

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Springfield Surgery
Completed by	Kath Whittall

### Patient Reference Group (PRG) Profile

Number of face to face members	22	
Number of virtual members	142	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -	2	0
17 – 24 -	0	2
25 – 34 -	5	16
35 – 44 -	4	12
45 – 54 -	15	12
55 – 64 -	9	18
65 – 74 -	29	22
75 and over -	8	10
<b>Ethnicity</b>		
White	66	85
Mixed	2	6
Asian / Asian British	3	0
Black / Black British	1	1
Chinese / Chinese British	0	0
Other ethnic group	0	0

<b>Employment Status</b>		
Employed	33	40
Unemployed	5	13
Retired	32	39
<i>Other (e.g. no of carers)</i>		
At School 2		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
We placed flyers in the waiting room, we attached a PRG registration form to New Patient Questionnaires, we provided a notice board for PRG information, we invited the PRG to attend clinic at busy times ie. Flu clinics, to speak direct to our patients, we promote the PRG on our practice web site and on our NHS Choices web site.		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
The younger age groups are not fully represented and the PRG Chair attended local crèches, child minders and the local library to promote the PRG, the response is shown on our web site.		

## 2013/14 Priorities

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
We discussed the results of our IPQ survey, and our Patient Questionnaire at a PRG meeting on 24.04.2013, collated the comments into areas for prioritisation.

<b>What these priorities were</b>
<p>To increase patient knowledge by obtaining speakers to address the PRG meetings – speakers to be relevant to current PRG topics and booked by PRG Chair person.</p> <p>To structure the agenda's for PRG meetings to include feedback from events, reports and questionnaires.</p> <p>To address items relating to staff and the operation of the practice – e.g. staff attitude, appointment system etc.</p> <p>To discuss and review any actions/changes to the practice and the way it operates.</p>

### **2013/14 Local Practice Survey**

<b>How we agreed with the PRG the content of the local practice survey</b>
<p>Questions for the local practice survey were agreed with the PRG through meetings and on-line enquiries.</p> <p>The basis of the questions came from 2011/12, as we felt that we would then be able to compare the responses to ensure that the changes/actions were in line with viable suggestions. The same has been done this year – 2013/14 – to allow for further comparison.</p> <p>The PRG Chair attends these meetings and is present when the questions are formatted.</p>
<b>How we agreed with the PRG the way in which the survey would be conducted</b>
<p>Due to the poor response to previous on-line surveys, and our large PRG, it was agreed that more time was required for an on-line survey to be completed, with reminders being sent out from the practice regarding the closing date. This was done and we still received a poor response. This year, 2013/14, it was agreed that as well as the on-line questionnaire, 40 paper copies of the same questionnaire would be made available to patients for completion – a greater response was from the paper format.</p>

### Other methods used to seek the views of registered patients

See Above.

When patients receive minutes of meetings and notices they are encouraged to respond with any other suggestions they may have by direct e-mail to the Practice Manager and PRG Chair person.

There is also a suggestion box in the waiting room for any suggestions from patients waiting to be seen. This is emptied monthly and feedback is given by notices in the waiting room, or by direct contact from Practice Manager to the patient.

### 2013/14 Local Practice Survey Results

An overview of the results of the local practice survey is detailed below

#### Springfield Surgery Patient Survey 2013

##### Overview

At Springfield Surgery we are committed to involving Patients in our efforts to improve our Service and to engage with our Patients, encouraging them to offer opinion and suggestions as to where we are doing well and where we can still improve our service.

##### Consultation

We want to make sure our patients are at the heart of everything we do so from 19 Feb to 1 Mar 2013 we ran an online survey, asking our patients to give us their views on how well the practice runs and to prioritise areas for improvement.

##### Results

37 patients filled in our survey and gave us their views.

