

Old Town Surgery

Patient Participation Group Annual Report 2014/2015

This report provides a summary of the activities undertaken by the Practice & the Patient Participation Group (PPG) during its fourth year of working together.

This report will be published on the Old Town Surgery website, and will form an integral requirement of the Enhanced Service Agreement which Old Town Surgery has signed up to.

Copies of the report are available via Reception; a copy will also be shared with the members of the PPG and advertised in both practice waiting rooms and Practice Newsletter.

The PPG report covers the following areas;

1. Development of the PPG
2. Agreeing areas of priority and survey results
3. Action plan to implement changes and an update of last year's actions.

Please see Appendix 1 for the Chairperson's report

Practice opening Hours

Old Town Surgery opening hours are as follows:

8:00am – 6:30pm Monday to Friday

During these hours the Reception Desk is open and patients can access services either in person or via the switchboard 01793 616057

Between 12:30pm and 1:30pm the surgery telephone number will direct patients to an urgent service telephone number. However, reception will remain open as usual for patients to collect prescriptions. After 18:30pm Monday to Friday and at weekends, patients will be directed to the SEQOL urgent care Centre or NHS 111 out of hours services.

In addition, the practice has extended opening hours as follows:

6.30pm – 7:30pm Tuesday & Thursdays

The opening hours are advertised on the website and in the practice newsletter.

Current patient participation demographics

The Old Town Surgery PPG gives patients the opportunity to be part of either a 'Patient Representative Group' (PRG) which meets once a month on the second Thursday of every month, or a 'Virtual' Group who receive information (meeting minutes, patient survey questionnaires and results, feedback forms etc) via email or a hard copy sent via Royal Mail.

The PPG core group has remained stable with no changes to the core member's roles.

This is in accordance with the PPG constitution.

The PRG had an increase of 3 new members.

The virtual group numbers have remained stable with a couple of members leaving the practice and new members being taken on.

The PPG and its events are publicised to patients within the practice, on the practice website, in the local hospital, and in the local press and local radio.

There is an information leaflet and an application form for new members available in reception.

The practice also invites patients that have raised concerns regarding the running of the practice via verbal or written complaints to be involved in the PPG either by attending the meetings or by signing up to the virtual group.

We currently interact with:

11 members of the 'Patient Representative Group' (PRG) and

34 patients via the 'Virtual Group' which uses the internet or Royal Mail as a vehicle to share information and receive responses.

The Old Town Surgery PPG currently stands at 45 members in total.

The demographics of the combined members of the virtual and PPG group are;

25-34	2
35-44	9
45-54	8
55-64	5
65-74	13
75-84	6
85+	2

Current Patient Demographics as of 1st May 2015

Age	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Totals
Male	303	472	403	697	731	696	475	285	140	55	4257
Female	289	438	404	743	672	627	420	288	159	68	4108
Total	592	910	807	1440	1403	1323	895	573	299	123	8365

Annual PPG Meeting

The PPG Annual General Meeting (AGM) was held on the 10th July 2014

Ten PRG members attended the AGM meeting.

The meeting was advertised on the practice website, in the practice newsletter, on notice boards and patient information screen in the surgery etc, and in local businesses.

Patients who had previously expressed an interest in joining the PPG were sent a personal invitation to attend the meeting.

To summarise the meeting:

- A review of the action points from last year's survey was undertaken.
There was little improvement in the number of do not attend (DNA)
Car parking for patients is more accessible since staff now park in surrounding residential area.
- It was agreed that although it is no longer a requirement of the PPG enhanced service for practices to produce a practice survey, it was agreed that it is a good idea to gain patient opinion and perception of practice services.

It was therefore agreed that the practice would produce a survey for 2014 – 2015 with support from the PPG. A data collection exercise including the aims and objectives of the survey were undertaken.

- GP recruitment issues were discussed
- It was agreed that patient education events with guest speakers would continue on a quarterly cycle. The education events have been a huge success.
- It was agreed that members of the PRG would contribute to the content and publication of the practice newsletters.
- All members of the core committee were reelected as members.

