

2013-14 PATIENT PARTICIPATION REPORT
G85685 Nunhead Surgery

A description of the profile of the members of the PRG

Background: Nunhead Surgery has a Patient Reference Group (also known as Patient Forum) which has been in existence since March 2010. Previous to the forum we had a Patient Feedback Group, which started in about 2005 and was used as a consultation group about some practice issues, mainly commenting on publicity and leaflets and patient information. Today we have a lively forum which meets quarterly and communicates regularly. We have over 100 patients who have joined our patient forum, although typically 9 or 10 attend at any time. We are actively trying to recruit new members and have included a section on our registration forms and on our practice questionnaire. We have had 33 new patients sign up this year. We value patient comment and suggestion and the patient forum is open to all registered patients of the surgery.

The PRG meets face-to-face for quarterly meetings at the surgery. Additional meetings can be arranged as needed when agenda and necessitates.

We also have a virtual email community to whom we send notification of meetings, agendas and minutes. In the last 12 months we have continued virtual communications using texts, email and websites to develop a virtual Patient Group.

The PRG met 4 times and continued communications between 01 April 2013 and 31 March 2014.

17.04.2013
23.07.2013
16.10.2013
19.02.2014

The PRG currently has 105 members

Age: 1 member is aged between 16-19, 39 members fall aged between 20-39 years, 39 members aged between 40-59 and 26 members are aged between 60-99

Sex: 39 Males and 66 Females

Ethnicity: 43 White British, 15 other White, 15 Black African, 15 Caribbean/White 1 Mixed ethnic, 1 Indian, 2 Asian/White, 8 other Ethnicity and 5 unknown

We have members of the group who are carers, (or former carers), and others who have a disability.

The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category

At the time of setting up the original group in late 2009 we publicised widely to our registered patients, using posters in surgery, in local pharmacies, the local library and in local Nunhead Voice newsletter. All registered patients are welcome and encouraged to join the group.

We continue to publicise the group widely and try to ensure that we promote the group to everyone, specifically targeting underrepresented groups where possible: All new patients are invited to join the group because there is a question on the new patient form. We advertise the forum in our Patient leaflet also given to all new patients and also in our quarterly newsletter. Minutes and agendas are displayed on the notice board in the waiting area which is specially designated for this purpose. We have an electronic Jayex board and advertise the forum on this. We advertise the group on NHS Choices website and our new Practice website www.nunheadsurgery.co.uk. We have close contact with our patient- led Walking Group and Carers group and also try to recruit members from these.

Where groups are underrepresented we have discussed both within the PRG itself and with staff at team meetings to try to actively recruit and encourage patients from those underrepresented groups.

We will continue to use these methods to try to increase diversity in the group.

Age: We have 7794 registered patients. 1805 patients 5-19 years. 2765 patients aged 20-39years. 2071 patients 40-59 years. 1153 patients between 60-99 years.

The majority of our patients are under 40 years old and we have tried exceptionally hard to ensure we target this group of patients to ensure they are adequately represented in our forum.

Sex: Our list size has roughly the same number of males 3681 and females 4114

Our PRG is predominantly female 3:1

We do have 2 men attend the meetings regularly and other involved virtually and we continue to encourage male interest in the group.

We held an evening meeting to see whether this would encourage patients of a different age, gender and ethnicity to attend. Unfortunately this meeting was not attended as well as the usual afternoon meetings.

Ethnicity:

Our practice population is ethnically diverse. From a recent survey of Southwark's ethnic population we know that the largest ethnic group in the Nunhead is White British, almost half our registered population (49.4%) with the combined White population being 57.8%. The combined African/Caribbean population is 30.6%. We continue to promote the Forum as widely as possible and continue to use all the methods above to advertise widely.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

2013-2014 Report and Survey:

Please see <http://www.nunheadsurgery.co.uk/patient-group/page/practice-survey.html> for report

The Nunhead Surgery PRG developed and conducted a patient survey in response to complaints and suggestions received from patients throughout the year and comments posted on NHS Choices website. The PRG discussed the concerns and suggestions at length and it was agreed to try and gain understanding of the problems and issues raised. It was thought the best way to do this, was to ask the patients. So it was decided this would form the foundation of this year's patient questionnaire along with issues identified by the practice and members of the PRG.

The primary concerns raised by patients, PRG and the practice 2013-2014 were to do with:

- Receptionist telephone manner, whether this was polite?
- Approachable staff and manner when visiting the practice?
- Confidentiality in the reception area?
- Cleanliness and tidiness in practice
- Telephone access and how easy it was to get through to the practice.
- Whether our Patients knew the surgery opening hours and how satisfied they were.

We also wanted to promote the Patient Forum and find out whether the practice population knew about the group and whether anyone would like to join. We successfully recruited 33 patients as a direct result of this.

The group met **17 April 2013** to review the results of the 2012-13 Patient Survey and to report on any progress on Action Plan 2012-13.

