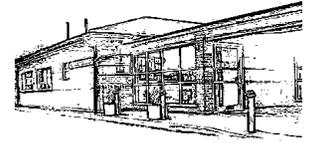




Hickings Lane Medical Centre
Dr J A Doddy, Dr Chan & Dr Gooch



120 Ryecroft Street Stapleford Nottingham NG9 8PN

PATIENT PARTICIPATION REPORT
2013/14

Practice Code:

C84705

Practice Name:

Hickings Lane Medical Centre

An introduction to our practice and our Patient Reference Group (PRG)

Hickings Lane is a three doctor practice (one male & two female) with a list size of 4368 patients.

The surgery staff consists of two Practice Nurses, one Practice Manager, one Senior Receptionist, four Receptionists and One Domestic Staff.

Attached staff to the surgery consists of a Phlebotomist, Midwife, District Nursing Team & Health Visitors.

Our surgery along with eleven other practices makes up Nottingham West Consortium and receives support from specialist COPD Nurses, Heart Failure Nurses & Diabetic Nurses.

Our PPG was established in October 2011 and we currently have ten members (2 Male and 8 female) who have a very active role in the surgery. The group meets every six weeks along with the Practice Manager, GP and Practice Nurse. In the past year (April 2013-March 2014) the group have been in the practice on various occasions.

- In July/August 2013 the PPG successfully applied for £2000 from the County Council's Healthy Lifestyle Outreach Programme. The aim of the project is to promote a healthier lifestyle on an outreach basis. Four programmes throughout the year are to be arranged and facilitated by our PPG.
- In September 2013 the surgery staff and PPG members held a Macmillan coffee morning raising £693.69.
- In September 2013 two doctors and one receptionist ran the Nottingham half marathon for Treetops, the PPG actively promoted the event and collected sponsorship for Treetops, staff and the PPG raised £832.00
- In November the first outreach open day was organised, it was aimed at the over 65's. The PPG members co-ordinated and arranged the whole event. Experts from Weight Loss Clubs, Walk and Talk Groups, Local Leisure Facilities, Advice Bureau, Movement to Dance,

Broxtowe Sport, Alcohol Misuse Team and a Dietician attended to promote healthier living. The event was well attended and was a huge success. The event has been evaluated by our PPG and more than three quarters of the attendees has gone on to enrol either in a slimming class, join a walk n talk group, joined the Thursday afternoon nutrition classes ran at the surgery with the dietician, or started a monitored diet plan with Dr Doddy.

- In November 2013 they helped carry out the annual survey, they managed to ask 337 patients to participate in the survey.
- In November 2013 they carried out a short telephone survey, this was agreed to be carried out by the PPG 6 months after the new telephone system had been installed.
- In March 2014 the second outreach afternoon has been arranged for pregnant women and families with young children. Again the PPG has been very active, posters and leaflets have been displayed throughout the area, members of the PPG have visited the local Sure Start Group who will be attending the event. Health visitors, Midwives and School Nurses have been promoting the event. Bramcote Leisure Centre (who will be running a mum and child yoga session), Dietician, Broxtowe Sport, New Leaf, Health Watch, Support services for children with disabilities, Broxtowe Women’s Project and Breast Feeding experts will be attending the event.
- Four newsletters are produced by the PPG each year, giving advice and current information to our patients.



change4life
Eat well Move more Live longer

Come and join us for Healthy Lifestyle Advice for you and your children at
Hickings Lane Medical Centre
on
Thursday 27th March
1pm - 3pm



We can help you:

- Create a healthy eating plan
- Discover ways to exercise, with your kids through swimming, walking, and fun, child-friendly activities
- Meet health professionals who can give you tailor-made advice in a fun, social and relaxed atmosphere




Would YOU like to be healthier?

We'd all like to make a few changes to our life. Lose weight, eat healthier, give up smoking, cut back on the booze or just do more exercise. We all want to have fitter, happier, longer lives. But it's not always easy to make that change. We're here to help. Through the year, we will be holding a series of drop-in sessions for you to attend free of charge, to find out how

We can help you:

- Find a diet that works for you.
- Discover ways to exercise, through dance, walking, and many other fun methods.
- Meet health professionals who can give you tailor-made advice on kicking those bad habits
- And much, much more...

