

LOCAL PATIENT PARTICIPATION REPORT – FEBRUARY 2014

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
SHEFFIELD			
0-15	376	356	732
16-35	487	454	941
36-59	720	770	1490
60-70	277	353	630
71-80	184	219	403
81+	75	124	199
ROTHERHAM			
0-15	46	53	99
16-35	91	85	176
36-59	134	150	284
60-70	57	74	131
71-80	19	23	42
81+	9	14	23
BARNSELY			
0-15	1	3	4
16-35	3	0	3
36-59	5	4	9
60-70	1	4	5
71-80	1	1	2
81+	1	1	2
TOTAL	2487	2688	5175

At the meeting of the Patient Participation Group on 8.8.13 we agreed a set of questions relating to areas of priority for patients at the surgery, as identified by the patient representatives and areas the practice wanted feedback on. [Minutes of Patient Group Meeting 8.8.13](#). Some of the agreed areas were included in the previous survey, allowing us to compare any improvement or deterioration in patient feedback and whether implemented changes had demonstrated improvement. The areas 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 and patients response to being able to book/cancel appointments and order prescriptions on-line.

Patient questionnaires were handed out to patients for completion from October 2013 to January 2014. Information advising patients of the survey was also included in the patient newsletter.

At the meeting of the Patient Participation Group on 13.2.14 we reviewed the survey responses, compared current results with the previous survey, looking for any improvement or concerns and agreed actions for any areas requiring improvement. [Minutes of Patient Group Meeting 13.2.14](#). 2% of the Practice population completed the survey and this years responses are shown on the right hand side.

BUILDING

88% found it easy to get into and around the building 90%
11% found it fairly easy to get into and around the building 10%
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 75%
34% thought it would be fairly easy for disabled people to get into and around the building 25%
3% thought it would be difficult for disabled people to get into and around the building

96% thought the surgery was very clean 95%
4% thought the surgery was very fairly clean 5%
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 again 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 11%
1% surveyed was blind or had severe visual impairment 2%
24% surveyed had limitations in basic physical activities 14%
20% surveyed had long standing psychological or emotional conditions 19%
27% surveyed had other long standing illness 18%
38% surveyed had no long standing conditions 35%

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 Reception staff had recently undergone Sensory Awareness Training as the Practice felt that as front line staff they were often the first to become aware of any visual or hearing impairment a patient may have.

GP APPOINTMENTS

Making you feel at ease and treating you with respect
76% thought their experience of this was excellent 76%
23% thought their experience of this was good 23%
1% thought their experience of this was poor 1%

Allowing you to explain your symptoms/illness to them
72% thought their experience of this was excellent 74%
26% thought their experience of this was good 26%
2% thought their experience of this was poor

Listening to you
70% thought their experience of this was excellent 77%
26% thought their experience of this was good 22%
3% thought their experience of this was poor
1% thought this didn't apply 1%

Fully understanding your concerns
66% thought their experience of this was excellent 70%
32% thought their experience of this was good 29%
2% thought their experience of this was poor 1%

Showing care and compassion towards you	
69% thought their experience of this was excellent	76%
29% thought their experience of this was good	24%
2% thought their experience of this was poor	

Explaining things to you	
70% thought their experience of this was excellent	69%
28% thought their experience of this was good	30%
2% thought their experience of this was poor	1%

Making a plan of action with you	
65% thought their experience of this was excellent	63%
32% thought their experience of this was good	32%
2% thought their experience of this was poor	2%
1% thought this didn't apply	3%

41% were offered a chaperone	22%
16% were not offered a chaperone	6%
43% did not require a chaperone	72%

PRACTICE NURSE APPOINTMENTS

Giving you enough time	
70% thought their experience of this was excellent	60%
27% thought their experience of this was good	26%
1% thought their experience of this was poor	
1% said this didn't apply	14%

Asking about your symptoms	
66% thought their experience of this was excellent	59%
27% thought their experience of this was good	29%
2% thought their experience of this was poor	
5% said this didn't apply	12%

Listening to you	
64% thought their experience of this was excellent	59%
30% thought their experience of this was good	29%
1% thought their experience of this was poor	
5% said this didn't apply	12%

Explaining tests and treatments	
59% thought their experience of this was excellent	64%
32% thought their experience of this was good	24%
1% thought their experience of this was poor	1%
8% said this didn't apply	11%

Involving you in decisions about your care	
59% thought their experience of this was excellent	57%
28% thought their experience of this was good	29%
2% thought their experience of this was poor	
11% said this didn't apply	14%

Treating you with care and concern	
69% thought their experience of this was excellent	67%
26% thought their experience of this was good	23%
1% thought their experience of this was poor	
4% said this didn't apply	10%

