

Virtual Patient Reference Participation Report

Introduction

The purpose of our Virtual Patient Reference Participation Group was to enable patients to be involved in decisions in respect of the facilities and services that we provide.

Aims and Objectives

How did we identify Patients who would participate?

- Updated the New Patient Questionnaire with the following question:-

“The health centre would like patients to join our Patient Reference Group. Please tick this box if you would be happy to be contacted regarding this”
Please supply your e-mail address
- This information was updated onto a spreadsheet as and when New Patients register with the Practice.
- Divided list into the following groups:-
 - Sex
 - Age Range
 - Ethnicity
 - Employment Status
 - Martial Status

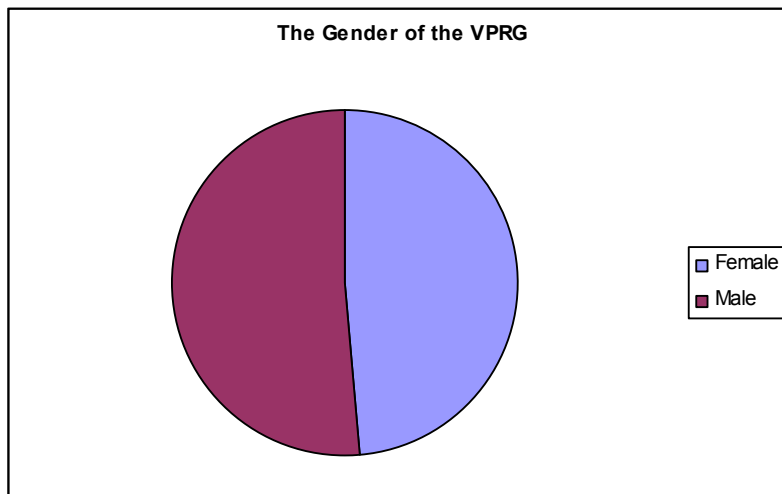
Demographics of the Patient Reference Group

We have broken our VPRG in to sub categories; Gender; Age and Ethnicity. This is to ensure we have a general spread throughout the demographics.

Gender

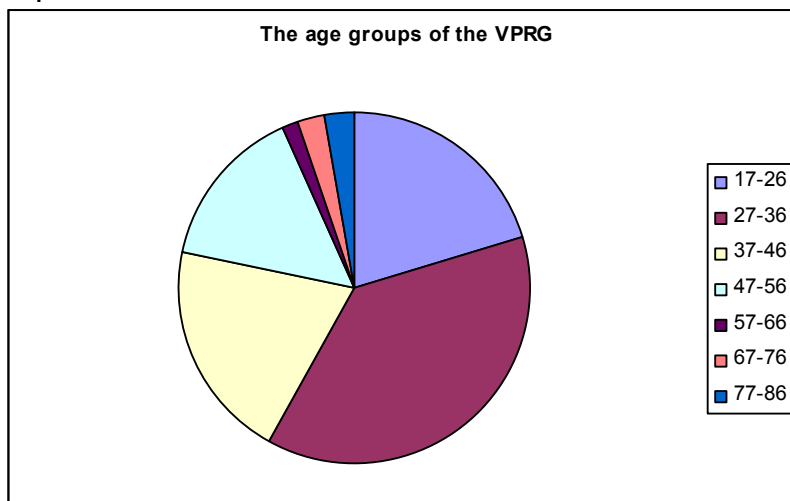
There were slightly more males participants compared to female participants

- 38 Males
- 36 Females



Age Range

- Anyone from the age of 16 can join our virtual patient group.
- Age Group 27 – 36 is the main group the participants fall into.
- This does represent our Capitation

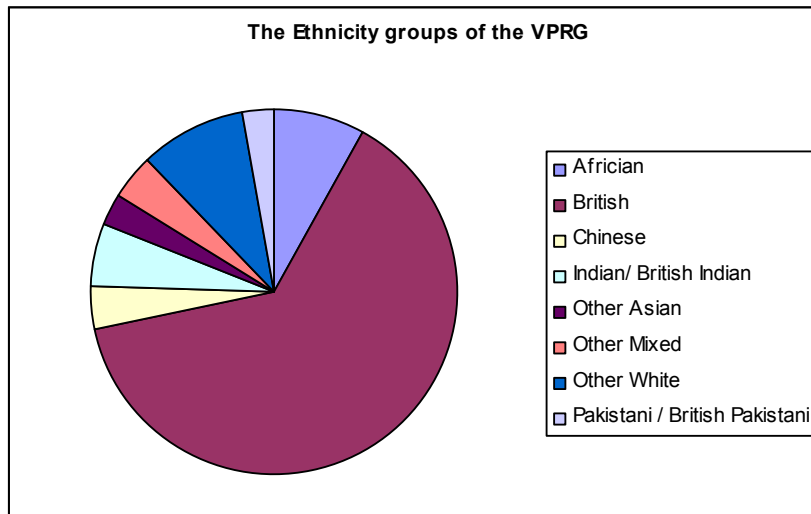


Ethnicity

We have a wide range of different ethnic groups registered at our practice. Even though British is our main ethnic group on the VPRG we still had a diversity of the ethnicities to represent our patient list.