A copy of the minutes of the AGM is available on the website or a hard copy is available from reception. Members of the virtual group were sent a copy of the AGM minutes by email or post.

A copy of the Chairperson's report is also contained within the AGM report.

The date of the next AGM is Thursday 16th July 2015 at 6:45pm

Meetings 2014/2015

The PPG meetings are generally held on the second Thursday of every month at 6:45pm

These meetings are advertised on the practice website, on posters and patient information screens in the waiting rooms of the surgery and in the quarterly practice newsletter.

Minutes from the meetings are uploaded to the practice website with copies (including copies in larger print) available via reception. Virtual & PRG members are sent the minutes via email or post after each meeting.

The following dates are the dates of the PPG meetings that have been held in the last 12 months;

Thursday 14th August 2014

Thursday 11th September 2014

Thursday 9th October 2014

Thursday 13th November 2014

Thursday 11th December 2014

Thursday 15th January 2015

Thursday 12th February 2015

Thursday 12th March 2015

Thursday 9th April 2015

Thursday 14th May 2015

The following PPG forum meetings were also attended and represented by at least one member of the Old Town Surgery PPG group;

Wednesday 13th August 2014

Thursday 18th September 2014

Monday 3rd November 2014

Tuesday 24th March 2015

Patient Survey and PPG discussions & suggestions for priorities for the coming year

Prior to the patient improvement survey being conducted, patients were asked to submit suggestions for questions for the survey through the usual practice advertising and promotional methods as identified previously. PPG members were also asked to suggest questions to include in the patient survey.

The results were collated and a report was completed by the practice manager who met with the GP's and staff to discuss the results and identify actions as a result of the issues raised.

The results of the questionnaire were also discussed with members of the PPG

Please see Appendix 2 for a copy of the Practice Survey

Please see Appendix 3 for results of the Patient Questionnaires and comments made by patients.

Please see Appendix 4 for the 2014 patient survey feedback

The questionnaire, patient's comments and suggestions for improvements, and patient services questionnaire results are available to view on the practice website and in the surgery waiting rooms.

There is a comment and suggestions facility on the website to enable patient feedback.

There is also a patient suggestion box in the downstairs waiting room of the surgery.

What does 2015/2016 have in store for us?

The following priorities were suggested for the coming year by PPG members;

- Education programme on the services of the Triage nurse (podcast/Leaflets/interview on website) may help the patients use the service more
- Continue with promotion of the Self-service check-in. Long term promotion
- Carer's coffee morning. Raise more awareness and publicise the event more widely. Specific targeting of the known carers

- Continue with patient educational events. Increase use of media now we have named contacts within the local press and radio station.
- The PPG agreed to publish a patient survey feedback where the PPG would respond to points raised by patients within the patient survey.
- Continue to provide the regular Newsletter (usually monthly) to allow us to:
 - Keep patients updated on issues relating to the Surgery.
 - Keep patients updated on changes within the wider NHS both nationally and locally.
 - Keep patients updated on new Services/Initiatives introduced both nationally and locally.
 - Continue to educate patients to empower them to have input and take control of both their long term conditions and one off illnesses.
- Continue to use the patient information boards within the waiting room and the Notice Boards to educate patients on both health related and social topics.
- Continue to engage with the Healthwatch Forum via attendance at meetings by our Surgery Representatives and the Practice Manager (when invited).
- Continue to broaden the services offered to patients including the setting up of an online booking service.
- Continue to provide opportunities for patients to engage with the PPG and to continue to hold regular monthly meetings.
- The PPG has been advertised more widely through the Practice website, Newsletter, and Posters within the Surgery. The group is also advertised in local schools, sport centre, Community Centres and preschool playgroups.
- We would continue to offer Nurse Practitioner (Triage Nurse) appointments – these have proved very successful and of benefit to both patients and the Duty Doctor.
- In order to offer an additional method of communication we use patient electronic boards in both the waiting rooms; these will be a constant source of information relating to various topics.
- Advice on health conditions has been included on the website – podcasts are also available. Handouts are available from reception. All literature is reviewed by the PPG prior to publication.
- The Newsletter and website has been used to keep patients up to date with ongoing changes within the Surgery and the NHS service.
- Ongoing promotion and education of patient online services.

