

The Mill Road Surgery – Patient Participation Group

Report – Mar 2014

Introduction

The aim of setting up a patient participation group is to promote the proactive engagement of patients in Mill Road Surgery and to seek views from them including findings from local patient surveys. The key requirements to making this successful have been identified as:

- Developing a representative structure that gains the views of patients and enables the practice to obtain feedback.
- Agreeing areas of priority with the group
- Collating patient views through patient survey
- Agreeing any action points with group
- Publicising results for wider viewing with actions and outcomes

Objectives

The purpose of setting up a patient participation group is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by the practice

Aim to encourage and act upon views of our patients wherever practically possible.

Aim to have as broad a representation of patients on the group so different priorities can be captured. Agree to have management and clinician (GP) at all meetings.

Schedule 3 or 4 meeting per annum and publish minutes, reports, and actions from meetings on our practice web site

Carry out local survey based on priorities identified as areas for possible improvement or to maintain a standard due to importance.

Improve communication to our patients

Patient Structure/Profile

Mill Road surgery continues to grow as a practice and as at 1st April 2013 had a patient list size as follows:

Capitation Report – Totals as at 1st April 2013

Age Range	Male	Female	Total
0 - 15	1372	1313	2685
16 - 24	457	488	945
25 - 34	858	1000	1858
35 - 44	1083	1059	2142
45 - 54	773	735	1508
55 - 64	458	499	957
65+	508	605	1113
Total	5509	5699	11208

As our patient participation group has been up and running for the past 2 years we decided again for this year to continue with a ‘real’ group rather than creating a ‘virtual’ group. We continue to promote the group in surgery via various mediums to a) heightened awareness and b) recruit new members. In addition to the newly created PPG specific notice board we also publicise on our electronic calling board. These are additional message to the already in place posters, word of mouth, target groups like mums and toddlers, smoking cessation, consultations and occasional mail shots.

Our PPG group profile is as follows:

Age	No of members	Available patients in age range	% represented at PPG	Members engaged face to face	Members engaged remotely – i.e. email
16 - 24	0	945	0%	0	None
25 - 34	0	1858	0%	0	None
35 - 44	1	2142	8%	1	Yes – via e-mail
45 - 54	3	1508	23%	3	Yes – via e-mail
55 - 64	2	957	15%	1	Yes – via e-mail
65+	7	1113	54%	8	Yes – via e-mail
Total	13	8523	100%	13	Yes – via e-mail

Gender	No of members	Available patients in age range	% represented at PPG	Members engaged face to face	Members engaged remotely – i.e. email
Male	0	6	46%	6	Yes – via e-mail
Female	0	7	54%	7	Yes – via e-mail

Ethnicity	No of members	White	British		
Male	13	13	13		

N.B. Ethnicity is not recorded on all patients’ records, mainly historical patients – all new patients have ethnicity recorded.

In addition to the above patient profile the surgery also has 3 members attending each PPG meeting – namely Dr de Silva, lead GP for PPG, Andy Leonard, Practice Manager and Alison Newstead reception supervisor.

As in previous years the surgery has promoted and pushed for new PPG members and the list below details methodology used. I would add at this point that we have recruited 4 new members taking total to 13 with 1 further application pending.

- ✚ Discussed with patients when attending Surgery
- ✚ Discussed with patients in consultations
- ✚ Posters in waiting room
- ✚ A5 flyers in reception and dispensary counter
- ✚ Advertised/communicated via electronic calling system
- ✚ Advertised in local parish magazine - Mylander
- ✚ Information in surgery booklet
- ✚ Information on Surgery web-site
- ✚ Dedicated PPG notice board
- ✚ In surgery – In person by PPG members *

*PPG members, via the surgery subscribe to the NAPP web-site (national association for patient participations). In this bulletin are details of dedicated PPG awareness weeks. For this report the awareness week was June 3rd – June 8th. During this week members rotated in taking time to be in surgery to promote the PPG group, its function and objectives whilst canvassing for new members.

Priorities

In addition to the PPG members and feedback they received from their PPG awareness week in surgery we also looked at the latest MORI NHS survey (see below) to get as broader picture as possible as to where energies should be focussed.

