

Saffron Group Practice

Patient Participation DES

Patient Review Group

Introduction

This report sets out the development and achievements of the Saffron Group Practice Patient Review Group since April 2012, the date of the last report.

ACTION PLAN: January 2012

Following the results of the patient survey we drew up the following action plan.

1. Appointments system review to include
 - Change the ratio of numbers of pre bookable and on the day appointments
 - Design a system that allows timely access for patients to their 'usual doctors' pre bookable and on the day appointments
 - Review consultations times across the day (pre 8am and lunchtime appointments)
2. Telephone access review
 - Investigate available options for patients telephoning for appointments by offering pre bookable appointments using an automated system
3. Improve and increase toilet provision and cleanliness
4. Community Network screen
 - Review use of screen and appropriate advertising sponsors
5. Refurbishment/ building project
 - Work with the PRG, staff and partners to prepare a brief for an extension of the current premises with a view to increasing the number of consulting rooms, improving the patient waiting and reception areas and accommodate new services in Primary Care
 - To improve patient confidentiality at the reception desk
 - To involve patients in the redesign of the building

Review of March 2012 action plan

Appointment system: In May 2012 we discussed with our PRG a revised GP appointment system that would introduce early morning and lunchtime appointments as a pilot each Monday for the next three months. Dr Parkinson and Short would offer appointments from 7.30 until 10am and midday until 2pm every Monday. Dr Parkinson would review the pilot and bring back for presentation and review to partnership and the PRG. Monday's will have all appointments to 9am as pre bookable leaving the rest as on the day. The afternoons will be 50% pre bookable and 50% on the day distributed evenly across the afternoon surgery to allow patient maximum appointment options. Where Monday is a bank holiday all appointments on the following Tuesday will be book on the day.

Telephone access review: Telephone appointments piloted by Dr Cathie Duncan will continue to be offered and reviewed in a further three months with the appointment system. On line appointments will be postponed and revisited after the appointment review.

Toilet provision and cleanliness: the practice has installed another toilet into the baby changing room. There are now three toilets for patient use. The toilets are cleaned every morning as part of the cleaning rota. The toilet at far end of the practice is used more often than the others for patients needing to provide urine samples. We have supplied toilet wipes for patient use and the toilets will be checked later in the day by staff.

Community Network screen: After complaints from several patients concerning the fast food advertisements the company who supply the community network screen were contacted and asked to remove the adverts for fast food (fish and chips/burgers) from the screen. The company have been happy to do this and the adverts have been replaced by some from more appropriate businesses. We advised the company that we did not want any further advertisements that promoted an unhealthy lifestyle to our patients.

Building/Refurbishment: It was the intention that the practice approach the vet about the possibility of buying 513 Saffron Lane (semi-detached house) to enable us to extend the practice in order to provide several further consulting rooms along with an improved waiting and reception area. At a PRG meeting led by Dr Adrian Hastings the patients were asked to tell us what they would like to keep and what improvements they would make to the practice. From this information Dr Hastings prepared a brief for the architect to design the extension and redesign the reception desk. Plans were produced but unfortunately the offer for the house was not accepted. However in November 2012 we had the opportunity to purchase land to the rear of the practice. We have been undertaking some preliminary investigations to see if this is a feasible option.

2012/13 developments

Recruitment: In order to try and attract other patients to become members of the group and for those current members who found it difficult to make lunch time meetings we agreed to, during 2012, offer a variety of meeting dates, times and venues. We varied the meetings from late morning to 4pm both at Saffron Group Practice and at the Linwood Centre. The May meeting was held at 11.30 am at the Linwood Centre – only the Chairperson and the Practice Manager attended. At the following June meeting and after much deliberation we agreed to keep the meetings at the practice as it was easy to get to and on a bus route and for the time being to revert back to the lunchtime meeting time. Practice doctors and staff continue to inform patients about the PRG and encourage them to come along to any meeting.

