

Patient Participation Group Annual Report - March 2015

Introduction

This report sets out the development and achievements of the Saffron Group Practice Patient Participation Group (PPG) since March 2014, the date of the last report.

Background

The PPG currently has 10 members who attend meetings on a 6-weekly basis. Three members have left during the last year and 1 new member has joined. The practice has continued to work with the group to promote the role of the group to patients, using new displays on the PPG Noticeboard, including articles in the patient newsletter and Drs have actively discussed the group with patients during consultations. The members include a range of patients, some of whom work full time and others who are retired. The group is still keen to attract younger patients to join as well as parents with young children and the group have discussed different ways to do this again this year. Information continues to be provided during childhood Imm/Vac Clinics to try and raise awareness with parents. We advertise how to join our group in the reception area and also on our website.

Since the partners from Saffron Group Practice joined in partnership with Saffron Surgery, the Chairs of both PPGs have started to meet to discuss how the groups can work together to share ideas and support each other. Members from both groups held their first joint meeting earlier in March to discuss how they would like to move forward in the coming year and proposals from this will be fed back to the practices.

The PPG has been actively involved in two important external assessments of the practice this year, with a PPG representative taking an active part in the discussions with the CCG during the annual quality review meeting. The PPG Chair opened the practice presentation during the CQC inspection in November 2014 and the inspectors commented on the collaborative approach between practice and PPG that this demonstrated. The chair of the PPG along with another representative were interviewed as part of the inspection, and feedback from the inspection was shared with the PPG.

In addition, group members have been actively involved in attending external conferences organised by the CCG, UHL, NAPP and HealthWatch this year and feedback has been provided to the group as part of the Chairs report.

Practice Access

The practice opening hours are provided in the practice leaflet and also on the website. The practice is open from:-

Monday 7.30am - 7.00pm
Tuesday 7.30am - 7.30pm
Wednesday 8.00am - 7.30 pm
Thursday 7.30am - 7.30pm
Friday 8.00am – 18.30pm

Patients can book appointments either in person, over the telephone or on-line and repeat scripts can also be ordered either over the telephone or on-line. The practice offers extended opening hours with appointments available from 7.30am on a Monday, Tuesday and Thursday and until 7.00pm on a Tuesday and Thursday.

PPG Activities during 2014 /15

Election of officers: Sarah Hall was re-elected as Chairman and Jenny Mann as Secretary. The practice agreed to continue acting as the 'treasurer' supplying petty cash for any necessary purchases and supplying stationery/compliment slips/postage as required. The practice also confirmed that they would re-imburse travel expenses to appropriate meetings for PPG members.

Patient Forum: Sarah Hall has been regularly attending the city wide Patient Forum and reporting back to the group.

Meetings: a programme of meeting dates for 2015/16 has been agreed. All meetings will be held at Saffron Group Practice and be attended by a GP, Receptionist, Practice Manager and a nurse team representative. The dates for future meetings are displayed on the PPG noticeboard in the practice and also on the website.

Update on practice matters during 2014/15

The practice has seen some changes to the doctors over the last 12 months with 1 partner retiring and 2 salaried doctors leaving. New salaried doctors have been recruited and the PPG have been kept informed of the ongoing recruitment activities. Due to the ongoing increase in list size, the practice submitted a request to NHS England to close the list for a period of 6 months. The PPG actively supported the practice during the application phase, independently writing to NHS England to provide their own views as to why the list closure should be approved. The PPG have been kept informed of the activities that the practice has undertaken during the list closure to help ensure it can handle increased patient demand when the list re-opens again. A number of improved ways of working have been introduced over the last 12 months including GP 2 GP transfer of medical notes, which means GP's have instant access to medical information of newly registering patients. The practice also implemented the Electronic Prescribing System (EPS) in March reducing the need for patients to attend the surgery to collect prescriptions.. The practice will also be offering patients access to a summary of their medical information via the on-line system from the end of March 2015.

Update on Actions from 2013/14 Patient Survey

Following last year's annual patient survey the practice agreed with the PPG to undertake a number of actions. These are detailed below with an update on the progress made against each one;-

1. Review of Telephone System :-
 - a. consider alternative systems that would provide additional incoming lines and the option to have a queuing facility
 - b. consider using specific times for calls regarding scripts and non-on the day appointments
 - c. encourage further use of on-line system and text messaging to reduce number of phone calls
 - d. review staffing levels throughout the day to ensure sufficient for demand
 - e. review location of phones to reduce what can be overheard in the waiting room

Feedback from the PPG indicated that they would support introduction of a queuing system for the phones and also specific times to phone depending on the request. The practice will

be responsible for driving this review with a review of the alternative systems to be completed by the end of Sep 2014.

