

PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

c84011

Practice Name:

ELMSWOOD SURGERY

An introduction to our practice and our Patient Reference Group (PRG)

We are a suburban general practice of 9200 patients and 7 GPs, covering Sherwood and the surrounding areas. We have a high elderly population and cover many residential and nursing homes. We are involved in the teaching of medical students and train junior doctors.

Our active, monthly Patient Reference Group started in January 2010. We have a chairperson and secretary. We regularly have around 25 members attending each meeting. Our 'virtual' email group has 75 contacts. The group meets on an alternating monthly Friday afternoon and Wednesday evening. In each meeting we usually have 2 GPs and our practice manager.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	18.6%	0%	18.6%
% 18 – 34	20.3%	0%	20.3%
% 35 – 54	29.7%	24%	5.7%
% 55 – 74	20.6%	68%	47.4%
% 75 and over	10.8%	8%	2.8%

Gender			
% Male	48.0%	48%	0%
% Female	52.0%	52%	0%
Ethnicity			
% White British	52.2%	68%	15.8%
% Mixed white/black Caribbean/African/Asian	6.9%	12%	5.1%
% Black African/Caribbean	2.9%	4%	1.1%
% Asian – Indian/Pakistani/Bangladeshi	3.4%	4%	0.6%
% Chinese	0.8%	4%	3.2%
% Other	1.4%	16%	14.6%
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>Younger people are under represented in the PRG. This is because less younger people have joined the PRG. We have not studied the demographics of our 'virtual' group.</p> <p>We have almost an equal number of males and females on the group.</p> <p>Over the last year the attendance of the group has increased in numbers to 25. We also now have more ethnic minority members, which is more representative of our total practice population.</p>			
In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:			
<p>We have taken account of the relevant social factors. Our patient group have representation from all the mentioned areas. We also record these details for our patients.</p>			

This is what we have tried to do to reach groups that are under-represented:

We started our patient group in January 2010, we meet monthly and have a chairperson and secretary. We recruited patients by asking them personally, advertising the group on our practice leaflet and website. Also posters were placed in the waiting room.

The group has scheduled alternate meetings in the afternoon and evening to enable employed people and a wider age group to attend. New patients registering with the practice are informed of the patient participation group.

The group members held several stalls in the waiting room, during Saturday morning flu clinics in October & November 2013. This resulted in a substantial increase in the number of patient email contacts for our 'virtual' group. We also distributed a schedule of future meetings to more than a 100 patients. Since the increased recruitment efforts, our total attendance at each monthly meeting is around 25 members.

We have successfully recruited more ethnic minority members. However despite all our efforts, we still struggle to attract younger members to join.

Meeting minutes are posted to our website and also emailed to all our contacts. We also print out minutes for people without internet access. Printed minutes are also available from our reception.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

As we have had a thriving group meeting each month since January 2010, we have had many opportunities to seek the PRG's views of priority areas. Eg. items from the National GP survey, appointments with the GP/nurse, opening times, telephone system, satisfaction of the service and environment, clinical and reception staff.

Over the last year our group has continued to meet monthly, with an ever increasing attendance.

As a group we decided to review the previous year's priority areas and compare how we as a practice had improved.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The practice together with the patient group members decided to repeat the same standardized approved survey 'Improving Practice Questionnaire' by the Client Focused Evaluation Program (CFEP). This enabled us to focus on all the priorities raised by the group members. It is a trusted, reliable and sensitive tool. CFEP is an external independent organization specializing in patient feedback surveys for health professionals. Booking of appointments and clinical care were assessed by the survey. The opportunity to give positive and negative comments was also present in the survey.

Our well established monthly patient group is very familiar with the key priority areas.

The main areas originated from the National GP survey -eg. appointments with the GP/nurse, opening times, telephone system, satisfaction of the service, clinical and reception staff. Once again, the 'Improving Practice Questionnaire' CFEP survey focused primarily on these priority areas hence this was an ideal tool for our purpose.

Below is a summary of the questions in the survey:

About the practice:

Level of satisfaction with opening hours

Ease of contacting the practice by phone

Satisfaction with the day and time arranged for your appointment

Chances of seeing a doctor/nurses within 48hrs

Chances of seeing a doctor/nurse of your choice

Opportunity of speaking to a doctor/nurse on the phone

Comfort of waiting room

Length of time waiting in practice

About the doctor/nurse:

My overall satisfaction with this visit to the doctor/nurse

The warmth of the doctor/nurse's greeting to me

Rating the ability of doctor/nurse to listen to me

The doctor/nurse's explanations to me

The extent of reassurance of doctor/nurse

My confidence in doctor/nurse's ability

Opportunity to express concerns

Respect shown

Amount of time for visit

Consideration of personal situation in deciding treatment

Concern for me as a patient

Extent to which doctor/nurse helped me to take care of myself

Recommendation I would give to friends about the doctor/nurse

About the staff:

Manner in which you were treated by reception staff

Respect for your privacy and confidentiality

Information provided by the practice about the service

Finally:

Opportunity for making compliments or complaints about practice

Information about illness prevention

Availability of reminder systems for ongoing health checks

Respect of right to seek a second opinion or complementary medicine

Any comments about how this practice can improve?

