

HUNTCLIFF SURGERY
Patient Participation Group (PPG) Meeting
25 February 2015

Present: Lynne Waldon, Practice Manager
Julie Simpson, Office Manager
BD
MG
JB

Apologies: Dr Fish
KH
MB

The Agenda was distributed and introductions made.

1. Friends and Family Questionnaire

The Practice Manager explained that from 1st December 2014 it was a contractual requirement that all GP Practices undertake the NHS Friends and Family Test. The Friends and Family test is a feedback tool that gives patients who use NHS services the opportunity to provide feedback on their experience; this can be used to improve services.

It was explained that the primary aims of the Friends and Family Questionnaire are to:

- Gather useful feedback from patients who use the service and that this feedback can be fed directly back to both clinical and administrative staff.
- Identify areas where improvements can be made so practical action can be taken.
- Inform current and prospective patients about the experiences of those who use the practice services.

The Friends and Family Questionnaire was distributed to the attendees at the meeting (Appendix 1).

The Practice Manager explained that the first question was mandatory and had to be asked in the exact format as shown on the questionnaire.

The group were reminded that an e-mail was sent to each member of the PPG in November 2014 to ask their opinion on which follow-up question they felt would be most appropriate to ask.

Following feedback from the PPG it was agreed to ask the following question; "Please can you tell us the main reason for the score you have given"?

The Group were informed that the anonymised questionnaires were randomly distributed to ten patients that attended the surgery for an appointment or prescription during December 2014 and January 2015.

The Practice Manager advised that from February 2015, as well as distributing the questionnaires randomly to patients attending the surgery, patients had been contacted by telephone to complete the questionnaire over the phone.

The PPG were asked whether they felt this was appropriate?

The overall opinion was that they would be happy to receive a 'cold call' from the surgery as long as the caller introduced themselves and explained why they were calling.

It was agreed to continue to randomly contact patients by telephone to complete the questionnaire.

The group opinion was sought on where to display the questionnaires to enable the surgery to reach a wider spectrum of patients?

Following discussion it was agreed to display the questionnaire on the surgery website for patients to download, complete and hand in to the surgery.

The PPG were asked opinions on how to ensure a diverse range of patients, including difficult to target patients, had the option to complete a questionnaire.

A member of the PPG suggested posting out the questionnaires to difficult to target patients.

2. Friends and Family Questionnaire – Format for Publishing

It was explained that currently the results of the questionnaires from December 2014 and January 2015 were displayed in the waiting room in both graph and pie chart form (Appendix 2). The results of the questionnaires were reviewed and it was agreed the responses were excellent, and no areas of improvement were highlighted.

The group were asked which format they considered most appropriate for wider publishing.

After discussion it was agreed to display the results in the form of a pie chart (Appendix 3).

3. Friends and Family Questionnaire – Where to publish the results

The Practice Manager explained that the results of the questionnaires will be published by the Area Team nationally.

However, the Practice is required to publish the results locally. We have therefore displayed the results (in both formats) in the waiting room.

The Group were asked if they had any further ideas on where to publish the results?

It was agreed to display the results on the practice website as it was felt this would give potential patients an overview of current patient satisfaction.

A member of the PPG suggested printing the results in the local 'Talk of the Town' magazine, and the Practice Manager agreed to raise this suggestion with the GP Partners.

4. Nurse Practitioner - Appointment Demand

The group were informed that following a recent audit of appointment demand, undertaken in December 2014, an additional Nurse Practitioner, Sister Linda Bastiman, had been recruited and will commence employment at the surgery in April 2015.

The results of this audit were distributed to the PPG members (Appendix 4).

After viewing the results of the audit the group were asked their opinions on how the additional appointment capacity should be utilised?

Based on the results of the audit it was agreed that 50% of the appointments should be pre-bookable and 50% of appointments should be bookable on the day only.

It was also agreed that a small percentage of acute 'on the day' appointments should be "embargoed", and released after 12 pm.

However, it was noted that reception staff would be advised to use their discretion if they felt the need to book an embargoed afternoon appointment earlier in the morning.

Any other business:

- **Computerised self-check-in system**

A member of the PPG raised the possibility of deploying a computerised self-check in appointment system. It was agreed this would be discussed with the GP Partners.