When asked how easy it is to book an appointment with the Practice Nurse, the vast majority found it easy or very easy:

Rating	Number of responses	Percentage of patients
Very easy	<u>13</u>	35.14%
Easy	<u>20</u>	54.05%
Difficult	<u>4</u>	10.81%
Very Difficult	0	0%
Not Answered	0	0%

*This was highlighted as a problem area in 2011/12 survey and the practice has a Phlebotomist*

*now to take bloods and it is envisaged that this role will expand to encompass ECG's, and at a future stage all routine Nurse appointments. This is to make it easier to access our Practice Nurse for specialist care, follow ups, immunisation clinics and vaccination clinics.*

We also asked patients how satisfied they were with the healthcare received at the Practice. We were pleased to find that over 67% were 'very happy' and a further 27% were happy with the service.

Rating	Number of responses	Percentage of patients
Very happy	<u>25</u>	67.57%
Happy	<u>10</u>	27.03%
Not so happy	<u>2</u>	5.405%
Very unhappy	0	0%
Not Answered	0	0%

Specific comments received included:

- I am very satisfied with the healthcare I have received from the Practice. The consultative and informative approach brings confidence to what will always be stressful situations of having to discuss symptoms and health issues which are worrying with potentially serious outcomes.*
- I am still disappointed that despite having given 2 email addresses to the surgery I am still unable to access the online appointment booking and repeat prescription request facilities which I would definitely use were it possible.*

*The software supplier is at present developing a user friendly guide which should assist patients having problems with Waiting Room. This will be available on our web site as soon as it is released.*

- The whole attitude of everyone at the practice is caring and considerate, not only in the essentials of general health but in the extras, i.e. Travel Clinic and men's health.*
- I have been extremely unhappy with certain doctors but very happy with others. The nurses and receptionists have always been fine too.*

*Due to a concise, and precise, clinical computer system, you may see the Doctor of your choice by appointment, or any Doctor within the practice and be assured that the quality of your care will not be compromised.*

- I have a few chronic problems with my health and have always received the best of care from Dr. Aldabbagh.*
- Speaking as an aging person (73) I think that where-ever possible a pro-active approach should be made to avoid patients suddenly finding out they have an illness that has progressed and therefore likely to be more difficult and expensive to treat and*

take longer to cure. If patients were sent a questionnaire on various topics from time to time it may lead to a patient believing they actually might have a problem that requires treatment soon.

*Thank you for this comment, I will take this forward to a GP meeting and then to a Patient Representation Group meeting. The comments and responses will be available through minutes of the group meeting in the future.*

- *Dr's Aldabbagh, Deering and George have always been positive, encouraging and professional whenever I have visited them*

We asked people how easy you find it to contact the practice on the telephone. We are delighted to say that all patients who responded found it easy or very easy to contact the practice.

Rating	Number of responses	Percentage of patients
Very easy	<u>19</u>	51.35%
Easy	<u>18</u>	48.65%
Difficult	0	0%
Very difficult	0	0%
Not Answered	0	0%

Specific comments received included:-

- *As I am not always able to speak, it would be good to have an alternative method such as e-mail or text.*

*to e-mail the practice at [Sto-pct.p88606-admin@nhs.net](mailto:Sto-pct.p88606-admin@nhs.net)*

- *Phoned three times yesterday before anyone picked up phone.*

*This will be discussed at the next Staff meeting.*

- *The reception staff are not always as helpful as they might be. I put this down to pressure of the job.*

*Our reception staff try to be as helpful as they can, however they are clerical and not permitted to give medical advice. They also have to adhere to the Data Protection Act with regards to patient confidentiality.*

- *At busy times it may take a few tries to get through*
- *Obviously at busy times I may need to call more than once before I get through otherwise I have no problem*

*The two points above will be discussed at the next Staff meeting.*

When patients were asked what they used the practice web site for they informed us that just over half of the patients indicated that they do not use the practice web site.

