

SUNNYSIDE SURGERY (L81102)

LOCAL PATIENT PARTICIPATION SURVEY REPORT 2014-2015

The Doctors, Nurses, Practice Manager and Staff would like to thank our Patient Participation Group (PPG) for giving up their time and expertise over the past twelve months to help the surgery with developing improvements. We value the information that patients provide to help us identify the areas in which we can try to improve, as well as those areas of which we can be proud.

1. Develop/Maintain a Patient Participation Group (PPG)

The practice has had a PPG since the beginning of 2011, meeting on a regular basis throughout the year. The practice and group has actively tried to engage those groups of patients which are under-represented in terms of gender, age and ethnic background by advertising the PPG within the practice, baby clinic and on the surgery website (www.sunnysidesurgery.co.uk), along with staff members asking patients opportunistically if they are interested in joining. All New Patient Registration Packs have details of the PPG and how they can join. To engage representation from the practice population of those patients aged 54 and under, an email invitation was sent to those patients who have email addresses recorded asking if they would be interested in joining the group either by attending the 6-weekly meetings or as a virtual member. We have now increased our PPG members to 36 patients in total. Please see below for further breakdown of age and gender groups.

Detail of Age Mix of Practice Population and PPG

Age Groups	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	1192	444	678	837	1143	949	879	921
PPG	0	1	1	7	13	6	7	1

Detail of gender mix of practice population and PPG

Gender	Male	Female
Practice	3334	3708
PPG	14	22

Details of Ethnic Background of the Practice Population and PPG

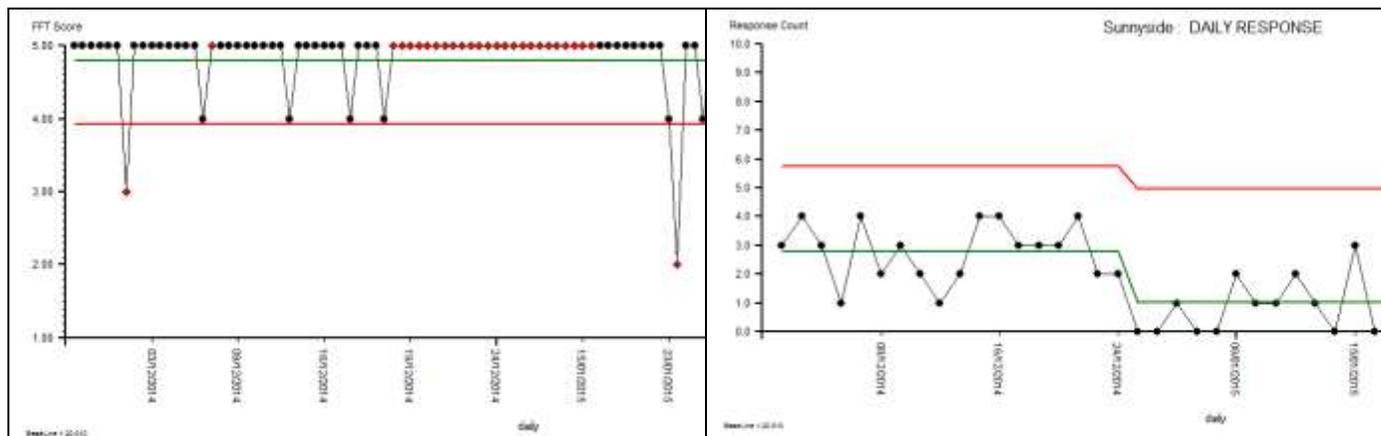
Ethnicity: White British: 35 Irish: 1

2. Review of Patient Feedback

In previous years the surgery and PPG have always organised for a patient survey to be carried out, however for 2014-2015 it was decided to gain feedback from the following resources - Suggestion Box, Verbal and Written comments from patients which have been passed both to the Surgery and PPG members. The practice took the decision to take up the kind offer from the PPG Chair with regards to the design and implementation of the Friends and Family Test. On the form, which patients can complete either within the surgery or via our website, there is the option to add additional comments relating to how the surgery could improve, this has given

us an opportunity to see and review real-time feedback and use this to prompt helpfully focused improvement and to enhance the safety (service??) of patients.