Any comments how the doctor/nurse could improve?

How our patient survey was undertaken:

We commissioned the CFEP 'Improving Practice Questionnaire'. See questions asked in section 8. The forms were handed out to patients at reception to fill in after their consultation with either the GP or nurse. This happened over January and February 2014. A total of 211 surveys were completed.

Summary of our patient survey results:

The CFEP survey results 2014 are present to view on our website www.sherwoodhealthcentre.co.uk

In summary questions were asked about the practice, about the doctor/nurse, about the staff. Overall 82% of all patient ratings about the practice were good, very good or excellent. We scored highly in most areas surveyed. The highest scoring areas were for respect shown by doctor/nurse, time for visit and concern for the patient.

Summary of results:	Jan/Feb 2014	Jan/Feb 2013
	Mean percentage scores	
About the practice:		
Level of satisfaction with opening hours	67%	67%
Ease of contacting the practice by phone	49%	55%
Satisfaction with the day and time arranged for your appointment	66%	67%
Chances of seeing a doctor/nurses within 48hrs	59%	58%
Chances of seeing a doctor/nurse of your choice	49%	48%
Opportunity of speaking to a doctor/nurse on the phone	58%	62%
Comfort of waiting room	66%	66%
Length of time waiting in practice	61%	58%
About the doctor/nurse:		
My overall satisfaction with this visit to the doctor/nurse	82%	82%
The warmth of the doctor/nurse's greeting to me	84%	82%
Rating the ability of doctor/nurse to listen to me	85%	84%
The doctor/nurse's explanations to me	83%	83%

The extent of reassurance of doctor/nurse	80%	83%
My confidence in doctor/nurse's ability	83%	84%
Opportunity to express concerns	81%	81%
Respect shown	86%	86%
Amount of time for visit	78%	80%
Consideration of personal situation in deciding treatment	80%	80%
Concern for me as a patient	81%	83%
Extent to which doctor/nurse helped me to take care of myself	79%	80%
Recommendation I would give to friends about the doctor/nurse	83%	84%
About the staff:		
Manner in which you were treated by reception staff	74%	75%
Respect for your privacy and confidentiality	73%	74%
Information provided by the practice about the service	72%	72%
Finally:		
Opportunity for making compliments or complaints about practice	66%	64%
Information about illness prevention	68%	68%
Availability of reminder systems for ongoing health checks	64%	66%
Respect of right to seek a second opinion /complementary medicine	64%	64%
Any comments about how this practice could improve its service?		
<ul style="list-style-type: none"> ▪ Had very bad experience with reception staff in the past. When complained to doctor didn't feel complaint was really listened to. ▪ Use the blinds when it is sunny. Cut waiting time to see a GP. ▪ Should be able to book appointments online. ▪ No availability of water whilst in waiting room. I do not mind who I see, so I do not think this a problem. ▪ Thank you - very good service each time. ▪ Open one or 2 days a week later to allow people who work 9-5 or later time to come. ▪ Perhaps a look at the problems in getting through to the practice. It took an hour this week. ▪ This is an excellent service. Well organised and patient focussed. Hard to see how it could improve - maybe 		

a little more on lifestyle.

- Minor point - maybe better toys/books for children in waiting area. More imaginative.
- Very satisfied.
- Open weekends appointments.
- I am extremely satisfied with the care I have and do receive from the practice.
- Less waiting time - often over 30 minutes. Less staff using car park (use own park) never space in park or road.
- On waiting time for your appointment.
- The answer phone is a little irritating - e.g. 'thank you for waitin' (should be waiting). Also waiting for the telephone to be answered is sometimes too long - 7 minutes sometimes.
- All ok.
- The only problem is length of time for appointments.
- Been able to make an appointment when you ring up at anytime. It is not always convenient to ring up at 8:30am.
- Making it easier to make definite appointments with a doctor of your choice, even if it is in advance. Thanks.
- Difficult to get through for repeat prescriptions. Attitude of reception staff. I refuse to tell them why I want to see doctor or why it's urgent. Reception not private, breach of confidentiality as I can hear conversations - read stuff behind desk.
- Not have full name shown on display screen when called and ask patient about how they want their name displaying, i.e. an ID number showing - with either surname showing next, and should carry out survey to find out.
- Just improve the availability of appointments, i.e. if you want to see a particular doctor you may have to wait sometimes over a month.
- This practice is rightly recognised as one of the best in Nottingham. The only comment I would make is that it is sometimes difficult to get routine appointments and waiting to see the doctor of your choice can take up to two weeks. If this could be looked at, that would be great. I am however very happy with the care I receive.
- Being able to dismiss other health issues in one appointment.
- None, very happy with everyone.
- Phone service - difficult to get through.
- Music in waiting room = awful! Classic FM would be better.
- I am so happy with my surgery and staff.