Status = Completed

The practice met with the telephone provider to review the existing system and discuss the issues raised by the patients. A newer, improved telephone system which would provide additional incoming lines, a queueing system as well as voice recording and call monitoring statistics was selected in Sep 2014 and installed in Jan 2015. Feedback from patients to date has been mixed with a lot of very positive comments but there are also patients who unfortunately do not like the queueing system. As this is a new system the practice is monitoring the feedback and call statistics and making adjustments to the number of calls that can be queued to address the points raised. The practice is actively reminding patients that they can book appointments and order repeat prescriptions on-line to try and reduce the volume of calls, but although the number of patients with on-line accounts has increased from 6% to 10% in the last 12 months, the survey this year indicates that the majority of patients still prefer to phone the practice. Since last year, a new partition between the administration area and the front desk has been put up to try and reduce the amount of sound that travels when staff are on the phone. All the phones have also now just been moved so that they are behind this partition, to try and reduce the amount of sound that can be overheard in the waiting room.

2. Review of Appointments

- a. Review how many on -the day and pre-book appointments each Dr is offering
- b. Identify what else can be done to increase availability
- c. Review resourcing to see if feasible to employ additional staff to increase capacity.
- d. Publicise DNA rates to help reduce the amount of wasted appointment time
- e Consider training reception staff to ask more questions when patients phone for an appointment to better direct the patient to the most appropriate appointment type.

The practice will be responsible for the overall review of appointments. Training on telephone consultation skills is scheduled for May 2014 and the PPG will be helping to display lost time due to DNA via their noticeboard.

Status = Completed

The balance of on-the day and pre-bookable appointments across the doctors was reviewed and the balance changed so that the Partners had a higher proportion of pre-bookable appointments and the newer salaried doctors had a higher proportion of on-the day appointments. This was done to make it easier for patients with chronic conditions to pre-book their next appointment with their regular doctor more easily. New doctors were recruited during the summer / autumn of 2014 and the practice intentionally increased the number of sessions recruited to increase appointment availability. The practice is now routinely publishing the DNA rates both in the waiting room and also in the patient newsletter.

3. Review of effective use of telephone consultations

Status -Completed

Training on providing effective telephone consultations was delivered in May 2014 and then following this a specific project has been running to review how face to face and telephone consultations are managed. As a result of this work, a new model is currently being piloted in which patients are asked if they would like to see a doctor or speak to a doctor over the

phone. The difference this approach is making is being regularly reviewed to see if this is helping to use the face to face appointments in the most effective way.

Outcome from 2014/15 Patient Survey

The annual patient satisfaction survey was repeated in February 2015. The content of the questionnaire was reviewed and discussed at the Feb PPG meeting and some minor changes made to reflect current ways of working. The questions overall remained the same as previous years to allow comparisons to be made over time to the progress that the practice is making. Questionnaires were handed out in the waiting room over a period of 4 weeks on different days to ensure a wide range of patients were given the opportunity to complete the survey. Reception staff and members of the PPG were on hand in the waiting area to provide help for patients if needed. Patients were also able to complete the questionnaire from the practice website. Overall the results were very positive with 92.65% of patients stating they were very or fairly satisfied with the care they received at the surgery. The overall general opinion of the cleanliness of the surgery was also very good with 98.53% stating it was very or fairly clean. Confidentiality in the reception area was highlighted as particular concern with 28.68% of patients indicating that they were not happy that they could be overheard when talking to reception. The majority of patients (75.74%) indicated that they prefer to book appointments over the phone rather than using the on-line system (12.5%), this is despite the ongoing promotion that the practice is doing to increase the update of on-line access for patients. Ease of getting through on the phone was also highlighted as an area for improvement with only 63.23% indicating that it was easy or ok to get through. A quarter of patients who responded to the survey indicated that they had given up at least once when trying to get through by phone. Availability of appointments is also an area that will be looked at further with 75.74% of patients indicating it was easy or ok to get an appointment. The quality of the consultations were rated very highly with 88.23% of patients feeling listened to, 88.97% feeling they were treated with care and concern and 84.56% of patients feeling involved in decisions about their care.