We agreed to attend the Saffron Fete on 11th August to meet local people and Sarah Hall to attend the Taylor Road school open day to 'spread the word'

During the year several newsletters have been sent to 3,000 homes on Saffron Lane – there is a regular spot dedicated to PRG and recruitment in each issue

Communication: there is now a dedicated noticeboard in the patient waiting area for PRG information, advertising local events and health messages. Our patients have organised a rota for keeping this up to date as well as neat and tidy. We repeated in 2012 our newsletter drop to Saffron residents and intend to review and update this in 2013.

Election of officers: In June 12 we re-elected Sarah Hall as Chairman and elected Eileen Doughty as Secretary. The practice agreed to act as the 'treasurer' and would supply petty cash for any necessary purchases and we will supply stationery/compliment slips/postage as required.

Patient Forum: Sarah Hall and Eileen Doughty have been regularly attending the city wide Patient Forum and reporting back to the group. They have found the meetings disorganised and uninformative but will continue to attend over the coming year in the hope that they will improve and contribute to the development of the practice

Patient recognition: all of the patient representatives on the patient review group have been nominated for a local SAFTA volunteer award (see Appendix 2). This award is in recognition of the time and energy that local people give freely to make the Saffron area a better place to live. Congratulations and well done to those involved. They received their award on Friday 22nd March from the Saffron Community Health Alliance

Meetings: a programme of meeting dates for 2013 has been agreed. All meetings will be held at Saffron Group Practice and be attended by a GP, Receptionist, Business Manager and/or a nurse.

Staff Changes: During 2012 the practice appointed Dr Stephanie Short and Dr Bridget Kilty as partners (previously employed as salaried GP's with the practice). Dr Christopher Sanders joined the practice in November as a salaried GP working 4 sessions per week in a joint appointment with Community Geriatricians on a one year pilot scheme for new GP's. In March 2013 Pat Brookhouse retired after 19 years with the practice. Her replacement Philippa Guy has been appointed as Business Manager and joined the practice on 4th March 2013

Staff developments: Jo Simpson has attended along with patient members of the group a three date local conference organised by National Association of Patient Participation (NAPP) and commissioned by Leicester City CCG to support patient review representatives and staff in the formation and continued development of patient groups in primary care as well as explaining the roles and responsibilities of commissioning groups and new NHS structures.

Building development: an opportunity has arisen to purchase a piece of land owned by Burrows and Smith at the rear of the building. Discussions are taking place with the owners and site surveys and valuations have been organised prior to a final offer being made. Our architects are preparing new plans based on our original brief and these will be circulated and discussed with the PRG prior to any final decision

Local practice survey: The annual patient satisfaction survey was repeated in January/February 2013 using the same questionnaire as used in 2011/12. We are pleased that we have improved the results from the 2011/12 survey. The results can be seen in Appendix One. Comments are listed below

Comments from questionnaires

All doctors are very good and a good service

Difficult to see own doctor

Dr Hastings in particular is excellent

Efficient and pleasant lots of leaflets in reception convenient appt times to fit around work.

Can't always see the Dr I want, sometimes waiting can be difficult in reception

Don't like completing check in screen for all to see

Find it difficult to book advance appointments and can't call on the day as I would already be at work

Have GP specialist areas/interests on website so new patients can make informed decisions on which GP has best knowledge area if disabled. It is very hard to see someone with just a general knowledge

I am happy with the Drs I have seen particularly Dr Duncan and Dr Parkinson

I think the doctors are good here. I never have a problem getting an appointment and most of the reception staff are helpful and friendly