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Areas of Key Priorities

Stage 1

This first stage of this process was that the internal participants from the practice identified key areas which they felt would be a priority to patients, these were:-

- Clinical Care
- Getting an appointment
- Reception issues
- Opening times
- Parking
- Any other

Stage 2

- A short questionnaire (see Appendix A) was created identifying the key areas above and requesting the members of the Patient Reference Group to state their priority areas.
- This was then sent by e-mail and post to all Virtual Patient Participants requesting them to return information.

Stage 3

- Collating all responses of the questionnaires from Virtual Patient Participants

- Created a short survey based around the replies received from the Participants (see Appendix B) and sent it via e-mail to all Virtual Patient Participants.
- Due to the lack of response from Virtual Patient Reference Group it was agreed to provide the survey to the Registered Patients who came into the Practice during the month of October 2012.

Collating Results

- Results were collated and analysed keeping them in their allocated groups i.e. Virtual Patients Participants and Registered Patients.
 - Survey and Results for Virtual Patient Reference Group are shown in Appendix C.
 - Survey and Results for other Registered Patients are shown in Appendix D.

Recommendations

The following recommendations were identified from both sets of results, these are as follows:-

- Producing leaflets to provide information on they services that are provided by both the Practice Nurses and the Health Care Assistant
- More information to be produced on how to book on line. Again this could be produced in the form a leaflet.

Appendix A

Questionnaire sent to all Virtual Patient Participants

Please find below a question for you to state your priority area.

Clinical care	
Getting an appointment	
Reception issues	
Opening times	
Parking	
Any Other – Please specify	
<u>Additional Comments</u>	

Appendix B**Survey sent to all Virtual Patient Participants and Registered Patients**

1. Do you have a preferred GP?

1a .Are you happy with how often you see your preferred GP?

2. Does your GP spend enough time dealing with your concerns?

2a. If no, how would you like us to improve on this?

3. Does your GP use words you understand?

3a. If no, how would you like us to improve on this?

4. Do you have a good understanding of the services that the Practice Nurse provides?

4a. If no, how would you like us to improve on this?

5. Do you have a good understanding of the services that the Health Care Assistant provides?

5a. If no, how would you like us to improve on this?

6. How do you book your appointments at the practice?

Online
Telephone
In person

6a. Did you know you could book GP appointments online?

7. How convenient do you find our appointment booking system?

7a. How would you like us to improve on this?

Appendix C

VRPG Results

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Question	Total Responses
1. Do you have a preferred GP	No – 2 Yes - 3
1a. Are you happy with how often you see your preferred GP	Yes - 3
2. Does your GP spend enough time dealing with your concerns?	Yes - 5
2a. If no, how would you like us to improve on this	
3 Does your GP use words you understand	Yes - 5
3a If no, how would you like us to improve on this	
4. Do you have a good understanding of the services that the Practice Nurse Provides	No - 3
4a If no, how would you like us to improve on this?	Patients Suggested sending leaflets
5. Do you have a good understanding of the service that the Health Care Assistant provides?	No - 3
5a. If no how would you like us to improve on this?	Patients Suggested sending leaflets
6. How do you book your appointments at the practice	Telephone – 3 In Person - 2
6a. Did you know you could book GP appointment online?	No – 3 Yes – 2
7. How convenient do you find our appointment booking system?	Yes - 5
7a. How would you like us to improve on this?	7 – More information on how to book on line

Appendix D

Registered Patients

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Question	Total Responses
1. Do you have a preferred GP	No – 27 Yes - 14
1a. Are you happy with how often you see your preferred GP	
2. Does your GP spend enough time dealing with your concerns?	No - 1 Yes - 40
2a. If no, how would you like us to improve on this	
3 Does your GP use words you understand	Sometimes – 1 Yes - 43
3a If no, how would you like us to improve on this	
4. Do you have a good understanding of the services that the Practice Nurse Provides	No -7 Yes - 36
4a If no, how would you like us to improve on this?	Patients Suggested sending leaflets
5. Do you have a good understanding of the service that the Health Care Assistant provides?	No – 9 Yes - 34
5a. If no how would you like us to improve on this?	Patients Suggested sending leaflets
6. How do you book your appointments at the practice	Telephone – 10 In Person – 32 Online - 2
6a. Did you know you could book GP appointment online?	No – 29 Yes – 14
7. How convenient do you find our appointment booking system?	Excellent – 2 Very Good – 23 Good - 9 Okay – 5 Poor - 1
7a. How would you like us to improve on this?	