

PORTSDOWN GROUP PRACTICE

MARCH 2013

PATIENT REFERENCE GROUP  
REPORT  
(PRG)



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## **INTRODUCTION**

Portsmouth Group Practice has four sites,

Crookhorn Lane; Waterlooville.  
Cosham Park House; Cosham  
Paulsgrove (Branch surgery of the above)  
Kingston Crescent Surgery; North End

We have 17 doctors; 4 nurse practitioners and 2 GP registrars; each doctor has their own “home” surgery where they are based which allows us to give continuity of care.

We are open Monday to Friday from 08.00 to 18.30 on top of this we operate extended hours at various times across the three main sites, this includes a rotational Saturday. See below for a more detail

**Cosham Park House**  
**Cosham Park Avenue**  
**Cosham**  
**Portsmouth**  
**PO6 3BG**

Mondays	08:30 – 12:00, 14:30 – 17:30 and 18:30 – 20:30
Tuesdays	08:30 - 11:30 and 14:30 – 17:30
Wednesdays	08:30 – 12:30 and 14:30 – 17:30
Thursdays	08:30 – 12:00 and 14:00 – 17:30
Fridays	07:00 – 12:00 and 14:00 – 17:30
Saturdays	Rotating across three sites

**Crookhorn Lane**  
**Purbrook**  
**Waterlooville**  
**PO7 5XP**

Mondays	09:00 – 12:00 and 13:40 – 17:30
Tuesdays	08:30 - 11:30, 14:00 – 17:30 and 18:30 – 19:30
Wednesdays	08:30 – 12:30 and 14:30 – 17:30
Thursdays	08:30 – 12:30 and 14:00 – 17:30
Fridays	07:10 – 08:00, 08:30 – 12:30 and 14:30 – 17:30
Saturdays	Rotating across three sites

**Kingston Crescent Surgery**  
**92 Kingston Crescent**  
**North End**  
**Portsmouth**  
**PO2 8AL**

Mondays	08:30 – 11:30, 14:30 – 17:30 and 18:30 – 20:00
Tuesdays	08:30 - 11:30 and 14:30 – 17:30
Wednesdays	08:30 – 11:30 and 14:30 – 17:30
Thursdays	08:30 – 11:30 and 14:30 – 17:30
Fridays	08:30 – 11:30 and 14:00 – 17:30
Saturdays	Rotating across three sites

**Paulsgrove Surgery**  
**194 Allaway Avenue**  
**Paulsgrove**  
**PO6 4HJ**

Mondays	08:30 – 11:30 and 14:30 – 17:30
Tuesdays	08:30 - 11:30 and 14:30 – 17:30
Wednesdays	08:30 – 11:30 and 14:30 – 17:30
Thursdays	08:30 – 11:30 and 14:30 – 17:30
Fridays	Closed

We offer a variety of clinics at our surgeries. These include: Child Immunisations, Travel, Chronic Disease Management, Smoking Cessation, Healthy Trainers, Coil Fit and Minor Surgery. Please see our website for more details

## AIMS & OBJECTIVES

The Practice already has an active patient feedback group called 'The Friends of Portsdown Group Practice'. The group concentrates on running charity events to raise money to help the Practice purchase additional equipment to benefit the patients.

The Practice signed up to the Patient Reference Group Enhanced Service to encourage good communication with its patients and to find ways to improve the services it provides. The Practice generally gets very good feedback from patients but is very aware that there is always room for improvement. This enhanced service is an opportunity for patients to have their say.

This report deals with how the priority ideas were looked at and implemented and the on-going attempts to promote the group and expand its membership along with the results of a new questionnaire for 2012 and how these were taken forward by the PRG and the Practice.

## REVIEW OF 2011 – 2012

During the previous year's campaign, the PRG members and the Practice agreed on the five following areas of change:

- General appearance of the surgery; – The Practice completed the redecoration of Crookhorn surgery in the autumn of 2012. The surgery was repainted; new chairs put into the waiting areas; new notice boards erected and purpose built cupboards were made to house 'The Friends of Portsdown' books; jigsaws etc. It is proposed to redecorate Cosham Park House Surgery during the next financial year (2013-2014) as the surgery is a Grade 1 listed building the Practice are carefully looking at what options are available to them, without changing the general appearance.
- Health & safety; - PRG members raised concerns regarding the safety issues of where the automated book-in board was located. The Practice took this recommendation seriously and the board was moved to a more suitable location immediately.
- Test Results; Some patients found the times where they could phone for test results very restricted. The Practice agreed to remove these restrictions. This was completed during 2012.
- Opening Times; Patients found the different opening times at each surgery confusing; the Practice printed small cards advertising each surgeries opening times. These are available at the front reception desk at each surgery. The opening times are also advertised on the Practice website.
- Additional Services; Patients suggested clinicians held telephone consultations. The Practice already runs a Triage clinic at two of the surgeries. This service has clinicians deal with urgent on the day requests. The service was tried in all four surgeries and has been a great success.
- Communication; The practice has produced its first quarterly newsletter. This will be available on the practice website from 31<sup>st</sup> March 2013. It will also be sent electronically to all PRG members; and hard copies will be available in the surgery waiting areas

The second year objectives of the PRG were to:

- Continue to expand the current PRG and ensure that its members are representative of the Practice
- Complete a Practice survey by giving out questionnaires to patients attending the surgery over an eight week period.
- Target some of the less represented groups within the current members
- Discuss the implementation of the areas suggested within the Practice survey with the members of PRG
- Hold a general meeting with the PRG members to outline the results of the survey and discuss the results.
- Once agreement reached on which areas are to be implemented, email the suggestions to the PRG members asking for feedback
- Produce the final report for publication on the Practice website [www.portsdowngrouppractice.co.uk](http://www.portsdowngrouppractice.co.uk) and email the report to all PRG members.

## STEP 1

### PRACTICE PROFILE

Since our original PRG was formed in 2011 the Practice Demographics have changed very little. There are, as of the 6<sup>th</sup> March 2013, 29439 patients registered at Portsdown Group Practice compared to 29390 in March 2012. The Summary of the patient reference group demographics can be seen in Appendix 1a and 1b at the end of this report.

The Practice launched an additional recruitment campaign in August 2012 targeted at patients who visited the surgery; the questionnaire Appendix 2 was designed to gather opinions of patients regardless of whether they wished to join the PRG.

The results of this campaign showed a very poor response from Ethnic Minority groups and the over 75 year group. We asked our GP's to approach patients in these groups during consultations if appropriate. Although this did successfully recruit a few members, the majority of the members still remain predominately White British and the age range is predominately 17 to 64 years.

We now currently have 461 members and continue to recruit new members by the following methods:

- Reception Front Desk – Appendix 3
- Recruitment Form on the Practice website [www.portsowngrouppractice.co.uk](http://www.portsowngrouppractice.co.uk) Appendix 4
- A3 Posters on display within the Reception Areas - Appendix 5
- Advertisement running on Life Channel (This is a TV based system used in many surgeries to promote health campaigns and also runs suitable advertisements for a GP surgery).
- Email option included within the New Patient Registration Forms (with an opt out option) - Appendix 6

## STEP 2

The Practice decided to boost the recruitment of new members by leaving questionnaires (Appendix 2) at our surgeries for an eight week period during the autumn of 2012.

