

# Laurbel Surgery

## Annual Local Patient Participation DES Report

Year 3

2013/14



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## Laurbel Surgery

### Local Patient Participation (DES) Report 2013/14

#### **Introduction**

Since the local patient participation DES was introduced in April 2011 this is our third annual report which has been published on the practice website. The previous two reports are also available on the website at:

[www.laubelsurgery.nhs.uk](http://www.laubelsurgery.nhs.uk)

The purpose of the patient participation DES is to encourage practice to engage with their patients about the range of services it provides. It aims to encourage and reward practices to proactively engagement with patients through the use of effective patient reference groups (PRG) and local patient surveys. It specifies that the patient reference group should be given the opportunity to contribute to the contents of practice patient surveys and agreed with the practice, any actions which may lead to improvements/changes in service delivery.

The key steps are as follows:

Step 1 – develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population e.g. PRG;

Step 2 – agree areas of priority with the PRG;

Step 3 – collate patient views through the use of a practice survey;

Step 4 – provide the PRG with the opportunity to discuss the survey findings and reach agreement with the PRG on changes to services;

Step 5 – agree an action plan with the PRG and seek PRG agreement to implement changes in a timely manner;

Step 6 – publicise actions and subsequent achievement on the practice website by 31<sup>st</sup> March 2014.

This report summarises the outcomes of the practice survey undertaken between December 2013 and January 2014 with patient comments and decisions reached by the PRG members and the practice.

## **Practice Overview**

The practice is a single-handed GP practice being established by Dr G Dave in 1981; Dr Dave is assisted on a weekly basis by a regular sessional GP Dr N Jaiveloo. The practice is committed to providing the best possible healthcare to all its patients which is responsive to their needs and well-being. Our approach to patient care is based on openness, fairness, respect and accountability. The practice team works with patients and the patient group towards achieving this.

The practice is situated at 14 Main Road, Bilton, Hull, HU11 4AR with access via Ark Royal and is known as the 'Laurbel Surgery'. The surgery is a purpose built building and all facilities are at ground floor level - there is on-site car park. Access to the premises is suitable for disabled patients and wheelchair users; we also have disabled toilet facilities and disabled parking.

The practice catchment area is Bilton in Hull including Main Road and Ganstead Lane and also incorporates the surrounding villages of Ganstead, Wyton, Coniston, Swine, Skirlaugh, Sproatley and Preston. From 1<sup>st</sup> April 2013 the practice has an 'outer boundary' area which includes parts of Holderness High Road, Saltshouse Road, parts of Sutton Village, Wansbeck Road, and Staveley Road, Hull.

The practice has a population of mixed age groups and mirrors a rural setting with good standards of socio-economic ratings and moderate deprivation. The practice area is predominantly urban town dwelling with small pockets of housing development in the area.

### **The surgery opening times during core hours are as follows:**

Monday to Friday 8:00 a.m. until 6:30 p.m.

The practice is committed to providing good access to patient appointments and uses various methods to accommodate patient requests. Should an appointment not be immediately available alternatives will be offered or a telephone call-back will be offered where appropriate. Appointments to see the doctor or practice nurse can be booked in person, by telephone and on-line (please ask at the surgery for further details about the practice please visit the practice website [www.laurbelsurgery.nhs.uk](http://www.laurbelsurgery.nhs.uk))

### **Out of Hour's Services**

Out of hours services are available when the surgery is closed through the new '111' service. To access this service ring '111' and calls to this service are free.

### **The practice population as at March 2014**

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
0 - 65	1248	1217	2465
66 - 75	196	186	382
76+	102	129	231
Total	1546	1532	3078

## **Component One - Develop a structure that gains the views of patients and enables to obtain feedback from the practice population e.g. a PRG**

The surgery has had a well-established patient participation group (PRG) for over 10 years with some of the existing members having served on the group since its inception. The practice actively engages to recruit members to the group through the following methodology:

- Poster displayed in the surgery;
- Practice leaflets;
- Practice website;
- Practice newsletters;
- Opportunistic invitation by practice staff.

Across the practice population there is a good representation across all the age groups with the exception of the under 21's – current membership is twelve in total. The surgery continues to encourage new members in the under 21 age group but to-date no patients have come forward. The practice continues to target this group to attempt to get a representative on the group. Minority patient groups remain small in number and the practice continues to meet their needs under current service arrangements. All patients speak good English and a translator services is available if required.

The patient groups' contribution is invaluable to the practice and members meet to put forward ideas and suggestions on service delivery and provide feedback. Over the years, the surgery has embraced some of the group's suggestions and we are extremely grateful for their contribution and support. The group continues to meet three times to discuss practice activity and contribute to the local patient surveys and resulting actions.