THURSDAY NOVEMBER 21ST
2.30PM-4.30PM
HICKINGS LANE MEDICAL CENTRE

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
under 18	1075	0	1075
18 – 34	899	0	899
35 – 54	1259	0	1259
55 – 74	830	7	823
75 and over	305	3	302
Gender			
Male	2219	2	2217
Female	2149	8	2141
Ethnicity			
White British	3974	7	
Mixed white/black Caribbean/African/Asian	41		
Black African/Caribbean	68		
Asian – Indian/Pakistani/Bangladeshi	147		
Chinese	36		
Other	102	2	

These are the reasons for any differences between the above PRG and Practice profiles:

Most of the members of the group are White British with the exception of two who are Italian and Irish. (Predominately the population at the surgery is White British).

The majority of the group falls into the 56-66 age group, with two members being in their 80's. The majority of members are female with does differ from our profile.

Despite our best efforts at trying to attract younger members and other ethnic backgrounds to the group, the PPG and practice recognises that it is under represented by the younger and other ethnic patients.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

Broxtowe has been relatively stable with employment in the past years with self-employment being high; however the surgery is situated near a deprived area of Stapleford where unemployment is quite high.

Within our ten PPG members, two are carers and actively talk to patients at events held in the surgery to encourage more members to join the group and to identify carers within the community.

The PPG are mindful of the commitments our carers have and arrange PPG meetings around their availability. (We hold evening meetings and afternoon meetings) Two members are still working and again we try and arrange meetings to suit.

If any younger members do join the group their commitment to work/family would be taken in to consideration when arranging meetings.

When the GP's and PPG have spoken to patients about joining the group most patients feel they have too much commitment in their own lives, especially the younger patients, therefore most PPG members are retired who have more time to commit to the group.

This is what we have tried to do to reach groups that are under-represented:

On all occasions (see above) the PPG have been in the surgery they actively try and recruit new members for the PPG, targeting the younger generation and ethnic groups.

A4 colour posters are displayed around the surgery advertising for new members to join the group.

PPG newsletters are produced and published every three months, e-mails have been obtained from patients and the newsletters are sent to patients via e-mail.

GP's are also actively asking patients if they would be interested in joining the group and are trying to encourage younger patients to join the group and patients from other ethnic backgrounds.

When the outreach programme on the 27th March 2014 for young families and mums is held, a PPG member will be going around speaking to the parents etc. explaining what the PPG does and actively try to recruit younger members to the group.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

The annual survey was agreed by the chair and patient representatives of the 12 practices in the Nottingham West Clinical Commissioning group. The NWCCG wanted a uniform approach to the annual survey within the 12 practices.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The chair of the PRG and two Practice Managers agreed the questions on the annual survey which was based around access. Representatives from each practice who attended the PRG took the survey back to their own PPG to seek approval of the survey. Our PPG discussed and approved the survey with three amendments to the wording of the survey. The Practice Manager took it back to the Practice Managers group to discuss the three amendments the PPG wanted. The CCG representative took the amendments back to the chair along with other amendments from other practices, the survey was then agreed and finalised.

How our patient survey was undertaken:

The PPG and practice undertook the survey between 4th- 13th November. The PPG used hand held devices supplied by the CCG to ask patients the questions, patients filled out the survey on the hand held devices, if any patients needed help with the survey the PPG assisted. The survey (paper form) was also randomly given out to patients and the PPG inputted the information from the paper survey. The survey was sent out to ethnic backgrounds to capture their views and included with the survey was a Freepost envelope which was sent to PALS, a CCG member was informed when PALS received any survey forms and the CCG member inputted the results. A copy of the survey was placed on the surgeries website for patients to download and complete. The practice wanted as many patients as possible to complete the survey.

Summary of our patient survey results:

Our PPG and practice managed to complete 337 surveys.

Based on access the main points from the survey was:

- 82% of patients book their appointments via telephone and prefer this method
- 76% had good experience of making an appointment
- 93% are happy with the surgery's opening hours.
- 97% are either satisfied or very satisfied with the reception staff
- 70% are happy about the waiting time they wait after their appointment time
- 51% prefer to see a GP of their choice
- 98% of patients would recommend the surgery to other people

Copies of the results were given to all PPG members.

Results were displayed in the waiting area, in a newsletter and on our website

Analysis of the patient survey and discussion of survey results with the PRG

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

The practice held a meeting in December to discuss the results of the survey. This year's survey was a less detailed survey than in previous years so the PPG and staff spent a lot of time analysing the comments for feedback for improvement. The surgery has shown a 10% increase in list size this year and the survey was very positive, commenting on the helpful reception staff to the caring clinical staff. The comments/feedback from the survey were mostly positive.

