

Walderslade Surgery Patient Participation Group Report 2014

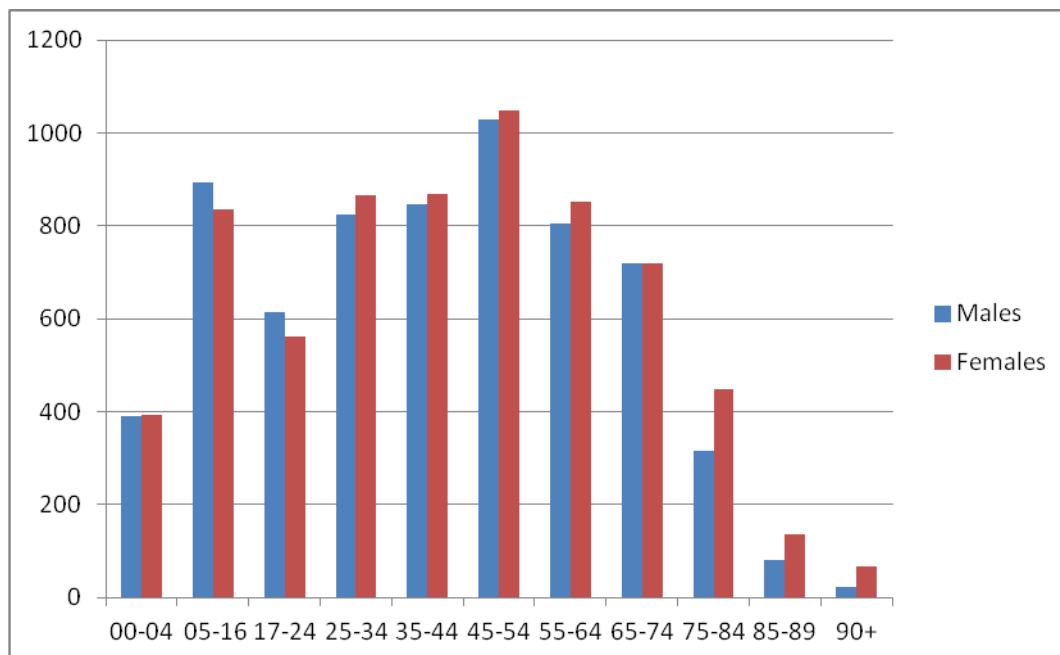
Since forming back in 2010 there have been repeated attempts to recruit new patients to join the existing members of the group. In 2011 several new members signed up to form a virtual group, but when contacted chose not to participate. We currently have 27 members.

Practice profile

Walderslade Surgery currently has 13335 registered patients. 6794 are female and 6541 are male.

Age profiles:

| Age | Males | Females |
|-------|-------|---------|
| 00-04 | 390 | 393 |
| 05-16 | 894 | 836 |
| 17-24 | 614 | 562 |
| 25-34 | 823 | 867 |
| 35-44 | 847 | 868 |
| 45-54 | 1030 | 1047 |
| 55-64 | 804 | 852 |
| 65-74 | 720 | 719 |
| 75-84 | 315 | 448 |
| 85-89 | 81 | 136 |
| 90+ | 23 | 66 |



Of the 13335 registered patients 9676 (72.56%) have their ethnicity recorded

Ethnic Origin of practice population:

