



HEADLANDS SURGERY

PATIENT PARTICIPATION GROUP REPORT - 2013/2014

Practice Profile

Practice list size 10,068

96 are in local residential or care homes

4,687 have a long term condition in one of fifteen categories such as asthma, diabetes and coronary heart disease.

British or Mixed British	8,014
Irish	19
White Black Caribbean	22
White and Asian	15
Other mixed	16
Indian or British Indian	114
Bangladeshi or British Bangladeshi	9
Other Asian background	40
African	68
Chinese	29
Total	8,346

The ethnicity of the remainder (1,722) is not recorded.

The PPG group

The practice established a 'virtual' PPG group in 2011. To recruit some more members in 2013 'fliers' were produced to encourage patients to join, these were given to patients by receptionists and posted with other routine mail to patients, including those in residential and care homes. Notices were displayed on the practice website, and waiting room notice boards. This activity raised the size of the group to its present 150 members.

80% of the practice list is 'British', compared to 86% who took part in the survey. We will continue to try to recruit more members for the PPG group from the ethnic minorities.

Mature and elderly members of profile (aged 55 and over) are well represented in the group with 47%. Efforts will be made to recruit some younger members, as only 2% are from the 16 -24 and 15% from the 25 - 34 age groups. Details of the group are included in the 'new patient registration pack', and it is mentioned at new patient interviews.

Process

In November 2013 an invitation was sent to the virtual PPG group.

We Asked:

"Dear Patient Thank you for your continued interest in our Practice. We are keen to understand what particular areas of the Practice or healthcare provided by us should be discussed through our Virtual Patient Reference Group. Taking account of past surveys and previous comments from our patients, we have listed some of the general headings that may be good for discussion. However, if you feel there is another area which we have not included, please do give us details below. We are hoping the responses we receive will help us to understand the parts of the service we provide that may need addressing. This particular survey will close on Wednesday 6th November 2013. Once we have your answers we plan to publish a more detailed survey by Monday 25th November on the topic chosen by the majority."

Which ONE of the following do you feel is the most important topic to survey?

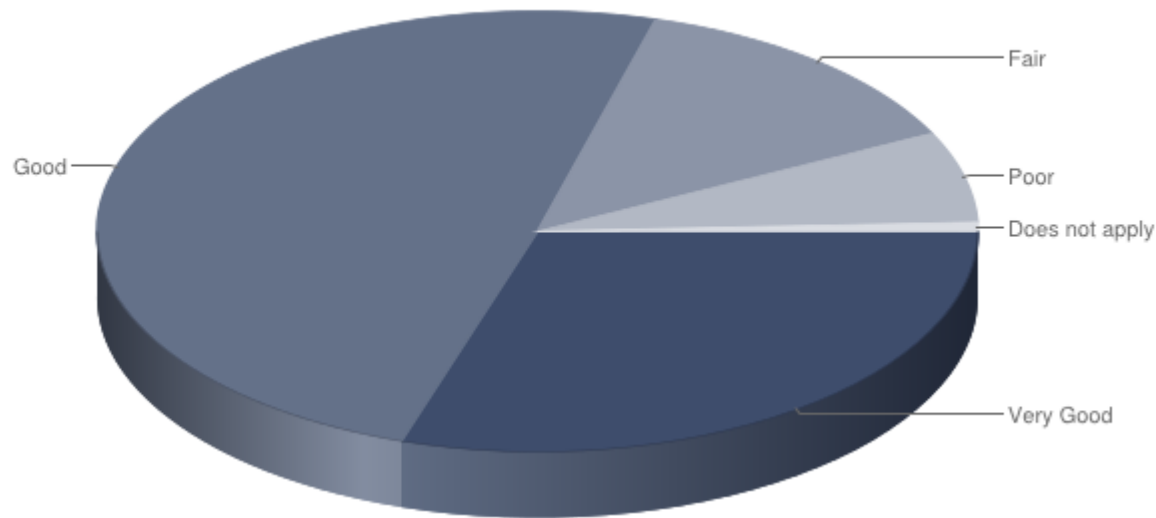
Option:	TOTAL
	(31)
Getting an appointment	17 55%
Reception issues	1 3%
Repeat Prescriptions	2 6%
Opening Times	6 19%
Surgery environment	1 3%
Other	4 13%

If other, please specify:

Option:	TOTAL
	(5)

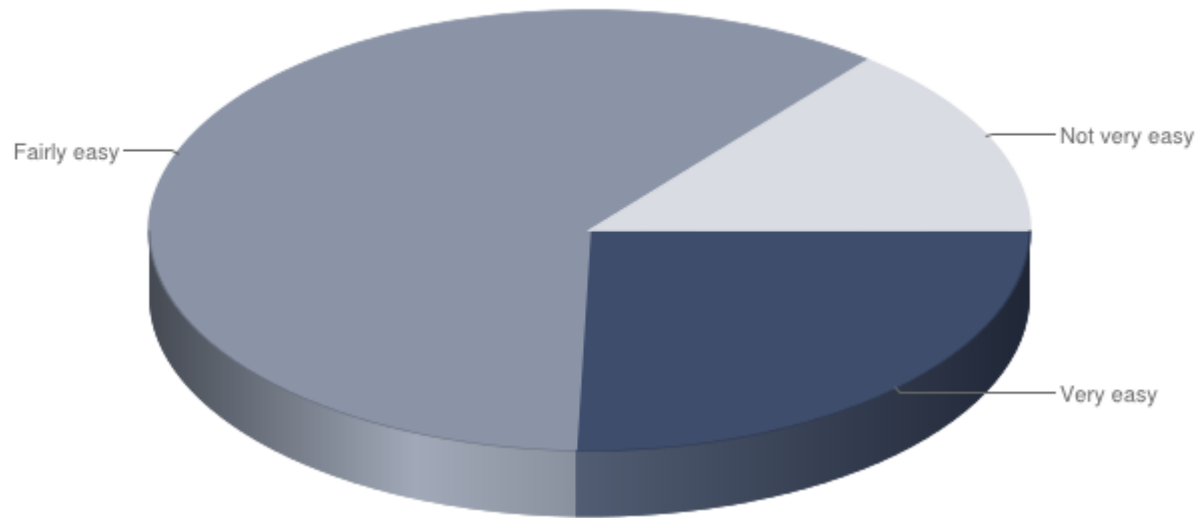
The results clearly indicated the need for the survey to be carried out on our appointment system. The results from the 150 members of PPG group were as follows

