

BRADFORD STUDENT HEALTH SERVICE

Patient Representative Group

PATIENT SURVEY REPORT

March 13, 2014

Bradford Student Health Service (BSHS) was established in 1966 to serve the needs of students attending The University of Bradford and students of Bradford College.

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Patient Representative Group

TERMS OF REFERENCE

This Terms of Reference explains what the Patient Participation Group is in existence for and how it will operate in order to benefit all of the patients registered at Bradford Student Health Service.

Bradford Student Health PPG will:

1. contribute to practice decision making;
2. consult on service development;
3. provide feedback on patients' needs, concerns and interests and challenge the practice constructively whenever necessary;
4. communicate information about the community which may affect healthcare;
5. give patients a voice in the organisation of their care;
6. give feedback to NHS trusts on consultations;
7. Encourage patients to take responsibility for their own health and that of their family

Ground Rules

The Group is not a forum for individual complaints and single issues.

We advocate open and honest communication and challenge between individuals.

We will be flexible, listen, ask for help and support each other.

We will demonstrate a commitment to delivering results, as a group.

All views are valid and will be listened to.

We will start and finish on time and stick to the agenda.

1. Introduction

Bradford Student Health Service established its first Patient Participation Group in 2009. The Practice became members of the National Association for Patient Participation.

A suggestion box is installed in the reception waiting area for all patients to give us their feedback and suggestions as to how we can improve the service they receive.

1. Description of the profile of the Patient Participation Group

The Health Centre's patient list changes year on year due to the nature of its population which is mainly full time students who are studying at Bradford University and College and other educational institutions within the practice's catchment area.

Each year we register approximately 1500 new patients and remove roughly the same number from our list as students end their studies and return home, either within the United Kingdom or overseas.

We have a small group of patients who have remained on our patient list for many years who have participated in the representative group since 2009. We also have a virtual patient representative group.

We have struggled this year to get patients involved due to a low response rate from the virtual PRG and have found that in house surveys prove to be the way forward for our patients, using suggestions posted in to our suggestions box as a basis for our surveys or current national themes such as 'Patient Engagement' and feel that because of this our results were truly reflective of our patients.

Patient Representative Group Demographics:

| Gender | Survey 1 | Survey 2 | Ethnicity | |
|--------|----------|----------|------------------------|--------|
| Male | 38.46% | | White | 40.63% |
| Female | 61.54% | | Mixed | 9.38% |
| | | | Asian or Asian British | 22.92% |
| | | | Black or Black British | 15.63% |
| | | | Chinese or other | 11.46% |

Age Range

| | |
|----------|--------|
| Under 16 | 0.00% |
| 17-24 | 64.13% |
| 25-34 | 26.09% |
| 35-44 | 7.61% |
| 45-54 | 2.17% |
| 55-64 | 0.00% |
| 65-74 | 0.00% |

How the Practice has worked to ensure that the group is representative of our registered patients.

Our reception team informed **all** patients attending the surgery during the week commencing 23 July 2013 and again during the week commencing 17 February 2014 of our Patient Representative Group and invited them to join. Staff explained that we were carrying out a patient survey in order to give patients the chance to give us their feedback, views and suggestions about the services that we provide. Posters were displayed in the waiting area along with flyers inviting people to join and a message

was displayed on the Patient Call Board which is located in the waiting area.

Our Practice surveys were given to all attending patients and also uploaded onto the practice website so that all users of the site could participate and we also sent it out as a 'Tweet' on 'Twitter'. On review of the results we feel that the patients that took part in the survey are representative of our registered patients.

[Agree with the PRG which issues are a priority and include these in a local practice survey](#)

We asked our group for suggestions as to what the next survey should be based on via twitter and posters throughout the practices but unfortunately no suggestions were received.

Survey 1

We have carried out previous surveys on the practice and its services and with these not identifying major areas for change the most appropriate topic of interest was the practice premises, which are not fit for purpose and are somewhat outdated.

The practice has looked into various options to relocate premises and we agreed that feedback from our patients on the current building and location was required. This would help us to identify issues from a patient's point of view, and where possible try to improve patient experience by addressing any problematic areas prior to relocation.

Survey 2

Patient Engagement which started in 2012 under the Operating Framework for the NHS 2012/13 is gathering momentum throughout the NHS. The NHS Operating Framework 2012/13 specifically states that the NHS should collect and use patient experience information in real time and use it for service improvements.

