

# LHMP and LHMP Patient Reference Group

## Patient Survey Report

### March 2016

Latham House Medical Practice (LHMP) & Latham House Medical Practice Patient Reference Group (LHMP PRG) have continued to survey their patients, and are pleased to detail the report's findings below. We believe that patient involvement within the practice should be encouraged to ensure continuous improvement of services offered can occur.

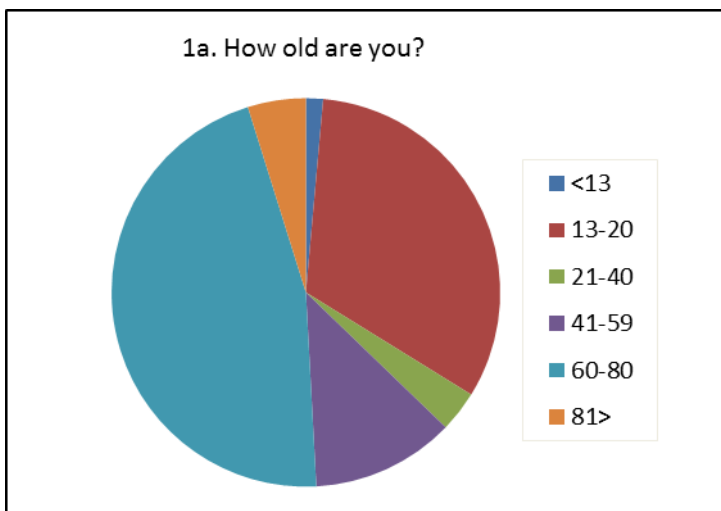
By working together the Practice and the PRG can canvass patient views via a patient survey. We will then consult with the patient group prior to the publication of the survey, and declare our agreed actions. The survey results will be published in the practice, on the Practice and the PRG websites; results will be summarised and actions displayed on each of the Practice's waiting areas notice board and on the practice website.

#### **Description of Practice profile.**

Latham House Medical Practice is one of the largest single group practices in the country. We are the only practice serving the market town of Melton Mowbray and the surrounding area, with approx. 35,500 patients

Latham House Medical Practice was established in 1931. Its aim is to provide as many services as possible, by a wide range of clinicians, to their patients, from within their premises. The Practice encourages their clinicians to have specialist areas of interest and we still believe the best services we can offer to patients is by doctors holding registered lists, so that patients can forge long lasting relationships with the doctor of their choice, this is now called a patient's accountable GP.

#### **AGE BREAKDOWN**



#### **A) Description of PRG profile.**

The Original PPG was established in October 2007,  
The PRG aims to be representative of the practice population.

## DESCRIPTION OF THE PROFILE OF THE MEMBERS OF THE PRG

### LHMP PRG Responsibilities

PRG Liaison (Clinical):	Dr Richard Pemberton CEO
PRG Liaison (non-clinical, administrative & communication):	Mrs Alison Hipkin Practice Manager
PRG -Key liaison contact (in the group):	Mrs Jane Horn - Chairman of the group.
PRG - Patient information:	Mr Mike Kitching – NEWSLETTER & PRG SURVEY
PRG – Secretary:	Mr John Penny

### (A FULL LIST OF THE PATIENT REFERENCE GROUP MEMBERS CAN BE FOUND ON THEIR WEBSITE)

[www.lathamhouseprg.org.uk](http://www.lathamhouseprg.org.uk)

#### **B) Steps taken to ensure PRG is representative of Practice Population.**

The practice and patient participation group have made a great effort to ensure that the group is representative of the local population. Although the practice has few ethnic minority patients, the largest ethnic group are the Polish Community. This Polish community is made up of two age groups, those who settled in Melton after the Second World War and the second group who are the newly registered patients who immigrated when Poland joined the E.U.

We are fortunate to have Tad Stenzel as our representative from the Polish Community.

We have a representative from Age UK and also a member of the local Health & Wellbeing board.

At least two members are official Carers.

We have established regular contact with the local sixth form college. They have received information regarding services, opening hours and in particular the CHAT clinic service (especially run for teenagers) advertised on their display boards in the school.

#### **Evidence of meetings & advertising for new members**

PRG –Meetings are held on the first Wednesday of each month at the practice from 10.30am-12.30pm.

