

Dr I H Glencross Surgery

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Patient Viewpoint Group Report for the Patient Participation DES 2012/13

Report Written March 2013
By Sally Rees

Background

This practice has always endeavoured to engage with its practice population in the development and improvement of our services. One of the most obvious ways was the Patient Survey which we used to conduct in-house before the national survey came into place. But there was also a lot of opportunistic engagement with patients via the suggestions boxes and between patients and members of the team face to face, both in consultations and at the reception desk. Which has helped to make our service more patient focussed. We see the DES as a way to challenge ourselves to up the ante and engage with our patients as a virtual Patient Viewpoint Group on a more formal and organised basis to gather viewpoints and respond to the views expressed via our website, and in the ground floor the waiting room where we have a dedicated noticeboard for the Patient Viewpoint Group.

The Patient Participation DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local patient survey.

The key requirements of the patient participation arrangements agreed by negotiators are that GP practices:

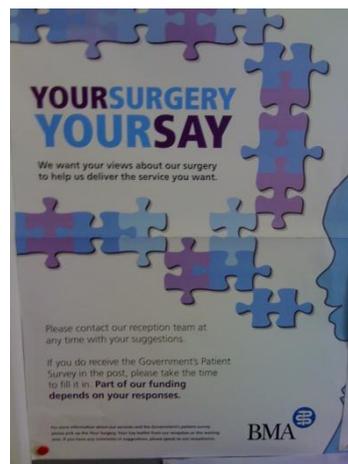
- develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. PRG;
- agree areas of priority with their PRG;
- collate patient views through the use of a patient survey;
- provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services;
- agree action plan with PRG and seek PRG agreement to implementing changes;
- publicise the actions taken and subsequent achievement.

The stages of the Patient Participation DES- Step 1 Completed 2011/12

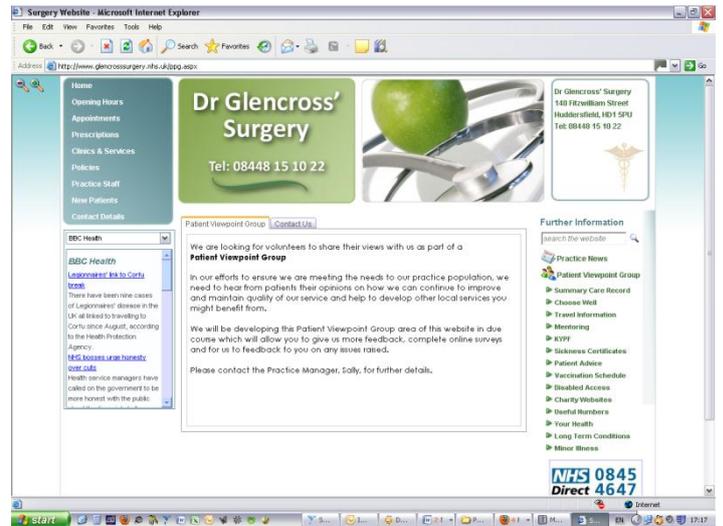
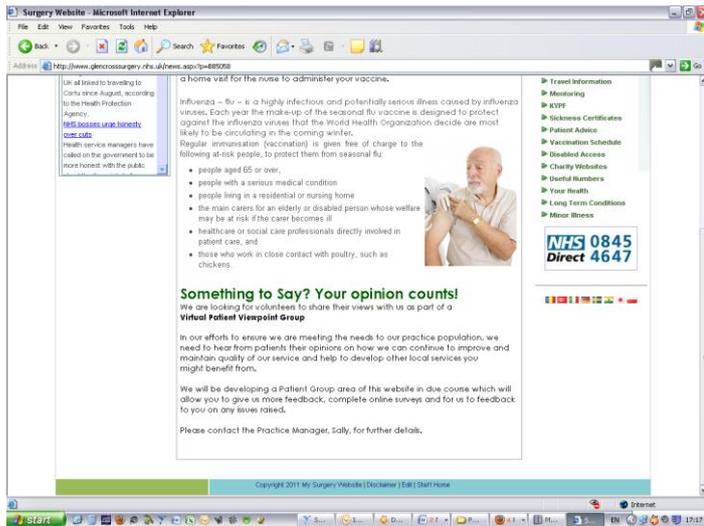
STEP 1 - Establish a PRG comprising only of registered patients and use best endeavours to ensure the PRG is representative

Initially, in June 2011, we advertised the group to our patients, via our website which gets on average 10,000 hits a month, and the posters in the waiting room and entry way. Both areas encouraged patients to leave their details if they were interested in becoming more involved in the Patient Group by giving their views.