The diagram on the left below shows how the outliers are identified in real time. The diagram on the right shows how the Response Rate has varied over time – dipping after the Christmas break. These two charts allow us to monitor what's happening, and the impact of any changes we might make to try to bring about improvement.



From the results, 88% of patients have told us they are 'extremely likely' to recommend the surgery to friends and family.

One area in which patients would like to see a change is for appointments to run to time. They feel the treatment received is good but clinical staff can sometimes run late in their surgeries / clinics.

Several patients commented that the Blood Pressure Machine positioned within the waiting room was not very private. Due to capacity of space in the surgery, we were unable to find an alternative place. However the surgery has purchased a screen which was put in front of the machine to give patients the privacy they requested.

PPG meetings are held every 6-8 weeks and on the agenda the PPG and Staff will discuss feedback given and how improvements can be made if required, please see the 3 priority areas for action.

3. Action Plan Priority Areas and Implementation

Priority 1

Description of priority area: Appointments running to time

Some patients have commented that when they visit the practice they are sometimes seen later than their allocated appointment slot.

Actions to be or has been taken to address the priority

GP appointments are allocated at 10 minutes per patient and Nurses are anything between 5 to 20 minutes depending on the treatment being given. It has been identified from speaking with the clinical staff that often patients will come with a list of problems which cannot always be dealt with within the allotted time. Often patients will see the doctor for a minor symptom and

then open up within the conversation a more serious underlying problem which they feel they cannot address at the beginning of the consultation, the clinical staff will then endeavour to also address this issue.

Clinical staff are unable to predict what they are going to be seeing when patients make an appointment. Often they can deal with the problem within the 10 minute allocated slot but there are times when, for example, a more in-depth examination needs to be carried out, or a call made to a hospital asking for further advice – these can all take additional time.

The practice now ensures that they keep patients informed of any delays and display a notice to say which GP is the duty doctor (this then allows the patients to appreciate that they may be running late as they could be dealing with an urgent matter)

When the practice employs a GP Locum to cover for one of our regular doctors, the surgery will encourage them to have catch-up slots within their surgery to allow for possibly running over due to not being familiar with patients.

The practice will aim to carry out further data analysis of appointment times within the medical system and then publish these results for the patients to see the average waiting time.

It has been suggested by the PPG members to create an information leaflet of 'Questions to Prompt the Best Conversation with your GP'.

Results of actions and impact on patients and carers

The appointment system is regularly monitored to try and meet patient demand and the capacity of doctors working. You could ask why not make the appointment longer from 10 to 15 minutes? This would unfortunately reduce the number of appointments being offered on a daily basis consequently making it more difficult to book to see a doctor or nurse .

The surgery will implement the suggestions made above and monitor the outcomes.

Priority 2

Description of priority area: Texting

Feedback received via the Friends and Family Questionnaire related to whether the text being sent to patients could include the appointment time and date

Actions to be or has been taken to address the priority

Due to a computer failure, our texting software had to be reloaded onto another PC - the delay in getting this sorted took almost 3 weeks. In the interim we discovered that since changing our Medical System to EMIS Web it can now offer the facility to send texts to patients to remind them of their appointment which includes the date and time. Unfortunately the central funding for this is being withdrawn by the Department of Health and the facility will no longer be available after the end of September 2015. At present, no companies are offering the solution we are looking for which integrates with our medical system

Results of actions and impact on patients and carers

Until the end of September 2015 we will continue to be able to offer patients the date and time on text reminders of appointments but then we will have to revert back, for the interim, to using our own purchased software which informs patients they have an appointment on a certain day but giving no time.

