

## PATIENT PARTICIPATION DIRECTED ENHANCED SERVICE DES 2013/14

### Introduction:

1. **This report summarises the continual development and outcomes of Dr Marshall and Partners at Salisbury House Surgery Patient Participation Group (PPG 2013/14).** It contains:
  - a) Profile of the practice population and PPG
  - b) The priorities for the Patient Survey and how they were agreed.
  - c) The method and results of the Patient Survey
  - d) The Action Plan that was agreed and how it was agreed.
  - e) The progress made with the Action Plan
  - f) Confirmation of surgery opening times.

### PROFILE OF THE PRACTICE POPULATION AND PATIENT GROUPS

#### 1. Profile of practice population and PPG

The profile of the Practice population was derived from information available on the clinical IT system, SystemOne. The Practice population summary is for Bedfordshire and Buckinghamshire patients as we have patients in both counties though services and registration comes under Bedfordshire.

#### Capitation for Bedfordshire

Age Range	Male	Female	Total
0 - 16	1130	1076	2206
17 - 24	464	454	918
25 - 34	704	749	1453
35 - 44	725	698	1423
45 - 54	790	804	1594
55 - 64	648	608	1256
65 - 74	468	515	983
75 - 84	250	324	574
85+	78	138	216
Total	5257	5366	10623

#### Capitation for Buckingham

Age Range	Male	Female	Total
0 - 16	12	11	23
17 - 24	5	8	13
25 - 34	17	9	26
35 - 44	7	14	21
45 - 54	35	26	61
55 - 64	29	37	66
65 - 74	26	30	56
75 - 84	12	9	21
85+	3	1	4
Total	146	145	291

## PPG Profile

Age Years	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
F			1		1	1			
M							1	1	1

## Ethnicity

British	2
White British	3
Not stated	1

We continually try very hard to attract patients from different ethnic backgrounds.

### 2. How we have promoted the PPG to encourage new members to join.

Members of the PPG meet bimonthly. The practice manager attends with the rotation of other practice staff and one GP. During the last year there has been a focus on recruiting new members. There are 6 active members. We have had 2 new recruits during the last year, as 2 members moved away. Unfortunately the Chairman has recently stepped down and the Secretary has stepped up to Acting Chair. Re-election will be discussed at the next meeting on March 31<sup>st</sup> 2014. GPs, staff and nurses continue to approach patients who are regular attendees and whom they feel might be suitable. This year the PPG has been allocated a PPG notice board where they advertise for new members and give a surgery designated telephone number where patients can talk to a member of the admin team and leave messages. At the December meeting it was suggested operating a “buddy” system where an existing PPG member agrees to pass on email communication to a member who does not have email access. Previously PPG information had stated that email access was mandatory. A PPG Facebook page has also launched.

PPG involvement throughout 2013/14:

New Surgery Website: The secretary was very involved with this and the new website went live in January 2014.

Leighton Buzzard Patient Participation Group Network: The Chair of the practice PPG and the secretary continued to attend these meetings. A focus of the Network has been the Out of Hours Provision within the Locality and Salisbury House Practice PPG produced an Out of Hours Survey to be circulated to patients attending the OOH service. As part of the Network our Chair has also met with the Locality Business Manager. This is an ongoing area of concern for our PPG where they remain being focused on trying to improve our patients signposting of services.

PPG Newsletter: The first edition will be published shortly, available on the website and in paper copy at the surgery as one of the PPG members is currently working on the format of this.

### 3. The priorities for the survey and how they were agreed.

In order to determine the priorities for the survey we:

- Asked our PPG at the December meeting
- Emailed patients and PPG

### 4. The method and results of Salisbury House Surgery Patient Survey

Once we had established the priorities we developed the questions using:

- Survey Monkey

We carried out the survey using

- Identical questions were asked both online and on paper for those without IT access and to reach a wider group.
- Tick box for grading plus opportunities to add comments.

The survey was carried out over a 2.5 week period in January/February 2014 and the results are as follows:

Salisbury House Surgery Patient Survey Results February 2014

#### Question 1: When booking an appointment how do you normally do this?

	%	Response
By phone	72.76	179
In person	21.14	52
Online:	2.73	51

Total respondents: 246 Skipped: 1

#### Question 2: When contacting us by telephone, how easy is it?

	%	Response
Very easy	22.13	54
Easy	23.36	57
Fairly easy	35.25	86
Not very easy	19.67	48

Total respondents: 244 Skipped: 3

#### Comments made:

- Phones always engaged at 8.30am and impossible with school run.
- Not very easy due to not being able to understand English very well.
- Often I get through but you can't hear me at your end and hang up.

