

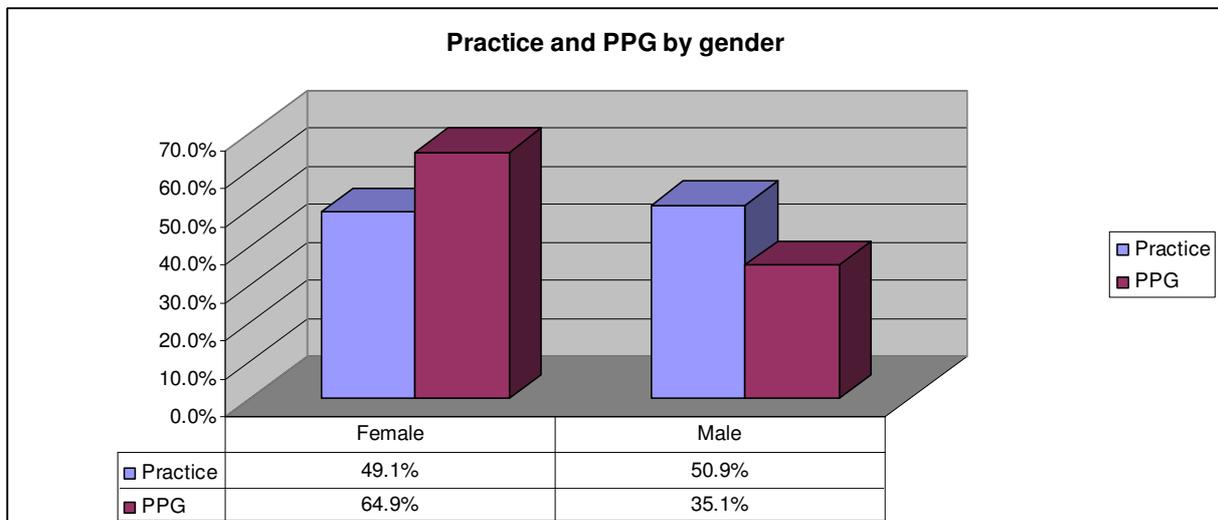
# LOCAL PATIENT PARTICIPATION REPORT

## Bishopston Medical Practice

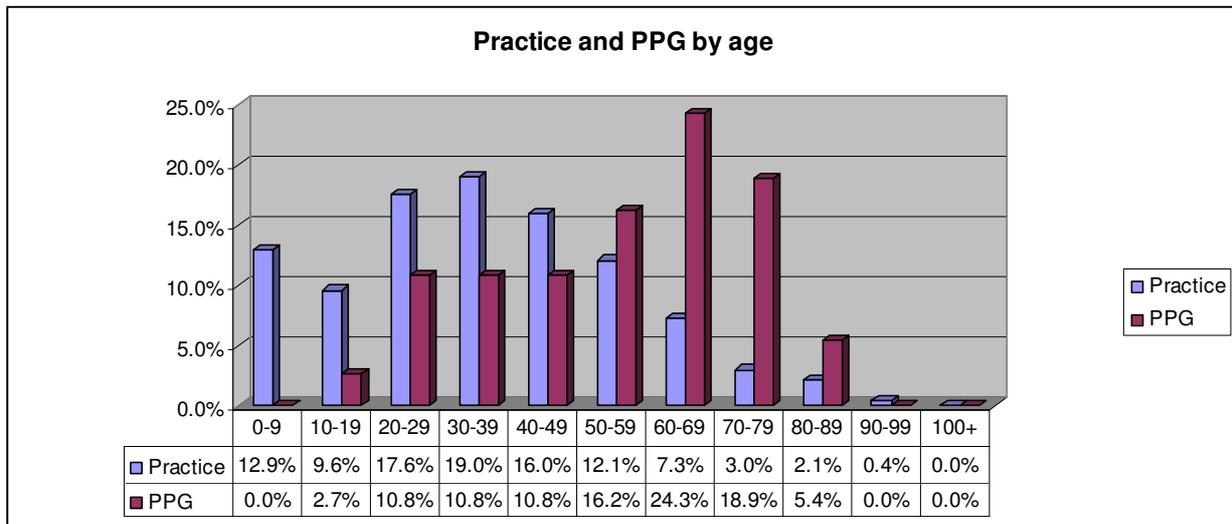
### 1. A description of the profile of the members of the PRG

\* For example the age, sex and ethnicity profile of the Provider's population and the PRG (Patient Reference Group)/PPG (Patient Participation Group)  
(Component 1)

Bishopston Medical Practice was formed on 1<sup>st</sup> April 2013 by the merger of Nevil Road Surgery and The Spence Group Practice. This is the second year of our merged practice participation group. One of the first things we did on merging was to combine the two pre-existing face to face Patient Participation groups.



The patient group make up is biased towards women compared to the practice population as a whole and, though less markedly so, against those having contact with the practice in the course of the year (54.8% female, 45.2% male, not shown). Interesting to note is that the patient and patient group gender split has not changed since the previous year.



The group has a considerable bias towards the older age range, with younger patients (under 50) relatively poorly represented. This is common across our locality and has

to be remembered and recognised in terms of patient group feedback on certain practice issues i.e. car parking and appointment times.

With regards to ethnicity, the majority of the group who have declared this information are “white British” with only limited representation from other groups. The majority of registered patients are white British, but amongst those for whom this information is held 22% are from other groups who would appear to be under represented in the group.

Another area still requiring improved representation is that of carers – contributions both from carers and those requiring regular care support would be welcome.

**2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category**

- \* The variations between Provider population and PRG members
- \* How has the Provider tried to reach those groups not represented?

(Component 1)

An open invitation to express interest in joining the group is extended on registration forms and on the practice’s website. Patients falling into over represented groups (ie aged 65 and over) are asked to join a waiting list in order that those from under-represented groups can be prioritised without the group size becoming unmanageable nor un-representative.

In addition, the Partners discuss the group occasionally to flag potentially suitable patients, aware of the need to improve representation across the practice population. These patients are then contacted by the Business Partner to see if they may be interested. To date this has succeeded in increasing our virtual patient group though not our face to face group. Although under-represented in younger patients we have benefitted from the wholehearted participation of a teenage group member since late 2011/12. We also hope that other developments within the practice will lead to greater participation by carers or those “cared for”.

**3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey**

- \* How were the priorities identified and agreed? (Component 2)

A comprehensive survey of areas for inclusion was undertaken in 2013/14. We emailed patients and also held a Patient Group meeting. Plans to merge and relocate our practices featured strongly in last year’s survey. The merge process is ongoing and unfortunately our relocation has been delayed. As such these projects remain the subject of much discussion with patients and it was proposed by the PPG that the same topics be included this year as last. This also has the advantage of allowing some consistency and measurement of trends. This approach was agreed, with notes made on how to contact patients who may not visit the surgery; and for possible future inclusion of points.

**4. The manner in which the Provider sought to obtain the views of its registered patients**

- \* What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

A draft survey was circulated by email and post to all PRG members for comment. Minor changes were made as a consequence of the group's helpful feedback. The proposal to repeat the previous year's approach was agreed in an attempt to maximise uptake and to seek the views of the widest number of patients. Three distribution channels were agreed and implemented:

- \* Promotion of the survey in surgery with hard copy questionnaires made available in reception and on waiting rooms chairs during a busy two week period. Over 1,200 patients visited our two premises in this period
- \* An invitation to participate was emailed to over 1800 patients for whom we hold email addresses
- \* An invitation to participate was posted to a number of patients in minority groups (ie patients aged over 80; patients outside of our inner boundary; all those registered as Carers and those cared for; all housebound patients)
- \* The survey was available directly from our website

In addition the practice has adopted the Friends and Family Test with results for December 2014 and January 2015 consistently showing that 88% then 92% respectively would recommend our practice.

**5. Details of the steps taken by the Provider to provide an opportunity for the PPG to discuss the contents of the action plan in Section 7 (of this template)**

- \* How was the PRG involved in agreeing the action plan?
- \* Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

The Action plan for the previous year had been agreed with the newly formed Bishopston Medical Practice patient group. This is included in appendix C and has been updated periodically and reviewed with the PPG. A draft action plan for the current year was submitted to the PPG for consideration at our meeting in March 2015. At the meeting the content and priorities were discussed, amended as needed and agreed. A copy is included in section 7 below.

