

MOOR GRANGE SURGERY

Local Patient Participation Report 2013/14

Produced: 24th March 2014

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This is the third Patient Participation Group report produced – the first was produced on 27th March 2012. The 2011/12 & 2012/13 reports are available from reception or on the practice website.

This report includes some general information carried over from the last report together with details collated from the past year.

The aim of our Patient Participation Group is to represent the views of our practice population & to improve patient experience when accessing services at Moor Grange Surgery.

Information the practice continues to feedback to our patients:

Results of patient survey

√

Patient Reference Group

√

Minutes of meetings, general information

What action you have taken as

a result of patient engagement

√

How the practice continues to feedback to our patients:

Practice website

√

Quarterly Patient Newsletter

√

Patient Participation Group –
Group Meetings and Virtual group

√

PPG Information folder –
available to view from reception

√

Posters in the waiting area

√

Notice board Displays

√

Description of the profile of the members of the Patient Reference Group;

The practice has 4,163 registered patients.

Moor Grange Surgery has been running a Patient Participation Group (PPG) consisting of both **Virtual** and **Group** members since October 2011. All the members are registered patients at the practice.

Virtual members:

Virtual members are contacted by email. Email contact addresses are not shared without permission so confidentiality is maintained at all times.

Virtual members are contacted prior to each group meeting to ask if they have any ideas or comments they wish to be included. If any comments/issues/ideas are received then these are added to the agenda of the group meeting. They are also consulted via email regarding the contents of the practice survey.

Following each group meeting they are sent a copy of the minutes and any relevant handouts. They are encouraged to give feedback.

All responses from Virtual members are logged by the practice for reference purposes.

Profile of Virtual members in March 2014

Male/Female : 2 female members

Age group: 55-64 X 1

65-74 X 1

Patient Participation Group members:

Members attend (approximately) quarterly meetings held at the practice. The first meeting was held in June 2012 .

5 meetings have been held to date.

There are 6 members of the group plus recent interest from 2 new patients. Although the group is small it is very enthusiastic & committed to representing the views of the practice population.

Profile of group members in March 2014:

Male/Female: Female X 5 Male X 1

Age group Under 16

17-24

25-34

35-44 X1

45-54 X1

55-64 X 1

65-74 X 3

75-84

85 and over

Combined profile of Virtual Panel & Group members – March 2014

According to our most recent Ethnicity report our ethnic profile is:

Ethnicity	Percentage of the total practice population
British or mixed British	85.9 %
Ethnic category not stated	8.1 %
Pakistani or British Pakistani	3.0 %
Other White background	2.0 %
Other Asian background	1.6 %
Indian or British Indian	1.5 %
White and Black Caribbean	1.2 %
African	1.1 %
Chinese	1.1 %
White and Asian	1.0 %
Irish	0.8 %
Other Mixed background	0.8 %
White and Black African	0.6 %
Ethnic group not given	0.1 %
Caribbean	0.1 %
Other Black background	0.1 %
Any other group	0.1 %

We have 6 white British members & 2 other white background members of our virtual & patient participation groups.

Steps taken by the Practice to ensure that the Patient Participation Groups are representative of its registered patients and where a category of patients is not represented, the steps the practice has taken in an attempt to engage that category:

When the PPG was launched the practice actively worked to promote it and encourage a variety of patients to join. Full details regarding this are contained

in the 2011/12 PRG Report dated March 2012. We have continued to promote the groups & encourage a wide variety of patients to participate in improving the practice.

The practice & the groups are committed to recruiting more patients in future & that those recruited will be representative of our practice profile. We would like ethnic minority groups to be represented at our PPG & also some patients in the younger age groups.

This year we have attempted to boost the PPG in the following ways:-

- Included details of the group in our new patient registration pack
- Included an article about the group in an edition of the practice newsletter
- Targeted some under-represented groups by post (groups chosen by PPG)
- Included details with the annual survey which was sent to a random selection of 50 patients.

