

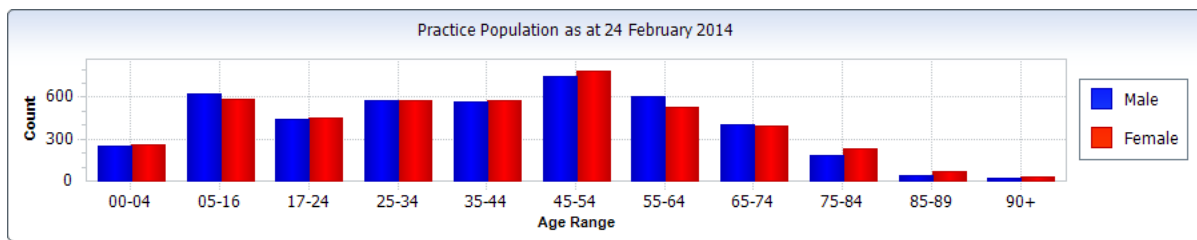
# THE BIRCHWOOD PRACTICE PATIENT PARTICIPATION GROUP REPORT 2013/2014

## Component Step 1: Develop a PRG

### 1. Description of the Practice Profile

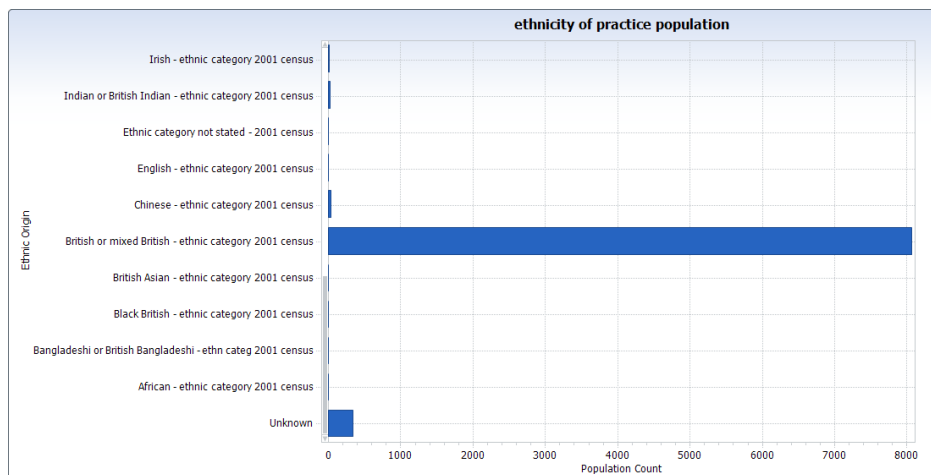
The Birchwood Practice has approximately 8,900 patients. There are 4 full time partners and as we are a training practice we have 1 registrar and 1 doctor from the hospital in training (F2) .

The breakdown of the practice population is detailed below. The diagram represents the age and sex of patients.

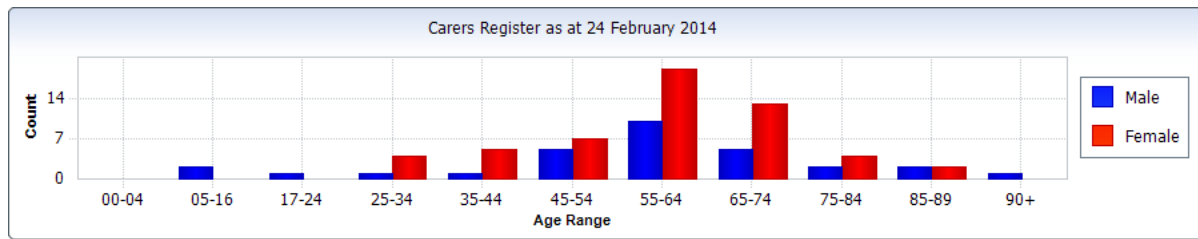


Age	Female	Male
0-9	498	520
10-19	517	523
20-29	576	574
30-39	512	501
40-49	758	703
50-59	674	739
60-69	465	517
70-79	277	245
80-89	176	104
90-99	26	15
100+	0	0

The diagram below represents the ethnicity of the practice population.

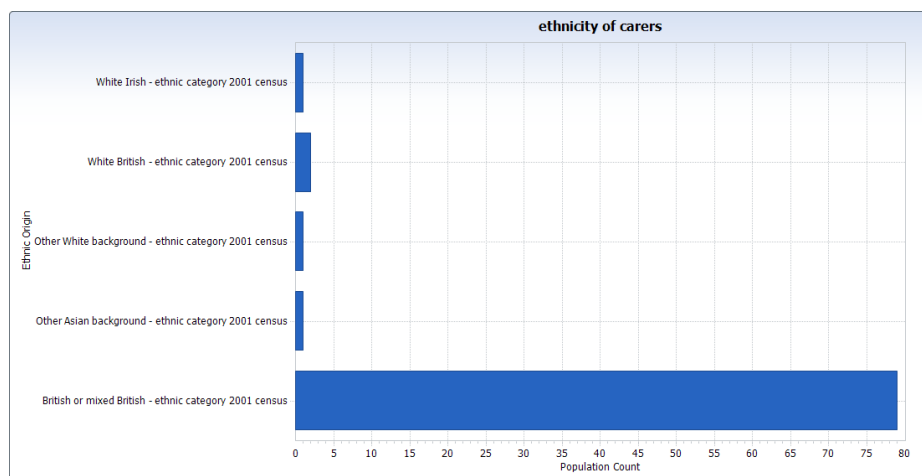


We actively encourage our patients to register as carers and this diagram gives a breakdown of the age and sex of our carers.