#### Question 3: did you know that you can book and cancel appointments online 24/7?

	%	Response
Yes	68.07%	162
No	31.93%	76

Total respondents: 238 Skipped: 9

**Question 4: Are you satisfied with our surgery opening times for appointments at Salisbury House Surgery? Monday 8.30am – 6.00pm, Tuesday 8.30am – 6.00pm, Wednesday 8.30am – 6.00pm, Thursday 8.30am – 6.00pm and 6.30pm – 8.00pm (3 Thursdays per month), Friday 7.00am – 8.00am and 8.30am – 6.00pm, Saturday 8.30am - 12.30pm (third Thursday of the month).**

	%	Response
Very satisfied	36.44	90
Satisfied	47.37	117
Fairly satisfied	13.36	33
Not satisfied	2.83	7
Total respondents:	247	Skipped: 0

**Comments made:**

- 9 patients suggested later evening and Saturday appointments would be helpful.
- Always difficult to get an appointment.
- Not to have to wait 3 weeks to see doctor of choice.
- Excellent.

**Question 5: How helpful are the reception staff?**

	%	Response
Very helpful	74.39	183
Fairly helpful	23.17	57
Not very helpful	2.44	6
Total respondents	246	Skipped: 1

**Comments made:**

- Some have attitudes which comes across badly.
- Some are great, others don't seem to know what they are doing.

**Question 6: How were you greeted by the reception staff? Tick each that applied.**

	%	Response
Immediately		
Acknowledged you	51.45	124
With eye contact	48.96	118
With a smile	46.06	111
With a greeting	48.13	116
None of these	4.56	11
Total respondents	241	Skipped: 6

**Comments made:**

- Today but not always
- Depends which receptionist

**Question 7: How easy is it for you to get an appointment with a doctor at the surgery?**

	%	Response
Very easy	9.54	23
Easy	17.01	41
Fairly easy	35.27	85
Not very easy	35.68	86
Not needed an Appointment recently	2.49	6
Total respondents	241	Skipped 6

**Comments made:**

- Ticked very easy – comment – but not necessarily when I want it.
- Ticked not very easy – comment – apart from Walk In surgery.

**Question 8: How helpful was the doctor at your last encounter? Tick each that applied.**

	%	Response
Put you at ease	58.8	137
Listened to you	77.68	181
Gave you enough time	59.66	139
Explained your condition and any treatment	59.23	138
Please add your Comments below	2.58	6
Total respondents	233	Skipped: 14

**Comments made:**

Didn't seem to listen to our worries/experience – asked for a second opinion.  
Was a locum – didn't understand medical history.  
Didn't look at me in the eyes, just nodded head.  
Standard NHS – no spend. Did go to hospital for second opinion.  
First doctor I saw for my son he wasn't helpful.  
Thorough.  
I was told she may only be able to listen to 2 / 3 issues due to time.  
None of the above questions.  
Tel consultation – only ticked listened to.  
Very friendly and helpful.  
Excellent as always.

**Question 9: How important is it for you to see the same doctor each time you visit?**

	%	Response
Not important at all	3.73	9
Not important	22.82	55
Fairly important	43.15%	104
Very important	30.29	73
Total respondents	241	Skipped: 6

**Comments made:**

- Not important as I do not have any ongoing problems, if I did I would prefer to see the same doctor.
- Usually depends upon situation.
- If it is for the same condition it is, if it is for something new or different it is not important.
- At the moment with ongoing issue, otherwise I do not mind.
- Important – especially for recurrent/chronic problems.

**Question 10: For minor illness are you happy to see a nurse practitioner who can issue prescriptions?**

	%	Response
Yes	96.96	223
No	3.04	7
Total respondents	230	Skipped: 17

**Comments made:**

- 4 patients said they have never seen the nurse practitioner.

**Question 11: How helpful was the nurse at your last encounter? Tick each that applied.**

	%	Response
Put you at ease	81.78	175
Listened to you	76.64	164
Gave you enough time	71.50	153
Explained you condition and any treatment	63.55	136
Total respondents	214	Skipped: 33

**Comments made:**

- Very friendly and interested in my family.
- She gave topical antibiotics without examining me.
- Wrong diagnosis.
- Nurses are fabulous.
- 2 patients said very good.
- AS brilliant.
- Nurses are excellent.

**Question 12: Are you registered to use Online services ie do you have a username and password?**

	%	Response
Yes	46.26	105
No	44.93	102
Did not know about this	8.81	20
Total respondents	227	Skipped: 20

**Comments made:**

- My repeat medication was not available.
- To book and cancel appointments online.
- Can't get appointments you want.
- Mislaid my login details.
- Never able to get online.