1. Overall, how would you rate the availability of appointments at this practice?



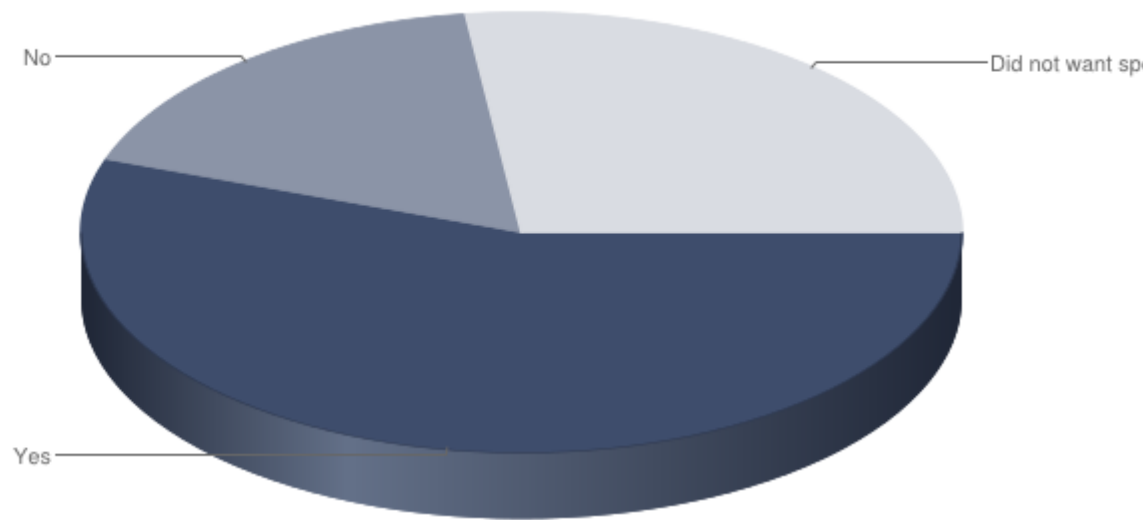
Option:	TOTAL
	(150)
Very Good	45
Good	74
Fair	20
Poor	10
Does not apply	1

2. In general when you have contacted or visited the surgery to make an appointment how easy was it to get an appointment for the time you wanted?



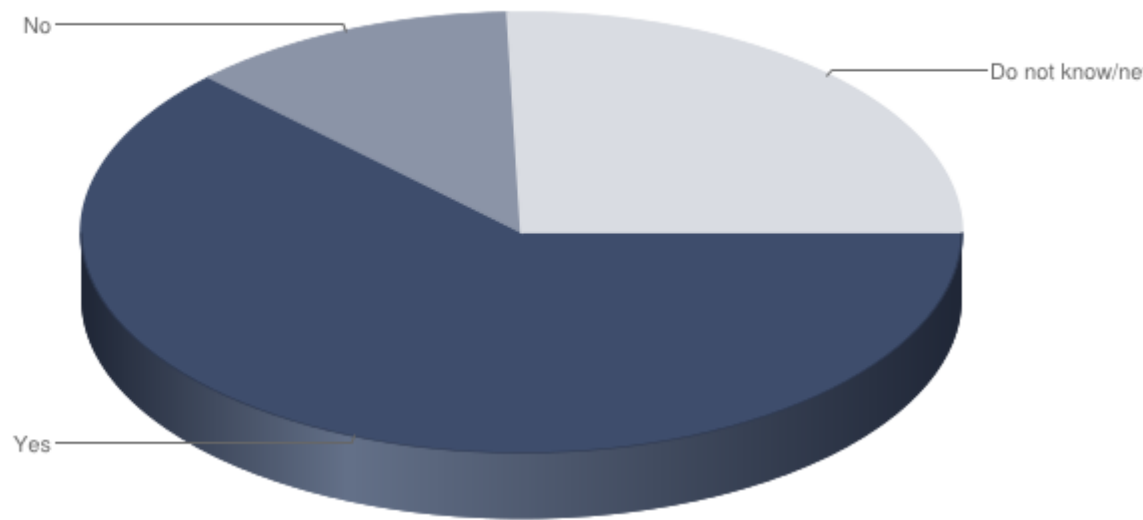
Option:	TOTAL
	(149)
Very easy	38
Fairly easy	90
Not very easy	21

3. Were you able to see the GP/Nurse you wanted to see?



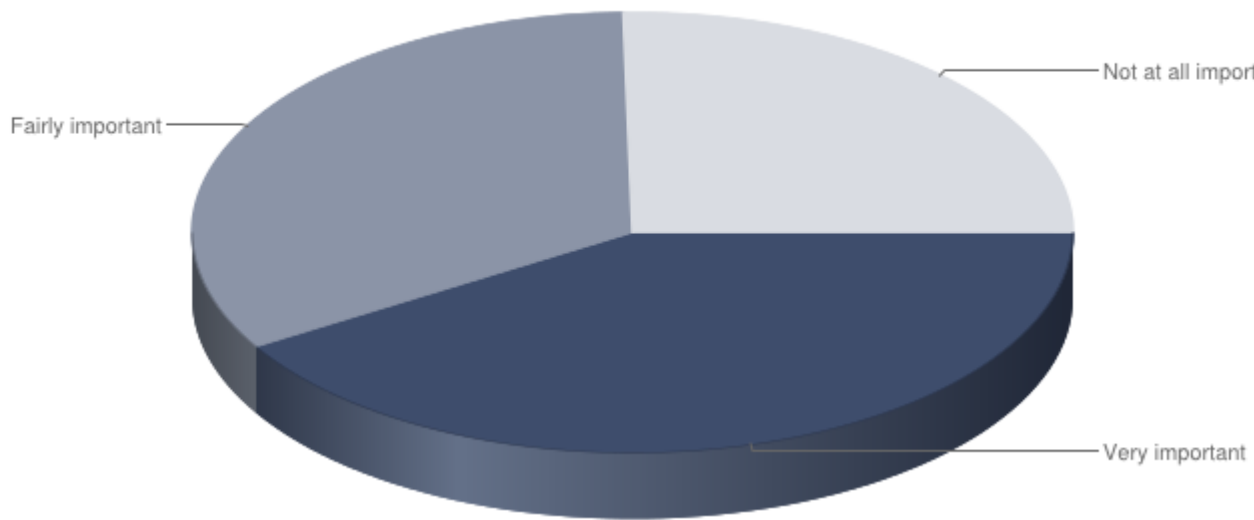
Option:	TOTAL
	(148)
Yes	82
No	26
Did not want specific GP/Nurse	40