LATEST DATA AS AT December 2013
 You have selected the following practice:
MILL ROAD SURGERY



weighted data

Q1. Last seen or spoke to a GP		
Base: All		
	%	N
In the past 3 months	57	103
Between 3 and 6 months ago	7	12
Between 6 and 12 months ago	19	34
More than 12 months ago	17	30
I have never seen a GP from my GP surgery	*	*
Total		181

Q2. Last seen or spoke to a nurse		
Base: All		
	%	N
In the past 3 months	45	82
Between 3 and 6 months ago	16	29
Between 6 and 12 months ago	21	37
More than 12 months ago	16	30
I have never seen a nurse from my GP surgery	*	*
All		182

Q3. Ease of getting through to someone at GP surgery on the phone		
Base: All		
	%	N
Very easy	22	40
Fairly easy	40	73
Not very easy	25	45
Not at all easy	12	22
Haven't tried	*	*
Total		183

Q4. Helpfulness of receptionists at GP surgery		
Base: All		
	%	N
Very helpful	43	79
Fairly helpful	48	88
Not very helpful	6	11
Not at all helpful	*	*
Don't know	*	*
Total		183

Q5. Overheard in reception area		
Base: All		
	%	N
Yes, but I don't mind	58	105
Yes, and I am not happy about it	23	42
No, other patients can't overhear	12	21
Don't know	7	13
Total		181

Q6. How normally book appointments to see a GP or nurse...		
Base: All		
	%	N
In person	19	35
By phone	91	167
By fax machine	*	*
Online	15	27
Doesn't apply	*	*
Total		183

Q7. Preferred methods to book appointments at GP surgery...		
Base: All		
	%	N
In person	22	41
By phone	74	135
By fax machine	*	*
Online	55	100
No preference	*	*
Total		183

Q8. Have a preferred GP		
Base: All		
	%	N
Yes	49	90
No	51	93
There is usually only one GP in my GP surgery	*	*
Total		183

Q9. Frequency of seeing preferred GP		
Base: All who prefer to see or speak to a particular GP		
	%	N
Always or almost always	36	30
A lot of the time	22	18
Some of the time	29	24
Never or almost never	14	12
Not tried at this GP surgery	*	*
Total		84

Q10. Last time wanted to see/speak to GP or nurse: What did you want to do?		
Base: All		
	%	N
See a GP at the surgery	62	109
See a nurse at the surgery	23	40
Speak to a GP on the phone	9	16
Speak to a nurse on the phone	*	*
Have someone visit me at my home	*	*
I didn't mind / wasn't sure what I wanted	6	10
Total		176

Q11. When did you want to see or speak to them?		
Base: All		
	%	N
On the same day	58	99
On the next working day	10	17
A few days later	14	24
A week or more later	7	12
I didn't have a specific day in mind	8	13
Can't remember	*	*
Total		170

Q12. Able to get an appointment to see or speak to someone		
Base: All		
	%	N
Yes	78	136
Yes, but I had to call back closer to or on the day I wanted	14	24
No	8	13
Can't remember	*	*
Total		175

Q13. What type of appointment did you get?		
Base: All who were able to get an appointment		
	%	N
Appointment to see a GP at the surgery	60	96
Appointment to see a nurse at the surgery	33	53
Appointment to speak to a GP on the phone	7	10
Appointment to speak to a nurse on the phone	*	*
Appointment for someone to visit me at my home	*	*
Total		160

Q14. How long until actually saw or spoke to GP / nurse		
Base: All who were able to get an appointment		
	%	N
On the same day	62	98

On the next working day	7	11
A few days later	17	27
A week or more later	10	15
Can't remember	*	*
Total		158

Q15. Convenience of appointment
Base: All who were able to get an appointment

	%	N
Very convenient	44	70
Fairly convenient	46	73
Not very convenient	10	15
Not at all convenient	*	*
Total		159

Q16. Reason for not being able to get an appointment / the appointment offered was inconvenient
Base: All who were not able to get an appointment/ convenient appointment

	%	N
There weren't any appointments for the day I wanted	46	10
There weren't any appointment for the time I wanted	*	*
I couldn't see my preferred GP	*	*
I couldn't book ahead at my GP surgery	*	*
Another reason	*	*
Total		23

Q17. What did you do on that occasion?
Base: All who were not able to get an appointment/ convenient appointment

	%	N
Went to the appointment I was offered	38	10
Got an appointment for a different day	*	*
Had a consultation over the phone	*	*
Went to A&E / a walk-in centre	*	*
Saw a pharmacist	*	*
Decided to contact my surgery another time	*	*
Didn't see or speak to anyone	*	*
Total		27