The PRG are consulted prior to significant events or changes within the practice (significance will be determined by the clinical or non-clinical lead and will liaison with a key PRG representative) Each meeting has an agenda and minutes taken by the secretary; copies of these are circulated either by E mail or normal post to all members. Copies of all PRG meetings are held at LHMP on the practices confidential data base.

News items as a way of communicating to a wider group of patients, are also displayed on the PRG Website, and the Practice Website as well as in paper format at the Practice.

The Practice displays posters in all waiting areas advertising for new members. (See below).

## **POSTER**

### **LATHAM HOUSE MEDICAL PRACTICE**

#### **PATIENT REFERENCE GROUP**

**THE PRACTICE HAS AN ESTABLISHED GROUP OF PATIENTS, WHO ARE WILLING TO CONTRIBUTE SOME OF THEIR TIME TO THE DEVELOPMENT OF THE PRACTICE AND ITS HEALTH SERVICES.**

**We are especially keen to make sure that the group is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.**

**Places will be limited.**

**Please send in a letter of application to either the Chairman of the PRG - Mrs Jane Horn, or Practice Manager Mrs Alison Hipkin, these should be left at the practice marked for the attention of the PRG**

#### **C) Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey**

The practice and the PRG agreed the survey content, format, timing and delivery mechanisms. It was agreed that every effort should be made to reach a good sample of the practice population.

Following on from last year's survey the PRG requested that those areas that were raised as concerns should be included in this year's survey;

#### **D) The manner in which the PRG & practice sought to obtain the views of the registered patients**

The survey was undertaken in the months September to December. Results were collated collaboratively between the PRG and the Practice.

#### **How and where to advertise and leave Patient Questionnaires**

Questionnaires were left at each sub-reception area and staff asked patients if they would like to complete a survey. Questionnaires were also distributed through the following sites:-

- 2x Sixth form colleges
- Polish Club
- Asfordby Branch surgery
- Childrens' centres

- Immunisation clinics

**177 surveys were completed, much reduced returns from the previous year.**

**E) Details of the steps taken to provide an opportunity for the PRG to discuss the results, details of the action plan**

The survey results were circulated to the PRG members in February 2016, and formally discussed in March 2016, with the following jointly agreed recommendations and agreed actions to be worked on in the 2016/17 year

Areas that we had concentrated on last year were:

Telephones

Attitude and

Opening hours

Telephones

The Practice had a series of meetings with their phone supplier to maximise the use of the current system, and have introduced call monitoring by the staff supervisor, we have increased the number of staff again, to help at peak times, and will be purchasing two more lines to aid the flow of calls in future. Our survey showed that 72% of patients made appointments on the telephone last year, this was an increase from 62%. For patients who did make appointments on the telephone, 67% found it easy to get through, this was an increase from the previous year by 4%, from 63%. Whilst the practice has not reduced the volumes of patients making appointments on the telephones, it has improved the ease in which patients can get through, and will endeavour to continue to make changes to improve this efficiency in the forthcoming year.

The Practice has also started to utilise their administrative staff more, to speed patient queries up, between themselves and their accountable doctor, we have managed this through staff handling more calls, and taking more information from the patient, to ensure their query can be dealt with as easily as possible. This ensures that the doctors are now managing the clinical aspects of patients care, and the chasing of appointments/ results/ requests for admin functions are managed by the staff. This has resulted in the doctors workflows being manageable, and prioritises their clinical work during working hours.

Attitude

The questions which specifically targeted the patients satisfaction with the attitude of all who work at Latham House Medical Practice has shown much improved results, we are happy to reflect that

90% responded that we have professional and courteous staff

93% responded that they are happy with the Minor Treatment Unit staff

An overall 97% of our patients answered that they had a very high satisfaction with services and personnel at the Practice. 98% of our patients had high confidence in the Doctor.

We have also been working on patient confidentiality during the year, and have piloted new queuing systems at the main reception area. We are now considering how to achieve this in the sub reception areas, the Minor Treatment Unit area, and the repeat prescription area. We do know that if more patients used the online services, the volumes of patients attending the practice would reduce, so we will be working on improving our on-line access, in year.

#### Opening hours

93% of our patients are satisfied with the Practices opening hours, an increase from last year's result of 83%, and we have managed to make more patients aware of our extended hours appointments, an increase to 53%, from 48%. We wish to retain as much flexibility as possible for the type and range of appointments we can offer to our patients, and hope that we explain these opportunities well to patients, whilst still enabling them to choose the appointment outcome that is most convenient for them.

