

Wansford & Kings Cliffe Practice

Patient Participation Report 2013/14

1. Our Patient Participation Group

The Practice is very fortunate in that it has a long established patient group called 'Communicare', originally established in 1981 by Dr Holland and Mrs Clare Wagstaffe who together saw the benefit of patient involvement within the practice. Clare was also the Chairman and Secretary of the National Association for Patient Participation (NAPP) for several years and has always taken an active role in our group, currently as the Secretary. The group meets bi-monthly with a structured agenda and terms of reference, with an Annual General Meeting held in September each year. The group is currently chaired by Mrs Heather Gough and Mr Gilbert Markley is our current treasurer.

The meetings are usually attended by 15 – 20 patients registered with the practice and the practice is always represented by at least one of the doctors and the Practice Manager. The minutes are produced by Mrs Wendy Spencer, along with the detailed article for inclusion in the village magazines.

In striving to engage and encourage feedback from patients that extend beyond a mix of just age/sex and ethnic origin, including patients from marginalised or vulnerable groups such as elderly patients, carers and patients with learning disabilities or other disabilities, we have, over the past year in particular, put a lot of effort into trying to get more members to the group. We have done this by way of promoting the work of Communicare, their role and purpose. There is, and has been for a long time, a dedicated notice board in the main reception area giving details of the meetings and the work of the Patient Reference Group. The Communicare leaflet has been reviewed and is readily available from the patient waiting area, is given to new patients joining the practice, handed out with prescriptions from the pharmacy and is readily available in the local care homes and for doctors to hand to patients who are housebound when making visits to their homes. Kings Cliffe village held an Open Day on 23rd June 2013 where the PPG had a table which was manned all day advertising services provided at the practice and also handing out the Communicare leaflet in an attempt to encourage patients to become members of our Patient Reference Group. Flyers were also handed out to anyone interested detailing what influence they could have on services provided and also gave the email address of our secretary and the website address of the surgery with the link to the PPG website. We have also, to try and encourage more patients to attend the meetings, had presentations from our GP's which included talks by one of our partners on Dementia, and also our current Military GP registrar giving a talk on her experience as a military GP and her time spent in Camp Bastion in Afghanistan.

Our Current Practice Population Profile is as follows:-

Males – 49.5 % of our population are males
Females – 50.5 % of our population are females

Under 16 – 18% are under 16 years of age
17 – 24 - 7 % are in the 17 to 24 year age range
25 – 34 - 9 % are in the 25 to 34 year age range
35 – 44 - 13% are in the 35 – 44 year age range
45 – 54 - 17% are in the 45 – 54 year age range
55 – 64 - 14% are in the 55 – 64 year age range
65 – 74 - 13% are in the 65 – 74 year age range

75 – 84 - 6% are in the 75 – 84 year age range

Over 84 - 3% are aged over 84 years of age

With regard to ethnicity we do not yet have reliable statistical data but it is true to say that the catchment area of the practice includes a very low percentage of patients in ethnic groups, a very high percentage of our patients being 'white British' and our patient group profile and practice survey is reflective of this.

Despite our best efforts it is still clear that our Patient Group is under represented in some areas, particularly with regard to our younger patients (although there are younger patients, usually in the over twenties who attend the meetings on an ad hoc basis, the current age of those regularly attending the meetings and those who are members of the group is that of the over fifties). Unlike many other practices who have found themselves in this position, we do not have a school that is local to the practice and that we can engage with. Many of our patients living in the outlying villages that we serve travel to different schools. With the realisation of this, and the fact that people in general are very busy and may not have time to come to the surgery for meetings, we are going to try and endeavour to address this over the forthcoming year by way of the setting up of a Virtual Patient Group. Doing this will allow those that aren't able to get to the meetings, or who do not regularly visit the practice, to exchange views, participate in practice surveys and allow us to consult with them on certain matters from time to time by email.

Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Rev David Parkes, our Vice Chairman and Wendy Spencer, our PRG Communications Officer, still regularly attend the Borderline Commissioning Group Patient Forum. It was agreed with the group, for ease of comparison, that the same questions from the survey last year would be used.

The PPG members were emailed a copy of the patient annual survey and asked to ensure that the survey covered the main priority areas. We asked them what they thought our key priorities should be when it came to looking at the services we provide to them and others in the practice. We asked them what they thought the most important issues were on which we should consult our patients. For example, which of the following did they think we should focus on?

Clinical Care

Getting an appointment

Reception Issues

Opening times

Parking

It was agreed that in addition to taking into consideration the requirements of the Patient Participation DES around access, hours of opening, mode of contact etc., the questionnaire needed to be quick to complete, easily accessible and be built around the journey of the patient covering areas such as contacting the practice, appointment availability and the professional attitude and care of team members

Step 3. Details and Results of the Local Practice Survey

The questions were determined at the previous year's questionnaire and all the PPG members agreed them for this year.

Throughout the month of February patients were invited to complete a questionnaire **when** attending the surgery. In addition to this the questionnaire was set up via Survey Monkey and made readily available for completion via the practice website www.wansford.co.uk. We also, to encourage as many patients as possible to complete the survey displayed a poster in the waiting room at both the main surgery and at our branch surgery at King's Cliffe, along with the issuing of leaflets.

For those that completed a paper questionnaire, the results from these were transferred to Survey Monkey to enable the full report to be produced.