Q18. Overall experience of making an appointment
Base: All

	%	N
Very good	36	63
Fairly good	29	51
Neither good nor poor	21	36
Fairly poor	12	21
Very poor	*	*
Total		176

Q19. Waiting time at surgery
Base: All

	%	N
I don't normally have appointments at a particular time	7	12
Less than 5 minutes	15	26
5 to 15 minutes	63	110
More than 15 minutes	10	18
Can't remember	5	10

Total		176
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Q20. Impression of waiting time at surgery		
Base: All		
	%	N
I don't normally have to wait too long	77	134
I have to wait a bit too long	16	29
I have to wait far too long	*	*
No opinion / doesn't apply	6	11
Total		175

Q21a. Rating of GP giving you enough time		
Base: All		
	%	N
Very good	51	89
Good	37	64
Neither good nor poor	7	12
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		176

Q21b. Rating of GP listening to you		
Base: All		
	%	N
Very good	46	79
Good	39	68
Neither good nor poor	10	17
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		173

Q21c. Rating of GP explaining tests and treatments		
Base: All		
	%	N
Very good	39	69
Good	39	68
Neither good nor poor	15	26
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		176

Q21d. Rating of GP involving you in decisions about your care		
Base: All		
	%	N
Very good	41	71
Good	33	59
Neither good nor poor	16	29
Poor	*	*
Very poor	*	*
Doesn't apply	6	10
Total		176

Q21e. Rating of GP treating you with care and concern		
Base: All		
	%	N
Very good	42	74
Good	37	64
Neither good nor poor	12	21
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		174

Q22. Confidence and trust in GP		
Base: All		
	%	N
Yes, definitely	58	102
Yes, to some extent	37	65
No, not at all	*	*
Don't know / can't say	*	*
Total		174

Q23a. Rating of nurse giving you enough time		
Base: All		
	%	N
Very good	45	78
Good	46	80
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		176

Q23b. Rating of nurse listening to you		
Base: All		
	%	N
Very good	44	75
Good	44	75
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		170

Q23c. Rating of nurse explaining tests and treatments		
Base: All		
	%	N
Very good	43	73
Good	39	66
Neither good nor poor	10	17
Poor	*	*
Very poor	*	*
Doesn't apply	8	13
Total		171

Q23d. Rating of nurse involving you in decisions about your care		
Base: All		
	%	N

Very good	39	67
Good	33	56
Neither good nor poor	13	22
Poor	*	*
Very poor	*	*
Doesn't apply	13	22
Total		172

Q23e. Rating of nurse treating you with care and concern

Base: All

	%	N
Very good	43	74
Good	40	69
Neither good nor poor	10	16
Poor	*	*
Very poor	*	*
Doesn't apply	6	11
Total		172

Q24. Confidence and trust in nurse

Base: All

	%	N
Yes, definitely	62	105
Yes, to some extent	30	51
No, not at all	*	*
Don't know / can't say	*	*
Total		170

Q25. Satisfaction with opening hours

Base: All

	%	N
Very satisfied	39	70
Fairly satisfied	37	67
Neither satisfied nor dissatisfied	11	20
Fairly dissatisfied	9	16
Very dissatisfied	*	*
I'm not sure when my GP surgery is open	*	*
Total		181

Q26. Is your GP surgery currently open at times that are convenient for you?

Base: All

	%	N
Yes	73	126
No	22	38
Don't know	6	10
Total		174

Q27. Additional opening times that would make it easier to see or speak to someone...

Base: All whose GP surgery is not open at convenient times

	%	N
Before 8am	51	24
At lunchtime	*	*
After 6.30pm	90	43
On a Saturday	87	42
On a Sunday	37	18
None of these	*	*

Total		48
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Q28. Overall experience of GP surgery		
Base: All		
	%	N
Very good	47	85
Fairly good	46	83
Neither good nor poor	6	10
Fairly poor	*	*
Very poor	*	*
Total		180

Q29. Recommending GP surgery to someone who has just moved to the local area		
Base: All		
	%	N
Yes, would definitely recommend	56	102
Yes, would probably recommend	29	53
Not sure	8	15
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		182

Q30. Long-standing health condition		
Base: All		
	%	N
Yes	50	90
No	48	86
Don't know / can't say	*	*
Total		181