- **Out of Hours (OOH) cover during Christmas**

A PPG group member informed the group she had received feedback from some of her friends, who are patients at the surgery, stating that they were unhappy with the Out of Hours (OOH) Service provided over the Christmas period. The Practice Manager informed the Group that the Practice continuously monitors services provided Out of Hours and suggested that the PPG representative encourage anyone who is unhappy with the OOH Service to contact her so that any issues can be investigated and raised with the OOH provider and Area Team.

- **PPG Members**

Discussions took place regarding recruitment of members to the PPG.

The Practice Manager informed the group that a poster was currently displayed in the waiting room advertising for new members to join the group. However, little interest had been shown.

The Group agreed that they would actively promote joining the group to fellow patients.

- **Time of PPG Meeting**

A PPG member suggested changing the time of the meeting to late afternoon/early evening as this may encourage more people to attend the meetings. It was agreed this would be considered in the future.

End of Meeting.

ACTION PLAN:

1. Contact PPG to ask their opinion on which follow-up question they felt would be most appropriate to ask for the Friends and Family Questionnaire (**Implemented November 2014**).
2. To display the Friends and Family Questionnaire on our practice website for patients to download and complete. (**Implement by March 2015**).
3. To continue to contact patients by telephone to complete the Friends and Family Questionnaire (**Implemented February 2015**).
4. Display the results in the form of a pie chart (**Implemented February 2015**).
5. To publish the results of the questionnaire on the practice website (**Implement by March 2015**).
6. To make 50% of additional Nurse Practitioner appointments pre-bookable and 50% of additional Nurse Practitioner appointments bookable on the day only. (**Implement on appointment template by March 2015**).
7. To post the questionnaires to difficult to target patients along with a stamped self-addressed envelope (**Implement by March 2015**).
8. To publish the results of the questionnaire in 'Talk of the Town' (**To discuss with the GP Partners and item to be followed up at next PPG Meeting**).

9. Deploy computerised self-check-in appointment system (To discuss with the GP Partners and item to be followed up at the next PPG Meeting).

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Friends and Family Questionnaire

- 1. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?**

Extremely likely

Likely

Neither likely or unlikely

Unlikely

Extremely unlikely

Don't know

- 2. Please can you tell us the main reason for the score you have given?**

Please tick this box if you do not wish for your comments to be made public

Huntcliff Surgery

Friends and Family Questionnaire December 2014

The Friends and Family questionnaires were randomly distributed to ten patients who had attended the surgery for an appointment throughout the month of December 2014.

The following questions were asked:

1. How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Extremely likely

Likely

Neither likely or unlikely

Unlikely

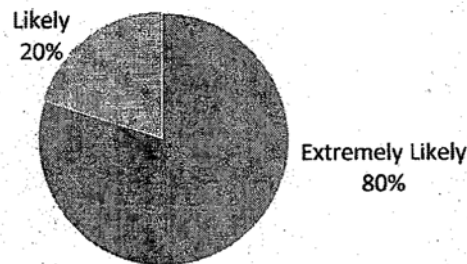
Extremely Unlikely

Don't Know

2. Please can you tell us the main reason for the score you have given?

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Friends and Family Questionnaire Results December 2014 (10 patients surveyed)



80% (8 patients) said Extremely Likely
20% (2 patients) said Likely
0% said Neither likely or unlikely
0% said Unlikely
0% said Extremely unlikely
0% said Don't know

Please see some of the comments we received below:

"Good Service from nursing staff"

"I find the GP's very kind and helpful and would not like to go anywhere else"

"Service and Quality of care"

"It is a very friendly and efficient practice. You don't feel as if you are just fobbed off by either doctors or reception staff"

"I feel the surgery gives very good service"

"Able to see doctors reasonably quickly and follow up to problems very good"

