

## LOCAL PATIENT PARTICIPATION REPORT – FEBRUARY 2013

The Practice Participation Group was set up in August 2011 and currently consists of 5 patients who have experienced use of services within the practice either by themselves or by members of their family who are registered patients. They have experience of access for children, adult, elderly and carer services. We have a range of age and gender – Male representatives are aged 72 and 38, Female representatives are aged 58, 69 and 28

99% of the practice population are of white/mixed white ethnicity.

The practice age demographics are listed below

AGE	MALE	FEMALE	TOTAL
<b>SHEFFIELD</b>			
0-15	375	365	740
16-35	496	432	928
36-59	707	779	1486
60-70	286	342	628
71-80	175	204	379
81+	75	111	186
<b>ROTHERHAM</b>			
0-15	53	60	113
16-35	96	94	190
36-59	138	159	297
60-70	54	73	127
71-80	18	26	44
81+	11	13	24
<b>BARNSELEY</b>			
0-15	1	3	4
16-35	5	0	5
36-59	7	5	12
60-70	3	6	9
71-80	1	2	3
81+	1	1	2
<b>TOTAL</b>	<b>2502</b>	<b>2675</b>	<b>5177</b>

At the meeting of the Patient Participation Group on 11.10.12 we agreed a set of questions relating to priorities for patients at the surgery and these were focused on the building, patients medical conditions, patients experience at GP and Practice Nurse appointments, waiting times, Reception staff, Practice information including comments, complaints and carer information.

Patient questionnaires were available for completion in the surgery from October 2012 to January 2013.

At the meeting of the Patient Participation Group on 10.1.13 we reviewed the survey responses and agreed actions for any areas requiring improvement.

## BUILDING

88% found it easy to get into and around the building  
11% found it fairly easy to get into and around the building  
1% found it difficult to get into and around the building

63% thought it would be easy for disabled people to get into and around the building  
34% thought it would be fairly easy for disabled people to get into and around the building  
3% thought it would be difficult for disabled people to get into and around the building

96% thought the surgery was very clean  
4% thought the surgery was very fairly clean  
No one thought the surgery was not clean

The patient representatives felt that access to the surgery for both able bodied and disabled patients had improved with installation of the automatic doors, allowing easier access for both wheelchairs and pushchairs. It was noted that no patient response had been received which indicated the building was not clean.

## PATIENTS HEALTH

4% surveyed had a deafness or severe hearing impairment  
1% surveyed was blind or had severe visual impairment  
24% surveyed had limitations in basic physical activities  
20% surveyed had long standing psychological or emotional conditions  
27% surveyed had other long standing illness  
38% surveyed had no long standing conditions

The system of clinicians fetching patients from the waiting room was a good way of making clinicians aware of patients with deafness, poor sight or limited mobility and allowed them to assist these patients to the consulting room. The surgery had previously discussed at a clinical meeting how we recognised and accommodated visually impaired patients, however we could extend this with some education and learning around patients with other medical conditions.

## GP AND PRACTICE NURSE APPOINTMENTS

Doctors appointments  
41% were offered a chaperone  
16% were not offered a chaperone  
43% did not require a chaperone

Nurses appointments  
41% were offered a chaperone  
13% were not offered a chaperone  
46% did not require a chaperone

The only area of note with regard to consultations, was the patients who said they were not offered a chaperone, however we had not factored in for those for who the question was not applicable and relied on patients to indicate this on their survey response form. The Practice chaperone policy will be reviewed at the clinical meeting.