On 12<sup>th</sup> March 2014 the patient group met with practice staff to discuss the outcomes of this year's survey and to formulate an action plan for 2014/15.

## **Component Two - Agree areas of priority with the PRG.**

The PRG met on 16<sup>th</sup> October 2013 to discuss and agree on the format of the patient survey for 2014. Priority areas to be covered on the survey were agreed and it was also an opportunity to update members on the progress of the agreed action plan from last year.

Prior to the meeting members were sent a draft survey for consideration and discussion on 16<sup>th</sup> October. The contents of the survey were based on key inputs taking into account patient and practice priorities, any themes from complaints, planned practice changes, care quality commission (CQC) related issues and any national survey issues. The survey incorporated a simpler scoring method to last year with questions covering the key areas of clinical care, getting an appointment, reception issues, opening times and practice facilities – this followed recommendations as set out the patient participation directed enhanced service. In relation to any CQC issues the members were informed that to date the practice had not been inspected by the care quality commission and as such there were no specific issues at this stage.

Members agreed the contents of the survey which was to be issued to patients during December 2013 and January 2014. Once completed and analysed a meeting with the group would be arranged in March 2014 to discuss the outcomes and agree any actions.

At the meeting on 16<sup>th</sup> October members were given a progress report on the action plan agreed for 2013. Details are set out in the table below.

**PPG - Practice Action Plan 2013**

	<b>Actions</b>	<b>Desired Outcomes</b>	<b>Progress</b>	<b>Timescale for Completion</b>
1.	Look at using SMS texting to remind patients of appointments	Reduce do not attend for appointment rates to maximise appointment availability	Currently obtaining patients mobile numbers	March 2014
2.	Introduce on-line booking of appointments	Improve facilities for booking of patient appointments	Work commenced on target	March 2014
3.	Introduce ordering of repeat prescriptions on-line or via email	Enhance options for the ordering of repeat prescriptions	Work commenced on target	March 2014
4.	Information system in the surgery waiting room	Improve patient information and educational material	Action met - Installed October 2013	March 2014

**Component Three - Collate patient views through use of a survey**

As in previous years the practice undertakes a local patient survey annually 'improving our practice questionnaire' (the group met on 16<sup>th</sup> October 2013 and agreed the survey questionnaire for 2014).

The survey incorporated questions on key indicators such as patient access to services, seeing a doctor or nurse, asked questions about the staff, the premises and the opening times and also the overall satisfaction with the practice. The purpose was to enable feedback from patients on service delivery and to identify any improvements.

The survey questions mirrored nationally recognised surveys and were similar to the previous year's survey. However, the scoring method was revised to make it simpler and patients were asked to rate the practice between 1 and 5; 1 being poor to 5 being very good.

The survey forms were issued to patients between December 2013 and January 2014 – a total of 95 survey forms were completed (not all questions were answered).

The results of the survey are shown at **Appendix 1**.

## **Component Four - Provide PRG with the opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

Meeting with the PRG on 12<sup>th</sup> March 2014 - prior to discussion with the PRG the completed surveys were analysed by the practice; the key summary findings are set out below. For ease of reference, the results were summarised in percentage terms and the patients who answered 3 satisfactory to 5 very good.

The results of the survey shown below were made available to the PRG members prior to the meeting on 12<sup>th</sup> March.

### **Access to Services**

Ease of getting through on the telephone?	90%
Speed at which the telephone was answered?	93%
Convenience of appointment times?	83%
Ease of ordering repeat prescriptions?	92%
Repeat Prescriptions ready on time?	90%
Obtaining test results?	95%
Does the surgery meet your overall health needs?	95%

### **Seeing a Doctor or Nurse**

	<b>Doctor</b>	<b>Nurse</b>
How easy is it to get an appointment with a doctor or nurse?	85%	90%
Able to see a doctor/nurse quickly when urgent?	81%	76%
Able to book ahead?	79%	77%
Warmth of greeting?	92%	92%
Making you feel at ease?	93%	92%
Asking about your symptoms?	93%	89%
Listening?	93%	92%
Fully understanding your concerns?	94%	92%
Showing care and compassion?	93%	91%
Explaining test and treatments clearly, answering your questions?	94%	92%
Involving you in decisions about your care, exploring how to improve your health, encouraging self-help?	93%	92%
Giving you enough time?	92%	91%

### **About the staff**

Please rate the service provided by the reception staff?	92%
Please rate the doctor/nursing services provided by the practice?	93%
Please rate the information about health and wellbeing available at the surgery?	94%

### **About the premises**

How well do you rate the premises and facilities?	94%
How satisfied are you with our opening times: Monday to Friday 8.00am – 6.30pm	91%
What is your overall satisfaction with this practice?	92%

## **Summary of PRG Discussions**

The results of the survey were the focus of discussion with the patient group with consideration being given to identifying improvements or changes to service.

