

**PATIENT PARTICIPATION GROUP**

**2012 / 13**

**EAST WING SURGERY**

## CONTINUED MARKETING OF PATIENT REFERENCE GROUP

*(To be read in conjunction with our notes on how we originally set up the group – Forming a Patient Reference Group – Appendix 1)*

The group continues to be advertised to patients on the Amscreen in the surgery, via Practice Newsletters and the Practice Website.

There is a dedicated board for Patient Participation Group (PPG) information in the surgery and a patient feedback box. PPG members are listed on this board and are happy to be approached by other patients.

Also we continue to advertise our virtual patient group, and all new patients are invited to join as part of our new patient registration.

Patients are also invited opportunistically and 1 patient heard by word of mouth.

Meetings are held on an evening to try to capture a cross section of the practice population which is as representative as possible, although our efforts so far haven't been successful in engaging all areas, in particular younger patients, who have not come forward. We will continue to be proactive in this area.

We welcome all adult patients to the group irrespective of their gender or ethnic background.

We have recruited 1 new member to the physical PPG this year

Our membership is now:

7 members 3 men and 4 women

35-44	1	45-54	1
55-64	3	75-84	2

And 21 to the virtual group (11 women and 10 men)

Our membership is now

17-24	4	25-34	6
35-44	8	45-54	8
55-64	8	65-74	1
75+	0		

1 member of the PPG has agreed to represent the practice on the wider South Tyneside CCG Patient Reference Group.

The majority of members of both groups have indicated that they most closely identify with a White British ethnic background with exception of the following:

1 White Irish

1 White Other

1 Other Black

Included within the groups are patients in employment, retired patients, parents, parents with young children and carers.

## AGREEING PRIORITIES

We have this year continued to work with our Patient Participation Group and issues which have been agreed as the most concern to patients are:

Patient Access - *(Telephone Contact and Appointment availability)*

See actions taken below to address this area:

*(Actions are driven by the PPG and Patient surveys)*

We started work on this area in the previous year; however, since the changes which we introduced following the David Carson review, with the agreement of the group, we have reviewed the situation.

In February 2012, we agreed to survey our patients again with regards to access and appointments, survey questions were agreed with the group beforehand *(Appendix 2)*

Results of this survey are attached *(Appendix 3)*

In July 2012 we discussed these results with the group and agreed we needed to resurvey the patients, but that the survey should be on one side of A4 paper only *(Appendix 4)*

*(See minutes of July 2012 meeting – Appendix 5)*

Survey took place in October 2012

*(See survey results October 2012 – Appendix 6)*

We discussed this survey in December 2012 and changes were proposed by the group, however, it was thought to be appropriate to confirm these changes with the patients in the form of a 2 question survey before implementing them *(Appendix 7)*

*(See minutes December 2012 – Appendix 8)*

In March 2013 we discussed the results of this survey and changes are to be implemented in April 2013.

*(See survey results February 2013 – Appendix 9)*

*(See minutes March 2013 – Appendix 10)*

**The group feel that until appointments can be addressed and improvements seen it would not be appropriate to look at other areas.**

We are however, looking at patients who fail to attend appointments - DNA's - ` as this has an impact on the appointments, and this will be discussed further at the next meeting.

**Action Plan :**

**To review Patient Access again with PPG after changes have been in place for 3 months.**

For full details please refer to the minutes/surveys published on the website and displayed on the surgery notice board.

# **Patient Reference Group**

## **Forming a Reference Group**

### **Why form a group:**

To develop a structure that gathers the views of patients and enables the practice to obtain feedback from the practice population.

### **How we advertised the group:**

The practice had previously set up a Patient Forum, however, despite best efforts patient participation is limited, and the last meeting had been over a year ago.

In order to encourage patients to join the group and therefore increase our cross section of patients involved we advertised the group on the 'Amscreen' in the surgery, in the Practice Newsletter and also on the Practice Website.

We also have a poster on the wall advertising the group and with the consent of the present members, their individual names. Next to this poster is a suggestion box for patients, any items will be discussed at the Patient Forum meetings. Patients also speak to members direct with concerns which they would like the Patient Forum to address.

Surgery staff brings the group/suggestion box to the attention of patient's opportunistically.

To compliment the physical group we have set up a virtual patient group. Patients are invited to provide an e-mail contact address and surveys/ questions are sent to them. This again is advertised as above. All new patients are provided an application form at the time of registration and patients sent routine letters by the practice are also sent a flyer for the group.

The above actions hopefully will generate participation from a cross section of the practice population which is as representative as possible.

### **Deciding an agenda:**

Forum members and patient suggestions will dictate the agenda together with issues that the practice wishes to discuss.

