
Walderslade Surgery

Patient Participation Report 2013

1. Practice Opening Times

Practice Open Hours

Monday	8.00am – 8.00pm*
Tuesday	8.00am – 8.00pm*
Wednesday	8.00am – 6:30pm
Thursday	8.00am – 6:30pm
Friday	8.00am – 6:30pm**
Saturday	Closed
Sunday	Closed

*Extended hours Monday & Tuesday, appointments are available up to 7.30pm (by appointment only). Reception closes at 6.30pm except for access for late appointments.

**Pre-bookable appointments are available from 7am several Fridays each month.

1.1 Out of Hours Arrangements

When the practice is closed, calls to Walderslade Surgery automatically divert to the out of hours service. This service is commissioned by Barnsley Primary Care Trust and Care UK is the service provider.

To access this service call the surgery in the usual way on 01226 743221.

1.2 Contacting Walderslade Surgery

For appointments and enquiries call	01226 743221
Fax	01226 352401
Website	www.waldersladesurgery.co.uk

2. Local Population

Local population data from Barnsley Metropolitan Borough Council posted on the LASOS website identifies the ward of Hoyland & Milton as having a population of 12 554. Walderslade Surgery has extended boundaries into Rotherham and Sheffield so the population will be slightly higher than this figure.

Statistics show this ward as having 3% population who are from white/non-white ethnic minority backgrounds.

Local Population Data	%
Population aged 0-19	25
Population Aged 50+	33
Population - Working Age (2007)	62
Working Age - DWP Claimants (Nov07)	13
BME	3

2.1 Walderslade Practice Profile

Walderslade surgery has 13, 341 patients (March 2013).

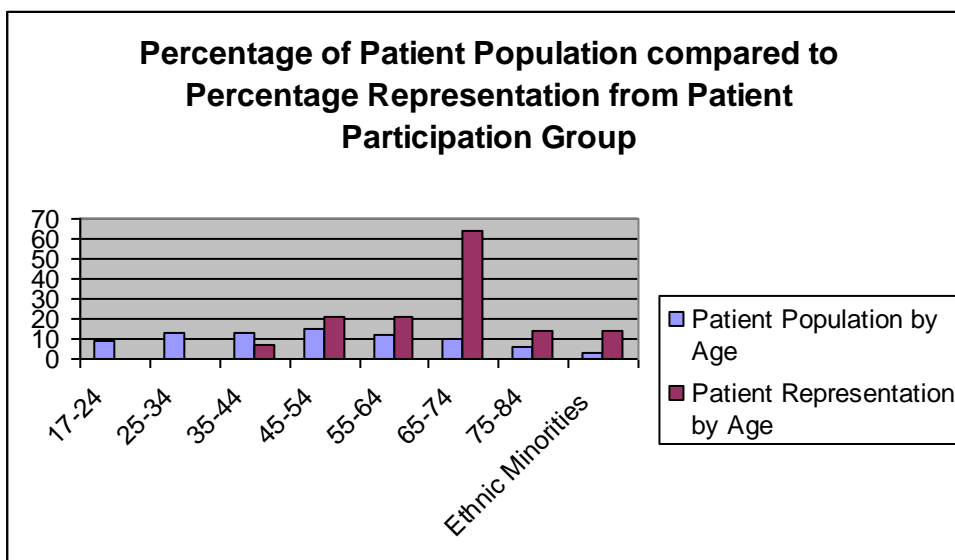
Age Groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Total
Female	399	843	558	885	889	1044	823	715	441	128	76	6801
Male	413	887	618	797	909	998	804	692	327	71	24	6540
												13341

2.2 Patient Participation Group Profile

Age Groups	35-44	45-54	55-64	65-74	75-84	Total
Female	1	2	3	7	1	14
Male		1		2	1	4

2.3 Practice Patient Population compared to Patient Participation Group

Age Group	% Patient Population	% Patient Participation Group
17-24	8.8	0
25-34	12.6	0
35-44	13.4	7.1
45-54	15.3	21
55-64	12.1	21
65-74	10.5	64
75-84	5.7	14.2
Ethnic Minorities	3	14.2



64% of the PPG are in the 65-74 age group compared to 10.5% of the practice population. 14.2% of the PPG membership represents 5.7% of the practice population.