The questions used in this form were taken from the previous year's suggestions. They included the following topics;

- Method used to book appointments
- Method used to order repeat prescriptions
- Convenience of booked appointments
- Preference for receiving test results
- Satisfaction with the level of service received from clinician
- Timed telephone consultation

To obtain feedback from the Practice population, we asked receptionists to approach patients who called into reception to complete a questionnaire. We included an "opt in to the PRG" question should patients wish to participate in the participation group.

After the eight week period we collated the results and had managed to recruit an additional 121 new members. However, the demographics did show that we did not have many members from the ethnic minority groups or from patients who were in the 65 years and above age bracket. We therefore extended the recruitment time and asked GPs and nurse practitioners to approach patients from these groups during consultations if appropriate. We had no additional members during this extended time.

### **Sample of additional comments made on survey replies**

**Q5 If you weren't able to get an appointment or the appointment offered was not convenient please advice why:**

- Fit into system
- It is during my working day
- Work shift patterns at QA Hospital very awkward
- I have always managed to get an appointment
- Need continuity with appts not seeing different GP each time
- Sometimes requested appointment too far ahead. Outside scope of practice forward planning

**Q13 How would you like to receive your blood test results?**

- Usually ask at reception & if consultation required I make an appointment
- Photocopy of results on request
- I would prefer to telephone – At least I then know they're back and either all clear or abnormal

**Any other comments:**

- Today's appointment 15 Oct with Dr Edwards was excellent
- That 0845 number must go cost a fortune to make that call



### STEP 3

A meeting was held with the PRG committee to review the completed questionnaires. The results (Appendix 7) highlighted various areas of service which patients showed a particular interest in. From this feedback we devised an eleven question questionnaire (Appendix 8).

We sent all 461 members an email (Appendix 9) on the 30<sup>th</sup> November asking them to complete the attached questionnaire and return it to us by 14<sup>th</sup> December 2012.

A reminder email (Appendix 10) was sent out on the 24<sup>th</sup> December 2012 asking for replies by 28<sup>th</sup> December 2012

A total of 55 replies were received.

As in the previous year a spreadsheet was produced to import all of the data received from the PRG replies. Formulae were setup to automatically update the tables whenever data was entered, results (Appendix 11) will be included in the final report being sent to PRG members as well as publishing on the Practice website.

A sample of the analysis of the number of patients surveyed showed that:

<b>Q2. Which of the following methods would you prefer to use to book an appointment at the surgery?</b>		<b>COMMENTS</b>
In Person	21	
Online	31	
By Phone	41	
Doesn't Apply	1	

<b>Q5 (b) Would you be interested in ordering your prescriptions online if the service was available?</b>		<b>COMMENTS</b>
Yes	48	
No	7	

#### **Sample of additional comments made on survey replies**

- The care and treatment I have had from the surgery both by doctors and reception staff can only be described as excellent and I am very grateful to them. A big thank you to you all
- Hate telephone number so many of us use mobiles now rather than landlines and have contracts where we don't pay for calls except 0844 etc not expecting the length of call to be quick (by necessity I know so not a problem) however a real nuisance to have to think about whether I can wait until I can use a landline to reduce cost
- Like the website - very much in keeping with the general mood of the practice
- We're blessed with not having to attend the surgery very often but whenever we have attended we have been very satisfied
- Having only just joined the surgery I can only say good things.
- I would like the online facility to start soon, We have registered

- Online repeat prescription long overdue, but biggest issue is the time delay in making an appointment to see a specific doctor
- Its still too long await to get an appointment for a doctor or a nurse
- Need some higher chairs in the main waiting room for those with hip and knee problems. Waiting room 2 is shabby

## STEP 4

The Practice received replies from 55 members. The replies were collated as discussed in the Step 3 (Appendix 11). The results showed that the following were identified as areas to be taken forward for further discussion.

- Online Appointments
- Online prescription ordering
- Timed telephone consultations with a doctor
- Timed telephone consultations with a nurse
- General appearance of the surgery (this was later identified as being Cosham Park House)

An open meeting was arranged for the evening of 7<sup>th</sup> February 2013 from 18.30 - 19.30 at Cosham Park House Surgery as this location was central to all patients. The meeting was advertised by means of:

- A Poster advertising the PRG Open Meeting was displayed in the reception areas at all surgeries. The invitation was open to all patients who wished to come along and discuss the outcome of the recent questionnaire (Appendix 12)
- An email was sent on the 18<sup>th</sup> January 2013 to all PRG members inviting them to attend the meeting and discuss the results of the questionnaire (Appendix 13)
- Advertised on the Practice website [www.portsdowngrouppractice.co.uk](http://www.portsdowngrouppractice.co.uk) (Appendix 14)

The meeting took place as planned and was attended by the PRG committee along with Dr Julian Neal (Senior Partner) Dr Robin Ghosh (Partner) and 12 members of PRG. Apologies were received from 4 PRG members.

Mark Stubbings (Business partner and member of the PRG committee) opened the meeting by thanking everyone for attending and gave a quick explanation of what PRG was and what the aims of the survey were. He explained what we had achieved from the previous year's survey.

MS explained that we had left questionnaires at each of our surgeries during 2012 asking a variety of questions regarding the surgery; clinical care; reception; general appearance, there was also a question asking if anyone would like to join the PRG group. From these results the PRG committee compiled an 11 question survey which was emailed to all 450 members, which included an additional 121 members from the survey. Disappointingly we only received 55 members completed surveys. However the comments and results did provide very useful information.

MS discussed in detail the five suggested areas of change identified from the surgery:

- Online Appointments – MS explained that we do currently operate this facility for most but not all of our clinics.
- Online prescription ordering – MS explained that our current clinical system which is EMIS PCS does not support this function.

- Timed telephone consultations with a doctor- JN discussed this in some depth; concerns that if we bring this facility into the practice, we need to be sure that we are not compromising the doctors time away from another area within the practice thus making problems elsewhere
- Timed telephone consultations with a nurse – MS discussed the pros and cons about having timed consultations with a nurse; the general feeling is that this would not be a viable use of clinical nursing time. However the suggestion of perhaps the nurse practitioners having timed appointments was suggested and will be taken to the next partnership meeting which is being held on the 13<sup>th</sup> February 2013.
- General appearance of the surgery – MS advised that Crookhorn surgery had been refurbished during 2012; Paulsgrove did not need any work done as this had been carried out not that long ago and Kingston Crescent was still ‘shiny and new’ as this building had only been completed a couple of years ago. MS did advise that Cosham Park House which was identified as being rather in need of some redecoration was scheduled to have the work done during the next financial year (2013-2014). Cosham had been scheduled for redecoration this financial year however more vital repairs were needed (i.e. the roof at Cosham had to be redone as thieves had stripped all of the lead from the roof and the building had sustained quite a lot of water damage due to the bad weather over the weekend that the theft took place)

MS asked if anyone had any further comments and discussions between all in attendance. Full details are documented in the minutes of the meeting at the end of the report. During the discussions other areas were addressed:

- Parking – Patient asked about parking within Cosham Park House; MS advised that as the District Nurses no longer work from the premises’ parking has become much easier.
- Practice population – Patient enquired about the list size of the practice. MS explained that we could potentially accept another 2000 patients; however even though we have new patients registering every day due to other patients moving on the practice has in fact only increased in size by 49 in the last year and we now have had an additional doctor and nurse practitioner join the practice.
- Patient Complaints – JN spoke in some depth re how the practice takes any complaint very seriously and that we have dedicated staffs who deals with complaints when they are made.
- Positive comments – New patients who had registered with the practice a few months ago said they were very pleased with the surgery and that they found both clinical and reception staff very friendly. JN said thank you and that reception staff do get the brunt of frustration as they are front line staff and acknowledged that it was not the easiest of jobs. The patient’s comments will be passed on to the reception staff.
- Telephone Number – Concerns of the cost of 0844 numbers from mobile phones. MS explained that as a practice we are currently looking into every option available for the benefit of the patient as well as the practice. Given the size of the practice this will not be a quick decision as we have a very

complicated set up being located across 4 sites; however the management team is currently holding meetings to discuss the current telephone situation.

