



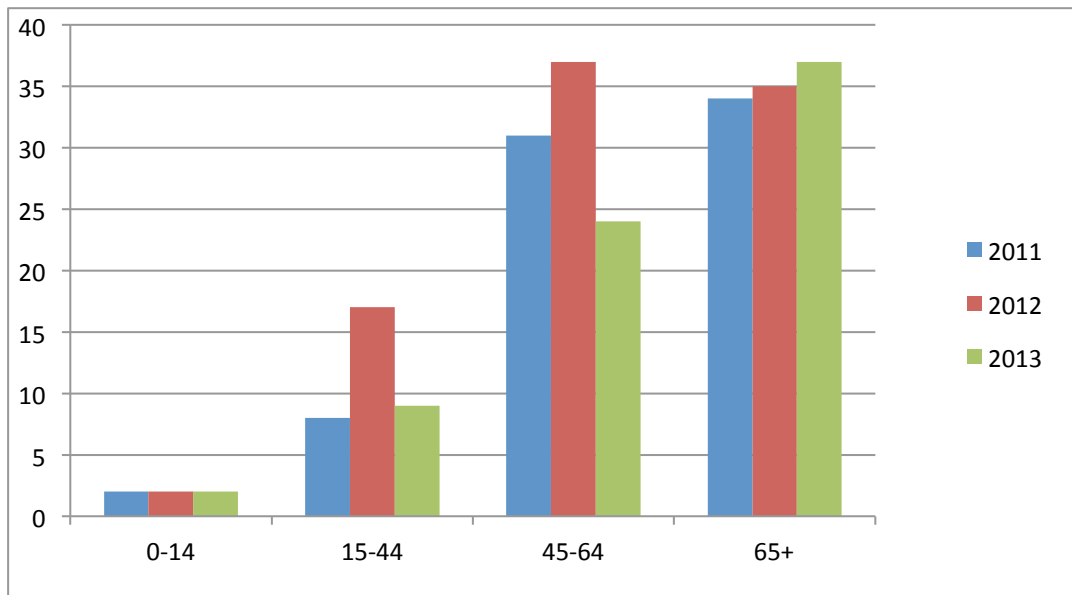
Patient Participation Group

2013/2014 Annual Report

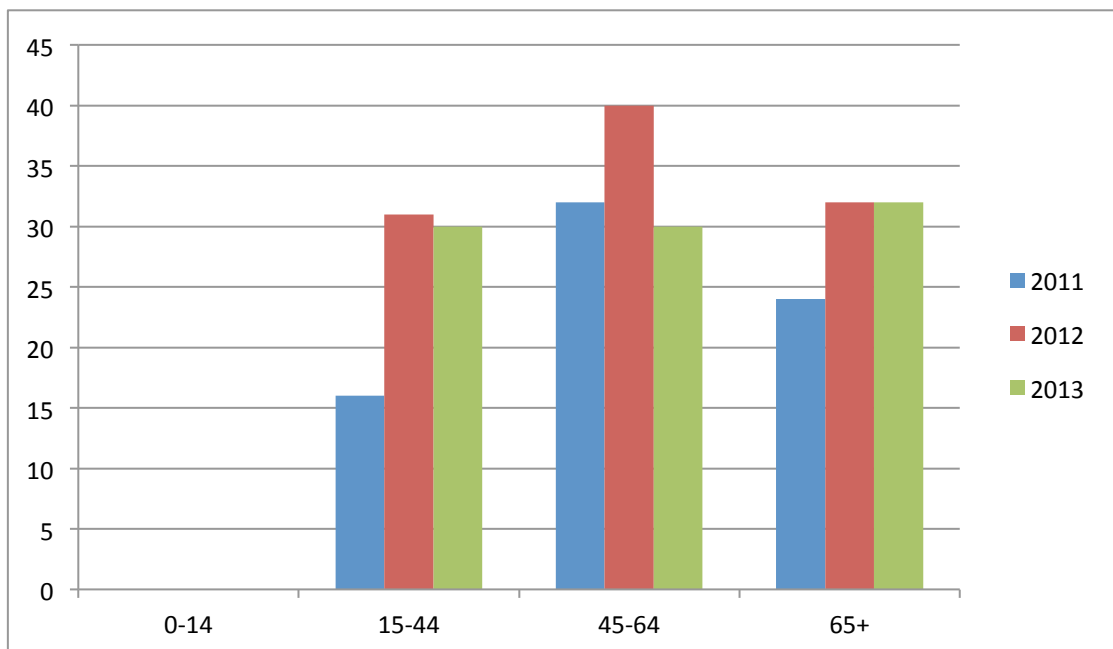
Springfield Surgery

PRG Members Graphs

Male Members



Female Members



The graphs above show the development of Springfield Surgery and the Patient Representation Group.

Total number of patients registered with Springfield Surgery = 4518 patients

Total number of patients in the Patient Representation Group = 164 patients.

This represents 3.6% of our practice population, a decrease of 0.9% from March 2013.

Steps the Practice and P.R.G. have taken to ensure continued development.

The P.R.G. and practice have revised the Practice Leaflet so that any new patient registering with the practice, and existing patients are made aware of the PRG, what they do and how to register for inclusion. All new registration details are then placed onto the PRG members register.

All new members are sent a "welcome" e-mail with the latest Newsletter attached and a link to the practice web site, where further information can be obtained. New members without internet access are sent this information with a "welcome" letter in paper format and their registration states that they do not have internet access for sending out future information.

Our PRG Chair Person contact details are readily available on our web site and on our practice literature.

Newsletters from the group are displayed in the waiting room, sent out by e-mail, or posted to all members. They are also sent to Nursing Homes in the area – contact details are included in the newsletters. All housebound visits include the most recent newsletter in the visit material.

The PRG held a Health Event on March 23rd 2013 to provide information from various organisations to the community and our patients. This was well supported and a summary of the event is available on our practice web site.

The PRG and the practice are developing new ideas on a disease specific open day, to be held in the practice for 2014/15.

Meetings of the PRG are held every three months at the practice; details of previous meetings may be seen on our NHS Choices Web Site or our Practice Web Site - [Springfield Surgery](#).