Based on this year's survey results our agreed priorities will be:-

#### Priority 1

To link with the NHEngland priority area to enable more patients to have online access to services, and online access to their medical records, as our survey showed that patients want to have access, but we still have a slow uptake of this service.

We will do this by:

Notices in waiting areas

Information to be simply and clearly shown on our websites

Staff to have targets set throughout the year to increase uptake, with regular monthly feedback for achievement or otherwise to these targets

Both the Practice and the LHMP PRG believe in the importance of openness of records, and are encouraged to see that there is also an NHEngland priority to promote self-care, and appropriate use of GP services for the year 2016 / 17, which we believe will tie in well to this first priority.

#### Priority 2

Improve information held on patients' records, for correct contact numbers, and to embed it in our everyday discussions with patients that we check that these details are correct; this will enable the practice to

- a) Remind patients that they have appointments, so do not fail to turn up
- b) Enables the practice to cancel patients appointments in a quick timeframe, if a clinician has unfortunately been unable to attend work for any reason

The LHMP PRG have been a great supporter of the correct use of services within the Practice, and we have started to display the number of appointments each month where patients have failed to turn up and also failed to cancel their appointments, both the Practice and the LHMP PRG will work on this side issue during the 2016/17 year.

### Priority 3

Improve patient information displayed on the Practice and LHMP PRG websites, so we share important health campaigns and facts for patients, to ensure they are aware of maximising the practices services to maintain their health and wellbeing.

The practice and the PRG also welcome the news that NHEngland will be considering HEALTH APPS for patients to use in future, and will be promoting selfcare and appropriate use of GP services, which we believe links in with our priorities.

## **F) Summary of Evidence which includes full survey questionnaire and results**

### 1a How old are you?

<13	13-20	21-40	41-59	60-80	81>
5	114	12	42	162	17

### 1b Are you male or female?

F	M
191	162

### 1c What is your ethnic group?

British White	Black British	Other European	Asian	Any other group
337	4	5	7	0

### 2 How do you usually get to the surgery?

Walk	Own car	Bus	Friends car	Taxi
97	180	27	48	1

### 2a If you catch a bus, what route no.?

5	5a	8	14	15	17	18	24	25	52	69	100	113
1	10	1	4	10	14	6	1	1	1	1	1	1

### 3

#### How do you usually book your appointments to attend the surgery?

In person	By phone	Online
98	221	33

### 4 Which of the following methods would you prefer to book an appointment at the surgery?

In person	By Phone	Online
93	190	69

**5 Please tick your registered doctor**

P Atkinson	31	E Loughridge	11
R Bennison	19	B Miri	16
K Berry	6	G Panray	15
G Dabali	22	H Pearse-Smith	10
F Dhanji	21	R Pemberton	16
J Harris	18	M Riley	25
J Harvey	17	S Hirani	22
G Hirani	9	S Paliath	23
M Jones	14	T Wyatt	33
L Borrill	20	R Modi	0

**6 The opening times of the surgery, for routine appointments is 8.30am - 5.30pm**

**Extended hours appointments are available on Monday morning from 7.40am.  
Late appointments in the evening are on Monday and Thursdays until 6.50pm.**

**Are you satisfied with these hours?**

Yes	No
296	58

**7 Are you aware extended hours are available?**

Yes	No
170	184

**8 If you use the telephone to access the surgery, how easy was it to get through?**

Very easy	34
Fairly easy	178
Not very easy	117

**9 How often do you get to see your registered doctor?**

All the time	84
Most of the time	158
Rarely ever	101

**10 If you needed to be seen within 48 hours, were you offered an appointment with a doctor or nurse?**

Yes	No
276	78

**11 We do provide appointments within 48 hours, if you were unable to accept one offered to you, what was the reason for not accepting it?**

Appointment with a doctor I did not want to see	A nurse was free but I prefer a doctor	Times offered did not suit	Any other reason
33	46	79	5

**12 How good is your registered doctor at each of the following?**

	Very good	Satisfactory	Less than satisfactory
Being polite	305	42	4
Listening to you	278	61	12
Make you feel at ease	279	64	8
Assessing your medical condition and treatment	270	70	11
Explaining your condition and treatment	271	71	9
Treating you with care and concern	279	60	11
Involving you in decisions about your treatment	256	85	11
Providing or arranging treatment for you	270	68	13