To ensure that all our patient base continue to be given an opportunity to join the PRG the practice promotes it in the following ways:

- A **poster** in the main waiting area & also on the “ Patient Information” notice board in the foyer.
- A **Patient information sheet** which is given to new patients when they register.
- Features in the **Practice Newsletter**
- Information displayed on the **Practice website** including a show of interest form which can be submitted electronically.
- Verbally by **staff members** when appropriate.
- **Sign up forms & information sheets** which are readily available from the reception desk & on the information desk in the foyer.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey:

All Group and Virtual members were given the opportunity to discuss and agree what should be included in every annual survey.

The ways in which the practice sought to obtain the views of its registered patients:

By the circulation of an annual practice survey. The 2013/14 survey will be our third annual survey.

Survey Form and distribution details 2013/14:

The survey was carried out in January 2014 over a 2 week period (appendix 1)

Patient Reference Group members were given the opportunity to amend/approve the content of the survey form and discuss distribution prior to it being carried out.

The survey form consisted of a 2 sided A4 size sheet. Staff were made aware that large print & other languages available on request. The survey included sections on:

Assessment of GP services

Assessment of other medical staff

Assessment of reception staff & the practice in general

A general section asking whether patients would recommend the surgery to their family & friends and an open free text section asking for the one best & worst thing about the practice.

Surveys were circulated as follows:

Posted out to 50 patients from a random sample of registered patients

Posted out to 10 patients on our carers register

Handed out by reception staff to patients collecting repeat prescriptions.

Handed out by the reception staff randomly when patients attended for appointments at the desk.

On a table in the waiting room

Survey results & comparison

87 survey responses were returned and these were collated by the practice manager. The results were detailed in the same order as the questions had been asked & documented in percentage of response for each individual question (appendix 2).

Any comments/suggestions/compliments were collated separately for discussion at a practice meeting & at the PPG meeting where appropriate. The PPG met in March following completion of the survey to discuss results, formulate & agree on an action plan.

Details of the results were:

- Distributed to and discussed with all practice staff.
- Presented to and discussed with our Patient Participation Group members in March & an action plan formulated & agreed on.
- Displayed on the practice website (www.moorgrangesurgery.co.uk) and on the

notice board in the foyer.

Previous Surveys:-

2011/12 Annual Patient Survey Results

Overall the results of the survey indicated that our patients were happy with the existing appointment system, opening times, quality of the surgery building and the service provided by our staff. The results had improved on a very similar survey from the previous year. The comments made were also encouraging. The practice nor the PPG (meeting following the survey results- March 2013) could pick out any findings from the survey itself to be implemented & chose instead to base the 2012/13 action plan on suggestions & proposals from the PPG groups throughout the year.

2012/13 Annual Patient Survey results.

Overall the survey results showed that the vast majority of patients were happy with Appointments, Opening times, the Surgery, Clinical Care, Practice Staff & contacting the practice by telephone.

Current Survey:-

2013/14 Annual Patient Survey results.

Overall the results of the survey indicated that patients are pleased with the practice. Assessment of GP services, other medical staff & reception staff showed very high levels of satisfaction. 98% of patients asked said they would recommend the surgery to their friends & family. Two areas were identified as needing action – contacting the surgery & access to appointments, particularly outside core hours. These will be included in the 13/14 action plan (see below). All free text comments were reviewed.

Details of the ACTION PLAN: setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented:

Details of the action which the practice intend to take as a consequence of discussions with the Patient Participation Group in respect of the results, findings and proposals arising out of the local practice survey; and where it has participated in the Scheme for the year, or any part thereof, ending 31st

March , has taken on issues and priorities as set out in the Local Patient Participation Report:-