**Question 13: If yes, which Online services do you use?**

	%	Response
Make/cancel appointments	30.30	30
Order repeat medications	59.60	59
Give feedback	6.06	6
Any other services you would like to see available	4.04	4
Total respondents	99	Skipped: 148

**Question 14: Overall how would you describe your experience of Salisbury House Surgery?**

	%	Response
Excellent	27.16	63
Very good	41.81	97
Good	19.40	45
Satisfactory	9.05	21
Not very satisfactory	2.59	6
Total respondents	232	Skipped: 15

**Comments made:**

- Anyone who stores confidential information is dangerous!
- I think the receptionists are the first point of call. Some do have the wrong attitudes at times which sadly lets the team down.
- First appointment so haven't responded to question.
- Waiting times could be better, seems the doctors are in a hurry to keep to times.
- No seen.

**Question 15: How likely is it that you would recommend this practice to a friend or family member? Please indicate your answer where 1 is very unlikely to recommend and 10 is would strongly recommend.**

	%	Response
1 very unlikely	1.73	4
2	1.30	3
3	3.03	7
4	3.03	7
5	5.63	13
6	5.19	12
7	9.96	23
8	16.88	39
9	14.29	33
10 strongly recommend	38.96	90
Total respondents	231	Skipped: 16

**Comments made:**

- First visit therefore didn't respond to question.
- Unfamiliar with some of the new doctors so will reserve judgement on '10' (9 scored).
- Don't like to recommend because everyone's experience is different (scored 6).
- Can't say yet, newly registered.

**5. Action Plan that was agreed and how it was agreed.**

The results were discussed at the practice Clinical Governance meeting on 14<sup>th</sup> February and emailed to the PPG members. The PPG met on February 17<sup>th</sup> and discussed.

**The Action Plan agreed:**

- Consultation would take place with reception team regarding a change in their contracted hours, thereby permitting the surgery to open and take telephone calls from 8am.
- Maximum number of reception team to be answering calls at busy periods in the morning away from the front desk.
- The reception team received more favourable results this year, but as there is still some negative feedback we will continue with customer service training, and in fact are participating in an up and coming PLZ session later this month.
- New receptionists will in future be identified with badges indicating that they are training, which may help patients understand their lack of knowledge compared to more senior receptionists.
- Online appointments need to be extended for other services, nurses, HCA's.
- Continue to promote online service. All newly registered patients are issued with a username and password immediately following registration.

**6. The progress made with the Action Plan:**

The Summary of the progress as of 14<sup>th</sup> March 2014 is:

You said .....	We did .....	The result will be .....
Phone always engaged at 8.30am and impossible with school run	Consultation has taken place with reception staff and new contracts will be issued to allow the practice to open at 8.00am with all back reception staff answering the phones. This will take effect on 1 <sup>st</sup> May 2014.	More convenient for some patients to call before school run or work.
Later evening and Saturday appointments would be helpful.	Unfortunately at this current time we are unable to achieve this but we are making appointments available from 8am Monday to Friday starting on 1 <sup>st</sup> May 2014.	More convenient for commuters.
Some receptionists have attitudes that come across badly and don't seem to know what they are doing	Frontline staff to continue to receive customer care training via external and internal resources. Identify newly recruited staff.	To continually improve the patient experience and reduce frustration.



Can't get an appointment online

Increase the number of appointments on line for GPs, nurses and HCA's.

More convenient for some patients to book online appointments at a time convenient to them

We are hoping that by working through our action plan this year, we will improve appointment availability for our patients.

Thank you to all the members of our PPG and to all the patients who took the time to complete a patient survey. We really appreciate your involvement. If anyone would like to give feedback on our new website or this report please let us know. You can leave a comment via the website itself, email us at [salisburyhouse@nhs.net](mailto:salisburyhouse@nhs.net) or pass any comments via any member of the team.

If you are interested in joining our Patient Participation Group please make yourself known to any member of the team as we are actively looking for new members of all age groups to help improve patient services.

**Our current opening times are:**

Monday – Friday            8.30am – 6.00pm

Extended Hours

Thursday            6.30pm – 8pm  
Friday                7am – 8am  
Saturday            8.30am – 12.30pm (3<sup>rd</sup> Saturday of month)

**New opening times as of 1<sup>st</sup> May 2014**

This information is being displayed in the surgery, on the website, on prescriptions and the PPG Facebook page.

Monday            8.00am – 6.00pm  
Tuesday            8.00am – 6.00pm  
Wednesday        8.00am – 6.00pm  
Thursday            8.00am – 6.00pm  
Friday                8.00am – 6.00pm

Extended Hours

Thursday            6.30pm – 8pm  
Friday                7am – 8am  
Saturday            8.30am – 12.30pm (3<sup>rd</sup> Saturday of month)

Outside of these times please call the main surgery number (01525 243890) and your call will be redirected automatically to the Out of Hours service.