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 has around 9,250 patients. The practice is committed to engaging with the patient population, and has developed communication through a variety of mediums; Twitter, Facebook and their Website, as well as setting up a 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 is currently made up of 19 members, including patients with long term conditions, 2 registered blind patient, and members from ethnic minorities. 4 of the members are male, 15 are female. The ages of the patients involved range from 25 to 80. We have tried to include a younger generation of patients by setting up and actively maintaining the Facebook and Twitter updates.

The patient panel is largely representative of our patient population; a vast majority of our patients are 50+. We do have a number of patients that register from Universities in the surrounding area, though it seems that we do not have a large number of patients from the University because of their short semesters.

Again, our main concern is to engage with patients under the age of 50, we have encouraged all patients to join regardless of their age. It does prove challenging to include patients that have a busy working life during the week, however, we continue to try to increase and include the number of patients willing to join and participate.

We have made a point of particularly inviting any patient who lodges a comment or a complaint to join our patient panel as we feel this group are often an untapped source of information from patient point of view.

Step 2: Agree areas of priority with the PRG

The patients were given the opportunity well before the patient survey was conceptualised to make their choices as to what they felt appropriate to include. The patient panel meeting in January 2015 made mention of what the panel wished to have included:

“Patient Surveys: discussion over content of patient survey.”

The panel came up with their suggestions in order of preferences:

- Access
- Environment in surgery
- Try to reduce questionnaires that we ask patients to complete
- Advertise the areas that particular GPs specialise in

The meeting was held in January 2015. We will be working to improve these areas whilst discussing
our proposed changes with the PPG during the year of 2015.

### Step 3: Collate patient views through the use of survey

The survey produced was originally developed (after a number of drafts) on Google Documents. A paper copy was handed out to patients in the practice, and they were given the option (via poster) to complete the questionnaire online.

There were a total of 469 results, and the most prominent themes were: Appointment waiting times, surroundings needing updating, inform patients about GPs interests, staff and doctors were thought of as being friendly and helpful.

We had aimed to get 25 responses per 1000 patients which would have brought us to 225; this was beaten by almost 48% which we felt was an excellent response.

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

All of the panel members were given the opportunity to devise their own responses to the survey prior to the follow-up meeting (they were given all of the relevant information).

The results of the survey were discussed at a meeting in January 2015. Quoting this meeting, the notes state that:

The Reception area at Station Avenue is looking tired and needs refurbishing, however, in view of the short lease time any work should be put on hold until we are aware of the future. Any new signage work for Westminster Road should be discussed with the Patient Groups. Redecorating would occur every three years.

Access is an issue common with General Practice nationally. We are actively seeking more doctors and currently using a number of locum doctors to fill in gaps in service. Due to increasing demand it is often challenging to see the doctor of choice unless you are prepared to wait for a period of time, or willing to go to either surgery premises.

Some doctors specialise in some areas eg family planning, joint injections. It would be useful for patients to be informed of the areas the GPs specialise in, which would make choice of GP more sensible depending on what you need to see one for.

Doctors, nurses and staff are all very professional and do their best for you. The PPG agreed with this statement, and it is recognised by the practice with the introduction first year of the “Employee of the Year Award” for staff.

“Are these forms really necessary?” was a comment made on the questionnaire responses. As we cater for a diverse population, the PPG agreed it was best to offer as many forms of communication as possible.

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

We have recorded details below of the action plan - setting out how the findings 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.

We have included who is responsible for the action and when the action will be completed.
Patient Participation Action Plan

<table>
<thead>
<tr>
<th>Survey Finding</th>
<th>Agreed Action</th>
<th>Action by who</th>
<th>Action by when</th>
<th>Date completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access issues</td>
<td>Recruit new GPs</td>
<td>The Practice</td>
<td>As soon as possible</td>
<td></td>
</tr>
<tr>
<td>Improve surroundings in surgery</td>
<td>Leave station ave as it is for now. Redecorate W Road every 3 years</td>
<td>Karin Bruce</td>
<td>Three year rolling program of redecoration</td>
<td></td>
</tr>
<tr>
<td>Notify patients of GP special interests</td>
<td>Posters, and details in newsletter and websites</td>
<td>Admin Team</td>
<td>March 2016</td>
<td></td>
</tr>
<tr>
<td>Are these forms really necessary?</td>
<td>Ensure all communications available on paper and electronically</td>
<td>Admin Team</td>
<td>ongoing</td>
<td></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. (Friday 8 – 1 and Thurs 8 – 6.30)).

Extended hours are no longer offered.

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.

Patient online access

Patient access via the computer is now up and running. Patients can book and cancel appointments online, request prescriptions online, view medical notes online. In May 2015 we shall be going live on electronic prescribing where patients can have their actual prescriptions sent electronically to a designated pharmacy. The practice is dedicated to improving access using technology.