The group met again on **23 July 2013** to develop the current year patient questionnaire for 2013-14 . The context of the meeting was to:

- establish what questions patients would like to see asked
- to be accountable to the wider practice population
- to meet four times across the year to design a questionnaire, develop action plan and discuss the results.
- to encourage more wider diversity in patient involvement

We developed a draft questionnaire and circulated it to all the members of the forum to capture the views of those who were unable to be present. We agreed to hand out the final questionnaire in November for a period of one month. We aimed to get 500 returns, and the questionnaire would be given to everyone who comes to the surgery during those 4 weeks and emailed it to members of the PRG to ensure it was representative.

The priorities for this year were:

Question 1: Telephone Access

We asked this question, as it has been an issue in the past. We received far less complaints this year, so we wanted to seek the patients feedback to see if telephone access has improved.

Question 2: Reception telephone manner

This question was based on numerous complaints received by the practice throughout the year, especially via NHS Choices.

Question 3: Level of tidiness and cleanliness

The PRG and the practice thought this was an important area that we would like to ensure patients were satisfied with.

Question 4: Level of confidentiality in patient areas

Following the installation of new flooring throughout the ground floor, the PRG were concerned about the effect this may have on patient confidentiality as the noise levels seem louder than before and voices seems to carry further.

Question 5: Patient experience with front line staff

As a result of complaints received regarding receptionists manner from non-registered patients via NHS Choices as well as our registered patients the group felt it was important to gain feedback based on interactions with the practice staff. This was also agreed at a practice meeting by all levels of staff.

Question 6: Satisfaction with opening hours

Following on from last year’s questionnaire, we wanted to ensure patients had a better understanding of the surgery opening hours and whether they were satisfied with the hours the surgery could be accessed.

Question 7: Would you recommend the practice

The PRG and the practice felt this was a really important question as it determined whether we offer a good service to our patients and if patients were happy with the practice as a whole.

Question 8: Promotion of the PRG Forum

The group wanted to ask a vast number of patients if they were interested in joining the PRG to try and ensure there was a fair representative of patients with different ethnicity, gender and age.

The questionnaire that was subsequently developed was based on the priorities agreed by the PRG.

The manner in which we sought to obtain the views of our patients

**Please see attached
Appendix 1: 2013-2014 Patient Questionnaire
Appendix 2: 2013-2014 Questionnaire Results
Appendix 3: 2013-2014 Questionnaire Results Analysis**

We developed our draft questionnaire from the comments and discussion at the PRG in July

This was sent out to the PRG group asking for comments using email and hard copy versions.

We had a display in July/August in the waiting area, asking patients for additional comments and suggestions

The final version was created and discussed at PRG meeting in October. 473 questionnaires were given out to patients and returned across November 2013. Our nurse took some to housebound patients, We asked the carers group to fill them in and mothers attending the baby clinics. All staff promoted it verbally and there were posters in the surgery.

We analysed the results and the percentage and number of replies is available in the document **Appendix 3 attached**

	<p>Age: We know that 48.6% of those answering the survey were under 40 years of age. 45.5% were aged 41-90years. 5.9% did not tell us their age</p> <p>Ethnicity: 40.2% of those answering the survey defined themselves as of BlackAfrican/Caribbean/Asian/and other ethnicity.</p> <p>54.5% of those answering the survey defined themselves as White British/Irish/White other. 5.28% did not fill in this section</p> <p>14.2% defined themselves as a carer 6.8% as disabled.</p>
<p>Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan</p>	<p>Appendix 4: 2013-2014 Patient comments from questionnaire</p> <p>The practice analysed the results and collated all the responses. We also typed up all the comments and suggestions that the 473 patients had made and highlighted areas that we thought needed to be part of this year's action plan.</p> <p>The PRG were sent the analysis of the results and met during the month of February to agree an action plan. The PRG then received the agreed action plan by email.</p> <p>Patient Comments: This is a 6 page document with all the comments from the 473 returned questionnaires. These have been given numbers to be anonymous and have been displayed in the patient waiting areas and on the NEW practice website.</p> <p>Analysis of 2013 Nunhead Patient Survey: This tries to make sense of the questionnaire, content, analysis and percentages. We did a simple analysis of the numbers. Appendix 3</p>
<p>Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.</p>	<p>Appendix 5 : 2013-2014 Nunhead Surgery Action Plan</p> <p>Please also see the action plan in Appendix 5. The last column shows the agreed actions set against suggestions and concerns raised through the patient survey. Several suggestions have already been implemented.</p> <p>Question 1. How easy it is to get through on the telephone</p> <ul style="list-style-type: none"> • Feedback positive response to staff. Actioned • Poster displayed in waiting room, explaining the risks of routinely ordering medication over the telephone. Actioned <p>Question 2. Did you find the receptionist telephone manner polite and approachable?</p> <ul style="list-style-type: none"> • The staff were given the patients feedback/comments to read following analysis. It was discussed at a practice meeting in November. Staff were reminded to be aware when dealing with patients, that their attitude can have an impact on the patient experience and reminded to be sympathetic to patient's needs. • Agreed to create a poster for the waiting area and on our new practice website inviting patients to give us feedback and comments regarding their encounters with the practice.

