

# PATIENT PARTICIPATION REPORT 2013/2014

## WHEATFIELD SURGERY

Dr Sharma & partners

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## 1. Practice profile

Age	Male	Female
0 - 9	1004	960
10 - 19	937	871
20 - 29	877	901
30 - 39	909	1018
40 - 49	1017	985
50 - 59	877	925
60 - 69	563	603
70 - 79	348	494
80 - 89	150	232
90 - 99	22	35
100+	0	1
Grand total 13,729	Total 6704	Total 7025

### Ethnicity.

Please note that we cannot currently provide a full ethnic breakdown of our patient register as this data has only been collected within the last 2 years. We will be in a position to do so wef May 2014 when we move to the System One I.T. platform. The data in the table below is for 4,925 patients registered during this recent period.

White British	3815
Black African	173
Black Caribbean	131
Black British	45
Indian	133
Pakistani	92
Chinese	12
Asian	203
Filipino	44
Irish	85
Polish	79

## PPG profile

We have 10 members in our PPG 8 of who are female & 2 are male. They fall within the 40 - 89 age groups.

### **2. Recruitment of members to the PPG.**

Over the course of the last 6 months, we have actively promoted the PPG and encouraged new applicants to come forward through:-

- In-house advertising in reception
- Speaking to new patients upon registering
- GPs, Nurses & HCAs talking to patients
- Existing PPG members to network & encourage new people

This has had some success & we are actively looking to attract people from a variety of backgrounds particularly young mums, carers, people from different cultural backgrounds etc. so that we can get a much better representation.

### **3. Patient engagement.**

We are very much committed to patient engagement & support patients in becoming involved not only in the decisions affecting them & their care, but in the range & quality of services we offer now & seek to offer in the future.

In addition to this we are very pro-active at Wheatfield in inviting in outside agencies & have run some very successful events to help patients get more or better access to services & information that they might find useful. Examples of this has been visits from the Falls & Home Safety Team, where we have provided an area for a mini exhibition stand, shown DVDs on how to prevent falls in the home, provided free of charge walking stick checks & leaflets .

Since the beginning of January 2014 we have been piloting a Walk-in Clinic for Minor Illness (not Injury) where we have made 30 x 5 minute appointments available, & patients can be seen by a GP who present with one acute problem only.

We have run audits at the end of every 4 week period to ascertain what impact this is having on appointments, A&E attendances, & other factors. The aim of the clinic was in an effort to counteract some of the appointment availability criticisms, so that we can see more people urgently when clinically necessary.

In addition to patients being able to book up to 6 weeks ahead, we now also make more interim appointments available within the next 5 days & are actively promoting our on-line booking system which has seen a steady & sustained increase in registrations.

We are an extended hours surgery & promote the range of skills we have at Wheatfield. Offering face to face as well as telephone appointments, we look to ways to continually develop this.

#### **4. Surveys.**

We have pro-actively initiated a survey which we ran over the course of the 2 Flu Vaccination clinics in Q4 2013 which consisted of 11 questions with an additional question of asking for any suggestions or comments.

We had 490 patients respond & the responses & breakdowns were as follows:-

Q1. How easy is it to make an appointment / gain access?

172 - very easy

196 - fairly easy

90 - not easy

32 - very hard

Q2. During your appointment, do you feel the GP or nurse gives you enough time?

203 - Yes plenty

252 - yes enough

35 - no, not enough

Q3.

How well do they ask about your symptoms?

205 - very well

253 - quite well

29 - not well enough

3 - badly

Q4. How are they at listening & getting to understand?

244 - very good

229 - quite good

14 - not very good

3 - poor

Q5. Do you feel involved in decisions about your treatment?

191 - very involved

275 - yes, quite involved

24 - not involved

Q6.

Do you feel you are treated with care & concern?

461 - Yes

29 - no

Q7.

Do you feel you have confidence & trust in the GP or nurse?

461 - yes

29 - no

Q8.

Would you recommend Wheatfield Surgery to a family member or friend?

459- yes

31 - no

Q9.

What do you like about Wheatfield Surgery?

This was a free-format answer - responses available on request.

Q10.

What if anything do you dislike about Wheatfield Surgery?

This was a free-format answer - responses available on request.

Q11.

How do you rate the reception staff?

179- excellent

298 - good

10 - poor

3 - did not respond

Q12.

Do you have any questions or comments you would like to make?

Free-format responses - available upon request.

Members of our PPG were on hand over the 2 weekends we ran the flu clinics to hand out & encourage patients to complete the questionnaires. We studied the responses at the next PPG, & have put together an action plan & are working together to implement changes where it is practicable to do so & communicate this to patients as we progress. Since we initiated this, the Friends & Family Test came out, & Wheatfield Surgery was involved in the pilot.