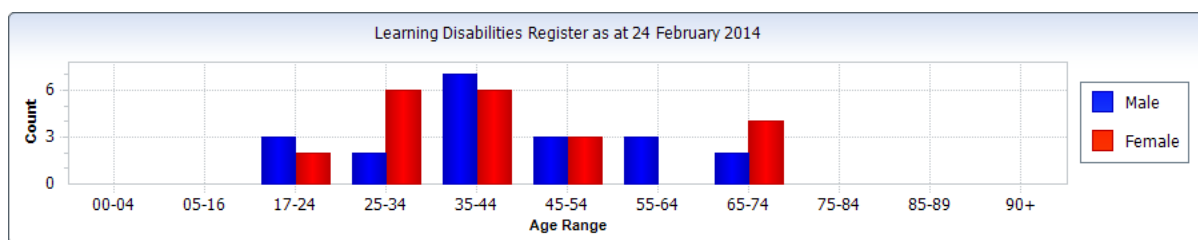


Age	Female	Male	Total
0-9	0	0	0
10-19	0	2	2
20-29	2	2	4
30-39	4	0	4
40-49	7	5	12
50-59	16	8	24
60-69	13	4	17
70-79	9	6	15
80-89	3	2	5
90-99	0	1	1
100+	0	0	0
<b>Total</b>	<b>54</b>	<b>30</b>	<b>84</b>

The diagram below represents the ethnicity of the patients on the carers register.

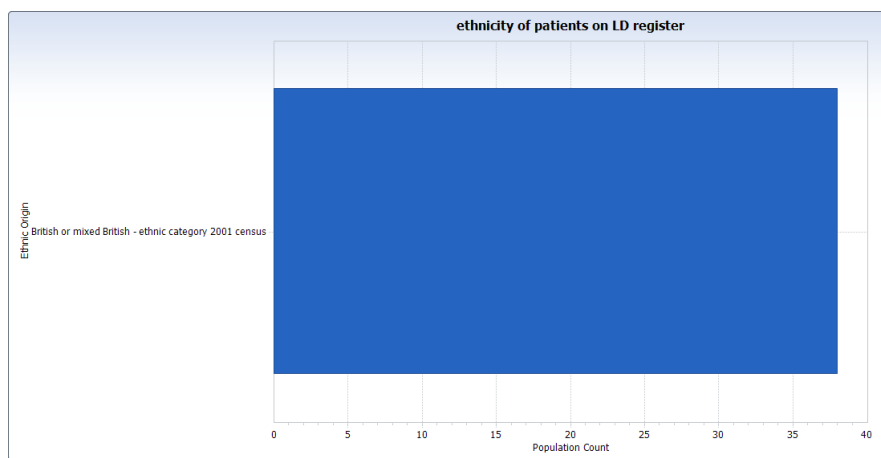


We currently have 41 patients on the learning disabilities register and this diagram gives a breakdown of the age and sex of our patients with learning disabilities.

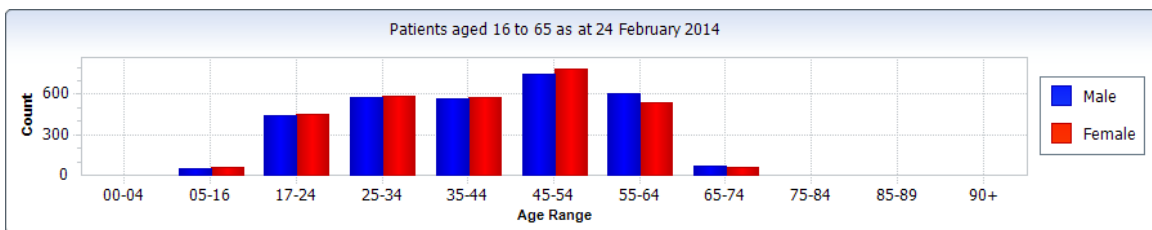


	Female	Male	Total
<b>Age</b>			
0-4	0	0	0
5-16	1	1	2
17-24	2	3	5
25-34	4	2	6
35-44	5	6	11
45-54	3	3	6
55-64	0	3	3
65-74	4	1	5
75-84	0	0	0
85-89	0	0	0
90+	0	0	0
<b>Total</b>	<b>19</b>	<b>19</b>	<b>38</b>

The diagram below represents the ethnicity of the patients on the learning disabilities register.

