

THE BRIMINGTON SURGERY PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81058

Practice Name:

THE BRIMINGTON SURGERY

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

The practice is based in modern purpose built premises with air conditioning and lift access to our upper floor. Our current list size is 7500. The practice has a higher than average percentage of patients with longterm conditions including COPD, diabetes and heart disease.

We have 5 partners - 3 male and 2 female. We have an excellent nursing team comprising 2 practice nurses, a healthcare assistant and phlebotomist. We also operate minor surgery, substance misuse, stop smoking and Diabetic clinics and an evening weekly Family Planning clinic. We have introduced a weekly Citizens Advice Bureau worker into the practice. We also have physiotherapy, diabetic chiropody and counselling services within the practice. We have extended hours opening until 8.00 p.m. on one evening per week.

Our Patient Participation Group was originally established in 2008.

Our PPG meetings are open to all members of the practice. Consequently we do not have a fixed number of members of the group, but on average there are approximately fifteen attendees. These include members who represent our patients at Elmwood House, Hollingwood (residential home for adults with moderate/severe learning disabilities).

In addition to our face-to-face meetings, we also have a virtual patient reference group, comprising of patients who are unable to attend meetings but wish to be kept up to date via email, and are also happy to be contacted on a regular basis for their views. Currently we have over ninety members of this group.

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	19.6	0	-19.6
% 18 – 34	18.5	3.3	-15.2
% 35 – 54	28.2	33.3	+5.2
% 55 – 74	23.3	53.3	+30.0
% 75 and over	10.4	10.0	-0.4
Gender			
% Male	49.8	27.5	-22.3
% Female	50.2	72.5	+22.3
Ethnicity			
% White British	96.9	96.0	-0.9
% Mixed white/black Caribbean/African/Asian	0.3	1.6	+1.3
% Black African/Caribbean	0	0	
% Asian – Indian/Pakistani/Bangladeshi	0.3	0	-0.3
% Chinese	0.1	0	-0.1
% Other	0.1	1.6	+1.5

These are the reasons for any differences between the above PRG and Practice profiles:

Although we have tried several ways to increase attendance at PRG meetings by younger patients, so far we have been unsuccessful.

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:

We have held meetings at both lunchtime and in the evening. We have invited carers of patients in local residential homes. We send out information and minutes of meetings to everyone on our virtual PRG, invite them to meetings and to take part in surveys, and ask for items for the agenda.

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

We have attempted to recruit members to both groups via the following methods:

Posters and displays in waiting rooms
Information on practice website
Posters within local community/pharmacies
Information on church news sheet
Information on repeat prescription email responses
Information on right hand side of prescription
Word of mouth by clinicians
Personal invitation by letter to nursing homes and residential homes
We have contacted local secondary schools to invite pupils who are patients at the surgery to attend our PPG meetings.
We have also contacted Connexions locally.

Setting the priorities for the annual patient survey

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

At a PPG meeting on 25th September 2013 we discussed the annual survey and asked those present what they would like to include in the survey.

Main areas that patients wished to be considered were parking issues; non-attendance of appointments (DNAs) and how to receive information about the surgery. The practice were keen to survey patients about receptionists helpfulness in comparison to national survey results which were unfavourable. Following discussion it was agreed that it would be possible to include all of these areas within this year's survey.

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)

This was agreed by representatives of the practice and the PPG. In particular the practice/PPG were keen to see whether national survey results relating to helpfulness of receptionists was reflected in our own survey. Members of the PPG felt that parking issues were of particular importance to patients.

How our patient survey was undertaken:

Carried out during the month of November 2013.

All patients attending the surgery were invited to complete the survey.

The survey was sent to all members of the virtual PPG.

The survey was made available for completion on the practice website

Summary of our patient survey results:

1. How have you travelled to the surgery today:

	Surgery responses	Online responses
Walked	119	8
Own car	148	20
Public transport	14	2
Taxi/lift from others	27	1
Other	3	1

2. How easy was it to park?

	Surgery responses	Online responses
Very easy	56	2
Not very easy	75	17
Very difficult	38	5

3. How do you prefer to be given information about the surgery?

	Surgery responses	Online responses
Notices at the surgery	108	8
Surgery website	126	14
Newsletter	246	8
Prescription messages	364	17
Community noticeboard	45	1
Other	42	4

