

Old Town Surgery

Patient Participation Group Annual Report 2013/2014

This report provides a summary of the activities undertaken by the Practice & the Patient Participation Group (PPG) during its third 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 years 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, the reception desk 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 NHS 111 out of hours services.

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

6.30pm – 7:30pm Tuesday & Thursdays

07:00am – 08:00am 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 has remained stable with just one change in the core group;

Teresa Beach was replaced as the Vice chair by Maurice Cleary.

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

The PPG is publicised to patients within the practice, in the local secondary school, at the carers centre, and at local community centres and playgroups.

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:

10 members of the 'Patient Representative Group' (PRG) and 27 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 37 members in total.

The demographics of the combined members of the virtual and PPGroup are;

25-34	5
35-44	10
45-54	4
55-64	3
65-74	11
75-84	3
85+	1

Current Patient Demographics

Age	<5	5-15	15-25	25-35	35-45	45-55	55-65	65-75	75-85	>85	Totals
Male	316	485	440	791	767	716	466	287	148	47	4463
Female	317	435	452	857	700	658	423	294	160	79	4379
Total	633	920	892	1648	1467	1374	889	581	308	126	8842

Analysis of ethnicity is more difficult to report as ethnicity data did not start to be collected in the practice until 3 years ago. However analysis of the 6021 patients with ethnicity recorded revealed that of the 68.43% of patients who have their ethnic origin recorded in their notes, 38% of patients are British or Irish, 19% from other white backgrounds, 22% have origins from India, Pakistan, Bangladesh or other Asian countries, 6% have black Caribbean origin and 15% are of African background

Annual PPG Meeting

The PPG Annual General Meeting (AGM) was held on the 11th July 2013.

Seven 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:

- All attendees of the AGM and members of the PPG were asked to review the practice literature e.g. practice leaflets, newsletters, new patient forms etc
- All attendees of the AGM and members of the PPG were asked to review the results of the patient survey and consider the objectives for the following year
- All members of the core committee were re elected as members. One change was made during the year as Terasa Beach stepped down as Vice Chair and Maurice Cleary was elected as the new vice-chair. This was in accordance with the PPG constitution which is available on the website and hard copies are available at reception.

- It was agreed that patient education events with guest speakers would continue on a quarterly cycle
- There were suggestions as to how the group could maintain a positive flow of communication between the patients, the practice, and the PPG virtual and representative members:
 1. Continue to hold monthly PPG meetings and
 2. PPG group to contribute to practice newsletter

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 next Annual PPG meeting is set for Thursday 10th July 2014 @ 6:45pm

- It was agreed that the objectives for the coming year would be set at the next PPG Meeting on the 15th of August 2013

Meetings 2013/2014

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 and 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 15th August 2013

Thursday 19th September 2013

Thursday 3rd October 2013

Thursday 7th November 2013

Thursday 12th December 2013

Thursday 9th January 2014

Thursday 6th February 2014

Thursday 13th March 2014

Thursday 10th April 2014

Thursday 8th May 2014

Thursday 12th June 2014

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

Wednesday 17th July 2013

Wednesday 2nd October 2013

Wednesday 20th November 2013

Wednesday 19th February 2014

Wednesday 30th April 2014

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 that was circulated to just over 500 patients.

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

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.

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

Review of practice literature;

Improve communication with patients;

Organise more patient education events and

Reducing the number of patients who do not turn up for their appointments (DNA – Did not attend)

Review of practice literature & communication with patients

It was suggested that the PPG should review the practice literature as an exercise to improve the communication of the patients in terms of the services that the surgery provides e.g. Triage services Virtual members were asked to join a 'reader's panel' which was used to review the practice website and all the other patient information documents that the surgery produces.

It was also suggested that a generic communication email account be set up to communicate with patients who provide the surgery with their email addresses. This 'do not reply' email account could be used as a vehicle to communicate to patients important announcements, advertise practice events, circulate newsletter etc.

It was thought that this would help to improve communication with patients and educate the patients as to the services that are provided at the surgery

Open Evenings

The PPG felt that providing quarterly topical educational events would be very beneficial to patients.

The first patient education event on Dementia was a great success.

A consultant GP with special interest (GpWSi) specialising in Dementia from the local hospital was invited to come to speak to patients about dementia.

The next educational event was on the subject of Mens health.

A consultant Urologist (Mr Beck) from the local hospital was invited to come to speak to patients.

The topics covered by the Mr Beck was Prostate cancer, urology concerns ED etc

The evening was well received and feedback from the attendees claimed it was a successful event.

The third educational event was on the subject of Diabetes.

As Diabetes is such a huge topic to cover it was decided that Diabetes would be split into two separate educational events; Type 1 and Type 2

The event was hosted by two very experienced community Diabetes specialist nurses

The education events usually last about two hours with the consultants/specialists doing a presentation with time for questions and answers.

Reducing DNA's (Patients that do not attend for appointments)

A pilot was conducted at the surgery with the aim of reducing DNA's.

Previously those who had DNA'd for three consecutive appointment three times received a letter from the practice manager stating that if they were to DNA again the patient would be asked to register with another surgery.

The practice felt that their DNA rate had increased as the patients would always fall just short of the '3 consecutive DNA's protocol and as a result the DNA rate increased but the number of patients who were asked to re-register was very small. Therefore, the DNA rate was not decreasing.

The PPG discussed new ways of reducing DNA's

It was decided that Patients who DNA'd an appointment would be called on the same day by the Office Manager to ask why they had not attended.

It was hoped that this would help to reduce the number of DNA's

The pilot was to be run for three months.

PPG Update and review of previous year's priorities;

As well as the following updates below, the PPG has also been involved with and supported the following;

- Servicing of the Hearing loop in the surgery;
- Contribution and publication of the Practice Quarterly Newsletter;
- Fundraising – Please see Chairpersons report;
- Publication and advertisement of hospital educational events and
- Patient electronic check in service

Review of practice literature

Practice literature and the practice website were reviewed by virtual members of the PPG and the 'reading panel'

Updates were implemented as recommended by the group.

