

Market Cross Surgery Patient Participation Group Report Survey Results February 2014

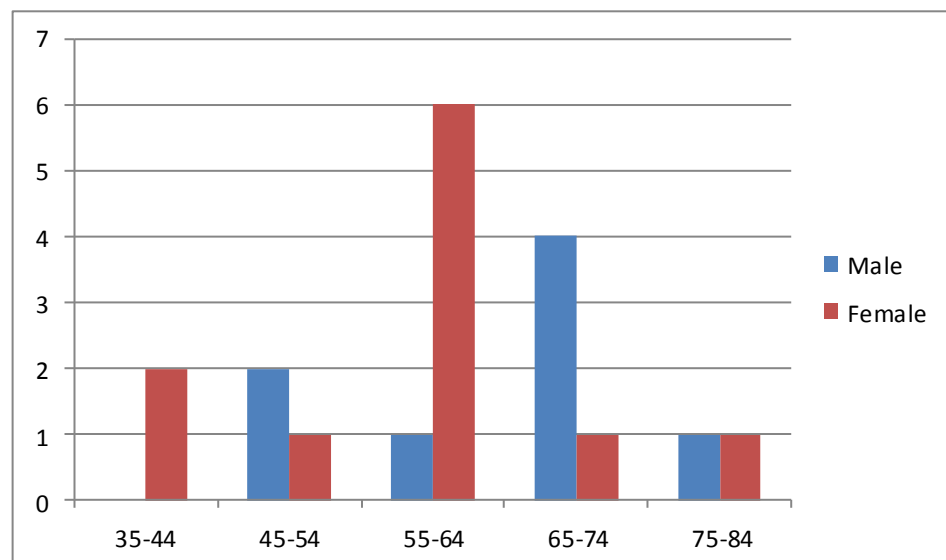
The Patient Participation Group is a committee of patients who meet with the Practice Management Team and GPs on a regular basis to discuss new ideas/changes, address current issues or potential problem areas and support the practice generally. The Group review the annual survey and offer support to the practice with effective communication and service improvements/developments.

There are currently 19 members on the PPG of which 11 are female and 8 are male. We had 4 new members join the group this year, unfortunately 6 members resigned due to personal circumstances. The age profiles of the group are:

PPG Age and Sex

Age Range:

2 x 35-44
3 x 45-54
7 x 55-64
5 x 65-74
2 x 75-84



Age/Sex of Practice Population

REGULAR PATIENTS IN MARCH 2014 - BASE IS NATIONAL POPULATION UK 1988									
Age Groups:	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-110
Males	406	155	152	237	321	296	251	110	27
Base	412	297	298	280	222	205	155	80	12
Percent	99%	52%	51%	85%	145%	144%	161%	137%	219%
Females	419	147	190	256	344	306	253	117	41
Base	390	285	294	280	221	216	199	139	43
Percent	108%	52%	65%	92%	156%	142%	127%	84%	96%
Total males:	1955			Base: 1963			Percent: 100%		
Total females:	2073			Base: 2065			Percent: 100%		
Total both sexes:	4028			Base: 4028			Percent: 100%		

Whilst we consider this group reflects our patient population in terms of age and disability, we acknowledge that we would like to increase our membership to attract a wider range of patients with different needs together with members within different age ranges. We would particularly like to encourage patients within the age ranges of Under 16, 17-24 and 25-34.

We have changed the times of meetings to evenings and rotate meeting dates to be held on a different week day. We hope this will enable easier access for our younger and working population. During the past year we have tried to encourage new members to join through Newsletter, website, notices in the waiting room and direct invitation from Clinicians and other members of staff and existing PPG members.

Involvement of PPG

The Chair has become a member of the CCG Patient Council and has actively lobbied and informed the local MP regarding issues relating to the problems faced by all rural practices.

Patient Survey

We used CFEP UK Surveys to compile our practice survey. Questionnaires were handed out to patients across a 4 week period, 21 October 2013 to 15 November 2013, to ensure patients were seen in all clinics. A total of 320 questionnaires were given out to patients, of which 305 were actually completed and returned, the remaining questionnaires were never returned. These figures represent 8% of our patient population (3900 patients).

The overall result of the survey was:

89% of all patient ratings about this practice were **good, very good or excellent.**

Patient Feedback

The survey and its results were discussed at length at the PPG meeting held on Thursday 27 February 2014, comments as follows:

Our score of 89% was felt to be a very good result. Our score was comparable with that for last year and previous years, which were in the region of 88-90%. Out of the 28 questions asked, 5 areas fell below the national mean percentage scores when compared with other practices with a similar list size (2001-4000 patients) – Questions, 3, 4, 5, 6 and 8. However, when compared with all participating practices, we fell below on only one question (Question 6*). Full details of questions, results and responses are given in the Improving Practice Questionnaire Report. The 5 areas where we fell below were discussed as follows:

- Question 3 – Appointment satisfaction
Our score = 72%, similar practice list size = 73%, all practices = 68%
- Question 4 – See practitioner within 48 hours
Our score = 63%, similar practice list size = 69%, all practices = 62%
- Question 5 – See practitioner of choice
Our score = 61%, similar practice list size = 68%, all practices = 58%
- Question 6 – Speak to practitioner on phone
Our score = 60%, similar practice list size = 65%, all practices = 61%

- Question 8 – Waiting time
Our score = 56%, similar practice list size = 61%, all practices = 56%

PPG Response & Action Plan

The PPG members were delighted at the overall score which they felt gave a true representation of the level of satisfaction with the service provided. This was particularly so given the recent increased use of locums during the period of recruitment for a new GP.