During 2014/2015, the PPG has also been involved with and supported the following;

- Supplying two waiting room chairs for patients with limited mobility
- Contribution and publication of the Practice Quarterly Newsletter;
- Fundraising – Please see Chairpersons report;
- Publication and advertisement of hospital educational events
- Producing the patient survey and collating and reporting the findings

Old Town Surgery recognises the benefits that are provided by actively working with our patients when planning for the future and intend to continue to offer opportunities to work collaboratively.

Appendix 1

CHAIRPERSON'S REPORT FOR YEAR ENDING JULY 2015

I, Margaret Lay have had the privilege of holding the position as Chairperson of the Old Town Surgery Patient Participation Group (PPG) for the second year. Again it has been a very nice experience. Thank you to the dedicated committee and the support from the Practice GP's Dr Heaton and Dr Carson, your Practice Manager Hayley Slatter who gives a lot of time and dedication towards the Practice PPG committee as well as managing an efficient team for Old Town Surgery.

It has been a very busy and successful year

Once again it has been a very successful and busy year which has also been very rewarding for the committee. The committee meets monthly on the second Thursday of every month.

We have had 4 previous educational events to date. The topics previously covered have been Dementia, Type 2 Diabetes, Women's health and Men's health.

All of the previous events have been well attended by patients of both Old Town Surgery and other local surgeries (spaces permitting) and all the feedback is discussed within PPG meetings and published on the practice website. All of the educational events are well supported by members of the PPG and Old Town Surgery practice staff.

The next upcoming education event is around the topic of 'Healthy Lifestyle'

This combines speakers to discuss healthy diet, exercise, Alcohol consumption and managing stress and mental health. The date of this event is Wednesday 15th April 2015 at 6:30pm.

An update on fund raising

Tombola is the main source of fund raising for the PPG. Committee members and staff at Old Town Surgery donate prizes to be used to run tombola stalls at patient education events and other appropriate surgery events (e.g. the annual flu clinic)

We initially raised funds to pay for the guest speakers at the educational events, but we have been fortunate that most of the speakers have waived their usual fees.

We now have a grand total of £701.61 in the PPG Coventry savings account.

As we were unable to continue to raise funds for a Dementia screening tool due to high license costs, the PPG has purchased two chairs with arms for the waiting rooms for patients with mobility problems. We are sure our patients agree this is a good use of funds.

The cost of £146.88 pence paid for the two chairs, minus a tax payment of £0.12 leaves a current balance of £554.61

A final note...

I would like to extend an invitation to all the patients at Old Town Surgery who wish to join the PPG either as a patient representative (attend monthly meetings) or as a virtual member

We welcome all comments and suggestions from patients as this helps to improve the services at Old Town Surgery and expand our capabilities of making Old Town Surgery the best practice in Swindon.

The next PPG Annual General Meeting (AGM) will be held on Thursday 16th July 2015 at Old Town Surgery from 6:45pm, all are welcome to attend and I look forward to seeing you there.

As a chair I would like to finish with my own thank you to all the virtual members and the PPG team for the support they have given me in my role as chair.

It has been a pleasure to meet with the PPG members every month.

Margaret Lay

Old Town Surgery PPG Chairperson

Appendix 2

OLD TOWN SURGERY PATIENT SERVICES QUESTIONNAIRE

What is your opinion of the Old Town Surgery and the services they provide?

This short survey will help the Old Town surgery know what your opinion is of the Old Town Surgery re Opening hours, waiting times, making an appointment, access to Healthcare professionals and the services on offer at the Surgery. Please answer honestly as your feedback is very helpful to us.