4. We have recently made alterations to the reception/waiting room area. Which of these do you think have improved?

	Surgery responses	Online responses
Accessibility	164	2
Privacy	54	4
Cleanliness	131	5
Information displays	112	9
Noise levels	46	4
General environment	134	19

5. When speaking to a receptionist, do you find them

	Surgery responses	Online responses
Very helpful	119	13
Helpful	8	12
Satisfactory	50	6
Not at all helpful	6	0

6. Have you ever booked an appointment at the surgery which you then no longer needed?

	Surgery responses	Online responses
Yes	71	13
No	158	18

7. If yes, how easy were you able to cancel your appointment?

Not very easily	2
I did not cancel	16

Questions regarding gender, age, ethnicity and longterm health conditions were also asked, and results are included as part of the separate document.

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

This describe 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 results of the survey were put into graph format and onto a powerpoint display and discussed at a PPG meeting on 4th December 2013, and at an all staff Quest training session during December 2013.

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

Parking

Passing on information about the surgery to patients

Privacy at the reception desk

We agreed/disagreed about:

We did not disagree about any of the survey results, improvement areas identified or our action plan.

ACTION PLAN

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

This was discussed in detail at the PPG meeting on 4th December 2013.

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

Parking issues were difficult to resolve as the surgery did not own it's own car park.

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)
Parking	Sign to be displayed outside surgery to explain that the car park is not owned by the surgery	Practice Manager	April 2014	
Parking	Practice to try to arrange meeting with local councillors and other users of the village centre car parks to discuss parking issues.	Practice Manager	April 2014	
Parking	To attend parish council meeting to inform them of survey results. Contact local business to inform them of results and invite to meeting	Practice Manager	January 2014	January 2014

Information	Look at various other local magazines which are subsidised by advertisers to see if surgery information could be included in this.	Practice Manager. Member of PPG to provide other local magazines	August 2014	
	Speak to Parish Council to see if they would be willing to assist.	Practice Manager	February 2014	February 2014
Reception/waiting area	Better sign in reception regarding quiet room for confidential discussions	Practice Manager	April 2014	February 2014
	Fixed toys to be supplied to reduce noise levels	Assistant Practice manager	July 2014	
	Arrange for pictures/photographs for walls as soon as possible to reduce echoing/lack of personal touch	GP	August 2014	
	The PPG wished to express their congratulations to the surgery regarding the improvements to the waiting area/reception	Practice Manager to pass on to partners	January 2014	January 2014
Receptionists	The PPG wished to express their pleasure at the results regarding receptionists which were much more favourable than the national survey	Practice Manager to pass on to reception staff	January 2014	January 2014
	Continue to improve results	Practice manager Receptionists	Ongoing	
Cancellation of appointments	DNA text messages already sent out automatically Patients who do not attend late evening appts are contacted personally by Practice Manager – to continue all these measures to try to reduce DNAs	Practice Manager	ongoing	

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:

Patients said they would like to be kept informed of waiting times when clinicians were running late.

We carried out training with reception staff to ensure they kept continually aware of running times of surgeries/clinics and informed those waiting if these were running more than 10 minutes late. We also looked into the possibility of electronic notification of late running of surgeries/clinics.

The outcome was: Patients comment that they are happy that they are always informed if surgeries are running late. PPG members have noted that reception staff do this on a regular basis. We have installed an electronic information display and call system. This is not currently able to notify regarding late running of surgeries but we are aware that it is a development area for the company involved and we hope this will be available in the future.

Patients said they were sometimes felt frustrated, hurried or not listened to when accessing their appointments.

We carried out further staff training with the reception team. We now have available online appointment booking and repeat prescription ordering.

The outcome was: The latest survey has shown a significant increase in satisfaction with the helpfulness of the reception team.

421 patients are registered for online access and are able to use online booking of appointments. On average 10 patients per week are currently booking appointments online with many more using the repeat prescription ordering service.

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:

None

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:
Practice opening hours are published on the practice website and on the NHS Choices website. There is also a notice regarding opening hours inside the surgery and on a noticeboard outside the surgery.

The report and action plan will be published on the practice website. It will also be available in hard copy on the practice noticeboards and in the waiting rooms. A copy will be circulated to all PPG members, including the virtual PPG members.

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

OPENING HOURS

The practice is open as follows:

Monday – Friday	8.00 a.m. to 6.30 p.m.
Wednesdays	6.30 p.m. – 8.00 p.m. (one week in every four)
Thursdays	6.30 p.m. – 8.00 p.m. (three weeks in every four)