It was acknowledged by members that the outcomes of the survey were very pleasing overall. In the key areas the results a high percentage were (90% plus and were similar to last year's results. The members felt the results and comments made were very positive and a good reflection of the practices' service.

Access to appointments remains a key challenge for the practice and the introduction of a sessional doctor in the surgery for five days a week, is helping meet the demand for patient appointments. A question was raised about Saturday opening but there are no plans at the moment to facilitate this. Some comments were received about the appointment system and appointments between the two doctors available are spread across the day. In addition on-line booking of doctor appointments and prescriptions is now available and both these measures should improve access to services.

### **Component Five - Agree action plan with PRG and seek PRG agreement to implementing changes**

The PRG were informed at the meeting on 12<sup>th</sup> March 2014, that the actions agreed for last year had all been met apart from the introduction of SMS texting (to remind patients about their appointments).. An exercise to collect patient mobile numbers had been undertaken by the practice during 2013 with relative success. However, before considering its introduction this action was to be carried forward into 2014 to allow the collection of mobile numbers to continue.

Since the introduction in December 2013 of on-line services (booking doctor appointments and prescription ordering on-line) the take up had been reasonable good. The practice will continue to promote this facility and look to enhance it to include nurse appointments as soon as possible. There are difficulties in offering nurse appointments on-line due to the duration and the practice will look into the best way to offer this.

The practice will continue to review access arrangements and monitor patients who do not attend appointments.

The actions agreed for 2014/15 are set out at **Appendix 2**.

The actions for 2013 and the outcomes are set out at **Appendix 3 – You said we did**.

### **Component Six - Publicise actions to be taken and subsequent achievement**

This report with the action plan for 2014/15 was published on the practice website on 25<sup>th</sup> March 2013;

The action plan at **Appendix 2** will be progressed throughout the year and PRG members will be up-dated at the meetings.



**Appendix 1**

**Dr G Dave, Laurbel Surgery  
14 Main Road, Bilton, Hull**

**“Improving our Practice Questionnaire”**

95 Surveys completed (not all questions answered)

**1= Poor, 2= Unsatisfactory, 3= Satisfactory, 4= Good, 5= Very good**

<b>ACCESS TO SERVICES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>					
1. Ease of getting through on the telephone?	2	2	12	34	42					
2. Speed at which the telephone was answered?	1	2	8	34	47					
3. Convenience of appointment times?	2	1	2	31	45					
4. Ease of ordering repeat prescriptions?	1	-	5	14	69					
5. Repeat Prescriptions ready on time?	1	-	1	15	69					
6. Obtaining test results?	-	1	4	29	57					
7. Does the surgery meet your overall health needs?	1	-	3	13	74					
	<b>Doctor</b>					<b>Nurse</b>				
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
8. How easy is it to get an appointment with a doctor or nurse?	2	5	8	35	38	-	-	12	25	48
9. Able to see a doctor/nurse quickly when urgent?	1	5	5	23	49	-	1	4	18	50
10. Able to book ahead?	6	5	14	24	36	2	3	8	17	48
<b>SEEING A DOCTOR OR NURSE</b>										
	<b>Doctor</b>					<b>Nurse</b>				
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Warmth of greeting?	1	-	1	5	82	1	-	1	8	78
2. Making you feel at ease?	1	-	1	6	81	1	-	2	6	79
3. Asking about your symptoms?	-	-	2	7	19	1	-	2	7	76
4. Listening?	1	-	2	8	79	1	-	2	6	79
5. Fully understanding your concerns?	1	-	4	9	76	1	-	4	8	75
6. Showing care and compassion?	1	-	3	7	78	1	-	1	9	76
7. Explaining test and treatments clearly, answering your questions?	-	1	4	8	77	-	1	2	8	77
8. Involving you in decisions about your care, exploring how to improve your health, encouraging self-help?	-	-	4	11	73	-	-	3	9	75
9. Giving you enough time?	-	1	2	15	70	-	1	1	14	71
10. Overall satisfaction with your consultation with	-	1	2	5	80	-	1	2	6	79

the doctor/nurse?									
<b>ABOUT THE STAFF</b>									
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>				
1. Please rate the service provided by the reception staff?	1	-	5	19	63				
2. Please rate the doctor/nursing services provided by the practice?	-	1	2	12	74				
3. Please rate the information about health and wellbeing available at the surgery?	-	-	5	20	64				
<b>ABOUT THE PREMISES</b>									
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>				
1. How well do you rate the premises and facilities?	1	-	3	12	74				
<b>OPENING TIMES</b>									
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>				
2. How satisfied are you with our opening times: Monday to Friday 8.00am – 6.30pm	1	-	1	12	73				
<b>OVERALL SATISFACTION</b>									
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>				
3. What is your overall satisfaction with this practice?	-	-	1	12	74				
<b>And finally</b>									
Are you male or Female?	<b>Male</b>				<b>Female</b>				
	32				63				
What age are you?	Age not mentioned	Between 18 to 40 years	Between 41 to 64 years	Between 65 to 80 years	81 and over				
	3	13	29	48	2				

