



PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81044

Practice Name:

Whittington Moor Surgery

An introduction to our practice and our Patient Reference Group (PRG)

Our principal aim is to provide healthcare to a standard that we ourselves would wish to receive.

The Practice list size as at Monday, 10th March is 7,612.

There are 34 members in our group including Dr K Stoodley, Practice Lead and Val Johnson, Practice Manager.

Our Chairman is Tony Cox and although we have had a Secretary in the past, this position is unfilled at present.

We meet 3 or 4 times a year on a Monday evening in the practice.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	1410 (18%)	0 (0%)	
% 18 – 34	1589 (21%)	2 (6%)	
% 35 – 54	2268 (30%)	11 (34%)	
% 55 – 74	1672 (22%)	18 (56%)	
% 75 and over	673 (9%)	1 (3%)	

Gender			
% Male	3819 (50%)	10 (31%)	
% Female	3793 (50%)	22 (69%)	
Ethnicity			
% White British	90%	97%	
% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean		3%	
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other	10%		
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>We have tried leaflets, newsletters, noticeboard and a stand at the flu clinic and also the practice website. Unfortunately none of these have attracted the 0-34 year age groups. The PPG continue to review this at their meetings to see if there are ways in which we can involve younger members. A virtual group has been suggested but this is yet to get off the ground due to technical issues.</p>			
<p>In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:</p>			
<p>We have altered the hours from a lunchtime alternating with an evening to just an evening meeting due to the PPG demographics.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>We have targeted clinics for example – family planning to reach younger patients. Our PPG members have attended our Flu Saturday at the Methodist Church to encourage new members to join. If any patient requests a discussion with the Practice Manager, she informs them about the role of the PPG and encourages them to become new members. If we receive any responses via ours Newsletters from identifiable patients, the Practice Manager invites them to join the PPG. Every Newsletter has a section advertising membership of the PPG. We advertise for new members on the practice Website We have two PPG dedicated displays and leaflets in the practice waiting area</p>			

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey
The results from the GP Patient Survey were not as good as they had been previously. We

had a new clinical system in February 2013 and we think this was the main cause for patient dissatisfaction. We decided to do a further questionnaire once we had settled into the new clinical system, covering areas where the satisfaction levels had fallen and to check that the patient satisfaction levels had improved. We discussed this with the PPG members and they decided that we would cover the following areas:-

- Accessing the surgery
- Waiting times
- Opening Hours
- Overall Experience

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

As above.

We distributed 500 copies of the Questionnaire. The PPG distributed copies at our Flu Saturday on 12th October 2013, we made them available to download on the practice website and the rest were collected by patients from the reception desk.

From the 500 copies distributed, we had 96 returned.

How our patient survey was undertaken:

As above.

Summary of our patient survey results:

The recent survey undertaken by the PPG shows that following our settling in period with our new clinical system, patient satisfaction has improved considerably.

Accessing the surgery: overall described as very good by 76%

Waiting times: 77% feel they do not have to wait too long

Opening Hours: greater than 95% feel our opening hours are convenient for them

Overall experience: 95% would recommend this practice to someone new to the area

Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The Questionnaire responses were sent or emailed to PPG members for information. A PPG meeting took place on Monday, 27th January 2014 and the Patient Survey was on the Agenda. A further meeting took place with the Chairman and a Committee member of the PPG with the Deputy Practice Manager on Thursday, 6th March to discuss what the practice response to the questionnaire

should be.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

1. The new telephone system
2. Availability of appointments
3. Waiting times
4. Responses to comments made

We agreed/disagreed about:

There were no disagreements – the PPG agreed with all of our responses.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

We discussed the action plan at a PPG meeting on 27th January 2014 and the deputy practice manager met with the Chairman and a member of the PPG again on 6th March 2014.

We identified that there were the following contractual considerations to the agreed actions:

Nil

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Telephones	We have a new local number and have reduced the number of options to choose from.	Practice Manager		Sep 2013
Availability of Appointments	We have advertised our next day and 10 day advanced appointments. We have received additional Winter Planning funding from the CCG which has helped us recruit locum doctors from January to March 2014. We have advertised our extended hours. We have advertised our Practice Nurse hours. We have advertised when our Phlebotomist takes bloods and have displayed a poster advertising blood tests at Walton Hospital.	Practice Manager		Ongoing

Waiting Times	87% of respondents said they had to wait 5-15 minutes for their appointment and 77% of respondents said they did not have to wait too long. Most patients were very understanding about why there was a delay. We explained in our response that our doctors try to give each patient the time they need and that they may be asked to rebook their appointment. For multiple problems, double appointments can be booked.	Practice Manager		Completed Ongoing
Responses to Comments made	Please see our Questionnaire with responses. We are now offering patients on line booking with GP Registrars. In the next couple of weeks we will include our Salaried doctors in this and then partners will follow after that.	Practice Manager		Completed

<p>Review of previous year's actions and achievement</p> <p>We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:</p>
<p style="text-align: center;">“You said We did The outcome was”</p> <p>1. Communication</p> <p>We have improved our communications to patients by advertising our opening hours in more ways – patient leaflet, website and a slip with patient letters that leave the practice.</p> <p>Our noticeboards are now neater and more logical. All noticeboards have a header on the top making it easier for patients to find the information they need.</p> <p>We are trying to recruit new members to the PPG by targeting clinics – family planning etc. We have 2 dedicated PPG noticeboards.</p> <p>2. Telephones</p> <p>We had a new telephone system installed in September 2013 and we now have an 01246 number rather than an 0844 number. We have also reduced the number of options available to choose from so that patients can reach who they need very quickly.</p>

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

There were no disagreements with the PPG regarding changes in the last year's action plan.

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

There is a display on the waiting room notice board of our questionnaire results and the action plan. The report is available on our Website.

We have mentioned on our Newsletter – Winter 2014 that the most recent Patient Questionnaire is available in surgery and on our website.

At a recent CCG meeting our Patient Questionnaire template was commended and the template may be made available to other practices.

A copy of the Patient Questionnaire, our response and our most recent Newsletter is attached.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Our practice opening hours are on our patient leaflet, website and sometimes we advertise them on the right hand side of prescriptions. We also put a slip of paper advertising our opening hours with every patient letter that leaves the practice. We also have our opening hours on some of our patient leaflets.

Reception Opening Times

Monday-Friday 8.00am-6.30pm

Patients can book appointments and order/collect prescriptions between these times except on Bank Holidays and when we are closed for staff training.

(On early mornings and Saturdays reception is only open to check in the pre-booked appointments)

Surgery Consulting Hours

Monday - Friday 8:40am-12:30pm

Early Morning Wednesday 7.00am-8.00am

Some lunchtime appointments are available

Afternoons:

Monday & Tuesday 2.00pm-6.00pm

Wednesday 2.00pm-5.00pm

Thursday & Friday 1:30pm-6.00pm

Weekends

_One Saturday morning per month, ask at reception for details

Call 111 for Out of Hours or 999 in an emergency

Derbyshire Health United cover our OOH requirements from 6.30pm-8.00 Monday to Friday and for 24 hours on Saturday and Sunday. Further information is available on the practice website at www.whittingtonmoorsurgery.co.uk or from the practice leaflet.

March 2014