Q31. Medical conditions...		
Base: All		
	%	N
Alzheimer's disease or dementia	*	*
Angina or long-term heart problem	*	*
Arthritis or long-term joint problem	9	15
Asthma or long-term chest problem	15	25
Blindness or severe visual impairment	*	*
Cancer in the last 5 years	*	*
Deafness or severe hearing impairment	*	*
Diabetes	10	15
Epilepsy	*	*
High blood pressure	17	27
Kidney or liver disease	*	*
Learning difficulty	*	*
Long-term back problem	7	12
Long-term mental health problem	9	14
Long-term neurological problem	*	*
Another long-term condition	6	10
None of these conditions	48	77
I would prefer not to say	*	*
Total		161

Q32. Last 6 months, enough support from local services/organisations to help manage long-term conditions

Base: All who have a medical condition		
	%	N
Yes, definitely	40	32
Yes, to some extent	31	25
No	*	*
I have not needed such support	22	18
Don't know / can't say	*	*
Total		81

Q33. Confidence in managing own health		
Base: All		
	%	N
Very confident	42	76
Fairly confident	52	94
Not very confident	*	*
Not at all confident	*	*
Total		180

Q34a. State of health today...Mobility		
Base: All		
	%	N
I have no problems in walking about	83	149
I have slight problems in walking about	*	*
I have moderate problems in walking about	6	11
I have severe problems in walking about	*	*
I am unable to walk about	*	*
Total		180

Q34b. State of health today...Self-Care		
Base: All		
	%	N
I have no problems washing or dressing myself	92	165
I have slight problems washing or dressing myself	*	*
I have moderate problems washing or dressing myself	*	*
I have severe problems washing or dressing myself	*	*
I am unable to wash or dress myself	*	*
Total		180

Q34c. State of health today...Usual Activities		
Base: All		
	%	N
I have no problems with performing my usual activities	82	149
I have slight problems doing my usual activities	*	*
I have moderate problems doing my usual activities	6	10
I have severe problems doing my usual activities	*	*
I am unable to do my usual activities	*	*
Total		182

Q34d. State of health today...Pain/Discomfort		
Base: All		
	%	N
I have no pain or discomfort	60	106
I have slight pain or discomfort	25	44
I have moderate pain or discomfort	13	23
I have severe pain or discomfort	*	*

I have extreme pain or discomfort	*	*
Total		178

Q34e. State of health today...Anxiety/Depression		
Base: All		
	%	N
I am not anxious or depressed	67	119
I am slightly anxious or depressed	22	39
I am moderately anxious or depressed	7	12
I am severely anxious or depressed	*	*
I am extremely anxious or depressed	*	*
Total		177

Q35. Activities limited today due to recent illness or injury		
Base: All		
	%	N
Yes, limited a lot	*	*
Yes, limited a little	8	15
No	88	157
Total		179

Q40. Know how to contact an out-of-hours GP service		
Base: All		
	%	N
Yes	65	116
No	35	63
Total		179

Q41. Tried to call an out-of-hours GP service in past 6 months...		
Base: All		
	%	N
Yes, for myself	*	*
Yes, for someone else	7	12
No	91	162
Total		178

Q42. Ease of contacting the out-of-hours GP service by telephone		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very easy	*	*
Fairly easy	61	10
Not very easy	*	*
Not at all easy	*	*
Don't know / didn't make contact	*	*
Total		17

Q43. Impression of how quickly care from out-of-hours GP service received		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
It was about right	91	15
It took too long	*	*
Don't know / doesn't apply	*	*
Total		17

Q44. Confidence and trust in out-of-hours clinician		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Yes, definitely	*	*
Yes, to some extent	*	*
No, not at all	*	*
Don't know / can't say	*	*
Total		14

Q45. Overall experience of out-of-hours GP services		
Base: All who have tried to call an out of hours GP service when the surgery was closed		
	%	N
Very good	*	*
Fairly good	*	*
Neither good nor poor	*	*
Fairly poor	*	*
Very poor	*	*
Total		14

Q51. Gender		
Base: All		
	%	N
Male	49	88
Female	51	91
Total		179

Q52. Age		
Base: All		
	%	N
18 to 24	*	*
25 to 34	23	41
35 to 44	23	42
45 to 54	28	50
55 to 64	9	16
65 to 74	8	14
75 to 84	*	*
85 or over	*	*
Total		178