See below the posters displayed around the surgery and two screen shots of our website which has a dedicated Patient Viewpoint group area.



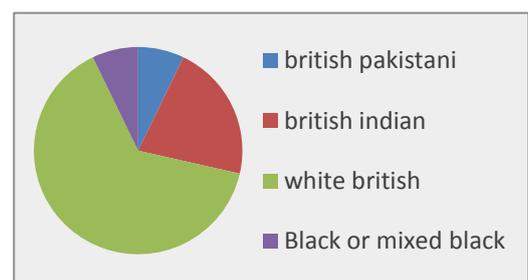
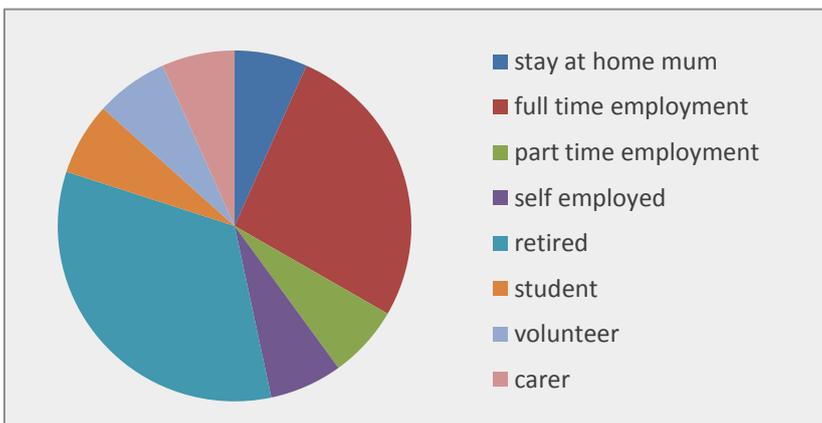
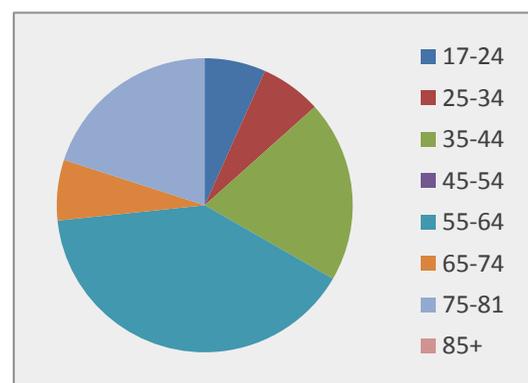
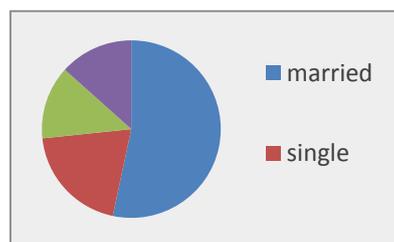
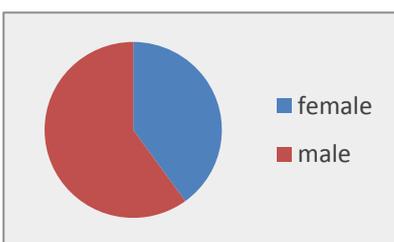
By advertising to patients via these two methods we hoped to gain the best possible representation of our demographic spread.



The Practice Manager also wrote to several of the local care homes asking for representation on the group by one of their carers as advocate for their service users. The majority of our patients in care or residential homes are those with learning disabilities, so those are the homes we contacted.

By July 2011 we had 15 expressions of interest which included a non-patient carer from one of the local care homes, this became our initial PRG. The demographic breakdown of this Virtual Group is displayed below with a comparison table to our patient population as a whole. Although the demographics are fairly spread it is not a reflection of our practice demographic but we believe that the measures we have taken, in using the website, waiting room and direct approach with patients to gain interest in the group are sufficient and that we have representation from many age groups and ethnicities.

The posters are still displayed and patients that express and interest are added to the PVG email distribution list.



