

**FERN HOUSE SURGERY**

**PATIENT PARTICIPATION DES**

**REPORT**

**2013 TO 2014**

**MARCH 2014**

**Drs. Beatty, Teverson, Hopcroft, Summers, Wright, Mayet, Afsar & Skaria**

**125-129 Newland Street, Witham, Essex CM8 1BH**

**www.fernhousesurgery.co.uk**

**INTRODUCTION & BACKGROUND**

Over the last few years Patient Involvement has been a key initiative driven by the Department of Health (DOH), to ensure that patients are involved in decisions about both the provision and quality of care they access. In further support a Direct Enhanced Service (DES) was introduced by the DOH in April 2011. The aim of this DES is to promote the proactive engagement of patients through the use of effective Patient Participation Groups (PPGs) and seek views from practice patients through the use of a local practice survey. In line with the six requirements of the DES, this report summarises the outcomes of year 3.

**This report will;**

* Give details of how the practice developed the PPG
* Look at the practice population profile and the PPG profile
* Confirm how the practice recruited PPG members
* Show the process implemented to ensure the practice understood patient’s priorities for the survey.
* Inform how the practice worked with the PPG to establish and implement survey
* Review the results and look at the comments made by patients
* Identify how we consulted with the PPG to agree an action plan

To meet the six requirements of this DES, outlined below are the six components and the work carried out by the practice to meet each requirement.

**Component 1: Develop a Patient Reference Group (PRG)**

***(Extracts from Practice Website)***

Patient Participation Group

The practice formed a Patient Participation Group (PPG) in 2011.

PPG members may assist in:
- Helping us ask relevant questions in our practice survey
- Helping us review the results of our practice survey
- Advising us of any ideas on improving the service

If you are interested in getting involved, please let us know by e-mailing fernhouse.patientgroup@nhs.net or by obtaining information from our reception.

During 2011 the practice commenced recruiting Patient Participation Group (PPG) members. The purpose for establishing a PPG was to ensure patients are involved in decisions about the services and facilities we provide. Initially, we used a variety of recruitment methods to establish this Group and ensure membership as representative of our registered patients as possible. These recruitment methods included:

* Posters at Fern House and Terling and Wickham Bishops Branch Surgeries.
* Practice Leaflet
* Practice Website
* Clinicians and Receptionists supplied with information and application forms.

PPG membership is open to all our patients and new patients registering at the Practice are invited to join by way of the new patient questionnaire.

PPG members are asked to advise the level and method they would prefer to be involved and we have endeavoured to communicate accordingly. Unfortunately, uptake has been poor and many members fail to participate after initial application.

In December 2013 the practice distributed over 1800 *“Have your Say”* forms to identify the priorities for the 2014 patient survey and to encourage patients to join our PPG. This resulted in the practice recruiting a further 17 members.