The practice website was updated to include colour themes for patients with eyesight, reading or learning difficulties. The website was also updated to make it more patient and user friendly

This will be an ongoing exercise where all literature is reviewed by the group before it is published

This is a worthwhile exercise that ensures that all patient literature, information and practice website are up to date/

Open evenings

The three patient education evenings that have been organised so far have been a great success.

It was agreed by the PPG that this is something they would like to continue when setting priorities for the coming year. It has been agreed that the topics agreed to be covered this year so far will be Type 1 Diabetes and women's health.

The practice is currently collecting feedback from female patients as to the topics they would like to cover in a women's health education event in the future.

All patients have the opportunity to suggest other topics for consideration.

Reducing DNA's

After the 3 month pilot finished, an audit of the DNA's was completed.

It was evident that by telephoning patients most patients' response was 'Oh sorry, I forgot - could I rebook another appointment?'

This meant that any appointments available over the next few days were then taken up by patients who had previously DNA'd

The GP's felt that this was not helpful to the surgery and did not show a decrease in the DNA's

It was therefore felt that the practice should review its DNA protocol so that patients are sent a sterner letter after each DNA and patients are removed from the practice list after 3 DNA's in one rolling year

What does 2014/2015 have in store for us?

- 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 pre school 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.

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

CHAIRMAN'S REPORT FOR YEAR ENDING JULY 2014

Good evening Ladies and Gentleman

I, Margaret Lay, have had the privilege of holding the position of Chairperson for the past year. It has been a very nice experience thanks to the dedicated committee and the support from the Practice's doctors, Dr Heaton, Dr Carson and Dr Basterfield and the Practice Manager, Hayley Slatter.

It has been a very successful and busy year.

We were proud to hold our first education evening on the 24th April 2013 on the subject of dementia.

This was followed by a second education evening on the 11th November 2013 on the subject of men's health.

A third education evening followed on the 23rd April 2014 on the subject of Type 2 Diabetes.

All of the evenings were well supported and the general feedback from our patients and a few visitors was very positive and has encouraged us to work on a further project looking at ladies' health. This could be undertaken on three separate evenings as it is divided to age related needs. The Committee will work on the lines of one in the autumn.

Members of the Committee take it in turns when possible to attend the meetings that Health Watch hold periodically and bring feedback to the Committee with interest and this helps to put us in the picture as to updated changes in the National Health Service in general.

An Update on our Fund Raising

We now have a total of £533.63 in our Coventry account. We would like to thank everyone for the donations made, especially when we held the flu clinic at the surgery in September 2013.

The tombola is our main source for raising funds to pay for our guest speakers. We have been very fortunate in that our speakers have waived their fees and as a token of our appreciation we present them with a "thank you" present.

I would like to extend an invitation to all our patients from the Practice who would like to join the PPG (Patient Participation Group), or would like to put suggestions forward, to do so as this helps to improve and expand our capability of making this Practice the best in Swindon.

The AGM Meeting for this year is on Thursday, 10th July at Old Town Surgery at 6.45 pm. All our welcome to attend and we look forward to your support.

As Chair, I would like to finish with my own thank you to all the virtual members for their support and the PPG team. It has been a pleasure to meet with you all on a monthly basis.

Margaret Lay
Mobile 0781 355 1495

Appendix 2

OLD TOWN SURGERY PATIENT SERVICES QUESTIONNAIRE

Doctor /Nurse Name:

Please **DO NOT** write your name on this survey. The Doctors at this surgery welcome your honest feedback. If you are completing this form because you are attending the surgery for an appointment, please complete questions 1- 13 **BEFORE** your consultation & questions 14- 22 **AFTER** your consultation. IF YOU ARE COMPLETING THIS QUESTIONNAIRE ONLINE PLEASE ANSWER QUESTIONS 11-20 BASED ON YOUR EXPERIENCE OF YOUR LAST CONSULTATION AT THE PRACTICE.

IF YOU WOULD LIKE THIS QUESTIONNAIRE IN LARGER PRINT PLEASE ASK AT RECEPTION

RATE EACH OF THE FOLLOWING AREAS BY CIRCLING ONE NUMBER ON EACH LINE

ABOUT YOU						
1	What is your age?	Under 15	15-20	21-40	41-60	Over 60
ABOUT THE PRACTICE		Poor	Average	Good	V Good	Excellent
2	Ease of contacting the practice on the telephone?	1	2	3	4	5
3	Satisfaction with the day and time arranged for your appt	1	2	3	4	5
4	Chances of having access to a health professional within 48 hours					
5	Chances of seeing your preferred doctor/Nurse	1	2	3	4	5
6	Length of waiting time to see the Doctor/Nurse	1	2	3	4	5
7	Would you consider seeing the Triage Nurse (where appropriate for your illness) If your usual GP was not available?	YES	NO			
If No, please expand						
8	Respect shown for your privacy and confidentiality	1	2	3	4	5
9	The manner in which you are treated by reception staff	1	2	3	4	5
If less than 3 please expand						
10	Comfort level of waiting room? (E.g. chairs, magazines)	1	2	3	4	5
11	The practice information that is available to you about the practice services	1	2	3	4	5
12	If you have a condition that requires regular reviews, how would you rate the practice reminder systems?	1	2	3	4	5
13	Your level of satisfaction with the Practice Opening hours	1	2	3	4	5
If less than 3 please expand						

14	Which of the following best describes the reason for your consultation today?	Advice	Treatment (inc) prescription	Routine check	Ongoing problem	One off problem
ABOUT THE DOCTOR/NURSE		Poor	Average	Good	V Good	Excellent
15	On this visit I would rate the ability to listen to me & the opportunity to raise any queries/concerns was	1	2	3	4	5
16	The explanation of my health & the extent to which I felt reassured was	1	2	3	4	5
17	My confidence in this doctor/Nurses ability is	1	2	3	4	5
18	The respect and warmth shown to me was	1	2	3	4	5
19	The amount of time given to me by this Doctor/Nurse was	1	2	3	4	5
20	The consideration of my personal situation in deciding a treatment or advising me was	1	2	3	4	5
21	My overall satisfaction with this visit is	1	2	3	4	5
22	My overall satisfaction with this General Practice is	1	2	3	4	5
And Finally.....						
Do you have any suggestions for Improvements?						