**13 Are you confident in your doctor's ability to provide you with the necessary care you may need?**

Yes	No
328	26

**14a Do you have any concerns regarding confidentiality within the practice?**

Yes	No
9	0



**14b** If yes , please let us know which department

MTU	Reception	Suite 1	Waiting Area
1	3	1	1

**15** If you have had an intimate examination, was a chaperone offered?

Yes	No	N/A
39	32	283

**16** Was the area you were seen in clean and tidy?

Yes	No
342	12

**17** When you last contacted the Practice, did you find the reception staff professional and courteous?

	Yes	No
Front Desk	334	20
Sub receptionist	244	110
Prescriptions	255	99
Call Centre	220	134

**18** If you have attended the MTU were you happy with the service?

Yes	No
185	169

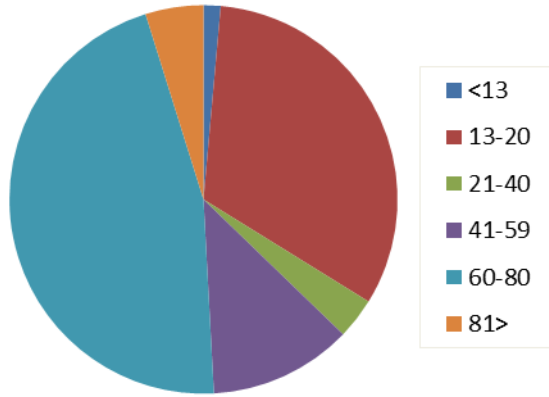
**19** In general, are you satisfied with the services the Practice provides?

Yes	No
335	19

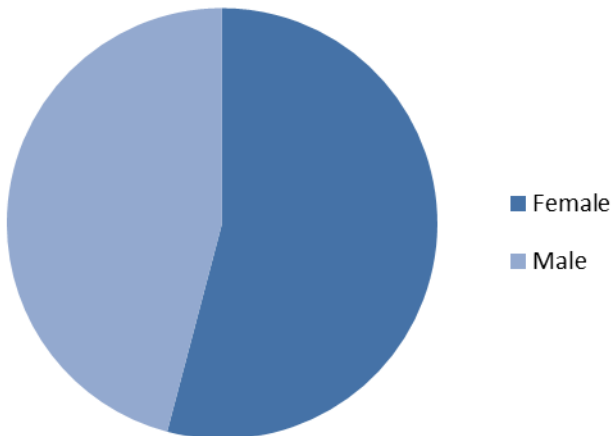
**20** Are there any further comments you would like to make regarding the Practice?

Professional and well run practice The practice to open more hours especially at the weekend More car parking More seating
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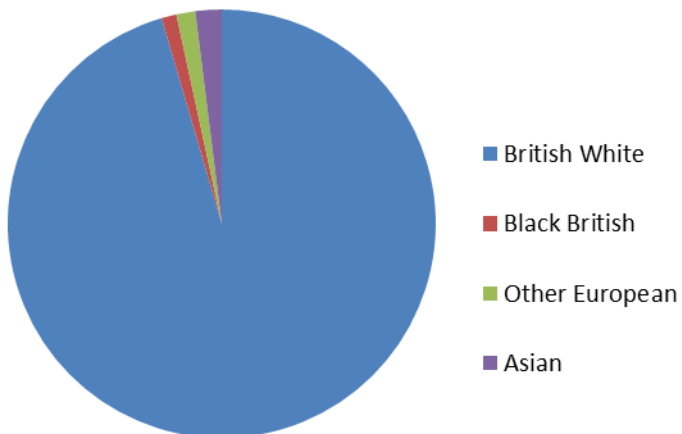
1a. How old are you?