The PRG attended practice at busy times ie flu clinics, child immunisation clinics, morning open surgery, and spoke directly to the patients whilst they were waiting to be seen to promote the PRG.

The Chair of our PRG has also attended child care facilities in the area and the local library to promote our PRG.

The PRG have also developed new appointment cards for use within the practice and are in the process of having them printed ready for use.

Priorities

2011 - We asked – what the main priorities for the group would be?

2011 -You said – the main priority was to encourage members to take responsibility for the development of the group.

2011 -We did – advertise and support the group through the initial developmental stages, and we will continue to support the group in the future.

2012-13 – We did - Patients are now asked at point of registration to give consent to be contacted regarding the PRG. The practice continue to support and advertise the PRG both as a virtual group and an actual group.

2013-14 – We did - Awareness of the PRG has been promoted by PRG members both in the practice and the surrounding area – see above. We have also had enquiries from other PRG groups, not in the area – Summerset, Poynton Cheshire, Heald Green Stockport, for advice on promoting PRG's and Health Events.

2011 – We asked – What was your experience of using the Practice Nurse Service?

2011 – You said – very good service but long wait for appointments (shown in our 2010 National Patient Survey)

2012 – We did – discuss this at length in our Practice meetings and also in the PRG meetings

2012-13 – We did – train a member of staff as a Phlebotomist to ease the appointments with our Practice Nurse. We will be looking at continuing with this development and training the member of staff for other routine nursing areas, (the National Patient Survey for 2013 will show if this has been effective.)

2013-14 – We did – Extend the training of the Phlebotomist to Health Care Assistant status, this training is not yet complete. Clinics for the Health Care Assistant are fully booked and we are looking at increasing the number of clinics to improve access for all patients. We also extended our Practice Nurse hours to accommodate more appointments, and this is well supported with clinics being fully booked.