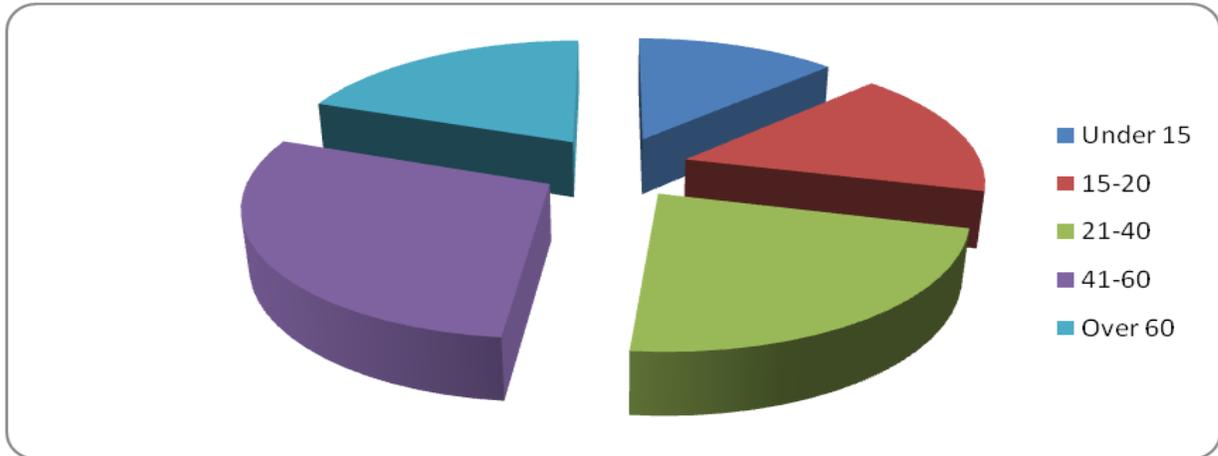
THANK YOU FOR YOUR TIME AND ASSISTANCE

ANY SUGGESTIONS TO IMPROVE PRACTICE SERVICES CAN BE SENT VIA THE PRACTICE MANAGER HAYLEY SLATTER, OR DIRECTED TO THE PATIENT PARTICIPATION GROUP AT; ppg.ots@nhs.net

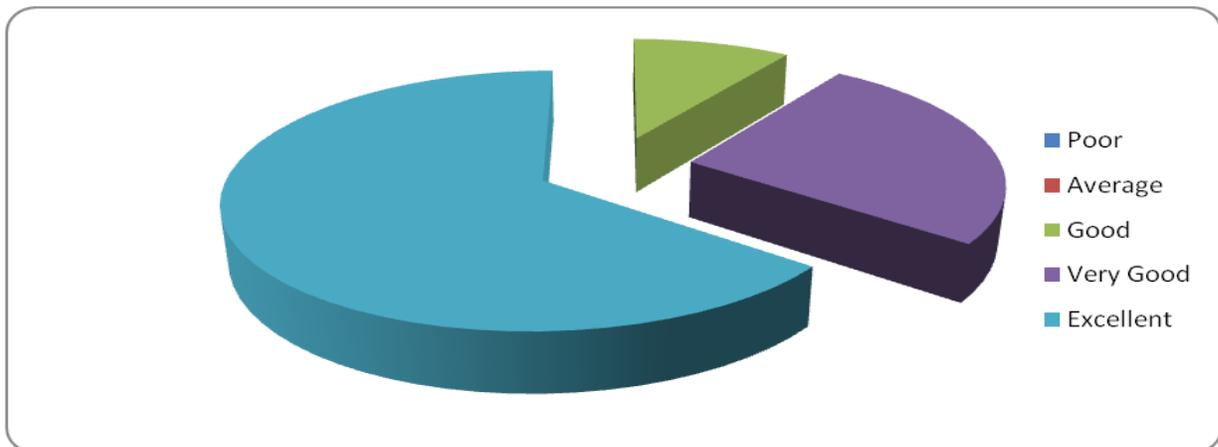
Appendix 3

Old Town Surgery results of 502 patient questionnaire 2013

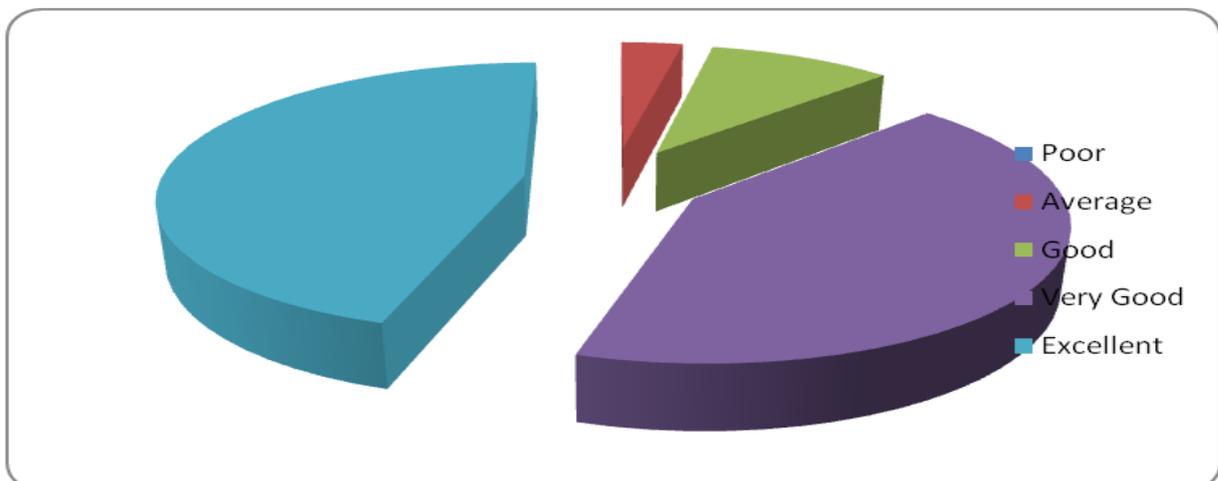
Question 1 What is your age?