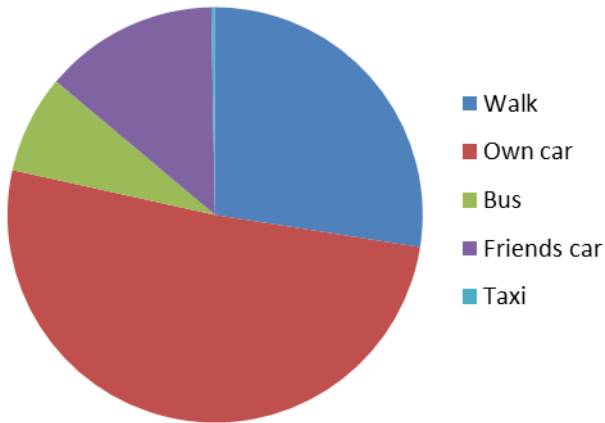
1b. Are you male or female?



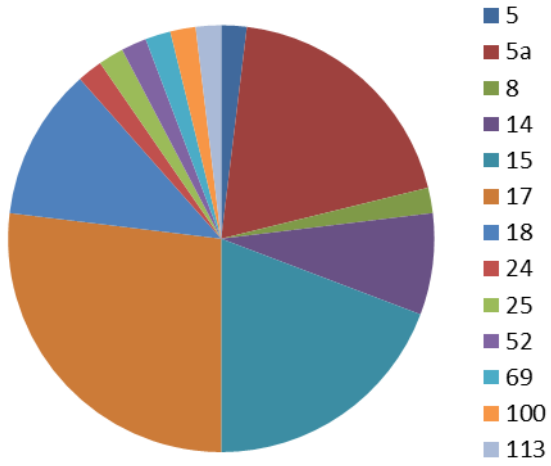
1c. What is your ethnic group?



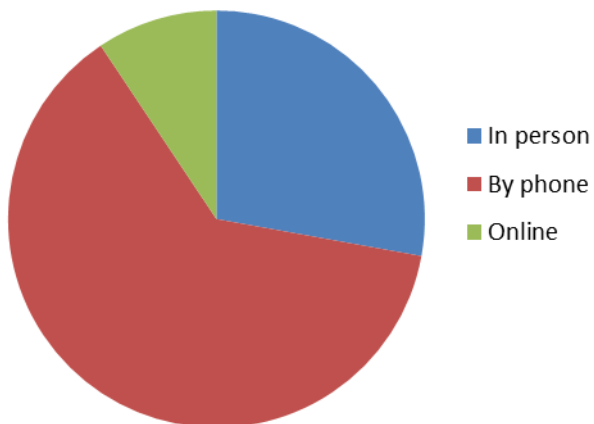
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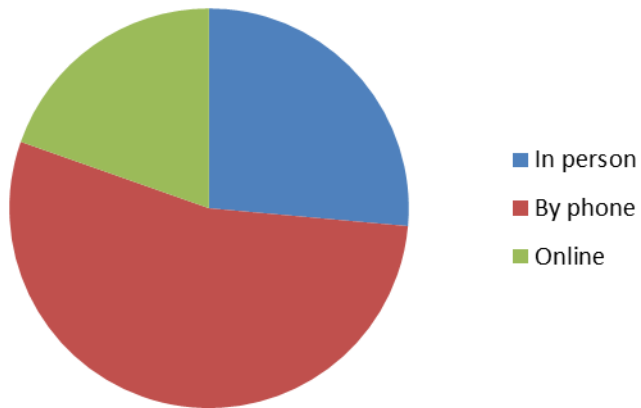
2a. If you catch a bus, what route number