Following the re-introduction of the patient group a meeting was held on 1<sup>st</sup> February 2012, the agenda was based on an 'Access' survey which had been carried out in the practice by an external source ( see Patient Forum minutes on this site, Survey 2011 and Access summary).

The action points from the meeting were sent to the virtual group for approval.

The practice also undertook an in house patient survey based on 'Access' (see patient survey results on this site).

These results will be discussed at the next forum meeting.

Once changes are established further surveys will be carried out.

**Physical Group:**

We have 6 members, 3 men and 3 women, within the following age ranges:

17-24	0
25-34	0
35-44	1
45-54	1
55-64	2
65-74	0
75-84	2
85+	0

**Virtual Group:**

We have 14 members, 5 men and 9 women within the following age ranges:

17-24	0
25-34	0
35-44	2
45-54	5
55-64	6
65-74	1
75-84	0
85+	0

All of the patients so far who have registered to join the patient Participation Group have indicated that they most closely identify with a White British ethnic background.

The patients in both groups between them have experience of a wide range of chronic diseases including:

Arthritis / Coeliac Disease / Diabetes / Heart Disease / Hypothyroidism / Osteoporosis / Respiratory Disease.

Included also within the groups are patients in employment, retired patients, parents, parents with young children and carers.

**If you feel you could make a positive contribution to either of these groups please complete an application form.**

## **Patient Forum**

**Wednesday 1<sup>st</sup> February 2012**

### **Present**

DM

TS

AS

JM

LJ

Dr Zaidi

Maureen Johnstone

Mary Davidson

### **Apologies**

EM

### **Agenda**

#### **Patient Forum Suggestion Box**

The suggestion box has not been particularly successful as in the year or so that it has been in place we have only ever had 3 suggestions in the box.

2 suggestions have been received since the last forum:

**To be able to order prescriptions on the telephone** - a pilot was introduced in May 2011 prior to the suggestion being made, details were displayed in the surgery for any patients interested. This has proved to be successful and we are now actively encouraging patients to register.

**Have lady GP** – Although we are presently not planning to appoint another partner, we do require the services of locum GPs. We have secured the locum services of a lady GP (Dr Paula Stidolph) to work on regular Fridays in the surgery.

#### **Patient Access Survey**

We recently took part in an access survey (which was conducted across South Tyneside) from the feedback we received from the external company; **the areas we propose to look at are changes to the appointment system, after agreement with the patient forum members.**



In the past we have tried various options. The survey suggested that we should change our booking from Pre-bookable /48 hour/Open on the day to 2/3rds of the appointments to be pre-bookable and 1/3 to be open on the day.

To change the length of time you can pre-book appointments. We presently only allow appointments to be booked 2 weeks in advance, this was changed to this level in order to attempt to reduce the 'Did Not Attend' appointments which at the time were running at approximately 150 per month. The present level is around 50- 60 per month. The suggestion was to change this to 6 weeks, however after discussing with the forum members we are in the opinion that we should amend to 4 weeks with a view to increasing to 6 weeks, if deemed appropriate.

We anticipate that these changes will be in place in March 2012

### **Virtual Patient Forum**

In order to get a wider opinion/input of our patients we are setting up a virtual patient forum.

Patients will be contacted by e-mail with short surveys from time to time. They can then reply to our generic e-mail address.

(The first survey will be issued prior to us introducing the changes in the appointment system)

Registration forms are available in the surgery, on the notice board next to reception

### **Practice Survey**

We will be undertaking a practice survey of patient's attending the practice in early February 2012. Whilst we had drawn up a draft survey, we asked the forum members for suggestions of questions they wished us to ask patients.

(See agreed survey for details – February 2012)

### **Practice Website**

The practice now has a website, although it is in its infancy. Please have a look at the website and let us know what you think.

[www.eastwingsurgery.nhs.uk](http://www.eastwingsurgery.nhs.uk)

## **AOB**

**Could we advertise that we now have a lady GP.**

This will be advertised on the 'Amscreen' in the surgery and in the patient newsletter.

## **Posters in the surgery**

A comment was made that there are too many posters in the surgery on various subjects and that they are not at a good height for reading. We will take these comments on board and review what and how we display. A suggestion was made that we have a theme, although the consensus was that there should be a variety.