As we have hi-lighted in our action plan, we still struggle to recruit younger members to our PPG and subsequently there is no patient representation of the 17-34 year age group patients at our meetings or online.

2.4 Social Inclusion

Since the PPG formed in 2010 the group have tried many ways to try and increase membership to attempt to get a more representative section of our patient population involved. Some examples are;

1. Advertising for new members in the Jayex board in practice
2. Posters in practice
3. Word of mouth (opportunistic conversations with other patients)
4. Patient Participation Group notice board in practice
5. Practice newsletters
6. Promotion at flu clinics

As a result of the 2012 survey 62 patients responded positively to attending a future meeting. Throughout the course of 2012-13 no one has subsequently attended a meeting but approx 9% responded to a survey and 4 patients have agreed to continue their involvement via email.

We have had 2 new members join our Patient Participation Group meetings during 2012/13.

3. Setting the Priorities for 2012/13

Following the results of the survey in 2012 the Patient Participation Group agreed that the priorities for the coming year would be to work on the actions identified in the action plan and to address local issues affecting patients as they arose.

In addition to working on the action plan, patients have also been involved in;

1. Consultation (survey) appointments
2. Supporting the implementation of our new appointment system, Doctor First.
3. Review of practice complaints

4. The Survey 2012/13

4.1 Drawing up the Questions

Questions for the survey were based on the priorities set by the Patient Participation Group in the action plan following the 2012 patient survey where it was considered that often appointments were used inappropriately. The practice's experience suggested that the extended hours appointments (after 6:30pm) were often used by patients who wanted an appointment but didn't necessarily want or need to come later in the day and these often resulted in non attendance, resulting in poor use of practice resources.

4.2 Conducting the Survey

The survey was made available in practice for 2 weeks in the summer of 2012 and was distributed in the following ways;

- Patients booking in at reception were asked if they wanted to complete the survey
- Surveys were made available in both waiting rooms
- Surveys were sent to the emails provided by patients in the 2012 patient survey

4.3 Results

We had a total of 639 responses, which is approx 4.7% of our patient list (statistically a good result for a survey).

483 patients agreed that having more GP appointments over 2 evenings was preferable to having the same number of GP appointments spread over 4 evenings per week. 156 patients wanted things to stay as they are.

4.4 Outcome

The Practice applied to the PCT for permission to reduce the number of days we offered extended hours from 4 to 2 whilst maintaining the number of GP appointments.

5. Action Plan from 2012 Patient Survey - the Results

During the course of 2012/13 the practice has been working hard to respond to the areas identified from the survey and collated in the action plan. Here is how we did.....

Action Area	How	Result
Diversity – are we meeting needs of 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>Our electronic calling system enables people with hearing impairment to see when they have been called to see a doctor or nurse</p> <p>We have user friendly documents to support people with learning disabilities when visiting a GP/nurse</p> <p>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>
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</p>

		since the 2012 survey
Appointments	<p>On line appointments - look at the availability of appointments for accessibility and promote through posters, newsletter, 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>We implemented and promoted our online appointments service and supported patients to use this. <i>(This service is currently suspended due 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>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>
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	We are still awaiting the development of a text service within our clinical system Emis web
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 patient participation group</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 younger patients do respond to surveys in practice and a learning point would be to include requests for age data on</p>

		future surveys to establish if this is the case.
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%
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

5.1 Advertising & Promoting the Patient Participation Report 2013

- The action plan was reviewed with the Patient Participation Group on 6 March 2013 and the group agreed that good progress had been made against the action plan targets. The Patient Participation Report 2013 will be posted to every member of the PPG.
- The Patient Participation Report 2013 will be emailed to all patients who are involved in the online Patient Participation Group.
- The Patient Participation Report 2013 will be published on the practice website from March 2013.
- The Patient Participation Report 2013 will be made available in practice for patients to read.
- The Patient Participation Report 2013 will be promoted on the PPG notice board in practice.
- Circulated to the Practice team in March for comments and feedback.