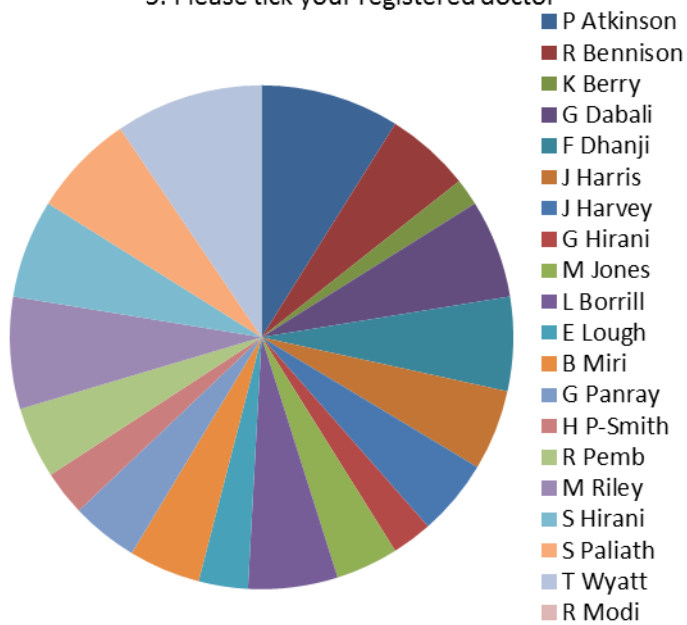
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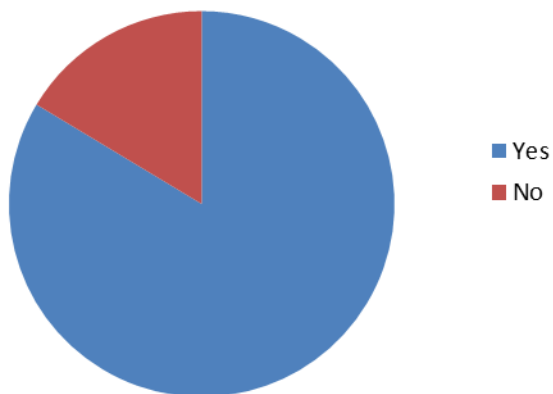
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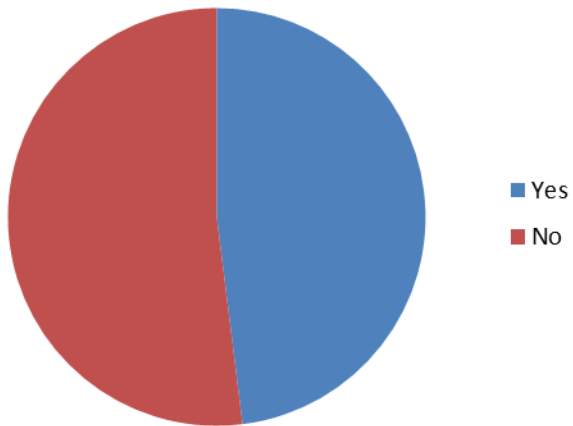
5. Please tick your registered doctor



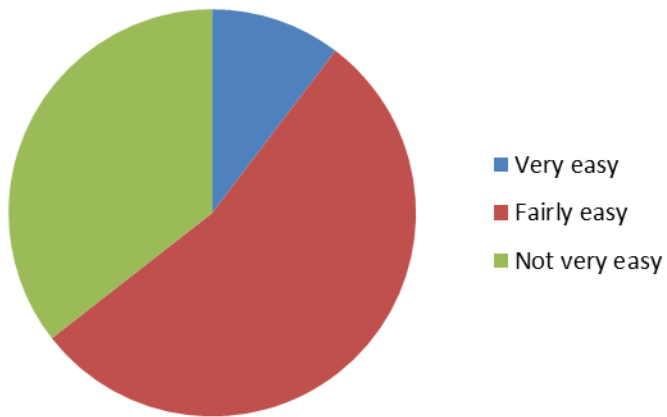
6. Are you satisfied with the extended hours?



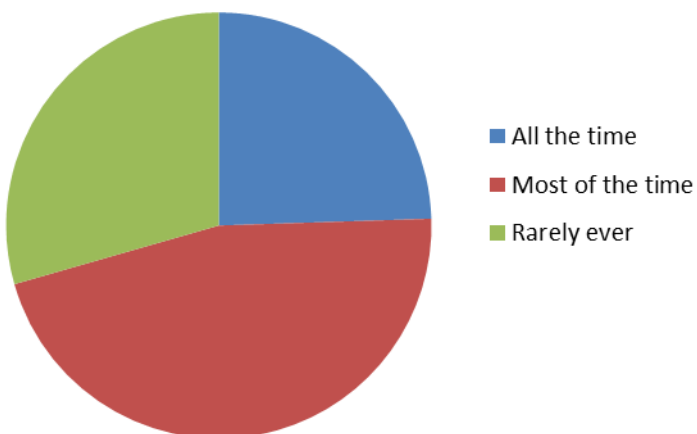
7. Are you aware extended hours are available?



