

KIVETON PARK MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

REPORT ON SURVEY OF CARERS

Contents

Background to the Survey	3
Details of the Survey	4
Breakdown of responses to the Survey	4
Summary of the responses to the Survey	7
Actions proposed	8
Appendix 1 – Flyer promoting the formation of a Patient Participation Group	10
Appendix 2 – Initial questionnaire for prospective members of the Patient Participation Group	11
Appendix 3 - Covering letter to Carers participating in the Survey	12
Appendix 4 - Questionnaire distributed to Carers	13

Background to the Survey

The formation of the Patient Participation Group was initiated by the Practice in December 2011 and a flyer and questionnaire were made available to patients with a view to raising interest and seeking the commitment of patients to form a group.

The flyer will be found at Appendix 1 and the questionnaire at Appendix 2.

Nine questionnaires were returned before the date of the first meeting of the group and in response to the question “Which of the following areas is of interest to you” Carers Support had the highest number (5) of respondents ticking that box.

At the inaugural meeting of the Patient Participation Group, which was attended by twenty patients together with all members of the practice management team and the senior partner, Dr Say, it was decided that giving consideration to facilities and support for carers should form the basis of the initial piece of work for the Group.

A subsequent meeting of the Group was held to which Linda Bainbridge and Eileen Middleton, both of whom are carers and have extensive experience and knowledge of the many different kinds of support which are available to carers, were invited to give a presentation.

Following their presentation it was agreed that a survey of those carers known to the practice should be undertaken and a sub-committee of four members of the Group together with Linda Bainbridge was formed.

The sub-committee duly met and prepared the covering letter and questionnaire to carers which will be found at Appendices 3 and 4.

For reasons of patient confidentiality the covering letter and questionnaire were printed and posted by the practice with each letter and questionnaire bearing the patient number as recorded on the clinical computer system. As a result the questionnaires which were returned are anonymous to all but practice staff and practice staff were, therefore, able to amend the record of those who responded stating that they were no longer carers.

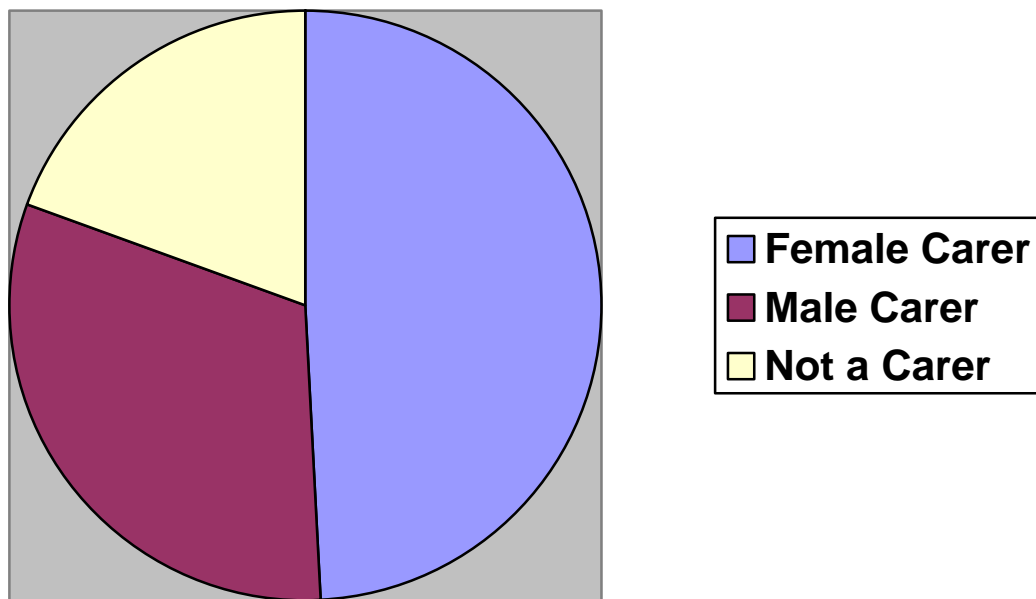
The Population Surveyed

A search of the practice patient population on those patients who were coded as carers showed a total of 508 people. Using the local knowledge of members of staff this list was reduced to 458 people.