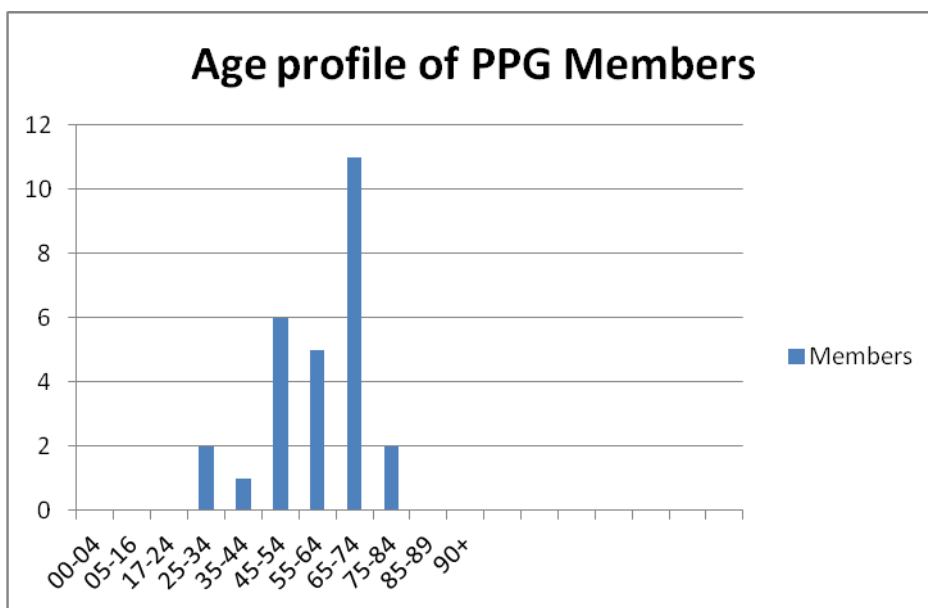
| | |
|--|-------------|
| African - ethnic category 2001 census | 2 |
| Bangladeshi or British Bangladeshi – ethn categ 2001 census | 3 |
| Black African | 2 |
| Black Caribbean | 1 |
| British or mixed British - ethnic category 2001 census | 9456 |
| Caribbean - ethnic category 2001 census | 2 |
| Chinese - ethnic category 2001 census | 11 |
| Filipino - ethnic category 2001 census | 1 |
| Indian or British Indian - ethnic category 2001 census | 19 |
| Iranian - ethnic category 2001 census | 1 |
| Irish - ethnic category 2001 census | 15 |
| Oth White European/European unsp/Mixed European 2001 census | 2 |
| Other - ethnic category 2001 census | 12 |
| Other Asian background - ethnic category 2001 census | 10 |
| Other Black or Black unspecified ethnic category 2001 census | 2 |
| Other Mixed background - ethnic category 2001 census | 15 |
| Other White background - ethnic category 2001 census | 93 |
| Pakistani or British Pakistani - ethnic category 2001 census | 2 |
| Polish - ethnic category 2001 census | 4 |
| Slovak | 1 |
| White and Asian - ethnic category 2001 census | 6 |
| White and Black African - ethnic category 2001 census | 7 |
| White and Black Caribbean - ethnic category 2001 census | 9 |
| Total number of patients with ethnicity recorded | 9676 |

Profile of the PPG members:

27 Members, consisting of 16 Females and 11 Males

Age profiles:

| | |
|------------|----|
| Age | |
| 00-04 | |
| 05-16 | |
| 17-24 | |
| 25-34 | 2 |
| 35-44 | 1 |
| 45-54 | 6 |
| 55-64 | 5 |
| 65-74 | 11 |
| 75-84 | 2 |
| 85-89 | |
| 90+ | |



Ethnic Origin of PPG Members

| | |
|--|----|
| British or mixed British - ethnic category 2001 census | 26 |
| Other mixed background – ethnic category 2001 census | 1 |

Steps taken to ensure that the PPG is representative

Previous steps taken to recruit members representing minority groups

- Advertising for new members on the Jayex board in practice
- Posters in practice
- Word of mouth (opportunistic conversations with other patients)
- Patient Participation Group notice board in practice
- Newsletters
- Promotion at flu clinic

Action for 2014

The practice will engage with external organisations and attached staff to seek advice on recruiting patients from minority groups such as younger patients in the under 35 bracket, these are currently under represented in the PPG