## **Forum Minutes**

Patients have requested via forum members, that the minutes are made available to all. We will happily display in the surgery

Meeting closed 7.20pm

**EAST WING SURGERY – PATIENT SURVEY -187 completed survey**  
**Survey completed week commencing 6<sup>th</sup> February 2012 and 20.2.12**

Please score where appropriate using the following ratings:

Haven't tried/ No opinion = 0 /Poor = 1 / Fair = 2 / Good = 3 / Very Good = 4 / Excellent = 5

**How satisfied are you with the practices opening hours?**

0=7 1=7 2=14 3=46 4=49 5=64

88% of those who had an opinion rated this good or better

**If you are not satisfied with the practices opening hours, what is it you are dissatisfied with?**

**How easy it is to contact the practice by telephone?**

0=8 1=24 2=29 3=53 4=32 5=41

70% of those who had an opinion rated good or better

**How helpful are the receptionists?**

0=6 1=4 2=11 3=25 4=60 5=81

92% who had an opinion rated good or better

**Do you usually prefer to see or speak to a particular GP?**

Yes 121 = 65% / No 62 = 33%

No opinion/didn't answer 4

**How easy is it to get to speak to or see this GP?**

Answered Yes

0=9 1=9 2=24 3=36 4=29 5=14

Answered No

0=3 1=3 2=5 3=17 4=20 5=11

65% of those who preferred a particular GP answered positively

81% of those who didn't prefer a particular GP answered positively

**How easy it is to get an appointment within 2 days with any doctor in the surgery even if not your doctor of choice?**

0=12 1=18 2=40 3=50 4=44 5=23

67% of those who had an opinion rated good or better

**How easy it is to get a telephone consultation with a doctor?**

0=22 1=10 2=29 3=53 4=43 5=30

76% of those who had an opinion answered good or better

**Are you aware that you can book an appointment with a doctor more than 2 days in advance?**

Yes 130 = 69% No 52 = 28%

7 didn't complete

**How long after your appointment time do you normally wait to be seen?**

Less than 5 minutes 13 7.5%  
5- 10 minutes 94 50%  
10-15 minutes 46 24%  
more than 15 mins 29 16%  
Didn't complete 5

0=18 1=1 2=17 3=37 4=47 5=67

89% of those who had an opinion rated good or better

**Involving you in decisions about your care**

0=15 1=2 2=16 3=43 4=52 5=59

89.5% who had an opinion rated good or better

**Treating you with care and concern**

0=15 1=1 2=8 3=40 4=45 5=78

94% of those who had an opinion rated good or better

**How do you feel about how long you wait?**

Don't normally have to wait too long 116  
Have to wait a bit too long 38  
Have to wait far too long 16  
No opinion 17  
Out of those who had an opinion

68% felt their waiting time was acceptable  
32% felt they had to wait too long

**Would you recommend the surgery to someone who has just moved to the area?**

Yes 159 = 85% / No 12 = 6.5% / Not sure 16 = 8.5%

**Last time you saw or spoke to a Healthcare professional in the surgery how do you rate them at each of the following:**

**Giving you enough time**

0=12 1=2 2=12 3=41 4=54 5=66

92% of those who had an opinion rated good or better

**Are you aware that the surgery now provides appointments between 6pm and 7pm 1 day per week?**

YES = 150 80% / NO = 37 20%

**Do you know how to contact an Out of Hours GP when the surgery is closed?**

Yes = 138 74%/ No = 23 12%  
Not sure = 26 14%

**Listening to you**

0=13 1=3 2=13 3=36 4=47 5=75

91% of those who had an opinion rated good or better

**Explaining tests and treatments**

**Are you aware of the other services available to you when you are unable to visit your GP?**

**Please indicate which you are aware of:**

Out of Hours	98
Walk in Centres	158
Minor Injuries Unit	108
Acute Care Team	33
A&E	134
None	18

**Further information on these services and appropriate usage is available from reception**

**Any other feedback you would like to provide**

## **Feedback provided**

Difficult to get an early morning or late tea-time appointment for people who work full time

Difficult to get an appointment when working 9-5. I end up going to the walk in centre.

Doesn't cater well for those who work. Would benefit for much earlier/or later opening hours like many other practices offering first appointment 7.30am and last appt 7.30pm

Awareness of late clinic 6pm -7pm – this is not enough should be every day

With being at college it's harder to get an appointment as by the time I finish it is shut.

Satisfied but could do more late clinics for workers

Would like early morning or late evening appointments

I work late all week and find it hard to make weekday appointments. Late Friday or Saturday morning

*(We offer 1 late evening clinic per week between 6pm and 7pm)*

A female GP within the practice would be very good

I would like to see a female doctor in the practice, this is something this practice has never had.

*(We now have a lady locum GP working on regular Fridays)*

To request a repeat prescription, you have to come in to the surgery and then come back to the surgery the following day. This is inconvenient when working. It would be better if you had another service like an e-mail request so you only had to come in once.

*(The practice has a telephone repeat prescription 24 hour answering facility – registration forms available from reception)*

I feel that certain acute prescriptions should be able to order by reception instead of wasting telephone appointments. A message could be left with the GP and if they feel the

patient should be seen then an appointment can be arranged or a script left by GP to save appointments.