A covering letter – see Appendix 3 – had been prepared by members of the sub-committee and this together with the questionnaire itself and a prepaid reply envelope was mailed out to the 458 people.

The Response to the Survey

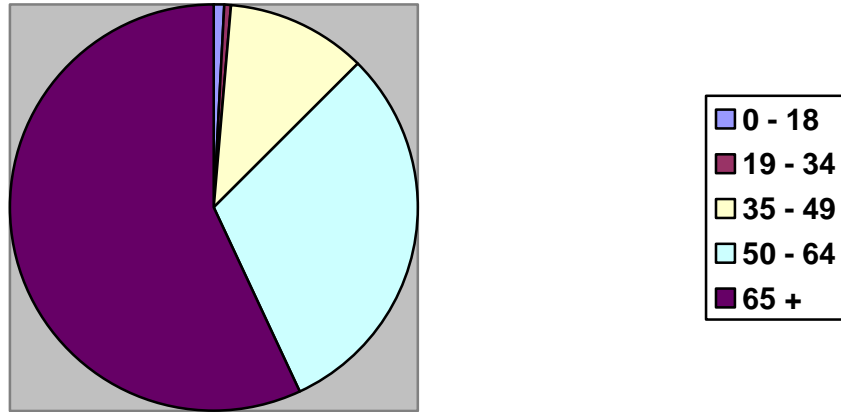
The response to the survey was excellent with 181 questionnaires being returned.



89 Female Carers
57 Male Carers
35 Not a Carer

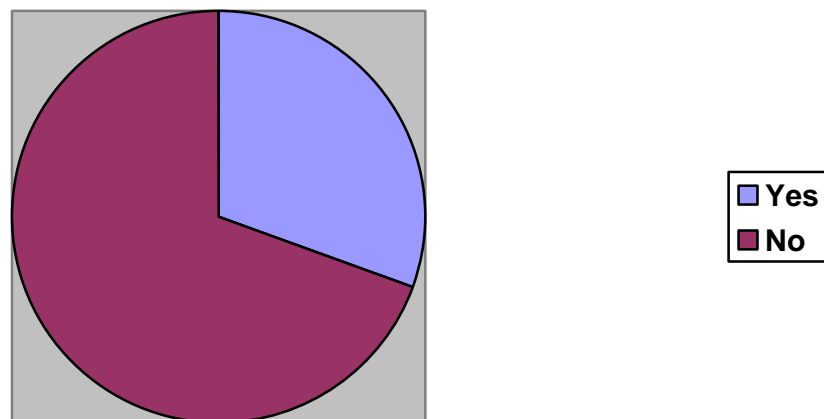
Results of the Survey

The age group of Carers:



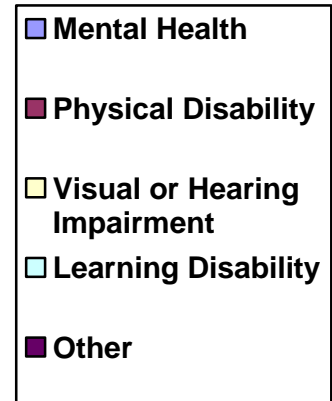
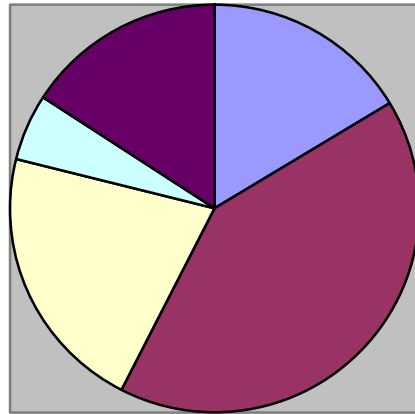
The majority of the carer respondents are aged over 65.

