

North Yorkshire and Humber Area Team  
2014/15 Patient Participation Enhanced Service – Reporting

**Practice Name:** Laurbel Surgery (Dr G Dave)

**Practice Code:** B81635

**Signed on behalf of practice:** David Charles

**Date:** 20/03/15

**Signed on behalf of PPG:** Ken Platten

**Date:** 20/03/15

**1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)**

<b>Does the Practice have a PPG?</b> YES																																					
<b>Method of engagement with PPG:</b> Meetings face to face, Email, Telephone																																					
<b>Number of members of PPG:</b> 13 (7 Males – 6 Females)																																					
<b>Detail the gender mix of practice population and PPG:</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50.4%</td> <td>49.6%</td> </tr> <tr> <td>PRG</td> <td>54%</td> <td>46%</td> </tr> </tbody> </table>	%	Male	Female	Practice	50.4%	49.6%	PRG	54%	46%	<b>Detail of age mix of practice population and PPG:</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>16%</td> <td>8.5%</td> <td>11.3%</td> <td>11.8%</td> <td>13.7%</td> <td>16.9%</td> <td>12.8%</td> <td>9%</td> </tr> <tr> <td>PRG</td> <td>-</td> <td>-</td> <td>-</td> <td>0.3%</td> <td>0.2%</td> <td>0.4%</td> <td>1.3%</td> <td>1.4%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	16%	8.5%	11.3%	11.8%	13.7%	16.9%	12.8%	9%	PRG	-	-	-	0.3%	0.2%	0.4%	1.3%	1.4%
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**Detail the ethnic background of your practice population and PRG:**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	3051	2	-	5	-	-	5	8
PRG	13	-	-	-	-	-	-	-

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9	10	-	1	-	-	-	-	-	2
PRG	-	-	-	-	-	-	-	-	-	-

**Steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

The surgery has been running a patient participation group for 10 years. During this time, the surgery has promoted the group and has proactively invited patients from all age groups to join. Details of the group are promoted through the practice leaflet, poster/TV display in the reception, newsletters and the practice website. The group meets at least three times a year.

Membership is open to all patients and the group currently has thirteen members. Membership is a mixture of genders between the age groups 35 to >75 and some of the members have been with the group since its inception. Details of the population and membership of the group are set out in the tables above. Patients < 34 are not represented at the present time and the surgery continues to try and recruit patients in this age group. We also encourage patients to become virtual members and promote this on our website – to-date there are no virtual members.

**Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?**

The practice does not have any specific characteristics as stated above.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

## 2. Review of patient feedback

### Feedback that was reviewed during the year:

Traditionally, patient feedback has been done by using annual patient surveys. This year with the introduction of the NHS Family & Friends Test (FFT) this has been used for patient feedback this year.

We also use feedback from other sources such as the practice website and NHS choices websites; the practice's complaints and suggestion scheme and any significant events.

As mentioned above, the friends and family test was used for patient feedback. This was analysed and the results between 01/12/14 to 28/02/15 are set out below:-

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

### *Results of the NHS Friends And Family Test*

Number of Tests Received	146
Extremely Likely	126
Likely	16
Neither likely or unlikely	4
Unlikely	0
Extremely unlikely	0
Don't know	0

Patient who stated their Ethnicity

White British	119
Ethnicity Other	1
Not specified	26

#### Gender of Patients completing test

Male	44
Female	47
Not specified	55

#### Age groups of patients completing test

Age 16 – 24	10
Age 25 – 34	10
Age 35 – 44	15
Age 45-54	16
Age 55-64	19
Age 65-74	10
Age 75-84	12
85+	10
No specified	44

#### **If we could change one thing about your care or treatment to improve your experience, what would it be?**

Comments made by patients on the FFT:

- Always helpful nothing too much bother. Always prepared to listen to me and help.
- Difficult to get an appointment but know it's the same everywhere across NHS. Not a criticism. Happy at surgery.
- I have been coming here all my life and think Dr Dave is very good Doctor and knows all my history.
- Dr Dave and J and all the staff represent a True Family practice. All staff are prepared to go the extra mile for their patients.
- Usually seen quite quickly – all pleasant.
- Dr Dave listens to problems – talks them through with you and discuss any treatment if needed nothing is too much trouble for him.
- Very good Surgery.
- Very good at practice – all staff
- Fantastic as always
- Would be nice if we could advise patients if we change anything. Apart from this no problems. One place in confident in.
- New Nurse very nice
- After listening to some peoples experiences with their Doctors I feel very lucky to have a caring Doctor and staff. They are always ready to listen.