4. If you need to see any GP urgently, can you normally get seen on the same day?



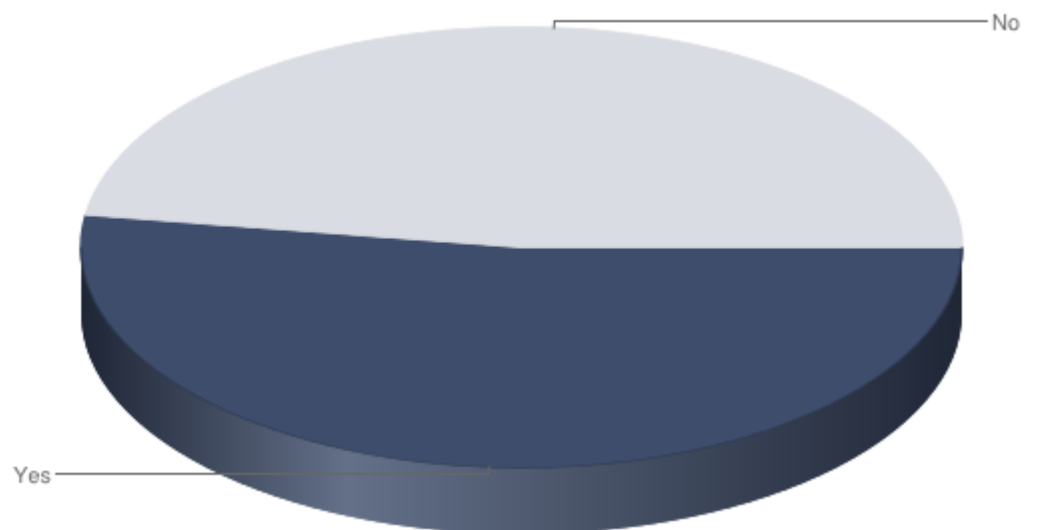
Option:	TOTAL
	(149)
Yes	93
No	18
Do not know/never needed to	38

5. How important is it to you that you see your own or a specific GP when coming to this practice?



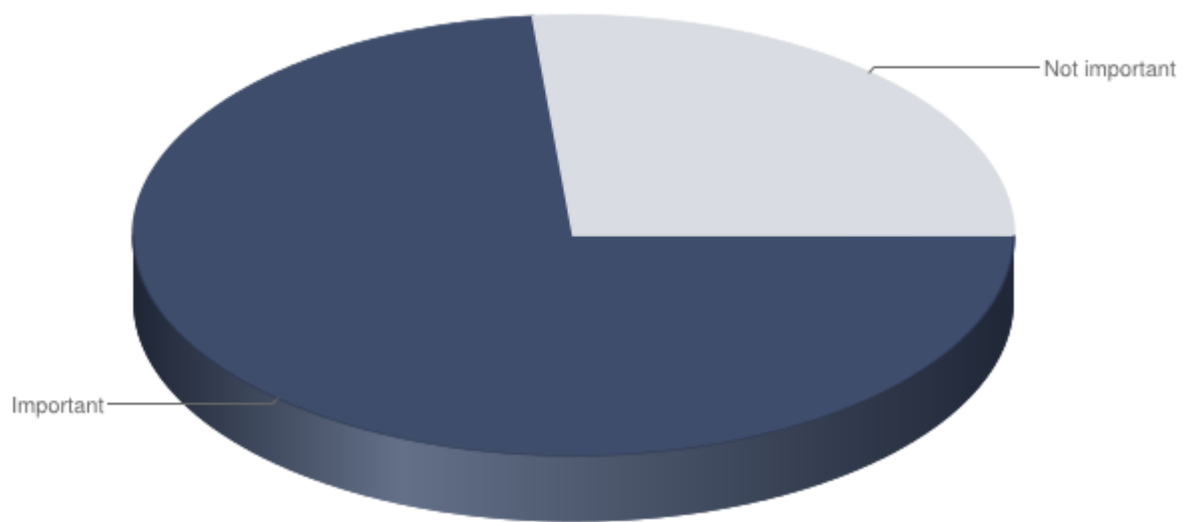
Option:	TOTAL
	(150)
Very important	62
Fairly important	50
Not at all important	38