I think the practice works just fine

More people on phones at 8am

More phone lines to make booking appointments

easy

Some of the receptionists can be a bit abrupt

Totally satisfied apart from one area - waiting times

Very good

doctors

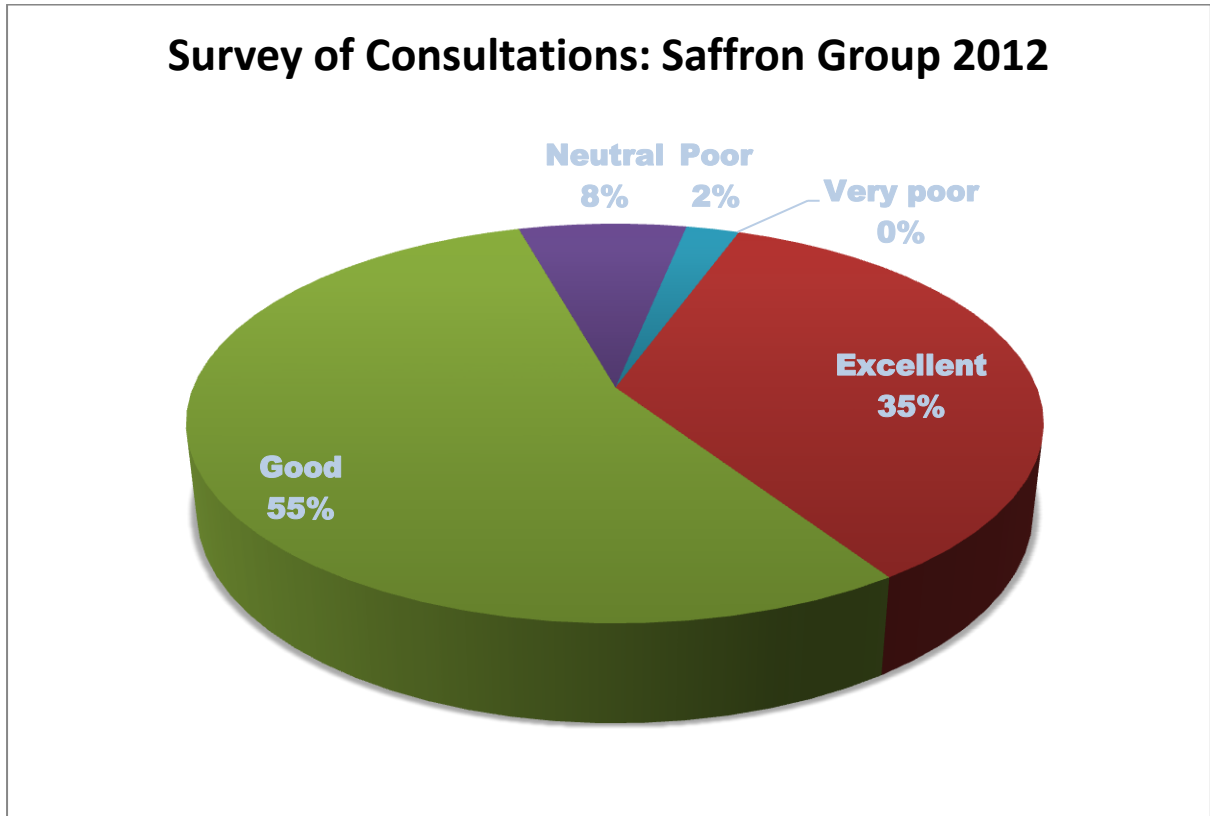
When you come in about 10 mins before your appointment I think waiting time is not fair

