

**GMP Patient Survey Planning Group:
Report to members of GMP PPG
6.2.23**

1. What is the Patient Survey Planning Group?

The Patient Survey Planning Group is a small sub-Group of the GMP's PPG, set up early in 2022, specifically to plan a patient survey.

Members of the group are:

- Anne Thompson (Joint Chair of PPG)
- Dave Arnold (Joint Chair of PPG)
- Maureen Haldane (Patient Survey Project Lead)
- Julie Draper (member of PPG Committee)
- Mark Jacobs (member of PPG Committee)
- Sandra East (GMP Patient Liaison: our link to GMP Management)

This particular Group will be disbanded once the final goals have been met.

2. What are we doing?

- Creating/developing a survey of GMP patients ... as many patients as we are able.
 - However, it must be noted that there is a limitation to being able to contact **all** GMP patients. This is because not all GMP patients have given the GMP the legally required "permission to be contacted".
 - The Planning Group has taken this into account when considering how we can expand the uptake of the Survey by "advertising" the Patient Survey in Village Newsletters, on the GMP Facebook page and via Posters that will be placed in GP Surgeries and strategic village locations.

3. Why a Patient Survey?

Two timely factors **combined** to provide the impetus for the GMP/PPG to agree to a Patient Survey:

- GMP's recognition that there have been many changes over the past few years
- A new patient's concerns

I. The GMP perspective: GMP were aware of the many changes over the last few years, not least of all:

- Introduction of Group Practices
- Increasing use of technology
- Pandemic induced changes

II. A new patient's concern

The planning of the Patient Survey began its journey because GMP listened to one of its patients (via a PPG meeting) and agreed that it was an appropriate time to take action.

This new patient was me and it is why and how I became involved in the Survey Planning. So what exactly happened? What follows is a brief overview of mine and my husband's experience as new GMP patients:

- Newly arrived in the area from NW in Jan 2020
- We registered with GMP Linton just prior to the First Covid Lockdown
- At registration we completed several forms and were given a few leaflets

- We quickly realised that nothing here was the same as the Group Practice we had left behind; not better/not worse ... just very different ... and we found it difficult to understand those differences.
- After registration, nothing happened to continue the care I had been receiving in the NW (we believed that the NHS provided a seamless service!)
- Nobody seemed to have any knowledge of my continuing medical needs despite information about these being required on the form I had completed at Registration
- I didn't know that I had a "named Doctor"
- I had no "Health Check on Arrival" (this was always carried out when new patients arrived at our previous group practice)

So, what did I know?

- I did know that Group Practices were fairly new to the locality; they weren't new "back home" ... but I do remember a lot of patient resentment when they were first introduced ... mostly a concern that the "personal touch" would surely be lost ... the "small fish/big pond" feeling
- **I did know that the Pandemic was playing havoc with medical provision across the board**
- I did know that GMP had an active PPG, though it operates very differently from the one we had left behind ... and I really wasn't sure why I kept being informed about (and invited to) the "next PPG meeting".

The personal view presented here is important to understand because it provides the background to the Patient Survey. It was seen as a "timely" opportunity for GMP to reach out to its patients (new as well as everyone else) via a broader based Survey. So here follows a brief overview of "what happened next":

- In Feb 2022, I took up one of the invitations to attend the "next PPG meeting" (online because of the Pandemic) and asked if I could raise the issue of "being a new patient who had registered with a practice (that I didn't understand) at a very difficult time for everyone (i.e.: the pandemic)."
- Although initially I asked if we could ask questions (via a survey) of "new patients" (those like myself who had registered with their GMP practice over the previous 2 years), because of the vast number of changes that had occurred, we all agreed to include the "new patient" questions in a broader set of questions for **all** GMP patients.
- The main aim of the Survey was agreed to be:
 - To help GMP shape the future of local GMP Service provision (this to include a "New Patient Welcome Pack)
- As a set of Survey Questions needed to be created, a Survey Planning Project was established and as a retired University Senior Research Fellow, it wasn't difficult for me to agree to lead the project.
- Early in 2022, fully supported by the GMP Management Team, The Survey Planning Group was set up and began its journey.

4. What have we done so far?

A brief overview of the actions in time order:

i. Focus Group Scenario

- Bearing in mind that the Survey Questions were initially intended to be focused on New Patient experiences, I set up a Focus Group of volunteers who had no connection to GMP or this locality.
- There were 16 adults of varying ages and backgrounds.
- They were presented with a scenario and asked to respond to four questions:

Scenario and Questions

You are Jo Bloggs and you've just moved to a new location. You need to register with a GP practice. In order to feel assured of excellent, personal and relevant care at your local Practice:

- Q1 What would you need to know about the Practice?
- Q2 What would the Practice need to know about you?
- Q3 How would you like to receive your "Welcome to Our Practice" information?
- Q4 How would you like to provide the practice with your "This is Me and My Medical Needs" information?

- They were also provided with introductory information related to why they were being asked to participate
 - Their responses served to inform our First Draft of the New Patient Survey Questions
 - However, after a Planning Group review of the First Draft, it was agreed that the Survey Questions should be broader to include patients who had been with their GP practice for longer than 2 years (as mentioned in 3.1 above)
- ii. Process**
- After further, more generic questions had been added to the First Draft, the Planning Group followed a simple "Reviewing to Improve" process; each Review producing subsequent improved Drafts. Read/Comment+Feedback/Discuss/Agree any changes
 - The Questions have gradually become more focused on generic issues in each new Draft
- iii. Outcomes**
- It was agreed by the Planning Group that, as well as the Survey Questions, we would also need to create:
 - A set of Posters to be displayed in all GMP GP Surgery Waiting Rooms AND strategic places within each Surgery's locality.
 - A set of hard-copy leaflets to be available at all GMP GP Surgeries
 - A "Welcome Pack" for patients arriving at GMP Surgeries
 - A Final Report (after analysis of results) to be presented to the PPG and to GMP Management
 - The same "Reviewing to Improve" process is being used on the Survey Poster (designed and produced initially by Sandra) and will be used on the Leaflet (yet to be created)
 - After a final Tester Group scrutiny (online) of the Group's Final Draft an almost Final set of Survey Questions has been generated for inputting to Survey Monkey and for

including in the hard-copy Leaflet for those patients who are more comfortable with hand completion

- The Poster is almost set for “Go” to the printers

5. What has still to be done?

- Finalise the Survey Questions after receiving Tester Group feedback
- Agree dates for the Survey to “go live” and closing date
- Make the Survey available to Patients:
 - distribute Posters which will include the online link/QR Code
 - design, finalise and distribute the Leaflet to surgeries and key locations for hard-copy completion
- Design, Finalise and make available to new patients (online and hard-copy) the New Patient Welcome Pack
- Information about the Survey to be sent for inclusion in the local Village Newsletters
- Feed hard-copy responses into Survey Monkey to facilitate data analysis
- Data analysis
- Write and present a Final Report

So, still quite a lot for the group to do, but hopefully everyone’s efforts (the Group’s, the patient’s, the PPG’s) will help the GMP to understand better their patients’ needs and thus to shape a better future for our local health care.

**And a final plea ...
Please help us to help you:
Spread the word and encourage participation.**

THANK YOU

Maureen Haldane 6.2.23