



Patient group training meeting Tuesday 19th February

Many thanks to everyone who came to the training meeting on Tuesday. We were a small but enthusiastic group. People who couldn't make it, can still get involved – see end for further details.

Summary of the training

We did some brief introductions focusing on where people are from. I then did a recap of the project. The project is looking at how patients and practice staff work together to improve services. At the last meeting we voted on 5 features of St Martins Practice that the patient group and staff are interested in exploring change and would like to know what patients think. We now need patients to complete the survey. We will then meet to discuss what to do based on the survey findings. Along the way we have been trying out different ways of working together that we hope you are enjoying.

The survey

The next part of the training was an opportunity to actually do the survey and see what it is like. We have produced 3 versions of the survey:

- A paper version that can be handed out in the waiting area.
This version asks the person filling it in to make a choice 3 times.
There are 5 versions of the survey – in each version the 3 choices are slightly different.
I have printed out 125 paper copies (25 copies of each version).
I can print out more surveys, but we can only analyse 100 completed surveys.
The survey can be completed in the waiting room or taken home and completed.
The completed surveys need to be returned to the practice by the 18th March.
The survey takes about 5 minutes to complete.
- An online version that can be sent out as a weblink via text message or social media.
The weblink can also be put on the practice website. <https://acsvy.com/whatwouldyouchange>
This version asks the person filling it in to make a choice 5 times.
There are 5 versions of the survey – in each version the 5 choices are slightly different.
The survey versions will be randomly allocated when a person clicks on the link.
You can only complete the survey once from each electronic device.
There is no limit on how many surveys can be completed.
They need to be completed by the 20th March.
The survey takes 5-10 minutes to complete.
- A voting box version which people complete in the waiting room.
This version asks the person filling it in to make only one choice.
The instructions are on a large poster to be displayed in the waiting room.
There are 2 voting boxes – 'A' and 'B'. Each box has one 'set' of features on the front.
People fill in a voting sheet, then post this in the box with the features they prefer.
The boxes, poster, and voting sheets need to be arranged in the waiting room.
The survey can only be completed in the waiting room.
The features on the front of the boxes need to be changed every Monday, Wednesday, Friday.
This version of the survey takes 2-3 minutes.
I have left the voting boxes, poster, and voting sheets at the practice.

Everyone completed the paper version. But I showed the group all 3 versions.

Feedback on the survey

The group thought the survey is interesting, but hard work. We agreed it would be good to try and keep a record of how many people abandon it because it is too hard. There is also a question about educational background on the back – this is to see if the survey is too hard and excluding people who don't have a university degree.

The survey is difficult because you are never offered the perfect option and it feels strange picking something which you are not really happy with. The idea is that this forces you to pick based on what is most important to you. If lots of people do this lots of times, we can work out what is most important overall to everyone.

I would encourage you all to make a note of interesting things patients say or ask about whilst doing the survey. Do they mention one thing that is really important? Is this the same for everyone? Do they say anything is missing? How do they respond to the survey? Are people interested in the patient group and where the survey came from? I've left some sheets that you can use to write down these things, but you can also make notes anyway that works for you.

Role play handing out the survey in the waiting room

Robina and Graham did a role play of handing out the survey. The group then practiced explaining the survey to each other. One person played a patient in the waiting room, one person played the person explaining the survey, and one person gave feedback. We stuck to the rules of feedback; everyone gives their opinion of what went well, starting with the person doing the explaining; and then everyone gives their opinion of what could be done differently in the future.

Top Tips for explaining the survey	
1	Be polite and ask for permission to talk to the person you are approaching.
2	Don't talk too much – all the instructions are on the survey – but try and answer questions
3	Use the survey – open it up and show people that it's only short. Physically point out that the person should pick between the whole of 'set of changes A' and the whole of 'set of changes B'.
4	Give the person space to complete it
5	If they are worried about time encourage them to fill it out after their appointment, take it away with them, do the voting box version (shorter), or direct them to the website to do the longer version at home.
6	Encourage the person to add feedback about the survey or other issues in the practice in the free text box at the end of the survey.
7	If someone wants feedback from the practice about an issue direct them to a member of the Patient Support Team or get the patient to put something in writing in the comments box. Do not add names/personal details to the survey. It is confidential.
8	If other people are listening in, encourage them to do the survey too.
9	Challenge yourself to approach different sorts of people
10	Encourage people to join the patient group – there will be sign up forms at the Reception
11	Don't be disheartened if people are not interested. This is normal. It's not you. Just move on to the next person.
12	If you have any problems or worries speak to a member of the Patient Support Team.

Next steps

We talked about the practical issues around the survey as we went along and then reviewed them at the end.

Michaela agreed to:

- Find name badges for volunteers to wear when you are encouraging people to complete the survey.
- Find a folder to collect the completed surveys in to maintain confidentiality.
- Get the survey link added to the website and send it out as a text message.
<https://acsvy.com/whatwouldyouchange>
- Put up the poster and boxes and has agreed to change the front of the boxes on Mondays, Wednesdays, and Fridays.
- Put together a rota for when people can volunteer. Everyone was very enthusiastic and keen to get going. We agreed to start on Thursday 20th, but this has been delayed due to staff shortages and to make time so that the Patient Support Team are all aware of what is happening. Michaela will be in touch once the practice are ready to start.

Please contact Michaela if you would like to join the rota

We all agreed that where possible patient group members would work in pairs to distribute the survey.

We discussed how those who could not make the meeting could still contribute. Those present at the training meeting agreed to buddy up with people who could not make this meeting. Therefore if you could not make it to this meeting, but still want to be involved in handing out the survey:

- Read the top tips above
- Do at least one version of the survey yourself, so you are familiar with it
- Buddy up with someone who came tonight for your first session
- Watch someone else hand out the survey and have a think about what went well and what you might do differently (it's good to bring your own personality)

I am around if you have any problems or questions and Michaela has my mobile number. I will also try and pop in and see how it's all going.

The survey will finish on the 20th March to allow time to analyse the data.

The meeting to discuss the results will be on Tuesday 26th March 1-2.30pm

Please bring any feedback about how distributing the survey went and the different survey versions to this meeting.

Thanks again for your time and making it a really enjoyable meeting. If you have any comments or questions please get in touch with me.

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