*(In cases like this a telephone appointment with the GP would be appropriate)*

Telephone - Can never get through and often put on hold straight away

*(The practice telephone system is based on extensions of the hospital switchboard – generally 3 reception staff are available every morning 2 answering the telephone and 1 dealing with face to face patients. We are particularly busy between 8.30am and 9.30pm every morning)*

Sometimes can't get appointment have to phone back. Overall satisfies. NHS cut back's don't help. Put too much pressure on admin staff and doctors.

Booking in advance – very limited availability

*(We are changing our system with effect from 5<sup>th</sup> March 2012, after consultation with our Patient Forum)*

Surgery does not cater for the working population need extended opening hours every day or Saturday opening. – hard to get past the secretaries to speak to a doctor unless telephone consultation but sometimes this is not need. – inconsistency / disconnect between GP's and secretaries – GPs say one thing and give timescale the secretary say not possible – secretaries often ask too many intrusive questions about reason an appointment is needed

*(The reception staff follow advice and protocols of the GP partners, all staff in the practice abide by the practice confidentiality policy)*

Was told my appointment was changed from 6pm to 5.15pm and was still waiting to be seen at 6pm.

All good apart from time waiting to see a doctor, because you seem to be waiting about 15 mins after your appointment time.

Waiting times are far too long after appointment times. Difficult to see the doctor of your choice.

Appointment was 17.15 and waited til almost 18.00 for a doctor to see us and the heating was on full it was roasting!!

*(Whilst a standard appointment is 10 minutes for each patient, if each patient's consultation runs over that time, by the end of the surgery, the clinician may be running considerably late, regrettably there is no way of avoiding this)*

I have been late for an appointment between 5-15mins in past due to transport and have been turned away.

*(If patients arrive 10mins after their appointment time, the reception staff would contact the GP to see if they are still able to be seen – it is the GPs decision to see the patient or not)*

Friday afternoon it is difficult to get any test result information, usually locum GP. Some locums can't give telephone consultation or read test results.

*(Generally locum GPs do not provide telephone consultations, however, all GPs are in a position to read test results)*

Open at 8.30am and can't get through on the phone, answering machine on at 8.47am

It was not open this morning at 8.50am

*(Please accept our apologies, we are aware that one morning during the survey period, one of the practice telephone lines wasn't opened at 8.30am)*

Doctors never here for early appointments

*(The GPs have noted this comment)*

Long wait to get an appointment with the nurse.

Sometimes if no appointments are available there are also no emergency appointments either. Would like to see more emergency appointments.

More late evenings/ weekends.

Weekend hours would be helpful.

Sometimes I may need to see a doctor a.s.a.p. as in same day but can't as you need to phone at certain time and my rota for work is hard to work around.

Telephone consultations – if you get through straight away at 8.30am usually all gone by 8.45 – 9am

*(We regularly review our appointment system and note your comments)*

Pretty good.

I have been with this surgery for many years and always receive a warm welcome from both reception staff and Dr Zaidi. Thank you

Personal 1-2-1 care.



Highly recommend Dr Salaudeen. He is thorough, he listens to you and shares concerns. Nothing is left to chance and tests procedures are arranged if only as a precautionary measure.

Very professional excellent service. Well done and many thanks for all you do.

Lynn and Sam very helpful

Staff friendly

Reception is the best I have come across

Always have pleasant experience at the surgery

Dr Salaudeen is always professional and caring

Excellent service all information provided when asked, no problems

Very good services provided at all times

Really friendly staff, nothing more I can ask for

Very pleased with the service

Very good with the services

I have no problems with East Wing Surgery

## EAST WING SURGERY – PATIENT SURVEY

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**Please score where appropriate using the following ratings:**

Haven't tried/ No opinion = 0 /Poor = 1 / Fair = 2 / Good = 3 / Very Good = 4 / Excellent = 5

**How easy it is to contact the practice by telephone?**

**How do you feel about how long you wait?**

**How helpful are the receptionists?**

Don't normally have to wait too long

Have to wait a bit too long

Have to wait far too long

**Do you usually prefer to see or speak to a particular GP?**

No opinion

Yes / No

**How easy is it to get to speak to or see this GP?**

**Do you know how to contact an Out of Hours GP when the surgery is closed?**

Yes / No

**How easy it is to get any type of appointment within 2 days with any doctor in the surgery even if not your doctor of choice?**

**Are you aware of the other services available to you when you are unable to visit your GP?**

**Please indicate which you are aware of:**

Out of Hours

Walk in Centres

Minor Injuries Unit

**How long after your appointment time do you normally wait to be seen?**

Acute Care Team

A&E

Less than 5 minutes

None

5- 10 minutes

10-15 minutes

**Further information on these services and appropriate usage is displayed in reception**

more than 15 mins

**Thank you for your time**

## Patient Participation Group

Monday 16<sup>th</sup> July 2012 6pm

### **Present**

DM

LJ

JM

AS

Dr Zaidi

Maureen Johnstone

Mary Davidson

### **Apologies**

EM

TS

## **Agenda**

### **Minutes from meeting in February 2012**

Agreed

### **Patient Forum Comment box**

7 items have been placed in the box since the last meeting.