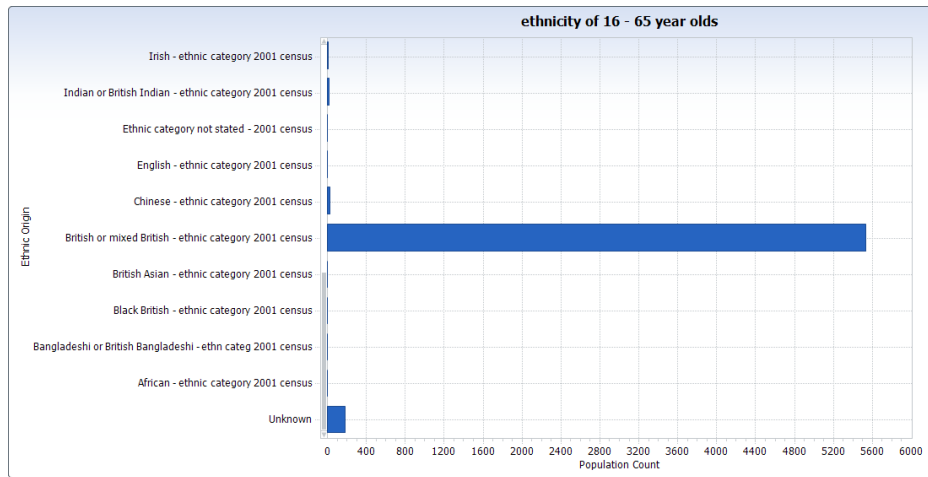


We do not routinely record the working status of patients but the diagram below represents the sex of patients aged 16 to 65.



	Female	Male	Total
<b>Age</b>			
0-4	0	0	0
5-16	59	45	104
17-24	447	438	885
25-34	584	572	1156
35-44	579	570	1149
45-54	784	748	1532
55-64	534	608	1142
65-74	59	63	122
75-84	0	0	0
85-89	0	0	0
90+	0	0	0
<b>Total</b>	<b>3046</b>	<b>3044</b>	<b>6090</b>

The diagram below represents the ethnicity of patients aged 16 to 65.



## 2. Description of the profile of the members of the PPG

We first set up The Birchwood Practice Patient Participation Group in 2011 when 30 patients initially signed up to become members. In 2012 there were 43 members giving a fair representation of the practice in terms of ethnicity, sex and age.

During 2013 the number of members did increase and at the present time there are 44 patients who are members of the PPG.

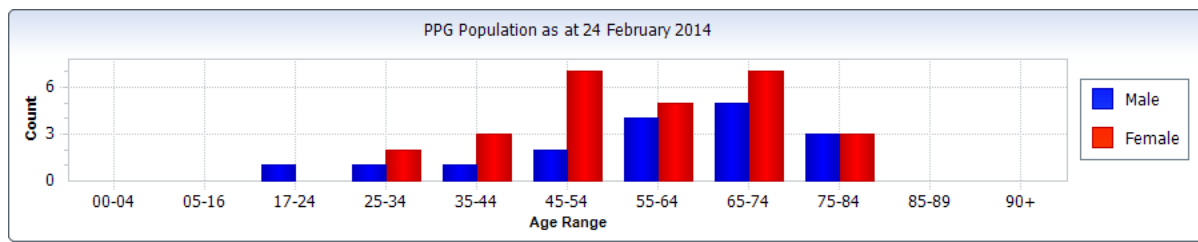
**Patient Count: 44**

**Males: 17**

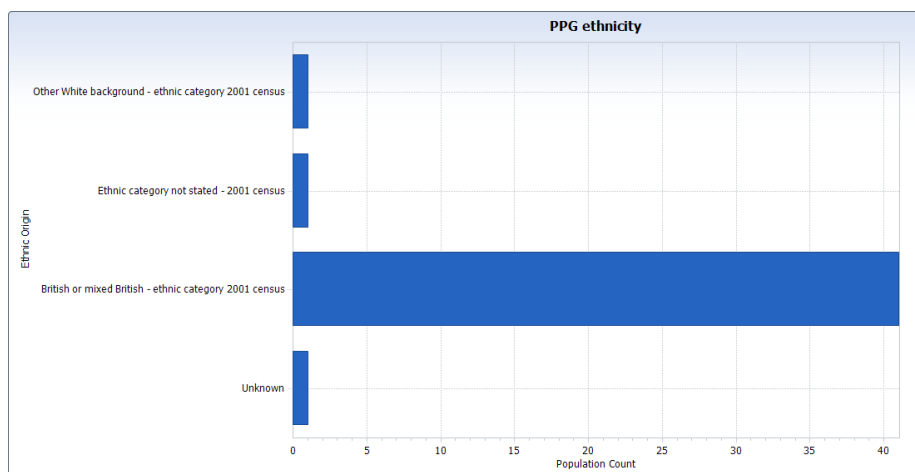
**Females: 27**

	Gender	Female	Male
<b>Age</b>			
0-9		0	0
10-19		0	0
20-29		0	2
30-39		4	0
40-49		4	1
50-59		7	4
60-69		6	3
70-79		5	6
80-89		1	1
90-99		0	0
100+		0	0

The diagram below represents the age and sex of the PPG population.