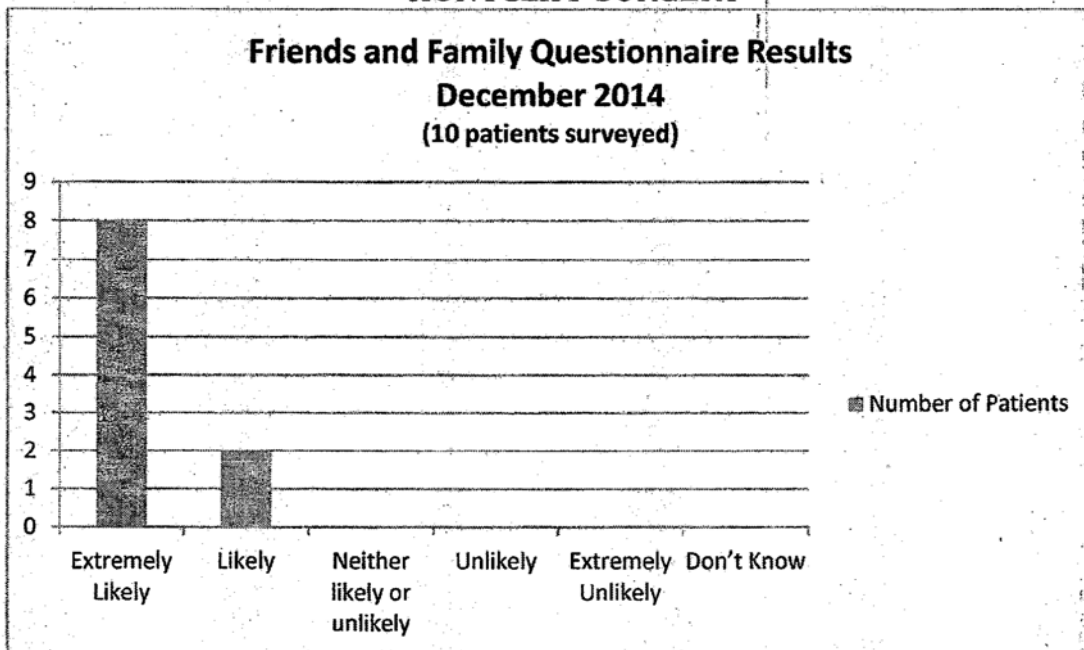
"Good Service"

"Majority of the medical staff are helpful"

"My dealings with the care given to me have always been first class and making appointments has always been prompt, I manage to get appointments when needed. All staff are helpful thank you for this!"

Appendix 2

HUNTCLIFF SURGERY



- 8 Patients said extremely likely
- 2 Patient said likely
- 0 Patients said neither likely or unlikely
- 0 Patients unlikely
- 0 Patients extremely unlikely
- 0 Patients said don't know

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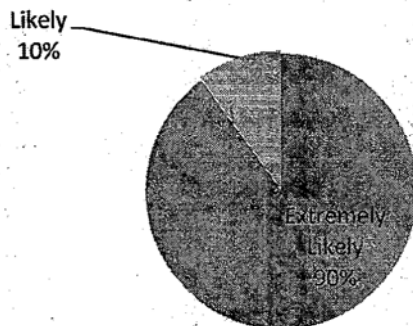
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Friends and Family Questionnaire Results January 2015 (10 patients surveyed)



90% (9 patients) said Extremely Likely
10% (1 patient) said Likely
0% said Neither likely or unlikely
0% said Unlikely
0% said Extremely unlikely
0% said Don't know

Please see some of the comments we received below:

"Doctors and staff are professional and understanding"

"I have had very good service from all the practitioners I have seen"

"Always found GP practice to be helpful. Appointment system good and availability of GP's good."

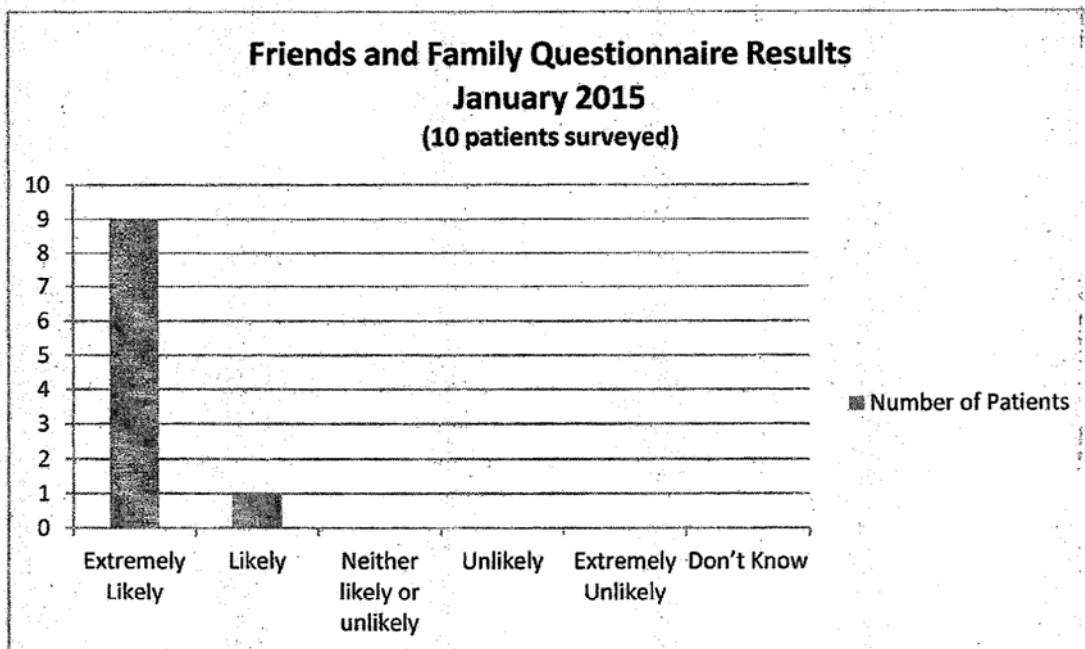
"Damned good service"