**As at January 2014 the PPG consists of 43 active members.**

The Practice population profile and the PPG profile being as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **AGE** | **No. of members** | **No. of patients in this age group on practice list** | **% represented at PRG** | **No. of members engaged Face to Face i.e. meetings** | **No. of members engaged with remotely e.g. by letter, telephone, email** |
| 16 – 24 years old | 4 | 1670 | 0.2 | 0 | 4 |
| 25 – 34 years old | 2 | 1981 | 0.1 | 0 | 2 |
| 35 – 44 years old | 7 | 2374 | 0.3 | 1 | 6 |
| 45 – 54 years old  | 7 | 2405 | 0.3 | 3 | 4 |
| 55 – 64 years old | 11 | 1918 | 0.6 | 2 | 9 |
| 65 and over | 12 | 3565 | 0.3 | 3 | 9 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **GENDER** | **No. of members** | **No. of patients on practice list aged 16 and over** | **% represented at PRG** | **No. of members engaged Face to Face i.e. meetings** | **No. of members engaged with remotely e.g. by letter, telephone, email** |
| Females | 29 | 7146 | 0.4 | 5 | 24 |
| Males | 14 | 6771 | 0.2 | 4 | 10 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ETHNICITY** | **No. of members** | **No. of patients in this group on your list** | **% represented at PRG** | **No. of members engaged Face to Face i.e. meetings** | **No. of members engaged with remotely e.g. by letter, telephone, email** |
| **White**  |
| British | 37 | 12753 | 0.2 | 9 | 28 |
| Any other White background | 2 | 3356 | 0.05 | 0 | 2 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Mixed** |  |  |  |  |  |
| White & Black Caribbean | 0 | 50 | 0 | 0 | 0 |
| White & Black African | 0 | 31 | 3.2 | 0 | 0 |
| White & Asian | 0 | 50 |  | 0 | 0 |
| Any other Mixed background | 1 | 39 | 2.5 | 0 | 1 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Asian or Asian British** |  |  |  |  |  |
| Indian | 0 | 52 | 0 | 0 | 0 |
| Pakistani | 0 | 4 | 0 | 0 | 0 |
| Bangladeshi | 0 | 13 | 0 | 0 | 0 |
| Any other Asian background | 0 | 76 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Black or Black British** |  |  |  |  |  |
| Caribbean | 1 | 26 | 3.8 | 0 | 1 |
| African | 2 | 61 | 3.2 | 0 | 2 |
| Any other Black background | 0 | 21 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Chinese or other Ethnic Group** |  |  |  |  |  |
| Chinese | 0 | 45 | 0 | 0 | 0 |
| Any other | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **OTHER GROUPS** | **No. of members** | **No. of patients in this group on your list** | **% represented at PRG** | **No. of members engaged Face to Face i.e. meetings** | **No. of members engaged with remotely e.g. by letter, telephone, email** |
| Care & Residential Homes | 0 | 89 | 0 | 0 | 0 |
| Carers | 0 | 44 | 0 | 0 | 0 |
| Learning Disabilities | 0 | 50 | 0 | 0 | 0 |
| Long Term Conditions | 25 | 6329 | 0.37 | 6 | 19 |

The profile of the patients in the group includes patients with long term conditions such as respiratory, mental health, diabetes, hypertension. Unfortunately, there are no representable patients from elderly care homes. It is the practice’s intention to continue to encourage more patients from all walks of life to come forward and help us.

The acting PPG lead has suggested that members of the PPG liaise with a local Care Home, in order to elicit there wider view point on an annual basis.

**Component 2: Agree areas of priority with the Patient Reference Group (PRG)**

In December 2013 the practice distributed over 1800 *“Have your Say”* forms to patients attending the surgery for appointments and e-mailed the form to PPG member. This enabled the practice to identify the priorities for the 2014 patient survey, as shown below;

**HAVE YOUR SAY!**

The practice will shortly be holding a meeting with the Patient Participation Group (PPG), to develop a local practice survey. The purpose of the PPG is to ensure that patients are involved in decisions about the range and quality of services provided by the practice. To identify the priorities for our 2014 patient survey, what do you think are the most important issues on which we should consult our patients?

Please tick as many as you wish;

* Appointments at the Surgery
* Clinical Care i.e. GP, Nurse or HCA consultations
* Staff
* Repeat Prescriptions and Dispensary
* Premises
* Opening Hours

**Are you interested in joining our Patient Participation Group?**

Yes No

If you ticked yes, please complete the form overleaf.

**THANK YOU FOR COMPLETING THIS FORM.**

**Your feedback is important to us and will help us to provide a quality service which meets the needs of our patients. Please hand in form to the Receptionists.**

The Practice analysed the forms return, the results are shown below;

The Practice Manager and the acting Lead PPG of behalf of other PPG members reviewed the results and formulated a paper questionnaire.

**Component 3: Collate patient views through the use of a Survey**

The survey in a form of a paper questionnaire was distributed in surgeries the week commencing the 20th January 2014, for a period of three weeks. Patients who did not complete the questionnaire on the premises were advised to return the questionnaire by Friday 7th February 2014.