1. Please indicate one rating on each line

	Poor	Average	Good	Very Good	Excellent
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Self-service Check in experience	New Self-service Check in experience				
	Poor	Average	Good	Very Good	Excellent
	<input type="checkbox"/>				
Time to get an appointment	Time to get an appointment				
	Poor	Average	Good	Very Good	Excellent
	<input type="checkbox"/>				
Waiting time in reception	Waiting time in reception				
	Poor	Average	Good	Very Good	Excellent
	<input type="checkbox"/>				
Access to information in reception	Access to information in reception				
	Poor	Average	Good	Very Good	Excellent
	<input type="checkbox"/>				
Surgery opening hours	Surgery opening hours				
	Poor	Average	Good	Very Good	Excellent

2. Would you consider seeing the Triage Nurse (where appropriate for your appointment) if a GP was not available?

Yes

No

Appendix 2

OLD TOWN SURGERY PATIENT SERVICES QUESTIONNAIRE

4. Old Town Surgery is keen to know whether the services they provide are the right ones for you the patient. Please indicate by rating each service.

5. Old Town Surgery is keen to know whether the services they provide are the right ones for you the patient. Please indicate by rating each service.

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a) Self-service check in	Self-service check in news to me!	Self-service check in , need more information	Self-service check in Know about this	Self-service check in surgery is good at!
b) Triage Nurse	Triage Nurse News to me!	Triage Nurse need more information	Triage Nurse Know about this	Triage Nurse surgery good at!
c) Carer's coffee morning	Carer's coffee morning News to me!	Carer's coffee morning, need more information	Carer's coffee morning Know about this	Carer's coffee morning surgery good at!
d) Educational Evenings	Educational Evenings News to me!	Educational Evenings, need more information	Educational Evenings Know about this	Educational Evenings surgery good at!
e) Flu Clinic	Flu Clinic News to me!	Flu Clinic need more information	Flu Clinic Know about this	Flu Clinic Something surgery good at!
f) Did not attend (DNA) management. This is where patients make an appointment then fail to turn up.	Did not attend (DNA) management. This is where patients make an appointment then fail to turn up. News to me!	Did not attend (DNA) management. This is where patients make an appointment then fail to turn up, need more information	Did not attend (DNA) management. This is where patients make an appointment then fail to turn up. Know about this	Did not attend (DNA) management. This is where patients make an appointment then fail to turn up. Something surgery is good at!

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Communication to patients	Communication to patients News to me!	Communication to patients A little, need more information	Communication to patients Know about this	Communication to patients Something surgery is good at!
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Electronic Prescription Service	Electronic Prescription Service News to me!	Electronic Prescription Service need more information	Electronic Prescription Service Know about this	Electronic Prescription Service Something surgery is good at!
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Patient Participation Group	Patient Participation Group News to me!	Patient Participation Group need more information	Patient Participation Group Know about this	Patient Participation Group Something surgery is good at!

4. My overall satisfaction with the Old Town Surgery is.....

Poor	Average	Good	Very Good	Excellent
<input type="radio"/> * Poor	<input type="radio"/> Average	<input type="radio"/> Good	<input type="radio"/> Very Good	<input type="radio"/> Excellent

6. If you would like to receive more information on any of the services mentioned above, please enter your name and address in the contact form below.

7. What changes would most improve our surgery?

What changes would most improve our surgery?

Thank you for your time and assistance.

All responses will be treated in strictest confidence. A full review of the answers will be available on the Old Town Surgery website in due course.

Appendix 3

Old Town Surgery results patient questionnaire 2014/2015 Results taken from 125 completed surveys

Services	Max 625	Score 1-5
New Self-service check in experience	421	3.4
Time to get an appointment	311	2.5
Waiting time in reception	334	2.7
Access to information on reception	414	3.3
Surgery opening hours	403	3.2

Would you consider seeing the Triage Nurse	No.	%
Yes	118	94.4
No	2	1.6

Comments on Triage Nurse

- Wouldn't be what I needed
- Need more information before making a decision
- Waited over an hour for the doctor. Not another doctor was even seen during this time.

Surgery services

This second section summarises the patients' knowledge about the services offered at OTS.