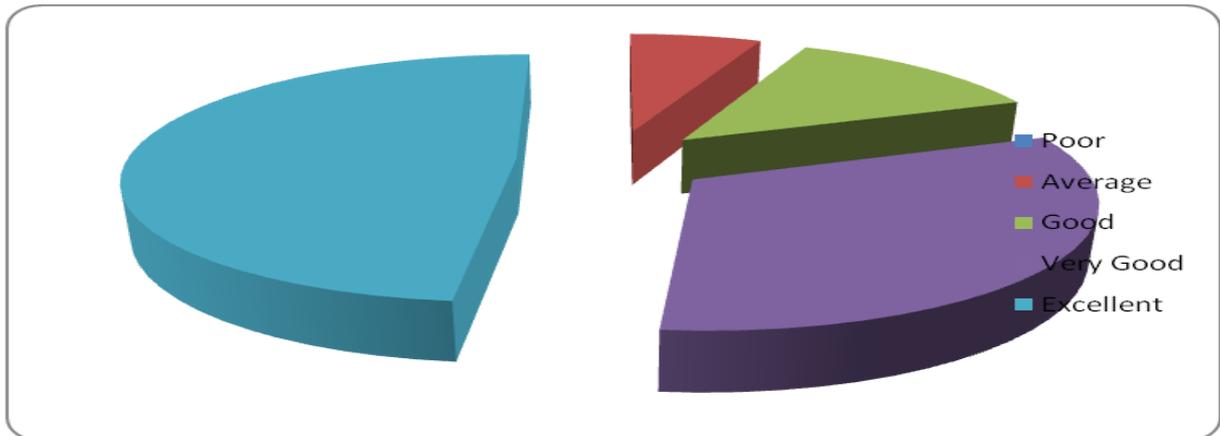
Question 2 Ease of contacting the surgery on the telephone



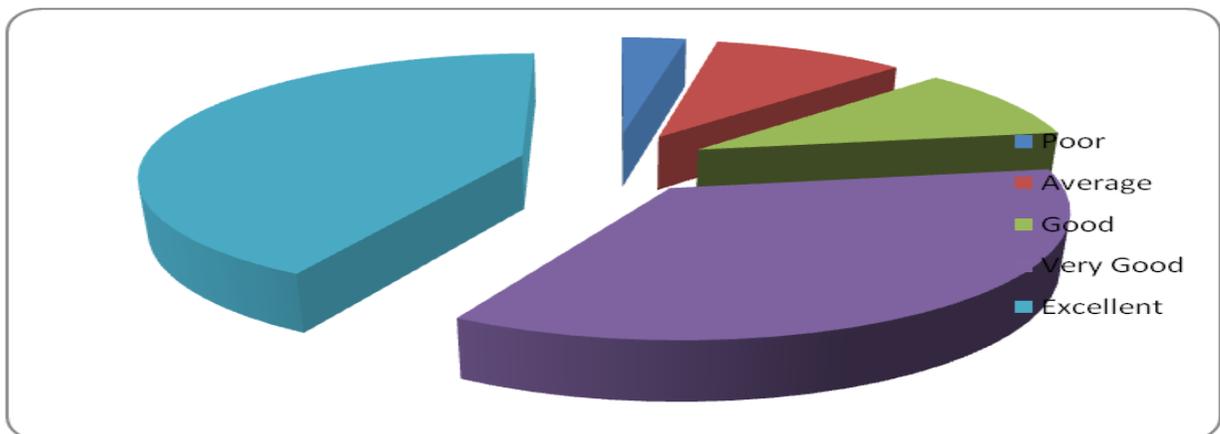
Question 3 Satisfaction with the day and time arranged for your appointment



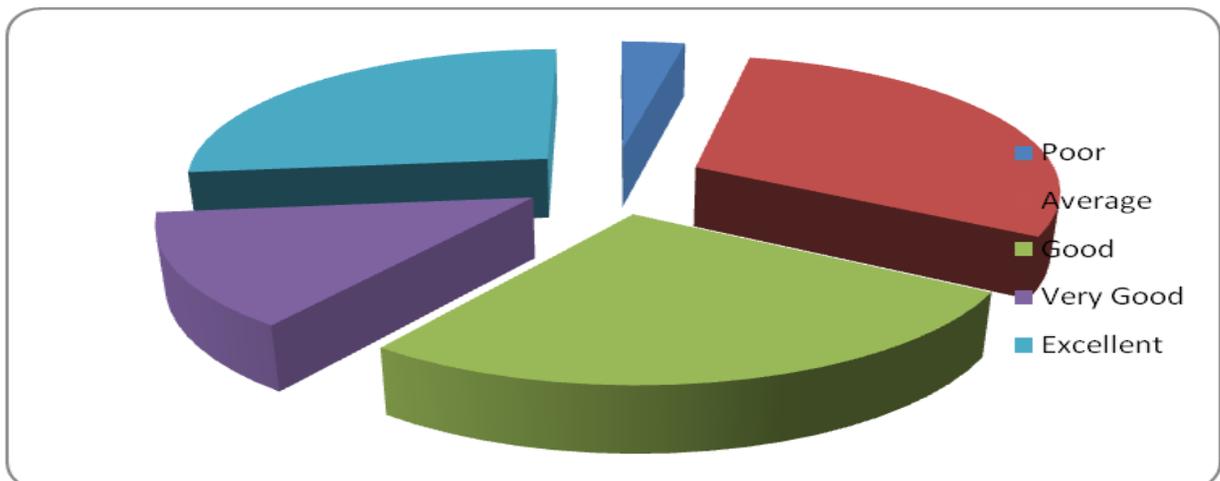
Question 4 Chances of having access to a health professional within 48 hours