Question 3 – Appointment satisfaction:

The meeting was surprised at this score which they felt was not a true representation and certainly not their own personal experiences of the practice.

- **Action:**
 - No specific action was agreed.
 - The group were supportive towards the difficulties faced in finding a suitable new GP and commended some of the regular locums.

Question 4 – See practitioner within 48 hours:

The meeting was again surprised as considerable action has already taken place to provide unlimited same day access. It was felt that respondents may be mixing the questions here as comments relating to this were more about wishing to see a particular Doctor on the same day rather than being accommodated by the practice.

The group were extremely pleased with the way the practice had balanced the ability to book ahead with the need for urgent same day access.

- **Action:**
 - Review availability of practice nurse and nurse practitioner same day appointments for minor illness or telephone advice.
 - Increase practice population awareness of the same day access clinic but also its limitations (there is likely to be a wait, not suitable for reviews or complex problems, unable to guarantee practitioner of choice).
 - When fully up to compliment for GPs, the practice will explore the possibility of a second same day access clinic in an afternoon/early evening.

Question 5 - See practitioner of choice:

The group expressed understanding for the frustration this sometimes causes but is a reflection of the fact that Dr J B Elder has been the GP for 20+ years. There is no solution to this dilemma at present but it is hoped that a suitable GP with an intention to make Corby Glen their permanent place of work for the future will be recruited shortly.

- **Action:**
 - Patients are to be reminded to book follow-up appointments with the GP at the end of their consultation rather waiting for test results and hoping for an immediate appointment.
 - The practice will maintain cancellation lists for specific doctors.
 - A certain number of appointments are to be retained by the practice that can be released to review patients at the doctor's discretion.

- Saturday and Wednesday evening appointments are often utilised specifically by Dr Elder for planned complex reviews or joint injections.

Question 6 - Speak to practitioner on the phone:

The group agreed that there has become an expectation that practitioners are available for non-urgent ring backs within unrealistically short periods of time. Patients often have become quite abusive with Reception staff when they have not had immediate telephone access for subjects such as holiday vaccinations. Some patients are seeing this as a way of avoiding making appointments and, whilst this is appreciated, it does add substantially to the workload of all clinicians.

The practice are committed to providing timely telephone advice and consultation but there was agreement that this should be within a sensible timescale and was most likely to take place at the end of surgery often in the early evening.

- **Action:**

- The practice will review the demand for non-urgent telephone consultation with a view to identifying some appointment time for planned telephone calls.
- Some patients have already expressed a desire for email communication and for a limited number of patients this is manageable. The practice will review guidelines for email consultation and communication with patients.
- The practice already utilises limited text messaging through the nhs.net system, however, with the move to the new EMIS-Web practice computer system it is likely that text messaging for reminders will become available.

Question 8 – Waiting time

The group recognised the problems associated with appointment waiting times. The current funding for NHS primary care is insufficient to enable any GP practice to have the luxury of regular 15 minute appointments; unfortunately due to the complexities of modern medicine and the ageing population it is unlikely that any consultation is now completed within 10 minutes. The group were supportive of the steps taken to keep to time such as the periodic 10 minute block to allow some catch up however the consensus view was that although it can be frustrating they all appreciate the time they are given by all clinicians.

- **Action:**

- Recruit an additional GP.
- Reception are to update, inform and reassure patients of how the clinic is running at regular intervals.
- Clinicians to minimise additional activity during surgery such as checking emails!
- Patients to be encouraged politely to attend on time for their appointment as there is now no slack in the system that enables their missed time to be caught up.

Summary

The group praised the practice for its continued dedication and level of service, Reception and Dispensary staff were particularly commended, and the drug village drop off service which has been extended to include Folkingham was very well received.

The full survey report is available on the website.

Opening Hours of the Practice

Normal Hours

Reception: 8.00 am – 6.30 pm, Monday to Friday

Dispensary: 8.30 am – 6.30 pm, Monday to Friday

Extended Access

Alternate Saturday mornings for both GP and Nurse: 9.00 am – 10.30 am

Alternate Wednesday evenings for both GP and Nurse: 6.30 pm – 8.00 pm

To obtain access to services during these hours you can:

- ❖ Telephone the practice on 01476 550056
- ❖ Visit the practice
- ❖ Via Reception email - Reception@gp-C83649.nhs.uk
- ❖ Appointments are available on-line to book ahead (sign-up required)
- ❖ Repeat prescriptions may be ordered on-line (sign-up required)
- ❖ Links available via website for registration and travel questionnaires

Tracey Senescall
Practice Manager
(14.03.14)