**6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey**

(Component 4)

The questionnaire used and full statistical report are attached as appendices A and B. Notable highlights, especially those relevant to the current action plan, are commented upon here.

1. Opening hours.

Of those answering, 22% are not aware of our regular opening hours and 64% not aware of our extended opening hour sessions. We recently updated our patient leaflet and have developed a new website. We have taken the opportunity to highlight our opening hours and to differentiate and highlight those hours that are extended to offer the patients increased access at a time of their choosing.

Of those wanting appointment times outside our regular contract hours, weekend and evenings are the most popular times. These are the times at which extended hours sessions are currently available though we constantly monitor attendance to ensure they meet patients needs. As well as GP appointments we have increased the service options within extended hours to include coil fitting, health checks, phlebotomy and nurse appointments. These preferences will be taken into account when extended hours plans are reviewed or funding for additional sessions becomes available.

2. Making an appointment.

27% of patients responding are dissatisfied with arrangements for booking appointments in advance. We are aware that capacity has been strained over the last 12 months – as it has been across Primary Care. We constantly review our appointment book as a result and change the level of booked appointments, urgent on day and triage; to meet patient needs. We monitor the availability of forward appointments (3<sup>rd</sup> appointment available) on a weekly basis and will continue to do so. We also consider availability across local practices to ensure we are in-line and offering the best service we can.

Almost half of respondents had experienced a telephone call back from a doctor in response to a request for a same day appointment (sometimes known as “triage”). This approach had been in use at the Logan Road site for some time but was newly introduced at Nevil Road 12 months ago.

60 patients had experienced this response to a request for a same day appointment. 58 of these were satisfied with the outcome whilst 2 expressed dissatisfaction. For a relatively new approach that was very different from the same day option provided previously, we are encouraged that the majority find this an acceptable way to respond but we will continue to refine how we operate and how we communicate to manage patient expectations. This is consistent with the previous year’s survey which reported 84% satisfaction.

3. Our website.

Awareness of on-line services has increased since last year though is still lower than the practice would hope being 66% for prescriptions and 31% for appointments. We ensured that the new merged Bishopston Medical Practice website focused on the on-line Patient Access that we provide. Working across 2 sites has constrained us a little as we have had to align our systems and I.T.

We are aware from the free-text comments submitted with the survey and other feedback (over the reception counter; during consultations), that the lack of nurse appointments on-line is frustrating but the variety of appointment types and specialist skills available within the nursing team make this impractical at present. As a result of previous feedback we have been recruiting into our nursing team and now offer Phlebotomy, HCA, Treatment Room, Long-Term Conditions and Nurse Prescribing appointments across both sites.

Many constructive comments were submitted as part of the survey suggesting what other information patients would expect to find on our website and this has been passed to the team developing the practice's website. In addition we are considering a more interactive on-line approach for our patients such as what the Hurley Group offers. We hope to be in Phase 2 of the One Care Consortium initiative for Bristol.

#### 4 & 5. Our plans to move/Practice Merger

These topics were addressed in the survey using open questions allowing patients to list anticipated benefits and concerns about the plans. These have been reviewed and many may be addressed in a future newsletter or our iterative "FAQ" style document concerning developments at the practice. A response is not included in this report, other than insofar as it influences the action plan.

Concerns about these two aspects of the practice consistently cover similar areas, those mentioned most frequently being:

- Parking
- Location
- Availability of appointments
- Continuity of clinical staff

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- and, if relevant, the CCG, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey
- where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2015, has taken on issues and priorities as set out in the Local Patient Participation Report (see appendix C for previous year's plans)

(Component 5)

Findings / Proposals or PRG Priority Areas  <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason)  <i>'We did...'</i>	Lead	Timescale	Progress  <i>'The outcome was...'</i>
<i>The face to face Patient Reference Group continues to be un-representative regarding age profile and ethnicity</i>	<i>The practice will be more proactive in reaching out to these patients via newsletters; the offer of a virtual, email Patient Group membership; proactive letters to minority groups; information in the Carer's pack and Maternity pack; information on the 4YP notice board</i>	<i>Operations Manager</i>	<i>Q3 2015-16</i>	
<i>Patient awareness of the practice website and the opportunity to book appointments and do repeat prescriptions on-line</i>	<i>The practice is taking part in Patient On-Line initiative and will develop the website to be more user-friendly with buttons and sign-posting. The reception teams will increase their awareness and knowledge of navigating and utilising the website such that</i>	<i>Operations Manager</i>	<i>Q3 2015-16</i>	

	<i>they can better direct and help patients</i>			
<i>Patients continue to express concern at the practice culture changing as a result of merging and when the move to Bristol North Baths takes place</i>	<i>The practice will continue to send regular Newsletters and post photo's and updates in the waiting rooms. Patients will also be invited to tour the new practice prior to and at an Opening event</i>	<i>Business Partner</i>	<i>2015-16</i>	

**8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.**

- \* Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

Opening hours: 8.30am to 6.30pm (phones from 8.00am), Monday to Friday

Appointments can be booked in person at the surgeries, by telephone and, for GP appointments only, on-line via the practice web-site

**9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.**

- \* If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

- \* At Nevil Road, one GP and 1 nurse until 8pm on each Tuesday and Thursday
- \* At Logan Road, one GP and one nurse on two Saturday mornings each month from 08.30 – 11.30am

**Date Report Published:** 27<sup>th</sup> March 2015

**Web Address of Published Report:**

<http://www.bishopstonmedicalpractice.nhs.uk/>

Please publish your Practice Participation Report (plus any appendixes) on your practice website by no later than 31 March 2014 and ensure that a copy is also emailed to the Area Team to [england.bnsssg-qmcpms@nhs.net](mailto:england.bnsssg-qmcpms@nhs.net) by the same date.

## Appendix A: Bishopston Medical Practice Patient Survey – 2014-15

**1. Opening Hours:** Our surgeries are open between 8.30am and 6.30pm each day from Monday to Friday. In addition we offer additional "extended hours" GP and nurse appointments; these are intended for those who find it difficult to attend the surgery during normal hours. They take place on midweek evenings and on some Saturday mornings.

Were you aware of our normal hours?

Yes		No	
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Were you aware of our extended hours appointments?

Yes		No	
-----	--	----	--

What additional hours would you like the practice to be open? (Please tick all that apply)

Early morning	
Lunch time	
Evenings	
Weekends	
None, I am satisfied	

**2. Making an appointment:** You can make an appointment with our GPs and nurses by phone or in person. We use GP telephone consultations to assess requests for a same day appointments, an approach sometimes called "triage". Callers will be given a telephone appointment with a doctor, who will call back to discuss the patient's concerns. This conversation will usually have one of three outcomes:

- Resolving the issue with advice or reassurance or agreeing to have a prescription ready to collect later the same day.
- Agreeing that the patient needs to be seen urgently and arranging a urgent appointment with a GP or nurse the same day, perhaps at the end of morning surgery, much as normal, or in the afternoon.
- Providing reassurance for the time being but nonetheless arranging a GP or nurse appointment within a few days, particularly if it is desirable that the patient sees his or her usual doctor.

In the past 12 months, how many times have you seen a doctor or nurse at the practice?

None		Five or six times	
Once or twice		Seven times or more	
Three or four times			

When wanting to book ahead for an appointment with a GP, how satisfied were you with the availability of appointments?

Completely satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Completely dissatisfied	
I've not tried to book ahead	

Have you requested a same day appointment since introduced telephone consultations or "triage"?

we have

Yes		No	
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Did you understand what you were being offered?

Yes		No		Not applicable	
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and if you were offered a telephone consultation with the duty doctor, how satisfied were you with the outcome of the telephone consultation?