Question 3. How did you find the level of tidiness and cleanliness in the reception area when you recently visited?

- Display notice to patients, advising they can ask reception if they want a drink of water. **Implemented**
- Whilst we cannot have toys due to health and safety issues, we have discussed with the PPG and will have a small childrens area with wipe able books. **Implemented**
- We have displayed a notice in the waiting area following patient comments stating that to prevent the spread of infection/germs, magazines are no longer available. **Actioned**
- We are looking into having an information screen installed in the waiting room.

Question 4: How was the level of patient confidentiality in the reception area and waiting room?

- Display notice in waiting area and lobby, informing patients if they want to speak to a receptionist in private, there is the facility to do this. **Completed**
- Awareness training with staff regarding patient confidentiality and discretion. **To be discussed at regular team meeting throughout the year.**

Question 5: How polite and approachable was the reception staffs when you visited the surgery?

- Meeting with staff to feedback. **Actioned**

Question 6: How satisfied are you with the surgery opening hours?

- Display notice in waiting area informing patients that we do not currently have the staffing levels to open on a Saturday **Actioned**
This will also be reviewed in light of the "challenge fund" monies that may be available to practices.
- Raise awareness, as we already currently offer late evening appointments. Display of survey results includes information regarding our opening hours **Actioned**
- Will review with the Partners the possibility of offering appointments before 8:30am.

Question 7: Would you recommend this practice to a neighbour or friend?

- Great result for the practice and we will be sharing this with the staff and patients. **Actioned**

<p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	<p>Please see attached</p> <p>Appendix 1: 2013-2014 Patient Questionnaire Appendix 2: 2013-2014 Questionnaire Results Appendix 3: 2013-2014 Questionnaire Results Analysis Appendix 4: 2013-2014 Patient comments from questionnaire Appendix 5 : 2013-2014 Nunhead Surgery Action Plan All published on the practice website http://www.nunheadsurgery.co.uk/patient-group/page/practice-survey.html</p>										
<p>Action Plan</p>											
<p>i. Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey</p>	<p>Appendix 5 : 2013-2014 Nunhead Surgery Action Plan</p> <p>Please see action plan for details of the action/s which the practice has taken and intends to take, as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey. All proposals as outlined above will be implemented and actioned.</p>										
<p>ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	<p>See body of report above and all Appendices: The practice implemented suggestions from the 2013-14 survey and identified new concerns.</p>										
<p>The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients.</p>	<p>Nunhead opening Hours:</p> <table border="0"> <tr> <td>Monday</td> <td>8:00am – 18:30pm</td> </tr> <tr> <td>Tuesday</td> <td>8:00am – 19:30pm <u>Late Night Opening</u></td> </tr> <tr> <td>Wednesday</td> <td>8:00am – 18:30pm</td> </tr> <tr> <td>Thursday</td> <td>8:00am – 18:30pm</td> </tr> <tr> <td>Friday</td> <td>8:00am – 18:30pm</td> </tr> </table> <p>The surgery is open, and reception services available, at all times during our Core and extended opening hours. Patients may book appointments, request and collect prescriptions, drop off letters, ask for results and other queries, register as a new patient during opening hours. The telephones are answered throughout this period. Patients may book appointments in person, by telephone or online. We offer telephone consultations with our clinicians every day for patients who have queries or need advice and do not need to be seen. Patients can request a call back and clinicians will telephone the patient back after morning and before afternoon surgery. These telephone call back appointments can be pre booked.</p> <p>Home visits are undertaken daily, as needed by our GPs. Our nurses offer a monitoring and visiting service to “well” elderly housebound patients.</p> <p>All clinicians and nurses offer booked surgeries every morning and afternoon, (typically 8.30am-6.00pm and 7.30 on Tuesdays). The appointments can be booked in advance (up to one week for GPs, 6 weeks for nurses). We also have a number of appointments for urgent care on the day. Any patient who feels unwell and thinks they need to be seen on the day, will be assessed by our duty doctor on the same day.</p> <p>We offer a range of services at Nunhead including: Antenatal care (Community midwife), Post natal care, Baby clinic (Health</p>	Monday	8:00am – 18:30pm	Tuesday	8:00am – 19:30pm <u>Late Night Opening</u>	Wednesday	8:00am – 18:30pm	Thursday	8:00am – 18:30pm	Friday	8:00am – 18:30pm
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Visitors), Baby immunisation, Travel immunisation, Contraception and Family planning, Clinical Psychology, Counselling, Drugs and Alcohol misuse, Acupuncture, Osteopathy and Nutrition advice. We work closely with the District Nurses providing care to housebound patients. We have a carers group and Walking group that meet at the practice.

Repeat prescriptions can be requested in person, by post or by email. We offer Electronic prescribing, which allows patients to nominate a pharmacy from which to collect medication. Repeat medication takes 48 to process. Housebound patients, by arrangement, can telephone requests.