On a scale of 1-4 rate your knowledge of the services on offer

1='News to me!' 4 = 'Something the surgery is good at'

Knowledge of services	Max 500	Score 1 - 4
Self-service check in	354	2.8
Triage Nurse	373	3.0
Carer's Coffee morning	193	1.5
Educational Evenings	202	1.6
Flu Clinic	324	2.6
DNA	194	1.6
Communication to patients	300	2.4
Electronic Prescription Service	357	2.9
PPG	202	1.6

Suggested Actions;

- Education programme on the services of the Triage nurse (podcast/Leaflets/interview on website) may help the patients use the service more
- Continue with promotion of the Self-service check-in. Long term promotion
- DNA – monitor/publish in the newsletter
- Carer’s coffee morning. Raise more awareness and publicise the event more widely. Specific targeting of the known Carers
- Educational Evening. Increase use of media now we have named contacts within the local press and radio station.
- The PPG agreed to publish a patient survey feedback where the PPG would respond to points raised by patients within the patient survey.

Comment from the patients - Suggestions for Improvements

For people who are new to the area surgery it would be nice to have information on how the surgery works i.e. prescription service, where different teams are based etc.
Happiness of reception staff - they could improve listening skills - have found some of them very rude
Had to wait 3 weeks for my appointment today
Quicker appointments. Increase taxes for better service
Booking appointments on line
Longer more flexible working hours, open until 8pm and weeks (for those who do not work in Swindon)
This is my first time attending so was unaware
Sometimes getting an appointment can be difficult, although I imagine the local catchment population makes it difficult to provide a better service in this respect
Not really, just waiting time in seating area
Need to be able to see the GP you want a lot quicker than what is happening at the moment - takes too long to get an appointment
Make sure website is promoted
However it is far too difficult to get an appointment before 8.30 or after 4.30. This has caused me great difficulty. Also it would be better if GPs stayed so relationships can be built up for anxious patients like myself
No very satisfied
Longer opening hours (weekends)
I am a relatively new patient and until today was unaware of these services - all of which I consider a benefit and welcome. I don't feel my initial feedback gives an accurate impression at this stage. Overall, it's positive, modern and forward thinking. My only real concern is the time it takes to get an appointment. I recently joined from another practice and was used to waiting only a few days for appointments. I have just waited 2 weeks for my most recent visit here. However, you are aware of the problem and have provided information addressing the issues, which is positive
Sometimes need an appointment where you can't wait 2 weeks to see a doctor but do not feel its serious enough to take an emergency slot

Comments from patients – suggestions for improvements

Really like self service check in and the service I get through surgery and pharmacy next door regarding repeat prescriptions is excellent
I've not had the best experience with the front of house staff. I was relieved I could check myself in rather than have to check with them. I was stood waiting for 10 minutes when they knew I was there the day I tried to sign up. I also haven't had brilliant call service every time - blunt and unhelpful
Time to get an appointment is very long
It's not a suggestion but I would put V Good or even excellent if I could get an appointment more quickly than I can at the moment
Have to improve reception situation especially when phoning in
Appointments need to be more available for patients - I had to wait week & half
Well satisfied
1. Stable Staff; 2. Stable known doctors
Due to lack of appointments, which is very important. To have a few emergency appointments each day, waiting up to 2 weeks when in pain is not good. Some reception staff are very unapproachable, bordering on rude. A smile costs nothing
Change the government, less abruptness at first point of reception contact remember people attending reception are often feeling unwell. Remove radio, Loudish music and inane chatter is not what most people want when they are feeling ill
Staff to check waiting area to see if patients waiting, as self-service point does not always work so patients waiting patiently
Cut down on waiting time in waiting area
For doctor to care more - I did not feel that she was interested in me. No questions asked about me or my lifestyle
Don't know who my GP is, could surgery advise patients when there is a change of GP, more consideration for treatments of babies/toddlers
Dr Carson is very good with me
Patient has memory issues, flagged on his records. Would appreciate reminders about appointments and repeat prescriptions. NB - staff seem much nicer now
I don't know how you'll reduce waiting time(s) for appointments. Need perching stools in reception
Improve internal communications e.g. GP to LIFT
Keep up the late opening hours, very helpful for working people
Not surprised how long you wait in the surgery I have spent an average of an hour wait not good when you've got a job to go to. Improve waiting time in surgery
If have dermatologist specialist Dr would be beneficial to be seen by them. Lately too busy taking 2 weeks in getting an appointment
2 weeks is too long to wait for an appointment, though the doctor phone call is useful second best
The most important issue for me is to receive timely professional advice from both doctors and nurses. So, if Triage nurse cannot prescribe appropriate medication I need an appointment with doctor within a reasonable period
Shorter lead times in getting an appointment with a Dr Acknowledgement reply to repeat prescription emails so that you know the request has been received and is being dealt with.