Although the EMIS Web facility of texting is good it does have its disadvantages for example the surgery will pre-book diabetes review appointments for patients and send a letter informing patients the details of the appointment and what they need to bring. As soon as the patient's name is added to the appointment slot it automatically generates and sends a text which is received prior to the appointment letter being posted to the patient which has caused some confusion.

Priority 3

Description of priority area: Online Booking For Nurses

Feedback received via the Friends and Family Questionnaire related to whether patients could also book appointments online with the nursing staff. This had been highlighted in last year's survey.

Actions to be or has been taken to address the priority

Booking online appointments with the nursing staff at the surgery can be difficult due to the nature of their work. Depending on the medical reason the nurse needs to deal with, this determines how long the appointment needs to be. For example, an NHS Health Check will be a 30 minute appointment whereas a Blood test will be 5 minutes. The online access facility within our Medical System does not allow for different timings, it is easier with the doctor appointment as they are all set at 10 minutes. One area which we may look into exploring is for Asthma Reviews and possibly Seasonal Flu Vaccinations.

The surgery has asked surrounding practices within North Somerset and all of them have decided not to offer online appointments for nurses at the current time.

Results of actions and impact on patients and carers

The practice will trial putting on the Seasonal Flu Vaccination appointments from September onwards with the Health Care Assistants and will advertise this via the website and posters within the surgery. (Patients will need to be aware they have to meet the government criteria for having the vaccination and if they book and are not eligible they will be contacted to cancel the appointment).

We will shortly be offering the opportunity to book Asthma Review appointments online.

4. Progress on Previous Years

From the Action Plan for 2013-2014 the practice has managed to progress on the following issues raised:-

- Online Appointments With Nurse – please see above comments, planning on introducing appointments being offered for Asthma Reviews with the Practice Nurse and Seasonal Flu Vaccination with Health Care Assistant.
- Telephone System – Reduce waiting time - the practice has reviewed the current system and discussed options with the company with regards to putting in place the facility to select various departments to deal with the call. The cost to enable this service will be £3,500 to update the system. The practice needs to look into this further to see if it is financially viable.
- Privacy for BP Machine in Waiting Area – This has now been completed
- Named GP – All over 75years have been informed of their named GP either by a letter or verbally from a clinical staff member. The new guidelines as from April 2015 - all patients will know who their named GP is - to save on postage this will be advised verbally to the majority of patients who attend the surgery.
- Texting – Offer the date and time of the reminder appointment when sent to patients - as explained above this is currently being achieved but may need to be reviewed again after September 2015.

The priority areas and report has been reviewed by PPG members and then circulated. All of the areas within the Action Plan were agreed by the Group and hope that the changes being made will improve the service being offered to patients and carers.

This report has been published on the Practice website at the following address:

www.sunnysidesurgery.co.uk

Our opening hours are:-

Monday to Friday 8.00am until 6.30pm except the 1st Thursday of each month when the Surgery is closed between 1-3pm for staff training

Extended Hours: An additional Surgery is held on alternative Saturday mornings from 8.30am until 11.00am for pre booked appointments only. These will be with a doctor. We also offer late Monday evening appointments from 6.30-7.00 with a GP, Health Care Assistant for health checks and Nurse Practitioner for such items as asthma reviews, cervical screening etc.

Patients may book appointments with doctors or nurses by ringing the Surgery, in person at the reception desk or online (currently GP appointments only). We offer face to face and telephone consultations. If you require a same day appointment, it is best to ring at 8am. When demand for appointments are heavy, you may be offered a telephone appointment with the duty doctor and they will arrange to see you if necessary.

PUBLICATION OF THE REPORT

The practice would like to take this opportunity to thank each and every member of the PPG for their time and most valuable contribution to the Surgery which is greatly appreciated.

A hard copy of this report and action plans are displayed to view in the practice waiting area and on request a hard copy can be printed to take away.

Report Signed

The report was sent to all PPG members to view and discussed at the meeting held on 12th March 2015 and the priority areas agreed. It is hope that the service being offered to patients and carers will improve as a result of the actions being done.

The Chairman has agreed to sign the report on behalf of the PPG members.