Update on previous action plans

| Action Area | How | Result |
|--|---|--|
| Diversity – are we meeting the needs of our diverse range of patients? | Look at ethnicity and other data on patient population e.g. hearing, physical, sight, learning impaired and set targets to address minorities | <p>We looked at our data for patients with hearing impairment and as a result of this we fitted a hearing loop on reception</p> <p>We have access to signer for hearing impaired patients</p> <p>We have user friendly documents to support people with learning disabilities when visiting a GP/nurse We have Braille signs by the lift</p> <p>We are wheelchair friendly</p> <p>We have not identified any language barriers requiring translation of leaflets etc</p> <p>March 2014 The practice team attended a training session to help staff understand patients with sensory impairment.</p> |
| Access to information | <p>Promote use of website for access to information</p> <p>Look at ways of utilising TV screen to promote services available</p> <p>Consider use of emails to communicate surgery information</p> | <p>We promote our website on our practice leaflet and newsletter and have added this information to many leaflets, posters or advertising that have been published in practice during the last year</p> <p>Due to changes in funding for the practice TV monitor this service will cease to be available in 2013</p> <p>We have discussed this within practice and consider that information leaving the practice has to be secure and due to data protection issues our use of emails is limited. We do however communicate with our patient participation group via email since the 2012 survey</p> |
| Appointments | On line appointments - look at the availability of appointments for accessibility and promote through posters, newsletter, | We implemented and promoted our online appointments service and supported patients to use this. <i>(This service is currently suspended due</i> |

| | | |
|------------------------------|---|---|
| | <p>T.V. (in house), website, prescriptions</p> <p>General raising awareness of appropriate use of appointments</p> <p>Consider other appointment options, nurse, more telephone, walk in service</p> | <p><i>to it's incompatibility to our new appointment system and the fact that the practice is unable to access or change the message on the online appointment screen.)</i></p> <p>This facility is back in service and the practice team continue to promote its usage.</p> <p>Survey conducted to assess what patients wanted from extended hours service (after 6.30 pm)</p> <p>Our new appointment system has increased access for patients and GP's are able to discuss more openly with patients how best to use their GP and other health services</p> <p>The partners and team at Walderslade frequently review the appointments system. Action for 2014: Questionnaire to seek patient views on our appointments system.</p> |
| On line repeat prescriptions | Promote use of this service when available | This service is now in use and working well |
| Text messaging service | Consider roll out when this service is available and working to a satisfactory level through Emis web our clinical system | <p>We are still awaiting the development of a text service within our clinical system Emis web</p> <p>Feb 2014 The practice has purchased software compatible with our clinical computer system and aim to introduce into practice April 2014</p> |
| Self help groups | Consider options for setting up self help groups for diabetic patients and those with heart disease & chronic pain | We have planned a 'pop up' session from Barnsley Telehealth Care Service (registered nurses providing free NHS support to people with long term conditions) which will take place shortly |
| PPG membership | <p>Email all respondents with more information about PPG and have structured approach to inviting them to meetings**</p> <p>Consider ways of involving and recruiting younger members to the group</p> | <p>Following the survey the Practice Manager contacted the 62 respondents from the survey. None of the respondents were able to attend meetings but a small number joined our online PPG.</p> <p>We are still struggling to engage younger people to join our patient engagement but we will continue to look for ways to do this. It is felt that</p> |

| | | |
|-----------------------------|---|---|
| | | younger patients do respond to surveys in practice and a learning point would be to include requests for age data on future surveys to establish if this is the case. **Action for 2014 |
| Surveys | Consider use of email addresses provided for the purpose of further information gathering/surveys | We used the email addresses collected from the 2012 survey for a consultation on extended hours. The response rate was approx 9% Lack of response when emailed for comments of development of November 2013 questionnaire |
| TV in upstairs waiting room | Explore options for TV or radio facility in upstairs waiting room | Budgetary constraints have prevented any further action in this area |

In September 2013 the practice agreed to carry out a patient satisfaction questionnaire. The main purpose was to consider patient views in relation to access to the practice and its services.

Steps taken to agree issues to prioritise and include in survey

An email/letter and draft of the questionnaire was sent to members of the group asking for their views and thoughts about survey in its present form, what they felt would be useful to include/remove and any other suggestions.

After consultation with members of the group the final version of the survey was agreed by the partners.

How the patient views were sought

It was agreed to distribute the questionnaire to patients attending the practice over a 3 week period during November –December 2013.