The Practice received a total of 368 responses out of 400. Returned forms were all read and analysed by the Practice Manager and the results are shown below;

|  |  |
| --- | --- |
| **AGE** |  |
| **0-15** | **16-24** | **25-34** | **35-44** | **45-54** | **55-64** | **65-74** | **Age 75+** | **BLANK** |
| 2% | 5% | 12% | 14% | 13% | 19% | 23% | 12% | 0% |

|  |  |
| --- | --- |
| **GENDER** |  |
| **MALE** | **FEMALE** | **BLANK** |
| 33% | 65% | 2% |
| **A. Appointments at the Surgery** |

**Q1. When did you last see a doctor or nurse at the Surgery ?**

|  |  |
| --- | --- |
| In the past 3 months | 68% |
| Between 3 and 6 months ago | 19% |
| More than 6 months ago | 11% |
| I have never been seen at this Surgery | 1% |
| Blank | 1% |

**Q2. How do you normally book your appointments to see a doctor or nurse at the**

**Surgery?**

|  |  |
| --- | --- |
| In person | 19% |
| By phone | 80% |
| Blank | 1% |

**Q3. Was it easy to book an appointment over the phone?**

|  |  |
| --- | --- |
| Yes | 62% |
| No | 31% |
| Blank | 7% |

**Q4. Would you like to be able to book appointments on line?**

|  |  |
| --- | --- |
| Yes | 55% |
| No | 40% |
| Blank | 5% |

**Q5. Were you satisfied with the date and time of your appointment?** *(we mean on the same day for an emergency appointment or in the next two weekdays for a routine appointment).*

|  |  |
| --- | --- |
| Yes | 78% |
| No | 20% |
| Blank | 2% |

**Q6. Were you able to see the doctor of your choice?**

|  |  |
| --- | --- |
| Yes | 78% |
| No | 17% |
| Blank | 5% |

 **Q7. The last time you arrived at the Surgery for an appointment with a doctor, were you satisfied with the length of time you waited for your appointment to begin?**

|  |  |
| --- | --- |
| Yes | 86% |
| No | 8% |
| Doesn’t apply | 2% |
| Blank | 4% |

**Q8. The last time you saw a doctor at the Surgery, did the doctor:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please put a tick in one box for each row** | Yes | No | Doesn’t apply | Blank |
| Listen and give you enough time to fully discuss your problem(s) and symptoms | 87% | 4% | 2% | 7% |
| Make you feel at ease | 82% | 3% | 2% | 13% |
| Adequately explain your problem(s) and any tests and treatments required | 82% | 4% | 5% | 4% |
| Involve you in decisions about your care | 78% | 4% | 5% | 13% |
| Treat you with dignity and respect  | 84% | 2% | 3% | 11% |

|  |
| --- |
| **C. Seeing the Nurse at the Surgery**  |

**Q9. The last time you arrived at the Surgery for an appointment with the nurse, were you satisfied with the length of time you waited for your appointment to begin?**

|  |  |
| --- | --- |
| Yes | 73% |
| No | 2% |
| Doesn’t apply | 18% |
| Blank | 7% |

**Q10. The last time you saw the nurse at the Surgery, did the nurse:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please put a tick in one box for each row** | Yes | No | Doesn’t apply | Blank |
| Listen and give you enough time to fully discuss your problem(s) and symptoms | 67% | 2% | 17% | 15% |
| Make you feel at ease | 65% | 1% | 15% | 19% |
| Adequately explain your problem(s) and any tests and treatments required | 64% | 1% | 15% | 20% |
| Involve you in decisions about your care | 63% | 2% | 18% | 18% |
| Treat you with dignity and respect  | 65% | 1% | 17% | 17% |

|  |
| --- |
| **D. Reception Staff**  |

**Q11. Do you find the reception staff helpful and friendly?**

|  |  |
| --- | --- |
| Yes | 93% |
| No | 3% |
| Blank | 4% |

|  |
| --- |
| **E. Repeat Prescriptions and Dispensary** |

**Q12. Are you satisfied with the length of time your prescription or medication is processed and ready for collection ?**

|  |  |
| --- | --- |
| Yes | 72% |
| No | 2% |
| Doesn’t apply | 14% |
| Blank | 12% |

