

## Moorside Patient Participation Group Report – March 2013

### Background

Moorside Surgery's patient participation group, 'Friends of Moorside', has existed for a number of years and is viewed by the practice as an important mechanism for obtaining feedback from patients and as a valued partner particularly in respect of supporting the long-running application from the practice for bigger premises. This issue was finally resolved with the practice's move to its new building in May 2012. The Friends of Moorside have continued to support the practice in discussions regarding how best to use the magnificent new facility and several new service options have been discussed at meetings held throughout the year. One meeting was attended by the local MP, Mr David Ward, and he presented a summary of the Health & Social Care Act and its implications for the future of primary care as well as hearing from the practice and the Friends about the ethos of the practice and its plans for the future.

### Membership of Friends of Moorside

This fluctuates throughout the year is dependent on the weather and health of members of the group. Meetings are normally attended by around 12 people most of whom are in the 45+ age group with the majority of retirement age. The youngest member of the group is a 6<sup>th</sup> form school student who joined during the year as she was in the process of applying to Medical School. Ethnic minorities remain under represented in the group but the number of ethnic minority patients at Moorside is well below the average for Bradford as a whole. The group has a 3:1 female:male ratio.

As in previous years attempts have been made to widen participation in the group but the usual meeting time of 10:00am is something of a barrier to access for those in work (later meetings have been tried but these were felt to make it difficult for other members of the group). A message is displayed on the patient call screen inviting patients to leave their contact details at reception, details of how to join the group are given on the practice web site and a page in the newly-designed practice booklet gives details of the group. Current members of Friends approached a number of patients directly to try to interest them in joining the group and a small number of new recruits joined in this way.

## Identification of priority issues

The move to the new building has shaped much of the discussions that have taken place at meetings with the Friends during the year. In particular the meeting held at the practice on 20 December identified the issues of major concern to the group and which should be included in this year's patient participation group questionnaire. A vote was taken on which should be included in the questionnaire. The subjects chosen were broadly similar to last year and involved asking which additional services patients would like to see offered by the practice. In addition it was decided to seek the views of the patients regarding the telephone triage system that was introduced during the year. A generic 'any other business' question was included so that patients would be able to raise any issues of concern regarding the new building.

## Obtaining the views of registered patients

This was done through a combination of a printed survey which was available at reception and a web-based questionnaire. As with last year's survey, the web-based version was constructed around a simple web page for which patients were required to contact reception for a password so that access was restricted to those genuinely registered at Moorside Surgery. The results are stored in a database before being downloaded in Excel for analysis (along with results from paper versions of the questionnaire). Preliminary results were circulated to members of Friends during March 2013 and a meeting held on 28 March to review the report and agree those issues which were to be taken to the practice for consideration.

## Summary of evidence

Approximately 55 questionnaires were returned, about 35 of which were the paper version and the rest online. The results remained overwhelmingly positive when compared to those received in 2011-12. The main themes were:

- **Information about services.** With just two exceptions (who rated it as 'fairly easy') all patients rated ease of obtaining information as 'very easy'. Most got their information from friends and neighbours and all said that their chosen method met their needs.
- **Appointments.** The average time patients would be willing to sit and wait before receiving an explanation was 20 minutes and there was, once again, support for a stricter policy with those arriving late.

- **Premises.** About 15% of respondents considered themselves to be disabled. Of these, about two thirds said that it was easy to find their way around the building compared to almost 100% of the other patients. Whether this is due to inadequate signage or some physical barriers is unknown. 100% of respondents agreed that the surgery is 'very clean'.
- **Patient experience of the service.** The rating 'very satisfied' was used by 66%, 75% and 58% of respondents to describe their experience of the GPs, practice nurses and receptionists respectively. These figures are somewhat down on last year and could result not only from problems settling in to the new building but also the introduction of a daily telephone triage service which some patients may not have adequately understood.
- **Changes to services.** As might be expected, those completing the questionnaire online were more happy to receive emails or texts than those completing the paper version. Very few expressed any interest in becoming involved and those that did were mostly interested in joining the patient participation group.
- **Moorside Surgery's new building.** The first question in this section asked for any views of the GP-led triage service which was introduced soon after the move to the new building. Somewhat surprisingly (given the potential for a perceived barrier to service) the response was overwhelmingly positive. Regarding additional services once again physiotherapy topped the list with a podiatry service close behind. A free text question for general comments on the new building produced very positive comments. A few patients were unhappy with the bus service along the road from Eccleshill.

## Details of survey tool used

Own design; the same survey tool as used last year which was produced by a local web programmer and hosted on the practice's .co.uk web site.

## Discussion of findings and summary of action plan discussion

The report was circulated to the Friends via email in March 2013 and a meeting was held at the practice on March 28 to review the report and agree proposals for improvement to be taken to the practice. The patient group were, once again, pleased with the largely positive ratings for the practice. The sections of the questionnaire were examined and proposals for the improvement of the service were agreed.

## Findings or proposals arising

It was agreed that the areas for possible improvement were:

- An approach to be made to Morrisons plc for the provision of a shoppers' bus service which would run between the store and the surgery for the benefit of both parties. A previous approach by the PCT to Metro to ask for an improved bus service along Undercliffe Road and Dudley Hill Road was turned down.
- Provision of a physiotherapy service. A trial physiotherapy service was commenced in January 2013 and, subject to approval by the CCG, this will be extended from the present one session per week as soon as possible as it has proved to be extremely popular.

## Summary of agreements

The practice has agreed to a joint approach with Friends to Morrisons plc regarding the possible provision of a shoppers' bus service.

The practice has agreed to apply to the CCG to provide a comprehensive physiotherapy service.

## Action plan agreed with the PPG

The practice has reviewed the findings of the survey and has agreed with the areas of possible service improvement. Whilst there was still some demand for Saturday opening this was not as great an issue as it appeared to have been in 2011-12 and the practice will not be running a trial of Saturday opening. This is also due to the fact that none of the GPs currently working at Moorside are able to work on Saturdays and the partners did not want to employ agency locums for this.

## Publicise the report on the practice website

A copy of this report was uploaded to the practice website on 28 March 2013.