The questionnaires were made available to patients via

- Booking in at reception
- In waiting room – copies in newsletter stand
- Placed on table in entrance lobby (used by patients when ordering prescriptions)

Patients were encouraged to fill in the forms by members of staff.

143 completed questionnaires were returned.

Results - how they were shared with the team (A full copy of results is also attached)



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Shared Practice Docu

The results were collated and discussed by the practice team and an action plan was agreed.

A meeting was held with the patient participation group members on 18th February 2014. The purpose of the meeting was to present the findings of the survey, give members the opportunity to feedback their comments and agree the action plan.

Findings/Proposed Action Plan

Overall the results were satisfactory but the group felt the results were not representative of the patient population; only 1.07% of patients completed the survey.

It was decided and agreed that the practice should address the issue of telephone access to the surgery.

The feedback from the PPG reflected the Practice decision to focus its attention in developing an action plan based on outcomes of questions 10 & 11

A high percentage of those questioned have experienced difficulties getting though to the practice via telephone.

Some of the comments made:

- Phone is constantly engaged
- Ringing for ages
- No answer

The issues arising from the survey have been carefully considered and will be addressed appropriately in a timely manner.

Actions:

| Action area/ Survey Question | Results | Action | When |
|---|--|---|---|
| Have you tried to contact the surgery by telephone in the last 6 months patients and if yes have you experienced any problems getting through | 122 patients had tried to contact the surgery of which 77 had experienced problems getting through. In 117 cases of patient contact the reason for calling the surgery was to make an appointment. | Introduce text messaging service. This will free up some receptionist time allowing them to deal with incoming calls in a timely manner. | 6 months <i>Responsible:</i> Jayne Hackleton Pat Gregory |
| | | Practice to purchase software to allow patients to book appointments without speaking to a receptionist. Using the automated appointment booking system patients will have the facility to book an appointment 24 hours a day, 7 days per week. | 12 months <i>Responsible:</i> Jayne Hackleton |
| | | Promote services: online appointment booking and online prescription services through better advertising. | 6 months <i>Responsible:</i> The practice team |
| | | Utilise members of the PPG who have volunteered to spend time in the surgery, chat to patients and encourage the use of online booking, automated check in etc. Aiming to reduce the number of patient contact at the reception counter freeing up receptionists to answer the telephone. | 6 months <i>Responsible:</i> Jayne Hackleton PPG Members |

Other agreed actions/outcomes following discussion with the PPG

Steps taken to ensure that results of future patient questionnaires are representative of the patient population.

It was agreed to change approach when developing patient surveys.

The practice will decide the subject on which the questionnaire should be based and the group will write the questions. The questions will then be presented to the practice for approval prior to distributing to patients.

Members of the group will spend time with patients, offering support, advice on completing questionnaires and explanation about what the practice aim to achieve by seeking patient opinion.

Promote awareness of questionnaires by more advertising, Jayex message board, practice website and posters.

The Practice and PPG have agreed that the next patient satisfaction questionnaire will be on the topic of Appointments and the proposed date of questionnaire: Summer 2014.

How the report will be advertised and circulated

- **Circulation to all members of the PPG**
- **Notice board in reception**
- **Practice website**
- **Attached to next edition of patient newsletter**

Surgery opening times and access to services

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

In addition to the above there are number of appointments offered through the Extended Hours Access scheme. We have 6 GP partners and 3 salaried GPs who each take a turn at covering extended hours on the following days/times:

Monday 6.30pm – 7.30pm

Tuesday 6.30pm – 7.30pm

Friday 7.00am – 8.00am

Appointments are available for booking in advance and a small number are reserved for same day/urgent demand. The practice also offers a number of telephone appointments which can also be booked in advance.

We have a duty doctor on call each day of the week. This doctor deals with patients needing urgent care/advice.

Patient access

All queries and appointments: 01226 743221

Website: www.waldersladesurgery.co.uk

Patients can access the online services via the practice website using the above link.

Out of hours arrangements

When the surgery is closed, patient calls are automatically diverted to the Out of Hours service commissioned by NHS England.