Virtual Patient Group v Practice Demographics

Group	Practice population profile	PRG profile	Difference
% under 16	15.5%	0%	-15.5%
% 16 – 24	9.3%	7%	-2.3%
% 25 – 34	16.1%	7%	- 9.1%
% 35 – 44	14.8%	20%	- 5.2%
% 45 – 54	15.1%	0%	-15.1%
% 55 – 64	11.7%	40%	+ 28.3%
% 65 – 74	8.9%	7%	- 1.9%
% 75 – 84	6.1%	20%	+13.9%
% over 85	2.4%	0%	-2.4%

Ethnicity			
White			
% British Group	48%	64%	+ 16%
% Irish	10%	0%	- 10%
Mixed			
% White & Black Caribbean	5%	0%	-5%
% White & Black African	1%	0%	-1%
% White & Asian	1%	0%	-1%
Asian or Asian British			
% Indian	9%	21%	+12%
% Pakistani	8%	7%	-1%
% Bangladeshi	1%	0%	-1%
Black or Black British			
% Caribbean	11%	7%	-4%
% African	2%	0%	-2%
Chinese or other ethnic group			
% Chinese	1%	0%	-11%
% Any other	3%	0%	-3%

Gender			
% Male	56.9%	60%	+3.1%
% Female	43.1%	40%	-3.1%

Along with an initial welcome letter, the members of the PRG were sent a draft Terms of Reference for the group.

Patient Viewpoint Group Terms of Reference

Introduction

The key role of this group is to bring together the views of the patients, clinicians and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

Membership

Membership of the group is open to any willing patient of the practice and will either take the form of a Virtual Member or in the case of no access to the internet surveys/ correspondence will be posted out in a paper format.

Meetings

Meetings will be 'virtual' and will take the form of surveys, or in the case of no internet access will be mailed to the participating member. Some 'face to face' meetings will be held to pursue specific pieces of work on an ad hoc basis.

The results of the surveys will be fed back in the appropriate format to participating members of the group and anonymised results will be published to a wider audience on our practice website.

Frequency of Surveys

There will be no more than 4 surveys a year.

Face to face meetings may be held following the feedback from the surveys on bespoke pieces of work.

Arrangements for the Conduct of Business

All group members must be willing to participate in 75% of surveys within a 12 month period

The group is not the correct forum to address individual issues

Some information from the group should be treated as confidential and respected as being so

All face to face meetings should be conducted with respect to all the assembled members

Role and Function

To be consulted as a planning tool on service development and provision

To provide patient feedback on needs, concerns and issues

Feedback from the community in general which may affect healthcare

Give patients a voice in the organisation of their care

Give feedback on NHS Trust consultations

Liaise with other Patients Participation Groups in the area

Will not act as a forum for discussion of personal or health related complaints against the Practice

Relationships and Reporting

The Practice Manager will feed back the survey results to the group by various methods including email, the practice website and posters in the waiting room.

The Practice Manager will convene face to face groups as deemed necessary from the results of the surveys

The Practice Manager will feed patient views back into the practice via Practice Meetings

GP Commissioning Group

It is proposed that a member of the Group will be invited to an annual meeting attended by representative of the GP Commissioning Board to discuss the progress of the practice and ways we can improve and develop our service.

Approved Sept 2011



Our practice has several care homes for the learning disabled within our boundaries and the majority of their service users are registered as patients with us. In order to engage with this population to the best of our ability we have agreed to become a pilot site for the the PCTs Learning Disability Friendly Awards. This involved an interview and assessment with a patient who has a learning disability and their buddy, along with a Manager from the PCT to assess us on various criteria;

1. Offer annual health checks for people with learning disabilities
2. Have easy to access, bright and welcoming premises
3. Issue and use health Action Plans and VIP cards
4. Offer tours of the surgery for people with learning disabilities to lessen fear
5. Use communication aids to help understanding
6. Allow double appointment for people with learning disabilities if needed
7. Have staff who are trained in customer care and Learning Disability awareness
8. Have a Learning Disability champion
9. Have evidence that you share good practice
10. Have a good example of where you have actively supported someone with a learning disability or their carers

We firmly believe that this active engagement has both helped us gain a new perspective on our services from a difficult to reach patient group, as well as helped us be more responsive to the needs of these patients in the future development of services. Our assessment for this award was on the 1st October 2011 and we are happy to report that we are now accredited as Learning Disability Friendly.



