

The Millbrook Surgery

Patient Participation Development Report

2015 to 2016

Our practice

We are a rural GP practice with a long presence in the community. We have approximately 5000 registered patients at the Surgery. We provide a range of services including minor surgery and specialist clinics. We have one male, and two female GPs, a dedicated nursing team and we host a number of professional staff allied to medicine.

We aim to provide our patients with a friendly, responsive service and a high quality of care. We take an activist approach to public health, and we are committed to improving the quality of life enjoyed by our patients.

Our values:

Our core values are:

Clinical excellence
Respect and courtesy
Openness
Equity and fairness
Innovation

Our opening times:

Monday	8:30 am	6:30 pm
Tuesday	8:30 am	6:30 pm
Wednesday	8:30 am	6:30 pm
Thursday	8:30 am	6:30 pm
Friday	8:00 am	6:30 pm

Extended Hours

Additional sessions are available for patients who cannot attend during normal Surgery hours.

Tuesday morning	7:30 till 8:00 am	Doctor & Nurse
Thursday morning	7:30 till 8:00 am	Doctor
Thursday evening	6:30 till 7:00 pm	Doctor

Patient Participation: What we want to achieve.

Patients are key stakeholders in our practice. They can tell us how our services are experienced and how they can be improved.

We regard patient participation as crucial in improving everything we do. From booking an appointment to quality of clinical care; from the condition of our facilities to the way our doctors and nurses deliver vital treatment.

Our Practice Population profile

Details of the makeup of our Practice population are illustrated below

Gender profile:

52% of our patients are female

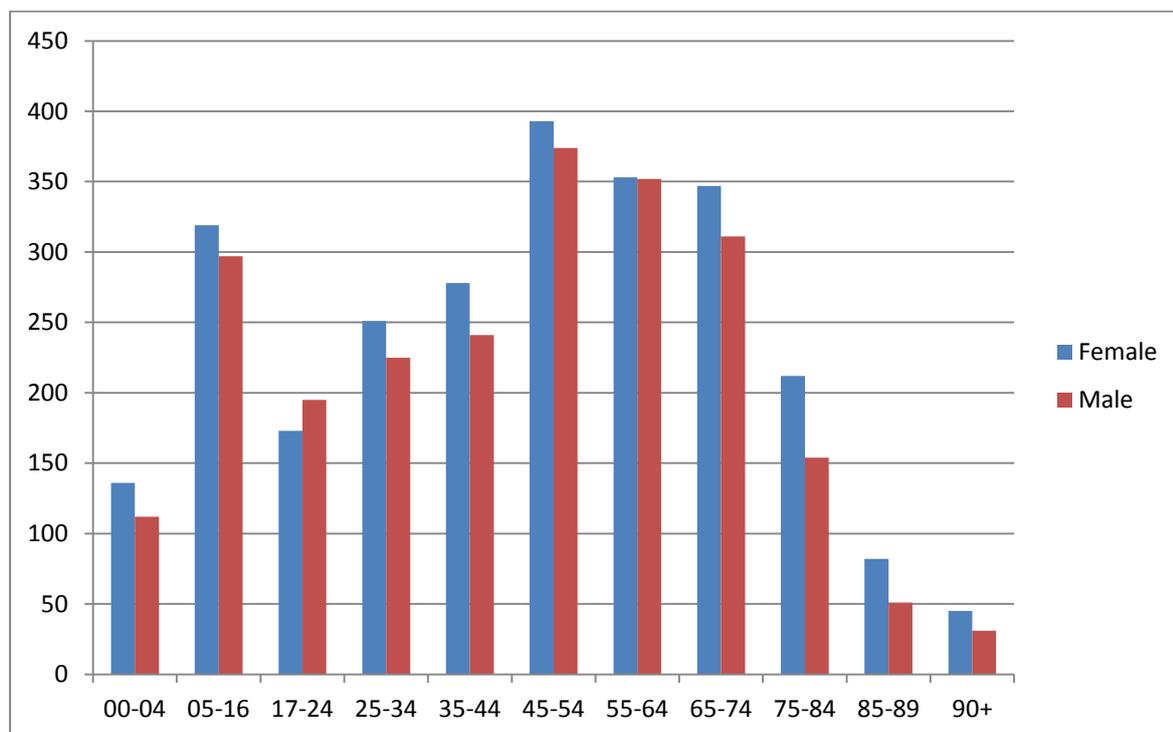
48% of our patients are male

Age profile

The average age of a registered patient is 45 years.