2013-14 – In Development – We are increasing our number of Consulting Rooms to accommodate a designated room for our Health Care Assistant, and also for a further GP to join the practice. This will enable greater access to appointments for our patients and is on-going at present with work due to be completed by the end of April 2014, and a new GP in post by the end of August 2014.

National Survey 2013 – Patient Feedback

These surveys take place in the practice each year and provide us with valuable information on how we can improve our services. Patient Feedback from this survey may be seen on the **IPQ Report attached**. The comments contained within the feedback will form an Action Plan to be discussed with the PRG and Practice, see **Appendix A – Action Plan**.

From the feedback it indicates that there is still concern over the length of waiting time during Open Surgery in the mornings. A majority of Doctors changed their Open Surgery to Appointments due to the number of patients attending Open Surgeries. We have consulted with the Patient Representation Group concerning this and a majority of patients wish to keep this service. The waiting time is further compacted by not knowing how long each patient is going to take for their consultation. Patients wishing to see a particular Doctor should make an appointment with that Doctor and not attend Open Surgery just because the particular Doctor is due to take surgery. As this is an Open Surgery the practice, on consultation with the PRG, cannot confirm that a set Doctor will be available on a set day. The evening Open Surgeries were changed to appointments due to the number of patients attending – consultations did not finish until after 08.00pm and staff were often still here at 09.00pm. This was unsafe practice both for the Doctor, patient and staff. This will be discussed again with our PRG during 2014/15.

Suggestions for more evening surgeries and Saturday morning surgeries were made again. This was discussed with the PRG in 2011 and no changes were recommended. The suggestion has been discussed again with the PRG and no changes were agreed. This will be reviewed again during 2014/15 with regards to our practice development – see 2013 – 2014 – In development, above.

The waiting room remains an area where most concern was shown over the size of the room, seating arrangements and position of the bathroom and reception office. This will be discussed with our PRG during 2014/15.

Concern was also highlighted with regards to the reception staff being abrupt, rude and the amount of information they are permitted to ask for regarding emergency appointments, and the amount of information they are permitted to give to patients regarding test results. This will be addressed during 2014/15 and our PRG will be consulted, details will be documented in the relevant PRG Newsletter.

Feedback overall was very positive and the Doctors and staff would like to thank the PRG for all their help, and all the patients that completed the questionnaire.

Meetings

The PRG held four meetings this year at the practice, 24.04.13, 03.07.13, 16.10.13, and 22.01.14. The following is a summary of items discussed:-

- Speakers for future meetings – these are now booked by the Chair person having been agreed at a prior meeting.
- Dr Baxter came to speak about the importance of influenza vaccination and if there was anything the group could suggest improving uptake across Stockport.
- PRG members were invited to join with the practice for CPR training.
- Michaela Buck from Mastercall, our Out of Hours service, came to discuss with the group how patients could access this service and what to expect when they do.
- A possible non-attendance policy was discussed – felt not a problem at this time.
- Dr Briggs came to discuss what the Clinical Commissioning Group aims were and how it affects patient care.
- Elaine Abraham-Lee – Stepping Hill & Victoria Area Manager came to explain her role linking GP practices to the Clinical Commissioning Group.
- The automatic extraction of patient data was explained and information provided at the meeting and also in the practice for patients to make an informed decision.
- The amount of personal information displayed on a prescription was discussed, and information is still being gathered regarding this issue.
- Claire Jameson attended a meeting to discuss what the Summary Care Records are and how they would be used.
- Electronic prescribing was also discussed.
- Information concerning FLAG – For Local Information Guidance, and OASIS for carers was also given.
- A change in day and time to hold PRG meetings was also discussed.

The minutes of these meetings can be seen on our website and also on the NHS Choices web site.

Conclusion

Our Patient Representation Group have continued to develop this during this year. We have had informative meetings with definite agenda items for discussion. The Group is well motivated and has input to any changes the practice are considering.

The group is further supported by our virtual PRG members who receive Newsletters, minutes, the Practice questionnaire and information via e-mail.

Springfield Surgery will continue to support and promote the Patient Representation Group, and looks forward to the challenges ahead.