The diagram below represents the ethnicity of the PPG.



### 3. Steps taken to ensure that the PPG is representative of the practice registered population

We are constantly recruiting new members to the PPG and have the form to sign up to become a member on the website and a hard copy is available from reception. (Annexe 1). A poster is displayed in the surgery directing patients to reception if they wish to sign up to become a member. The doctors and nurses also have hand-outs (Annexe 2) which they can give to patients who they think would like to become part of the PPG directing them to reception for the sign up form. When new patients register with the practice there is a section on the new patient registration form advising them about the PPG and a tick box to complete if they wish to become a member.

To ensure that the group is kept up to date a check is carried out periodically to make sure that patients have not left the practice. Also before all patients in the group were asked for their input regarding the patient survey an email (Annexe 4) was sent to them to confirm that they were happy to continue as a member of the PPG. At this time there were 67 members of the PPG. Out of these 67 members 6 declined to be a member, 24 did not respond, 1 email was undelivered and 36 confirmed that they were happy to be contacted. A further email (Annexe 5) was sent to the non-responders before removing them from the PPG.

### 4. Steps taken to attempt to engage with different group of patients

This year a letter (Annexe 3) was sent to patients on the learning disability register asking them if they would like to join the PPG but to date we have had no patients on this register wishing to do so. 41 letters were sent to these patients.

We have a register of the patients at the practice who are carers and these 84 patients were all sent a letter (Annexe 3) asking them if they would like to become members of the PPG and so far we have 3 members of the PPG who are also carers.

## Component Step 2: Agree areas of priority with the PRG

### 1. Steps taken to reach agreement on the issues which had priority and were subsequently included in the local practice survey

The group were asked via email (Annexe 6) for their suggestions for questions to be included in the survey. We had 5 members of the group respond to the email and the following issues were raised:

A system for commenting on new, temporary or locum GPs to meet same high standards as GP partners.

Updated system for calling patients to consulting rooms – visual as well as auditory

Parking issues – particularly for disabled patients

Simple method of allowing doctors to discuss with the spouse of patient their current medical condition

Doctors to keep patients on medication for as short a time as possible

Dietary Clinician available for advice and to help obese patients

Holistic medicines

## Component Step 3: Collate patient views through use of a survey

### 1. How the survey questions were drawn up and how the survey was carried out in order to obtain the views of the registered patients

Taking the suggestions from the issues raised by the members of the PPG an email was sent to all members (Annexe 7) asking them what did they think were the most important issues on which we should consult our patients. We received replies from 7 members of the PPG to this request and consequently the survey was drawn up from their replies (Annexe 8).

A survey was created using Survey Monkey which was made available on the website for a period of 2 weeks. There was also a hard copy available in the surgery for patients to complete when attending the surgery and the receptionists also handed out surveys to patients when they presented at reception.

All patients who have provided the practice with an email address were sent the survey, via email, to complete. 771 surveys were sent via email, 48 were not delivered, and we received 90 replies.

In the surgery 300 copies were made available for patients to complete and 181 were returned.

We had 12 completed surveys via the website.

Please see the charts in Component Step 6 for statistically evidence.

## **2. The rationale used for the chosen survey method and the criteria for assessing its credibility that the processes used for sampling and analysing are sufficient to provide valid reported outcomes**

In order to make the survey available to as many registered patients as possible it was decided that this year would be the first year to use a web-based survey provider and an account was created with Survey Monkey. A link to the survey was displayed on the home page of the website. All patients who had provided the practice with a valid email address were emailed a copy of the survey. As not all patients use the internet we felt it prudent to have the survey available to patients when attending the surgery. By using these three methods we have been able to reach as many registered patients as possible with the patient survey and consequently a comprehensive number of answers have been obtained.

In order to analyse the results from the surveys completed by email and those that were completed at the surgery a spread sheet was created and the answers were recorded (Annexe 9). The responses from the website were also added to the spread sheet.

## **Component Step 4: Provide PRG with the opportunity to discuss survey findings and reach an agreement with the PRG on changes to services**

### **1. Details of the steps taken to provide an opportunity for the PPG to discuss the survey findings**

10 March 2014 - The results of the survey were emailed to the members of the PPG (Annexe 10) requesting their feedback. The comments from the members of the PPG are detailed below:

Parking at the Practice has always been an issue and also the state of the car park by the Community Centre is very bad.

There is not enough information re the Dietary Information and at times what information is supplied is time delayed ,because the appointment takes too long to come , and the follow ups are too far apart the need for any advise and follow up needs to be on site and available quickly.

I personally think that the sound system is very good but that the TV in the waiting room needs to be bigger so that people with impaired vision can see the information displayed.

With all of the Doctors seeing even more patients do they have enough time for Medical Drugs reviews?

### **2. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented, and if appropriate, reasons why any such findings or proposals should not be implemented**

14 March 2014 - The action plan was emailed to the members of the PPG for their agreement. (Annexe 11).

See the plan below.