5 were compliments towards Dr Stidolph our regular Friday locum cover.

1 compliment towards an adhoc locum who has worked at the surgery on a few occasions.

1 item related to Diversity and an inappropriate comment made between 2 patients which was overheard in the surgery.

This item had been initially addressed by the surgery. Poster displayed around DIVERSITY. Patient who raised the issue contacted.

After discussion, suggest that posters are probably the only way to address this area, but to be displayed on the main door. If a similar comment was overheard by surgery staff to be addressed immediately with the patients concerned.

## **Surgery brief updates on current topics**

Patient forum members were made aware of present areas which the surgery is heavily involved in:

CQC registration

CCG commitments

Social Prescribing pilot – AS one of the PPG members gave details of this area as it is facilitated by Blissability - for patient with anxiety / depression / bereavement etc. – not to replace medication / counselling but to compliment

## **Patient Survey**

A patient survey was undertaken in February 2012 following the last meeting, after discussion around questions with the patient participation group members around changes to be made to the appointment system. Results had been displayed in the surgery and on the website.

Discussed results. Now that the changes have been in place for a couple of months, would be appropriate to resurvey patients, however, feeling that more than 1 sheet of A4 is not productive as patients don't fill in. Discussion around which questions to be asked.

What areas are of concern to our patients?

Survey to take place end of August / Beginning September

(See copy of agreed survey)

## **A&E attendance**

Discussion around how we can bring the 'Choosing Well' campaign to the attention of our patients and encourage our patients to use the appropriate service whenever possible.

This was also surveyed in February 2012.

Ideas around posters in surgery, slips attached to repeat prescriptions, next surgery newsletter.

## **Length of time waiting in the surgery**

Appointments often are running late, explanation given of how this happens, i.e. patients have a 10 minute appointment but if everyone over runs by a minute or two it can soon become a lengthy wait. Also nurses are often needed to assist a GP (unplanned).

However, the surgery did bring to the Patient Participation Group attention that often the surgery nurses are interrupted during their surgery session by patients wanting their time, when they come out of the consultation room 'it will just take a minute' 'can I just ask you this' or to the reception staff 'can Maureen give me a ring'

Whilst we do try to accommodate as many patients as possible, this will ultimately result in delays to other patients, therefore refusal may sometimes be necessary

Meeting closed 7.15pm

## EAST WING SURGERY – PATIENT SURVEY

150 issued 139 returned 92.6%

Results on the number of patient who completed each question

Please score where appropriate using the following ratings:

How easy it is to contact the practice by telephone?

118

0=21 / 1=20 16.9% / 2=27 22.8% /  
3=33 27.9% / 4=29 24.5% / 5=9 7%**Good or better 59.4% ( previously 70%)**

How helpful are the receptionists?

127

0 = 12 / 1 = 0 / 2 = 9 7% /

3 = 30 23.6% / 4 = 32 25.1%

5 = 56 44%

**Good or better 92.7% ( previously 92%)**

Do you usually prefer to see or speak to a particular GP?

Yes 89 64%

No 50 35.9%

How easy is it to get to speak to or see this GP?

99

0 = 40 / 1 = 10 10%

2 = 24 24.2% / 3 = 34 34.3%

4 = 23 23.2% 5 = 8 8%

**Good or better 65.5% (previously 65%)**How easy it is to get any type of appointment within 2 days with any doctor in the surgery even if not your doctor of choice?

110

0 = 29 / 1 = 29 26.3% / 2 = 28 25.4%

3 = 28 25.4% / 4 = 17 15.4%

5 = 8 7.2%

**Good or better 48% (previously 67%)**

How long after your appointment time do you normally wait to be seen?

Less than 5 minutes 10 7.1%

5- 10 minutes 70 50.3%

10-15 minutes 46 33%

more than 15 mins 13 9.3%

How do you feel about how long you wait?

Don't normally have to wait too long  
78 56.1%

Have to wait a bit too long 39 28%

Have to wait far too long 7 5%

No opinion 15 10.7%

Do you know how to contact an Out of Hours GP when the surgery is closed?

