

**DIRECT ENHANCED SERVICE FOR PATIENT PARTICIPATION IN  
PRIMARY CARE  
YEAR END REPORT 2012-13**



# **WESTERN ELMS PATIENT GROUP**

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**EXECUTIVE SUMMARY**

In 2011-12 the Patient Participation Group carried out a survey on the availability of appointments and after evaluating the responses we increased the number of late appointments. The second part of the survey was to assess the confidence of our patients in the use of IT and how it should be used at Western Elms. We are pleased to say that we now participate in electronic prescribing. Later on this year we intend to offer some patients, on a trial, the ability to book appointments and order their prescriptions directly through our system. When successful this will be rolled out to all of you who are on-line.

These actions are all as a result of you responding to our questions and we thank you for taking part.

After thrashing out ideas this year of what we would like to invest time in, it became extremely apparent that a lot of the members in the group had some dealings with caring for a family member or friend. We were lucky in the fact that we also have a new member, who is an ambassador to Carers UK. She highlighted the fact that because they are close to you it does not mean that you are not a carer yourself and there are many services out there that are available to support you and your loved ones.

After carrying out our survey we have successfully doubled our carers register at the surgery. This means that twice the amount of people are now aware of the services they may interact with. It also highlights opportunities that the Surgery may participate in to continue to disseminate services, funding and support. This will begin with the flu campaign this year when we will invite service providers in to share their wares.

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**1. INTRODUCTION**

Following the implementation of an enhanced service in 2011 where Surgery's were encouraged to engage their patient population in the implementation of new services, it was agreed that an annual survey would take place initiated by the Patient Group.

The patient group has been involved at Western Elms since 2008 and has grown this last year not only in numbers but also in the activities that they are involved in. During our campaign to enrol more new members we were very lucky to recruit a lady who is an ambassador of Carers UK. This has given us the enthusiasm to explore a new group of patients. The Patient Group felt that they would now like to reach out to patients at the surgery who were not aware that there is support out there for people to tap in to.

The surgery already has a Carers register however we have found it very difficult to encourage people to realise that they are in actual fact carers. The Patient Group thought this was a weakness and decided they would like to survey the practice population and increase the number of registered carers at the surgery.

A working group was set up in October to take this project forward. This consisted of the Practice Manager, a member of staff, 4 members of the PPG, 3 whom have had experience of being carers and our very own Ambassador for Carers UK.

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**2. METHOD**

1 <sup>st</sup> October 2012	<p>First meeting of the Support for Carers sub group was held.</p> <p>Aims set:</p> <ul style="list-style-type: none"> <li>• Raise the profile of carers.</li> <li>• Add to and improve the carers register</li> <li>• Target and recognise new carers by arranging a support information event in December.</li> <li>• To keep the person cared for independent as long as possible.</li> </ul> <p>How:</p> <ul style="list-style-type: none"> <li>• Article for next newsletter</li> <li>• Waiting room to be dedicated to Carers in carers week in December.</li> <li>• Information and promotional products to be sourced for the event.</li> <li>• WeCare magazine to be made available to everyone.</li> <li>• Contact RBC and WBC for advice / support.</li> <li>• Feed all of this back to the PPG</li> </ul>
25 <sup>th</sup> October 2012	<p>PPG AGM Feedback to the PPG from the carers meeting. The PPG were asked to think about questions they might like to ask and email Lisa to form a questionnaire.</p>
15 <sup>th</sup> November 2012	<p>Newsletter Volume 2 Issue 5 published Main article Carers week 3<sup>rd</sup>-9<sup>th</sup> December</p>
21 <sup>st</sup> November 2012	<p>2<sup>nd</sup> Meeting of Support for Carers team</p> <ul style="list-style-type: none"> <li>• Outline of activities to be carried out during Carers awareness week at Western Elms.</li> <li>• The proposed survey was tabled and all were encouraged to make any changes. The relevant changes were made and the questionnaire was published on the website. It was also made available in the waiting room.</li> <li>• Posters were put up around the surgery advising of Carers week at the beginning of December.</li> <li>• Changes were made to the current Carers leaflet updating contact details and including more recent associations who were available.</li> </ul>

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<p>3<sup>rd</sup>-9<sup>th</sup> December 2012 CARERS WEEK</p>	<ul style="list-style-type: none"> <li>• A rota was drawn up of all the volunteers who were able to collect information from patients within the surgery. Every session throughout the week was covered by either one or two people who were able to explain what our goals were and help patients complete the form.</li> <li>• All magazines were withdrawn and only the Newsletter, WeCare magazine, survey and practice leaflets were available for perusal.</li> <li>• All notice boards were adapted to provide information for carers.</li> </ul>
<p>5<sup>th</sup> December 2012</p>	<p>PPG meeting where the first three days were discussed. Feedback at this point:</p> <ul style="list-style-type: none"> <li>• Patients were loathe to discuss things in the waiting room.</li> <li>• Could the receptionist hand the form out on check in and indicate the PPG members should people want assistance.</li> <li>• LL fed back that an average growth per week on the Carers register was reported to be 8 patients.</li> <li>• People did not feel they were carers as they were supporting family or friends</li> </ul>
<p>January 2013</p>	<p>All questionnaires were consolidated. Lisa Trimble (Practice Manager) and Alan Porton (PPG Chairman) met to analyse the questionnaires and the findings.</p>
<p>13<sup>th</sup> February 2013</p>	<p>PPG Meeting agenda item: Discussion regarding patient survey results. Copy to be forwarded to the working group for approval.</p>
<p>March 2013</p>	<p>Survey circulated to the rest of the PPG. Made available on web site. Made available in waiting room</p>

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**3. CONCLUSIONS**

***Do you help with:***

Getting someone up in the morning	39%
Putting someone to bed at night	45%
Someone taking the correct medication at the right time	52%
Preparing meals and or shopping	94%
Transport to and from hospital or other appointments	55%
Checking they are safe at night	52%

Is this help daily	45%
Is this help weekly	29%
During the day	39%
During the night	26%
Are you at the end of a phone 24 hours per day	34%

When would be the most convenient time to visit the GP:	
AM	35%
PM	19%
Evening	19%
Saturday	16%
Did you know there is support available:	
Yes	19%
No	81%

*Table 1* (above) indicates:

- 81% of the returns had completed the questions section. 19% only registered themselves for the register without any further information.
- As expected the highest number of returns was for those who prepared meals and shopped for someone on a regular basis. This only confirmed the thought process that people do not believe they are carers if they are looking after people who are family or friends.
- Sadly, 81% of the patients who completed the survey were unaware that there was help out there. We have a responsibility to ensure this is changed.

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**4. RECOMMENDATIONS**

<b>No</b>	<b>Action</b>	<b>By who / By when</b>
1	Arrange for Berkshire Carers Trust to come along to one of our training days to speak to the staff about carers and caring and establish a way of growing the list further.	SURGERY MGMT & LL
2	Look into arranging a carer's surgery on a regular basis – we have made a lot of contacts throughout this exercise who would be happy to be involved. We have diarised our first one to happen in the flu clinics in October.	PPG  Oct 2013
3	In our previous survey there was a need for evening appointments. We have addressed this and it would seem the outcome is favourable. ACTION: To continue to look at the current spread of appointments and review them regularly.	PRACTICE MANAGER & PARTNERS Ongoing
4	Make the carers forms available permanently on the website. ACTION: develop an area on the web site for all helpful forms associated with the surgery	PRACTICE MANAGER Ongoing
5	Continue to improve awareness. ACTION: Ensure notice board for carers is changed regularly and look at promoting an open evening for patients	PPG  Oct 2013