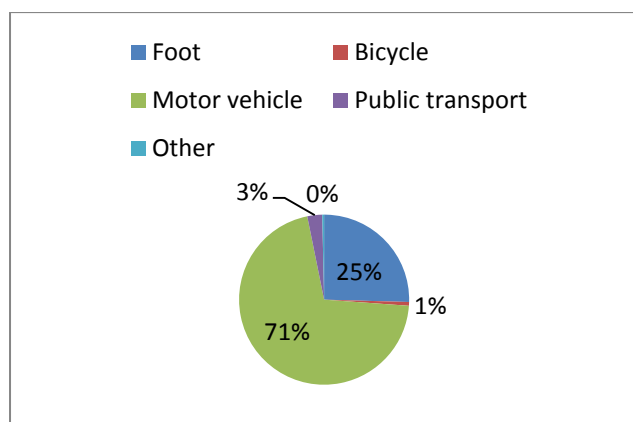
We had a total of 5 (11% of the group) replies from the members of the Patient Participation Group who all agreed with the plan and the actions to the practice proposed to undertake.

Topic	Action	Start Date	Completion Date	Progress/Comments
Parking issues	At the present time we are unable to extend parking areas at either site	N/A	N/A	If the opportunity should arise consideration would be given to purchasing land adjacent to the sites to facilitate extra parking spaces
Updated system for calling patients to consulting rooms	None required	N/A	N/A	The majority of patients who completed the survey are able to hear
Doctors to keep patients on medication for as short a time as possible	None required	N/A	N/A	As part of their treatment patients have always had their medication reviewed on a regular basis
Simple method of allowing doctors to discuss with the spouse of patient their current medical condition	A poster to be displayed in the surgery. Reception staff to be educated.	April 2014	Ongoing	Consent forms are available from reception to be completed by the patient
Dietary Clinician available for advice and to help in cases of obesity	None required	N/A	N/A	This service has always been available. Clinicians refer to dietician if appropriate. Nurses appointments available for advice on weight loss

## Component Step 6: Publicise actions taken – and subsequent achievement

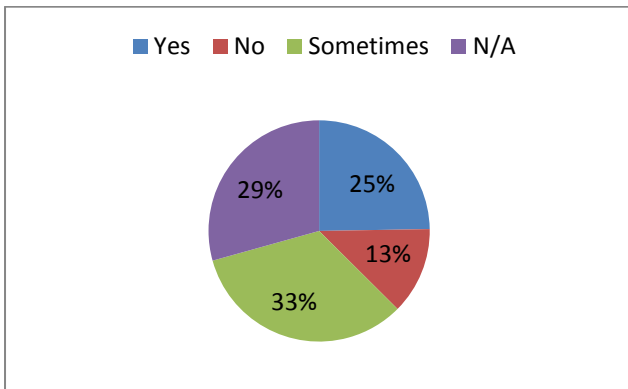
### 1. Summary of the evidence

#### How would you normally travel to the surgery?

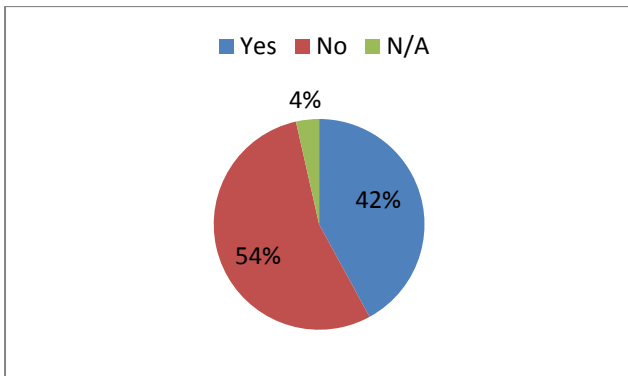




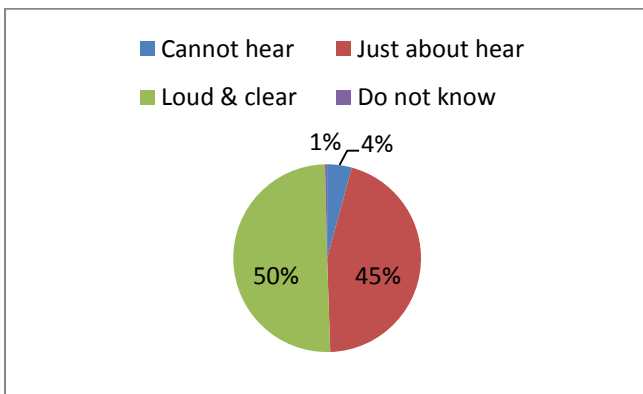
**If you answered yes to above are you normally able to park?**



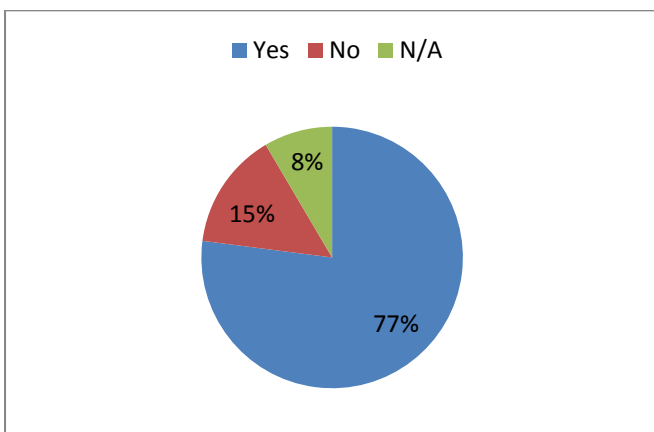
**Are you aware you are able to give consent for spouse/partner to be given information about your medical record?**