6. Are you aware that you can book GP appointments up to 6 weeks ahead?



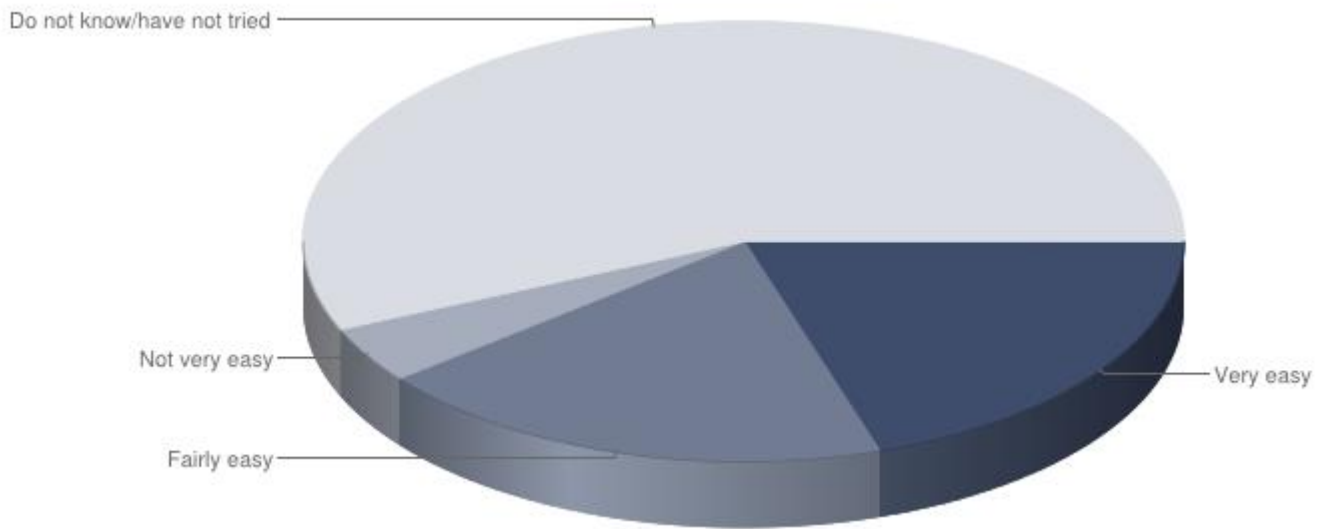
Option:	TOTAL
	(149)
Yes	78
No	71

7. How important is it to you to be able to book appointments ahead of time?



Option:	TOTAL
	(140)
Important	104
Not important	36

8. If you have booked appointments up to 6 weeks ahead, how easy was this?



Option:	TOTAL
	(145)
Very easy	29
Fairly easy	28
Not very easy	6
Do not know/have not tried	82

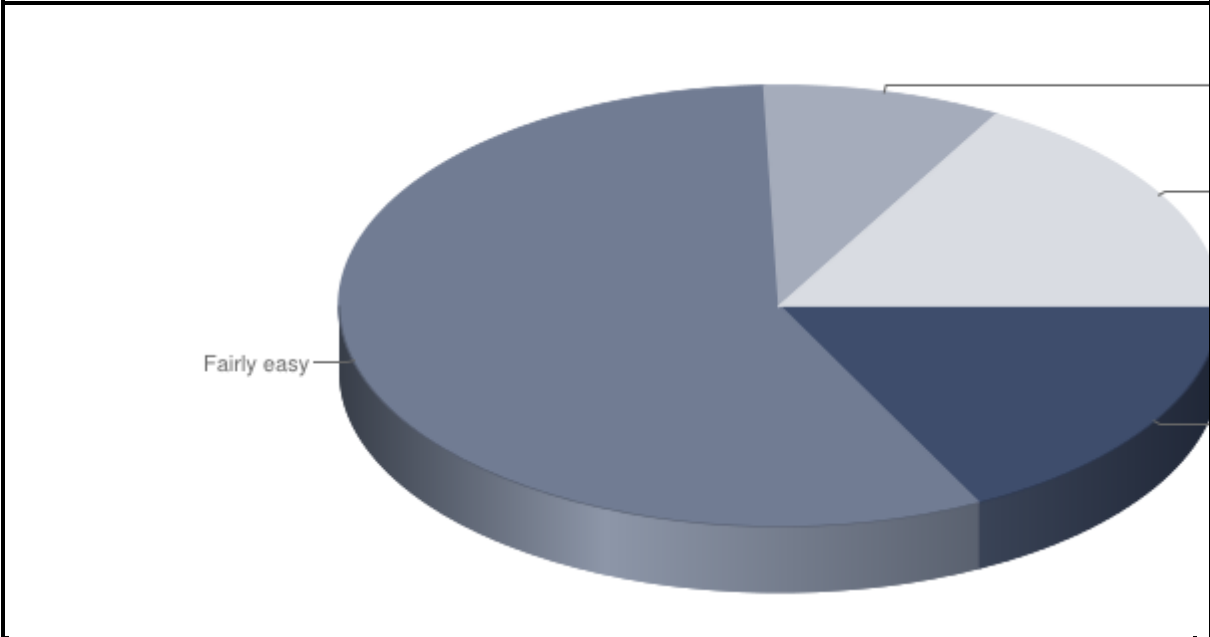
9. How easy is it to get through to someone at this practice on the telephone?

Option:	TOTAL
	(149)
In the morning	
<p>A 3D pie chart illustrating the distribution of responses for the question 'How easy is it to get through to someone at this practice on the telephone?' specifically for the time 'In the morning'. The chart is divided into four segments: 'Very easy' (17%), 'Fairly easy' (67%), 'Not very easy' (51%), and 'Do not know/have not tried' (13%). The segments are shaded in various tones of blue and grey, with lines connecting the labels to their respective slices.</p>	
Very easy	17
Fairly easy	67
Not very easy	51
Do not know/have not tried	13

Option:	TOTAL
	(149)

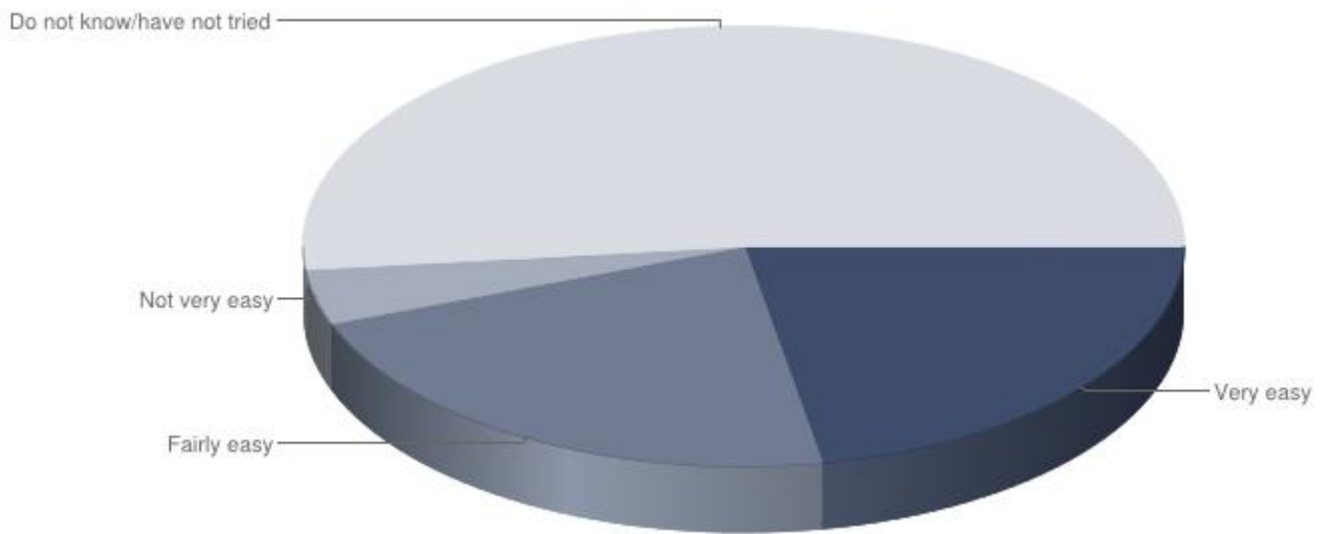
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In the afternoon