Practice representatives attend regular patient engagement events throughout the district and it became apparent that these are attended mainly by staff and only a handful of patients, so we wanted to ask the question ‘do patients know about **Patient Engagement?**’ Also, how do patients want to engage with practices and what would their agenda be?

Survey 3

The practice carried out a further survey in February which was based on Survey 2 question: **What are your main concerns (if any) about the service you receive from your GP practice?**

We decided to carry out a survey based on this particular question as we offer same day routine appointments every day between the core hours of 8am to 6pm and previous surveys did not reflect any issues with access during these times. However this time 50.65% of patients felt there was a concern with access and so we decided to review our extended hour surgeries. We currently offer extended hour surgeries (appointments after 6.30pm) three times per week we felt we needed further patient feedback to ensure that we were offering appointments at a time that was convenient to our patients.

Collate patient views through local practice survey and inform PRG of the findings

The practice used **Smart Survey** a web based company to create an online survey which could also be used in house. Survey 1 was sent out via our website, twitter and as a hard copy survey to patients attending the practice in July 2013 and Survey 2 was distributed in the same way week commencing 11 February 2014, and Survey 3 followed two weeks later on 26 February 2014.

Survey 1 results

A high percentage of patients who took part in the survey had been seen at the practice in the last 3 months

- More than 60% of patients had used the health centre in the last 12 months
- 90% of patients felt that the health centre was in a good location
- Nearly 100% found the health centre easily accessible
- 58% of patients walked to the health centre
- Nearly 100% of patients felt that the health centre provided a fit for purpose waiting area
- 84% of patients felt that the internal layout of the health centre is patient friendly
- Over 80% of patients thought that the signage within the health centre was useful
- Nearly 90% of patients thought the health centre was clean
- 60% felt that the health centre is suitably adapted for disabled patients
- More than 70% of patients don't feel that there any changes we could make that would improve patient experience

Survey 2 results

- 83.67% of patients had not heard of patient engagement
- 98.97% of patients agree that GP practices should engage with their patients
- Only 32.65% of patients think that practices should engage with their patients via patient representative groups with the majority of 60.20% requesting engagement via email

- 51.02% of patients would **not** consider joining a patient representative group
- 50.65% of patients feel that access is their main concern about services received from their practice (please see survey 3)
- 64.44% of patients do not want to attend Patient Engagement Events that are held outside the practice
- Only 5.49% of patients attend local community groups
- 52% of those attending local community groups feel it would be beneficial for practice staff to attend

Survey 3 results

- Monday evenings 59.46% and mornings 52.54% proved slightly more popular than other days week days. Weekends were also popular choice Saturday mornings 64.79% and Sunday afternoons 63.64%.

Feedback from the Suggestion Box

No suggestions

Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT.

The Practice Manager analyzed the findings of the online and in house surveys and compiled a report. The findings for each question are reported by showing percentages. The results of the survey have been uploaded onto the practice website and are also displayed in the practice waiting area. We sent out a 'tweet' to our Twitter followers advising that the report and results have been uploaded on to the practice website and there is a hard copy available in the reception area of the practice.

Patients were asked to contact the Practice Manager or Secretary if they wished to discuss any aspect of the report or results.

Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. See PRG agreement to implement changes and where necessary inform the PCT.

Please see action plan on separate appendage

Practice Opening hours

The practice is open between the hours of 8.00am to 5.30pm Monday to Friday. We do not close for lunch.

| Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------------|-----------------|-----------------|-----------------|-----------------|
| 8.30am – 5.30pm |

Evening surgeries are offered on a Monday, Tuesday, Wednesday and Thursday from 6.30pm (days may vary)

Patients can make appointments by telephoning the surgery, face to face or online. We also have a text messaging facility in place which confirms the patient's appointments at the point of booking and also sends them a reminder on the day of their appointment. This has worked really well for our practice and has greatly reduced the number of non attendances.

Between the hours of 5.30pm and 8.00am patients can ring the practice on the main line number and they will be transferred to our Out of Hours provider

Summary

Whilst we continue to encourage our patients to join our PRG we are very aware of the pressures and time constraints of our patients and this has been reflected in some of the comments submitted on survey 2. As a practice we are really pleased that we have managed to gather a substantial amount of information.

The results of the survey have been very constructive and have shown us that our patients are very happy with the services that we provide as a whole, and are also happy with the layout and location of our practice. We have taken on board issues regarding access and have approached NHS England for approval to change the timings of our extended hour surgeries to accommodate patient preference.