

*The New Surgery*  
*Dr R Jolly & Partners*  
*Report of The New Surgery's Patient Participation Group*  
**YEAR - 2013 to 2014**

**Step 1: Develop a structure for a patient reference group (PRG)**

Our Patient Participation Group team members have been recruited and developed through continuous advertising within the practice via posters in waiting area, on our practice website and on our practice leaflets. We have **contact forms** and **leaflet of "PPG Why leaflet"** at reception and on our practice website for patients to complete and submit their interest. All staff both clinical and non-clinical approach patients directly by word of mouth for their interest. We were looking for patients from different ethnic groups and different age group to participate, as our practice population has various ethnic groups registered. Below is a table with the different ethnic and age group patients registered with the practice and the opening hours?

Practice Population

	Total males	Total females	Total both sexes
Practice Population	2609	2536	5131
British or mixed British - ethnic category 2001 census	19.00%	18.30%	37.30%
Irish - ethnic category 2001 census	2.80%	2.20%	5.00%
Other White background - ethnic category 2001 census	11.20%	11.60%	22.70%
White and Black Caribbean - ethnic category 2001 census	0.80%	0.80%	1.60%
White and Black African - ethnic category 2001 census	0.40%	0.40%	0.80%
White and Asian - ethnic category 2001 census	0.60%	0.60%	1.20%
Other Mixed background - ethnic category 2001 census	0.90%	0.60%	1.50%
Indian or British Indian - ethnic category 2001 census	0.60%	0.50%	1.10%
Pakistani or British Pakistani - ethnic category 2001 census	0.50%	0.20%	0.70%
Bangladeshi or British Bangladeshi - ethn categ 2001 census	0.20%	0.40%	0.60%
Other Asian background - ethnic category 2001 census	1.00%	1.40%	2.40%
Caribbean - ethnic category 2001 census	3.90%	4.00%	8.00%
African - ethnic category 2001 census	5.00%	4.80%	9.80%
Other Black background - ethnic category 2001 census	0.60%	0.50%	1.00%
Chinese - ethnic category 2001 census	0.60%	0.60%	1.20%
Other - ethnic category 2001 census	1.30%	1.20%	2.40%

Ethnic category not stated - 2001 census	1.20%	1.20%	2.40%
Somali - ethnic category 2001 census	0.10%	0.20%	0.40%

#### Population Age Group

Age groups	0-4	05--16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	157	302	196	686	505	333	203	140	62	20	5
Females	171	269	241	672	455	270	178	145	87	22	12

#### Opening Hours

<b>Monday</b>	<b>7.00 AM – 6.30 PM</b>
<b>Tuesday</b>	<b>7.00 AM – 6.30 PM</b>
<b>Wednesday</b>	<b>7.00 AM – 6.30 PM</b>
<b>Thursday</b>	<b>7.00 AM – 1.00 PM</b>
<b>Friday</b>	<b>7.00 AM – 6.30 PM</b>

We managed to form our PPG group in year 2. Eight patients are involved and are part of the PRG who are from different ethnic and age groups (27-75). Our ongoing aim is to recruit more members to the group by the following: Practice Manager did a search on all age groups from 18 to 80 year and randomly contacted patients to invite more patients to be part of the PPG but no one was interested to attend for the meeting but were happy to give feed back or be contacted via email for their comments. We have also managed a virtual email group where patients can post their suggestions toward the PPG group through our practice website. Our PPG group is open to new comers.

The group consists of the following ethnic group and ages

Ethnic Group	Age Group
British Ethnic Group and other White	27 – 75
White and African Caribbean Ethnic Group	
Serbian	
Other Asian Ethnic Group	
Irish	
Indian/British	

#### **Step 2 Agree Areas of Priority with the PRG**

We had our first PRG meeting for year 3 on the 06.11.2013. PRG had the opportunity to decide on what they would like on the patients questionnaire survey for this year. And all agreed the following:-

- **Patients Questionnaire** - Discussed this year's patients survey Questions and patient happy to keep same as last year but to add the following points

- Are you aware that we offer telephone consultation with the Doctor?
- Are you aware that you can book, change and cancel an appointment using our telephone booking system?
- And also online using the surgery website [www.thenewsurgery.co.uk](http://www.thenewsurgery.co.uk)?

The PRG requested that the survey should have maximum of less than 20 questions and to make them as simple as possible. Practice Manager will take responsibility in preparing the Questionnaire and have available from November 2013 to December 2013. Questionnaire will be uploaded on our practice website for all patients to complete and submit and also be handed out at reception. Patients can also request via email. All completed surveys will be anonymous and patients put in a box outside reception desk clearly marked Patient Survey. Once the survey will be completed Varsha will audit the outcome and discuss in next meeting that will take place on the 12.02.2014.

The PRG also agreed the following Action Points for the practice:-

Action Point	Outcome	Date Completed
Conduct Patient Survey agreed by Patients Group	Will complete during November to December 2013	31.12.2013
Audit survey questionnaire	Varsha to audit on survey questionnaire to discuss in next meeting held on the 12.2.14	31.01.2014
DNA Audit and sending of letters to patients	Practice staff will generate a letter to all patients who DNA 3 times. Denise will put up all DNA audits on new white board in waiting area	02.12.2014 and will be ongoing
Dr's Consultation can be heard in waiting room.	To fix TV health channel in waiting room and keep loud – so patients cannot hear consultations from Dr's/Nurse rooms	20.12.13 – TV health channel fixed and left on during consultation sessions
Staff Name Badges	Dee/Jade to organise name badges for all staff and have with a NHS Logo	Feb 2014 by Dee

### Step 3: Collate views of Patients via a local Practice Survey

As agreed by the PRG members only 2 pages worth of questions were asked which linked with the action points above.