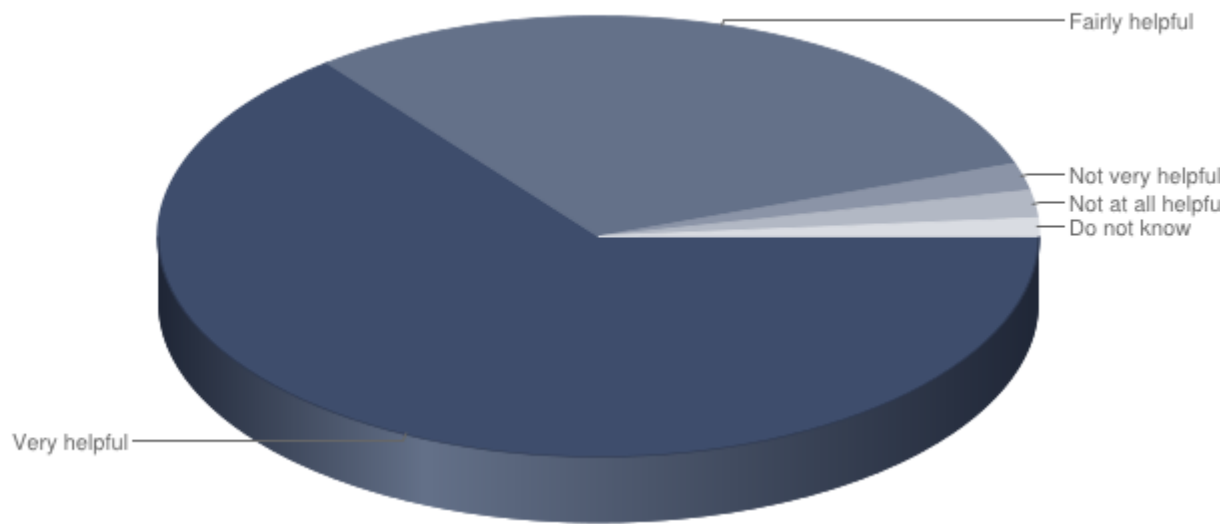
Very easy	24
Fairly easy	78
Not very easy	12
Do not know/have not tried	23

10. Have you needed a telephone consultation with a Doctor or Nurse? If so how easy was this to arrange?



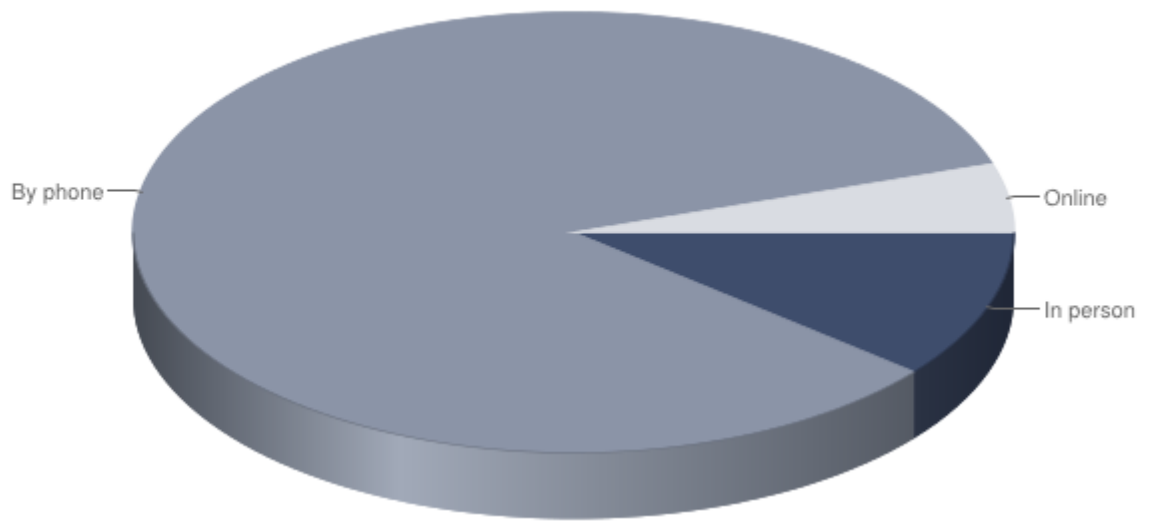
Option:	TOTAL
	(149)
Very easy	33
Fairly easy	33
Not very easy	6
Do not know/have not tried	77