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

The group felt that due to the surgery being very pro-active with their patients it would be difficult to make many changes but Q14 asked the patients to list any improvements they would like to see and some of the feedback comments were seating with two arm rests for patients who have difficulty rising when sitting down. PPG felt that that they were very valid comments and the seating at the practice should be updated/improved taking into account seating for the elderly patients. PM agreed to feedback the comments from the PPG to all the partners.

We agreed/disagreed about:

- It was agreed by the group to look at improving the waiting area seating taking into account the elderly patients.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

At the meeting in December the PPG agreed the survey was positive but the seating should be looked at.

We identified that there were the following contractual considerations to the agreed actions:

No contractual considerations need to be discussed.

Copy of agreed action plan is as follows:

Priority improvement area E.g.: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Waiting Area	New Seating to include seating with two arm rests	Practice Manager	6 months	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

- You didn't know we had a website with information on
- **We put up a large display in the surgery showing our website, we have collected patients e-mail addresses to send them our newsletters with information from the surgery.**
- You didn't know how the appointment system works
- **We put up a large display in the surgery showing patients how our appointment system works.**
- It can be difficult to get through on the phone at busy times
- **We had a new telephone system installed with a queuing system and messages telling you we knew you were waiting and when the receptionist was free they would be dealing with your call. We had a message added to our script line stating the times of the script line and if the line was busy asking you to hold and a receptionist would be with you as soon as possible.**

HAVE YOU VISITED OUR WEBSITE?

OUR WEBSITE CONTAINS IMPORTANT INFORMATION REGARDING EVENTS, SERVICES AND SURGERY INFORMATION

The screenshot shows the homepage of the Hickings Lane Medical Centre website. At the top, there is a navigation menu with links for Home, Our Services, Our Team, How do I...?, Other Info, and Patient participation group. The main content area features the practice name and address, a welcome message, and a description of the practice's vision. There is a photo of the building and a notice about a 'Survivor's Roundtable' event in March. A sidebar on the right contains a notice about surgery cancellations on Good Friday and Easter Monday. At the bottom, there are links to 'Check out our Notice Board here for our latest news!' and 'For the very latest information... click here to visit our notice board'.

Hickings Lane Medical Centre
120 Ryecroft Street Stapleford Nottingham NG9 8PN

Welcome to Hickings Lane Medical Centre

We are a founder member of the Family Doctor Association.

The vision of the practice is to give a high level of care to patients in a relaxed setting, and the care to be delivered in a friendly and easily accessible way.

We are actively building up our practice and we welcome new patients to our list. For anyone who would wish to register, simply telephone or pay a visit to the practice. We encourage all people living at the same address to be registered with the same practice for practical purposes.

Surgery Opening Hours
Mon, Tues, Wed and Fri 7.30am - 7pm
Thurs 7.30am - 2pm

Useful Numbers
Tel: 0115 9395555
Fax: 0115 9398652
Prescription Line: 0115 9396764 (11.30am - 12.30pm & 5 - 6pm)

Remember the Surgery will be closed on Good Friday and Easter Monday!

Find out about the Survivor's Roundtable in March on our Notice Board below!

Check out our Notice Board here for our latest news!

For the very latest information... click here to visit our notice board



IF YOU WANT A MORNING APPOINTMENT ON A PARTICULAR DAY PLEASE RING AT 8.00AM

IF YOU WANT AN AFTERNOON APPOINTMENT ON A PARTICULAR DAY PLEASE RING AT 2.00PM

IF YOU WANT TO PRE-BOOK AN APPOINTMENT IN THE FUTURE PLEASE BOOK AN APPOINTMENT AT THE RECEPTION

eg: If a GP wants to see you in 2 weeks' time book your appointment at the reception before leaving the surgery

Publication of this report and our opening hours

Copies will be placed in the waiting area

A summary of the survey was put in our Spring Newsletter

The report and survey and comments will be placed on our website www.whickingslanemedical.co.uk

Our opening hours are published on NHS Choices

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Monday 7.30am-7.00pm

Tuesday 7.30am-7.00pm

Wednesday 7.30am-7.00pm

Thursday 7.30am-2.00pm

Friday 7.30am-7.00pm

Our extended hours are 7.30-8.00am Monday, Tuesday, Thursday and Friday