In line with what was agreed with the Borderline Commissioning Group we would, in order to gain representation from a wide range of our practice population, aim to look to a target of 3% of our patients completing the survey. A total of 206 patients completed the survey and which actually achieved 3.02% of our patients completing the survey, in doing this we gained representation from each age group of patients as follows:-

Males - 37.06% of those completing a survey were males (38.2% last year)

Females – 62.34% of those completing a survey were females (61.8% last year)

Of those:-

Under 16 – 0% were under 16 years of age (1.5% last year)

17 – 24 - 2.02% were in the 17 to 24 year age range (4.6% last year)

25 – 34 - 9.60% were in the 25 to 34 year age range (6.5% last year)

35 – 44 - 7.07 % were in the 35 – 44 year age range (18.6% last year)

45 – 54 - 21.72% were in the 45 – 54 year age range (18.3% last year)

55 – 64 - 14.65% were in the 55 – 64 year age range (16.3% last year)

65 – 74 - 25.76% were in the 65 – 74 year age range (20.5% last year)

75 – 84 - 13.64% were in the 75 – 84 year age range (10.6% last year)

Over 84 - 5.56% were aged over 84 years of age (3% last year)

94.44% reported themselves as being White British (97.3% last year) , 3.03% as White Other (1.5% last year) 2.02% as White Irish (0.4% last year) and 0.5% as Black or Black British – African (0.4% last year)

16.76% of those who completed a survey considered themselves to have a disability (16.5% last year)

11.05% of those who completed a survey reported themselves as being a carer (9.1% last year)

A key finding was that over 90% of patients who completed the survey thought that the consultations with either a nurse or doctor were either good or very good.

The survey results are available to view on line.

Component 4. Discussing Survey Results with the Patient Reference Group (PRG)

The results of the survey were discussed with members of the Patient Reference Group at a meeting held at the surgery on Wednesday 26th March 2014. At the meeting Dr Takhar presented the findings from the survey as a result of which the areas of priority for the forthcoming year were agreed with the group.

Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

As commented above the Action Plan/priorities and proposals, as a result of the patient survey, were agreed at the above meeting. A copy of the full survey results will be available on the practice website by 31/3/14.

Here are details of the action plan agreed:-

1. The availability of booking nurse and Health Care Assistant appointments on line.

When asked as part of the patient survey, question 18, about making appointments on line, a total of 10.39% of the responders commented that they used the website for this purpose (compared to 39% for last year). We would like to further increase this percentage by way of the introduction of more appointments being made available to book on-line. A number of patients have made comment that they would like to see the nurse appointments bookable in this way. We recognise that this can be less straightforward than booking a doctor appointment as there are different members of the nursing team who deal with different procedure, plus there are also varying lengths of appointment times dependant on the reason for booking. We also discussed whether we could have set clinics available on line such as travel or asthma clinics. We have a weekly asthma/COPD clinic so will look to ways of being able to book these on line. We discussed the option of introducing the availability of booking blood tests on line with a HCA but through a recent nurse/HCA audit; found that patients were requesting other tests to be taken e.g. BP readings, height/weight in the same appointment. We agreed to better inform our patients as to this not being an option through information leaflets and displays.

2. Medicines management

We discussed medication reviews and ways of ordering repeat prescriptions. 97.04% of those surveyed found it easy to order prescriptions. We discussed medicines wastage and how much it must cost NHS England every year in that patients over order and stock pile their medicines. We agreed to do a display showing patients how many medicines are returned unused in a quarter.

3. Surgery opening hours

Over 88% of those responders were either very or fairly satisfied with the opening times of the surgery. Some commented that they would like to see our branch Surgery Kings Cliffe open all day (at present it is open 9-12 Monday to Friday). We discussed the feasibility of this and agreed that there were sufficient Doctor, nurse and HCA appointments available at present. Physiotherapy will also be available at the branch surgery from May 2014.

4. Practice website

We are in the process of having a new website designed. In line with comments made by patients completing the survey this will include more up to date general health information and an easier appointment booking system. There will also be a link for patients to access the PRG website.

5. Telephone appointments

In addition to the telephone triage service that is provided by our Community Practitioners for those patients who are expressing the need for a same day appointment, we do also have routine telephone appointments allocated for each of the doctors as part of their surgeries on a daily basis. The uptake of these is often very low as patients are unaware of this availability. We will look to further promote these as there are many conditions/queries that can be dealt with over the telephone rather than by consultation. This would then help to alleviate the demand on appointments and help to ensure continuity with the doctor of choice. We will also look to implement an information leaflet for patients informing them of the services we provide so that they can use them more effectively.

Step 6. Publishing the Local Patient Participation Report

The PRG agreed to summarise this report in a more reader friendly way for distribution at the next PRG meeting on 7th May 2014.

2012/2013 Action plan –Development of the car park. Construction of the car park is now underway and should be completed by the end of May 2014.

The Local Patient Participation Report will be published on the Wansford and King's Cliffe Practice Website by 31/3/14, along with the results of the Patient Survey.

In publishing this report the practice is also required to confirm the Practice opening hours and give details on how patients can access services during core hours (8am – 6.30pm)

Patient Services across our core hours 08:00 – 18:30 remain the same as last year and are as follows:-

08:00 – 18:30 – access via telephone and face to face at the reception desk for emergency/urgent patient requests – cancellation of appointments, repeat prescription requests, and to cover all patient services

08:30 – 18:30 – access via our pharmacy for all prescription queries and via the desk for the collection of medicines if this is the chosen pharmacy.

09:00 – 12:00 noon – access via telephone to our repeat prescription clerk for the request of repeat prescriptions/prescription queries

Access via our on-line facility for the booking of doctor appointments/cancelling appointments and requesting repeat prescriptions

The following extended hours are currently provided by the Wansford Surgery:-

09:00 – 12:00 noon Saturday mornings for urgent doctor appointments, the reception desk is also open during these hours for the usual patient services.