The median age of a registered patient is 48 years.

Age & Gender of registered patients 2015/16



Ethnicity

Information on ethnicity is available for 70% of the practice population.

48% of this population identify as 'white British.'

47.1% of this population identify as 'British or British mixed.'

3.4% of this population identify as 'other white background.'

0.7% of this population identify as 'other Asian background.'

0.3% of this population identify as 'Irish background.'

0.05% of this population identify as 'Polish background.'

0.2% of this population identify as other African background

The Patient Participation Group Profile

Details of the social makeup of our Patient Participation Group are available below:

Gender profile

58% of the participation group are female

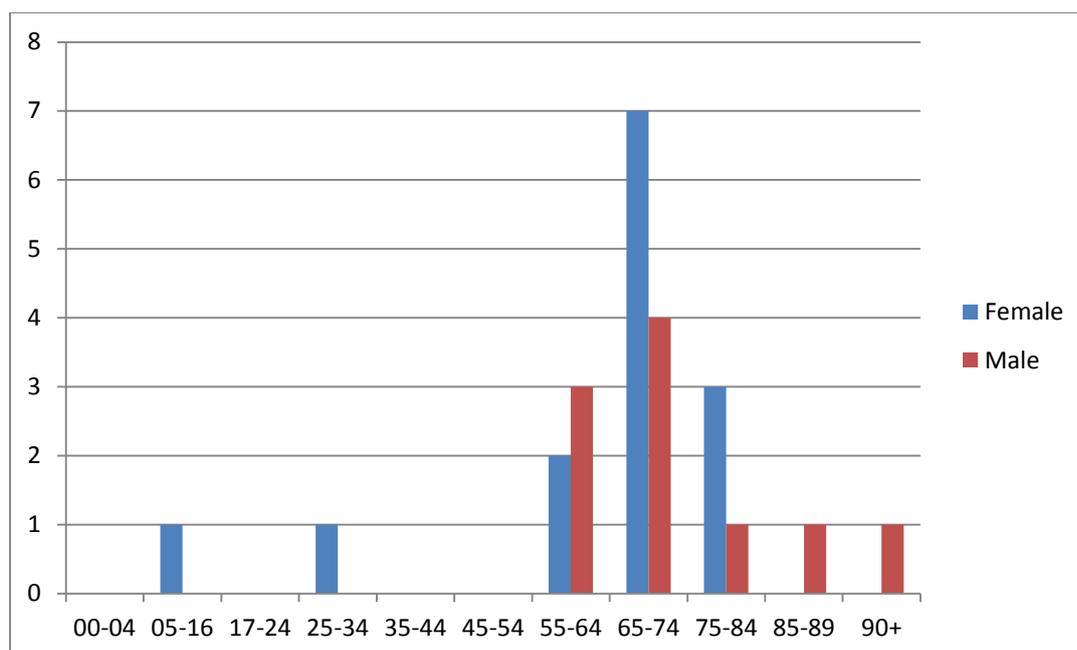
42% of the participation group are male

Age profile

The average age of a participation group member is 62

The median age of a participation group member is 68

Age and Gender of the Participation Group



Ethnicity

Ethnicity data exists for 67% of the participation group

55% of this population identify as 'white British.'
40% identify as 'British or mixed British.'
5% identify as 'other white background.'

The Millbrook Surgery has worked to make the participation group more representative of our patient population. Subsequently there has been a broadening in the demographic make-up of the group:

In 2013/14 The participation group had members in 7 demographic bands
In 2014/15 The participation group had members in 8 demographic bands.
In 2015/16 The participation group has members in 9 demographic bands.

We now have greater confidence that the opinions and perspectives of our registered patients are represented in the participation group.

