



**Mulberry House Surgery**  
**Patient Participation Report 2013/14**

This report summarises development and outcomes of Mulberry House Surgery's patient reference group (PRG) in 2013/14.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

## **1 Profile of practice population and PRG**

### **Practice population summary**

Mulberry House Surgery is a long established practice which has been in operation for many years. We are a small friendly practice of 2 GP's, one female one male, Dr Miyuru Amarapala and Dr Richard Barnes. We look after approximately 3159 patients and our aim is to provide friendly personal health care for all our patients. The team comprises of one practice manager, two practice nurses, one healthcare assistant, 5 receptions, 1 secretary and 1 administrator.

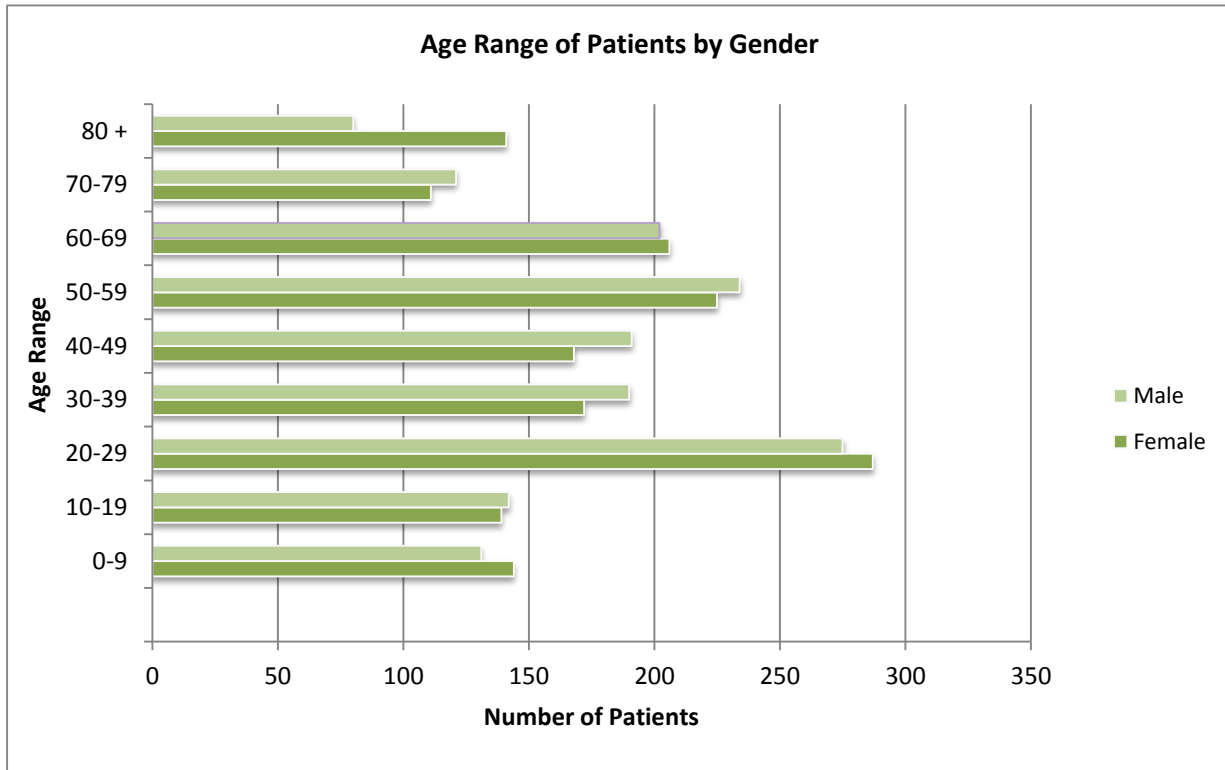
We also have a counsellor and a midwife who work with us providing an in house service.

### **Age:**

We have an elderly population of patients with 27% of our total population aged 60 years and over.