- Water machine.
- Home visits!
- Very good, feel happy to speak to any nurse/doctor at the practice. Struggle to get appointments to suit me sometimes and have to wait a long time for appointments on occasions.
- Improve waiting area. Make appointments available early morning and evening at least one day a week.
- When calling to make an appointment, to be given an appointment there and then instead of telling patient to 'call back in the morning' or 'later that day' would mean the phone would not be constantly engaged first thing in morning as everyone will be trying to get through.
- None - brilliant practice.
- Though there are early and late appointments they are quite often taken up and they are the ones that fit in with work.

- The computer booking system, please be aware - if you have a booked nurse appointment this comes up as 2 slots on your webpage and the computer won't allow you to book an appointment with a doctor. Answering phones!
- Wait times for appointments and to be seen once in the surgery have definitely lengthened in recent years, in my experience. I'm not sure if this is due to staffing issues within the practice or broader demographic issues. I had to wait over 1/2 hour for the appointment (which was made two weeks earlier) but the doctor was very helpful.
- Shorter waiting times for non-urgent appointments - without having to continuously call back.
- I am really pleased with my visit with the doctor this morning. They asked me to return in 3 weeks to see how I'm getting on.
- More privacy. More staff at busy times. Apologise for waiting time.
- This is the best doctors I have ever attended.
- Less stressed/busy GPs who are actually able to give the patient the time and service they need.
- Easier to contact by phone. Easier to make non-urgent appointment.
- Reception not aware about online registration, needed 3 people to find info. Getting an appointment is a nightmare here!
- It could make same day appointments more available (this is bound to be at the cost of seeing a specific doctor). Some of the receptionists could be more welcoming. We usually have to wait more than 10 minutes past our appointment time.
- One question, why can't you make an appointment at the NHS reception, when a hospital visit/treatment is recommended?
- Telephone - I get put through to the same options even though I have selected. This especially happens in morning.
- I cannot comment on number 4, as taking my medical needs into consideration I can usually get an emergency appointment. Since joining the surgery 2 years ago, I have always received an excellent service from all the staff.
- For a normal appointment is around 10 days waiting. If emergency, one has to keep calling in morning, phone usually engaged. A very impractical system.
- Would much prefer to see the same doctor each time for continuity and building a relationship that is more satisfying for patient and doctor.
- Quality of care is beyond reproach.
- I have been a very satisfied member of this practice for many years and am very impressed with improvements made over the years. I am always satisfied with the quality of care given by all the current staff. Thank you.
- Being able to get through by telephone for prescriptions or making appointments could be improved. I usually come in to the practice rather than battle with the telephone - however, the receptionists are always helpful and pleasant.
- Answering phone quicker and not always a 2 week wait.
- If you need urgent appointment all the staff are brilliant. If it's a routine then it can be up to two weeks. One of the reception staff was very abrupt and rude.
- Could open on a Saturday morning.
- All staff are very friendly, willing to help and usually have a smile on their faces and in their welcome.
- Regarding question 22: I scored the receptionist as 'fair' because their voice tone and facial expression were neutral to me, rather than 'interested' or 'engaged'. I was not offended by this.

▪ It can be very difficult to get through by phone. Now I am retired I can phone at quieter times, but if I need an urgent (same day) appointment it can be slow. The nurse was not clear why I was having my urine tested today. I have received excellent care since registering with this GP practice. I did find it difficult to get appointments with one doctor but it has been easier since I have been seeing another. The appointment system is sometimes difficult to fathom. Mostly I need routine visits that can be planned ahead but often cannot do this because appointments haven't been released. That means having to make another phone call - before the next batch of appointments have gone.

- Mornings are very busy!
- Excellent service.
- Saturday/Sunday accessibility, if only for part of the weekend. Illness does not work to the calendar.
- Thank you for the service I get no improvement.
- It is first class.
- Somehow to improve the length of time it takes to get a routine appointment to see any doctor for non-urgent problems. Even worse to see a specific doctor.
- Difficult to see regular GP, sometimes 3 1/2 weeks, to see any GP, usually same day. Pres line always busy.
- Waiting room isn't very comfortable. Seating is not supportive.
- A tea and coffee vending machine in the waiting area, and a small bar for us drinkers (only joking on that one).
- Getting an appointment can be a frustrating process, otherwise very good.
- Booking times could be improved to meet customer requirements.
- Open more hours I work 8-6.
- Telephone!
- Quicker emergency appointments if available.
- Cool man and far out!
- A small bell on reception counter.

