

THE GUYWOOD PRACTICE PATIENT REFERENCE REPORT 2012-2013

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Component One

This report summarises the action undertaken to support the on-going development of The Guywood Practice Patient Reference Group

1. Introduction

The Guywood Practice is located in Romiley village in Stockport and has a list size of just under 3,000 registered patients. The Practice does not currently serve a particularly large number of nursing home patients, patients with learning disabilities or any other special care groups.

This group was first started in April, 2011 by handing out paper invitations at reception encouraging patients to join and help implement changes to the practice which were beneficial. Throughout 2011 to 2012 regular meetings were held at the surgery with this group.

At the first meeting a mission statement was produced:

“Your chance to become involved – Your chance to make a difference” and a chairperson was elected. Due to a low response for members to join the group it was decided to create a virtual PRG in addition to an actual members meeting group.

The group communicates via email and the Practice website. Patients joining the group who do not have access to email receive telephone calls.

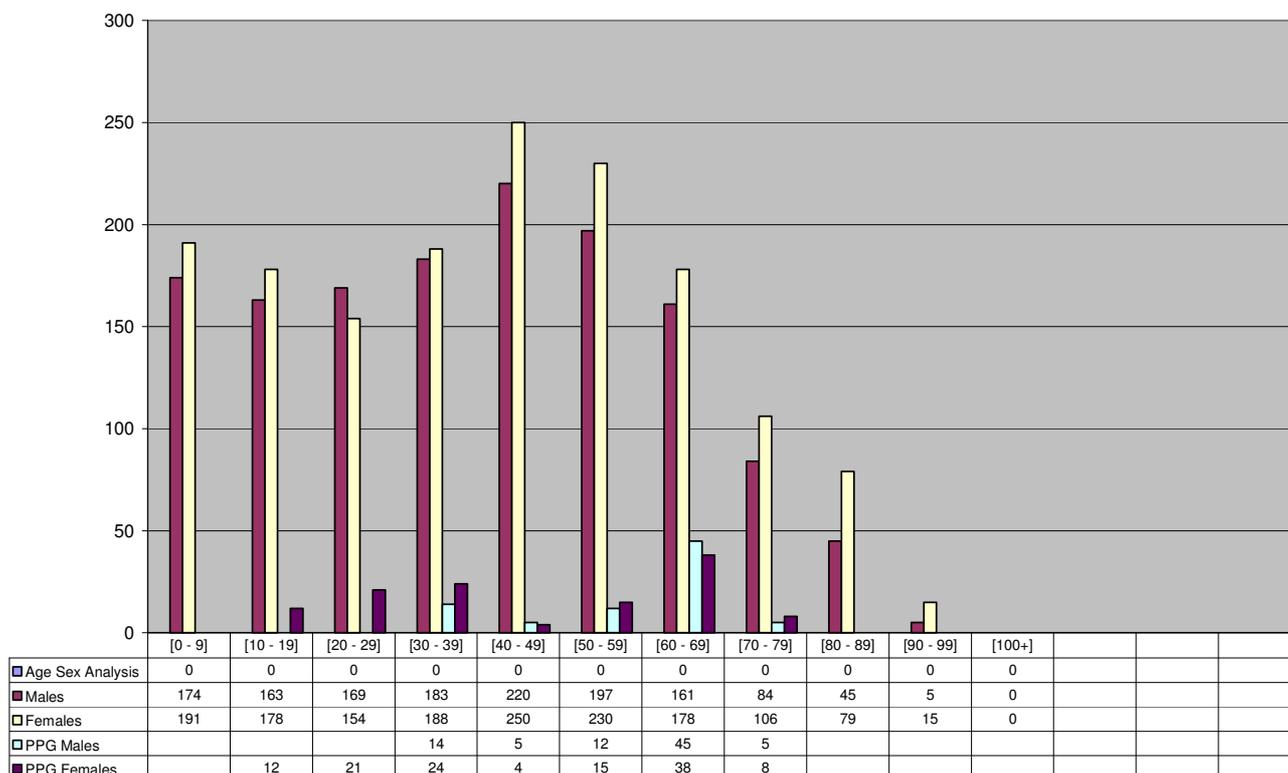
2. Profile

The PRG comprises 205 registered patients (6.08% of the Practice population) (200 virtual & 5 active members). This group comprises retired, adolescents, mental health, disabled people, workers, young mothers, carers & ethnic minority patients. They meet regularly.