## STEP 5

Following the PRG meeting on the 7<sup>th</sup> February 2013 the following action plan was agreed to be taken forward:

- **Online Appointments** – This facility is already available; however we will implement an advertising campaign throughout the practice making patients aware they can book appointments online. The proposed advertising methods will be:
  - Poster on display through out the practice. These will be on display by the end of April 2013
  - Advertise on the Practice website [www.portsdowngrouppractice.co.uk](http://www.portsdowngrouppractice.co.uk)
  - Advertise on Life Channel
- **Online prescription ordering** – Although our present clinical system does not support online prescription service the practice is due to upgrade to a clinical system that does support this facility. This upgrade is due to take place at the end of 2013. Once this has been completed the practice will investigate the possibility of making this facility available. This will be decided before the end of the 2013 - 2014 financial year
- **Timed telephone consultations with a doctor** – The Partners discussed this in depth at the partnership meeting on the 13<sup>th</sup> February 2013 where it was decided that this would not be in the patient's best interest to implement. The fears that it would compromise the doctor's time away from another area and this would only create problems elsewhere.
- **Timed telephone consultations with a nurse** – This was also discussed at the partnership meeting, it was agreed that it would not be appropriate to offer telephone consultations with the practice nurses; however the suggestion that timed appointments would be offered with the practices nurse practitioners is something that the partners are taking forward to their meeting in 26<sup>th</sup> June 2013. A decision will be made after the meeting.
- **General appearance of Cosham Park House** – It has been agreed that Cosham Park Surgery is in need of redecoration. The work on the surgery is due to commence mid 2013 and will be completed by March 2014

An email was sent on the 19<sup>th</sup> February 2013 to all members of the PRG with an attached summary of the areas of change as discussed at the meeting on the 7<sup>th</sup> Feb 2013; the email requested that any comments be returned by 25<sup>th</sup> February 2013. No objections were received. However one member made some comments re the practice phone number. Mark Stubbings replied to the member with an explanation (copy of the emails are at the end of the report Appendix 17 & 18)

Given that there were no objections received the committee proceeded to finalize the proposed action list and prepare the report for publication.

## STEP 6

### Publicise actions taken

The practice has published the final end of year report on the practice website, and also has hard copies available from reception desks at all sites. There are posters on display in the main reception areas advising patients of where they can obtain copies of the report should they wish to see it.

- The development of a structure that gains the views of patients & enables feedback (Patient Response Group)
- Agreed areas of priority with the PRG
- Collate the views through the use of a survey
- Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to service
- Agree action plan with PRG and seek PRG agreement to make changes
- Publicise actions taken and subsequent achievements

APPENDIX 1A

Summary of patient reference group demographics Data as of 6<sup>th</sup> March  
2013

**Summary of patient reference group demographics**

In order to support the assessment of the DES, practices' final report should address all of the elements below

**Stage one - validate that the patient group is representative**

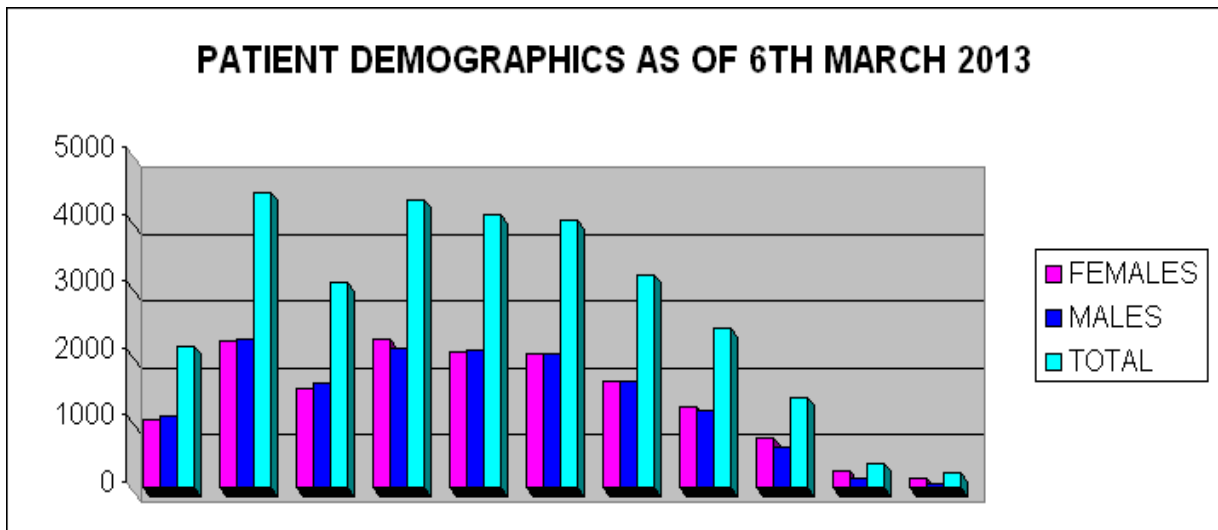
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:				
Practice population profile		PRG profile		Difference
<b>Age</b>				
% Under 16	6526	% Under 16	3	0.045%
% 17 - 24	3053	% 17 - 24	54	1.76%
% 25 - 34	4302	% 25 - 34	123	2.86%
% 35 - 44	4069	% 35 - 44	97	2.38%
% 45 - 54	3993	% 45 - 54	80	2.00%
% 55 - 64	3182	% 55 - 64	60	1.88%
% 65 - 74	2377	% 65 - 74	34	1.43%
% 75 - 85	1354	% 75 - 85	10	0.79%
% Over 85	589	% Over 85	0	0
<b>Ethnicity</b>				
<b>White</b>		<b>White</b>		
% British Group	25946	% British Group	409	1.58%
% Irish	19	% Irish	2	10.52%
<b>Mixed</b>		<b>Mixed</b>		
% White & Black Caribbean	56	% White & Black Caribbean	4	7.14%
% White & Black African	88	% White & Black African	0	0
% White & Asian	91	% White & Asian	8	8.79%
<b>Asian or Asian British</b>		<b>Asian or Asian British</b>		
% Indian	267	% Indian	3	1.12%
% Pakistani	20	% Pakistani	1	5%
% Bangladeshi	233	% Bangladeshi	4	1.72%
<b>Black or Black British</b>		<b>Black or Black British</b>		
% Caribbean	40	% Caribbean	15	37.5%
% African	318	% African	1	0.31%
<b>Chinese or other</b>		<b>Chinese or other</b>		



<b>ethnic group</b>		<b>ethnic group</b>		
% Chinese	344	% Chinese	1	0.29%
% Any Other	2023	% Any Other	13	0.74%
<b>Gender</b>				
% Male	14533	% Male	157	1.08%
% Female	14917	% Female	304	2.04%
<b>Practice Specific Care groups</b>				
Learning Disabilities		Practice	65	PRG 2
Carers		Practice	261	PRG 9

APPENDIX 1B

AGE GROUP IN YEARS											
	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
MALES	1079	2214	1569	2091	2049	1990	1587	1161	598	133	60
FEMALES	1032	2201	1494	2211	2020	2003	1595	1216	756	241	155
TOTAL	2111	4415	3063	4302	4069	3993	3182	2377	1354	374	215



## Portsmouth Group Practice

How do you normally book your appointments to see a GP or nurse?