"Throughout the 20+ years I have always experienced a very good service. There have been slight hiccups, but these are inevitable in day to day life"

"Quick attention paid to my needs. Friendly staff"

"Excellent in all ways"

Huntcliff Surgery



- 9 Patients said extremely likely
- 1 Patient said likely
- 0 Patients said neither likely or unlikely
- 0 Patients unlikely
- 0 Patients extremely unlikely
- 0 Patients said don't know

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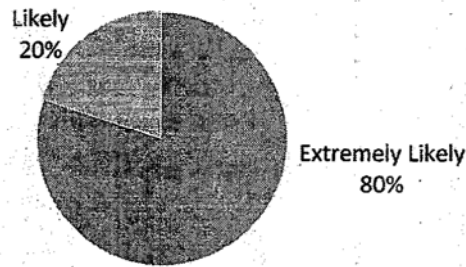
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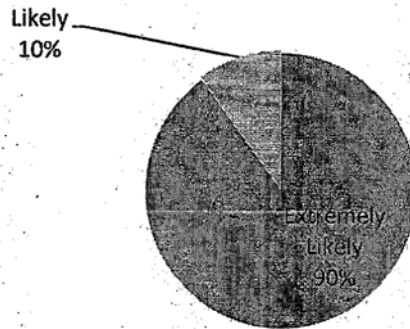
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Appendix 4

HUNTCLIFF SURGERY

APPOINTMENT DEMAND RESULTS – DECEMBER 2014

The purpose of this audit was to show the demand for pre-bookable appointments and acute on the day appointments.

The appointment demand audit was carried out for appointments to see Dr Milner, Dr Fish, Dr Brownlee, Dr Sutton, Dr Jimenez, Dr Avula, Dr Fussey and Karen Ward, Nurse Practitioner.

Acute on the day appointment: When a patient requests an appointment to be seen on the same day that they contact the surgery.

Pre-bookable appointment: When a patient contacts the surgery to arrange an appointment for a future date.

Monday 1st December

Acute on the day appointment: **61** patients requested an acute appointment

Pre-Bookable appointment: **77** patients contacted the surgery to pre-book an appointment

Total: 138 patients contacted the surgery throughout the day to request an appointment

Tuesday 2nd December

Acute on the day appointment: **39** patients requested an acute appointment

Pre-Bookable appointment: **75** patients contacted the surgery to pre-book an appointment

Total: 114 patients contacted the surgery throughout the day to request an appointment

Wednesday 3rd December

Acute on the day appointment: **57** patients requested an acute appointment

Pre-Bookable appointment: **65** patients contacted the surgery to pre-book an appointment

Total: 122 patients contacted the surgery throughout the day to request an appointment

Thursday 4th December

Acute on the day appointment: **49** patients requested an acute appointment

Pre-Bookable appointment: **63** patients contacted the surgery to pre-book an appointment

Total: 112 patients contacted the surgery throughout the day to request an appointment

Friday 5th December

Acute on the day appointment: **46** patients requested an acute appointment

Pre-Bookable appointment: **37** patients contacted the surgery to pre-book an appointment

Total: 83 patients contacted the surgery throughout the day to request an appointment

Appendix 4

RESULTS

On the day appointments:

252 patients contacted the surgery during the week and requested an acute appointment to be seen on the same day that they contacted the surgery.

Pre-Bookable appointments:

317 patients contacted the surgery during the week to request a pre-bookable appointment for a future date.

Total: 569 patients contacted the surgery throughout the week to request either a pre-bookable appointment or an acute on the day appointment. These patients received an appropriate appointment.