Introduction

This report is in relation to Jubilee Healthcare, a practice located in Earlsdon, Coventry. We have a branch surgery located in Tile Hill Village. The practice now has just under 9,000 patients. We are committed to engaging with the patient population, and have developed communication through a variety of mediums, Twitter, Facebook and the website, as well as a thriving Patient Reference Group.

Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group (PRG)

The Patient Panel has now been in existence since 2011. We now have 17 members, which include patients with long term conditions, a registered blind patient, and members from ethnic minorities. 5 members are male, 12 members are female. The ages of the patients involved range from 35 to over 80 years. We have tried to include a younger generation of patients by setting up and actively maintaining Facebook and Twitter updates, which are regularly seen by an increasing number of people.

Our main concern at present is to increase the number of younger patients who join the Patient Group. This is proving very challenging as people have such busy working lives. However, we continue to try and increase and include younger patients by using social media, and regular poster updates in the surgery sites.

Step 2: Agree areas of priority with the PRG

We met with our patient panel to agree what questions should be included in the patient survey. At the meeting on 25th May 2012 the questionnaire was discussed at length. The questions were then produced and agreed at the meeting on 6th July 2012.

The areas that the panel wanted to find out more about were:

- Access
- Opening Times
- Telephone service
- Experience with treatment and service
- Environment in the Surgery

Step 3: Collate Patient views through the use of survey

The survey was produced on Google Documents.

We then carried out the questionnaire by making it available both online (giving patients an electronic link in order that they could complete it on-line) and also in paper format for patients to complete either in the surgery or take away and return at a later date.
There were a total of 445 responses, and the most prominent themes amongst the written notes that were invited were: attitudes in practice, appointment waiting times and surgery surroundings.

We had aimed to get 25 responses per thousand patients, which would have brought 225 results, we managed to obtain almost double that number.

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

The results of the survey were discussed at a meeting of the Patient Panel in November 2013 and a copy of their signed notes are attached.

The minutes of that meeting recognise that there are still some difficulties in booking to see a doctor of choice, and also a problem with patients booking the “on the day” appointments for reasons that are not at all urgent. There are no problems usually in getting to see the Nursing team., there are also details about ordering prescription, surroundings, and confidentiality. All of these areas were picked up from the questionnaire results.

It was appreciated that there are a good number of comments that give positive feedback about both the Doctors and the staff.

**Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes**

The patient questionnaire led to various themes being identified, a copy of the questionnaire results and the patient panel response paper is attached.

The practice has prepared an action plan to address these, as detailed below:

**Example:**

<table>
<thead>
<tr>
<th>Patient Participation Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Survey Finding</strong></td>
</tr>
<tr>
<td>Appointment issues with GP of choice</td>
</tr>
<tr>
<td>Electronic Booking of appointments</td>
</tr>
<tr>
<td>Paper waste when ordering prescriptions</td>
</tr>
<tr>
<td>Surroundings tired</td>
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<tr>
<td>--------------------</td>
</tr>
<tr>
<td>Confidentiality in reception</td>
</tr>
</tbody>
</table>

**Opening Hours**

The main surgery is open every day except Thursday from 8 – 6.30. (Thursday 8 – 1).

The branch surgery is open every day except Friday from 8 – 6.00 (Friday 8 – 1)

Extended hours are held on a Thursday evening until 8.45 

The telephones are available at all times until 6.30 every day.

The emails are read multiple times per day and are available to send emails through 24 hours per day.

This report shall be uploaded onto the practice website and onto NHS choices for the patient panel to see, and for all patients to have access to, as well as being made available in the surgery.