|  |
| --- |
| **F. Premises** |

**Q13. Are the waiting room and other facilities clean and comfortable?**

|  |  |
| --- | --- |
| Yes | 84% |
| No | 6% |
| Blank | 10% |

**Q14. Are you satisfied with the access to the building?**

|  |  |
| --- | --- |
| Yes | 83% |
| No | 6% |
| Blank | 11% |

|  |
| --- |
| **G. Opening Hours** |

**Q15. Are you satisfied with the opening hours at the Surgery?**

|  |  |
| --- | --- |
| Yes | 78% |
| No | 11% |
| Blank | 11% |

|  |
| --- |
| **H. Other Services** |

**Q16. Does the Surgery offer the whole range of health services you require?**

|  |  |
| --- | --- |
| Yes | 84% |
| No | 3% |
| Blank | 13% |

|  |
| --- |
| **I. Overall Satisfaction** |

**Q17. How would you rate the care you receive from the doctors and nurses at the Surgery?**

|  |  |
| --- | --- |
| Excellent | 35% |
| Very good | 41% |
| Good | 17% |
| Fair | 2% |
| Poor | 1% |
| Blank | 4% |

**Q18. How would you rate the service you receive from the receptionists at the Surgery?**

|  |  |
| --- | --- |
| Excellent | 47% |
| Very good | 32% |
| Good | 14% |
| Fair | 3% |
| Poor | 0% |
| Blank | 4% |

**Q19. Would you recommend this Surgery to someone who has just moved into the area?**

|  |  |
| --- | --- |
| Yes | 87% |
| No | 4% |
| Blank | 9% |

The full Survey including additional comments can be found on the Practice Website under *Practice Survey Results.* The preliminary Survey findings were presented at our PPG meeting on 3rd March 2014 for review and discussions.

The key finding taken from the Survey was a concern around the system of appointment bookings.

**Component 4: Provide the Patient Reference Group with an opportunity to discuss survey findings and reach agreement on changes to services**

The Survey results were discussed with the PPG and members of the Practice. A copy of the minutes is attached as Appendix A.

A number of comments made by patients completing the Survey and by members present, pointed to;

* Difficulty of making appointments via telephone, especially first thing in the morning. Typical comments from the Survey and endorsed by the PPG included;

*My only negative comments are; takes an age to get through on the phone in the mornings to book an appointment and speak to a receptionist.*

*Difficult to get through at 8:30am. Think more lines might help?*

*The amount of time you have to wait to get through on the phones is too long. Online would be better.*

*Being able to book appointments on line will be a great help.*

* Car parking on the premises is limited to disabled and staff.

Typical comments from the Survey included;

*Better car park and access would be beneficial*

*Would be helpful if patients could use the car park*

*More car parking spaces would help*

* Satisfaction with Opening Hours

Typical comments from the Survey included;

*Open late in evening would be helpful for people in full time work*

*Could do with more appointments outside normal working hours. Some jobs and distance working from surgery are problematic*

*Would like it to open Saturdays at least once a month*

The above comments regarding opening hours were discussed in the context of 78% of patients who completed the Survey were satisfied with the Practice’s opening times.

The Practice and the PPG were pleased with the high level of satisfaction expressed by responders to the Survey. The PPG asked the Practice Manager to praise the staff for their efforts during the year.

**Component 5: Agree action plan with Patient Reference Group and seek Patient Reference Group agreement to implement changes**

It was agreed the following issues will be addressed by the Practice during 2014;

* The facility to book appointments on-line
* Review use of car park
* Consider the possibilities for extended opening hours

The agreed action plan is shown below;

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **List and describe aims/objectives/goals** | **Date to be achieved by** | **How you will achieve this aim/objective/goal** | **Other support needed to meet the aim/objective/goal** | **Timescale and date for review** | **By Whom** | **Date objective****/aim/goal achieved** |
| On-line Appointments | September 2014 | The practice is awaiting confirmation to change current clinical system, the new system has this facility. Although, the Practice will speak to current clinical system supplier to establish if this facility is available.  | Alternatively the Practice will work with the PPG to make a range changes and educate patients in making better use of the current system. | July 2014 | I.T Lead |  |
| Review use of car park | September 2014 | The Practice has tried to address this issue before. The Practice will keep this under review and look for alternative solutions | The Practice will look into the possibility of creating additional parent and child spaces.  | July 2014 | Practice Manager |  |
| Possibilities for extended opening hours | September 2014 | Use of the existing appointment structure by commuters to be reviewed | Better information for patients. | July 2014 | GP Partners |  |