Completely satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Completely dissatisfied	
Not applicable	

**3. Our website:** This offers a variety of information about the practice, our staff and the services we offer. There are links to other reputable healthcare websites. Patients can also book GP appointments and request repeat prescriptions from the website (although you must register to use this service). You can find our website at <http://www.bishopstonmedicalpractice.nhs.uk>

**Were you aware that you could request repeat prescriptions on-line?**

Yes		No	
-----	--	----	--

**Have you used this service?**

Yes		No	
-----	--	----	--

**If you have used this service, how satisfied are you with it?**

Completely satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Completely dissatisfied	
I've not used this service	

**Were you aware that you could book GP appointments on-line? Once we move to Bristol North Baths this service will be available to all patients.**

Yes		No		I'm a Nevil Road patient	
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**Have you used this service?**

Yes		No	
-----	--	----	--

**If you have used this service, how satisfied are you with it?**

Completely satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Completely dissatisfied	
I've not used this service	

**Have you visited our website for anything else recently?**

Yes		No	
-----	--	----	--

**What did you want to do or find out?**

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Did you achieve what you wanted to?

Yes		No		Not applicable	
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What other information would you like to see on our website?

**4. Our plans to move:** Since 2006, The Spence Group Practice has been in discussion with the developer of The Bristol North Baths on Gloucester Road about converting the site into a community health centre where it is intended that a number of healthcare providers will be based. The site will provide ample space for our merged practice. After many years of delay, the project is nearing completion and we expect to move later this year. The advantages of the new location include:

- More space so we can increase the services we offer, including more clinics at busy times.
- The use of purpose-built consulting rooms.
- Compliance with current regulations and modern standards including accessibility and infection control.
- Central location on Gloucester Road and major bus route

Although of course linked to the merger of our practices, we'd like you to think about the aspect of moving to a new site separately from that. You can read our latest news on the project in our latest newsletter, available in the surgeries and on our websites.

**Please list up to three benefits you anticipate from the move to our new site.**

**Please list up to three concerns you have about the move to our new site**

**5. The Practice Merger:** The NHS and General Practice in particular are going through a period of rapid change. In this challenging climate, small practices like Nevil Road Surgery and The Spence Group Practice would have found it increasingly difficult to survive. After carefully considering options we merged our practices to create a single, viable practice to provide primary healthcare to our patients in Bishopston and the surrounding area from our new premises at the Bristol North Baths.

**Please list up to three benefits you anticipate from the merger of our practices.**

**Please list up to three concerns you have about the merger of our practices.**

**Is there anything else you would like to add about the merger of our practices?**

--

**6. To help us analyse your answers please tell us a few things about yourself:**

**Which site are you registered at:**

Nevil Road		Logan Road	
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**Are you male or female?**

Male		Female	
------	--	--------	--

**What age are you?**

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

**What is the ethnic background with which you most identify?**

White British	
White Irish	
Mixed White & Black Caribbean	
Mixed White & Black African	
Mixed White & Black Asian	
Indian	
Pakistani	
Bangladeshi	
Black Caribbean	
Black African	
Chinese	
Other (please state)	

Thank you for completing this survey. We will use the outcome to shape our plans for the practice and produce a report based on the survey. This will be discussed by our Patient Participation Group and published on our website once complete.

The survey is anonymous. If you wish to raise particular queries with the practice, please contact the practice in the normal way.

**Bishopston Medical Practice**

<p><b>43 Nevil Road</b>                  Bishopston                  Bristol                  BS7 9EG                  Tel: (0117) 9245630                  Email: nevilroadsurgery@nhs.net</p>	<p><b>48-50 Logan Road</b>                  Bishopston                  Bristol                  BS7 8DR                  Tel: (0117) 9440700                  Email:                  Spence.practice@GP-L81112.nhs.uk</p>
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## Appendix B