In Person		Online	
By Phone		Doesn't Apply	

Which of the following would you prefer to use to book appointments

In Person		Online	
By Phone		Doesn't Apply	

Would you be interested in ordering your prescription on line if the service was available?

Yes	
No	

How convenient was the appointment you were offered today?

Very Convenient		Not very Convenient	
Fairly Convenient		Not at all Convenient	

If you weren't able to get an appointment or the appointment you were offered was not convenient, please advise why

There were not any appointments for the day I wanted		I couldn't book at my preferred surgery	
There were not any appointments for the time I wanted		Another reason .....	
I couldn't see my preferred Doctor		.....	

When you last phoned to book a doctors appointment, were you offered a same day telephone consultation?

Yes	
No	
Not applicable	

Would you like to be offered the option to book a time telephone consultation with your doctor, if it was appropriate?

Yes	
No	

If you have recently had a telephone consultation with a doctor, please rate this

	Very Good	Good	Neither good or poor	Poor	Very poor	Not applicable
Giving you enough time						
Listening to you						
Treating you with care and concern						

Explaining tests and treatments						
Involving you in decisions about your care						

What was the outcome of your telephone consultation?

I was offered

Face to face appointment		No further action	
Another telephone consultation		Not applicable	

Last time you saw a doctor how good was the doctor at each of the following

	Very Good	Good	Neither good or poor	Poor	Very Poor	Not applicable
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						

Were you satisfied with your doctor's consultation?

Yes, definitely		Don't know/Can not say	
Yes, to some extent		Not applicable	
No, not at all			

How useful do you think it a consultation on the phone with a nurse would be if this was available?

Yes	
No	

How would you like to receive your blood test results?

Doctor to telephone me if abnormal		Surgery to write to me if abnormal	
I would prefer to telephone the surgery		Face to face appointment	
Other Please specify			

Overall, how would you describe your experience of the Portsdown Group Practice?

Very Good		Fairly Poor	
Fairly Good		Very Poor	
Neither Good or Poor			

Would you recommend Portsdown Group Practice to somebody who has just moved to the area?

Yes, definitely recommend		No, probably would not recommend	
Yes, would probably recommend		No, would definitely not recommend	

Not sure		Don't know	
----------	--	------------	--

Are you? Male  Female

Age: Group	Under 16		17 – 24	
	25 – 34		35 – 44	
	45 – 54		55 – 64	
	65 – 74		75 - 84	
	Over 84			

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify yourself with?

British or Mixed British		Irish	
Other White background		White and Black Caribbean	
White and Black African		White and Asian	
Other mixed background		Indian or British Indian	
Pakistani or British Pakistani		Other Asian background	
Bangladesh or British Bangladesh		Caribbean	
African		Other Black background	
Chinese		Other Please specify.....	
Ethnic category not stated		.....	

How often do you come to the practice?

Regularly	
Occasionally	
Very rarely	

Are you looking after or providing support for a relative, friend or neighbour?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you being helped or supported by a relative, friend or neighbour?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If you are a carer or being cared for please speak to reception who will ensure that your records are up to date with the relevant information

We have a virtual Patient Participation Group who are contacted via email which allows you to comment on services/improvements. If you would like to be part of our virtual group please fill in the details below. The details you provide will be used lawfully in accordance with the Data Protection Act 1998.

We may periodically ask your view on things that matter to you. We aim to gather information from not only patients but patients who are carers to the young or the elderly and who may see a different perspective on the care of our patients.

**Name:**

**Postcode:**

**Email address:**

**Signature:**

APPENDIX 3

**Portsmouth Group Practice**

If you are happy for us to contact you periodically by email please leave your details below and hand this form back to reception, a patient group representative or post in the 'secure box'.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male  Female

Age: Group	Under 16		17 – 24	
	25 – 34		35 – 44	
	45 – 54		55 – 64	
	65 – 74		75 - 84	
	Over 84			

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

<b>White</b>				
British Group		Irish		
<b>Mixed</b>				
White & Black Caribbean		White & Black African		White & Asian
<b>Asian or Asian British</b>				
Indian		Pakistani		Bangladeshi
<b>Black or Black British</b>				
Caribbean		African		
<b>Chinese or other ethnic Group</b>				
Chinese		Any other		

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

Regularly	
Occasionally	
Very rarely	

Are you a carer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have a carer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Do you have any special needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Optional Further details</i>		

*Thank you.*

*Please note that no medical information or questions will be responded to. 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 this information is handled properly.*

### **PATIENT PARTICIPATION GROUP – Frequently Asked Questions.**

**We are developing a group to help improve our services. Would you like to be involved?**

**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 improving 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

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

A This is a 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 Should you have any queries, please ask to speak to Practice Manager.

## APPENDIX 4

The screenshot shows a web browser window with the URL "welcome to Portsmouth Group Practice". The website header features the Portsmouth Group Practice logo on the left, a contact box in the center with the phone number "0844 477 8708", and three links on the right: "Download practice booklet", "Click here for Surgery times", and "Make an appointment online".

The main content area is titled "Patient Reference Group" and includes a navigation menu on the left with items like "Home", "About the Practice", "Our Doctors", "The Practice Team", "Patient Services Available", "How To See Your Doctor", "Additional Services & Clinics", "Patient Feedback", "Friends of the Practice", "Patient Reference Group", "Statutory Information for Patients", and "Occupational Health".

The "Patient Reference Group" section contains the text: "For information on the progress that has been made to date, working with our Patient Reference Group, please click [here](#)." Below this is a "Contact us" form with fields for Name, Email, Telephone, Date of Birth (with a "dd/mm/yyyy" placeholder), and a large text area for "Your message".

The browser's status bar at the bottom shows "Done", "Internet", and "100%" zoom level.

This is a close-up of the "Contact us" form. It shows the "Your message:" label and a large text input area. Below the text area is a checkbox with the text "Please tick the box to agree to be contacted regarding this matter?". A blue "Send" button is positioned below the checkbox.