Rating	Number of Responses	Percentage of Patients
Opening times	<u>8</u>	21.62%
Clinical information	<u>4</u>	10.81%
On line appointments	<u>4</u>	10.81%
On line repeat prescriptions	<u>8</u>	21.62%
E-mailing the practice	<u>4</u>	10.81%
I don't use the web site	<u>20</u>	54.05%
Not Answered	0	0%

*The practice would recommend the use of Springfield Surgery web site at <http://springfield.practiceuk.org.uk/>, or alternatively the NHS Choices web site which can be found on the practice web site or by entering NHS Choices into Google and then selecting Health Services near you and then selecting GP's and entering the practice name or post code, once you have accessed NHS Choices this way you can then save to favorites.*

We asked patients how happy are you with the general waiting room area?

Rating	Number of Responses	Percentage of Patients
Very happy	<u>7</u>	18.92%
Happy	<u>22</u>	59.46%
Not so happy	<u>7</u>	18.92%
Very unhappy	<u>1</u>	2.703%
Not Answered	0	0%

A vast majority of the patients which responded were happy with our general waiting area, however additional comments were given please see below:-

- *I think the area is arranged to make the best use of the available space. If possible, an improvement would be for the door from the waiting area which accesses the consultation rooms to be of the opening automatically type to improve access for people with poor mobility, although this is probably an impractical suggestion due to its position.*

*Thank you for this comment; I will take this forward to a Patient Representative Group Meeting for discussion. The response will be available within the minutes of this meeting.*

- *It is MUCH better without the television. It does tend to be warm and hence feel it is a bit of a breeding ground for the "bugs"*

*Unfortunately it is a fine line between warm enough for our elderly and very young patients and too warm. The receptionist will always turn the heating off if they are asked or open the front door to allow air to circulate.*

- *A variety of magazines would be appreciated if there is a long wait*

*We are governed by guidelines from our Infection Control Team as to how many magazines are available, however I do appreciate that these could be kept more up to date. Should you have any up to date magazines these would be gratefully received.*

- *But it is not ideal to have the toilet there - a bit more privacy would be better if possible.*

*Unfortunately we are not able at this time to relocate the patient toilet. Should re-development become an item on the practice agenda then this would be considered.*

- *I think the seating set out could be looked at for a different set up, which could be easier to get in and out of.*

*Thank you for this comment which will be taken forward to a Patient Representation Group meeting. The responses will be available in the minutes of this meeting.*

- *For the amount of people going through the practice the waiting area is very small.*

*Please see the above responses.*

- *not used*
- *This could be an opportunity to fill in a questionnaires like; your height and weight relating to obesity; how much do you drink? and a reminder of what a unit of alcohol is, therefore ? do you drink too much. What exercise you get and any related breathing problems with some simple exercise suggestions. etc*

*Your waiting time is already used in this way, however for patient specific questions the Doctor or Nurse will ask during the consultation as receptionists do not always know which questions are necessary for your consultation.*



- *still cannot use this area but i have not persevered in trying to sort this out as it is just as easy to walk up to the surgery with my requests*
- *Usually a bit too crowded. I'd rather wait outside or check possible waiting time and go shopping*

*Thank you for your comment, this is a general concern and will be discussed at both practice and Patient Representation Group meetings in the future.*

When asked about how satisfied they were with the overall service at Springfield Surgery, 86% of our patients told us they were very satisfied.

Rating	Number of Responses	Percentage of Patients
Very satisfied	<u>32</u>	86.49%
Fairly satisfied	<u>4</u>	10.81%
Fairly dissatisfied	<u>1</u>	2.703%
Very dissatisfied	0	0%
Not Answered	0	0%

Patients were asked “Would you recommend Springfield Surgery to some one who has just moved to the local area?” 81% of our patients stated that they would recommend Springfield Surgery.

Rating	Number of Responses	Percentage of Patients
Yes definitely	30	81.08%
Yes probably	5	13.51%
Not sure	0	0%
No probably not	2	5.405%
No definitely not	0	0%
Not Answered	0	0%

We asked “which health promotion event would you be likely to attend?” 64% chose not to answer this question, where as a further 21% stated they would like to attend an event aimed specifically at Diabetes.