Thank you to all our PRG members from all the team at Springfield Surgery.

APPENDIX A – ACTION PLAN

Action	Comments	By When	Responsible Person
Discuss IPQ survey and patient questionnaire findings	Waiting Room. Telephone Answering/Information requested/given to patients. Increase in Appointments. Advertising the practice web site.	End of April 2014.	PRG Chair/KW
Future Open Days	Disease related information to be held in the practice	Planning – End of April 2014.	PRG Chair/KW
Greater involvement in the practice by PRG members	Possibility of attending staff/doctors administration meetings with prior notification/agreement.	End of July 2014	PRG Chair/KW
Review of development of practice.	Discuss outcomes of increasing appointments with a new GP and Health Care Assistant	End of December 2014.	PRG Chair/KW
Review of Action Plan	Practice Patient Survey	End of December 2014.	PRG Chair/KW

This Action Plan is not conclusive and as the PRG develop further, the practice will continue to support and promote the Group.

Patient Questionnaire Summary – we asked

Patient List Size = 4518

Questionnaires in paper format = 40

Paper Questionnaires returned completed = 34

On-Line Questionnaires sent = 164

On-Line Questionnaires returned completed = 4

Summary of Patient Responses

Q1 – How easy do you find it to book an appointment with the Practice Nurse?

Very easy 16

Easy 15

Difficult 1

Very Difficult 0

No response 2

Q2 – How easy do you find it to book an appointment with our health Care Assistant?

Very easy 12

Easy 10

Difficult 0

Very Difficult 0

No response/Not experienced 12

Q3 – How satisfied are you with the healthcare you have received at the practice?

Very Happy 23

Happy 9

Not so happy 1

Very unhappy 0

No response 1

Q4 – How easy do you find it to contact the practice on the telephone?

Very easy 16

Easy 17

Difficult 1

Very Difficult 0

No response/Not experienced 0

Q5 – What do you use the practice web site for?

Opening Times 7

Clinical Information 2

On line appointments 1

On line repeat prescriptions 2

E-mailing the practice 0

No internet/don't use 22

Q6 – How happy are you with the general waiting room?

Very Happy 11

Happy 18

Not so happy 4

Very unhappy 0

No response 1

Q7 – In general how satisfied are you with the overall service you get at Springfield Surgery?

Very satisfied 28

Fairly satisfied 5

Fairly Dissatisfied 0

Very dissatisfied. 0

No response 1

Q8 – Would you recommend Springfield Surgery to someone who has just moved to the local area?

Yes definitely 27

Yes probably 7

Not sure 0

No probably not 0

No definitely not 0

Patients Comments – you said

Telephoning the practice -

- Sometimes there is a little wait but usually quite quick to answer.
- Very receptive, co-operative and flexible on the telephone.
- Always available or will phone me back.
- Difficulty with telephone contact

The waiting room -

- The waiting room can become a little crowded at times.
- Waiting room is too small.
- Waiting room can be quite full
- Waiting room could be bigger
- Waiting room not big enough especially when open surgery is busy.
- Would like access to drinking water.
- Waiting room a bit/too small
- Waiting room too small and chairs too close together.

Web site -

- Web site – didn't know about the web site.
- On – line appointments are problematic.

General Comments -

- Staff very helpful and friendly whenever you speak to them.
- Always friendly and helpful.
- Excellent practice/Doctors
- Quality service, very good.
- Too many emergency appointments can't get to see my own GP very often.

