

LOCAL PATIENT PARTICIPATION REPORT - 2014/15

Patient Reference Group (PRG) members present

The Haven Surgery is a rural dispensing practice with a list size of approximately 1670 patients predominantly of white british ethnicity.

The Patient Reference Group consists of 6 members, 2 male and 4 female representatives with ages ranging from 60 to 84yrs.

Practice staff (and designation) present

Dr Rina Miah, GP

Dr Heather Prestwich, GP

Kim Beedham, Practice Manager

Stacey Byron, Practice Nurse

Marion Puntton, Administration Assistant

Susan Lightfoot, Health Care Assistant

Carole Nicholson, Receptionist / Dispenser

Key findings from Friends & Family Test 2014/15

From 1st December 2014, all GP practices have been asked to undertake the 'Friends and Family Test'. This is a feedback tool, which allows patients and users of NHS services, the opportunity to provide feedback on their experience, and indicate whether they *'Would recommend us to your friends and family?'* Results of these anonymised surveys can then be used to improve our services.

Results of these surveys are regularly discussed with our Patient Participation Group and shared with our patients.

At the meeting held in February, the practice and PPG discussed the feedback received during December and January. A total of 44 responses were received from patients. From these responses, 82% of patients would be 'extremely likely' or 'likely' to recommend us, with 11% stating that this would be 'unlikely' or 'extremely unlikely', and 7% were unable to comment.

59% of responses were via the elekiosk system, and 40% were via manual comments cards.

The practice received 18 comments from patients, 15 of which were very positive, and included comments such as:

'Always friendly and efficient'

'Friendly, always there when I have needed them. All staff have time for me and never had a bad experience'

'Efficient caring attitude of stall and professionalism'

The practice received 3 less positive responses, but the content was difficult to transfer to an action plan for improvement.

The main priorities identified by the PRG and practice staff in 2014/15

Following two meetings with the PPG and feedback from the Friends and Family Test, the practice and PPG agreed three main priority areas of improvement for 2014/15:

Patient Feedback

The practice is keen to develop a variety of mechanisms to obtain feedback from patients from all patient groups.

The practice is already participating in the Friends and Family Test, and although the PPG were supportive of the new elekiosk machine to collate feedback, the members were keen that manual surveys continued to ensure patients had a choice of method. This would include active encouragement of vulnerable and housebound patients during home visits. Results from December and January indicate that the elekiosk was used for 59% of responses and manual processes were used for 41% of responses.

Following discussions with the Patient Participation Group, the practice has also agreed to add the Friends and Family tool to the surgery website, to enable patients an alternative method to give feedback. This would also allow for patients who do not regularly access the surgery the opportunity to give feedback on the practice.

The practice will continue with the survey and results will be discussed regularly with the PPG to identify areas of improvement.

The practice agreed to advertise the facility in the next edition of the Burnhope Wheel, to encourage participation.

Lifestyle Advice & Obesity

Public Health will be shortly withdrawing funding from the Weigh less Scheme and exercise on referral programme. The practice already has high levels of obesity and it is anticipated that the withdrawal of these services will only increase the issue.

As a result, the practice agreed to complete regular reviews on patients with high BP readings, and a BMI of over 30 and no recent glucose tests.

The practice also agreed to carry out a patient survey to ask patients how we can help them to get fitter and healthier.

The PPG were keen to utilise the new community centre for exercise programmes in the future.

Burnhope has been 1 of 3 villages selected to receive a Health Trainer to support patients with lifestyle advice under the Healthy Horizons Programme. The Practice will encourage self-referrals to the programme.

Baby Immunisations

The practice recently received feedback from a patient regarding the waiting time and structure of the surgery baby clinic. As a result the practice has reviewed current practice and identified areas for improvement.

The practice has liaised with the Child Health Department and Health Visiting colleagues, and has agreed to implement a new appointment process for our monthly baby clinic.

Babies will now receive a fixed appointment time, and we have amended our appointment schedules to try and improve the flow for those babies needing to see more than one practitioner, ie GP, Nurse and Health Visitor.

We hope these changes improve patients experience and reduce waiting times, but to ensure these changes are successful, the practice will complete a patient survey for parents using this service.