STEP 2 – Agree with the PRG which issues are a priority and include these in a local practice survey

Considering the freetext comments on from the Patient Survey in 2011/12 our Draft Survey for 2012/13 started with a list of questions around those priorities, particularly the phone system, access to the surgery and disabled facilities, and decorating. As the practice is looking into the use of SystemOne online for patients to be able to book appointments online we included a question on this as well as some general satisfaction questions.

The CCG have informed us that we are high priority for new premises and therefore when this becomes enters the planning phase we will involve our patients group heavily in the process. We particularly want their input in considering geography, ease of access, look and feel of the premises, public transport links, parking, staffing levels, and extra facilities to be housed in the building i.e. pharmacy, dentist, physio etc.

There were several questions along the lines of future services the practice could offer perhaps under GP Commissioning or that may be available as enhanced services/AQP services in the future which we also included last year but have included again this year as this is becoming more of a reality.

We currently provide GP sessions 5 mornings and 4 afternoons a week, on ten minute appointments which can be booked through reception in person or by phone up to 6 months in advance. In response to the level of demand, the GP has increased the length of his morning surgery from 9.30-11.30 and added several 'book on the day' urgent appointments from 11.30-12.00. The afternoon surgery also has several urgent slots available when the standard 4.30-6.00pm slots are full.

We also employ an Advanced Nurse Practitioner (currently a locum while we advertise to fill the vacancy) on 2 sessions a week to increase our capacity and also provides a female prescribing clinician which we are often asked for with our GP being male. This has met with many comments of satisfaction from patients.

The practice premises are open from 8.30-6.00pm Monday to Friday accessible via the entrance on Wentworth Street. There is on street parking available for up to an hour. On a Wednesday afternoon Dr Glencross and another local GP take it in turns to be on call for patients to be seen urgently when clinically necessary either as a home visit or at the surgery here or in Marsh.

As we do not yet know how much of an impact the CQC will have on our services it is not possible to mention this in the survey at this time but we do appreciate that the CQC will be interested in patient experience and outcomes and will address this as required in future surveys.

At our Annual Complaints review, no themes were noted that could be used for the survey. We have also decided to do a future survey on the complaints process and patient's satisfaction with the process although we generally have a maximum of 3 complaints a year so this may need to be a short survey performed over a long period to actually capture useful feedback or be an evaluation form sent out after the complaints process is completed. Our Patient Group did not see a Complaints Survey as a priority at this time.

We did consider that there have been several comments over the last few years regarding our use of an 0844 number regarding the cost of this and therefore decided to include other options in the survey based on our investigations into the contract we hold with our supplier and what else is available on the market. A PVG member commented that this was a particularly difficult one because you cannot please everyone and there are very few services there days that do not have a similar system in place.

On the 13th December this Draft Survey was sent out in paper form to 5 members of the Patient Viewpoint Group (without an email address) in the post along with a stamped-addressed envelope for return to allow patients to make notes directly onto the draft survey. It was also sent out on email to the wider PVG group for comments.

2012/13 Patient Satisfaction Survey

1. Which category below includes your age?

- 16-24
- 25-34
- 35-44
- 45-64
- 65 or older

2. Are you male or female?

- Male
- Female

3. To which ethnic group do you belong?

- White
- Black or Black British
- Asian or Asian British
- Mixed
- Chinese
- Other ethnic group

4. For how long have you been a patient of the Practice?

- Less than a year
- 1 to 5 years
- 6 to 10 years
- More than 10 years

5. In the last 12 months, how often have you visited Dr Glencross Surgery to see one of our doctors or nurses?

- None
- Once or twice
- 3 or 4 times
- 5 or 6 times
- 7 times or more

6. Are you aware of the Practice's policy on offering same day "emergency" appointments?

- Yes
- No

7. If your answer to the above question is "yes", have you ever used this service?

- Yes
- No

8. How satisfactory did you find it?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Very Poor

9. If your answer to the above question is "poor" or "very poor", please select a reason from the following:

- I was not offered a convenient time
- I could not see my preferred doctor
- I had to wait more than 20 minutes to be seen
- The doctor did not deal with my problem and I had to go to A & E
- The doctor dealt with my problem but I had to go to A & E anyway.