The doors getting into the doctors are awful

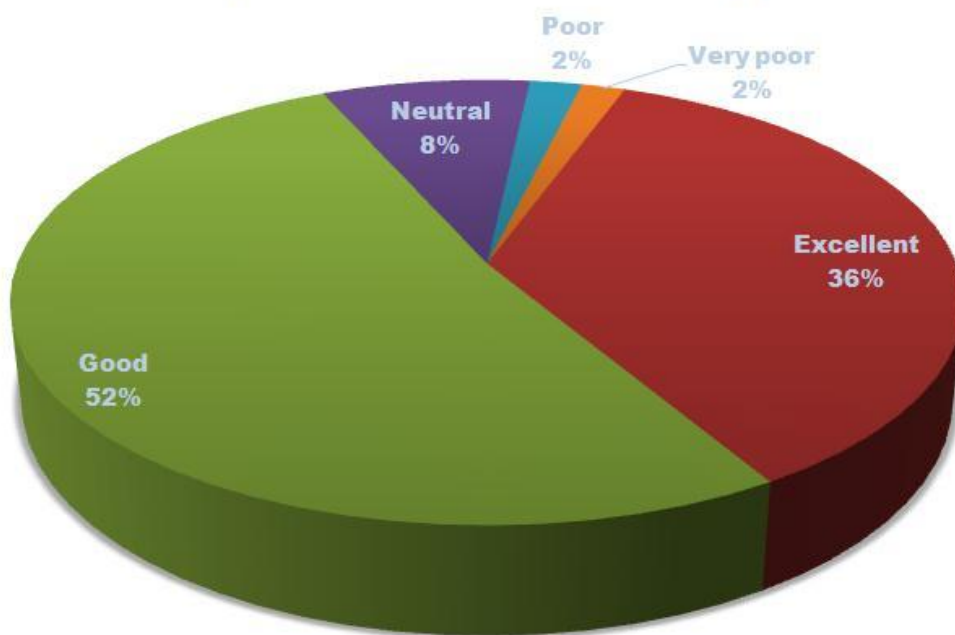
Would it be possible to make note that certain patients find it difficult if not impossible to phone between 8 and 8.30 for appointments - I am on dialysis and have to forego treatment to phone in time

Appendix 1

Patient survey results



Survey of Consultations: Saffron Group 2011



Appendix 2

Dear
C/O Saffron Group Practice
509 Saffron Lane
Leicester
LE2 6UL

You have been nominated for a SAFTA volunteer award in recognition for hardwork over the past year and we would very much like YOU & your family to attend The SAFTAs Volunteer Award Ceremony. Not only will you receive an award & certificate but you will meet other volunteers from across your neighbourhood, many of whom you may not have met previously.

We are very proud of our local community involvement and would like you to share in recognising all the time and energy that local people freely give, to make our community a better place to live for everyone.

The SAFTA AWARDS will take place at the Saffron WMC 429 Saffron Lane from 7.30pm till late Friday 22nd March 2013. We sincerely hope that you can help us to recognise what real community engagement means for an area to reach its full potential.

A light buffet will be provided on the night & entertainment from a local guitarist playing, 1960's acoustic set, and as per tradition the theme this year is 1960s so please put on your glad rags and come to join the party.

Obviously we will need you to formally reply in order to make the evening a success and plan the event accordingly so if you could reply on the form below or email your reply to: saftas@hotmail.co.uk

Your Name:
Number of family members attending:
I will be attending the SAFTAs Event on
Friday 22nd March 2013 at:
Saffron Working Men's Club, Saffron Lane,
Leicester.
7.30pm till late
[Please confirm your attendance by calling
01163737225](tel:01163737225)
Or email: Karen.pickering@leicspart.nhs.uk
SAFTAs
AWARDS

Appendix 3

Actions for 2013 /14 discussed and agreed with the PPG as a result of the patient questionnaire.

1. Review of appointment numbers and types in view of increasing list size
 - Increase numbers of early morning appointments
 - Longer appointment times for patients with co morbidities
 - Review of pre booked and on the day appointment numbers and availability
2. Ability to see the same doctor – continuity of care
 - Continuity of care priority patient list
3. Telephone lines – capacity required at 8am
 - On line appointment availability
4. Address the issue of abrupt/unhelpful reception staff
 - In house training programme
5. Building refurbishment
 - Main door entrance
 - Decoration

Actions discussed and agreed from meeting held on 21st March 2013.

1. Update practice leaflet
 - Description of special areas of interest for individual doctors
 - Simplified practice area map
2. DS to provide an overview of the VitruCare system
3. SH / JM to review the patient leaflet for the Exceed study and provide feedback on readability to DS by Weds 27th March
4. PG to liaise with DK to invite SH and PPG members to attend a clinical meeting to present feedback from the NAPP forum.