Issue (You said)	Aim/objective	Task/Action required	Lead	What we did as a practice (We did...)
To improve patient awareness of choice at the point of referral	For patients to be more aware of the choices available to them when being referred for further care & to be encouraged to be active in making those choices	GPs will complete a form at the point of deciding referral (in the consultation) to give secretary indication of patients choice priorities in choose & book. Choose & Book will be used for ALL available services.	Amanda McDermott –PM Dawn Watson – secretary to assist	All patients are now given the opportunity of choosing where they would like to be treated for any onward referrals. The GP provides the information to the secretary who can easily see whether the patient has indicated that they wish to be contacted with more choice options.
To improve patient feedback systems	To encourage patient feedback on all aspects of services provided at the practice on addition to the annual survey & to promote this.	Log book at reception for informal complaints/suggestions/ideas for improvement/& compliments. Suggestion box to be more visible. Promotion of PPG & a recruitment drive. To look into providing a form to submit via the website for feedback. To promote & encourage patient feedback on the website & in the surgery. To make this an ongoing priority for the PPG	Amanda McDermott – PM	We agreed to be a pilot practice in the Friends & Family survey & took part for three months. A comments & suggestions book is available in reception for staff to note anything fed back by patients – the comments are then discussed at practice meetings. We had a PPG recruitment drive by posting details to target groups identified in a PPG meeting. We included details of our PPG in flu invitation letters and annual surveys which were posted out to a random selection of patients. The comments box is now in the foyer in a more prominent position & we are considering having a second box by the reception desk. We have suggested to the CCG that we would like to gather feedback in other ways too.
To reduce DNA rates further	To reduce DNA rates for all clinicians to maximise available & timely appointments	To look into an opt out system for text message reminders rather than an opt in.	Amanda McDermott – PM	Appointment reminder text messages are now in operation & have reduced DNA rates further. We are still actively encouraging patients to sign up for this service. DNA text messages are also in operation.
To introduce more online services, particularly a facility for ordering repeat prescriptions within the patient record & online appointments	To make patient services more easily accessible	To introduce online repeat prescription ordering facility within the clinical system & to also introduce online appointment booking/cancelling. Both these services are available within the system we use & can be set up to be accessed via the website.	Amanda McDermott – PM	Online appointments for GPs & for ordering repeat prescriptions is now in operation & running smoothly 329 patients are already signed up for this service. These services are advertised in the practice & all new patients are offered a user name & password when they register.

An updated Action plan has been formulated & agreed to include any outstanding actions from 2012/13 plus actions from 2013/14 PPG meetings & survey:

Issue (You said)	Aim/objective	Task/Action required (we will..)	Lead	Date scheduled for completion
The practice needs to improve patient understanding of the various data sharing schemes which are happening or will happen in the near future	To provide clear patient information of each of the data sharing schemes, how they differ, which are for direct patient care. For all patients to be able to make an informed decision about their data & to attempt to stop patients doing a blanket opt out off all sharing as they are tending towards at present	<p>The practice will create a display for patients with information on the data sharing schemes in place at present. Care.data/summary care record/edsm/leeds care record.</p> <p>The new patient registration pack will be updated with more explanation.</p> <p>The practice will consider holding an open meeting to inform patients.</p> <p>The practice will train one or two members of the reception team who will then be available to give further explanation to patients when they ask about the schemes.</p> <p>The practice will consider contacting all (or a sample of) patients who opt out to find out if they understand what they are opting out of.</p>	Amanda McDermott -PM	September 2014 (when the first data extraction will take place)
Patients find it difficult to contact the surgery	To make is easier for patients to contact the surgery by telephone & online & to improve the patient experience where possible	<p>The practice has already made enquiries about a telephone system upgrade which although would not increase the number of incoming lines, would make the patient experience better by having an on hold system rather than an engaged tone & being able to record patient messages regarding the best time to ring for particular enquiries etc etc.</p> <p>The practice will continue in its efforts to promote the online services we offer which are often an alternative to contacting the practice by telephone. The practice will also look into the possibility of offering further online services.</p> <p>Practice Manger will also enquire about a smart phone App for appointment booking</p>	Amanda McDermott - PM	<p>September 2014</p> <p>Ongoing with update in September 2014</p> <p>April 2014</p>
We need to continue to promote our	To have our patients views represented by a	The practice will continue to promote the PPG to existing & new patients.	Amanda McDermott - PM	Ongoing throughout the next year