Treating you with respect and dignity	
70% thought their experience of this was excellent	68%
25% thought their experience of this was good	22%
1% thought their experience of this was poor	
4% said this didn't apply	10%

Taking your problems seriously	
66% thought their experience of this was excellent	68%
25% thought their experience of this was good	22%
3% thought their experience of this was poor	
6% said this didn't apply	10%

41% were offered a chaperone	33%
13% were not offered a chaperone	5%
46% did not require a chaperone	62%

WAITING TIMES

Doctors	
11% said they were normally seen on time	23%
50% said they waited up to 15 minutes after their appointment time	40%
31% said they waited 15-30 minutes after their appointment time	27%
7% said they waited more than 30 minutes after their appointment time	5%
1% said they couldn't remember	5%

Nurses	
36% said they were normally seen on time	41%
40% said they waited up to 15 minutes after their appointment time	43%
19% said they waited 15-30 minutes after their appointment time	13%
3% said they waited more than 30 minutes after their appointment time	2%
2% said they couldn't remember	1%

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	99%
7% said Reception staff were fairly helpful	1%
1% said Reception staff were not very helpful	
1% said Reception staff were not at all helpful	

The patient representatives 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	46%
29% of patients had used the comments book	16%
100% of patients found the information displayed in the waiting rooms helpful	91%
44% of patients found the Practice website informative and useful	43%

77% of patients found the Practice newsletter informative and useful

55%

It was agreed with the patient group the comments book and complaints procedure would be included again in the next practice newsletter. There also needs to be information on the Practice website regarding how patients can give feedback to the Practice or register as carers.

APPOINTMENTS

Patients were asked of their experiences of making an appointment and there were a number of patients whose preferred method was on-line. We felt this was an area we could further promote in the patient newsletter, through the website and via prescription notices. It was felt that there are a number of people who would find an on-line service convenient and beneficial. Comments were received from individuals on the advantages of receiving the text reminder service that the Practice had introduced.

COMMENTS

A number of positive comments were received from patients regarding their experience of the service and the staff.

There were negative comments of note regarding the lack of parking on site, which had been discussed previously with the patient representatives. We felt the use of the disabled parking bays by non-disabled patients could be better promoted and notices in the waiting areas and inclusion in the Practice Newsletter had been implemented.

SATISFACTION

94% of patients were very satisfied with the overall care and service the surgery provides 94%
4% of patients were fairly satisfied with the overall care and service the surgery provide 6%
2% of patients were not at all satisfied with the overall care and service the surgery provides

96% Would recommend the surgery to someone in the area 100%

The Patient Participation Group has been involved during the year in providing suggestions and support for the introduction of a number of changes at the Practice. They were involved in the Practice's preparation for the introduction of the 111 service and its subsequent launch. They have also given feedback on their experience of the service. They approved the development of a 'Zero Tolerance policy' drawn up by the Practice following a number of issues concerning staff. The Group has been made aware of changes needed in the Practice in preparation for Care Quality Commission inspection and to ensure the Practice is compliant with the Essential Standards. Any patient feedback published on the NHS choices website is discussed with the patient group and the Practice's response is made available to them. We have also discussed any comments left by patients in the 'Comments Book'. The Practice has liaised with the Patient Representatives with regard to the introduction of online ordering of prescriptions, enabling patients to be able to book and cancel their doctors appointments online and also the introduction of the text reminder service.

The Practice has ensured the patient group has been made aware of the introduction of the Care.data programme for information gathering. We discussed with the patient group planning of the 2013-14 flu campaign, including local advertising of the 'Flu clinic day' and also discussed uptake of the vaccine amongst the eligible groups. 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.

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.

ACTION PLAN 2014 - 2015			
ACTION	RESPONSIBLE	DATE	COMPLETED
Raising awareness in the Practice of patients with deafness, blindness, poor mobility	Angi Hartley	March 2015	
Sensory awareness training for admin staff	Angi Hartley		Yes
Raising patient awareness of 'Comments Book' through Practice Newsletter and website	Kate Barrass	September 2014	
Raising patient awareness of 'Complaints Procedure' through Practice Newsletter and website	Kate Barrass	September 2014	
Encouraging patients to be placed on the carers register through Practice Newsletter and website	Kate Barrass	September 2014	
Raising awareness in the Practice of patients who should be on the carers register	Angi Hartley	September 2014	
Raising patient awareness of on line appointment booking and cancellation facility through Practice Newsletter, website and prescription notices	Kate Barrass	September 2014	
Insufficient parking – raise patient awareness of disabled parking bays for disabled patients only through Practice Newsletter and website	Kate Barrass	September 2014	