## WAITING TIMES

### Doctors

11% said they were normally seen on time  
50% said they waited up to 15 minutes after their appointment time  
31% said they waited 15-30 minutes after their appointment time  
7% said they waited more than 30 minutes after their appointment time  
1% said they couldn't remember

### Nurses

36% said they were normally seen on time  
40% said they waited up to 15 minutes after their appointment time  
19% said they waited 15-30 minutes after their appointment time  
3% said they waited more than 30 minutes after their appointment time  
2% said they couldn't remember

The patient representatives felt the waiting times experienced by patients were acceptable, particularly when looked at alongside the responses for patients feeling they were given time and listened to during consultations

## RECEPTION STAFF

91% said Reception staff were very helpful  
7% said Reception staff were fairly helpful  
1% said Reception staff were not very helpful  
1% said Reception staff were not at all helpful

The patient representative felt this was a good reflection of the quality of the reception staff at the Practice

## INFORMATION

53% of patients were aware of the complaints procedure  
29% of patients had used the comments book  
100% of patients found the information displayed in the waiting rooms helpful  
44% of patients found the Practice website informative and useful  
77% of patients found the Practice newsletter informative and useful

Of the 34 patients who said they had carer responsibilities, 14 said they had notified the practice to be included on the Practice Carers Register. This was an improvement on figures from last year, but indicated there was still a need to raise carer awareness despite efforts made over the past year to raise awareness amongst staff of possible carers and also patient education and information articles included in the Practice newsletter. It was agreed with the Patient Group an agenda item regarding carers would be included at the next

clinical meeting and the carers lead would revamp the literature and information available on the carers display. One of the patient representatives was aware of financial support available to allow carers to take a break and this would be included in the display. Although there was an improvement in patients awareness of the areas listed above, it was agreed with the patient group the comments book and complaints procedure would be included again in the next practice newsletter.

The Patient Participation Group has been involved during the year in providing suggestions and support for the introduction of a number of changes to the Practice. Developments we have discussed have included the introduction of the NHS Healthcheck for identifying and assessing patients for any risk of developing cardio-vascular disease and improving and clarifying the system for patients requiring travel health advice and vaccinations. The handling and process of receiving sharps bins from patients has also been discussed and patient information was included in the August newsletter. The patient representatives were made aware of SOAR (a community regeneration charity providing Health, Employment and training Services), and the services it could provide to local patients, we again used the November newsletter to promote this service. We discussed with the patient group planning of the 2012-13 flu campaign, including local advertising of the 'Flu clinic day' and also discussed uptake of the vaccine amongst the eligible groups. The Patient Representatives have been given information regarding the introduction of the 111 service from 5.3.13 and have agreed the Practice actions for implementing the changes.

The Patient Participation Group have also been kept informed over the past 12 months of the massive organisational changes to the NHS and the implications for General Practice the introduction of commissioning will bring. The Practice remains committed to try to ensure services are delivered locally and have purchased a dermoscope and arranged additional training for 2 of the partners to allow some dermatology symptoms to be dealt with at the surgery. Again focusing on keeping services local, our GP Association, consisting of ourselves, Ecclesfield Group Practice, Foxhill Medical Centre, Grenoside Surgery and Chapelgreen Surgery, are now making inter-practice referrals for certain services to keep service delivery local.

Other major changes the patient representatives have been informed about and encouraged, is Care Quality Commission registration for the Practice and the work undertaken by the Practice to make sure they are compliant with all the quality standards.

The surgery is currently open  
Monday 8.30-12.45 2.30-6.30  
Tuesday 8.30-12.45 2.30-6.30  
Wednesday 8.30-12.45 2.30-6.30  
Thursday 8.30-1.00  
Friday 8.30-12.45 2.30-6.30

Saturday 9.00-11.30 (by appointment only)

Telephone access is available

Monday 8.30-12.45 2.30-6.00

Tuesday 8.30-12.45 2.30-6.00

Wednesday 8.30-12.45 2.30-6.00

Thursday 8.30-12.00

Friday 8.30-12.45 2.30-6.00

The surgery offers a combination of pre-bookable routine appointments, acute appointments which are offered on the day for patients needing to be seen sooner than the next available routine appointment and emergency appointments for those patients needing to be seen urgently that day when all the acute appointments have been booked. The surgery offers extended hours appointments on a Saturday morning which are pre-booked as there is no telephone access on Saturday morning.