**HAVE YOUR SAY ABOUT THE WAY YOUR PRACTICE WORKS!**



**THE PRACTICE IS CURRENTLY COLLECTING EMAIL ADDRESSES OF ANY PATIENT WHO WOULD BE INTERESTED IN GETTING INVOLVED IN A SURVEY TO HAVE YOUR SAY ABOUT HOW YOU THINK THE PRACTICE WORKS.**

**ANYONE AND EVERYONE IS WELCOME TO BECOME INVOLVED, AS LONG AS YOU ARE REGISTERED WITH THE PRACTICE.**

**WE WOULD LIKE TO HEAR YOUR VIEWS.  
IF YOU LEAVE US YOUR EMAIL DETAILS WE WILL CONTACT YOU  
TWICE A YEAR TO GET YOUR FEEDBACK ON SPECIFIC ISSUES.**

**CONTACT FORMS ARE AVAILABLE FROM RECEPTION.**

APPENDIX 6

Thank you for registering with Portsdown Group Practice (PGP)

To register with the practice you must provide two forms of identification this must include a photographic ID and a utility bill within the last 3 months with your current address. If no photographic ID then two confirmations of address

Please complete questions below and all attached forms in full. Failure to do so can prevent your registration. If you would like help filling in these forms please ask at reception.

**Please sign below**

I give my informed consent for PGP to hold, process and share my personal records, manually and electronically, for the purpose - provisions specified In accordance with the Data Security Act 1998.

Name \_\_\_\_\_ (print) D.O.B \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

Have you been registered with this practice before, either at Crookhorn Surgery, Cosham Park House , Paulsgrove Surgery, Victory Surgery or Buckland Medical Centre Surgery

YES/NO

In order to meet Health Authority Requirements, we need to record the ethnic origin and first language of all patients who are registered within our practice.

First Language Spoken \_\_\_\_\_

British or Mixed British		Irish	
Other White background		White and Black Caribbean	
White and Black African		White and Asian	
Other mixed background		Indian or British Indian	
Pakistani or British Pakistani		Other Asian background	
Bangladesh or British Bangladesh		Caribbean	
African		Other Black background	
Chinese		Other Please specify.....	
Ethnic category not stated		.....	

Are you a carer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have a carer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Do you have any special needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--------------------------------	------------------------------	-----------------------------

*Optional Further details*

The practice participates in the Text Reminder Service; 24 hours before your appointment you will receive a free text message reminding you of your appointment, if you do **NOT** wish to participate in this scheme please tick the box

### Portsmouth Group Practice

Please tick if you wish to participate in the Patient Participation Group. More details can be found below.

Dear Patient

We are asking if you would like to become one of the Portsmouth Group Practice Patient Participation Group members. We may periodically ask your view on things that matter to you. We aim to gather information from not only patients but patients who are carers to the young or the elderly and who may see a different perspective on the care of our patients.

If you are interested in taking part, please complete the below Patient Participation Group Contact Sheet included in the Registration Pack. The details you provide will be used lawfully in accordance with the Data Protection Act 1998.

**Print Name:**

**Signature:**

**Email address:**

.....

For Office Use: Patient Registration Number .....

APPENDIX 7

<b>How do you normally book your appointments to see a GP or Nurse</b>	
In Person	45
Online	1
By Phone	90
Doesn't Apply	0

<b>Which of the following methods would you prefer to use to book appointments</b>	
In person	35
Online	33
By Phone	85
Doesn't Apply	8

<b>Would you be interested in ordering your prescription on line if the service was available?</b>	
Yes	70
No	48

<b>How convenient was the appointment you were offered today?</b>	
Very Convenient	78
Not very convenient	3
Fairly convenient	31
Not at all convenient	3

<b>If you weren't able to get an appointment or the appointment you were offered was not convenient, please advise why</b>	
There were not any appointments for the day I wanted	24
I couldn't book at my preferred surgery	2
There were not any appointments for the time I wanted	8
I couldn't see my preferred doctor	16

<b>When you last phoned to book a doctors appointment, were you offered a same day telephone consultation?</b>	
Yes	77
No	22
Not applicable	21

<b>Would you like to be offered the option to book a time telephone consultation with your doctor, if it was appropriate?</b>	
Yes	95
No	24

<b>If you have recently had a telephone consultation with a doctor, please rate this</b>						
	Very Good	Good	Neither Good or poor	Poor	Very poor	Not Applicable
Giving you enough time	49	31	3	2	0	17
Listening to you	54	27	4	1	0	16
Treating you with care and concern	58	22	5	0	0	18
Explaining Tests and treatments	38	21	8	2	0	30
Involving you in decisions about your care	36	22	9	3	0	30

<b>What was the outcome of your telephone consultation? I was offered</b>	
Face to face appointment	66
No further action	8
Another telephone consultation	2
Not applicable	20

<b>Last time you saw a doctor how good was the doctor at each of the following</b>						
	Very Good	Good	Neither Good or poor	Poor	Very poor	Very poor
Explaining Tests and treatments	66	26	5	4	0	7
Involving you in decisions about your care	67	24	9	3	0	6
Treating you with care and concern	76	24	8	3	0	2

<b>Were you satisfied with your doctor's consultation?</b>	
Yes, definitely	84
Don't know/Can not say	2
Yes, to some extent	22
Not applicable	3
No, not at all	3

<b>How useful do you think a consultation on the phone with a nurse would be if this was available?</b>	
Yes	75
No	28

<b>How would you like to receive your blood test results?</b>	
Doctor to telephone me if abnormal	70
Surgery to write to me if abnormal	13
I would prefer to telephone the surgery	20
Face to face appointment	23
Other	

<b>Overall, how would you describe your experience of the Portsdown Group Practice</b>	
Very Good	79
Fairly Poor	4
Fairly Good	24
Very Poor	2
Neither Good or Poor	5

<b>Would you recommend Portsdown Group Practice to somebody who has just moved to the area?</b>	
Yes, definitely recommend	84
No, probably would not recommend	5
Yes, would probably recommend	14
No, would definitely not recommend	4
Not Sure	7
Don't know	0

APPENDIX 8

# Portsmouth Group Practice

Cosham Park House Surgery

Crookhorn Surgery

Paulsgrove Surgery

Kingston Crescent Surgery

Tel: 0844 477 8708

PLEASE PUT A **X** IN THE RELEVANT BOXES

Q1. What do you think of the opening hours at the surgery?

Excellent	
Okay	
Not very good	

Q2. Which of the following methods would you prefer to use to book an appointment at the Surgery? Please mark all that apply

In Person		Online	
By Phone		Doesn't Apply	

Q3. In the past 3 months how easy have you found the following?  
Please put an X for each row

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Making an appointment						
Speaking to a doctor on the phone						
Obtaining test results by phone						

Q4. (a) Would you like to be offered a time telephone consultation with your doctor if it was appropriate?

Yes	
No	

Q4 (b). Do you think a consultation on the telephone with a nurse would be useful?

Yes	
-----	--

No	
----	--

Q 5 (a) what do you think of our repeat prescription service?

Very good	
Acceptable	
Poor	
Not applicable	

Q5 (b) would you be interested in ordering your prescriptions online if the service was available?

Yes	
No	

Q6 (a) How easy do you find it to get an appointment with a Nurse or Health Care Assistant (HCA)

Very easy	
Easy	
Difficult	

Q6 (b) Last time you saw a nurse/HCA how good were they at each of the following

	Very Good	Good	Neither good or poor	Poor	Very Poor	Not applicable
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						

Q7. Do you find the reception staff friendly, efficient and approachable?

Yes	
No	
Most of the time	

If you have answered No to the above question please give more details

.....  
 .....

