

## **LOCAL PATIENT PARTICIPATION REPORT - 2013/14**

### **Patient Reference Group (PRG) members present**

The Haven Surgery is a rural dispensing practice with a list size of approximately 1660 patients predominantly White British. A representative 0.6% of patients were in attendance at meetings held on 18/7/13, 17/10/13 and 12/12/13. This included 10 members; 5 male and 5 female with ages ranging from 42 to 83.

In addition to the above meetings, last year email addresses of the present PRG members were obtained, starting a virtual group too.

### **Practice staff (and designation) present**

Dr Rina Miah, GP

Dr Heather Prestwich, GP

Kim Beedham, Practice Manager

Marion Punton, Administration Assistant

Susan Lightfoot, Health Care Assistant

Carole Nicholson, Receptionist / Dispenser

Victoria Morris, Receptionist / Dispenser

### **The main priorities identified by the PRG and practice staff in 2012/13**

The three main priority areas identified from the IPQ Report 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 wasn't perceived to be the case by patients, thus the PRG discussed the merits of online appointments booking.

The practice commenced using the SystemOnline functionality which enabled 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 improved 'See practitioner of choice'.

The practice also participated in a pilot 'Winter Pressure Scheme' which ran from 3rd November 2012 to 24th February 2013. This offered the choice of a new male nurse and a new male GP.

The mean percentage score for 'See practitioner of choice' has improved from 58% in 2012/13 to 59% in 2013/14, and is also higher than the national mean percentage score

(58%) when benchmarked against all participating practices. However, these figures should continue to improve with greater uptake of online appointments booking and the Winter Pressure Scheme being run for a second year.

2. 'Complaints / compliments'.
3. 'Second opinion / complementary medicine'.

The PRG agreed that it was not the practice policies and processes for the above two issues that needed improvements, but patient communications relating to these needed to be updated in order to improve patient perception. A member of the PRG kindly volunteered to give a patient perspective and helped the practice install the Jayex Media television screen, which has been 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 addition, the local publication 'The Burnhope Wheel' newsletter was used for appropriate patient information dissemination.

In addition, ALL staff attended customer services training in November 2013 to address any deficiencies in this area as often patient complaints relate more to customer services type issues rather than clinical ones.

All of the above measures have improved the mean percentage score for 'Complaints / compliments' from 68% in 2012/13 to 71% in 2013/14, which is higher than the national mean percentage score (66%) when benchmarked against all participating practices. The mean percentage score for 'Second opinion / complementary medicine' has also improved from 68% in 2012/13 to 74% in 2013/14, which is higher than the national mean percentage score (67%) when benchmarked against all participating practices.

#### **Key findings from 'Improving Practice Questionnaire (IPQ) Report' 2013/14**

26 out of 28 indicators were 'excellent' (compared to 22 in 2012/13) and 2 out of 28 indicators were 'very good', the least positive of which included 'waiting time'. The responses which were most positive were 'reception staff' and 'respect shown' and 'ability to listen'.

Areas where the ratings are lower in 2013/14 are 'telephone access' with 72% compared to 80% in 2012/13, 'appointment satisfaction' with 73% compared to 77% in 2012/13 and 'satisfaction with visit' with 78% compared to 80% in 2012/13.

#### **The main priorities identified in 2013/2014**

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

1. 'Telephone access'.
2. 'Appointment satisfaction'.

### 3. 'Satisfaction with visit'.

1. The practice and PRG identified that patients have to wait for the busy telephone lines to be freed up. The majority of these lengthy phone calls are for repeat medication requests. Thus after discussion with the PRG, from the 1st February 2014, the practice will no longer accept requests for repeat medication via the telephone.

This is also following national guidance, and has already been adopted as practice policy by most practices. The change will help us to avoid any possible errors and to protect patient safety, along with increasing access via the practice telephone during busy periods.

Thus from February 2014 repeat medication can be ordered in the following ways:

- SystemOne (our online ordering and appointment system)
- In Person
- Fax (Fax No 01207 214700)
- Post

2 and 3. Regarding 'appointment satisfaction' and 'satisfaction with visit', the practice will continue to endeavour to improve the satisfaction of ALL patients. Some direct patient feedback has included 'Difficult to improve on otherwise efficient service', 'In my opinion the treatments and different clinics is one of the very best in the area' and 'All staff at the surgery excellent, provide efficient, compassionate care'. Hopefully by continual improvement and the introduction of new services such as the SMS text message appointment reminder system, more patients will be satisfied with their appointment and visit.

### **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 the 'Winter Pressure Scheme' for a second year, which is running from October 2013 to March 2014. 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.