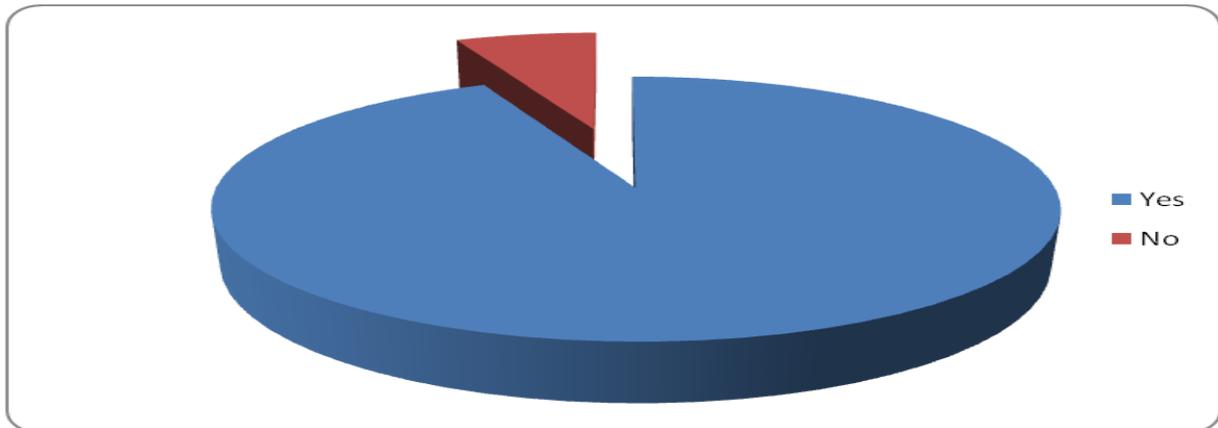
Question 5 Chances of seeing your preferred Doctor/Nurse



Question 6 Length of waiting time to see the Doctor/Nurse



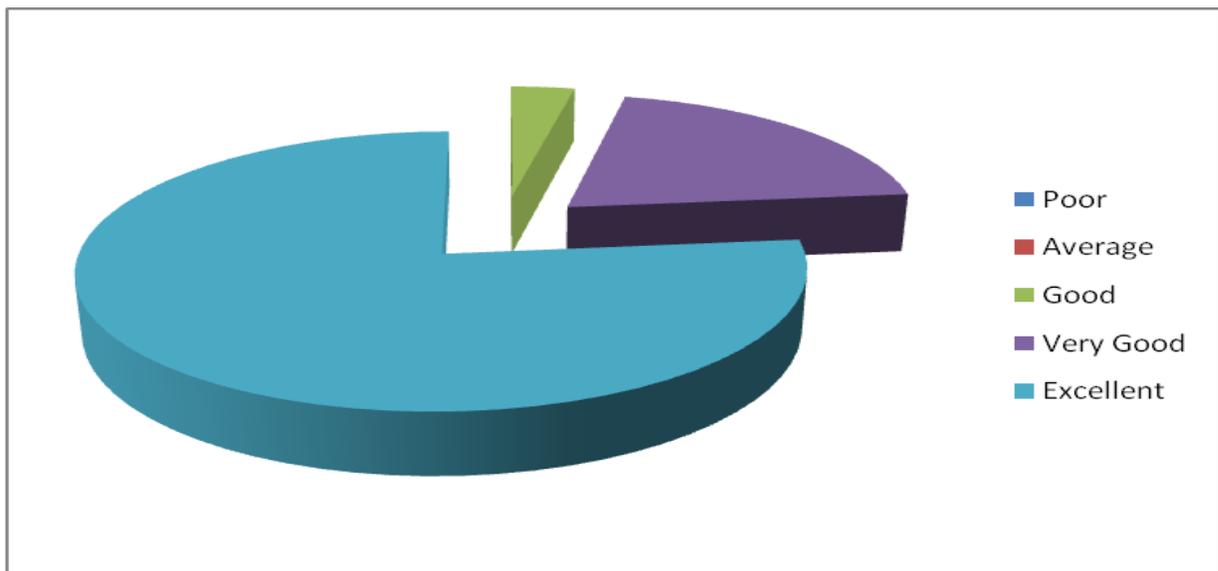
Question 7 Would you consider seeing the Triage Nurse?



Question 8 Respect shown for your privacy and confidentiality



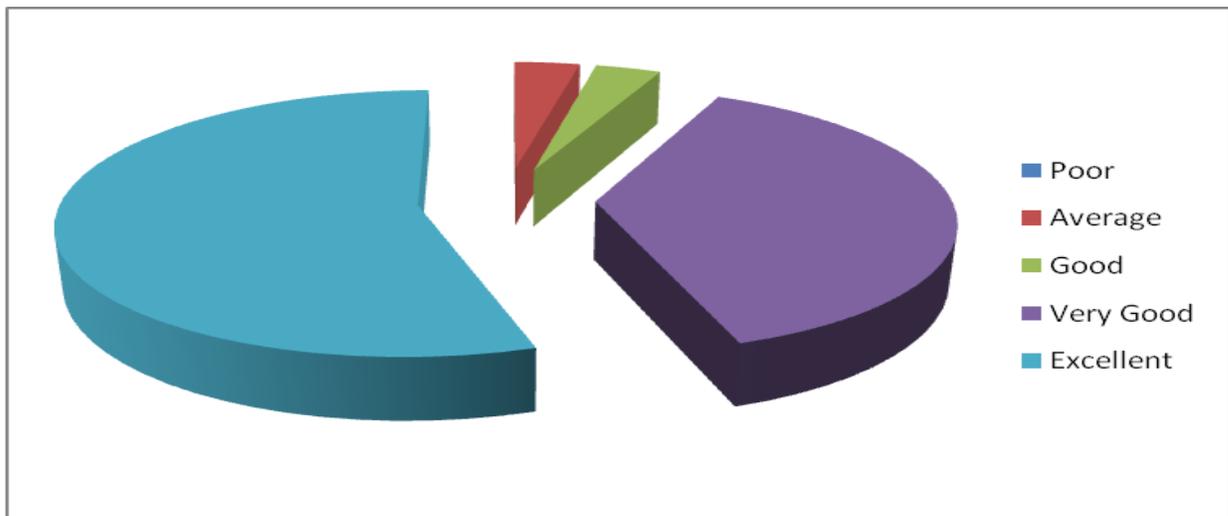
Question 9 The manner in which you are treated by the reception staff