Q8. In general, how satisfied are you with the care you get at the Surgery?



Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	

Q9. What do think of the conditions within the waiting areas at the surgery?

	Very Good	Good	Neither good or poor	Poor	Very Poor	Not applicable
Seating						
Notice Boards/Information services						
Toilets						
Signage						

Q10. Would you recommend the surgery to someone who has just moved to the area?

Yes	
Maybe	
Probably not	
Definitely not	
Don't know	

Q11. Are you aware the practice has a website?

Yes	
No	

Comments:

.....  
 .....  
 .....

We would very much like to thank you for your help and we would like to assure you that all responses will be treated in the strictest confidence.

## APPENDIX 9

Dear patient

Thank you for your continued involvement in the Portsdown Group Practice Patient Reference Group.

We have now reached the next stage of the process, which is where we ask you to respond to a variety of questions. All the questions were put forward by our survey conducted through the surgery and therefore should reflect the things which are of greatest interest to our patients.

We would be grateful if you could please reply to each question as openly and honestly as possible and we would like to assure you that all responses will be treated in the strictest confidence.

Once we have received all the responses (which need to be with us by 14th December 2012 at the latest), we will collate the results and publish them on our website and in the surgeries. We will take note of all the comments and produce an action plan by the end of March 2013 to deal with any issues which arise from them. This will all be communicated to our patients through our website.

We would very much like to thank you for your help in this and look forward to receiving your responses in due course.

Yours sincerely

Portsdown Group Practice

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Partnership Registered Address: Portsdown Group Practice, The Surgery, Crookhorn Lane, Purbrook, Waterlooville, Hampshire, PO7 5XP  
A full list of partners is available on request.

## APPENDIX 10

Dear patient

We recently sent you a questionnaire via email. We know it is a busy time of the year and would appreciate you taking the time to complete the questionnaire and send it back via email.

We would be grateful if you could please reply to each question as openly and honestly as possible and we would like to assure you that all responses will be treated in the strictest confidence.

Once we have received all the responses (which need to be with us by 28th December 2012 at the latest), we will collate the results and publish them on our website and in the surgeries. We will take note of all the comments and produce an action plan by the end of March 2013 to deal with any issues which arise from them. This will all be communicated to our patients through our website.

We would very much like to thank you for your help in this and look forward to receiving your responses in due course.

Yours sincerely

Portsmouth Group Practice

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A full list of partners is available on request.

APPENDIX 11

<b>Q1. What do you think of the opening hours at the surgery?</b>		<b>COMMENTS</b>
Excellent	30	
Okay	21	
Not very good	2	

<b>Q2. Which of the following methods would you prefer to use to book an appointment at the surgery?</b>		<b>COMMENTS</b>
In Person	21	
Online	31	
By Phone	41	
Doesn't Apply	1	

<b>Q3. In the past 3 months how easy have you found the following?</b>	<b>Q3(a) Getting through on the phone</b>	<b>Q3 (b) Making an appointment</b>	<b>Q3 © Speaking to a doctor on the phone</b>	<b>Q3(d) Obtaining test results by phone</b>	<b>COMMENTS</b>
Haven't tried	6	2	21	28	
Very easy	15	16	14	5	
Fairly easy	24	20	7	2	
Not very easy	7	7	5	0	
Not at all easy	1	9	1	1	
Don't know	1	1	6	10	

<b>Q4 (a). Would you like to be offered a time telephone consultation with your doctor if it was appropriate?</b>		<b>COMMENTS</b>
Yes	39	
No	16	

<b>Q4 (b). Do you think a consultation on the telephone with a nurse would be useful?</b>		<b>COMMENTS</b>
Yes	33	
No	21	

<b>Q5 (a). What do you think of our repeat prescription service?</b>		<b>COMMENTS</b>
Very Good	29	
Acceptable	10	
Poor	0	
Not applicable	16	

<b>Q5 (b) Would you be interested in ordering your prescriptions online if the service was available?</b>		<b>COMMENTS</b>
Yes	48	
No	7	

<b>Q6 (a). How easy do you find it to get an appointment with a Nurse or Health Care Assistant?</b>		<b>COMMENTS</b>
Very Easy	11	
Easy	34	
Difficult	1	

<b>Q6 (b). Last time you saw a nurse/hca how good were they at each of the following</b>				<b>COMMENTS</b>
	Explaining Tests and Treatments	Involving you in decisions about your care	Treating you with care and concern	
Very Good	24	13	25	
Good	16	14	13	
Neither good or poor	0	14	2	
Poor	1	0	0	
Very poor	0	0	0	
not applicable	9	20	10	

<b>Q7. Do you find the reception staff friendly, efficient and approachable?</b>		<b>COMMENTS</b>
Yes	44	
No	2	
Most of the time	8	

Q8. In general, how satisfied are you with the care you get at the surgery?		COMMENTS
Very	38	
Fairly	12	
Neither Satisfied Nor Dissatisfied	1	
Quite Dissatisfied	2	
Very Dissatisfied	0	

Q9. What do you think of the conditions within the waiting areas at the surgery?					COMMENTS
	Seating	Notice Boards/Information services	Toilets	Signage	
Very Good	15	11	12	13	
Good	28	24	21	24	
Neither good or poor	9	14	4	12	
Poor	2	2	1	1	
Very Poor	0	1	0	0	
Not applicable	1	3	16	4	

Q10. Would you recommend the surgery to someone who has just moved to the area?		COMMENTS
Yes	42	
Maybe	8	
Probably not	2	
Definitely not	1	
Don't know	2	

Q11. Are you aware the practice has a website?		COMMENTS
Yes	40	
No	15	

APPENDIX 12



**PATIENT REFERENCE GROUP MEETING**



**PRG OPEN MEETING BEING HELD ON THE**

**7TH FEBRUARY 2013**

**18.30 – 19.30**

**COSHAM PARK HOUSE SURGERY**

**THIS IS AN OPEN MEETING THEREFORE EVEN IF YOU ARE NOT  
ALREADY A MEMBER OF THE PRG YOU ARE MORE THAN  
WELCOME TO ATTEND**

**WE DO HOPE YOU ARE ABLE TO COME AS IT WILL PROVIDE YOU  
WITH THE OPPORTUNITY TO HAVE AN ACTIVE SAY IN THE  
FUTURE DEVELOPMENT OF SERVICES IN THE PRACTICE.**

**LIGHT REFRESHMENTS WILL BE SERVED**

## APPENDIX 13

Dear patient

Thank you very much indeed for replying to the recent questionnaire we sent out.

We have now finished collating all your replies and would like to invite you to come to an open evening on Thursday 07<sup>th</sup> February 2013 from 18:30 – 19:30 at our Cosham Park House Surgery to discuss the results of the questionnaire and the points arising from it.

We do hope you are able to come as it will provide you with the opportunity to have an active say in the future development of services in the Practice.

Light refreshments will be served.

Yours sincerely

Portsmouth Group Practice

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A full list of partners is available on request.



## APPENDIX 14

Useful Telephone Numbers

**Other Links**

- ORIS Medical
- Hobbs South East

**Latest News**

**Portsdown Group Practice Patient Reference Group**  
January 2013

The next meeting of the Patient Reference Group will be held on Thursday 7th February 2013 from 18:30 - 19:30 at Cosham Park House. All our patients are welcome to attend. Last year's report is available [here](#).