- Very good friendly co-operative staff. A national family GP practice.
- Everyone are so friends and helpful.
- I have always been satisfied with my treatment.
- We have always found the Doctors and staff extremely helpful and our care First Rate. Thanks to all.
- Very satisfied w3ith care. Friendly GP and staff.
- Family Doctor Practice. Confident in care received. Been with practice 26 years.
- Very friendly practice. Very helpful. Dr Dave been great through my pregnancy
- Very good.
- Dr Dave has the complete understanding of the way I am feeling at this time. Completely trust him and value the support he is providing to me. The reception staffs are fantastic and always have been throughout my time with this practice.
- The Doctors listen to you. Take the time to explain. Are patient. Have a wonderful bedside manner.
- No change needed. Everything Fine. No problem. First class.
- My family have not encountered any problems regarding care or treatment.
- Cannot think of anything.
- No point in changing its fine as it is. Not to change for change sake.
- Very happy with my care and treatment
- Less waiting time for practice nurse appointments.
- Better availability of appointments.
- Very good, always able to get appointments. Staff friendly and helpful.
- You cannot change a system that is spot on.
- Toys for children while waiting for appointment. May be radio in the background.
- I was treated very well. Would not change anything.
- I am very happy with the service I receive here.
- Nothing. The Nurse is really friendly, helpful and caring.
- All good here
- Can't think of anything. Very happy.
- All great
- Nothing but nice words to say about the surgery
- The surgery is an excellent service. The Receptionists are extremely helpful.
- There is nothing that needs changing as the level of care and attention received is excellent.
- None
- None at present
- Nothing thanks
- Nothing at all. Very good service.
- None. Pleased with service offered. Very efficient appointment available today.
- No changes required
- Nothing – happy

- Everything fine as it is. No change needed.
- Nothing. It's very good
- I think the treatment and experience is very good. Excellent service.
- Today's treatment fantastic
- Very happy with service
- No change required
- None. Very happy with all services provided by the surgery.
- That I did not have to wait a week to see a Doctor.
- May be advice about how to prevent things like chest infection etc.
- Availability of appointments. I am working mum who cannot get through at 8 am for ring on the day appts and ends up usually waiting almost a week to see the doctor.
- Unable to get an appointment when you need one
- Never any appointments
- Never have any problems
- Nothing to suggest
- No need to change anything. Very happy with the service I receive.

The information received from the FFT was reviewed and has provided useful feedback to the surgery about its service delivery. This information will be shared with the patient participation group and will be displayed in the surgery.

#### **How frequently were these reviewed with the PRG?**

During the year, the surgery reviews all patient feedback it receives. As explained above this comes from a variety of - outcomes are discussed with the PPG at the group meetings throughout the year.

Last year (2013/14) three priority areas agreed with the PRG. These have been reviewed during the year and updates/progress has been discussed with the group at the meetings.

The friends and family test results have been presented to the patient group for feedback and comment.

### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>Introduce the use of SMS texting to remind patients of appointments and to reduce the number of patients who 'do not attend' for appointments.</p>
<p><b>What actions were taken to address the priority?</b></p> <p>From April 2014, the surgery has proactively continued with its programme to collect mobile telephone numbers from patients. Presently there are more than 50% of the registered patients with mobile numbers recorded on their records and this allowed the introduction of SMS texting in December 2014. Collecting mobile numbers from patients will remain an ongoing project and we ask patients to provide their mobile numbers at every opportunity on practice documentation. We also publicise this in the surgery, on our practice leaflet and on our practice website.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>Since SMS texting was introduced it has been well received from patients.</p> <p>The aim of using SMS texting is to remind patients of appointments and reduce the number of patients who 'do not attend' (DNA's) appointments which effectively is a wasted appointment. Currently, the rates of missed appointments are relatively low at the practice at 4% and are below the national average. However, this still equates to over 8 hours lost surgery time over the year and any missed appointment where patients fail to give us prior notice affects our ability to use the appointment for another patient which in turn has an impact on access to appointments. For many years the practice has monitored DNA rates and taken proactive action to keep the numbers down. It is anticipated that SMS texting will help with this process and the effect of SMS texting against DNA rates will be monitored regularly.</p> <p>Moving forward the practice intends to use the SMS service however, changes in the arrangements for SMS texting which is currently a 'free' are due to change and the free service is being phased out after 30/09/15. As a result, the surgery will review the situation when further information is known about the cost of any new service and the impact this will have on the practice.</p>

## Priority area 2

### **Description of priority area:**

Promote online services via the practice website during April 2014 to March 2015.