Actions – we will do

- Discuss all your comments at a Patient Representative Group meeting by the end of April 2014.
- Discuss all your comments at a Doctors meeting by the end of May 2014.
- Discuss all your comments at a Staff meeting by the end of June 2014.
- Inform you of responses to your comments and any action to be taken by the end of July 2014.
- Keep you informed of developments within the practice by issuing minutes from the meetings, both in paper and electronic format, notices in the waiting room, and verbally.
- Ask you to complete a review survey at the end of December 2014, and inform you of the results.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- No need everything is run perfect.
- I have been with the practice for the last year and have always been treated well and have full confidence in the doctors and reception staff.
- This is our first visit as a family.
- Some of the receptionists could do training on customer service. I have found that two of the staff can be very abrupt.
- Reception could have a better telephone manner at times. Can be quite blunt on the phone.
- The pressure under which the surgery reception staff operate is sometimes evident when speaking to them over the phone. They could be a little more open to patient views and listen to their requests. I feel they are sometimes a little quick to dismiss and move on.
- No, I've always found it very satisfactory.
- More Saturday surgeries.
- I am very happy with service given. By all the doctors at this practice. Also the reception staff.
- Option to speak to reception more privately for personal/delicate issues.
- Can't think of anything that would improve it - we are very satisfied.
- Ensure continuation of both open surgery and appointments. Have lists available on reception of the opening hours/open surgery hours/appointment surgery hours/doctors - with copies to take away. Patients in waiting room can overhear people talking to reception staff.
- More evening open surgery or weekend surgery.
- I have always been very satisfied with this practice.
- Cannot think how things could be improved I have every confidence in all the doctors and everyone is very friendly.
- More openings i.e. full weekdays. Having worked most of my life in NHS part of time was as doctor's receptionist.
- Perfectly satisfied.
- The staff are very nice and polite, would and do recommend this practice to anyone.
- Possibly introducing another late surgery during the week for people in full time work it would be helpful.
- Staff need to be more friendly and not so rude, they seem like they can't be bothered.
- Never had any problems with service. Always been able to get appointment within 2/3 days.
- Sometimes the reception staff can be a little curt on the phone, particularly if you need an emergency appointment. They ask a lot of personal questions and give patients an interrogation. I appreciate some people may have flouted rules, but the manner in which I have been dealt with has been quite upsetting. I have now begun to use the internet to book future appointments to avoid third degree.
- Improve waiting times as long even with appointments.
- Very happy, we just changed to here beginning 2013 and we so much happier.
- I find it quite difficult to contact the surgery via telephone i.e. I rang this morning at 8am and it was 8.50am when I finally got through.
- Little bit more flexibility for emergency appointments rather than just having open surgery in the morning. Certain receptionists (not all) could be friendlier.

Your patient feedback

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Any comments about how this practice could improve its service?

- Pregnant ladies. Making some arrangements for in (babies, toddlers or children) to be seen quickly and not have to wait in the waiting room crying for an hour/more. Sometimes the waiting room is full and there's no place to sit. You feel exhausted if you are really ill and cannot stand on your feet.
- Overall extremely pleased with service and facilities. Staff are really helpful. All doctors exceptional especially one.
- I did not get any letter about my daughter's first vaccinations. There should be breastfeeding facilities. Too long to wait to get an appointment. It would be nice if there would be always possible to do survey/submit comments (e.g. Online) about feedback/appointment in order to improve services provided by GPs. I/my daughter was wrongly diagnosed by doctor on quite a few occasions.
- To be honest I am very impressed with this practice. I was previously a patient at another Hazel Grove doctors and was grossly dissatisfied with the care I received there so after researching this practice online I opted to move here when my daughter was born register her here too. My only criticism would be of the organisation of the open clinic – it seems a little unfair that some patients can put their name on the list and leave and still be seen before others (such as myself) who live too far away to have that option and have to visit and wait.
- Open surgery maybe more than 1 doctor at a time.
- I have made 2 complaints in the last 18 months about the reception staff. The initial telephone manner is good but as soon as you have a query or need to be seen they don't seem to care. Staff training on compassion! Why give blood tests results if the reception staff are not able to answer questions? They should not be doing this! Being a young-ish woman to be told I am not ovulating in such a non-caring manner is appalling. I have also not been taken seriously by certain doctors.
- Cut down on waiting times.
- Bring back the TV or put quiz DVDs on. Review telephone system - often hard to get through. Employ a second nurse or have someone cover her when she's off. Waiting time far too long.
- More evening or weekend appointments would be really helpful for me (evening to 7pm).
- I have just joined the practice and was very surprised that patient names are displayed on the electronic board. This gives me concerns over confidentiality. At my previous practice patients were given a number which flashed up at the appropriate time to ensure confidentiality. The waiting room is very overcrowded and cramped seating conditions.
- Put opening hours on the website.
- I have been a patient at Springfield since its opening along with my mother, children and grandchildren. I and my family are very happy with the treatment and service.
- I feel overwhelmed with the amount of posters displayed - all of them important can they be put into folders for us to pick up and read. Personally - putting one notice in a prominent place each week?
- I am very satisfied.
- A larger waiting room perhaps could be better in future. Things were moving a bit quicker than usual.
- Better ring-back by doctors for patients unable to attend surgery.
- Maybe longer open surgery hours.
- Nurse could be more considerate.
- As a new patient, I am suitably impressed so far.
- Not at the present time.
- Have always found it very helpful.
- No worries very good.
- Male books.