The questionnaires were available to patients from November 2013 to December 2013. **Methods:** to hand survey out eg via email, through our website or at reception. **How Long for:-** 4 to 8 weeks. We received 100 complete surveys from patients.

Varsha provided audit handouts for all members and discussed the following outcomes in the 2<sup>nd</sup> meeting on the 12.02.2014:-

#### Overall outcome of Patient Survey

##### Access to Doctor/Nurse

1. Overall **82%** patients are satisfied with the appointment system
2. **73%** patients are happy with the time they wait for an appointment – which means patients do not wait very long as we are able to give out appointments on the day – if patient call in the morning before
3. **75%** patients get to see the Doctor of choice
4. **75%** patients out of 100 surveyed commented that the waiting time is good to excellent.
5. About **81% patients has not had any experience on home visit** – which is positive for the practice as they attend the surgery if need to see the doctor. 5 out of 14 said the service was poor or fair.

##### Repeat Prescription

6. **100% of the 50** patients who have experienced repeat prescriptions were able to collect within 48hr – practice policy and aim is to completed all repeat prescription and have signed by the Dr before 48hr. The other 49 patients did not comment or have had no experience of requesting repeat prescription.
7. **49** patients have no experience/not tick on queries handling for repeat prescription and the other 50% patient are satisfied on how queries are handled.

##### Obtaining Blood Test Results

8. **50-60%** of patients are satisfied on the overall handling/obtaining of blood test result. The other 40% of patients have not had experience or not tick the box

##### About the Staff

9. Patients are happy with the good job the staff are doing at the practice as overall **86%** of patient have commented as good to excellent – where staff are helpful, provide information and handling of calls

##### Overall Satisfaction with the practice

10. **84%** of patients are overall satisfied with the practice compared to 13% patients who did not tick the box and 3% patients who are not happy.

##### Patient Awareness

11. **Practice website** – only 47% of patients are aware of our practice website – as a practice this is not good – we need to promote the website to all patients as lots of practice information is updated on there on regular bases.
12. **Online Repeat prescription** – only 22% patients are aware of our online repeat request through our website and 59% patients are not – this would be an action point for the surgery to promote online repeat prescription – this saves patients coming to the surgery twice for request and for collection.

13. **Telephone consultation** – only 15% of patients are aware of telephone consultation – again practice needs to promote this to all patients. As some problems can be actioned over the phone saving patients coming into the surgery unnecessarily – taking time off work/school to attend appointment. Dr will confirm with patient if there is a need to be seen at the surgery during the telephone triage.
14. **Book, Cancel an appointment via telephone/online** – very positive responses of 67% of patients are aware of the booking appointment system through the phone and online. Practice will encourage all patients to use this service

### Positive Outcomes from Survey

Patients have given positive feedback on the following

- Access to Dr or/and Nurse
- About the staff – helpfulness of staff – overall 86% patients found the reception staff very helpful. The PPG added comments that they are very polite and have good communication skills with patients.
- Overall Satisfaction from practice – 84% of patients are overall happy with the practice. Our aim at the practice is to provide a good service for all patients and improve all aspects, and the only way we can do this is to have good communications with patients.

**Step 4 and 5: Discuss and agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the CCG/NHS England.**

The following **action points** were agreed by the PPG on the 12<sup>th</sup> February 2014 meeting based on the outcome of the survey:

Date	Description	Action	Outcome/Date Completed
12.02.2014	Making patients aware of our practice website	Group suggested if reception staff could make patients aware of our practice website. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	Ongoing – to discuss in practice meeting held on the 26 March 14 for reception staff to introduce practice website to all face to face and over the telephone queries with patients. Denise to add message on telephone system – not completed yet to

			review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Online repeat prescription via website	Group suggested if reception staff could make patients aware of our online repeat prescription request. Advertise in waiting area. Add message on telephone system. Add on right side of prescription. Add leaflet for new patient registration.	Ongoing – Ongoing – to discuss in practice meeting held on the 26 March 14 for reception staff to introduce online prescription to patients who collect and request prescription at the surgery. Dee to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Telephone consultation	Reception staff to inform patients – when booking appointments. Add information on telephone messaging system.	Ongoing – to discuss in practice meeting held on the 26 March 14 for reception staff to introduce telephone consultation to all patients who book appointment. Denise to add message on telephone system – not completed yet to review in May 14. Varsha will create leaflet to add to new reg pack by 30.4.14
12.02.2014	Photo of all staff to added onto the waiting area Notice Board.	Will organise a photo session at the surgery and add identification of Full Name and Job title and keep on notice board – so patients are aware of staff working at the practice.	Due by end of June 14 – in process
12.02.2014	DNA – this is an on-going problem – discussed 133 missed appt's in January 2014 which	Suggestion from group – to audit – reception staff contacts patients one day before their appointment to confirm	It is not possible for reception staff to contact patients one day before to confirm their

	is 18hr of wasted time. This is waste of appointment time, which could be used for emergency cases.	if they will attend.	appointments but instead we are sending text message are sent to patient when they book the appointment and another text reminder is sent 24hr before appointment. This is an ongoing process.
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On the 12.02.2014 we had a meeting with the PRG to discuss the outcome of the patient survey and discussed the action points and how the practice has made changes to improve the services. An open discussion was made with the PRG and whether any further actions need to be taken. Handouts were given to all PRG members for the survey audit results which are displayed on practice website.

**STEP 6: PUBLICISE THE RESULTS AND AGREED ACTION PLAN**

All the Reports, minutes of meeting, patient survey audits, and action plans have been publicised on our practice website: <http://www.thenewsurgery.co.uk/ppg.aspx> for all patients to access.