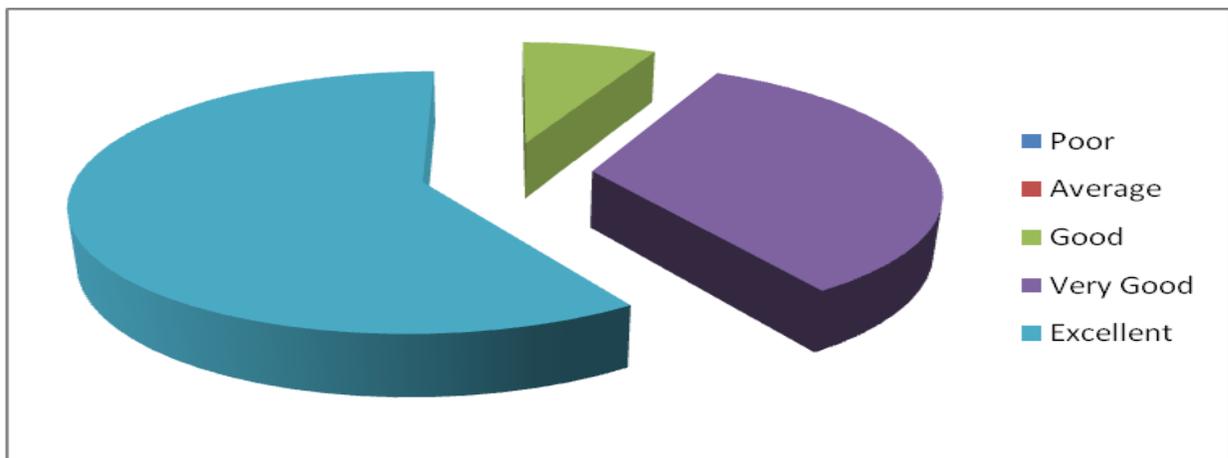
Question 10 Comfort level of the Waiting room



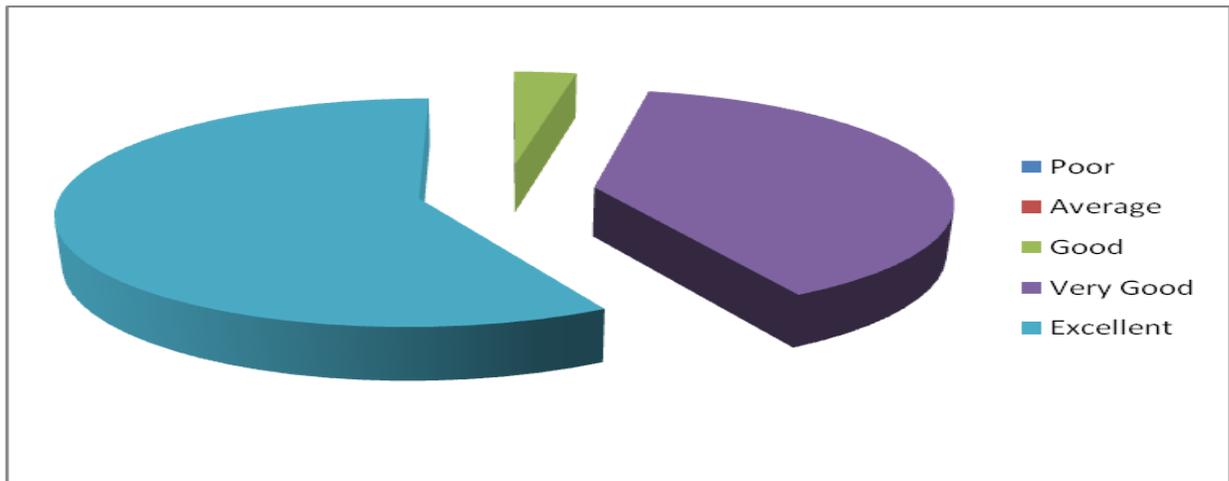
Question 11 The practice information that is available to you about the Practice services



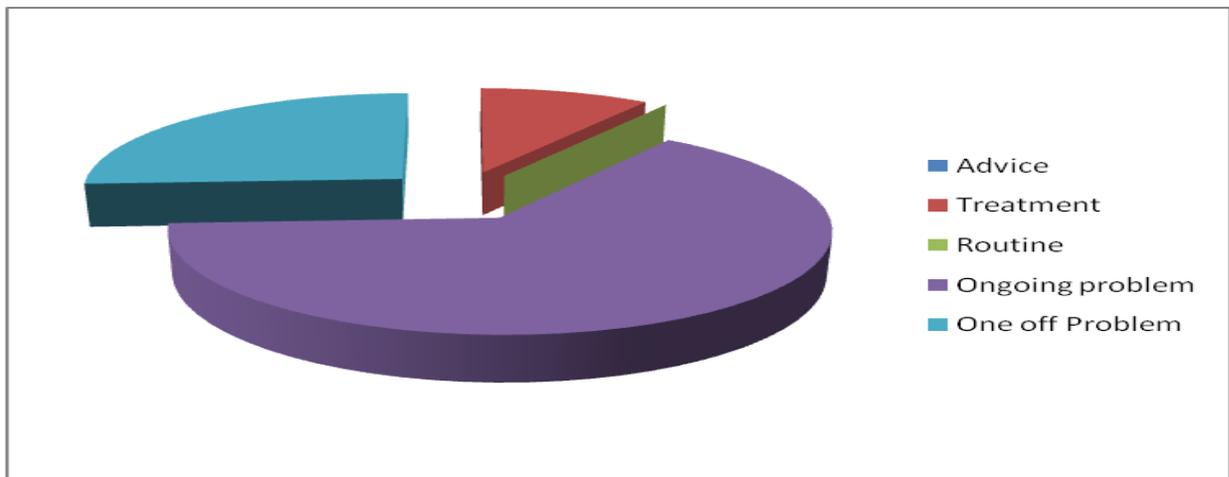
Question 12 If you have a condition that requires regular reviews, how would you rate the practice reminder system



Question 13 Your level of satisfaction with the practice opening hours



Question 14 Which of the following best describes the reason for your consultation today?