A summary of the overall results can be seen in Appendix One which reflect an increase in the % of patients rating their consultations as excellent compared with 2013/14.

Specific comments provided are listed below :-

Comments from questionnaires

- All well no problems
- As a patient we know how we feel so when come to see a doctor the doctor should take us serious I myself came to see a doctor Feb may aug complaining of a large lump in tummy was told all in my mind after insisting on scan I had to wait further 2 months to glenfield had scan and was told you have got 2 massive hernias how come doctor never picked up on that plus been having tests done for diabetes always get told on borderline well I end up in hospital was asked what medication i'm on for diabetes I say i'm not diabetic Yes you are they say untreated for 9 months ended up in theatre to have yet another abscess removed I'm on metformin now just please listen to patients we know when we are sick
- At first i wasn't completely sure about the same day early booking of appointments but in fact have been lucky in obtaining them when ringing later on the same day. I also accept that it was installed after consultation with the patient. Overall I have nothing but praise and gratitude for the service. Apologies for my spelling which is park of my problem!

- Can never get through and then when you can no appointments
- Don't like your new phone. Was able to get through to the surgery quicker before and it wasn't costing money charging you while you are in line.
- Dr Elaine Cansdale went above & beyond to help me deal with a lost blood sample at the hospital to ensure my unborn baby was ok. She rang the hospital twice & rang me after the second sample was incorrectly labelled. She is an asset to your team.
- I am very happy with the care I receive here. I am very grateful for it. Thank you.
- I don't like the new booking system on the phone your told your in a que but don't know how long you have got to be on hold for. The old way if the phone was engaged you put the phone down and tried again.
- I find staff at the front desk to be very unpolite when rining for an appointment can be very rude and adrupt on the phone and I don't find them helpful at all.
- I find that the regular doctors at the practice are very professional. However occasionally I have come across Dr Khan and a nigerrian lasy doctor who seem to look down or have not enough time. One of them just engaged with the keyboard (nigerrian)sorry forgot the name. I feel judgement was made about me before I had a chance to speak!
- I find the surgery well organised and very professional but I think that since the new appointments system has been introduced it has been much more difficult to get an appointment with my own name doctor. Having said that I have always been able to see or speak to a doctor.
- I found everyone at the surgery brilliant helpful caring and competent
- I have always found practice staff both clinical and non-clinical very helpful. Sometimes appointments are hard to come by but I understand the reasons for that and are mostly beyond the control of the practice. Do not attends- for instance. Not yhappy about the lack of privacy at reception. Discussing matters with a line of people able to overhear. Also giving name and confirming address when picking up a repeat prescription (understand this is soon to change). Also line at reception makes it difficult for access in and out. Overall I am happy with the service I receive.
- I have been with this practice 60-70 years and also my family. I have found the doctors and nurses wonderful they are friendly and efficient and nothing is to much trouble.
- I have found that there is a lacik of care all the doctors in the surgery are too full to take proper care or even listen I am a patient with mental health issues and i've not felt comfortable speaking to my doctor's for months due to the lack of care.
- i love all of the service they do here well done
- I think anyone who is with our practice is very lucky to have such wonderful reception ladies and it's class doctors many thanks to you all
- I think the appoitments times go over everytime. Sometimes by 30mins or more. Some doctors I feel rush you. Some don't explain the reasons to why your poorly very well.
- I think the surgery is brilliant really efficient service everytime I come.Receptionists are always polite. I can't fault anything.
- I think this Drs surgery is excellent always helpful feel im in good hands with Drs would never change. I've been with Saffron Group Practice for years and they are really good best surgery in Leicester from what I hear about other Drs surgeries this is the best. fell I am well looked after cannot fault anything about the surgery. very satisfied clean and fiendly always.
- I think this new phone system takes to long. I rang today and was on hold for 10 minutes.
- I usually like to see Dr kerbel but you can never get in to see him baccuse he's never there when he is he's always booked up so you just fob us off with anyone.
- It is impossible to get on the day appointments when trying to call at 8am. I have tired on a number of occasions to try and get an appointment and have been unsuccessful. I feel the current system is a disaster and also doctors/nurses don't listen. I often leave feeling confused.

