 75 | 88 |
| Finally | | | | | | | |
| Q25 Complaints/compliments | 70 | 65 | 43 | 62 | 65 | 68 | 83 |
| Q26 Illness prevention | 36 | 68 | 46 | 66 | 69 | 71 | 84 |
| Q27 Reminder systems | 29 | 66 | 46 | 63 | 67 | 70 | 84 |
| Q28 Second opinion / comp medicine | 59 | 66 | 48 | 63 | 67 | 70 | 85 |
| Overall score | 45 | 72 | 46 | 68 | 72 | 75 | 87 |

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

* Based on data from 517 practices surveyed between April 2008 and February 2011 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (6001-8000 patients)