Update from last year’s Action Plan;

|  |  |  |
| --- | --- | --- |
| **Last Year’s Issues** | **What we did** | **The Results** |
| **Speaking to a doctor/nurse by telephone** | The Practice Nurse has additional telephone consultations between the hours of 12:00pm to 12:30pm and 3:00pm to 3:30pm. Reception staff also take messages and pass these on to the Practice Nurses. | This has eased the pressure on incoming telephone calls first thing in the morning.  |
| **Seeing a doctor of choice** | The Practice created additional 48 and 72 hour appointments and extended the appointment book by a further 2 weeks | Satisfaction from the Survey went from 54% (2013) to 78% (2014) |
| **Condition of waiting areas** | The Practice had the chairs recovered meeting infection control requirements. This is still on-going  | Satisfaction from the Survey went from 63% (2013) to 84% (2014) |

**Component 6: Publicise actions taken and subsequent achievement**

This report has also been added to the Practice website: <http://www.fernhousesurgery.co.uk> and publicised within the Practice on posters showing the link to the website.

**Confirmation of our Opening Times**

The Surgery is open weekdays from 8.20am to 6.30pm
Doctor Availability - Consultations by Appointment Only - Tel. 01376 512935

|  |  |  |
| --- | --- | --- |
|  | **MorningBetween 8.20-11.30am** | **Afternoon/EveningBetween Noon-6.30pm** |
| **Monday** | Dr BeattyDr HopcroftDr SummersDr WrightDr MayetDr AfsarDr Skaria | Dr TeversonDr BeattyDr HopcroftDr SummersDr WrightDr MayetDr AfsarDr Skaria |
| **Tuesday** | Dr TeversonDr BeattyDr HopcroftDr Wright  | Dr TeversonDr BeattyDr HopcroftDr SummersDr Wright  |
| **Wednesday** | Dr HopcroftDr WrightDr MayetDr Afsar Dr Skaria | Dr HopcroftDr WrightDr MayetDr Afsar Dr Skaria |
| **Thursday** | Dr TeversonDr Summers Dr MayetDr Skaria | Dr TeversonDr BeattyDr Skaria |
| **Friday** | Dr BeattyDr HopcroftDr SummersDr MayetDr Afsar Dr Skaria | Dr BeattyDr HopcroftDr SummersDr MayetDr AfsarDr. Skaria |

## BRANCH SURGERIES

Residents of Wickham Bishops may attend the Kelvedon Road Surgery on Monday mornings from 9.15am and Thursday mornings from 9.00am. Consultations are by appointment only - telephone 01376 512935.

Residents of Terling may attend the Owls Hill Surgery on Tuesday mornings from 8.40am. Consultations are by appointment only - telephone 01376 512935.

## HEALTHWATCH

The following information will be displayed on the Practice website;

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. It plays a role at both national and local levels and is there to ensure that public and service user views are taken into account.

Anyone can join their local Healthwatch and access information and newsletters. The organisation works with existing networks and their own local volunteers to find out what matters to patients and to take forward issues that they decide are priorities. They have representation at CCG level and try to include the views of ‘hard to reach’ groups.

There is a legal requirement for the NHS to use Healthwatch findings to shape service provision.  Health and Wellbeing Boards came into operation following the 2012 Health and Social Care Act. Healthwatch has a seat on these boards.

<http://www.healthwatchessex.org.uk/>

[http://www.healthwatchessex.org.uk/sites/default/files/strategic\_plan\_2013\_16\_final\_web.pdf](https://web.nhs.net/OWA/redir.aspx?C=-wgkOzC7EkqEudO73O10ZVX8HYT1EtFIhxqawzbpP_O3IplC4_LHPiFoxLNEgQv6FzbLdUzRBNM.&URL=http%3a%2f%2fwww.healthwatchessex.org.uk%2fsites%2fdefault%2ffiles%2fstrategic_plan_2013_16_final_web.pdf)