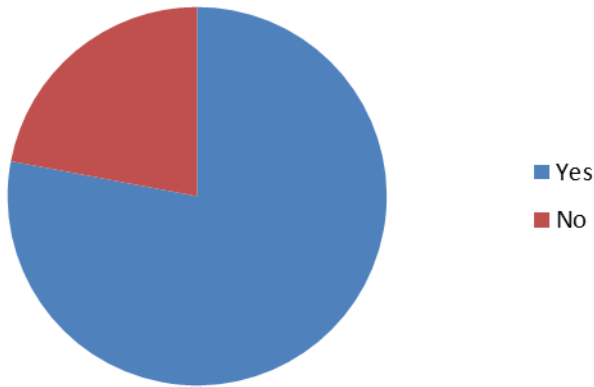
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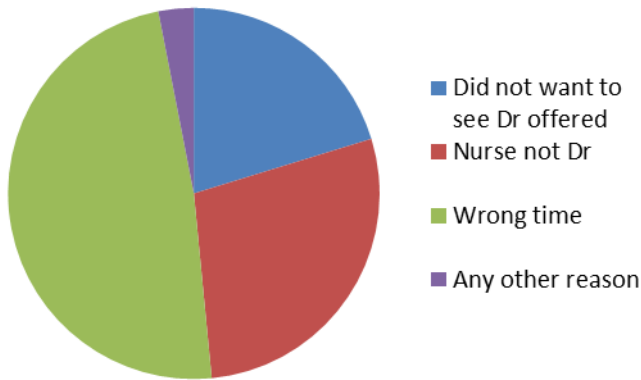
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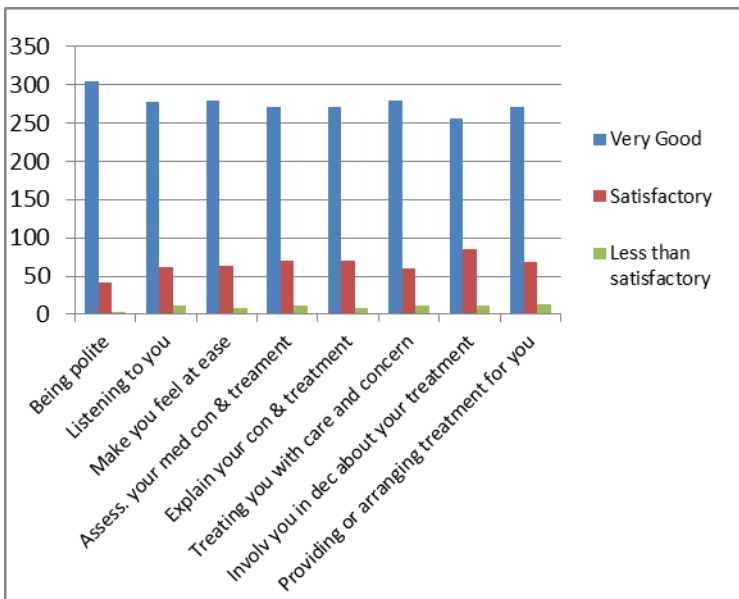
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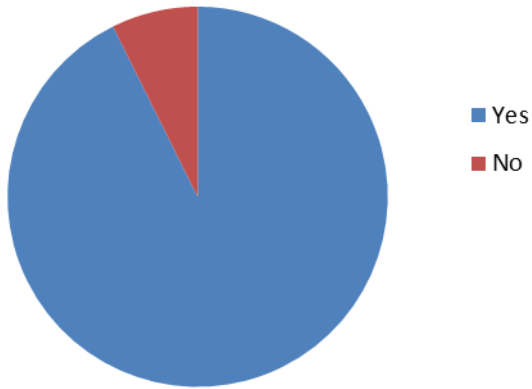
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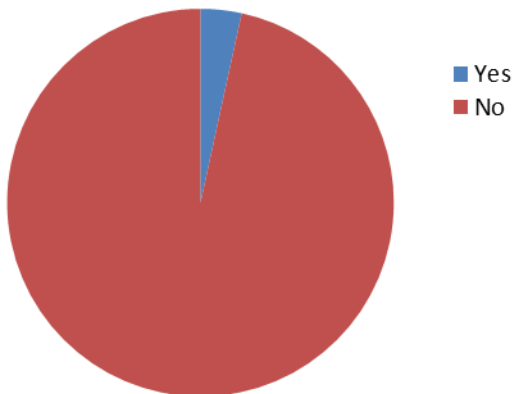
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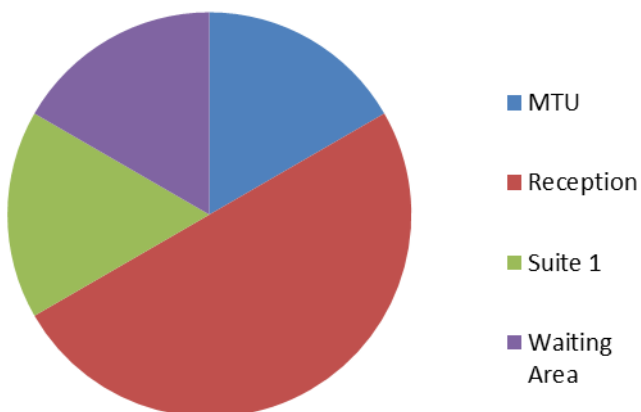
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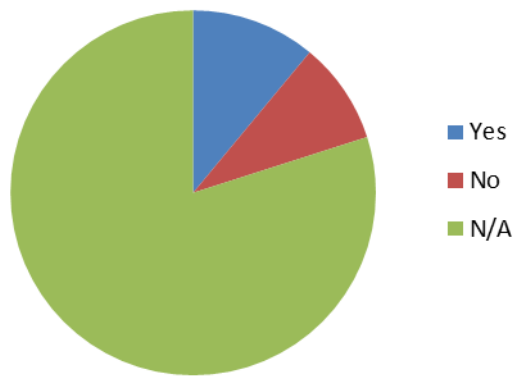