## **Patient Comments made on the Survey Questionnaire**

### **Comments about our services:**

- Not happy with the new appointment system - the old system much better;
- Could probably see alternate doctor but prefer to see Dr Dave;
- The Laurbel Surgery is fantastic - I have always thought the access to service have been very good, the best I have had;
- Difficult getting through at 8 o'clock am for appointment that same day;
- Not use the unanswered service;
- The nurses and staff have always been friendly and helpful.

### **Comments about the doctors/nurses:**

- Dr Dave and nurses are always helpful and kind;
- Dr Dave is always brilliant;
- Dr Dave always makes you feel at ease;
- I have always felt welcomed and made to feel at ease by the reception staff - they are very supportive;
- Very good. Especially Nurses and Phlebotomist;
- Have not seen nurses often;
- Very good;
- Cannot fault the treatment and care at any stage;
- Excellent care from Dr Dave when my husband discharged from hospital;
- All staff are friendly and a reliable service;
- All the nurses are fantastic and friendly;
- Excellent;
- Very helpful;
- All are friendly and caring;
- I asked for an appointment with Dr Dave, was told he doesn't do appointment. But to ring the next 8 o'clock and was always engaged, this is unsatisfactory;
- The doctors and nurses at the practice always make you feel welcome and very much an individual and treated with the respect and dignity as a patient.

### **Comments about the staff:**

- Excellent all the time;
- Reception staff helpful and understanding of my needs;
- Service is very good at the Reception;
- Always friendly-helpful;
- Always helpful and friendly;
- Always helpful and pleasant;
- Very good;
- Can only praise the practise nurses - they are magic;
- Couldn't be better.

### **Comments about the premises and facilities:**

- Always clean and well presented;
- The facilities are very good;
- Never overcrowded - plenty seats in good condition / clean;
- Always clean and well-presented everywhere;
- Very good;
- One of the few places where you can park and leave your car safely;

- More parking places;
- Premises always well-equipped and very clean - pat on the back for cleaners;
- I think the hand cleanse should be as you enter not inside as I have seen people walking and not using it;
- Excellent Surgery - good example to others;
- I moved back to this surgery after being very unhappy with the service provided at health centre I was registered with. Better service when seeing only one GP. Dr Dave was my childhood GP and I won't register anywhere else now, very happy with him;
- Couldn't wish for a better GP or staff - they are always helpful;
- Feel blessed I have a good GP /Practice;
- Won't go anywhere else. Please don't retire Dr Dave!
- Excellent;
- I love this surgery and I am so happy my daughter is registered here too;
- Reception attitude changes dependent upon which receptionist is on. Longer serving receptionist much more understanding and helpful when you ring. Both Doctors exceptional in understanding and explaining things to you;
- Very good;
- Sometimes difficult making same day appointments;
- Doctor always wholly understanding;
- Receptionist have an attitude and no understanding or time for you except for long standing staff who are always friendly and helpful;
- Sometime a little difficult to see Dr Dave. Have to wait few days but prefer to see him than other doctor;
- Very happy with everyone;
- I am very pleased with the service I have had from all members of staff;
- This practice, in my opinion provides safe and reassuring atmosphere all-round;
- My family and I been with practice well over 30 years. Have no complaints whatsoever. Even when practice was in the house across the road, always put at ease. Many thanks to everyone.

## Appendix 2

### Action Plan 2014/15

Area	Agreed Actions	Timescale	Desired Outcome
Progress the use of SMS texting to remind patients of appointments	Continue to collect patient mobile numbers	April 2014 to March 2015	Introduce SMS texting to reduce patients who do not attend for appointments
On-line Services	Promote the use of on-line services (booking doctor appointments and ordering of prescriptions) Extend to nurse appointments	April 2014 to March 2015	Increase number of patients using the on-line facility to improve access to services
Appointments	Review appointment arrangements and monitor DNA's	April 2014 to March 2015	Maximise access to appointments

## Appendix 3

### Action plan 2013 - Outcomes

You said	We did	Outcome
Introduce on-line booking of doctor appointments	Set up arrangements to facilitate on-line services	Introduced December 2013
Introduce on-line ordering of prescriptions	Set up arrangements to facilitate on-line services	Introduced December 2013
Install information system in the reception	Progressed and made arrangements to facilitate	Installed July 2013