11. How helpful do you find the receptionists at this practice?



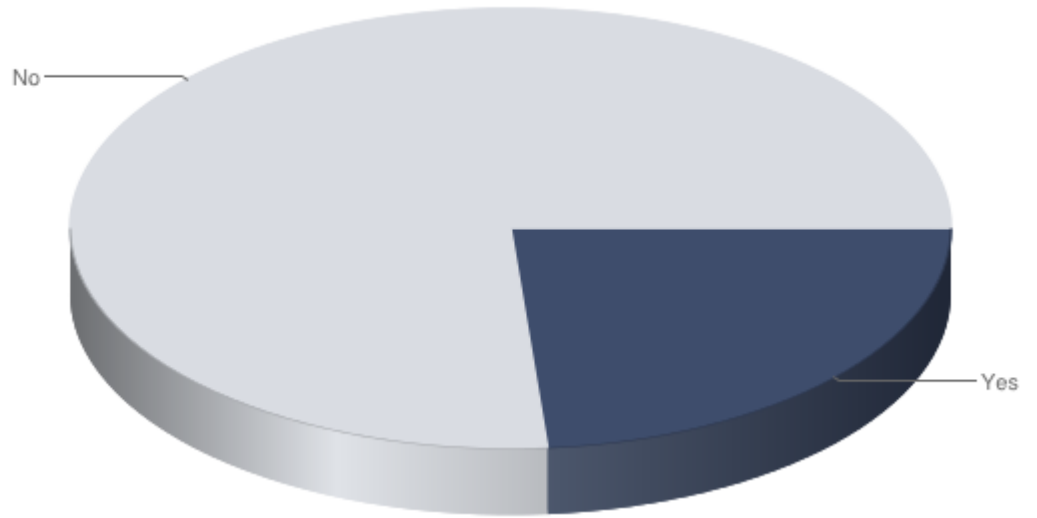
Option:	TOTAL
	(149)
Very helpful	96
Fairly helpful	45
Not very helpful	3
Not at all helpful	3
Do not know	2

12. How do you normally book your appointments?



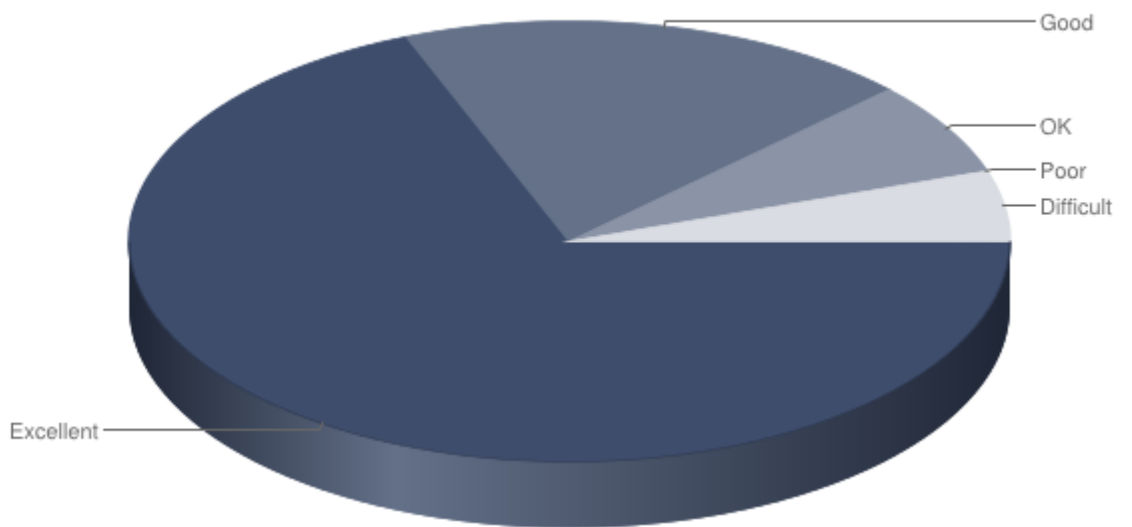
Option:	TOTAL
	(148)
In person	13
By phone	129
Online	6

13. The surgery offers online services, have you booked or cancelled an appointment or requested repeat medication via our website?



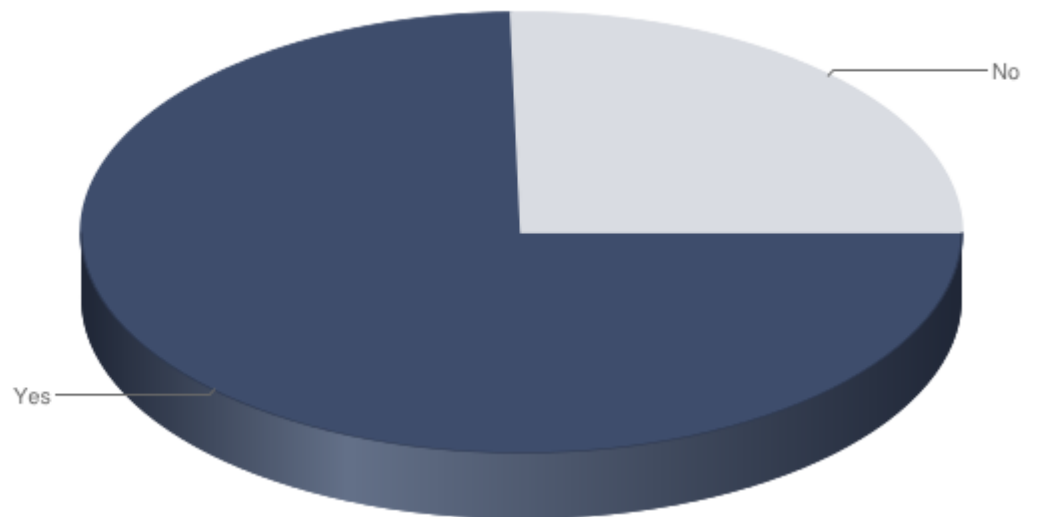
Option:	TOTAL
	(147)
Yes	31
No	116

If yes how did you find this service?