10. Are you aware that you can order you repeat prescriptions via the internet ("online")?

- Yes No

11. If "yes", do you normally use online ordering?

- Yes No

12. If you have answered "no" to either of the above, would you consider using online ordering?

- Yes No

13. If your answer is "no", please say why

14. Would you be interested in a facility to book appointments with your GP online?

- Yes No

15. Thinking of times you have phoned the Practice, how do you rate the ability to get through in reasonable time?

- Excellent
 Very Good
 Good
 Fair
 Poor
 Never tried

16. We are considering the option of offering our patients a geographical 01484 number alongside the current phone system. Callers using this number would experience an engaged tone at busy times and have to call back later as there would be neither a queuing facility nor any ability to leave a message. With this in mind, how likely would it be that you would use this number?

- Very Likely
 Likely
 Not very likely
 Never, the current system meets my needs

17. Do you see a place for telephone consultations, or would you normally rather see a GP or Practice Nurse in person?

- YES, I can see a place for this NO, I would normally rather see a GP or nurse in person.

18. If appropriate, would you prefer to have your medication review over the telephone?

- YES, I can see a place for this NO, I would normally rather see a GP or nurse in person.

19. Are you aware that the Practice has a website?

- Yes No

20. Have you ever used the website for information about the Practice and its services?

- Yes No

21. At present, the website is fairly basic & contains information about: opening times, appointments, prescriptions, clinics, test results, new patient registration, practice staff, contact details, notifying a change of address & various links to other web sites such as travel vaccination information, advice on managing minor illnesses. What other information do you think you might find useful?

22. Is there anything particularly good about the service at Dr Glencross Surgery?

23. What would make the Practice even better?

24. Are there any aspects of the service at the surgery that you are not happy about?

25. Any other comments?

This is the covering letter sent to the group;

13th December 2012

Dear «Title» «Surname»,

Thank you again for agreeing to share your views with the practice as part of our Patient Viewpoint Group. Based on last year's survey report we have drafted a questionnaire to further explore some of the concerns patients raised through the questionnaire. Once again we wanted to consult with you on the survey contents prior to it being used as we want to make sure ours is as engaging and easy to complete as possible. I have attached a list of questions as possibilities and would really appreciate your time and attention to review the list and comment on the questions.

I'd like to know specifically;

- * Which of the questions should be included/excluded?
- * If there are any other areas we should cover in the survey?
- * What do you think is the maximum number of questions we should ask?
- * Is the current layout suitable?
- * Do you think a mixture of email and postal surveys would reap the most replies or another method?

Please note I am not asking you complete the survey, just glean your comments on the questions, composition and layout. Please find enclosed a stamped addressed envelope for the return of the survey with your notations.

We really do appreciate your assistance with this. It is important to us to get as many responses as possible to the survey and I feel your comments would help us achieve that.

Mrs Sally Rees

Practice Manager

From: Sally Rees
Sent: 13 December 2012 09:59
Subject: New patient survey planned - your comments please

Dear Colleagues,

It has been suggested that our next patient survey is on the subject of urgent appointments and to garner interest for the online appointment booking service. Do you have any other suggestions of other subjects to include? If you can come back to me by Monday 24th December with any comments or suggestions I will draft up a survey and send it round to you for comments and approval.

The intention is to perform the survey for 2 weeks in January both online and in the surgery in paper form and collate the results in order to send a copy of the report to you in February for us to decide on any actions that are required going forwards.

As ever I appreciate any input from you as our patients in these matters.

Kind Regards



Mrs Sally Rees
Practice Manager
Dr Iain Glencross
140 Fitzwilliam Street
Huddersfield
HD1 5PU
Tel No: 08448 151022
Fax No: 08448 151023

I received 3 postal responses, one of whom just completed the survey and returned it to me whilst 2 made comments as they completed it that it did cover everything they felt should be considered based on last year's results. We received 4 email responses with comments such as "good", "a bit long" and "fine".

To gain the optimum level of responses we decided once again to both send the survey link by email and also give out paper copies in the practice, this would also help us reach a wider demographic representation. We also continued to take patients details opportunistically at reception as well as contacted the patients who we had email addresses for as they use our website for ordering their repeat prescriptions.