- My experience of you all makes me feel you are a very good practice. When I was too abnormal to be able to come to the practice for my diabetes or anything I was in a different world mentally. Dr Duncan Sally etc came to me a few times instead. Looking back that was so compassionate and kind. I was severely afflicted but you couldn't have known how I felt and you put up with me. That kindness has really touched me and I thank Jesus for you all you do this work many times a day. God bless you. All of you.
- My only complaint that I have about the practice is that it is so difficult to get through. The practice is constantly engaged at 8am then by the time you get through there are no more same day appointments. Of recent I have been put in a queue where I have been 16th and 11th in the phone queue. I am a nurse myself and wonder how it must be for clients that are on low incomes and their phone credit being eaten up on waiting for a response. Also on several occasions I have given up trying to get through and ended up stopping off at the surgery on route to work to get a same day (late appointment). As recent as 4.02.15 I was trying to make an appointment for my husband I was 14th in the queue I put phone down and tried again later where I was then 10th in the queue. I ended up again making my way to the surgery on route to work. This is my only complaint about this practice. The frustration of trying to get through to make an appointment other than that I have no complaints about the practice.
- new phone system is not very good and cost the patients money. Old system better. This will not suit older people.
- Our family has moved to Saffron Group Practice from The Surgery at Aylestone after receiving terrible care and service on Aylestone Road. So far Saffron Group Practice has been a lot better than our previous GP. It is easier to book appointments we do not have to spend a fortune ringing an 0845 number and my doctor Dr Ali has been fantastic at listening to my problems and helping me get them sorted Thank you
- Over my years here I have had very good reception and attention yet only come when I was in need.
- Patients should control their children properly and not let them run up and down the corridor or inbetween the chairs. Stricter rules are needed concerning switching off mobile phones.
- Reception staff are very nice but its hard to book an appointment I had to wait 4-5 weeks for an appointment for my father because I had to ring on the day
- Sometime we keep waiting for our appointment when the time we are to be seen has pass for more than half an hour and this keep happening
- Sometimes I find the receptionist to be very rude and sharp something when you are ill you don't need.
- The morning booking system needs to change perhaps a caller wait system so you are in order of calling so you are queuing properly
- The new telephone answering system is fab!
- The only problems are trying to get through on the phone at 8am to make a same day appointment you have to be on redial constantly for at least 15-20 mins and also trying to see the same doctor (a doctor who knows me and my medical history) it used to be easy to see the same GP now its totally impossible
- The reception girls are the best. Very helpful friendly and professional. It is a pleasure to speak to them and they do their very best for me all the time
- there needs to be a different entrance to get in or out of waiting room as people queuing to see reception makes it chaotic at times.
- Thinking of changing doctors after 50+ years as it is so difficult to get an appointment and if it was nearer would be able to call in instead of the ridiculous ring at 8am on the day. When you get an appointment you are never seen on time.
- This morning was so easy to get an appointment now that a queue system has been implemented. I think that will solve a lot of the issues I was having. Big thumbs up!
- very good

- very satisfied with my doctors always have been very helpful kind and considerate. So are the reception ladies.
- Very satisfied with the service at the surgery far better than my previous surgery.
- When you ring for an appointment you can never get through you have to keep ringing. When waiting in reception for your appointment you have to wait more than 15 mins. Wheres the magazines gone?
- Why is it whenever I make an appointment they always say i cannot see my own doctor?

Actions Planned for 2015/16

As a result of the feedback from this year's patient survey the practice proposes taking the actions described below. These will be discussed and agreed with the PPG at the March meeting :-

1. Review Layout of Waiting Room :-
 - a. consider what else can be done to increase privacy for patients at the front desk
 - b. review how much can still be heard in the waiting room once all phones have been moved behind the partition in the administration area
 - c. consider alternative seating arrangements in the waiting room to change focus away from front desk
 - d. consider introducing a more formal way of queue management
 - e. remind patients of courtesy to others in the waiting room
2. Appointment Availability, Continuity and Ease of Booking
 - a. Monitor call volume statistics to identify what other changes need to be made to increase ease of getting through on the phone
 - b. Introduce minimum number of appointments needed each week to help prevent availability dropping during peak holiday times
 - c. Continue to review proportion of on- the day and pre-book appointments across all clinical staff and introduce changes to reflect the individual clinicians case load.
 - d. Continue to review and publicise DNA figures. Actively follow up with patients who DNA more than once to try and change this pattern of behaviour.
 - e. Review the use of the "continuity of care" flag to ensure that it is used appropriately for patients who need continuity of care with the same doctor.
3. The PPGs from Saffron Group Practice and Saffron Surgery will continue to work closely together to share ideas and support each other.

Appendix 1

2014/15 Patient survey results