Survey Results – click on icon below to open file

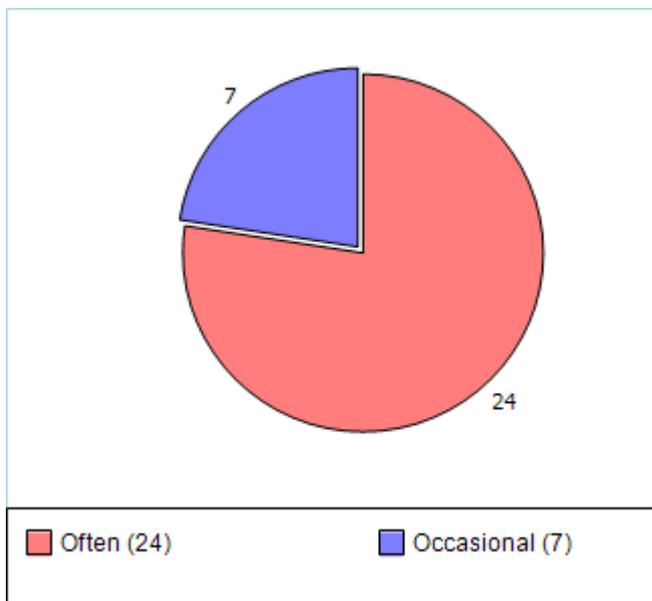
### 1. BISHOPSTON MEDICAL PRACTICE PPG & SURVEY RESULTS REPORT

#### 1.1 Patient Reference Group

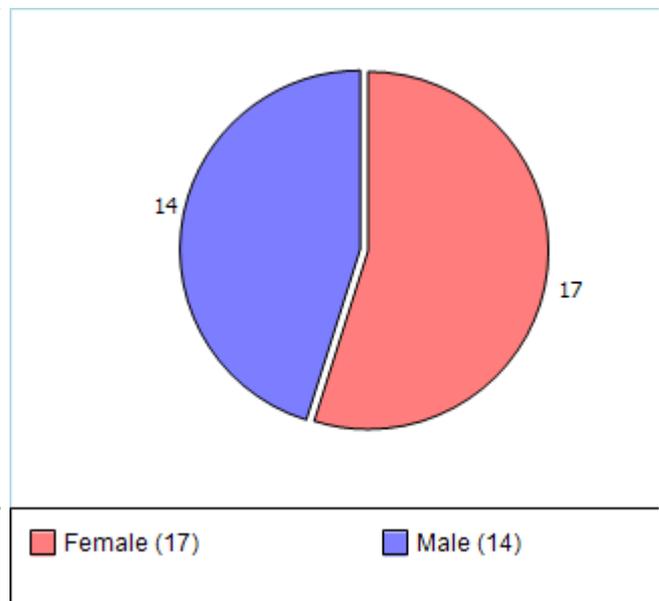
The patient group comprises 31 members

- Distribution Details

\* Attendance

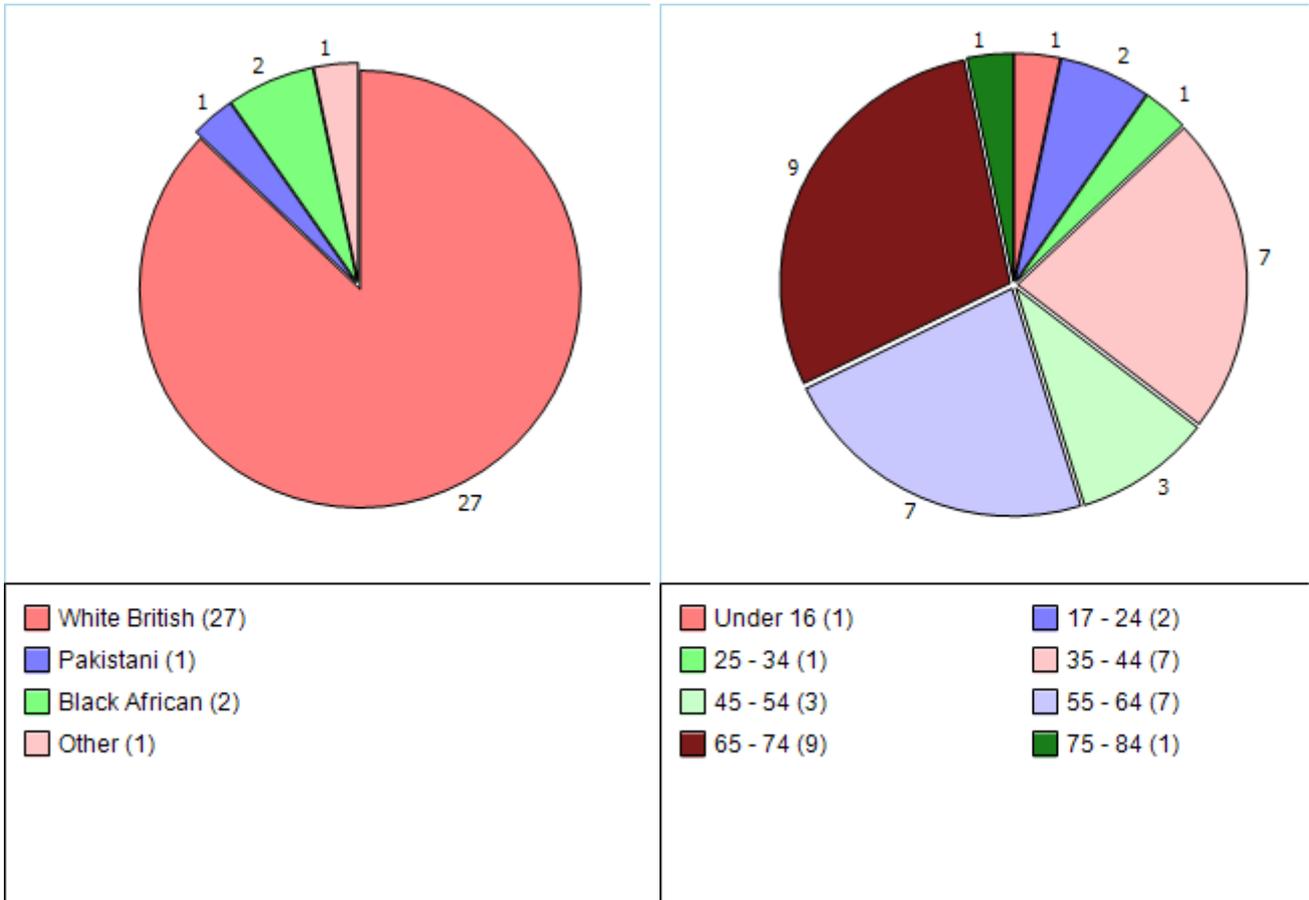


\* Gender



\* Ethnicity

\* Age



## 1.2 Survey Results

- Bishopston Medical Practice Patient Survey - 2014-

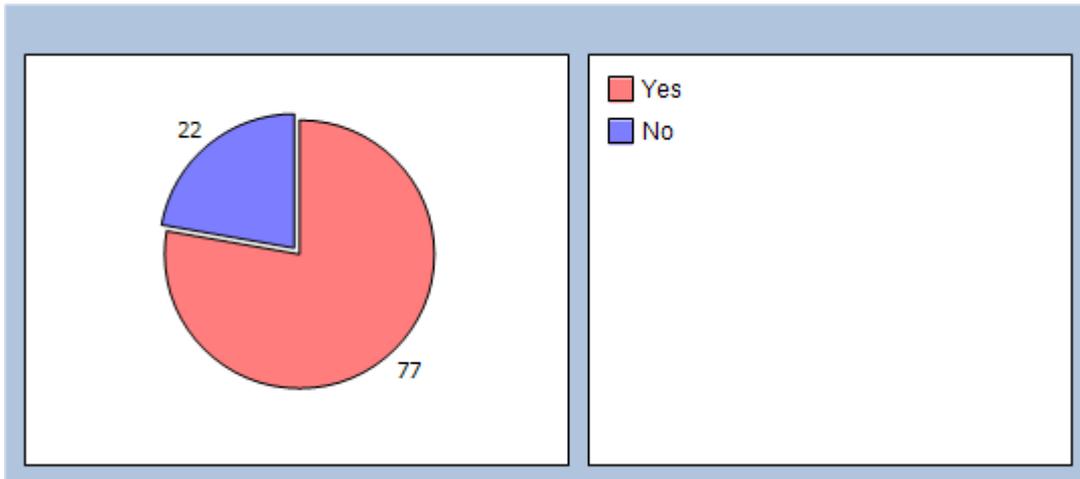
Number of Responses: **103**

- Patient Survey - 2014 - 2015

**1. Opening Hours:** Our surgeries are open between 8.30am and 6.30pm each day from Monday to Friday. In addition we offer additional "extended hours" GP and nurse appointments; these are intended for those who find it difficult to attend the surgery during normal hours. They take place on midweek evenings and on some Saturday mornings.

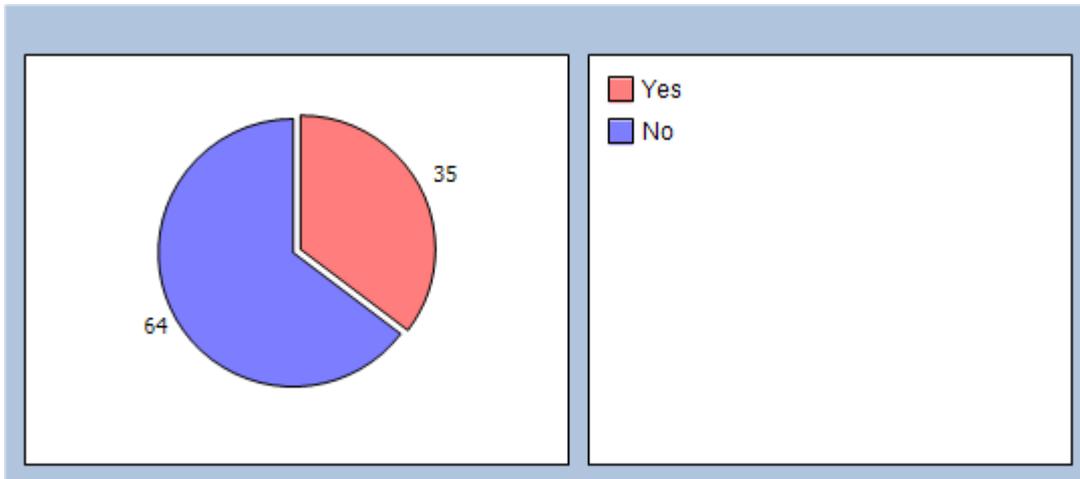
### Were you aware of our normal hours?

Yes 77%  
No 22%



**Were you aware of our extended hours appointments?**

Yes 35%  
No 64%



**What additional hours would you like the practice to be open? (Please tick all that apply)**

Early morning 17%  
Lunch time 7%  
Evenings 29%  
Weekends 44%  
None, I am satisfied 33%

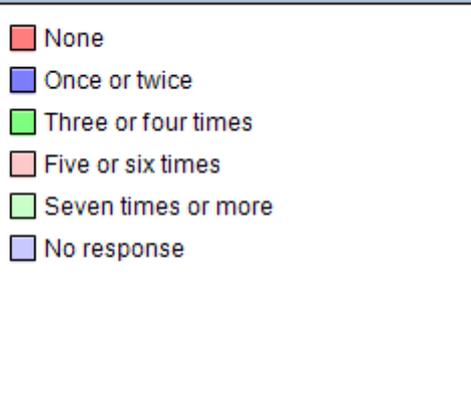
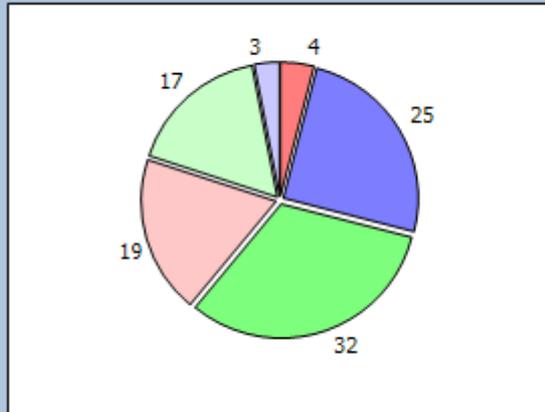
**2. Making an appointment:** You can make an appointment with our GPs and nurses by phone or in person. Until we relocate, patients at Logan Road (The Spence Group Practice) only can book GP appointments on-line via The Spence Group Practice website.