Q53. Ethnic group		
Base: All		
	%	N
English / Welsh / Scottish / Northern Irish / British	92	164
Irish	*	*
Gypsy or Irish Traveller	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other Mixed / multiple ethnic background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Chinese	*	*
Any other Asian background	*	*
African	*	*

Caribbean	*	*
Any other Black / African / Caribbean background	*	*
Arab	*	*
Any other ethnic group	*	*
Total		179

Q54. Working status		
Base: All		
	%	N
Full-time paid work (30 hours or more each week)	50	85
Part-time paid work (under 30 hours each week)	17	29
Full-time education at school, college or university	*	*
Unemployed	*	*
Permanently sick or disabled	6	10
Fully retired from work	17	29
Looking after the home	7	13
Doing something else	*	*
Total		170

Q55. Journey time from home to work		
Base: All in part or full-time work		
	%	N
Up to 30 minutes	43	48
31 minutes to 1 hour	19	22
More than 1 hour	28	32
I live on site	9	10
Total		113

Q56. Can take time away from work to see GP		
Base: All in part or full-time work		
	%	N
Yes	73	82
No	27	31
Total		113

Q57. Parent or legal guardian		
Base: All		
	%	N
Yes	46	80
No	54	94
Total		174

Q58. Deaf and use sign language		
Base: All		
	%	N
Yes	*	*
No	99	173
Total		174

Q59. Smoking habits		
Base: All		
	%	N
Never smoked	65	115
Former smoker	29	52
Occasional smoker	*	*
Regular smoker	*	*

Total		178
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Q60. Look after/provide support to family etc. for physical or mental ill health/problems in old age		
Base: All		
	%	N
No	84	149
Yes, 1-9 hours a week	12	21
Yes, 10-19 hours a week	*	*
Yes, 20-34 hours a week	*	*
Yes, 35-49 hours a week	*	*
Yes, 50+ hours a week	*	*
Total		178

Q61. Sexual orientation		
Base: All		
	%	N
Heterosexual / straight	92	162
Gay / Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	6	10
Total		175

Q62. Religion		
Base: All		
	%	N
No religion	34	60
Buddhist	*	*
Christian	61	108
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		178

Priorities (continued)

Both patients and surgery priorities should be agreed so any surveys can be tailored to capture patient feedback to enable any issues to be addressed. Following the PPG awareness campaign in surgery where numerous patients were canvassed the following areas of priority were agreed:

-  Ease of booking appointments
-  Did Not Attend rates
-  Continuity of care
-  Confidentiality
-  Access/opening hours
-  Overall Surgery Experience

Based on the above a local patient survey has been undertaken with a random selection of patients on different days/times and with varying clinicians to maximise

feedback. Undertaken over a 2 week period. The use of paper surveys (anonymous) and in real time have proven more effective in getting the best response rates and real time answers of their experience at the time in question and whilst still in surgery. Equally many patients don't have access/skills or time to complete on-line surveys. Getting patients to complete the survey on arrival is the key to success – this was found out when PPG members carried out their feedback session in surgery as they initially tried collecting information on exit, but found patients less cooperative.

Local Patient Questionnaire Report 2013/2014

Questionnaire submissions for period: Jun 13/Jul13

Practice Name: Mill Road Surgery

Number of responses 109

Practice List Size (01/04/2013)	Number Surveys completed
11,208	109

Question 1 - How easy have you found getting through on the phone? (Ease of booking appointment)

Answer	No. of Responses	Percentage
Haven't Tried	2	2%
Very easy / Fairly easy	86	79%
Not very easy / Not at all easy	21	19%
Total	109	100%

Question 2 –Are you aware of SMS reminder service to help reduce missed appointments? (Did Not Attend rates)

Answer	No. of Responses	Percentage
Yes	45	41%
No	64	59%
Total	109	100%

Question 3 – Does the fact that others might hear your conversation bother you? (Confidentiality)

Answer	No. of Responses	Percentage
Yes	35	32%

No	60	55%
No Opinion	14	13%

Question 4 - How often do you see the doctor you prefer to see? (Continuity of care)

Answer	No. of Responses	Percentage
Always or almost always / A lot of the time	75	69%
Some of the time / Never or almost never	22	20%
Not tried at this GP surgery of Health Centre	12	11%