Do you know your rights as a Carer:

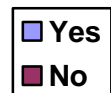
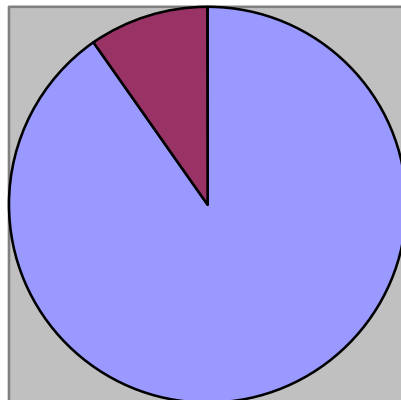


Of the respondents 43 knew their rights as a carer, 98 did not, one did not reply to the question and 2 were aware of some of their rights.

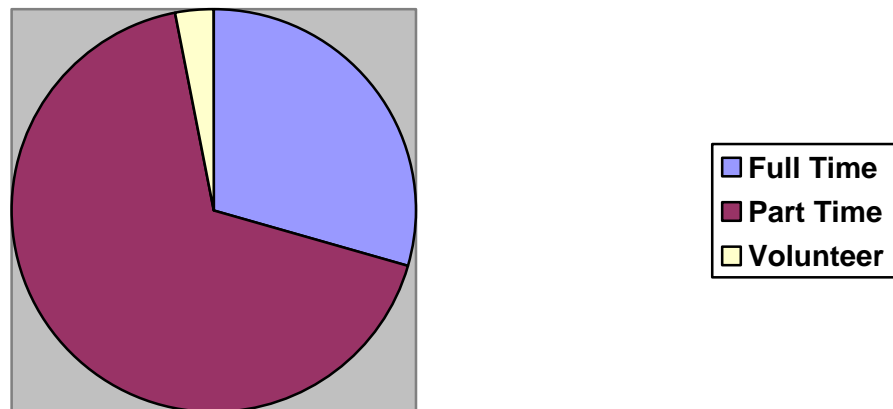
Problems which the person cared for has:



Is the person cared for also a patient at the practice:



In addition to your role as a carer do you work full time or part time:



Summary

Just over fifty percent of the carers identified by the practice, and who were sent the questionnaire responded. This is a quite exceptional response rate no doubt reflecting the interest which patients have in this topic.

Some 61% of the carers responding were female and of the total number 88% were aged 50 or over with 57% being aged 65 or over. Importantly the survey revealed that there is one carer in each of the age groups 0 to 18 and 19 to 34.

Of the carers responding 22% are in either full or part time employment in addition to their role as a carer.

A key piece of information revealed by the survey is that of those carers responding 67% do not know their rights as a carer. This is a particular area which the Patient Participation Group wishes to address by way of making known the rights and support services which are available and which many carers are unaware of.

The vast majority, 90%, of the people being cared for are patients of the practice and some 65% have some form of physical disability.

Thirty five people returned their copy of the questionnaire annotated to the effect that they were no longer carers and the practice has duly amended the medical record of those individuals.

Actions Proposed

The Patient Participation Group members discussed the survey results at their February meeting and it was agreed that the following actions should be taken with a view to providing support for carers:-

1. Carers Information Pack

Information packs relevant to the needs of Carers are to be put together and pro-actively made available to Carers at the main surgery at Kiveton Park and also at the branch surgery at Harthill. GPs at each surgery will have a supply of the packs to hand out to patients, where appropriate, during consultations.

The content of the packs will be reviewed on a regular basis by members of the Patient Participation Group to ensure that information is as up to date as is possible.

2. Displays of Information

Members of the Patient Participation Group will arrange static displays at both surgery premises promoting the range of services available to Carers. The practice will provide suitable display boards for this purpose.

3. Practical Support for Carers

The Patient Participation Group will arrange to have an “Open House for Carers”, initially one half day a month, at the main surgery at Kiveton Park and whilst space at Harthill surgery is restricted a similar exercise is planned for that location.

It is planned that visiting support workers from organisations such as the RNID will attend these sessions and be available to speak with Carers on a one to one basis about the specific support which the organisation can provide.