This is a significant increase in membership since last year

We will continue to encourage patients to join the PRG & endeavour to maintain a representative group of patients. However patients are busy with employment, childcare or poor health which has been restrictive in establishing a larger number of members.

The graph below shows the age & sex distribution of our PRG members compared to our practice population. Despite our best efforts our group is under-representative of the younger & older end of the age spectrum. We have attempted to address this balance by midwife involvement, speaking to carers & promotion in various clinics including anti-coagulation, podiatry & baby clinic.



Although our practice population has a fairly even split of Male & Female patients our PRG does not reflect this. To try and balance this we asked the receptionists & clinicians to encourage more patients to join the group, and they continue to do so.

3. Method of recruitment;

1. Posters in local public places including library & local chemists
2. New notice boards regularly updated
3. All members of the practice team asking patients opportunistically if they were interested
4. Website & newsletter invitation
5. Face to face at new patient registration
6. Messages on prescriptions
7. When updating patients' e-mail addresses requests for involvement were sent
8. PRG members talking to patients in the waiting area
9. Speaking to carers

Component Two

Agreement of priority areas with the PRG

The aim was for the members of our PRG to identify priority issues they felt should be included in the local Practice survey.

The options for these areas was open to all members of our PRG and they were invited either by email or paper invitation to respond with their views.

The actual and virtual members of the group were contacted to ask

“What do you think the most important issues are that we need to discuss with our patients?”

The 3 main areas identified from the responses from the group were:

1. Accident and Emergency –why do patients attend there?
2. Do patients need more information about medical conditions?
3. Do patients need more information about medicines prescribed?

We received an 85% response to this survey

Accident and Emergency	75%
Information about Medical conditions	60%
Information about Medication	58%

As a result of the areas identified above, the following questionnaires were produced by the group for dissemination to patients in person when attending the practice, and also via the practice website.

Component Three

The following symptoms were identified and prioritised by the PRG to ask patients if they would attend A&E with any of these symptoms;

Would you attend the local A&E department with any of the following symptoms?

1. Fall on your head
2. Head Lice
3. Chest Cold-adult
4. Chest Cold-Child
5. Sprain
6. Back Problems
7. The Morning After Pill
(Emergency Contraception)

Results of the Survey looking at which symptoms the patients felt would be appropriate to attend an A&E Department with

Symptoms	YES	No
A fall on your head	85%	15%
Head lice	5%	95%
Chest cold Adult	3%	97%
Chest cold Child	82%	18%
Sprain	96%	4%
Back problems	75%	25%
Emergency Contraception Morning After Pill	68%	15%

A second mini survey was agreed by the group enquiring about patients understanding of prescribed medication

1. When you are prescribed a new medication, do you read the patient information leaflet provided inside the packet – please select one answer?
2. Apart from the patient information leaflet inside the packet where would look to find more information about your medication?

Q1. When you are prescribed a new medication, do you read the patient information leaflet provided inside the packet – please select one answer?

YES	90%
NO	4.5%
DEPENDS WHAT THE MEDICINE IS (long term condition vs. short course)	4.5%

Q2. Apart from the patient information leaflet inside the packet where would you look to find more information about your medication?

USING A WEBSITE e.g. NHS Direct, Google, Patient.co.uk etc)	59%
OTHER INFORMATION BOOKLETS	9%
SPEAK TO ANOTHER HEALTHCARE PROFESSIONAL e.g. pharmacist	23%
OTHER (Please specify)	9%

The third mini survey enquired about the patients understanding of their medical condition;

1. If you had a new diagnosis did you feel that it was explained to you fully by the GP
2. Did you feel that the information given to you about your NEW diagnosis was adequate
3. Were you offered a leaflet / information sheet about your diagnosis during your consultation

Q1. If you had a new diagnosis did you feel that it was explained to you fully by the GP?