Rating	Number of Responses	Percentage of Patients
Diabetes	<u>8</u>	21.62%

Asthma	<u>1</u>	2.703%
Cancer	<u>5</u>	13.51%
Common childhood ailments	<u>2</u>	5.405%
Not Answered	24	64.86%

*A few late responses to the questionnaire have asked for a health promotion event relating to heart conditions.*

*The practice will discuss with the Patient Representation Group concerning special evening events concentrating on diabetes and heart conditions.*

The Practice would like to thank all those that responded to this questionnaire and assure you that actions stated will be discussed at the relevant future meetings both of the Patient Representation Group and the Practice.



#### **How we provided the PRG with the opportunity to discuss the findings of the local practice survey**

Actions were discussed through PRG and practice meetings, and comments made – see red areas above. The responses were then published through Citizen Space and entered onto our web site, sent to all PRG members electronically and by post for those without internet access, paper copies were also made available in the practice.

#### **How we agreed an action plan with the PRG based on the findings of the local patient survey**

Through meetings with the group and also the Chair, for inclusion an item at a time on the agenda.

<b>Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why</b>
Problems with the Waiting Room, which have been highlighted again this year – 2014/15. Due to the positioning of a supporting wall within the waiting room we are restricted as to how we can re-arrange this.

## 2013/14 Action Plan

### 2013/14 Action Plan (and how this relates to the findings of the local practice survey)

#### APPENDIX A – ACTION PLAN 2013/14

Action	Comments	By When	Responsible Person
Obtain Speakers for future meetings	Dr Baxter, Infection Control.  List for speakers at further meetings obtained.	Booked for 24.04.13  22.03.13	Provided by Shirley Hamnett
Agenda Items	Feedback from Open Day	24.04.13	AB/KL
	T Loop	24.04.13	AB/KL/KW
	Specialised meetings ie diabetes and heart conditions.	24.04.13	AB/KL/KW
	Opening Hours	31.10.13	AB/KL/ KW
	Practice Waiting Room Seating, magazines, automatic door opening.	31.10.13	AB/KL/KW
	On-Line Waiting Room User Guide	31.10.13	AB/KL/KW
Disease progression and the patient	Present survey comments at Dr's meeting	15.05.13	KW
Discuss Telephone Answering	Present survey comments at next staff meeting	16.04.13	KW
Discuss any actions required from the National Patient Survey	Order survey from GPAQ	31.10.13	GP's/KW
Review any actions taken	Practice Patient Survey	31.12.13	KW

The issues from the patient survey were all covered in the items under Agenda – above.

**Significant changes we have made / plan to make to the services the practice provides**

We have introduced a Phlebotomist to increase the appointments available for the Practice Nurse.  
We have provided patients with guidelines on how to register and use the on-line repeat prescription request and the booking of appointments.  
We have given patients with concerns a direct e-mail address to make contacting the practice easier.  
We have included the PRG members in all of our plans.  
We now have a strong working relationship with our PRG, initiated 2012/13 and developed 2013/14.  
We have made information more accessible to patients by keeping our web sites updated.  
The PRG have held one Health Event day which was well supported, despite the weather, and will be organising disease specific events to be held at the practice during 2014/15.

**How we publicised the local patient survey results and action plan to our registered patients**

This was done through e-mail, on our web sites, through PRG minutes and paper copies made available in the waiting room and on reception.