patient participation group & make it larger & more representative	face to face & virtual group	Target groups will again be contacted this year		
It would be good to promote open patient meetings to discuss particular health topics giving information & advice	To promote patient awareness & self management To improve the doctor patient relationship	The practice will look into the practicalities & logistics of holding some clinical information events for patients Also to consider having some online "learning" on the practice website. PPG member C T-V has offered assistance if this is something we would like to take further.	Amanda McDermott & Dr Patel Amanda McDermott PM	Discuss both these ideas at wider practice meeting in April 2014 & report back to PPG.
Annual survey suggests that the main thing patients would like to see improved is access & in particular access outside core hours (early morning, evenings & weekends)	To improve access paying particular attention to extended hours provision	The practice has already engaged in this by joining a small co-operative of practices who have submitted a bid for the Government's Challenge Fund – a pilot scheme to extend GP opening hours from 8.00am to 8.00pm seven days per week. If this bid is not successful, the group is in discussion with the local CCG (clinical commissioning group) with regard to funding a 2 year pilot of this. It is envisaged that one of these schemes will come to fruition within the next year. We will keep patients updated.	Amanda McDermott PM	Ongoing throughout the year
From the annual survey it was concluded that on the whole patients are happy with the practice & the service it provides but there are suggestions and ideas for improvement	To continue to improve the services we offer & improve overall patient experience	We will appreciate the positive feedback we have received from the survey & continue to improve in any way we can.	Amanda McDermott PM	Ongoing

The action plan will be implemented & then discussed & updated at each of the PPG meeting throughout 2014

Publication and update of the Local Patient Participation Report:

Access to the PPG information, PPG meeting minutes and Local Patient Participation Report is available either by viewing at the practice or by visiting our website www.moorgrangesurgery.co.uk

Patients will continue to be kept updated on what is happening via our website, quarterly Practice Newsletters (on display in our waiting areas and on our website) and a dedicated Patient Information board in the practice.

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours; and where the practice has entered into arrangements under an extended hours access scheme, the times at which individual health care professionals are accessible to registered patients:

Our current opening times & accessing services:

The practice is open core hours Monday to Friday from 08.00 to 18.00 (LCD cover 18.00–18.30). In addition we provide extended hours on Tuesdays, opening at 07.30 & closing at 19.30 and on Fridays, opening at 07.30.

Outside these hours patients are instructed to telephone the usual surgery number 0113 2954880 or to contact NHS 111. Notices in the window, on the website & in the practice leaflet also provide patients with services available when the surgery is closed.

Appointment can be booked either by telephone or in person at reception. Telephone consultations are also available each day Monday to Friday. The practice offers routine (advance) & same day, more urgent appointments with both GPs & nursing staff.

There is also 'a requirement that the practice consider whether any amendments are necessary to any of its published information relating to the services provided by them as a consequence of the implementation of any changes following a finding or proposal arising out of the Local Practice Survey;'

At the present time no amendments are necessary. However if ideas coming out of the action plan discussions with PPG members during the following year require any amendments to be made we will consider/action

24th March 2014

Appendix 1

MOOR GRANGE SURGERY – ANNUAL SURVEY 2014

Details about yourself:

1. Male Female
2. Age
3. Ethnic Group..... (optional)
4. Employment status..... (optional)
5. Do you have a long standing health condition Yes No

Assessment of GP services:

1. Do you find it easy to communicate with your GP? Yes No
2. Is (s)he polite/friendly/listening? Yes No
3. Does s/he give you clear & sufficient information about your condition & treatment? Yes No
4. Does s/he involve you in decisions about your care? Yes No
5. Are you generally satisfied with the way s/he is treating you? Yes No
If your answer is No, please comment

.....

.....
Assessment of other medical staff:

1. Are you satisfied with the way the nurse treats you? Yes No
2. Are you satisfied with the way the health care assistant treats you? Yes No
3. Do the nursing team involve you in decisions about your care? Yes No

Assessment of reception staff & the practice:

1. Are the admin/reception staff understanding, polite & helpful? Yes No
2. Do you find it easy to contact the surgery: by phone Yes No
online Yes No
in person Yes No
3. Is it easy to make an appointment with the medical staff? Yes No
If you answer is No, please comment
-
.....

Continues overleaf →

4. On average, are you happy with the time you wait in the surgery before you are seen for your appointment? Yes No

5. Are you happy with the opening hours of the surgery? Yes No
If you answer is No, please say when you would like the surgery to offer appointments

.....