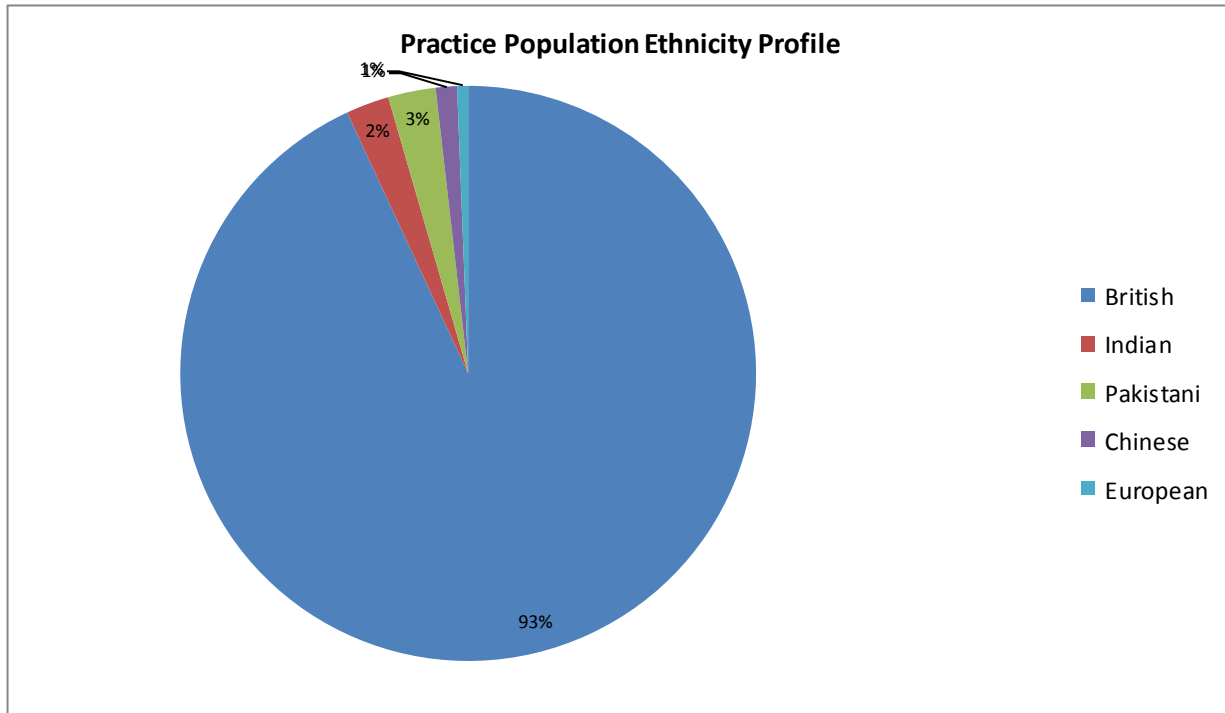
<b>Age range</b>	<b>Patient Count</b>	<b>Percentage of the total</b>
0-9	275	8.7 %
10-19	281	8.9 %
20-29	562	17.8 %
30-39	362	11.5 %
40-49	359	11.4 %
50-59	459	14.5 %
60-69	408	12.9 %
70-79	232	7.3 %
80 +	221	7.0 %

**Gender:**



The practice population is equally represented with 50.4% being female and 49.6% being male. As can be seen from the bar chart above, the number of our more elderly patients are predominantly female.

**Ethnicity:**



There are a large number of ethnicity codes used on our clinical system to record those patients who have disclosed their ethnicity to the practice. The pie chart above represents 77% or 2433 of our 3159 population.

## **PRG profile**

It has proved very difficult from the start to recruit members to the Patient Reference Group and so we run a virtual group via email. During 2012/13 we had 7 members although this has now, unfortunately, reduced to 5 members. We will work on trying to increase this number through 2014/15.

### **Age**

We have 5 members of the group who are aged between 61 and 70 years. This is not at all representative of our population despite the number of patients in this category accounting for 27% of our total population.

### **Ethnicity**

All 5 of our members are British which represents the majority of our total population.