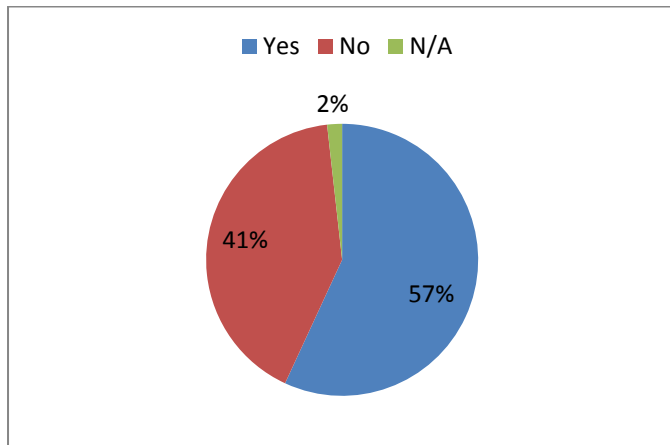
**How well can you hear when called from the waiting room to consultant/treatment rooms?**



**Overall, do you feel that your medication is reviewed often enough?**



**Are you aware that there is help and advice available on dietary issues?**



**2. Details of the actions which the practice intend to take as a consequence of discussions with PPG in respect of the results, findings and proposals arising out of the local practice survey**

i. In order for patients of the practice to be more aware that, should they wish, they are able to give written consent for a third party, i.e. spouse or partner, to be given information about their medical record, it was decided that a poster would be displayed in the surgery informing them of such. The forms for this consent are available from reception and a record made in the medical record. The reception staff are also to be educated re this service.

**ii. Action plan from 2012/2013 Patient Participation Report**

Topic	Action	Progress/Comments
A touch screen for automated arrivals	Order a touch screen from EMIS	The touch screen has been installed in the reception area at Creekmoor.
Facility for emailing doctors for non-urgent medical advice	The medico-legal implications and protocols were discussed by the GP partners	A unanimous decision was not reached therefore it was not possible to go ahead at this time this proposal.
Text reminders to patients for their upcoming appointments.	As above	As above
Replacement of the seating in the waiting room at Creekmoor.	Funding was not available	Replacement for part of the seating was secured by the practice

**3. Where any changes will have contractual implications have these been discussed with the CCG?**

None arising from this year's patient survey.

**4. Details of the opening hours of the practice and how patients can access services throughout the core hours.**

The practice opening times are as follows:

**Creekmoor**

Monday to Friday 08:30 until 18:00

**Oakdale**

Monday, Tuesday, Wednesday and Friday 08:00 until 13:00 and 15:45 until 17:30

Thursday 08:00 until 13:00

Patients can access services by attending the reception in person or by telephone.

**5. If the practice offers extended hours, give the times at which individual healthcare professionals are accessible to registered patients.**

Extended opening times are also offered for patient of both sites to consult a doctor by pre-booking an appointment at Creekmoor during the following hours:

Monday and alternate Tuesday 18:30 until 20:30

Alternate Saturday 08:30 until 11:00

**6. Publicise the Local Patient Participation Report on the practice website.**

The report has been published on the website.



## Signing Up For The Birchwood Practice Patient Participation Group

If you are happy for us to contact you periodically by email please leave your details below and hand this form in at reception.

**Name:** .....

**Email Address:** .....

**Postcode:** .....

The information below will help to make sure that we receive feedback from a representative sample of the patients registered at this practice. Please tick as appropriate. Thank you.

**Your Gender:** Male  Female

**Your Age:**

Under 16	<input type="checkbox"/>	17-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>
		Over 84	<input type="checkbox"/>

**The ethnic background with which you most closely identify is:**

**White** British Group  Irish

**Mixed** White & Black Caribbean  White & Black African   
White & Asian

**Asian or Asian British** Indian  Pakistani   
Bangladeshi

**Black or Black British** Caribbean  African

**Chinese or Other** Chinese  Any Other

**How would you describe how often you come to the practice?**

Regularly  Occasionally  Very rarely

**Please list any areas that you would like to see surveyed:**

.....

**Please note that we will not respond to any medical information or questions received through the survey.**

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that his information is handled properly.



## PATIENT PARTICIPATION GROUP

### Get involved to help shape the way health services are delivered by your practice

The Birchwood Practice Patient Participation Group works to improve communication between the Practice and its patients, to ensure the services on offer truly meet the needs of all patients.

The Group is always looking for individuals to join the Group, share their ideas on how services could be changed, and get involved in making those changes – for the good of the patients and the practice.

If you are interested in getting involved please complete the form overleaf and return it to reception, or if you would just like to find out more, please contact the Practice Manager, on 01202 697639.