Yes 107 76.9%

No 32 23%

**Are you aware of the other services available to you when you are unable to visit your GP?**

**Please indicate which you are aware of:**

Out of Hours	81
Walk in Centres	120
Minor Injuries Unit	83
Acute Care Team	22
A&E	97
None	9

**Further information on these services and appropriate usage is displayed in reception**

**Thank you for your time**

## EAST WING SURGERY – PATIENT SURVEY

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At the last Patient Participation Group Meeting, we reviewed the patient survey carried out in October 2012, and a number of changes were suggested in order to improve the patient experience.

(For more detailed information please see a copy of the minutes, either displayed on the surgery notice board or on the practice website)

### **Before implementing these changes we would like to gain your opinion**

#### **Appointments to be reduced to availability up to 3 weeks in advance**

(Presently 4 weeks in advance – Did Not Attend has increased - suggestion that this may have been as a result of appointments becoming available up to 4 weeks in advance)

FOR                AGAINST                NO OPINION   

#### **Pre-bookable appointments to be reduced from 10 appointments per session to 8 appointments and Open on Day to be increased from 5 appointments to 7 appointments**

FOR                AGAINST                NO OPINION   

Are you aware that on average 85 patients per month, Did Not Attend a face to face appointment that had been booked in their name and did not contact the surgery to cancel.

Some patients may have failed to attend on more than 1 occasion, and in the case of nurse appointments this could have been an appointment for up to 30 minutes.

*(Based on the 6 month period from July – December 2012 inclusive, to include any face to face appointment type)*

**Thank you for your time.**

# PATIENT PARTICIPATION GROUP

MONDAY 17<sup>TH</sup> DECEMBER 2012

## PRESENT

BC

LJ

JM

EM

TS

Maureen Johnstone – Nurse Practitioner

Mary Davidson – Practice Manager

## APOLOGIES

DM

AS

Dr Zaidi

## AGENDA

Welcome to a new member BC.

The last meeting was mainly around the patient survey. Together we decided what questions we should ask patients. This was following changes in the surgery appointment system.

We also enclosed in this survey, questions around what 'Choosing Well' services the patients were aware of. This was to educate patients what services are available to them and which are the most appropriate (See survey results).

The changes previously following consultation with the Patient Participation Group (PPG), after the external assessment, have not had the desired effect (See previous survey results).

Contacting Reception scores have fallen, this is very disappointing as we now have 2 dedicated lines for contacting the surgery, which are manned by reception, with one member of reception staff dealing with face to face patients.

We have also introduced a 'call pick up system' so that other surgery staff can take calls during busy periods.



'Did Not Attend' appointments have increased in the last couple of months. The group suggested that this may have been as a result of appointments becoming available up to 4 weeks in advance.

Suggestion that we should look to see if there are any trends in DNA appointments.

Appointment reminder texts have been introduced; however, we have a limited number of mobile phone numbers available for patients. We are attempting to update this information as and when patients contact the surgery.

The group agreed that appointments were the main priority of the surgery and until they had been addressed, it would not be possible to move the surgery forward.

As the survey has not produced the results expected, the group agreed that changes should be made after consultation with patients. Therefore a shorter survey should be carried out around appointments based on the suggestions of the PPG.

The suggested changes to be surveyed are:

Appointments to be reduced to being available 3 weeks in advance

Pre-bookable appointments to be reduced from 10 appointments per session to 8 appointments and Open on the Day to be increased from 5 appointments to 7 appointments.

We should also include a comment around 'DNA' to bring this to patient's attention.

From January to put a reminder on repeat prescriptions re cancelling appointments and to also add onto the appointment slips given to patients when booking.

The survey will be carried out in January 2013.

### **Shared Decision Making**

The practice brought to the attention of the group a new initiative that was going on in the surgery.

We will be promoting this more widely in January 2013.

Watch out for further information in the surgery.

### **NHS 111 service**

The practice made the group aware of the initial changes with regard to the new 1-1-1 service which commenced on 11<sup>th</sup> December 2012.

The main difference being that the Out of Hours contact is now 1-1-1. This has been updated on the practice 'Out of Hours' voicemail message.

Calls to the previous number will be diverted in to 1-1-1 in the short term.

The PPG would also like to comment that the reception staff put up with abuse from patients for following surgery procedures with regards to appointments and that whilst they understood that lack of appointments was frustrating for patients but that any verbal abuse was not acceptable.

This was duly noted by the practice.

The PPG have had an opportunity to look at the website, initial comments were good. The practice would welcome any comments/suggestions.