Question 15 On this visit I would rate the ability to listen to me & the opportunity to raise any queries/concerns was



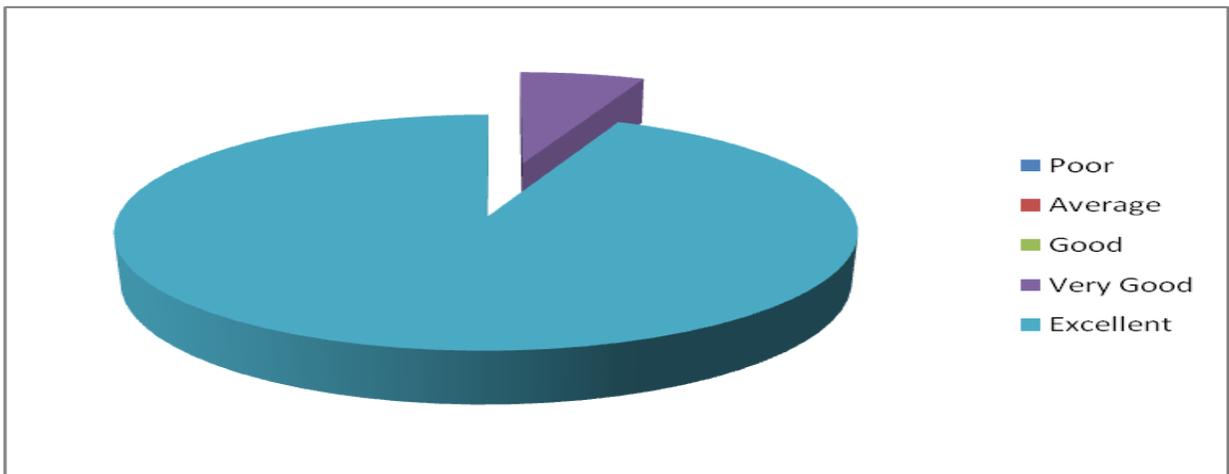
Question 16 The explanation of my health & the extent to which I was reassured was



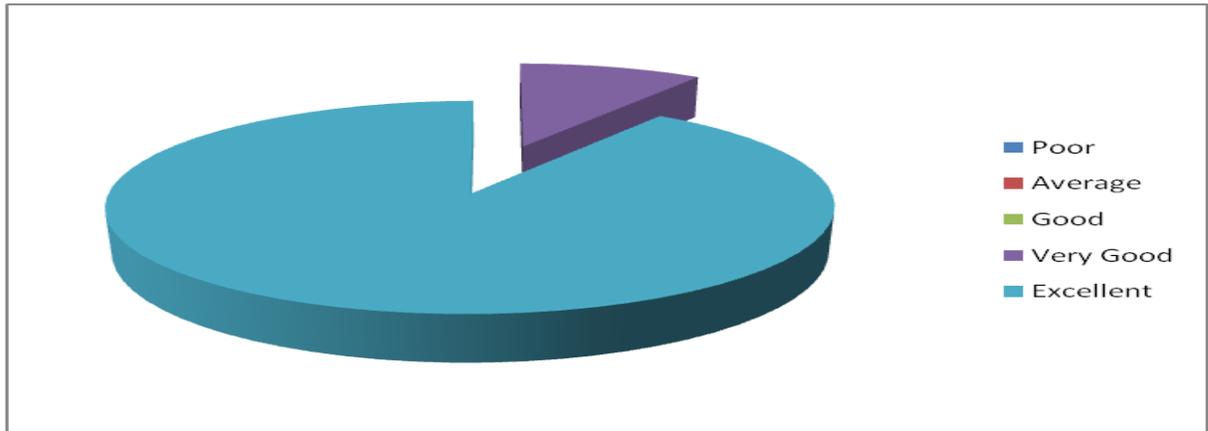
Question 17 My confidence in this Doctor/Nurse ability is



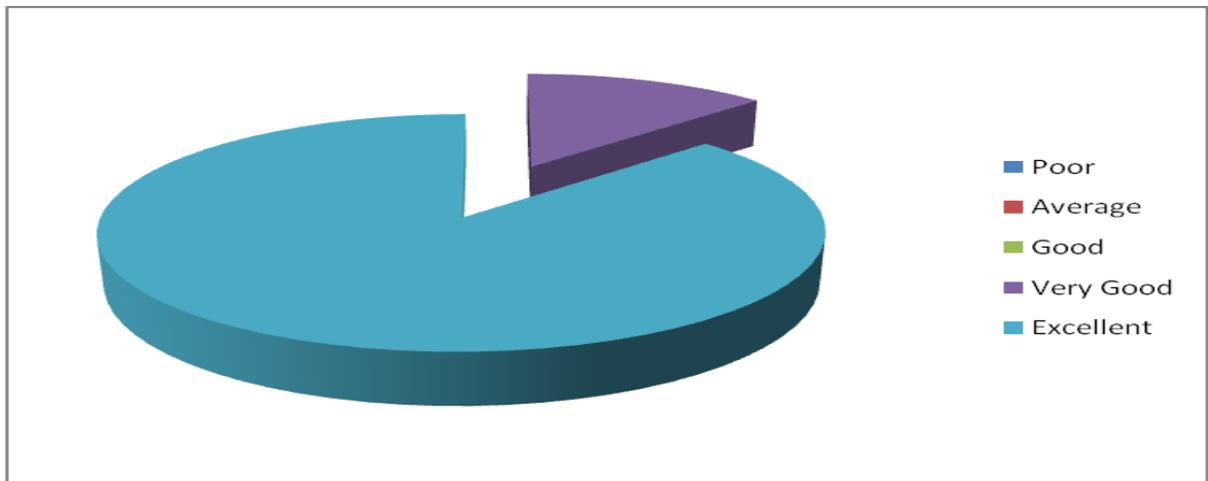
Question 18 The respect and warmth shown to me was