### Frequently asked questions

**Q** *Why are we asking people for their contact details?*

A We would like to be able to contact people to ask questions about the surgery and how well we are doing to identify areas for improvement?

**Q** *Will my doctor see this information?*

A No. This information is purely to contact patients to ask them questions about the surgery, how well we are doing. Your doctor will only see the overall results.

**Q** *Will the questions you ask me be medical or personal?*

A We will only ask general questions about the practice, how we are providing services and what we can do to improve those services.

**Q** *Who else will be able to access my contact details?*

A No-one beyond the Practice

**Q** *How often will you contact me?*

A Not very often, possibly every 6 months.

**Q** *What is a patient representative group?*

A This is a virtual group of volunteer patients who are involved in shaping the services available to patients.

**Q** *Do I have to take part in the group?*

A No, but if you change your mind, please let us know.

**Q** *What if I no longer wish to be on the contact list or I leave the surgery ?*

A We will ask you to let us know if you do not wish to receive further messages

**Q** *Who do I contact if I have further questions?*

A The Practice Manager.

Fill in the details on the reverse side of this leaflet and hand it back to reception and we will add your email address to the contact list.

### **Flyer for Clinicians to handout to patients**

We are keen to ensure that our patients are actively involved in helping us provide the best possible service. By joining the PPG patients have the opportunity to exchange ideas with the practice on how healthcare provision can be developed and improved to deliver a quality service.

Anyone who is registered with the practice is welcome to join the PPG.

Please ask for more details from the reception team or alternatively sign up via our website  
[www.birchwoodpractice.co.uk](http://www.birchwoodpractice.co.uk)

**THE SURGERY**  
**327 WIMBORNE ROAD**  
**OAKDALE, POOLE**  
**DORSET, BH15 3ED**  
**TEL: 01202 672065**  
**FAX: 01202 675962**  
**[oakdale.reception@dorset.nhs.uk](mailto:oakdale.reception@dorset.nhs.uk)**

**DR M W BRIGGS**  
**DR D J GOODWORTH**  
**DR S J WARREN**  
**DR C C COLE**

**BIRCHWOOD MEDICAL CENTRE**  
**NORTHMEAD DRIVE**  
**CREEKMOOR, POOLE**  
**DORSET, BH17 7XW**  
**TEL: 01202 697639**  
**FAX: 01202 659323**

**[birchwood.reception@dorset.nhs.uk](mailto:birchwood.reception@dorset.nhs.uk)**

**[www.birchwoodpractice.co.uk](http://www.birchwoodpractice.co.uk)**

Date

Dear ,

**Re: The Birchwood Practice Patient Participation Group**

I am looking for patients who would be willing to become part of our Patient Participation Group at The Birchwood Practice. This group will involve e-mail contact from the practice in which you will be invited to contribute suggestions for and comment on the content of a patient survey which will be distributed to our patients, then to discuss the outcomes of the survey once the information has been collated. This information will form the basis of a report and ultimately an action plan for the surgery; the report will be published on the practice website.

If you are happy to participate I would need your e-mail address and your consent to be contacted via e-mail perhaps every 6 months to gather your comments.

The timescale for publishing the report is 31<sup>st</sup> March 2014.

Please could you respond by email to [sandra.haimes@dorset.nhs.uk](mailto:sandra.haimes@dorset.nhs.uk) with the following information:

Name:

E-mail address:

Postcode:

Ethnicity

I look forward to hearing from you.

Yours sincerely,

Mrs S Haimes  
Practice Administrator

Dear Patient,

The surgery is asking the group to help them again this year with the annual patient survey.

As previously this will involve email contact from myself in which you will be invited to contribute suggestions for, and comment on the content of a patient survey which will be distributed to our patients, then discuss the outcomes of the survey once the information has been collated. This information will form the basis of a report and an action plan for the surgery and both will be published on the practice website in March 2014.

Last year the report was published on the website in March 2013 and we are pleased to say that we have purchased a touch screen to enable patients attending the Creekmoor surgery to book themselves in for their appointments, thereby reducing the queue at the reception desk. We hope to install a similar screen at the Oakdale surgery in the future.

Please could you respond to this email to confirm that you are still willing to be part of The Birchwood Practice Patient Participation Group.

I look forward to hearing from you, and thank you for your on-going support.

Kind regards

Sandra Haimes  
Practice Administrator



**PATIENT PARTICIPATION GROUP**

I have recently e-mailed you about being part of this year's group.

I would be grateful if you could let me know whether you would like to continue to be contacted by me regarding the group, I you have new contact details please could you let me know.

I apologise if you have already declined to participate.

Kind regards

Sandra Haines  
Practice Administrator

Dear Patient,

Thank you for responding to my recent email regarding this year's patient participation group and confirmation of your wish to continue as part of the group.

As last year I would like your suggestions of areas you wish to discuss to include in the patient questionnaire.

If could you let me have your comments as soon as possible I would be grateful as the survey needs to be made available to our patients and the results published on our website by 31 March 2014.