As our practice website provides the facility to compile survey results we entered any paper questionnaires completed and posted into the questionnaire box onto the website to allow it to compile the results for all the completed questionnaires in one place. This means that the report would then be available online as soon as the survey was completed for both patients and public to view the report.

STEP 3 – Collate patient views through local practice survey and inform the PRG of the findings

The now-approved patient survey was created as an electronic version on our website and the link sent to the distribution list who had opted in last year to receive the survey on the 4th February 2013.

From: Sally Rees
Sent: 04 February 2013 10:12
Subject: Patient Survey February 2013 - please complete

Dear Patient,

Thank you in anticipation for participating in our satisfaction survey. Please follow the link below before 18th February 2013 and click on the lilac 'Take the patient survey' button at the bottom.

<http://www.glencrosssurgery.nhs.uk/index.aspx?p=B85058>

Kind Regards



Mrs Sally Rees
Practice Manager
Dr Iain Glencross
140 Fitzwilliam Street
Huddersfield
HD1 5PU
Tel No: 08448 151022
Fax No: 08448 151023

We also printed out paper copies in normal and large print for completion in the surgery and provided a post box for their return. During week commencing 4th February, every patient who attended for an appointment at the surgery was offered a paper survey to complete in standard or large print. Assistance was offered where necessary to patients who had forgotten their glasses or did not speak English as a first language. In one case the questionnaire was completed using the language line service for a non-English-speaking family. We have a patient population of 2300 so we continued until we had over 60 completed questionnaires.

STEP 4 & 5 – Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changed in provision and manner of delivery of services. Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement the changes.

The report from the completed survey was discussed at a practice team meeting and an action plan drafted. The link to the Report on the website along with the Draft Action Plan was emailed to each of the VPG for their comments on the 5th March 2013 as well as a copy placed in the waiting room and on our website to attract wider comments and for those patient who had completed a questionnaire to see the results. The 2012/13 Patient Survey Report is available for patients and public to view on our website <http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=130741&v=B85058> and in the waiting room. The following email was sent for the PVG to gain proposals and set priorities for the Draft Action Plan based on the survey results.

From: Sally.Rees@gp-b85058.nhs.uk
Subject: Patient survey report available for comments
Date: Tue, 5 Mar 2013 09:47:21 +0000
Dear all,

I wonder if you could take a few minutes to have a quick look at our patient survey report on our website
We would like to come up with a few actions from this so your suggestions are invaluable.

We thought we might suggest a few actions for your comments or please feel free to come up with some of your own.

- Investigate possibility of booking appointments online
- Liaise with phone system provider to offer patients a geographical 01484 number
- Ensure nursing team start work on time in the morning so that patients are not kept waiting

Your comments or approval of these suggestions would be appreciated.

Kind Regards



Mrs Sally Rees
Practice Manager

5th March 2012

Dear xxxxxxxxxx

Please find enclosed a copy of our Patient Satisfaction Survey Report and draft Action Plan. We would like your opinion on the report and the contents of the draft Action Plan;

Would you agree these actions and their priority levels?

Do you think there are other actions that should be taken from the results of the survey?

Are there any actions listed that you do not think should be implemented?

I wonder if you would be so kind as to reply by email or post with your responses to the questions above by the 20th March?

I really do appreciate your assistance with this. It is important to us that our patients are involved in developing our service.

Yours sincerely,

Mrs Sally Rees
Practice Manager

I also sent 5 patients copies of the report in paper format with a covering letter.

Patient Satisfaction Survey
DRAFT Action Plan
March 5th 2013

Suggested Action	Reason for inclusion	By When	Responsible Party
Discuss with Nursing team need to start surgeries on time so as not to keep patients waiting	Comment in answer to question 24 regarding being kept waiting for 1 st nurses appt.	31 March 2013	Practice Manager & Nursing Team
Liaise with Phone system provider to offer patients a geographical 01484 phone number alongside current number	Comments on survey re 0844 number	31 March 2013	Practice Manager
Investigate possibility of booking appointments online	A twofold benefit of easing stress on phone lines in the morning as well as allowing patients another free of charge way to make appointments	31 July 2013	Practice Manager

We received several email responses and comments to the Draft action plan;

