

LOCAL PATIENT PARTICIPATION REPORT - 2012/13

Patient Reference Group (PRG) members present

The Haven Surgery is a rural dispensing practice with a list size of approximately 1650 patients predominantly White British. A representative 0.6% of patients were in attendance at meetings held on 15/11/12 and 17/01/13. This included 10 members; 5 male and 5 female with ages ranging from 41 to 82.

The PRG has tried to engage patients aged 40 years and under by advertising the group with posters, especially at the local school and sure start centre. This attracted an additional new member who is a grandparent but has so far been unsuccessful in attracting any younger members perhaps due to a combination of patient study, family or work commitments. Thus it was agreed to obtain email addresses of the present PRG members to start a virtual group in addition to the above meetings, which may make it easier for younger members to engage via emails.

Practice staff (and designation) present

Dr Rina Miah, GP Principal

Dr Heather Prestwich, GP

Kim Beedham, Practice Manager

Marion Punton, Admin Asst

Susan Lightfoot, HCA

Carole Nicholson, Receptionist / Dispenser

Victoria Morris, Receptionist / Dispenser

Lynne Bryan, Practice Nurse

The main priorities identified by the PRG and practice staff

From the IPQ Report, the main priority was to improve the ability to 'see practitioner of choice'. Thus adverts for a permanent salaried GP and a temporary maternity locum GP was placed. This led to 2 regular GPs at the practice from the start of the GP Principals maternity leave in September 2011, enabling patients to 'see practitioner of choice'. The GP Principal will return in March 2012 and continue working alongside the new salaried GP.

Another priority identified external to the IPQ Report was a threat to the dispensary by a local pharmacist applying to open a pharmacy in Burnhope Village on the grounds that the 'village' is no longer 'rural'. The PRG were strongly against this and set up a survey to seek wider practice population views. This resulted in 239 responses (15% of the practice population), all against the pharmacy proposition. This matter is still ongoing with the PCT and the PRG meet regularly to discuss progress and update the whole practice population.

Key findings from 'Improving Practice Questionnaire (IPQ) Report' 2012/13

22 out of 28 indicators were 'excellent' (compared to 20 in 2011/12) and 8 out of 28 indicators were 'very good', the least positive of which included 'see practitioner of choice', 'complaints / compliments' and 'second opinion / complementary medicine'.

The responses which were most positive were 'reception staff' and 'respect for privacy / confidentiality'.

Areas where the ratings are lower in 2012/13 are 'see practitioner of choice' with 58% compared to 68% in 2011/12, 'complaints / compliments' with 68% compared to 75% in 2011/12 and 'second opinion / complementary medicine' with 68% compared to 79% in 2011/12.

The main priorities identified in 2012/2013

Thus the three main priority areas identified from the IPQ Report to discuss and improve if possible were:

1. 'See practitioner of choice'. PRG comments included 'Have different doctors on so patients can have a choice of which doctor they would like to see' and 'Could do with a male doctor'.

The practice retains 33% of its appointments to enable patients to book on the day of clinic, and offers advance appointments for all clinicians. Patients who can't book an appointment for the same day are also offered a telephone consultation. Therefore the practice felt that appointments are always available and patients can choose a preferred clinician. However this isn't perceived to be the case by patients, thus the PRG discussed the merits of online appointments booking.

The practice will commence using the SystmOnline functionality which will enable patients to book routine appointments online as well as being able to request repeat prescriptions online. Being able to see available appointments for all clinicians for the following 2 weeks, and allowing a choice of appointment date, time and clinician should improve 'see practitioner of choice'. Reducing the number of calls into the surgery to make routine appointments and request repeat prescriptions will also improve telephone access.

The practice is also participating in a pilot 'Winter Pressure Scheme' which is running from 3rd November 2012 to 24th February 2013. This will offer the choice of a new male nurse and a new male GP. The practice will await the results of the 2013/2014 IPQ to see how this is received by patients.

2. 'Complaints / compliments'.

3. 'Second opinion / complementary medicine'.

The PRG agreed that it is not the practice policies and processes for the above two issues that need improvements, but patient communications relating to these need to be updated in order to improve patient perception. A member of the PRG has kindly volunteered to give a patient perspective and help the practice install the Jayex Media television screen, which will be used to highlight the patient complaints procedure and complementary medicine such as Acupuncture which is already offered at the surgery, as well as other useful information for patients. These are already on the practice website and in the future, local publications such as the 'Burnhope Wheel' newsletter will be used for appropriate patient information dissemination.

In addition ALL staff will attend customer services training to address any deficiencies in this area as often patient complaints relate more to customer services type issues rather than clinical ones.

Opening hours and extended hours

The opening hours of the practice premises are Monday, Tuesday, Thursday and Friday 8am to 6pm, and between 8am and 12noon on Wednesdays with a GP available for emergencies between 12noon to 6pm. The method of obtaining access to services throughout all these hours is via telephone 01207 214707.

Extended hours nurse clinic operates on Mondays from 6pm to 6.45pm via pre-booked appointments.

In order to reduce pressures on local health services during the winter months, The Haven Surgery is participating in a pilot 'Winter Pressure Scheme' which is running from 3rd November 2012 to 24th February 2013. During this time the practice will be offering limited pre-bookable appointments on a Saturday and Sunday, which can be arranged during the week in the normal way. Patients will not however be able to telephone the practice directly on a weekend. Thus urgent enquiries should still be made via the 111 service. Clinically appropriate patients will be redirected to the practice