### **What actions were taken to address the priority?**

The practice introduced online services for its patients in January 2014 and continues to offer this facility to patients at every opportunity. During 2014/15 a campaign to promote this facility took place and details were advertised in the surgery, prescriptions, newsletters, practice leaflet, practice website and when patients visited the surgery.

### **Result of actions and impact on patients and carers (including how publicised):**

Take up to-date has been reasonable good with over 10% of patients 18+ now registered with the surgery to use online services. Feedback from patients using the system is positive and has been well received. The surgery will continue to promote this facility into 2015/16 and beyond by promoting the facility at every opportunity. This will also compliment the NHS England's 'Patient Online' national campaign.

The practice is also looking to introduce the 'Electronic Prescribing Service' (EPS) to allow electronic repeat dispensing. This will provide patients with a further option to collect their prescriptions through a nominated pharmacy.

EPS will bring benefits to both the patients and the surgery by improving the efficiency in processing prescription requests. The system will allow patients to pick up their ongoing repeat medication automatically from their nominated pharmacy without the need to contact the surgery each time it is due. Patients can authorise the practice/pharmacy to electronically request their medication every month until the patient needs to be reviewed. Arrangements to introduce this facility are at an advanced stage which should be finalised over the next two months.



### Priority area 3

**Description of priority area:**

Monitor and review the practice's appointment system to maximise access to patient appointments. Monitor patients who 'do not attend' for their appointments without giving prior notice and the impact SMS texting has on this process.

**What actions were taken to address the priority?**

Over the past year the surgery continued to monitor the demand for patient appointments and DNA rates.

Regular reviews and monitoring of appointment requests were undertaken. Demand and capacity audit was carried out to measure appointment allocation effectiveness. Followed by an internal review of appointment system to facilitate routine advanced booking, GP telephone triage, online booking and urgent requests.

**Result of actions and impact on patients and carers (including how publicised):**

Over the past year over 12,000 appointments were allocated equating to four appointments per patient over the period. As mentioned above, 4% of available appointments were patients who did not attend for appointments accounting for around 500 missed appointments. Patient who 'do not attend' for appointments (without giving the surgery prior notice) remains a concern as it has an impact on access to appointments. The practice aims to maximise appointment activity and access to timely appointments in the practice overall is good. With the introduction of SMS texting and other proactive work it is anticipated that DNA rates should improve.

Good access to appointments remains a key priority for the practice and this is a constant challenge for the surgery. The demand for appointments remains high with more patients being signposted to primary care services rather than attending A&E.

To manage high demand the surgery actively triages patients to ensure they get the right appointment to meet their needs. The surgery also signposts patients to community facilities such as minor injury units and minor ailment scheme to good effect which alleviates some pressure on the surgery's appointment system.

The appointment system is regularly monitored to maintain its effectiveness and improve patient outcomes.

## Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Over the years the group has assisted the practice and put a number of suggestions forward to improve service delivery and patient outcomes.

By working with the PPG the practice has been able to set actions for improvement and to introduce new services to the benefit of patients.

These include:

- Developed and introduced a practice website
- Introduction of a TV monitor in the reception area for patient information
- Assistance with newsletter articles
- Access improvements, advanced bookings, online booking, telephone triage, ring backs for cancellations
- Promoting online services
- As service users the patient participation group is a valuable source of feedback to the practice and makes a valuable contribution to service improvement.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/03/15

Q. How has the practice engaged with the PPG

A. Through its meetings and emails.

Q. How has the practice made efforts to engage with seldom heard groups in the practice population?

A. By an open invitation to all patients, poster displayed in the surgery/ TV information display screen in the reception. Details in the practice leaflet/ the practice website and on appointment cards and repeat prescriptions all inviting patients to join the group.

Q. Has the practice received patient and carer feedback from a variety of sources?

A. Yes - patient feedback is received via the practice website, NHS choices, complaints and suggestion scheme and significant events and more recently the FFT test as outlined above.

Q. Was the PPG involved in the agreement of priority areas and the resulting action plan?

A. Yes – the patient group agreed the actions set by the surgery and these are mentioned in the patient participation report 2013/14 which is available and published on the practice website @ [www.laubelsurgery.nhs.uk](http://www.laubelsurgery.nhs.uk)

Q. How has the service offered to patients and carers improved as a result of the implementation of the action plan?

A. Yes - with the introduction of online services this has improved patient access to services. The introduction of SMS texting to remind patients of appointments should maximise attendance rates and reduce patients who do not attend for appointments – early feedback is positive and hopefully DNA rates will improve.

Q. Do you have any other comments about the PPG or practice in relation to this area of work?

A. The PPG remains a valuable source of feedback to the practice and contributes to service improvement.