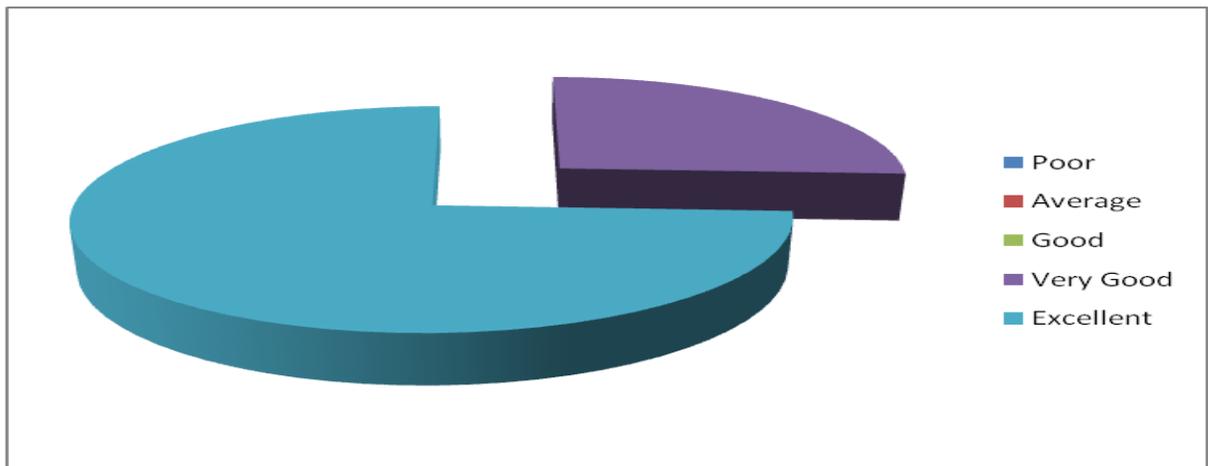
Question 19 The amount of time given to me by this Doctor/Nurse was



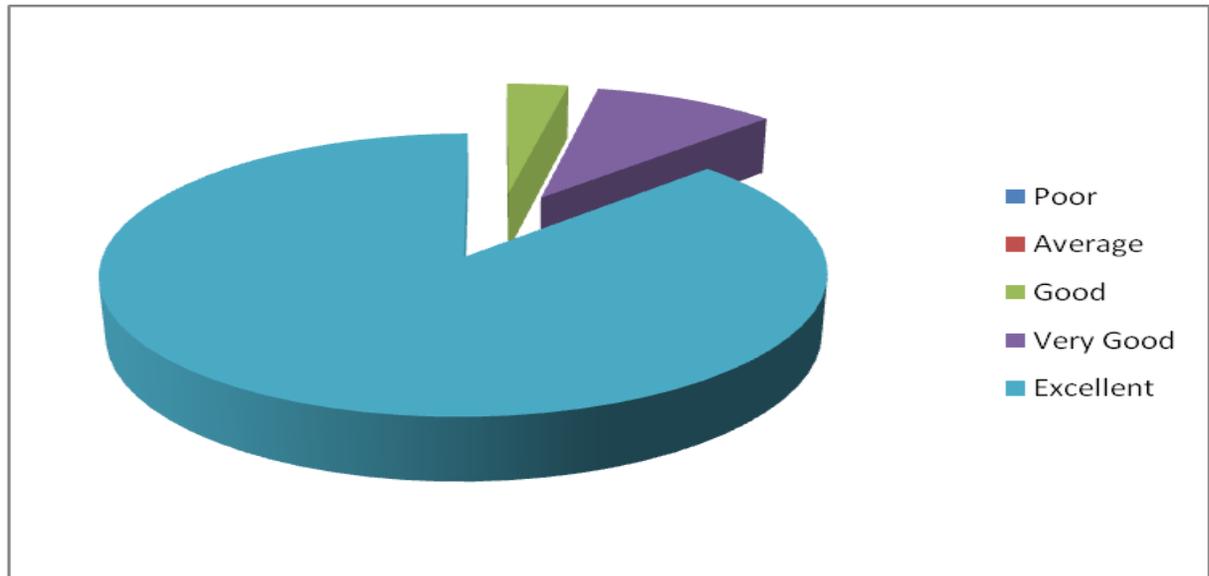
Question 20 The consideration of my personal situation in deciding a treatment or advising me was



Question 21 - My overall satisfaction with this visit is



Question 22 – My overall satisfaction with this general practice is



Any other comments/suggestions

- Dr H is a very understanding doctor
- Dr W lovely, easy to talk to
- No have no problems everyone is excellent & thanks to you all
- Dr W Always patient
- Dr W always gives me lots of time
- Would like to be advised when waiting times are running late so we know we haven't been forgotten
- Dr H is always very friendly & kind
- Dr B is very kind
- Dr H always calls me back
- Dr H needs more appointments
- Dr B is so caring and understanding
- Dr H is lovely
- Dr B is always very helpful
- Always long waiting time for this doctor – Dr W
- Dr H has known my family for years and is always very kind
- Dr B sometimes doesn't have time to discuss all my issues
- Dr H usually runs on time
- All help is appreciated, thank you
- It is sometimes difficult to get an appointment to see Dr H
- I usually have to wait to see Dr H but it is worth it
- Thank you
- Dr H is always very efficient