## **2 Process used to recruit to our PRG**

To recruit to our PRG we:

- Put information on the practice website
- Put forms in the waiting room inviting participation
- Asked our clinicians to give forms to patients

We will continue to use these methods and look into other ways of raising the profile of our group such as text messaging and emailing.

## **3 Priorities for the survey and how they were agreed**

To determine the priorities for the survey we:

- Used the previous years survey as a starting point
- Asked the PRG for suggestions as to what else they would like to see included

## **4 Method and results of patient survey**

We carried out the survey using:

- The survey tool built into our website
- Paper forms

Patients were invited to take part in the survey via subscription to our website and paper forms handed to them by our receptionists.

The results of the survey are collated using the tool built into our website and can be found by following the link. [Patient Survey Mulberry House February 2014](#)

## Survey results

### 5 Resulting action plan

Following the previous survey (February 2013), the following suggestions were made by the Patient Reference Group in response to the poor uptake we experienced (17% of surveys completed out of 100 printed copies and 100 text messages sent to patients).

- Could the receptionists be more proactive in offering the survey both on arrival and departure
- Could the surgery advertise the survey more effectively?
- Provide a covered box for patients to post their surveys

The receptionists were very positive about speaking to patients about the survey and inviting them to fill them in and a covered box was provided. Of 110 surveys that were handed out, 94 were completed giving an uptake of 85%, which is a very positive improvement on the previous year.

The surgery advertised the survey on the website however, there was no advertisement in the practice and this will be looked at for the next survey.

To develop the action plan from the February 2014 survey, the practice discussed it internally. To get comments from the PRG on the draft action plan we emailed the results of the survey to the members for their information and comments.

An action plan was agreed and this was communicated to the Patient Reference Group.

The main actions arising from the survey for 2013 both from the feedback and carrying out the survey were:

- Patients unaware of online services offered via the practice website
- Patients would like to receive more information regarding services and changes in the NHS

There were no significant changes to our services in these areas requiring approval by the PCO.

The following action plan was drawn up after a review of the feedback and some actions have arisen as a result of carrying out the survey.

<b>Feedback</b>	<b>Recommendation</b>
Patients are unaware they can book appointments and request repeat prescriptions online	Practice to actively promote the website for online booking of appointments and repeat prescription requests
Lack of response from the PRG	Practice to look at increasing the size of the PRG
Provision of information to patients	Look into ways of providing information to patients regarding the NHS
Increase awareness of the survey	Look into more effective advertising of the survey

## 6 Progress made with the action plan

A summary of the progress as of 14th March 2014 is:

Action	Progress to date
Practice to actively promote the website for online booking of appointments and repeat prescription requests	<p>A text message has been sent to all patients informing them they can now book appointments and request repeat prescriptions online.</p> <p>We are in the process of updating our website so will advertise this in a prominent place on the website.</p> <p>We have been made aware that there is an app that patients can download to their smartphones allowing them to access the online system; this will be advertised on our website and in our Spring Newsletter.</p>
Practice to look at increasing the size of the PRG	<p>Our new practice manager is developing new stationery including comment cards and the practice leaflet. Posters will also be designed to go in the waiting room and the reception area to promote the PRG. She will also look into whether a dedicated section of the website can be used as an online hub for PRG members.</p>
Provision of information to patients	<p>Information on the website to be updated. The quarterly newsletter will also be updated to make it more attractive looking to patients while providing information. We are looking into the cost of having a patient information screen put in the waiting room as another way of ensuring that patients receive all relevant information.</p>
Increase awareness of the survey	<p>Posters to be designed and put up in the surgery. A prominent advert on the website as well as text messaging to all patients will also be used. This can also be advertised on the practice information screen if this goes ahead.</p>

## 7 Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

Monday 8.00 – 18.30  
Tuesday 8.00 – 18.30  
Wednesday 8.00 – 12.30 (an arrangement with a local practice exists to cover this afternoon)  
Thursday 8.00 – 18.30  
Friday 8.00 – 18.30

Our telephone number is 023 8055 4549

Extended hours are available on a rota basis on some Monday and Thursday evenings and occasional Saturday mornings. Outside of these times please call the Out of Hours service by dialling 111.