We use GP telephone consultations to assess requests for a same day appointments, an approach sometimes called "triage". Callers will be given a telephone appointment with a doctor, who will call back to discuss the patient's concerns. This conversation will usually have one of three outcomes:

- Resolving the issue with advice or reassurance or agreeing to have a prescription ready to collect later the same day.
- Agreeing that the patient needs to be seen urgently and arranging a urgent appointment with a GP or nurse the same day, perhaps at the end of morning surgery, much as normal, or in the afternoon.
- Providing reassurance for the time being but nonetheless arranging a GP or nurse appointment within a few days, particularly if it is desirable that the patient sees his or her usual doctor.

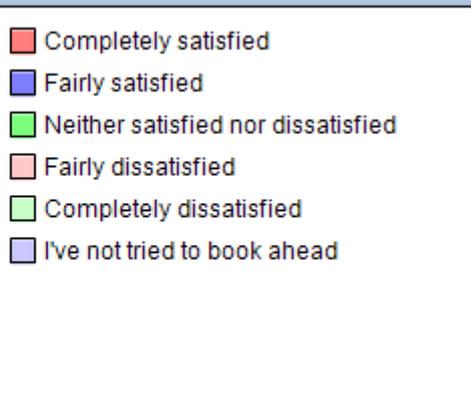
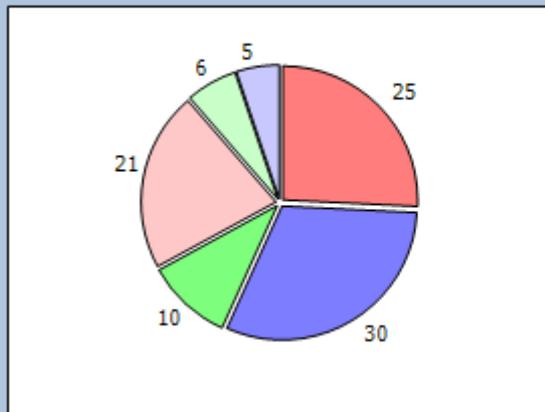
**In the past 12 months, how many times have you seen a doctor or nurse at the practice?**

None 4%  
Once or twice 25%  
Three or four times 32%  
Five or six times 19%  
Seven times or more 17%  
No response 3%



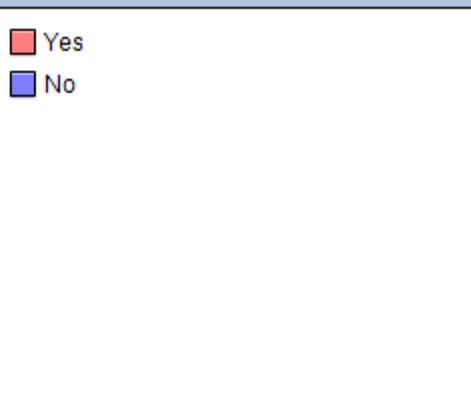
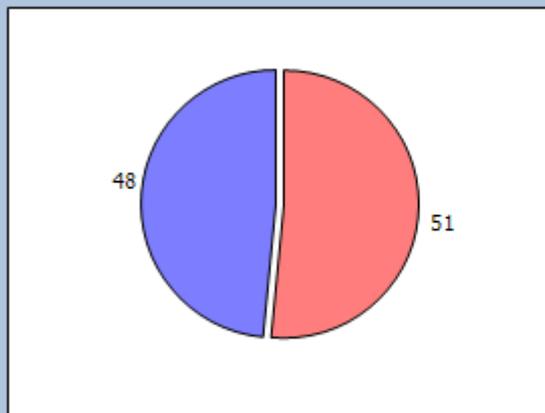
**When wanting to book ahead for an appointment with a GP, how satisfied were you with the availability of appointments**

Completely satisfied 25%  
 Fairly satisfied 30%  
 Neither satisfied nor dissatisfied 10%  
 Fairly dissatisfied 21%  
 Completely dissatisfied 6%  
 I've not tried to book ahead 5%



**Have you requested a same day appointment since we have introduced telephone consultations or "triage"?**

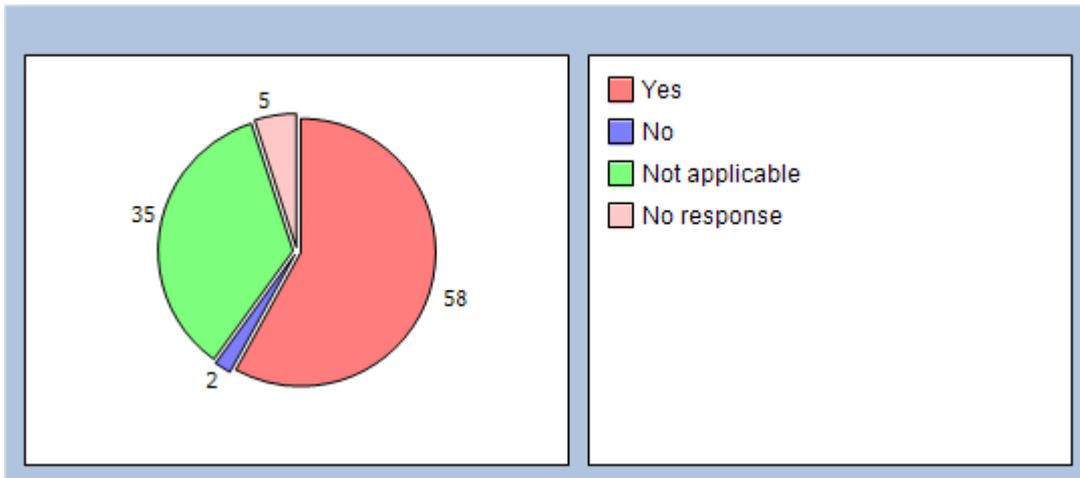
Yes 51%  
 No 48%



**Did you understand what you were being offered?**

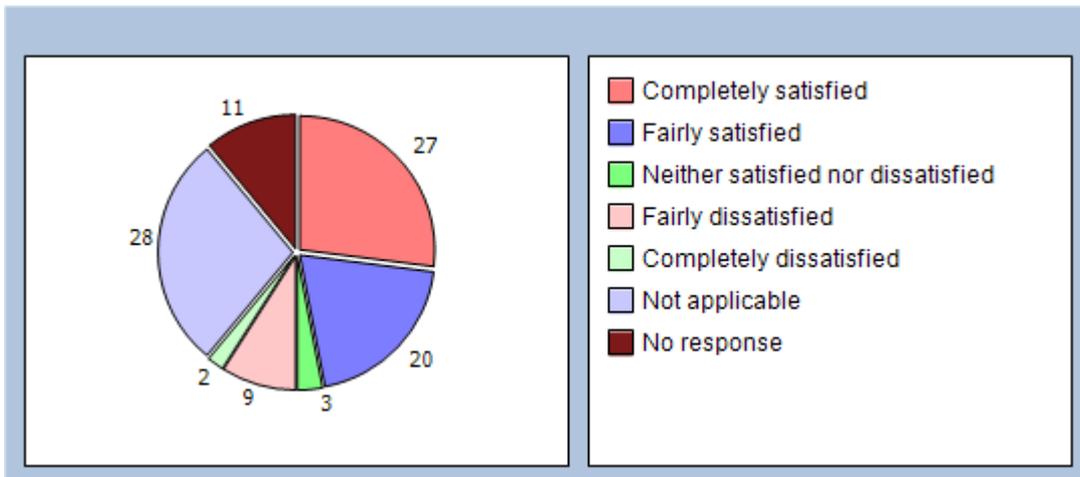
Yes 58%

No 2%  
 Not applicable 35%  
 No response 5%



**and if you were offered a telephone consultation with the duty doctor, how satisfied were you with the outcome of the telephone consultation?**