Any comments about how the doctor/nurse could improve?

- Doctors always good.
- No problems at all, always treat me very well with a feeling of support and kindness. Thank you.
- No - excellent service!
- Very satisfied.
- One practitioner very poor taking blood - one very good and student very good.
- Everything fine.
- Be being able to spend more time with you.
- Use postcodes and house numbers to confirm details rather than ask for full address/or repeat full address over the phone.
- The doctor is amazing!
- None, they are excellent.
- The doctor is one of the best doctors I have ever been to. Their care and understanding is to be

commended as once again after a year since I last saw them they made me feel at ease.

- More toys in waiting room for children.
- None - treated brilliant again!
- Don't know how to solve your appointment system but it's really frustrating calling for over 40 minutes to get through!
- Appointment very rushed as the doctor was running 30 minutes late. No apology.
- Send me information via email it's easier for me as my child has special needs and collects people's mail.
- None at all, all the doctors I've seen over time have been very good.
- Not really, they have a hard and difficult job and see you when they can.
- N/A, excellent service.
- Very satisfied.
- I think my doctor is brilliant!
- Receptionists need to be more customer patient focussed. Some are great, others!?
- It is first class.
- None, thanks to all doctors.
- I always find two doctors, caring, considerate, respectful, and they offer a fantastic 1000% service, doctors you can trust and rely on at any time with any problem.
- None - the staff are excellent.
- Consistency of 'care' during the visits. I have always had very good doctors/conversations. My wife has had a very different experience.
- Very good standards already.
- Think positive and live for the day.

Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The CFEP were commissioned to collate and analyse the results and provide a detailed report.

The results were emailed to our practice in PDF format. The survey compares our results with all practices and also practices of a similar list size. We also are able to see a comparison of results from last year. The results are presented in tables, graphs and free text.

The detailed survey report was posted to our website: www.sherwoodhealthcentre.co.uk

The CFEP patient experience survey results were emailed out to the 75 patient group email members a few weeks before our meeting to discuss the findings on 14th February 2014. Email comments were encouraged.

About 20 printed out survey results files were handed out during our PPG meeting (14/2/14). They are also available in our waiting room and reception. At this meeting the areas for improvement from the survey results were identified and discussed. An action plan was developed.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

The key improvement areas were:

Changes to waiting room eg. availability of toys, clearer poster displays.

Introduction of text messaging for patients.

Review of our telephone service.

We agreed/disagreed about:

We agreed about the above improvement areas.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

The patient survey results were emailed to our 'virtual' group and handed out in the meeting on 14th February 2014. The results were discussed with the PRG at the meeting and an action plan was developed.

The PRG were very happy with the survey results and provided much positive feedback.

We identified that there were the following contractual considerations to the agreed actions:

No contractual considerations.

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Waiting room	Need to organise suitable toys for children. Need to organise the posters on the walls. Advertise water availability.	Mary Simpson Practice Manager and Dr Malik	1 year	
Mobile phone texts	Develop a phone text service for reminding patients about appointments.	Mary Simpson Practice Manager and Dr Malik	1 year	
Telephone service	We need to review our phone answering once again. To increase efficiency in responding to calls especially at busy times.	Mary Simpson Practice Manager and Dr Malik	1 year	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

You said we needed to inform patients that we offer a GP telephone advice service. We did this successfully. The outcome was an increased use of the service, reducing the need for a face to face appointment.

You said we need to increase disability awareness of our patient calling display system and reception area. We did train our receptionists to be aware of all disabilities when being called to see the doctor or nurse. Also posters in the waiting room to ask for help, if required. The outcome was an improvement in the calling of patients with any disability. The reception desk has also been newly re-built to enable easy access of patients in wheelchairs. The lowered areas improves the ability for wheelchair patients to communicate easily with receptionists. The reception area has been recently decorated with improved lighting.

You said we need to offer an email service for patients. We didn't complete this, as we are unable to send patient confidential information via email. However Dr Malik is happy to respond to any non confidential patient group matters via email. The outcome was no confidential information to be sent via email.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

No disagreements.

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

Report has been published on our practice website: www.sherwoodhealthcentre.co.uk

The report and patient survey results are also available to view in the practice waiting room. Poster also in waiting room. Copies are available to take from our reception. They have also been emailed to all our patient group members.

Opening times and extended hours arrangements are published on our website, NHS choices, practice leaflet and in the waiting room notice board.

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday to Friday 8.30am to 6.30pm.

Extended hours: Mondays and Tuesdays- 7.00- 8.30 am.