6. Do you prefer to always see the same GP or do you not mind?

Same GP always Do not mind Do not mind if urgent

General

1. Would you recommend this surgery to family, friends or someone who has just moved into the area Yes No

2. What is the one best thing about the practice

.....
.....

3. What is the one thing about the practice you would like to see changed/improved

.....

.....

4. Do you have any other comments which will help is to improve the services offered to you?

Thank you for taking time to give your feedback about the service we provide. Your comments are important to us. The results of this survey will be displayed in the practice & on our website www.moorgrangesurgery.co.uk in March.

Appendix 2

MOOR GRANGE SURGERY – ANNUAL SURVEY RESULTS 2014

	RESPONSE	
Number of responses	87	
Male	34%	
Female	66%	
Details about yourself:		
Under 16	0%	
17-24	9%	
25-34	10%	
35-44	12%	
45-54	14%	
55-64	23%	
65-74	20%	
75-84	10%	
85+	2%	
No response	0%	
Assessment of GP services:		
Do you find it easy to communicate with your GP	YES	95.5%
	NO	4.5%
Is (s)he polite/friendly/listening?	YES	99%
	NO	1%
Does s/he give you clear & sufficient information about your condition & treatment?	YES	99%
	NO	1%
Does s/he involve you in decisions about your care?	YES	98%
	NO	2%
Are you generally satisfied with the way s/he is treating you?	YES	99%
	NO	1%

Assessment of other medical staff:		
Are you satisfied with the way the nurse treats you?	YES NO	99% 1%
Are you satisfied with the way the health care assistant treats you?	YES NO n/a	86% 0 14%
Do the nursing team involve you in decisions about your care?	YES NO	95.5% 4.5%
Assessment of the reception staff & the practice:		
Are the admin/reception staff understanding, polite & helpful?	YES NO	91% 9%
Do you find it easy to contact the surgery:	by phone online in person	Yes 71% No 29% Yes 30% No 13% n/a 57% Yes 61% No 7% n/a 32%
Is it easy to make an appointment with the medical staff?	YES NO	65% 35%
On average, are you happy with the time you wait in the surgery before you are seen for your appointment?	YES NO	85% 15%
Are you happy with the opening hours of the surgery?	YES NO	80% 20%
Comments: 5 people would like appointments late nights & weekends 3 people would like appointments late nights 2 people would like appointments on Saturdays 2 people would like early morning appointments		
Do you prefer to always see the same GP or do you not mind?	SAME GP ALWAYS DO NOT MIND DO NOT MIND IF URGENT	42% 25% 33%
General:		
Would you recommend this surgery to family, friends or someone who has just moved into the area?	YES NO	98% 2%
What is the one best thing about the practice:		
The GP has treated me since birth – personal touch & peace of mind x 3 Easy to get to/convenient x 12 Positive approach of the medical staff regarding sensitive issues Friendly x 16 Friendliness of Dr Patel Friendliness of Dr Ogden, she does not make you feel trivial Nurses Polite & helpful x 12 If your child is ill there is always an appointment x 2 Homely Appointment always available if urgent or a telephone call offered x 4		

<p> Doctors x 7 Small & personal x 2 Professionalism x 3 Cleanliness x 2 Standard of care x 3 Late night surgery Many years of friendly hands on care Understanding doctors Recall system for reviews </p>	
<p> What is the one thing about the practice you would like to see changed/improved? </p> <p> Opening hours x 11 Remove the tv To be able to phone for repeat scripts x 3 To be able to get an appt sooner with a specified GP x 7 Online repeat script service Parking More polite staff x 2 Waiting time (in the surgery) x 5 More doctors available daily Bigger waiting room The reception staff More health promotion services – weight loss clinic Online services Improved telephone service x 2 Music in the waiting room More nurse appointments </p>	
<p> Other comments: </p> <p> Unhelpful reception staff Sometimes difficult to get the appointment you would like x 5 Telephone lines always busy 1 Difficult to get appointments outside working hours x 7 The reception staff spoil the patient experience, they never smile The reception desk is not customer friendly Message service on phone (to cancel appts) Would like a baby changing room Better variety of magazines in the waiting room More toys & books in the waiting room x 3 </p>	