Question 5 - How satisfied are you with the opening hours of Mill Rd Surgery? (Access/Opening Hours)

Answer	No. of Responses	Percentage
Very satisfied / Fairly satisfied	90	83%
Fairly dissatisfied / Very dissatisfied	6	5%
Neither satisfied nor dissatisfied or I am not sure when my GP or Health Centre is open.	13	12%

Question 6 – Overall how satisfied are you with the surgery? Overall Surgery Experience

Answer	No. of Responses	Percentage
Very satisfied/ Fairly satisfied	107	98%
Not very satisfied/ Not at all satisfied	2	2%

Comments received from Patients:

1. Long time on phone when ringing at 08.00 (sometimes 15 mins) and recently after waiting could not get appointment that day.
2. MY working life doesn't always allow me access to a phone at 08.00 – that makes appointments almost impossible to get on the same day.
3. Very pleased with the availability of the doctors, and if they can't see you straight away a doctor always phones back – very helpful

4. All in all service very good.
5. Excellent surgery all round.
6. Saturday surgery would be beneficial and later evenings. Sometimes it is necessary to see a doctor but not to have to take time off work.
7. No complaints.
8. Very helpful surgery – all staff very friendly and helpful
9. Difficult to get through despite calling from 08.00 on the dot for an appointment before 09.00 otherwise usually okay to get an appointment later in the day.
10. I think the booking system to see a GP is very poor and needs to be sorted.
11. A weekend surgery might be beneficial to those who work in the week
12. I feel almost at home when I see the doctors
13. We come into the surgery most times now to make an appointment – we only have a mobile phone so to wait to get through costs too much money.
14. I've always found this to be an excellent surgery, no complaints. Would rather have had a land line number again though.
15. Very Good.
16. I have never experienced any problems. Everybody has always been very helpful
17. First time I have ever used the surgery in a long time – very efficient
18. A Saturday morning would be great if weekday hours were cut in evening.
19. This is an excellent practice. More nurse appointments on a late night.
20. As I work full time on shifts, it would be more helpful if the surgery opened earlier and stayed open later.
21. Very pleased with this surgery. Doctors' very good indeed. Very well run and organised.
22. Very good service and good surgery to be registered at.
23. Would prefer the surgery to be open more evenings during the week to help those who are at work & find it difficult to get time off during the day.
24. It would be helpful if the surgery hours were slightly longer for those of us who work full time. NP on late nights should be increased.
25. There is always a long delay when phoning the surgery. Expensive if you use a mobile. Too many people ring at 08.00 hrs.
26. Over the past 20 years I have been very satisfied with the treatment I have received from this surgery
27. Preferred 'normal' phone number instead of highly charged 0844 number
28. More hours for people who work 09.00 – 17.00 would help – other than that you guys are great.
29. Good to be able to see doctor same day. Though as I work in London means I cannot

go to work as have to phone at 08.00 when usually on train, which means If I can't get appointment I have to go to work late but still need more time off another day.

30. Nice receptionist – nice nurse/practitioners. Improvements possible = coffee machine in waiting room plus flat screen TV (and bar!).
31. Doctors and receptionists have always been very helpful
32. Whoever I speak to on the phone or see at the practice is always very friendly and helpful.
33. Very happy with the practice- when it comes to me and my children as they always come first
34. Very helpful surgery! ☺
35. Have always found this surgery helpful and the staff efficient.
36. More recently the receptionists have been very helpful on several occasions. There was a time however when they were obstructive. Very helpful now though.
37. All in all service very good.

Summary of findings:

- Patients find it relatively easy getting through on the phone albeit there is difficulty first thing in the morning when the on-the day appointments are released – this causes queuing on our phone system which is also raised as an issue due to the fact we still have the 0844 number. The issue of costs to dial 0844 from a mobile feature as a problem on a regular basis.
- More patients were unaware of the SMS service we offer than were aware. This has improved as the PPG group have in the awareness week been signing patients up for the service. They have also highlighted this on the PPG dedicated notice board in the surgery. The main driver for this is to reduce the number of DNA appointments which waste GP time and reduce availability for those in need of appointment.
- Total confidentiality being maintained at all times in reception is difficult due to the layout/design of the surgery. That said only a third of the patients flagged this as an issue. The remainder didn't see this as an issue or had no opinion
- Continuity of care scored well and doesn't appear to be a major issue. This being aided by the increase in GP numbers and increased sessions offered
- Overall the majority of our patients declared a satisfaction with our opening hours due to the fact we continue to operate late night surgeries on a Tuesday and Wednesday evening. There continues to be a small number of patients who would like weekend opening, predominantly the Saturday morning.