Kind regards

Sandra Haimes  
Practice Administrator

Dear Patient,

**Responses from Members of the Patient Participation Group for suggestions for the patient survey  
2013/2014**

I have now received replies to my email and I thank you if you have taken the time to respond. We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our key priorities when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues, from the list below, on which we should consult our patients? From the following which do you think we should focus on:

- A system for commenting on new, temporary or locum GPs to meet same high standards as GP partners
- Updated system for calling patients to consulting rooms – visual as well as auditory
- Parking issues – particularly for disabled patients
- Simple method of allowing doctors to discuss with the spouse of patient their current medical condition
- Doctors to keep patients on medication for as short a time as possible
- Dietary Clinician available for advice and to help in cases of obesity
- Holistic medicines

I look forward to receiving your views after which the survey will be made available to all patients of the practice to complete.

Kind regards

Sandra Haines  
Practice Administrator

## The Birchwood Practice Patient Survey 2013/2014



### 1. How would you normally travel to the surgery?

- On foot
- By bicycle
- By motor vehicle, i.e. car, motorbike, moped, scooter
- Public transport

Other (please specify)

### 2. If you answered by motor vehicle to the above question are you normally able to park in the surgery car park?

- Yes
- No
- Sometimes

### 3. Are you aware that you are able to give consent for your spouse/partner to be given information about your medical record?

- Yes
- No

### 4. Overall, when you are called from the waiting room to a consultant/treatment room how would you rate the tannoy system? 3 being loud and clear and 1 not hearing at all

Cannot hear at all

Just about hear

Loud and clear

### 5. Overall, do you feel that your medication is reviewed often enough?

- Yes
- No

### 6. Are you aware that there is help and advice available on dietary issues?

- Yes
- No

Thank you for taking time to complete this short survey. We will post the findings of this survey in the surgery and on our website in the form of a report. We cannot promise to make all of the changes that you suggest but your opinion will be noted and used to help us make your experience at our surgery the best it can be.

<b>Results of The Birchwood Practice Patient Survey 2013/2014</b>							<b>Total of completed surveys</b>	
							90	Email
<b>How would you normally travel to the surgery?</b>							181	Surgery
	Foot	Bicycle	Motor vehicle	Public transport	Other		12	Website
	72	2	200	8	1	283	283	
<b>If you answered yes to above are you normally able to park?</b>								
	Yes	No	Sometimes	N/A				
	70	36	94	83		283		
<b>Are you aware you are able to give consent for spouse/partner to be given information about your medical record?</b>								
	Yes	No	N/A					
	119	154	10			283		
<b>How well can you hear when called from the waiting room to consultant/treatment rooms</b>								
	Cannot hear	Just about hear	Loud & clear	Do not know				
	12	128	142	1		283		
<b>Overall, do you feel that your medication is reviewed often enough?</b>								
	Yes	No	N/A					
	218	41	24			283		
<b>Are you aware that there is help and advice available on dietary issues?</b>								
	Yes	No	N/A					
	161	117	5			283		

**EMAIL TO MEMBERS RE RESULTS OF PATIENT SURVEY**

Dear Patient,

We have now carried out the Practice Patient Survey 2013/14 for a period of 2 weeks. This was available on the practice website for patients to complete electronically. We also had copies of the survey available in the surgery for patients to complete when attending the practice. Patients who have supplied the practice with their email address were emailed the survey for them to complete and return to the practice.

Please see the attached spread sheet for the results.

We would now like your comments and suggestions for any actions, arising from the survey, the practice may be able to undertake.

Once we receive your suggestions an action plan will be drawn up and will form part of the report which is to be published on the practice website before 31 March 2014.

Thank you for your time and commitment to the patient participation group.

Yours faithfully,

Sandra Haines  
Practice Administrator

### EMAIL TO MEMBERS OF THE PPG RE THE ACTION PLAN

Dear Patients,

Following on from the results of the patient survey and the subsequent comments and suggestions of the members of The Birchwood Practice Patient Participation Group we now submit the action plan below for your agreement:

Topic	Action	Start Date	Completion Date	Progress/Comments
Parking issues	At the present time we are unable to extend parking areas at either site	N/A	N/A	If the opportunity should arise consideration would be given to purchasing land adjacent to the sites to facilitate extra parking spaces
Updated system for calling patients to consulting rooms	None required	N/A	N/A	The majority of patients who completed the survey are able to hear
Doctors to keep patients on medication for as short a time as possible	None required	N/A	N/A	As part of their treatment patients have always had their medication reviewed on a regular basis
Simple method of allowing doctors to discuss with the spouse of patient their current medical condition	A poster to be displayed in the surgery. Reception staff to be educated.	April 2014	Ongoing	Consent forms are available from reception to be completed by the patient
Dietary Clinician available for advice and to help in cases of obesity	None required	N/A	N/A	This service has always been available. Clinicians refer to dietician if appropriate. Nurses appointments available for advice on weight loss

With your agreement this action plan will be implemented and will be publicised as part of the report on the practice website. The deadline for this report to be publicised is 31<sup>st</sup> March 2014.

Kind regards

Sandra Haimes  
Practice Administrator