Following our pro-activity of this exercise over a period of 3 months, because our response rates were so consistently high & the positive responses we had which were independently collected & verified, we have been given the electronic tablet version to pilot which we are happy to participate in.

An overwhelming number of responses are very positive & although we receive a few comments on "more appointments needed", "longer appointments please", "more female doctors" or "I would like to see one GP all the time" these are problems faced by almost all NHS practices & we are not unique.

We are factoring in a further survey & in-house promotion after Easter to make another push to getting new members onto the PPG & in addition, explore ways of getting on-board & engaging a new Virtual Group. Posters are currently being printed & this will also go onto our website. This will have a one month "recruitment" period to give the campaign a push.

Wheatfield Surgery has patients in 4 nursing homes.

54 of our patients have learning disabilities, 130 are carers, 84 are alcohol dependent, 96 are regular drug users & 1610 are unemployed.

HealthWatch

We have engaged with Luton Health Watch & have received our report.

The results of this are embargoed as this report is being written so we are not able to share the outcomes in the public arena at this stage. We are however, very happy with the outcomes & recommendations & have already set about addressing some of those points.

The report & action plan will be published once the embargo has been lifted by HealthWatch.

One other thing that I have been doing as Practice Manager is to call patients who may write in with a complaint or feedback & have invited some of them to attend a PPG & I will continue with this practice as it is yielding results, even if people decline.

## **5. Achievements**

I have refurbished the whole reception & waiting room area.

This was at considerable cost but has had the desired effects of :

- Making the space a welcoming, bright & airy one.
- Barriers have been removed with the glass screens between staff & patients gone.
- We provide a separate room upon request for patients asking for privacy at reception.
- A water cooler has been installed with plastic cups & a bin for disposal.
- Magazines are provided & updated monthly with up to date publications.
- Boxes of tissues all around the waiting room for patient use.
- Posters & patient information all checked regularly.
- An outside bin & cigarette disposal unit installed at the front door outside.
- 2 PPG members regularly attend to the gardening & our flower beds & shrubs are well kept now.
- PPG members once a week sweep the outside front car-park to rid it of rubbish that is dropped & cigarette butts are cleared up.
- We have engaged with the council to get the bus stop that is very close to the surgery on our main road, moved a few hundred yards up or down as it is a hazard to people using the surgery. We are also lobbying the council to have yellow lines painted on the road outside as people who cannot park in the car-park may cause a hazard if they park near to the bus stop.

- PPG member acts as a "floor walker" a few hours a week at peak times to assist patients use the touch screen checking in facility & offers help & advice on the Practice, helps to manage any reception queues etc.
- Divided notice boards into distinct clearly signposted areas eg "carers corner" etc.
- Have 2 public toilets available, 1 disabled.
- Changed the lighting to brighter & warmer fittings.
- Have a "scenting machine" to provide a gentle fragrance to the reception & waiting area.
- Promoted text message reminders.
- Display languages spoken & the availability of a sign language interpreter if notice is given.
- Put in velvet ropes to allow patients talking to a receptionist, added privacy as people behind are asked to wait behind the ropes.
- Heavily promoted on-line facilities such as appointment booking, prescriptions etc.
- We have written a Terms of Reference guide for the PPG & agreed a new Constitution document.

## **6. Opening hours & access**

We are open Monday to Friday from 8.30am until 6.30pm. We do not close for a lunch break to allow easier access for our patients. Flu clinics will continue to be run on Saturdays as well as weekdays.

People can call our main number 01582 601116 & reception is open from 8.30am - 6.30pm. Extended hours every weekday evening from 6.30pm to 8.00pm.

On call doctor is available from 8.00am to 6.30pm.

Out of hours service is available by calling directly on 0345 602 5695 or by calling the surgery between 6.30pm & 8.00am weekdays & at weekends.

## **7. Moving forward**

Over the course of the next 12 months we aim to:

- Run the post Easter recruitment campaign for new PPG members.
- Re-brand PPG as "Friends of Wheatfield" as agreed at our last meeting.
- Set up a Virtual Group to reach out to interested parties who cannot attend meetings but want to be more involved in our decision making.
- Publish a quarterly newsletter in print & on-line.
- Continue the "challenge ourselves" culture so that we make positive progress.



- Turn the complaints / feedback we get into opportunities & continue to use these instances as a tool to help us & our patients.
- Run more "mini exhibitions" to help patients access information. All have received very good feedback to date.
- To be open & transparent - if we cannot do something - tell & end-users why.

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Submitted 26<sup>th</sup> March 2014.