Comments from patients – suggestions for improvements

Time to get an appointment
Cutting down on the length of time that patients have to wait to see the Dr The shortest I had to wait was 15 minutes once, and the longest 45 minutes!
Electronic prescription service
Stick to timings
Reception staff not very sympathetic and can come across rude. Can never seem to get appointments when needed, especially quickly.
Not having to wait so long to get an appointment
More communication with Doctors to reception
Waiting times, this is not the first time I have had to wait this long
Reception staff more approachable.
Waiting time in reception
Reception staff more approachable.

Overall satisfaction

Rating	No.	%
Poor	8	6.4
Average	16	12.8
Good	31	24.8
Very Good	39	31.2
Excellent	20	16
Total	114	

Appendix 4

2014 PATIENT SURVEY FEEDBACK

The Old Town Surgery Patient Participation Group (PPG) conducted a patient survey at the end of last year. We would now like to share the results of the survey with you and our responses to the main points raised. The full results of the survey are available to view on the Old Town Surgery website or from reception.

Point Raised	PPG's Response
Length of time to get a doctors appointment	In the past there have been issues with waiting times due to G.P. recruitment but for the foreseeable future we anticipate this should no longer be a problem. However, lengthy waiting times can arise when patients are requesting to see a particular doctor or can only attend on certain days or times. If patients can be more flexible, an appointment should be available sooner. Emergency appointments are released daily and are available to book via the Triage Nurse.
Length of time in the waiting room before seeing the doctor	The doctors give each patient the time they need to discuss and deal with their concerns appropriately. They will never rush the patient in order to "keep to time". Some patient's issues are quicker to deal with than others and so obviously take longer. The doctors have different consulting styles and expertise and this sometimes affects their waiting times.
Knowledge of Services: Carer's Coffee Morning/Afternoon	A large percentage of patients had limited knowledge of this service. The Carer's Coffee Morning is held once a month – please look out for more information in the surgery or ask at reception. Any carers would be very welcome to attend. More information can be found on the surgery's website : www.oldtownsurgery.com
Knowledge of Services: P.P.G.	The P.P.G. is made up of patients. We represent patient interests in the health service and the surgery by attending monthly meetings. The meetings are a forum to discuss and progress items raised in the patient survey. Through fundraising the P.P.G. aim to improve surgery facilities, update equipment and improve the general well being for all patients visiting the surgery. Our recent fundraising activities have allowed us to pay for new chairs for the waiting rooms to aid patients with mobility issues. If you are interested in joining us, please ask at reception or email ppg.ots@nhs.net . You will be very welcome. See website for more information.

Point Raised	PPG's Response
Knowledge of Services: Educational Evenings	The P.P.G. work with the surgery to put on educational evenings. Specialists are invited to speak on the many and varied health conditions which affect the practice population. Past educational evenings have covered topics such as Men's Health, Women's Health, Dementia and Diabetes. Look out on the website or in the surgery for details of our next one.
Knowledge of Services: D.N.A.	D.N.A. stands for Did Not Attend (their appointment) The surgery has a large number of D.N.A.s every week which is obviously not ideal as many patients would have been grateful for that missed appointment. The surgery has a policy in place for D.N.A.s which may result in the patient being removed from the surgery's list. Appointments are valuable, please cancel yours if you can't make it or no longer need it.
Booking Appointments On Line	We are pleased to say that this service will be available from April 2015. Please ask for a form at reception to register your details for this service. More information can also be found on the website.
Reception Staff	There have been a few changes to reception staff recently so please bear with us whilst training is undertaken. Please be assured that the reception staff are here to help you and will always be happy to help. If you experience any difficulties, please ask to speak to the Office Manager, Jackie Weedon.