

Staithe Surgery

Patient Participation Report 2013/14

1. Our Patient Participation Group

- 1.1.1 Staithe Surgery's Patient Participation Group (PPG) has been in existence since 2008 and its profile has changed during that time. Currently there are 7 members representing 52% of the patient population in terms of age. There are a variety of life experience and health conditions amongst the group including diabetes, asthma, heart failure and hypertension. Two of the group are male and five are female. The group meets quarterly.
- 1.1.2 We have encountered difficulty in trying to encourage younger members of the patient population to attend. Clinicians make patients aware of the group when appropriate and we are routinely carrying out recruitment campaigns in our practice newsletter, on our website and in our surgery.

2. Method and Process for Agreeing Priorities for the Local Practice Survey

- 2.1.1 At the PPG meeting on 21st October 2013 the PPG was asked for its input into areas that should feature on our Practice Survey. To assist with the process copies of the GPAQ survey questions were distributed. The PPG were happy with the areas covered by the questions and thought these still looked relevant, the following additions to the questionnaire were agreed and implemented:-
- 2.1.2 **Dispensary staff** – several members of the group felt that the dispensary staff provide an excellent service and deserve much more recognition, therefore feel it would be appropriate to have a section specific to the dispensary, in the hope that patients will express their gratitude.
- 2.1.3 **Medication** – there were some concerns over whether patients know how to take their medication correctly and it was recommended that a question on compliancy is added. SRB to liaise with the dispensary manager.
- 2.1.4 **Health problems & keeping yourself healthy questions** – agreed to add in 'fairly well' as an option and to take out 'unsure'. Also, to take out 'does not apply' and replace with 'poor' and 'very poor'.
- 2.1.5 **Getting through to the practice by phone questions** – the group felt that these should be more understandable in the hope that this will improve the responses gained.

3. Details and Results of the Local Practice Survey

- 3.1.1 An in house GPAQ survey was carried out during December 2013 and January 2014 this year, a copy of the questions are attached (GPAQ2014). It was decided to follow the successful format of previous years and hand out the questionnaire in the practice randomly to patients. 300 questionnaires were handed out in the practice, all were returned and the results were analysed and the report produced is attached.



GPAQ2014.pdf



Staithe Patient
Questionnaire 2014.p

4. Discussing Survey Results with the Patient Participation Group (PPG)

- 4.1.1 The results were discussed at the PPG meeting on Monday 10th February 2014 where patients were given the opportunity to review changes in scores between years.
- 4.1.2 Overall the results were very similar to the excellent results of previous years. This is despite the fact that the questionnaire was carried out over a period that included Christmas, which increases workload as demand is squeezed into fewer days, and during which time the practice was experiencing some considerable staff shortages.

5. Agreeing an Action Plan with the Patient Participation Group (PPG)

- 5.1.1 From the results of the questionnaire it appears that many patients are unaware of the late night opening times on a Wednesday evening. The action agreed by the PPG was that the late night clinic times are highlighted to patients by:

Displaying posters

Placing information in the next parish council newsletter.

Advertising the late night on the practice website

Putting information in the next practice newsletter.

Update – this will be in the spring newsletter and other actions in place by end of June 2014 dependent on distribution dates of local newsletters.

- 5.1.2 The PPG noted that preference for online booking of appointments via SystemOnline has increased and the action agreed was to open up more online appointments. This will enable more patients to book an appointment when most convenient for them and they will not be restricted to call the surgery during opening times. – **Update – more online appointments have now been opened up.**

It was also agreed to try and increase awareness of System Online – **Update – a statement has been included in our spring newsletter and information will have been put onto our website by the end of March.**

- 5.1.3 Patients appear to be less satisfied in their responses to questions 31, 32 and 33 regarding understanding/coping with your health problems and keeping yourself healthy. As one of the practice clinicians has recently been on a health coaching course, which provides further techniques in helping patients manage their health problems, the PPG agreed a good action would be for the clinician to provide feedback on the techniques at a meeting with all the other clinicians. **–Update – this meeting took place on Friday 7th March.**
- 5.1.4 Overall, the group felt the results were very good and that there were no major deteriorations or any concerning factors.
- 5.1.5 This action plan was formally agreed with the Partners at the practice meeting on 12th March 2014.

Step 6. Publishing the Local Patient Participation Report

- 6.1.1 A copy of this report has been put on the website – www.staitheurgery.co.uk
- 6.1.2 A copy of this report has also been sent to the NHS England.
- 6.1.3 A hard copy will be available in the waiting room and display of the results will also be put up in the waiting area.

6.2.1 Staithe Surgery Premises Opening Times

Reception and general telephone line- (01692 582000) open:-

Monday 8.30 am. - 5.30 pm.

Tuesday 8.30 am. - 5.30 pm.

Wednesday 8.30 am. - 8.00 pm. Please note the extended late night surgery (Phone lines close at 6.00)

Thursday 8.30 am. - 5.30 pm.

Friday 8.30 am. - 5.30 pm.

(Dispensary opening hours same as premises but 8.45 start)

- 6.2.2 A GP, Nurse and Dispensary service is available throughout all of the above hours. The Nurse Practitioners are available every day but not during the Wednesday evening surgery.
- 6.2.3 Dispensary Telephone line –

01692 581186 – repeat prescription requests can be left on an answer phone 24 hours a day.

01692 582023 – an enquiry line available between 9 and 5 every day.

6.3.1 Out of Hours

6.3.2 999 - Ambulance Service

In an emergency please call 999 for the ambulance service.

6.3.3 111 - NHS Number

111 is the new telephone number brought to you by the NHS. It is the number you should call when you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor.

Calling 111 will make it easier and faster for you to get in touch with your local health services and it will also make sure that the 999 number is kept free for very serious emergency medical cases.

6.3.4 East of England Ambulance Service Out of Hours

If you require urgent medical attention when the surgery is closed, please phone us on 01692 582000 and you will be re-directed to this service, alternatively during the hours of:

Monday 8.00-8.30 and 5.30-6.30

Tuesday 8.00-8.30 and 5.30-6.30

Wednesday 8.00-8.30 and 6.00-6.30

Thursday 8.00-8.30 and 5.30-6.00

Friday 8.00-8.30 and 5.30-6.00

you can call them direct on 01603 481253. There is a doctor on call at all times to deal with emergencies only (including urgently required medication).