Dr Selby & Partners

Christmas Maltings Surgery

(D83021)

PATIENT REFERENCE REPORT 2013/14

Aim: To give patients a voice in the organisation of their care, contribute to the practice decision-making and consult on service development and provision.

Our Patient Reference Group was founded in October 2009 (then called the Patient Participation Group – PPG). The Practice Manager advertised within the surgery and approached patients who would be interested in forming a PPG within the surgery. The surgery arranged a preliminary meeting with interested parties, with our first official meeting held on 22 March 2010. At this meeting our Chairperson and Secretary were elected, Terms of Reference, Quorum, annual review arrangements and a work plan of short, medium and long term objectives were agreed upon.

We hold regular meetings (bimonthly) in the surgery on a Wednesday evening. We have a cross selection of members who include the older generation, working population and parents. Unfortunately, despite extensive, ongoing recruitment campaigns, we do not have a current PRG member representing patients from our ethnic minorities. This may be due to our rural location or relatively low numbers of ethnic patients. Since inception there has been a changeover of members due to retirement, ill-health and work commitments but this has not affected our overall numbers due to the recruitment of new members.

Our group is advertised via posters displayed within the surgery, the surgery’s advertising TV screen, our website, word of mouth and quarterly newsletters.

The group have been members of NAPP (National Association for Patient Participating) from inception and receive regular newsletters and updates which are disseminated to our members. Our members have also attended external workshops to gain more insight into the workings of PRGs.

2/…

-2-

Several meetings were held to discuss the survey criteria and agreement was reached upon patient access and experience. At the end of 2010 the group performed their first paper patient survey. The initial survey criteria was based upon access and patient experience and is updated annually to reflect the feedback/experience of previous surveys. The initial survey (2010) was a learning curve for the practice and PPG when it came to collating and analysis of the results and on reflection the group felt the accuracy of the survey was less 100%. From this we have been able to perform our subsequent surveys (2011/12, 2012/13 and 2013/14) with much more confidence and credibility. Due to logistical problems experienced with the 2010 survey we were unable to publish the results on our website but our subsequent and most recent survey(s) have been published and are available for patients to view.

2011/2012 Survey - The group met on 5 March 2012 to discuss the survey findings and formulate an action plan and addressed a) not being open Saturday mornings - the practice had (since 7.1.12) run Saturday clinics and b) appointment times – the appointment of locum doctors to cover doctor absences to reduce waiting times. No further action has occurred.

2012/2013 Survey – The group met on 13 February 2013 and 24 April 2013 to discuss the survey findings and agree an action plan. The group felt patients, on the whole, seemed very satisfied and that ‘things were going in the right direction’. It was felt improvements in contacting the surgery were promising and may well be due to the surgery opening the telephone lines at 8.00am instead of 8.30am but it was noted patients seemed to be experiencing dissatisfaction with speaking with the doctor/nurse over the telephone. With this in the mind the practice agreed to formalise telephone consultations and offer pre-bookable telephone appointments. No further action has occurred.

Our latest survey took place between October 2013 and January 2014 and surveyed 200 patients. Patients were asked by the reception team, GPs and nurses to participate in a paper survey. PPG members also attended one of our Saturday morning ‘flu surgeries to hand out, encourage and explain the rationale behind the survey.

The group met on 5 March 2014 to discuss the survey findings (disseminated beforehand) and to agree an action plan. When we compared results of our 2013/14 survey with our previous survey findings it was felt some areas had improved, others stayed the same (care and telephone consultations), but less satisfaction with regards to appointment access. It was noted patients indicated they found it difficult getting through to the surgery by phone. The PRG agreed the action plan should address a) the telephone issue and

b) to improve how we impart information regarding the surgery and services to patients.

Action Plan

1. The surgery has just invested in a brand new telephone system. One of the benefits of the new phone system is a designated line especially for patients to cancel their appointments.

b) A more detailed approach in informing patients of our surgery opening times and services. To ensure information is displayed in the surgery, on our website and information is available to be taken away.

3/…

-3-

It is noted from the many patient suggestions/comments that they were pleased overall, with some very positive comments. Patients indicated they a) would like the surgery to be open longer and have more appointments available, b) they miss the walk-in centre (now closed), c) they are frustrated at the number of DNA’s (did not attend)/lost appointments and d) parking is an issue.

Unfortunately we are constrained by budgetary measures with respect to opening longer and offering more appointments. In 2012 the surgery changed its appointment system to incorporate more urgent appointments as a pre-emptive move of our local ‘walk-in’ Darzi Clinic closing (not a local decision) and also offered a Saturday morning surgery. Patients in Haverhill greatly miss the 8am-8pm, 365 days a year, walk-in Darzi Clinic and this is reflected in their comments and the extra demand on the surgery’s services. Of note no provision was put in place for the loss of the clinic and therefore pressure on the existing GP practices increased.

The practice displays their DNA rate within the waiting room and contacts patients by telephone or letter to discuss/highlight their non-attendance. The surgery also send text/SMS messages to remind patients of their appointment(s) for those patients who have consented.

Due to growing demand parking is an issue but the surgery is in close proximity to a council run car park which is a 5 minute walk away from the surgery. The surgery car park is shared with Dr Stephenson and Partners and unfortunately there is no available space to extend the current car park.

The most recent survey results and report (2013/14) have been published and are available for patients to view on our website [www.christmasmaltings.co.uk](http://www.christmasmaltings.co.uk). Copies are also available from reception. 2013/14 survey results attached.

As a practice we open Monday to Friday 8.00 am to 6.30 pm with patients able to book appointments on-line, by telephone or in person. We hold Saturday morning clinics from 9.00 am to 11.30 am, bookable in advance, for a doctor and nurse.

On a finishing note, our chairperson, Mr Frank Gibson, would again like to thank all those who took part in our recent survey.

The practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14.

Signed and submitted to the CCG/AT and published on the Practice website on behalf of the practice by:

Name: Mrs A Sisson Signed: A Sisson

Surgery code: D83021 Date: 10.03.2014

Website: www.christmasmaltings.co.uk

Attachment: 2013/14 survey results.

March 2014