<b>Link to practice website where this report and related information can be found</b>
<a href="http://springfield.practiceuk.org.uk/">http://springfield.practiceuk.org.uk/</a> also available on the NHS Choices web site.
<b>2012/13 Action Plan – overview of progress against last year’s action plan</b>
<p>The first meeting of our active PRG was on 16.06.2011, and our first year was concerned about setting up the group to run itself and where ground rules were agreed. The practice reviewed the IPQ results from that year and highlighted a problem with the Practice Nurse to be discussed and actioned during 2012/2013. This was subsequently discussed and the PRG agreed that the first year should be concerned with the development of an active group, and encouraging patients to attend the meetings and electing a Chair Person for the group. From the inaugural meeting a suggestion of a Pelican Crossing was made and documented in the minutes. This was taken forward, however the Planning Officer for Stockport Council declined the suggestion due to the closeness of the traffic lights on Commercial Road. Please see Appendix A.</p>

## Patient Access

### Practice Opening Hours

#### SPRINGFIELD SURGERY

0161 426 5250

#### CONSULTATION TIMES

##### Emergency Surgery

#### Dr Deering

Monday & Wednesday

8.30am to 10.00am

#### Dr Aldabbagh

Thursday and Friday

8.30am to 10.00am

#### Dr George

Tuesday

8.30am to 10.00am

##### Morning Appointments

#### Dr Deering

Tuesday & Thursday

8.30am to 10.30am

1 Saturday in 4

8.10am to 10.30am

#### Dr Aldabbagh

Monday & Wednesday

8.30am to 10.30am

#### Dr George

Friday

8.30am to 10.30am

##### Evening Appointments

#### Dr Aldabbagh

Mon, Tues, Weds & Fri

3.00pm to 5.00pm

5.00pm to 5.30pm – Emergency Appointments

Tuesday Evening

6.30pm to 7.30pm

#### Dr George

Monday & Friday

2.00pm to 4.00pm

##### Nurse/Midwife Appointments

#### Ante Natal Clinic

Tuesday

1.00pm to 4.30pm

#### Practice Nurse

Monday

12.30pm – 4pm

Tues, Wed & Thurs

8.00am – 12.30pm

Tues and Wed

2.00pm – 5.30pm

#### Health Care Assistant

Monday and Friday

8.30am – 12 noon

Consultations may be by appointment or non-appointment, at the times given above. Appointments may be made through the receptionist, either personally or by telephone.

### **Reception Opening Times**

Mon, Weds & Fri	8.00am to 6.00pm
Tuesday	<b>8.00am to 8.00pm</b>
Thursday	8.00am to 1.30pm
1 Saturday in 4	8.00am to 11.00am

**Please ask at reception which Saturday it will be**

### **How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday**

Our Out of Hours Service operates between 6.00pm and 8.30am, and can be contacted by dialling the usual practice telephone number of 0161 426 5250.

From 8.30am to 6.00pm the practice services can be accessed by telephone on 0161 426 5250 or 0161 426 5251.

Contact the practice by e-mail on [STOCCG.p88606-admin@nhs.net](mailto:STOCCG.p88606-admin@nhs.net)

Fax – 0161 426 5262

### **Extended Hours**

As Above.



**Appendix A**  
**2011/2012 action Plan**  
**Springfield Surgery Patient Representation Group**

<b>Action</b>	<b>Comments</b>	<b>By When</b>	<b>Responsible Person</b>
Meet with CB	What is expected?	19.04.11	KW
Discuss at Staff Meeting	Information for staff	18.05.11	KW
Set date for first PRG Meeting		16.06.11	KW/CB
Utilise existing e-mail addresses for invites	e-mail listing used from Waiting Room software	26.05.11	KW
Advertise meeting in Waiting Room	Flyers/posters and word of mouth	26.05.11	KW/CB
Set agenda for PRG Meeting		01.07.11	KW/CB
Organise refreshments for PRG group		16.06.11	KW
Hold the Meeting		16.06.11	CB/S?/KW
Items discussed summarised		28.06.11	CB
Next Meeting set	28.09.11, 7pm-9pm	02.08.11	CD/KW
Newsletter developed		03.08.11	CD/KW
Distribution list set up		04.08.11	CD
Newsletter e-mailed out		05.08.11	CD
Summarise patient representation of the group	To identify any patients not represented		KW
Discuss how to reach this group of patients		17.08.11	CB/KW