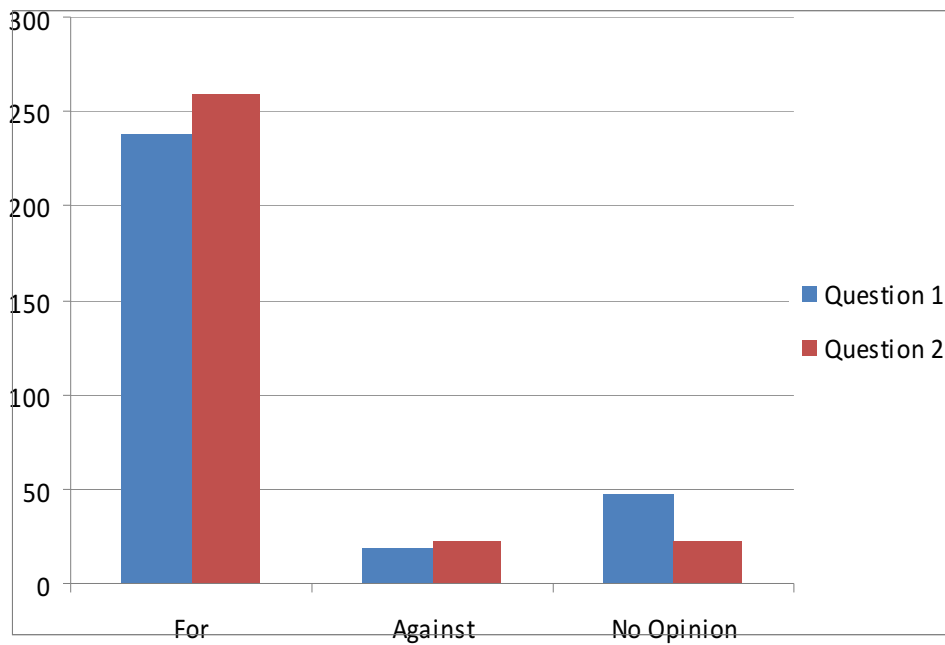
It was noted that there were no Christmas opening hours on the website. The surgery agreed to update this immediately.

Meeting closed 7.15pm

**Question 1** - Appointments to be reduced to availability up to 3 weeks in advance.

**Question 2** - Pre-bookable appointments to be reduced from 10 appointments per session to 8 appointments and Open on the Day to be increased from 5 appointments to 7 appointments.

	<b>Q1</b>	<b>Q2</b>
For	238	260
Against	19	22
No Opinion	48	23



# PATIENT PARTICIPATION GROUP

## MONDAY 11<sup>TH</sup> MARCH 2013 @ 6PM

### PRESENT

BC

LJ

EM

DM

TS

AS

Maureen Johnstone

Dr Zaidi

Mary Davidson

### AGENDA

#### Minutes December 2012

Reviewed

#### Patient Survey Results

Following on from the December meeting. Changes to the appointment system were suggested and agreed and approval was to be sort from the wider patient base.

A survey with 2 questions was carried out in February 2013 in the surgery over a 10 day period.

306 completed questionnaires were received

#### Question 1

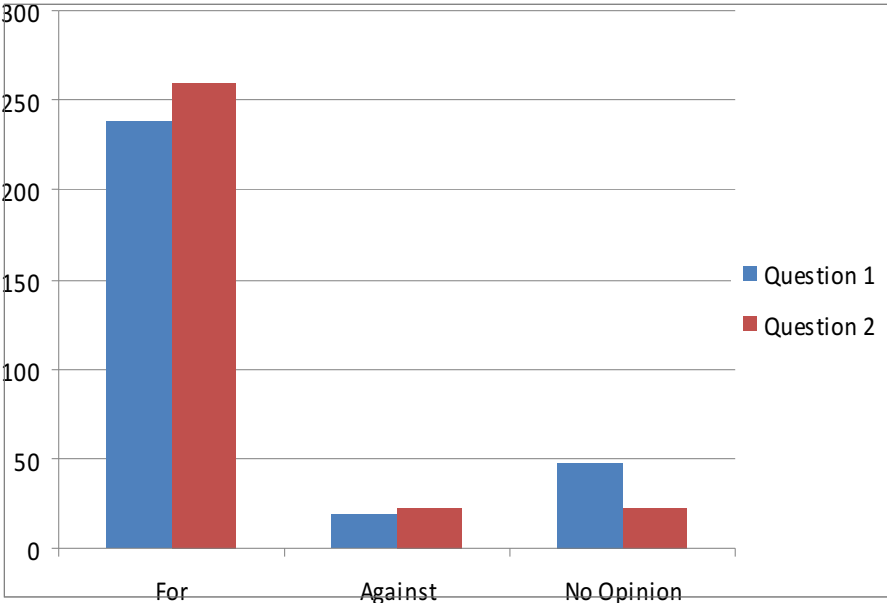
Appointments to be reduced to availability up to 3 weeks in advance (previously 4 weeks)

#### Question 2

Pre-bookable appointments per GP session to be reduced from 10 per session to 8 and Open on Day appointments to be increased from 5 appointments to 7

(see copy of survey)

Results below



These changes will be implemented with effect from April 2013.