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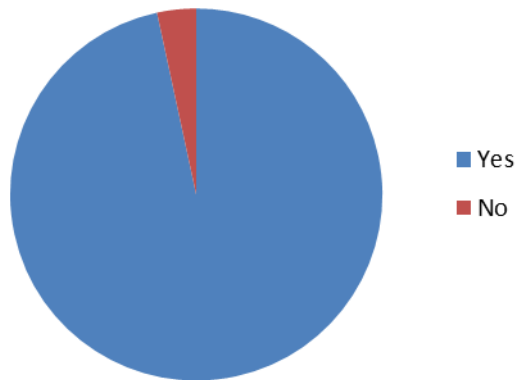
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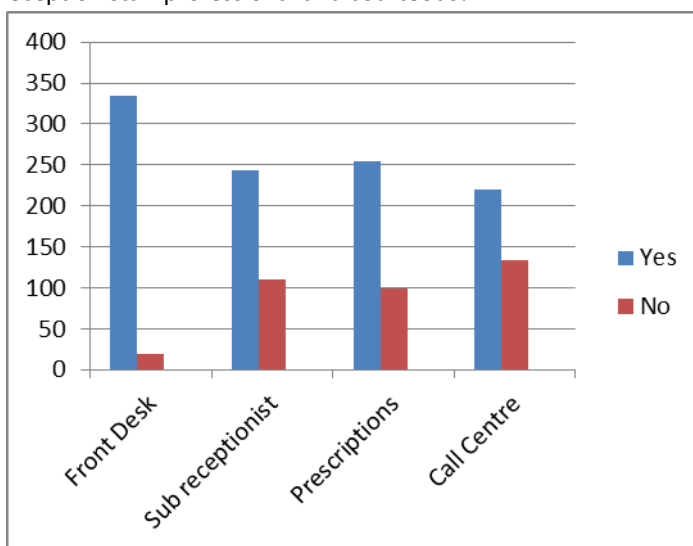
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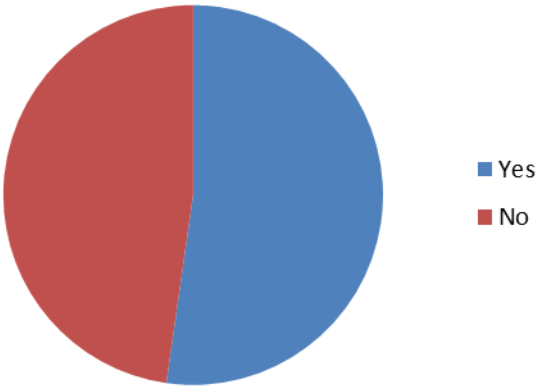


17. When you last contacted the Practice, did you find the reception staff professional and courteous?





18. If you have attended the MTU were you happy with the service?



19. In general, are you satisfied with the services the Practice provides?