From: xxxxxxxx@hotmail.co.uk]
Sent: 05 March 2013 10:03
To: Sally Rees
Subject: RE: Patient survey report available for comments

dear sally regarding booking on line and also of 01484 i am talking personally i use only a mobile phone with no landline making calls more expensive as with booking online we all pay for a service so to make thing go further i would rather use the computer to do this i hope this goes somewhat to answering your questions

thanks

From: xxxxxxxx@talktalk.net]
Sent: 05 March 2013 10:28
To: Sally Rees
Subject: Re: Patient survey report available for comments

All 3 of your listed ideas are very good and would make an improvement to the already good practises

Sent from my iPad

From: xxxxxxxxxxxxxxxxxxxbtinternet.com]
Sent: 07 March 2013 18:12
To: Sally Rees
Subject: RE: Patient survey report available for comments

Sally
Please see my responses below the bullet points
Regards
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

From: Sally Rees [mailto:Sally.Rees@gp-b85058.nhs.uk]
Sent: 05 March 2013 09:48
To: undisclosed-recipients:
Subject: Patient survey report available for comments

Dear all,

I wonder if you could take a few minutes to have a quick look at our patient survey report on our website <http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=130741&v=B85058>

We would like to come up with a few actions from this so your suggestions are invaluable.

We thought we might suggest a few actions for your comments or please feel free to come up with some of your own.

- Investigate possibility of booking appointments online

This is a good suggestion, but only if there is the ability to see that your appointment has been confirmed either online or by email

- Liaise with phone system provider to offer patients a geographical 01484 number

I prefer the existing facility and would not want to keep redialling an 01484 number

- Ensure nursing team start work on time in the morning so that patients are not kept waiting

My personal experience is that I have never had to wait for the nurse to arrive, even in adverse weather conditions

From: xxxxxxxx@yahoo.co.uk]
Sent: 05 March 2013 15:35
To: Sally Rees
Subject: Re: Patient survey report available for comments

Decorating is going well and making the place look more inviting. I do think some actions need to be made for the disabled patients but that they can be seen in the doctor's room is well advertised. Maybe some handrails in the toilet? A ramp would be a massive expense for not a huge amount of benefit since a wheelchair would still have difficulty with the doorframes! I think you've done the best that you can with what you have to be honest.

Sent from my iPhone

The action plan was updated to those comments.

**Patient Satisfaction Survey
 Agreed Action Plan
 March 10th 2013**

Suggested Action	Reason for inclusion	By When	Responsible Party
Discuss with Nursing team need to start surgeries on time so as not to keep patients waiting	Comment in answer to question 24 regarding being kept waiting for 1 st nurses appt.	31 March 2013	Practice Manager & Nursing Team
Investigate power-assisted doors or easy open door catches to help with the weight of the front door	Difficulty with access expressed on occasion but a very expensive option	ongoing	Practice Manager
Continue rolling programme of decorating already initiated – hallway & stairs nearly completed, then GP consulting room and ground floor waiting room next.	Ongoing works to improve patient experience	Ongoing	Practice Manager
Liaise with Phone system provider to offer patients a geographical 01484 phone number alongside current number	Comments on survey re 0844 number	31 March 2013	Practice Manager
Investigate possibility of booking appointments online	A twofold benefit of easing stress on phone lines in the morning as well as allowing patients another free of charge way to make appointments	31 July 2013	Practice Manager
Have hand rails fitted to ground floor WC to help our less able patients and visitors	Comment from member of patient group	31 May 2013	Practice Manager

STEP 6 – Publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

This report will be available on our website for patients and public to view. Since the action plan has been approved we have completed several actions and some are still ongoing as of 25.03.13.

Actions Identified by Patient Survey and agreed by Patient Viewpoint Group	Action taken
Discuss with Nursing team need to start surgeries on time so as not to keep patients waiting	Completed
Investigate power-assisted doors or easy open door catches to help with the weight of the front door – Quotations have been requested	Due 1 st June 2013
Continue rolling programme of decorating already initiated – hallway & stairs nearly completed, then GP consulting room and ground floor waiting room.	Ongoing
Liaise with Phone system provider to offer patients a geographical 01484 phone number alongside current number – now in place and advertised on practice leaflet	Completed
Investigate possibility of booking appointments online – ongoing with TPP provider	Ongoing Due 01.05.13
Have hand rails fitted to ground floor WC to help our less able patients and visitors	31 May 2013