YES	64%
NO	9%
N/A	18%
NO RESPONSE	9%

Q2. Did you feel that the information given to you about your NEW diagnosis was adequate?

Yes, definitely	59%
Yes, to some extent	27%
No, not at all	5%
If NO please explain briefly why NO EXPLANATIONS GIVEN	
NO RESPONSE	9%

Q3. Were you offered a leaflet / information sheet about your diagnosis during your consultation?

YES	41%
NO	50%
NO RESPONSE	9%

The results of the practice survey were emailed/posted to the PRG group and advertised on the practice website (now incorporated into this report) and on notice boards within the premises.

Component 4

The PRG actual members met to discuss the results and also collated email responses from the virtual group about their views about the results of the survey and suggestions to agree further actions

The survey results were also discussed with the GP's and Practice Manager to make them aware of patient's issues.

Component 5

As a result of these 3 mini surveys, the PRG, after discussions, agreed that the current dissemination of information to the patients of this practice was as comprehensive as could be possible.

There were concerns that patients felt it appropriate to access A&E for a number of minor ailments which really could be dealt with by the practice or the GP Out of Hours Service.

E.g.

Chest cold in children	82%
Back Pain	75%
Emergency Contraception	68%

The PRG agreed that the current dissemination of information to the patients about medication was as comprehensive as possible but the prescribers to be made aware of providing as much relevant information as possible

The PRG agreed that there could be some improved information provision about medical conditions/new diagnoses by the doctors/nurse

The following Action Plan was agreed

ACTION PLAN

The PRG have agreed to implement the following:

1. Publicise and update the practice website to enhance its appearance-Practice Manager to update quarterly
2. Increase information publicity about the appropriate use of Accident and Emergency Services in the waiting room areas, on notice boards and continue with the information about this on the practice website-PRACTICE MANAGER TO OVERSEE
3. Provide more regular newsletters and to ask patients what information they would like in the newsletter-NEW ADMINISTRATIVE STAFF TO BE RECRUITED AND TO ACTION QUARTERLY NEWSLETTERS
4. Consult with the prescriber to see if we can access anymore medication information-DRS AND NURSE MADE AWARE OF THESE ISSUES
5. Provide more information on minor ailments to help patients make the right choice-DRS AND NURSES MADE AWARE TO EXPLAIN OR PROVIDE ADDITIONAL INFORMATION
6. To continue to encourage more patients to join the PPG -ALL PRACTICE STAFF TO ENGAGE
7. Have a designated notice board for themed information - the group to agree on various themes e.g. diabetes-NEW PRACTICE ADMINISTRATOR TO OVERSEE
8. Use text messaging to inform patients more efficiently-ALL STAFF TO BE REMINDED OF THIS FACILITY
9. Show weekly, the effect that patients not attending for appointments has on the practice as this will show more understanding of the problems that this causes-NEW PRACTICE ADMINISTRATOR TO ACTION
10. Following on from communication 2 new surveys have been agreed by the PRG & these will be undertaken during 2013 - 2014

We would like to thank all our patients who have contributed to the surveys, and PRG members who have given their time & support to The Guywood Practice and hope this will continue in the future.

Component Six

SURGERY OPENING TIMES



Surgery Opening Hours

	Opening Times
Monday	08:30 – 18:30
Tuesday	08:30 – 18:30
Wednesday	08:30 - 14:15
Thursday	08:30 – 18:30
Friday	08:30 - 18:30
Weekend	<i>closed</i>

Extended hours include:

One late evening a week until 19:00 with the Nurse

One late evening a month until 20:00 with the GP

Further details can be obtained from reception – 0161 426 5242

This Report can be accessed via our Practice Website which is: <http://www.guywoodpractice.co.uk/>