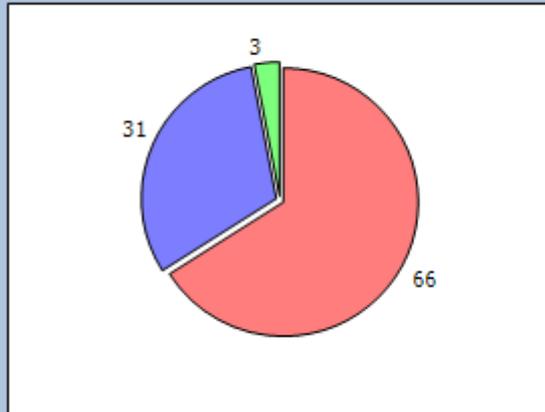
Completely satisfied 27%  
 Fairly satisfied 20%  
 Neither satisfied nor dissatisfied 3%  
 Fairly dissatisfied 9%  
 Completely dissatisfied 2%  
 Not applicable 28%  
 No response 11%



**3. Our websites:** These offer a variety of information about the practice, our staff and the services we offer. There are links to other reputable healthcare websites. Patients registered at Logan Road can also book GP appointments and request repeat prescriptions from the website (although you must register to use this service). You can find our websites at <http://www.nevilroadsurgery.nhs.uk/> and <http://www.spencegroup.nhs.uk>

**Were you aware that you could request repeat prescriptions on-line?**

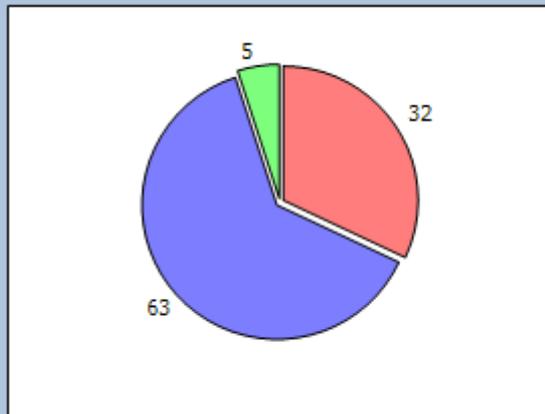
Yes 66%  
 No 31%  
 No response 3%



- Yes
- No
- No response

**Have you used this service?**

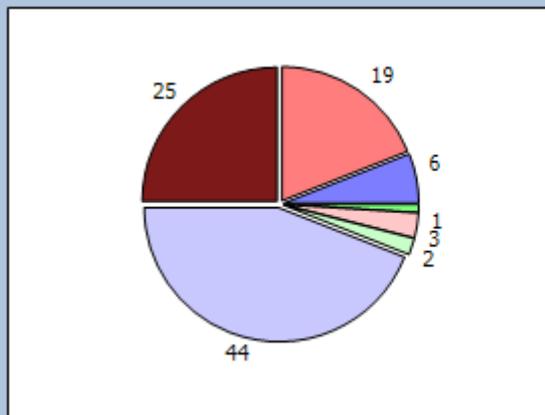
Yes 32%  
 No 63%  
 No response 5%



- Yes
- No
- No response

**If you have used this service, how satisfied are you with it?**

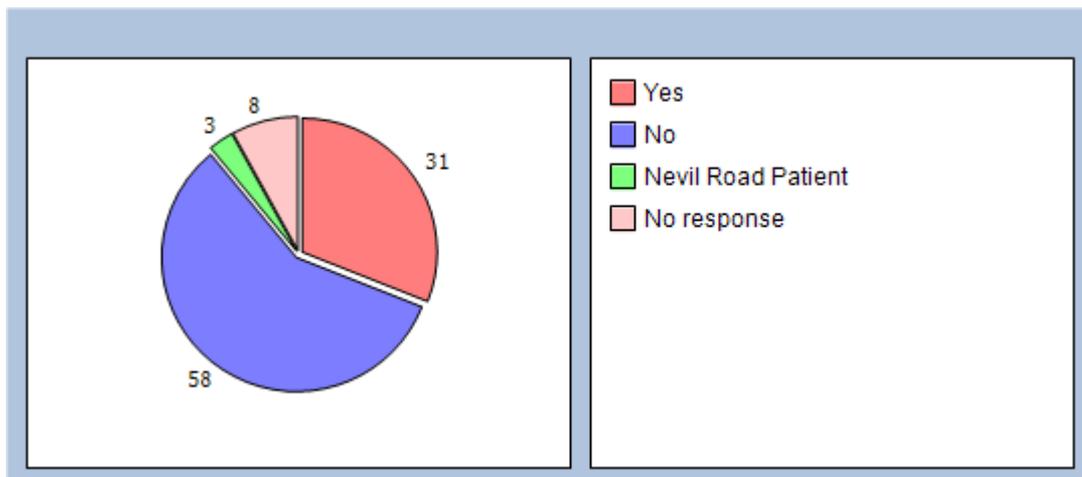
Completely satisfied 19%  
 Fairly satisfied 6%  
 Neither satisfied nor dissatisfied 1%  
 Fairly dissatisfied 3%  
 Completely dissatisfied 2%  
 I've not used this service 44%  
 No response 25%



- Completely satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Completely dissatisfied
- I've not used this service
- No response

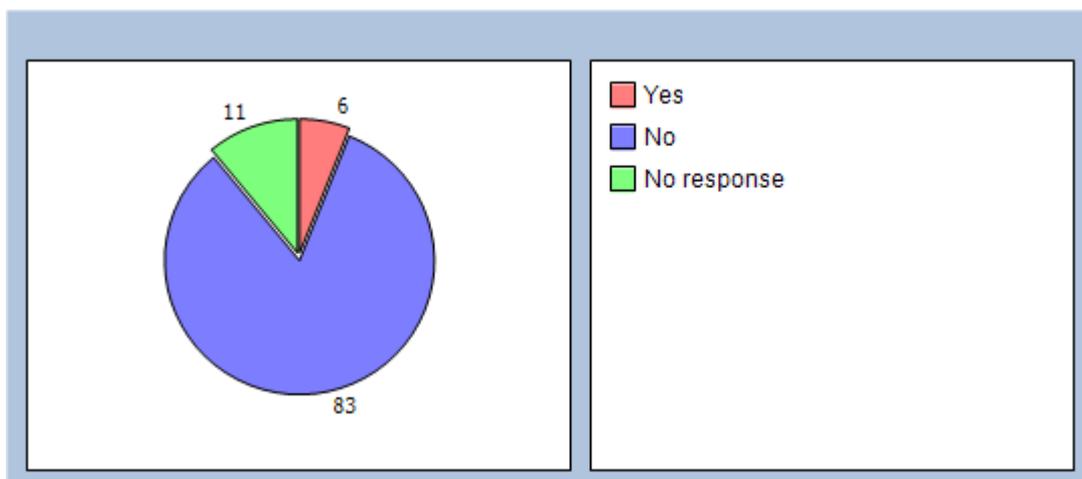
**For patients registered at Logan Road only: Were you aware that you could book GP appointments on-line? Once we move to Bristol North Baths this service will be available to all patients.**

Yes 31%  
No 58%  
Nevil Road Patient 3%  
No response 8%



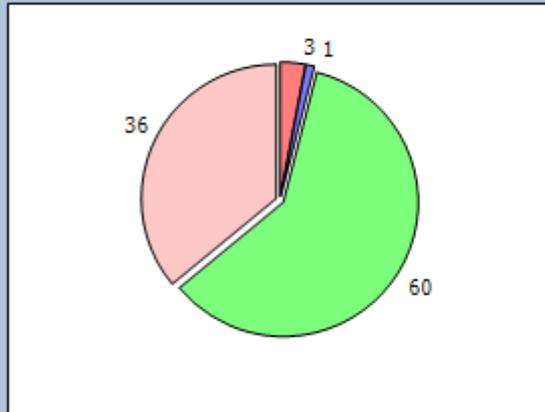
**Have you used this service?**

Yes 6%  
No 83%  
No response 11%



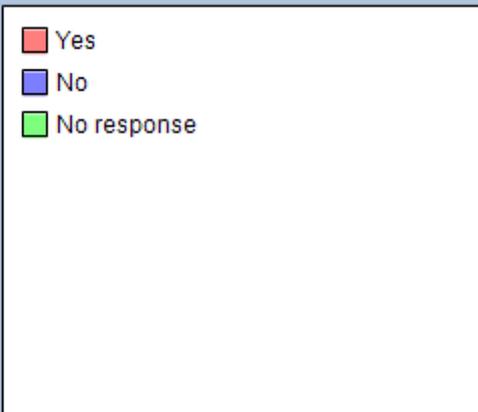
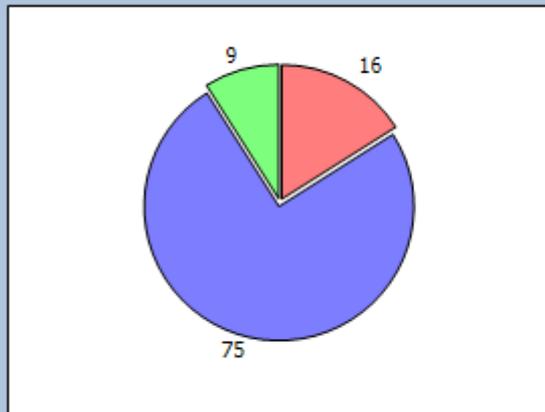
**If you have used this service, how satisfied are you with it?**