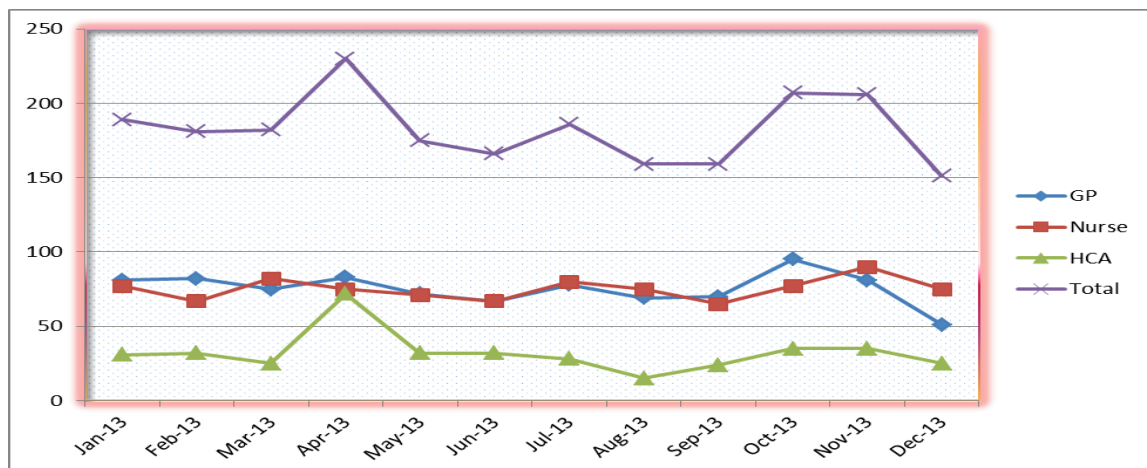
- General overall satisfaction from the patients scored well with only a few expressing dissatisfaction.

Following discussion with the PPG group at various meetings the following thoughts/ideas/actions have been put into place.

- Surgery has checked the possible early termination of its current contract with current telecoms provider. On seeking figures this has proven non-viable due to extreme costs. Current contract has circa 18 months left to run
- PPG have requested the surgery to confirm it will revert back to a local geographical number. Mill Road has confirmed at the end of the contract or sooner if viable that it will revert back to a local Colchester number – ideally the same number as before we introduced the 0844.
- The group have asked for the surgery to calculate any early ‘break even’ point in the contract to allow the change to happen before contract officially terminates. That is, take the savings in call costs to the surgery from new reduced rates and off-set against penalty of terminating early. Mill Road have agreed to this and estimate it may be able to bring forward the change by up to 6 months.
- It was also discussed and agreed to advertise that patients can present at the surgery in person to book appointments rather than having to phone. This has been actioned and proving more and more patients taking up this option.
- Increase on-line appointments was suggested, whilst this has been done (only marginally) it won't assist with the on-the day issues as these are mainly booked up 2- 3 weeks in advance.

In regards to the increased awareness of SMS messaging the following thoughts/ideas/actions have been put into place.

- PPG members to raise awareness during time in surgery conduction surveys or as part of the NAPP national PPG awareness week.
- Communicate via their dedicated notice board
- Adding message to bottom of prescriptions collected.
- Devised and implemented a DNA policy of writing to patients who do not attend appointments and offer them to sign up to SMS messaging.
- Carry out monthly DNA check on stats to report findings/progress – see graph below of DNA figures for 2013 by clinician.



Current rate of patients signed up for SMS and voice message consent is 2,111 which represents 18% of our total patient demographic. This is also up by 30% on previous year.

In regards to confidentiality the following thoughts/ideas/actions have been agreed and put in place.

- Reduce the number of calls made by reception when needing to discuss sensitive matters whilst others in earshot at main reception. We have now moved the majority of calls to upstairs reception where total privacy can be assured.
- Introduce hearing loop to able the hard of hearing to be spoken to without the need for raised voices. Implemented.