A short discussion took place with the PPG members as to what had already been tried in the surgery in previous years around appointments, and the overall thoughts were that it was a difficult area and that there would always be objections from patients no matter what.

### 'Did Not Attend' patients

An area that we discussed briefly in December 2012 and the surgery was to look to see if there were any trends.

This area the members agreed impacts heavily on appointments, see below:

		TOTAL	AGE	AGE	AGE	AGE	AGE	AGE	AGE
		DNA APPT	0 to 4	5 to 14	15 to 44	45 to 64	65 to 74	75 to 84	85+
MONTH									
2012									
<b>JULY</b>		99	11	6	41	33	4	1	3
<b>AUGUST</b>		68	7	2	33	19	3	3	1
<b>SEPTEMBER</b>		93	6	2	51	20	6	7	1
<b>OCTOBER</b>		95	9	4	35	24	11	10	2
<b>NOVEMBER</b>		91	5	6	40	17	13	9	1
<b>DECEMBER</b>		61	6	2	29	11	6	6	1
2013									
<b>JANUARY</b>		93	6	3	48	22	4	6	4
<b>FEBRUARY</b>		79	9	4	37	16	6	7	0
		<b>679</b>	<b>59</b>	<b>29</b>	<b>314</b>	<b>162</b>	<b>53</b>	<b>49</b>	<b>13</b>
<b>Jul 2012 - Feb 2013</b>		538	38	27	242	131	47	41	12
	<b>male</b>	257	23	14	109	63	23	22	3
	<b>female</b>	281	15	13	133	68	24	19	9

The group suggested the following action:

- A prominent display in the surgery around the number of patients who failed to attend, to include figures for a longer period which would have more impact and to break it down to clinic level.

- Appointment slips to have a notice to cancel if not needed.
- Surgery LED board to have ' Was that you?' added to the DNA message.
- Prescriptions to be updated with a reminder to cancel appointments that patients no longer need.
- PPG members to devise a letter to be sent to patients who fail to attend ( to be discussed at the next meeting) members to send draft letters to the surgery ( e-mail [ews@gp-A88613.nhs.uk](mailto:ews@gp-A88613.nhs.uk)) Copies will then be distributed to members prior to the next meeting.

## **Feedback Box**

There were 4 feedback slips in the box since the last meeting.

3 slips were compliments for Dr Stidolph and

1 slip related to appointments over-running in the surgery.

This area was discussed:

The forum members stressed that if a good job was being done they would be prepared to wait, however, they would like to be kept informed of how long they could anticipate waiting, in order to make an informed decision as to whether or not to rebook on this occasion.

The surgery advised that a general appointment was 10 minutes but that the nursing staff dealing with chronic disease would often have 30 minute appointment.

We are aware of the need to keep to the schedule, however, it would be inappropriate to finish a consultation prematurely for the sake of a couple of minutes, although if this happens with every patient you would soon be half an hour to an hour behind.

However, often this is not possible, if the reason for delay is due to specific circumstance, e.g. Patient having a heart attack, collapse etc.

Group suggest that reception staff advise patients of any waiting times when they arrive.

Include a space for the date on the form, so that specific events could perhaps be looked into in more detail in the future.

## **A&E Attendance**

There is concern at the number of patients who are attending A&E, when a more appropriate service is available e.g. minor injuries / walk in centre / Out of Hours / GP.

The surgery continues to monitor this.

Any suggestions as to how to educate patients to the most appropriate service would be gratefully received.

## **Any Other Business**

**Phlebotomy** – patients who need fasting bloods, often have to wait in a long queue at 8.30am.

The surgery advised that bloods can be taken in the surgery by the Healthcare Assistant, in circumstances such as this. The Healthcare Assistants appointments are generally available at 8.30am but would need to be pre-booked. This should only be used in exceptional circumstances.

**Minor Operations** – How long is the list at present? The surgery advised that some patients may have been waiting up to 6 months for a procedure, but this was due to an oversight and all patients in this position should have been recently contacted. If this is not the case, please contact us.

Generally a routine appointment can be up to approx 16 weeks.

**South Tyneside PPG** – TS is to represent the surgery at this group. The next meeting is scheduled for April.

**Antibiotics** - One member asked for comments from Dr Zaidi regarding the recent press coverage relating to the rise of antibiotic resistance warning from the Chief Medical Officer professor Dame Sally Davies.

Dr Zaidi agreed with the comments and advised that there had been a low threshold for issue of antibiotics in the past and that this would need to be improved i.e. GPs to prescribe fewer antibiotic prescriptions, in order to tackle this as more and more infections become resistant to frontline antibiotics.

Meeting closed

7.15pm