Completely satisfied 0%  
Fairly satisfied 3%  
Neither satisfied nor dissatisfied 0%  
Fairly dissatisfied 0%  
Completely dissatisfied 1%  
I've not used this service 60%  
No response 36%



**Have you visited our website for anything else recently?**

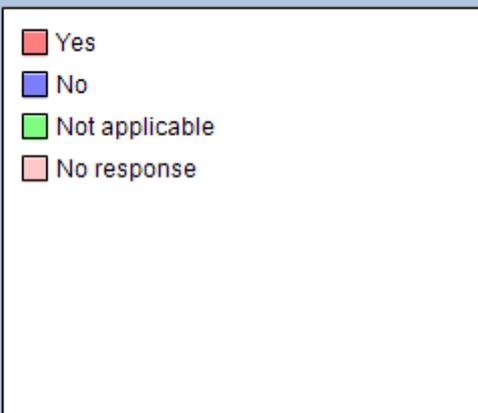
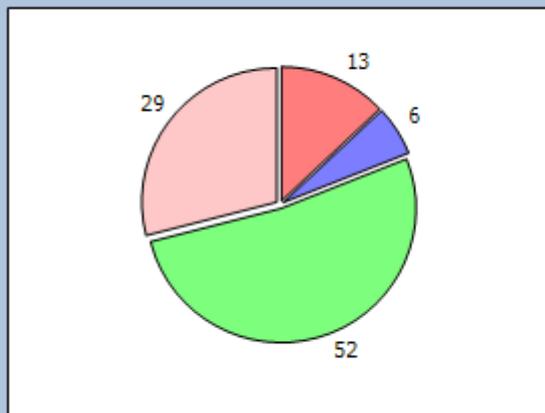
Yes 16%  
 No 75%  
 No response 9%



**What did you want to do or find out?**

**Did you achieve what you wanted to?**

Yes 13%  
 No 6%  
 Not applicable 52%  
 No response 29%



**What other information would you like to see on our website?**

**4. Our plans to move:** Since 2006, The Spence Group Practice has been in discussion with the developer of The Bristol North Baths on Gloucester Road about converting the site into a community health centre where it is

intended that a number of healthcare providers will be based. The site will provide ample space for our merged practice. After many years of delay, the project is nearing completion and we expect to move later this year. The advantages of the new location include:

- More space so we can increase the services we offer, including more clinics at busy times.
- The use of purpose-built consulting rooms.
- Compliance with current regulations and modern standards including accessibility and infection control.
- Central location on Gloucester Road and major bus route

Although of course linked to the merger of our practices, we'd like you to think about the aspect of moving to a new site separately from that. You can read our latest news on the project in our latest newsletter, available in the surgeries and on our websites.

**Please list up to three benefits you anticipate from the move to our new site.**

**Please list up to three concerns you have about the move to our new site.**

**Is there anything else you would like to add about our plans to move to the Bristol North Baths?**

**5. The Practice Merger:** The NHS and General Practice in particular are going through a period of rapid change. In this challenging climate, small practices like Nevil Road Surgery and The Spence Group Practice would have found it increasingly difficult to survive. After carefully considering options we have merged our practices to create a single, viable practice to provide primary healthcare to our patients in Bishopston and the surrounding area from our new premises at the Bristol North Baths.

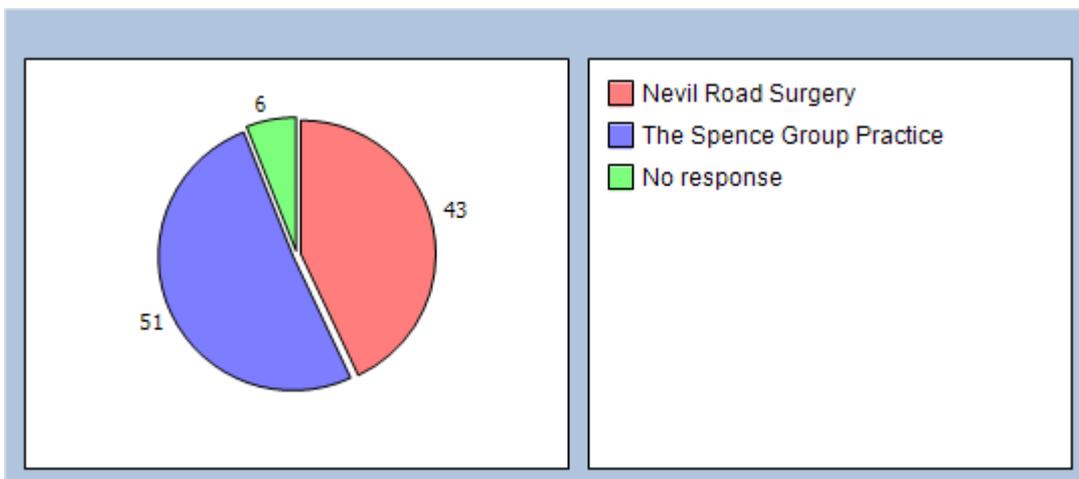
**Please list up to three benefits you anticipate from the merger of our practices.**

**Please list up to three concerns you have about the merger of our practices.**

**Is there anything else you would like to add about the merger of our practices?**

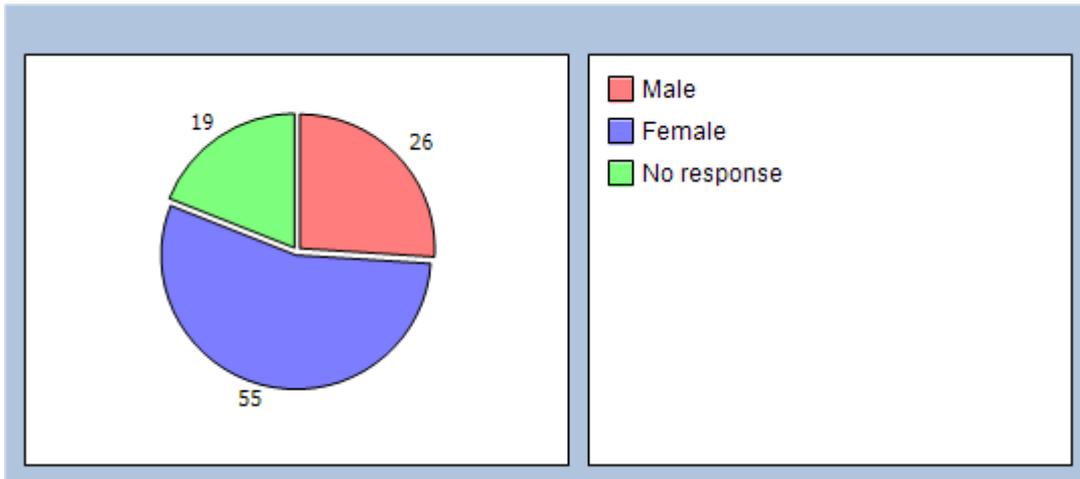
**6. To help us analyse your answers please tell us a few things about yourself: Which site are you registered at:**