In regards to continuity of care the only action was to replace senior partner as soon as possible. Dr Tucker is retiring March 14 and we have thus far been unsuccessful in securing a suitable replacement. We have advised the group we have secured the services of an ex GP on a long term locum basis whilst we recruit later in the year to replace Dr Tucker.

Opening hours on the whole were well received by patients but due to comments and agreement with the PPG we have actioned the following this year.

- Continued to provide extended hours till 20.00 hours on a Tuesday and Wednesday evening.
- Increased the nurse hours to include late surgery till 19.30. We were offering some nurse and nurse practitioner time but have increased this to the maximum paid allowance of 3 hrs per week.
- Have taken part in the 90 day challenge of opening week-ends – In our case Saturday morning. This in the main has been conducted by Dr de Silva, PPG lead who sits on all the meetings.
- Have expressed an interest in the PM's challenge fund with other surgeries to open in rotation on Saturday's for the whole of next year. This is still being finalised by the CCG.

These changes were all agreed/implemented locally without the need for any NHS England involvement.

Ahead of any action plan it is probably pertinent to reiterate our opening hours and services that the surgery offers as not all our patients are aware of the full range on offer and the late night surgeries on a Tuesday and Wednesday till 20.00 hrs. For comprehensive details of all of these please see the attached practice booklet which is available to all new patients and from our web-site.



Practice Booklet.pdf

Actions from last year:

- Increased number of GP's from 7 to 8 with a net gain in more appointments offered to patients
- Increased an publicised more GP telephone appointments/consultations
- Opening hours – continued with late evenings for GP's but increased Nurse & Nurse practitioner hours to max paid allowance of 3 hrs per week.
- Introduced hearing loop system for those with hearing difficulties
- Reduced Phone pre-amble messages on 0844 system when 1st contacting the surgery
- Dedicated PPG notice board to communicate with wider patient profile in the surgery.
- Explored options for introduction of TV system to advertise NHS messages and double up as patient calling system. 2 companies initially secured but subsequently 'renege' on deal. PPG still desire us to have such system so being carried forward into new year.
- PPG awareness week introduced by members being in surgery throughout the week at various times.
- Increased reception hours to allow more private calls to be made away from reception area.

Action plan 2014/2015

- Review 0844 phone system to ascertain earliest possible exit from current contract – factor in reduced call costs to surgery to off-set early penalty charges. Seek quotes from 3 different providers. Number one priority for PPG and patients. Responsibility practice manager – ASAP if contract/costs allow – report back to group at May meeting progress & possible early exit.
- Customer feedback – agreed to capture more feedback/suggestions on a more frequent basis. To this degree the surgery has installed a suggestion box. PPG group (CS leading) will develop a form for patients to complete an place in box. PPG members will empty/review comments and collate findings for each subsequent meeting. Responsibility PPG members.
- Create on-line forum discussion tool for all members to communicate /comment on issues ahead of waiting for next PPG meeting. Responsibility – Dr de Silva – to be up and running by end of April – review at May meeting
- PPG Awareness Week – continue to support the NAPP sponsored PPG awareness week in the surgery – aim to promote awareness, recruit new members, seek feedback etc. Responsibility PPG members – date usually June – feedback at subsequent meetings.
- Recruit new GP to maintain current high level of patient care/continuity of GP. Responsibility practice partners – aim to advertise for August ready to commence before winter increase in volumes. Feedback to group after interviews
- Saturday opening. If CCG offer funding beyond current 90 day challenge we aim to continue as popular with patients. Naturally if funded is not forthcoming this will cease. However we are also mindful of the desire for Saturday opening that we have expressed an interest in the PM's challenge funding being offered by the CCG for weekend surgery working – probably on

an acute basis only in conjunction with other surgeries. Time scales dependant on CCG offering/agreeing bid – report back to PPG at earliest opportunity.

- Sponsorship – PPG taking lead on raising funds/sponsorship to increase medical equipment in surgery to help us improve care/waiting times. Priority equipment agreed between surgery and PPG as 1. Coagucheck machine 2. ECG machine and 3. 24 hr blood pressure machine.
- Source company to install TV into waiting room to allow a) patients to be called to appointments and b) offer advice/information on topical health/NHS issues at that moment in time. The PPG have identified this as priority as most patient do not read notice boards. TV is way of communicating messages. Difficulty is securing with enough advertising sponsors to make it free. Lead – practice manager – on-going throughout the year and reporting back at subsequent meetings.