Broadening membership of the Participation Group in 2015/16

We have made significant efforts to broaden membership of the group.

- An invitation mailshot to join the group was sent to all patients in the 17 – 24 age group once again . However we had success in recruiting a patient in the 5-16 group.
- We have redesigned our website, including a new, streamlined, online registration system for the patient participation group
- We have increased our Waiting Room presentations
- We have amended the practice leaflet to promote the group
- We have promoted the group via the Pharmacy and Parish Council offices.
- We have asked the head teachers or our local schools to promote the participation group among the student body.

Our efforts have helped us to create a more representative and balanced group, with representation across 9 out of 10 demographic bands, and with increased representation from ethnic minority groups.

Achievement – Implementing the 2014/15 plan

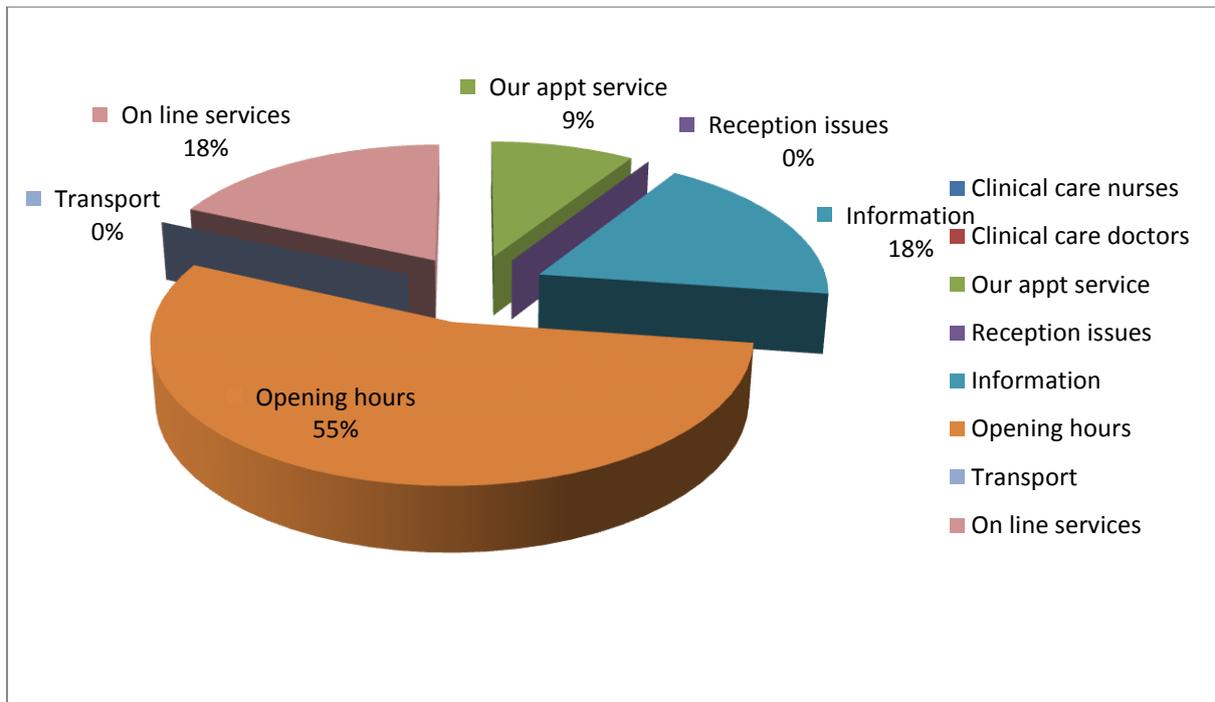
This year's 'mini-survey' and action plan

We surveyed the patient participation group with the following questions.

Which areas of our service do you think we could improve or change?

- Clinical care: The service I receive from Practice nurses
- Clinical care: The service I receive from my doctor
- Our appointment service: getting an appointment
- Reception issues: The service I receive from Practice reception staff
- Information, including the health information available from the Millbrook Surgery
- Our opening times
- Transport – getting to & from the Millbrook Surgery
- On- line services – the web based services available from the Practice

You can see a breakdown of the responses below:



The results

Most of the group (55%) identified our 'opening hours' as an area for improvement.