Crookhorn Lane Surgery	Cosham Park Avenue Surgery	Paulsgrove Surgery	Kingston Crescent Surgery
Crookhorn Lane Purbrook Waterlooville PO7 5XP	Cosham Park Avenue Cosham Portsmouth PO6 3BG	Paulsgrove Surgery 194 Allaway Avenue Paulsgrove PO6 4HJ	92 Kingston Crescent North End Portsmouth PO2 8AL

About practice | How to Complain | Portsdown Group Practice - Windows Internet Explorer

http://www.portsdowngrouppractice.co.uk/about\_practice\_complaints.htm

File Edit View Favorites Tools Help

Google Search More Sign In

About practice | How to Complain | Portsdown Group Practice

**Portsdown Group Practice**

Call us on:  
0844 477 8708

Download practice booklet  
Click here for Surgery times  
Make an appointment online

**Patient Feedback**

Home

**About the Practice**

- Our Doctors
- The Practice Team
- Patient Services Available
- How To See Your Doctor
- Additional Services & Clinics
- Patient Feedback
- Friends of the Practice
- Patient Reference Group
- Statutory Information for Patients
- Occupational Health**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at the most a few weeks - because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us know, preferably in writing, the details of your complaint:

- within six months of the incident that caused your problem,

or

- within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Mrs Mandy Ward, Resource Manager.

## APPENDIX 15

Dear patient

Thank you for your continued involvement in the Portsdown Group Practice Patient Reference Group.

Following on from the meeting of the 07<sup>th</sup> February 2013 where members of the group met to discuss the areas of change identified through the questionnaire sent out, we have summarized the main action points in the document attached.

Can you please review the document and if you have any objections or queries please contact us by Monday 25<sup>th</sup> February 2013.

If you do not contact us we will assume that you are in agreement with our action plan.

Yours sincerely

Portsdown Group Practice

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## APPENDIX 16

### **Summary of the areas of change as discussed at the PRG meeting on the evening of the 07<sup>th</sup> February 2013 at Cosham Park House Surgery.**

- ❖ An Open meeting was held at Cosham park House Surgery 07<sup>th</sup> February 2013 18.30 – 19.30
- ❖ Invitation email sent to 450 PRG members as well as posters on display advertising the meeting and inviting any patient in the practice to attend, also advertised on the practice website
- ❖ Attended by PRG Committee; Senior partner, 2 Partners and twelve patients (12 PRG members)
- ❖ Brief update on what PRG is and results of the recent questionnaire
- ❖ Open meeting where the identified areas of change were discussed in depth with decision being made as to whether to take the suggested changes forward.
- ❖ The suggested areas of change were:
  - Online Appointments
  - Online prescription ordering
  - Timed telephone consultations with a Doctor
  - Timed telephone consultation with a nurse
  - General appearance of the surgery
- ❖ The agreed areas of change were:
  - Online Appointments
  - General appearance of the surgery
  - Timed telephone consultations with a nurse – propose timed consultation with a nurse practitioner
  - Online prescription ordering – this is not currently available on our clinical system, however this can be looked into at the end of 2013/beginning of 2014 when we have upgraded to a new clinical system
- ❖ The areas of change not agreed at this present time
  - Timed telephone consultation with a Doctor
- ❖ There are no areas of significant service change that will impact on the contractual arrangements.
- ❖ **Any Other Business**

❖ **Parking;**

- This has been addressed we are going to get posters made up for the Cosham Park House Surgery to advise only to park in the car park if you are seeing a doctor or nurse.

❖ **Cosham Park House Surgery;**

- Dr Neal has said we will need to be more accommodating if patients are late over the next few months while the bridge is closed.

❖ **Telephone Number;**

- The 0844 number was mentioned. We are at present looking into the possibility of changing our 0844 number to a 02392 number. It was reiterated that the 0844 number is a lo-call rate number.

❖ **Speciality Clinics;**

- It was raised about speciality clinic's as one patient has to go to Kingston every couple of months for an injection that is only administered by a GP who is at Kingston is there anyway around this. Dr Neal advised we will discuss at the end due to patient confidentiality. However this is an area that the Partners will look into.

## APPENDIX 17

Dear Sirs,

Thank you for sending me the action-points document arising from the meeting of 7th February.

The only point I have to make concerns the practice's phone number. I would strongly urge that a return be made to a geographic number or to an 03 number from the current 0844 number sooner rather than later.

The practice used to have a Portsmouth landline and there can be no reason for it to have changed to an 0844 number other than to raise revenue. 0844 numbers may not cost as much as premium-rate numbers but they are rarely included in free or "discounted" minutes in telecoms bundles (they can cost up to 5p a minute from a BT landline and 40p per minute from mobile phones\*), so it's disappointing that the practice sees fit to hit poorly people in this way.

It's even more disappointing to note that the practice continues to use an 0844 number when in April 2010 the Department of Health banned surgeries from using them. Last March, the then health secretary Andrew Lansley said: "We have made it very clear that GPs should not be using 0844 numbers [for their surgeries]and charging patients for them."\*\*

To comply with the ban, practices should only use telephone numbers beginning with 01, 02, or 03. GPs using an 084 number can migrate to the equivalent 034 number without ending their phone service contracts, or they can move to a new 030 or 033 number, or to a geographic 01 or 02 number.

Yours faithfully,

XXXXXXXXXXXX

\* Source: [Which?](#)

\*\* Source: [Hansard Debates For 27th March 2012](#)

## APPENDIX 18

*Thank you for your email and for taking the time to read and comment on it.*

*Whilst it is true that the use of 0844 numbers does generate revenue, this simply enables us to invest in the most up to date telephony equipment, which is necessary when we operate a relatively complex, multi site system.*

*Equally, whilst I would happily have a debate about whether the use of 0844 numbers has, in fact, been legally banned, we do acknowledge that the time has come to revert to a geographical number, and we are currently looking into the best way of doing it. Unfortunately, it's not as simple as flicking a switch, and therefore this process will take some time to organise. Not least is the fact that, with 4 sites, we have a telephone system that has grown like topsy, and undoing individual parts is not straightforward. However, we have a meeting with our existing provider on 21<sup>st</sup> March, after which things should be considerably clearer.*

*Once again, many thanks for your interest.*

*Kind regards  
Mark Stubbings  
Business Partner*

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A full list of partners is available on request.

## PRG Meeting

07<sup>th</sup> February 2013

Present – Mark Stubbings (Business Partner), Dr Neal (Senior Partner) Dr Ghosh (Partner), Jackie Gilmore (Practice Manager) Margaret Neil (IT Manager) Emma Meaden (IT Assistant)

### 12 Patients

MS introduced the staff and thanked the patients for attending. MS advised that PRG was set up 18 months ago to replace the Mori survey as it was no longer relevant. The PRG was ran last year and some of you who are present took part last year and we have ran it again this year.

This year we left questionnaires at all of our sites, Crookhorn, Cosham Park House, Paulsgrove and Kingston Crescent Surgery. We left 50 at each surgery to try and recruit new people into the PRG but also to get opinions from patients who may want to leave feedback but not be contacted again. We received a total of 121 replies back which was positive. MS said that it is always good to get feedback from patients and we do get this all of the time we don't just wait once a year for feedback from the questionnaires.