In the medium term it is anticipated that a Carers Support Group will be formed which will provide a forum for Carers to meet in a non threatening environment to build support networks with one another. There will also be the opportunity to have visiting speakers from organisations which can provide practical support for Carers.

4. Planned Promotional Activity

The following promotional vehicles will be used to advertise the service:

- a. The left hand side of prescription forms
- b. Red Road Radio – a local independent radio station
- c. The practice website
- d. Flyers in the two local pharmacies
- e. The plasma screen at Kiveton Park
- f. Flyers at Harthill surgery
- g. June 18th to 24th is National Carers Week and the Patient Participation Group will organise special promotional activity during that week

KIVETON PARK MEDICAL PRACTICE

Would you like to find out more about the Practice ?

What skills or experience do you have that will help us improve our service to you?

Would you like to influence the way local health services are developed?

We are keen to set up a Patient Participation Group, so why not come along and meet us.

We are planning an informal get together of people who are interested in finding out more about the group. The meeting will take place at the surgery on Wednesday 11th January 2012 from 6pm – 7pm with light refreshments

Amongst others we are interested in talking about the following topics:

Rheumatology
Young People's Services
Long Term Conditions

If you would like to come along to the meeting, or if you have any queries about the Patients' Participation Group then please ask at Reception

Kiveton Park Medical Practice

Patient Participation Group

Please tick the box(es) if you are interested in helping in any of the following ways:-

Attending a meeting

Completing a questionnaire

Taking part in an e-mail survey

Taking part in a telephone survey

Which of the following areas is of particular interest to you:-

Self management of minor illness

Asthma

Cancer care

COPD

Diabetes

Health promotion

Learning Disabilities

Mental health

Rheumatology

Carers support

Young people's services

Other – please specify.....

Aims of the Group; The aims of the group are to:

- Build closer relationships between patients and the practice
- Organise and develop a local questionnaire with patient input;
- Understand issues affecting patients;
- Developing action plans that address patient issues;
- Promote the wider Public and Patient Engagement agenda;
- To be transparent and open. Where available information will be provided that gives patients information on how the practice compares to other practices, locally and nationally;

Your Name.....

Contact Telephone Number.....

E-Mail Address.....

KIVETON PARK MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP
c/o Kiveton Park Medical Practice
Chapel Way
Kiveton Park
Sheffield
S26 6QU

1 February 2012

L1
L2
Kiveton Park
Sheffield
S

Dear

We are the newly formed Patient Participation Group at the Practice and we look to provide a link between patients at the practice and the practice team in order to seek to improve the service for patients.

A number of Group members are carers and, as such, appreciate how demanding that role can be. We would like to provide support facilities for carers and our first project is to find out some basic information about those carers who are known to the practice.

We hope that you will participate in this short survey by completing the enclosed questionnaire and returning it in either the pre paid envelope or by hand to one of the surgeries (Kiveton Park or Harthill).

May we thank you in anticipation of your help with this project and please be assured that patient confidentiality has been fully observed – *the Patient Participation Group does not know who you are and this mailing is being done by the Practice on behalf of the Group.*

In due course the results of the survey will be published on the Practice website www.kivetonparkmedicalpractice.co.uk and copies will be available at the surgery reception desks.

Your response is very important to us as it will enable us to look at putting in support services for carers.

Yours sincerely

Brian Daniels
Chairman of the Patient Participation Group

KIVETON PARK MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP

Appendix 4

Questionnaire for Carers

1. Are you Male or Female

2. Which age group are you in:-

0-18 19-34 35-49 50-64 65+

3. Do you know your rights as a Carer:-

Yes No

4. Does the person you care for have any of the following:-
(Please tick all that apply)

- Mental Health problems
- A Physical Disability
- Visual and Hearing impairment
- Learning Disability
- Other (please state) _____

5. Is the person you care for also a patient at this practice:-

Yes No

6. In addition to your role as a carer do you work:-

Full time Part time

Thank you for completing this questionnaire which should be returned in the pre-paid envelope or hand delivered to the surgery

Please return by 14 February if possible