A smaller, but significant number of the group (18%), identified 'information, including the health information I receive' as an area for improvement.

We have also taken the GP Patient Survey into account. The Survey revealed below CCG average satisfaction levels for 'confidence and trust in GPs,' and below average levels of satisfaction for 'involving patients in decisions about their care.'

The Practice Manager has consulted the participation group and agreed the following action plan to address these issues:

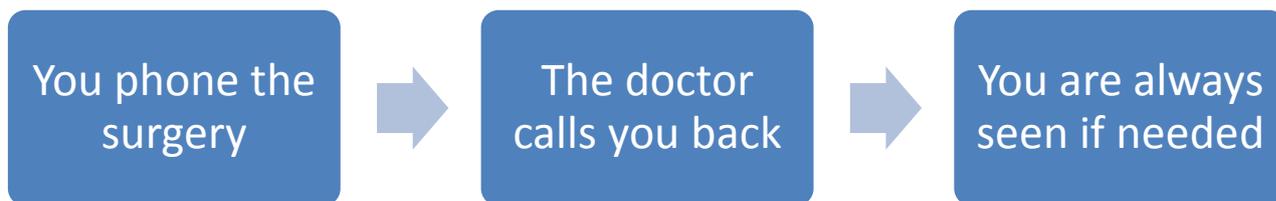
Opening hours:

Actions to be taken:

The practice has now published its opening hours and extended hours on all prescriptions.. Since February 2015 the practice leaflet and website now explain to patients why it offers the extended hours it does, and what patients can expect from these appointments. (ie, these are not 'minor injuries' or 'casualty' sessions, instead they are routine sessions set up to enable access for patients who cannot attend during routine hours.

In March 2016 we decided to further improve how patients can contact the doctor to speak to or arrange an appointment by changing to the following system.

This is achieved by three simple steps:



All our doctors are qualified
To help, but if you want a
Particular one please call
On a day they are working

When? Usually within the hour
You can ask them to call at a
to suit you

When? There is
no need to book
in advance

Patients can call anytime in the day

We have displayed in the surgery and on our website this information and we have shown the normal weekly days that each doctor is available.

Information, including health information.

Actions to be taken:

The practice has updated the display board in the surgery to advise patients of the following strategies: Diet, exercise, smoking cessation, and healthy lifestyles education. Also specific information was available for Carers and Stroke Patients. We host a weekly Deaf Plus group session for patients and non-patients.

The practice website is kept up to date with current health information. Our waiting room leaflets and presentation screen are reviewed monthly to ensure our patients have the most recent contact information.

In November 2015 as part of the Symphony project we appointed the first of our Health coaches to the practice.

As a Health Coach, the post holder has responsibility for proactively reaching out to, monitoring and coordinating care for a defined cohort of patients in primary care. The post holder will be a key member of the primary care team, playing a critical role in engaging patients and encouraging them to take an active role in their health.

Patients assigned to a health coach will include high risk patients who are not actively engaged with the primary care system and lower risk patients who currently engage frequently. It is envisaged that the majority of patients in the health coach cohort will have 1 or more long term conditions.

The post holder will work closely with the other members of the primary care team in the management / decision making about care and service provision for individual patients. This will include:

- Care planning and health coaching for patients to support self-management of their conditions
- Care coordination across care continuum (incl. home care, outpatient care, hospital care, primary care etc.)
- Team collaboration with the practice team; particularly through the regular team meetings (or huddles)
- Support for patients to access community resources and services

GP Services

The GP Patient Survey undertaken by NHS England discovered that:

92% of respondents had confidence and trust in the last GP they saw or spoke to.

The CCG average is 94%.

78% of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care

CCG regional average 80%

Actions to be taken:

We aim to improve. Our GPs will conduct a critical, reflective review of their patient communication skills, with a view to improving their capacity to increase patient trust and involvement. This self-critical process will involve a joint review of a number of recent consultations and clinical outcomes for patients. Achieved – Feb 2015