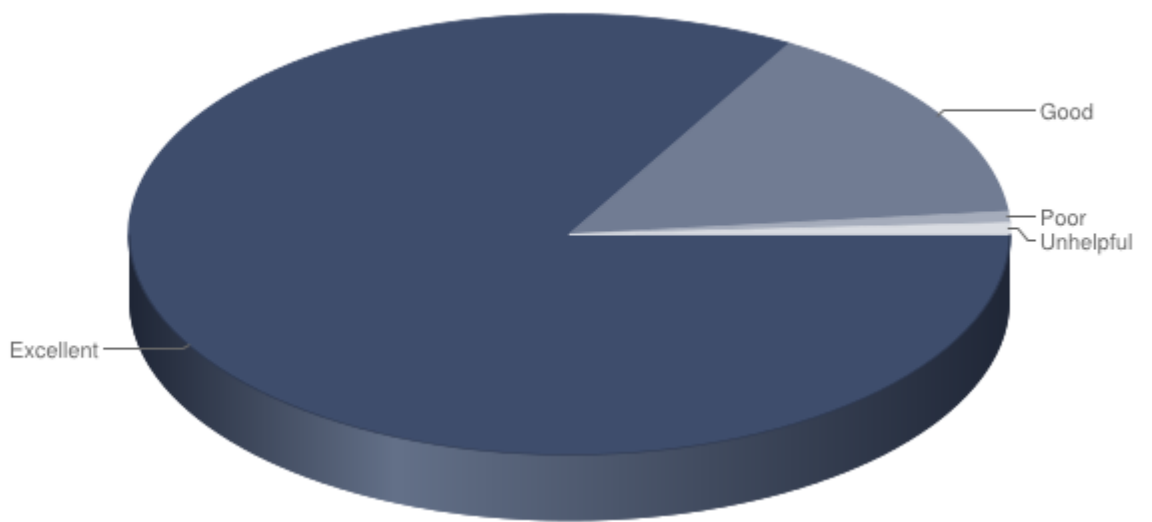
Option:	TOTAL
	(58)
Excellent	40
Good	11
OK	4
Poor	0
Difficult	3

14. The surgery uses text appointment reminders, have you experienced this service?



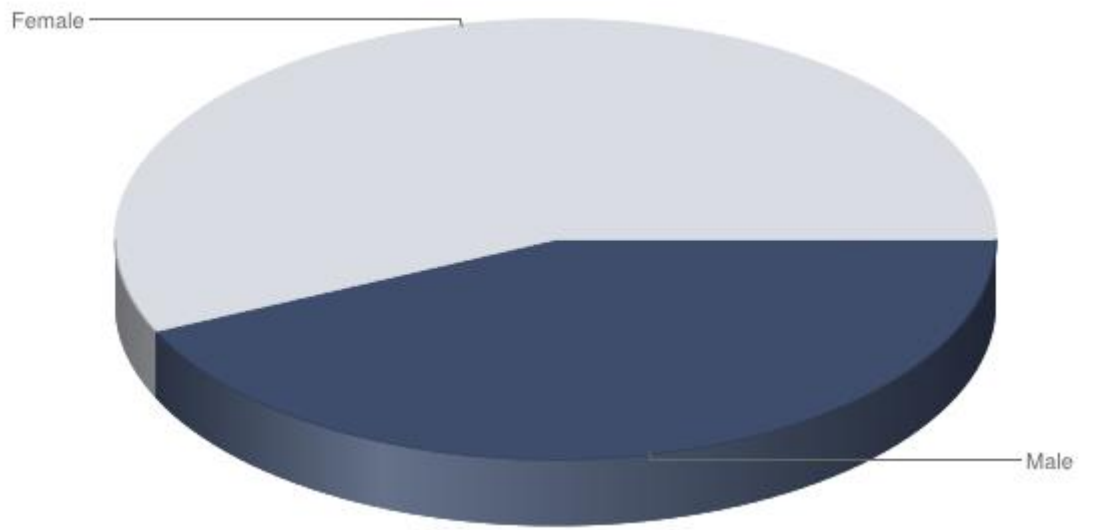
Option:	TOTAL
	(149)
Yes	115
No	34

If yes how did you find this service?



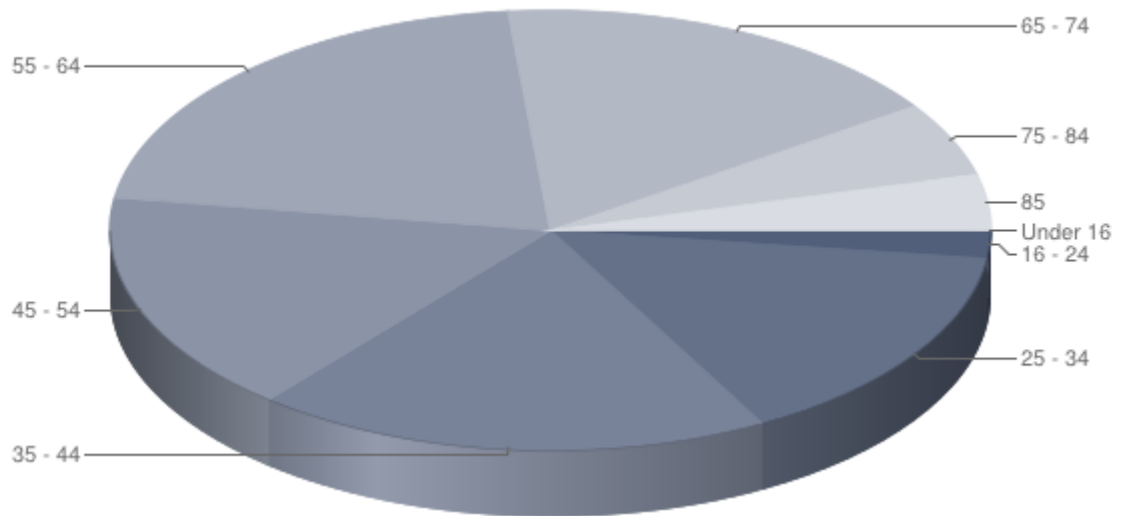
Option:	TOTAL
	(123)
Excellent	103
Good	18
Poor	1
Unhelpful	1

Are you male or female?



Option:	TOTAL
	(146)
Male	63
Female	83

What age are you?