From this initial questionnaire we then designed an 11 question questionnaire to email out to 450 patients who had agreed to participate in the PRG. Of those 450 we emailed out we received a total of 55 replies MS said this is quite disappointing. Good things did come out of the questionnaire. MS went over the questions, online facility does appear to be a popular option and we will discuss this a little later. Getting through on the phone is still an issue but we are constantly aware of the phone problems and getting appointments – again we will discuss this in more details later. Majority of patients that responded were happy with the opening hours. Method of booking appointments, online is a popular option this is available and we will look at raising patient awareness of this facility. In order to use the facility patients need to complete a form at reception and bring in proof of ID then they will be given all the relevant information.

Patient asked the question if we know the age bracket of the respondents who had replied that it is difficult to get an appointment. MS handed this over to MN to answer. MN advised that we did look at the demographics and that a majority of those that had said it was difficult were 21-30 year old males.

MS went back to the results of getting through on the phone, he advised he was pleased with these results as we have invested a lot of time and money into getting more phone lines into the surgery to try and reduce the phone problems.

One patient advised that she finds it very useful to know the position you are in on the queue.

Patient said that he is on a capped mobile phone and he is unable to call 0844 numbers is there anyway around this. MS advised not at present but we are looking at possible changing our phone number to an 02392 number as this is something many patients seem to have an issue with – MS did explain that our 0844 number is a lo call rate.

MS went on to mention about speaking to a doctor on the phone that people had said it was very easy. MS explained that Cosham Park House runs a triage system which runs really well and that it does work well at other sites. Obtaining Test results majority of people who responded haven't tried but 5 patients have and said it was very easy. MS explained that we did change this last year as a result of last years results and it does appear that it is now easier for patients to get test results.

Timed Telephone Consultation with a Dr. This seemed like a popular one with the patients who had responded. MS advised that this is something we will need to discuss at great length with the Partners to see if this would be something we could possible trial at one surgery and see if it does address any underlying issues but also not compromise the doctors time away from another area within the practice thus making more problems else where. Dr Neal advised that this is something his Dr's surgery operates and that if he phones his Dr's they say he can have a consultation with Dr in two weeks time and need to ring then.

Nurse telephone consultations was a fairly even split. MS advised that we have increased our use of Nurse Practitioners to deal with some ailments. MS reiterated that Nurse Practitioners are qualified to degree level. We will look into the possibility of introducing telephone consultations with a Nurse Practitioner as MS feels this will be welcomed by Nurse Practitioners and also increase their knowledge on other areas.

The next area discussed was prescriptions. Repeat prescription service has had positive feedback and patients are happy with the service we provide. Of the 55 people who had responded 44 people would be interested in ordering repeat prescriptions online. MS advised that this is something that we can look at introducing at the end of 2013 / beginning of 2014 when we have migrated on to a new clinical system. This will involve completing possible online registration for repeat prescriptions but once this is possible we will advertise in the surgery that the facility is now available.

The next area we asked about was our Nurses and Health Care Assistants. MS went on to advise that patients are overall happy with getting appointments with Nurses/HCA.

MS went on about reception staff MS said that he was very happy to see that 40 people were very happy with the receptionists. MS advised that for the size of surgery we are the number of complaints we receive are very small. MS advised that the job reception staff do is incredible Dr Neal said reception is a thankless job the vast majority of the time.

Patient said that when she is out and about and see a receptionist they always say hello to her.

Dr Neal said that he meets new patients we live in the area and want to move from another surgery within our area and majority he meets say how pleasant are surgeries and reception staff are.

MS went on to discuss NHS Choices and how it is anonymous and people can leave feedback and how he does not rate it as the comments on their can be destructive and not justified. MS said we are aware we do make mistakes as we are only human but if a



patient does feel we have made a mistake that they come and discuss with us so that we can resolve the issue and learn from our mistakes.

Next question MS went on to discuss was conditions of the waiting areas. MS advised that Crookhorn has now been all refurbished. Cosham Park House waiting areas do need to be redecorated and this is due to be addressed in April 2013. Kingston Crescent is still shiny and new looking and hopefully it will be for a long time yet.

MS went on to advise that we do want to get it right and looking at the figures we get about 50-100 new patients joining each month. We are always looking for continued improvement.

What we are going to do

Look at online appointments – look at promoting this within the surgeries on notice boards, Life channel TV's in the waiting rooms, on the Check in Board at our Cosham Park House Surgery and Kingston Crescent Surgeries.

Online ordering of prescriptions – we can look at this at the end of 2013 once we have upgraded our clinical system as our current system this is not possible.

Timed Telephone consultations with a Dr we will need to look at very carefully so that we do not lose out on other services available. It will also depend on surgery as to whether it is feasible due to the patient mix as it surgery has different patient demographics and each surgery works on slight different way because of this.

Telephone consultation with a Nurse – we will look into the possibility of introducing this for a Nurse Practitioner to do and possible pilot it at one surgery to see how it works. This will need to be discussed at the Partnership meeting.

Dr Neal said that we are always thinking and looking at ways to improve. We don't just do it we do consider all areas and patient demographics and demands.

Patient mentioned that she has to have an injection every couple of months and that Dr Mo is the only one that can carry this out – she is a Cosham Patient and has to get down to Kingston Crescent which at present isn't a problem but it can be an issue. Patient asked if there was anyway around this Dr Neal advised that now isn't really the time to discuss because of patient confidentiality but to speak to himself or Dr Ghosh at the end.

Patient brought up about at Cosham Surgery they have noticed staff watching in car park to make sure that it is patients using car park and not shoppers/ workers of other businesses. The patient asked if there was any way around not getting the claspers in? MS advised that since reception had done this that parking has got significantly better and also the fact that the District Nurses have moved offices as they used to take up a lot of spaces. MS advised that we can put up signs in the car park advising only park here if you are seeing a GP/Nurse. Or introducing Parking Eye like what is in operation at Kingston Crescent.

Patient mentioned that the receptionists are lovely.

Patient asked if there is a ceiling on the number of patients we take on. MS advised it is all dependent on the rooms at each surgery as if we take on more patients and we need increase Dr's we need rooms for these Dr's. MS did advise that he feels we could take on another 2,000 patients at Cosham without affecting patient care. MS advised it is generally 2,000-2,100 patients per doctor.

MS went on to say about other areas we have been working on like Telehealth and Triage system.

Dr Neal spoke about complaints again and said we do get some serious complaints and we do take all complaints seriously and deal with each one on its own merit. Dr Neal advised that the Dr's as a whole did about 167,000 consultations of these we had 6 reasonable serious complaints. All Dr's do get worried when a complaint comes in, there are usually 1-2 learning points from the complaint.

Patient advised that they had moved down from the North and joined the surgery 6 months ago. The patient said how very surprised they were with the attention and welcome they have received and would like to pass on their thanks and appreciation for the Crookhorn Surgery.

Patient mentioned on our website we list that the Dr's have different specialist do we make use of this knowledge between surgeries. Dr Neal advised that yes we do liaise with other Dr's within the practice about areas that they specialise in to gain advice.

MS thanked everybody for attending and asked if anybody had anymore questions or comments they wish to raise. No more comments or questions raised.