IPQ Report Number of patients providing feedback : 193

Your patient feedback

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Any comments about how this practice could improve its service?

- Very pleased with all the help I get at this practice.
- Satisfactory.
- Waiting room a little small! Toilet facility should be further away from waiting room!
- It is a very good practice recommend it to other people.
- Overall great service!
- Open surgery good however not always appropriate and require more appointment times.
- None, excellent service and standards.
- No improvement needed excellent service.
- Brilliant.
- I am very happy at this doctors.
- Have more evening appointments for workers who can't get here for open surgery or during the day.
- Not have people with appointments waiting around for so long.
- More appointments as not that easy to get in.

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Springfield Surgery

IPQ Report Number of patients providing feedback : 193

Your patient feedback

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Any comments about how the doctor/nurse could improve?

- No way perfect now.
- I never see a specific doctor - just whoever is available.
- Only had a flu jab, so many of the questions do not apply.
- A little more consulting time.
- Excellent doctor.
- Excellent all round every time we visit.
- Perfectly satisfied.
- The amount of time the doctor has given to me whether it be over the phone or in person cannot be bettered.
- Fairly polite. Always asks how I am and asks if there are any changes.
- Not automatically assuming symptoms are viral before an examination.
- Great, keep it up.
- This doctor is a fantastic doctor for both myself and my son. Whenever possible I would prefer to see her.
- Couldn't wait today as open surgery very slow and had hospital appointment.
- Giving more time to see the patients. Arranging some group meetings (self education/general information) for patients with chronic diseases like diabetes, heart etc to learn how to cope with their condition and learn from each other.
- Excellent, thorough service and manner.
- Difficult to say.
- This doctor could improve her attitude can be a bit abrupt and uncaring especially about depression.
- This doctor was absolutely wonderful during my visit today. Without hesitation she has referred me and also prescribed medication for a health condition that I thought was beyond help and dismissed as one of those things I'd have to just put up with. And she made it clear if it doesn't work to come back and she'd try something else. So very pleased!
- This doctor is very approachable and kind and always has my best interests at heart. Thank you.
- Give her more hours - she is much friendlier and more approachable than another here.
- I think appointment availability could be improved. This health professional was unable to take my blood today as I have difficult veins, and protocol wouldn't allow them to use my hands, so that may be something to recognise. Otherwise she was excellent.
- She is the best nurse I have had the pleasure of being treated by. Her courtesy and ability to listen and give advice is excellent.
- Very satisfied.
- I don't think any improvements are necessary. I found it fairly comfortable.
- Very hard to see same doctor at short notice.
- This doctor is as good as it gets.
- None at all. The nurse is very professional and considerate to me. Is a good listener. Does not try to bombard you with you should do and you should not do but tries to do the best for you in the best way possible for you. To get the best result.

IPQ Report Number of patients providing feedback : 193

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- Always been excellent.
- Excellent.
- No, the nurse is very good.
- Very satisfactory.
- I have always found this doctor to be exemplary in her dealings with me.
- Outstanding.
- Great.
- I think the nurse does a very good job and has always been helpful towards me when I have seen her.
- No all the doctors here are great.

Ref: 38511/8926/245

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