Option:	TOTAL
	(147)
Under 16	0
16 - 24	3
25 - 34	22
35 - 44	28
45 - 54	24
55 - 64	31
65 - 74	25
75 - 84	8
85+	6

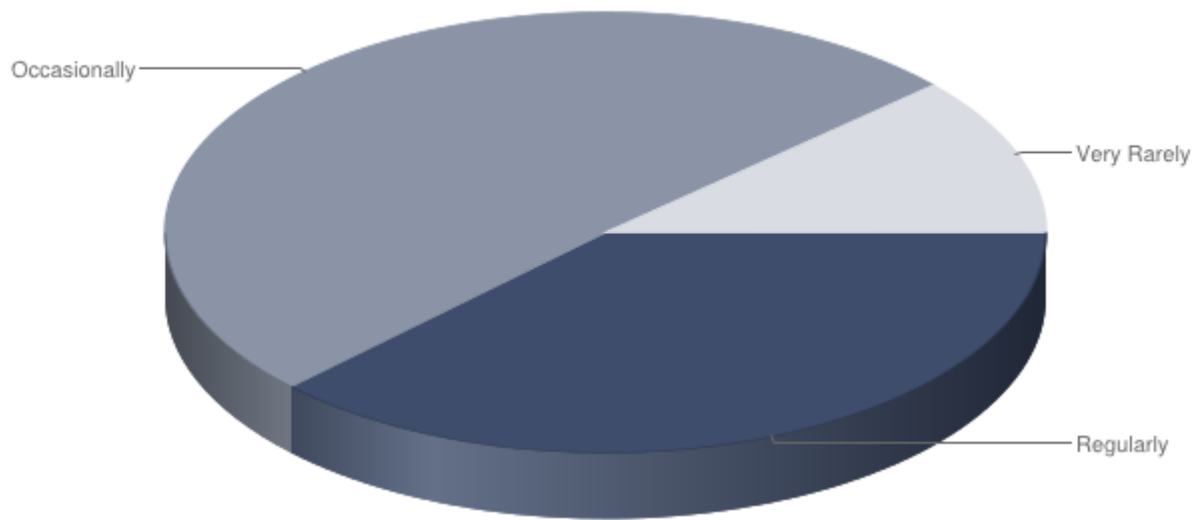
Are you?

Option:	TOTAL
	(147)
A Carer (not as an employee but for example a family member)	6
Employed full or part-time	61
A voluntary worker	1
Not employed	26
Retired	51
In full time education	2

What is the ethnic background with which you most identify?

Option:	TOTAL
	(145)
White British	129
White Irish	1
Mixed White and Black Caribbean	0
Mixed White and Black African	0
Mixed White and Asian	0
Asian Indian or British Indian	5
Asian Pakistani or British Pakistani	3
Black Caribbean or British Caribbean	2
Black African or British African	2
Any other Black background	0
Chinese	2
Any other ethnic group	1

How would you describe how often you come to the practice?



Option:	TOTAL
	(146)
Regularly	55
Occasionally	74
Very Rarely	17

Many comments were also received, all of these were given due consideration, the most important ones related to

- difficulty getting nurse appointments
- blood test appointments
- some initial difficulties using the online appointment service for the first time, usually logging in
- several suggestions for more online services
- difficulty getting through on the phone between 8 and 9am

Positive feedback included

‘the reception staff have always been extremely helpful, as a retired district nurse I know this is the exception to the rule’

‘excellent service from The Headlands Surgery’

‘good system already’

‘the surgery is excellent, best we’ve ever had’

The results were sent to the PPG group, comparing them with the results from the previous year.

	2013/4	%	2012/3
Appointment availability			
Very good	30		29
Good	49		46
Fair	13		20
Poor	7		5
How easy was it to get an appointment at the time required?			
Very easy	25		27
Fairly easy	60		56
Not very easy	14		17
Were you able to see the GP/nurse of your choice?			
Yes	55		61
No	17		15
Did not want specific GP/nurse	27		24
How easy is it to get through to the practice on the telephone?			
Very easy	11		15
Easy	45		56
Not very easy	34		26
Don’t know	9		3
How helpful do you find the receptionists at the practice?			
Very helpful	64		63
Fairly helpful	30		31
Not very helpful	2		3

Not at all helpful	2	1
Don't know	2	2

How do you book your appointments?

In person	9	6
By phone	86	93
Online	4	1

Are you aware that you can book an appointment up to 6 weeks ahead?

Yes	38	52
No	62	48

The feedback was one of concern that the results indicated a slight drop in patient satisfaction, and a big fall in the number of patients that were aware of the online appointment booking option.

The Practice Action Plan follows, a copy of which has been sent to the PPG group

Telephone system

An improved telephone system will be operational during 2014. The number of lines will be increased from the present eight to twelve. Additionally, two extra members of staff will be available between 8 and 10am to take calls during this peak period and the number of receptionist hours per week is to be increased.

This will make the most significant improvement to our appointment system for over 15 years by increasing capacity by around 25%.

Missed appointments

Despite the considerable use of appointment text reminders, we still average just over 100 GP and 60 Nurse missed appointments per month. This matter is to be given further attention, but it seems a fairly universal problem across the NHS. The DNA rate has fallen by 10% since 2011 helped no doubt by the text messaging reminders that were introduced in 2012.

Opening hours

The surgery is open from 8.00 am until 6.30 pm Monday Wednesday and Friday.

Extended hours remain the same for 2014, until 8pm each Tuesday and Thursday evening and the first Saturday each month from 7.30 a.m. until 9.30 a.m.

GP appointments only are available during the extended hours, provided mainly for those who find it difficult to get to the surgery during 'normal' hours. Most appointments are therefore pre-bookable.

Increasing the use of electronic communication

The surgery is to investigate the feasibility of sending text reminders for

- repeat prescription reminders
- prescriptions ready for collection
- annual flu clinic reminders
- update on practice closures for training
- annual appointments/reviews
- increased use of the website for nurse and midwife appointments
- certain test results

There has been an unexpected decrease in the number of our group that are not aware of the online booking facility, this is especially vexing as a mail shot was sent to all of our patients during September 2012. A text reminder of online services may be appropriate, as well as a reminder in all written correspondence.

Customer service training

The most comprehensive training programme we have undertaken for many years will run between February and April for our receptionists to ensure that the service we provide is efficient, caring and appropriate.

Nursing team

The role of one of our Health Care Assistants is being expanded, which will provide some extra nursing appointments.