Nevil Road Surgery 43%  
The Spence Group Practice 51%  
No response 6%



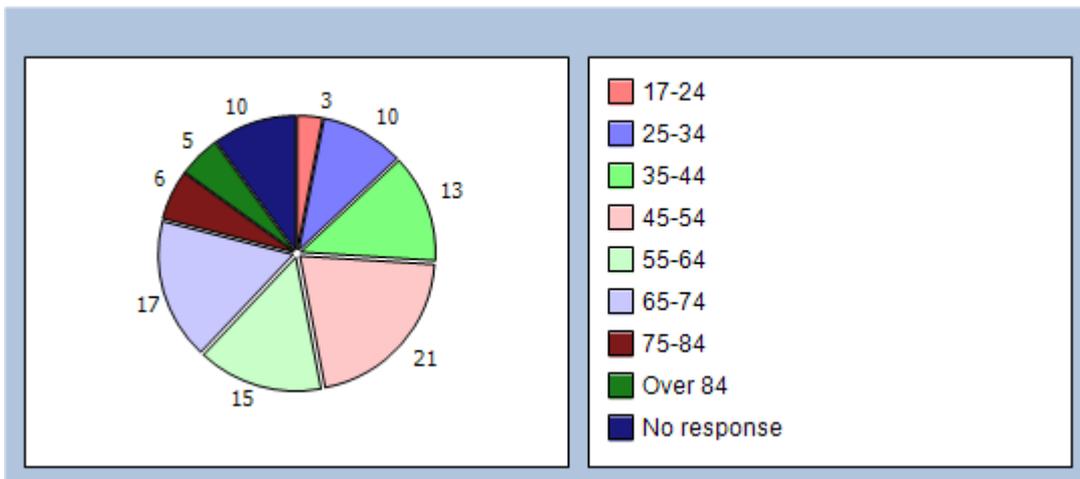
**Are you male or female?**

Male 26%  
Female 55%  
No response 19%



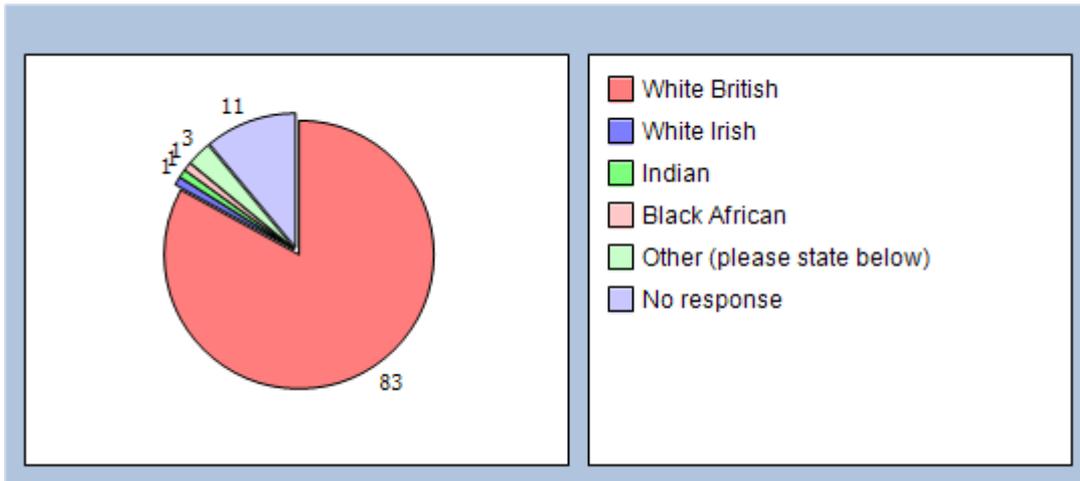
**What age are you?**

- Under 16 0%
- 17-24 3%
- 25-34 10%
- 35-44 13%
- 45-54 21%
- 55-64 15%
- 65-74 17%
- 75-84 6%
- Over 84 5%
- No response 10%



**What is the ethnic background with which you most identify?**

- White British 83%
- White Irish 1%
- Mixed White & Black Caribbean 0%
- Mixed White & Black African 0%
- Mixed White & Black Asian 0%
- Indian 1%
- Pakistani 0%
- Bangladeshi 0%
- Black Caribbean 0%
- Black African 1%
- Chinese 0%
- Other (please state below) 3%
- No response 11%



**If you chose "other", please enter below:**

Thank you for completing this survey. We will use the outcome to shape our plans for the practice and produce a report based on the survey. This will be discussed by our Patient Participation Group and published on our website once complete.

The survey is anonymous. If you wish to raise particular queries with the practice, please contact the practice in the normal way.

**Bishopston Medical Practice**

43 Nevil Road	48-50 Logan Road
Bishopston	Bishopston
Bristol	Bristol
BS7 9EG	BS7 8DR
Tel: (0117) 9245630	Tel: (0117) 9440700
Email: nevilroadsurgery@nhs.net	Email: Spence.practice@GP-L81112.nhs.uk



## Appendix C

Bishopston Medical Practice

Local Patient Participation Report 2013 - 2014 Action Plan

What has to change?	Objectives of the change?	Who/ what will be affected?	Who will implement?	How will it take place?	When will it be implemented?	How/ when will it be monitored and evaluated?
Promote awareness of normal opening hours and of extended opening hour appointments	To ensure patients are aware of and able to utilise the extended practice opening hours	Patient communications	Information Manager	Practice leaflet and website are being updated to better highlight this information.	By the end of September 2014.  Information also provided at new patient registration and in the waiting rooms. Outside signage has also been updated.	Through the national GP survey and in the next local practice survey. In addition patients can comment on-line, through the suggestion box and via reception
Redevelop practice web-site  Consider how to promote the web-site to patients as a useful resource	Provide more ways for patients to communicate and interact with the practice	Patients Web-site Practice process	Information Manager	Development of on-line appt booking and text appointment confirmation. One web-site for the merged practice with associated contact details as needed.	September 2014.  The new website for Bishopston Medical Practice includes additional services such as on-line appt booking. The website is promoted at reception, in the waiting rooms and on patient documents.	Review on-line performance and patient on-line feedback  Feedback from patients and staff on website improvements are being collated and are iteratively added to the new website.
Improve availability of	To ensure patients are	Patient communications	Practice Manager	Monitor availability and	By the end of June 2014	Weekly review of the 3 <sup>rd</sup> available

What has to change?	Objectives of the change?	Who/ what will be affected?	Who will implement?	How will it take place?	When will it be implemented?	How/ when will it be monitored and evaluated?
patient appointments	aware of and best utilise the varied practice appointments on offer	Session templates		review appointment pattern accordingly	The practice has developed a completely new appointment session template, based on feedback from GP's and nurses on the practice use and needs of the patients. In addition patients can book to see a dr or nurse on either site. The Nevil Rd site patients are now used to triage and this has improved appointment availability across both sites.	appointment for key clinicians. Local review of appointment availability.
Refine use of "triage" and its communication to patients	To ensure best utilisation of these appointments	Patient communications  Staff	Operations Manager	Review operation with front line staff to share best practice	Ongoing  A reception staff folder has been devised with key protocols and procedures. One of these is the use of Triage appointments	Clinical staff provide on-the-spot feedback with any issues and the Operations Manager reviews performance and quality of staff via 121's and

What has to change?	Objectives of the change?	Who/ what will be affected?	Who will implement?	How will it take place?	When will it be implemented?	How/ when will it be monitored and evaluated?
						appraisals
Improve communication around the practice merger and relocation	To ensure awareness and input to developments	Patient communications	Business Partner & Patient Reference Group	Focus groups, questionnaires, on-line and hard copy papers. Consider more frequent newsletters.	Throughout 2014  We have held quarterly visits to the new site for patients to attend. The staff also have regular guided tours and updates. We welcome ongoing feedback from our patients regarding the merger and the move and our 2014-15 Patient Survey contained a number of questions to ensure our continued understanding of our patient's perspective on both these subjects.	Questionnaire and ongoing patient feedback