

TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP



Patient Reference Group Annual Report 2013/14

Phase 1 – Creating the Tenbury PRG

Introduction

The purpose of the Patient Reference Group (PRG) DES is to engage patients and to involve them in decisions about the range and quality of services provided by the practice.

Developing the Group

In March 2011 Tenbury Surgery began to undertake work to create a new Patient Reference Group (PRG) with information being displayed for patients in the waiting room and on-line (Appendix 1). Full details of how the group was established and a detailed description of the profile of the group can be found in the previous PRG annual reports for 2011/12 and 2012/13:

<http://www.tenburysurgery.co.uk/surveyreport.aspx?p=M81042>

2013/14 PRG Status

To date our practice list size is 9,368 registered patients for both Tenbury Surgery and Clee Hill Surgery. We have retained 14 of the original members recruited in 2011. The PRG members have also recruited a further 6 members.

The format of the group has changed significantly over the past year. When the group was first established it was a virtual group. Towards the end of 2012 the members asked if it would be a possibility to start meeting face-to-face. The first meeting was held in August 2013. At this point it was agreed to meet quarterly, however more recently the group have been meeting monthly as finalisation is needed on the terms of reference and aims of the group.

Since the development of the group there have been two very positive outcomes which should be noted. The first was due to a specific PRG member putting a case forward to the surgery for annual health checks to be done for people with a learning disability. Prior to this request those on the learning disability register were not being consistently called in for a learning disability annual review. Following the PRG member's case and the support of the fellow PRG members the Surgery introduced annual learning disability reviews in August 2013.

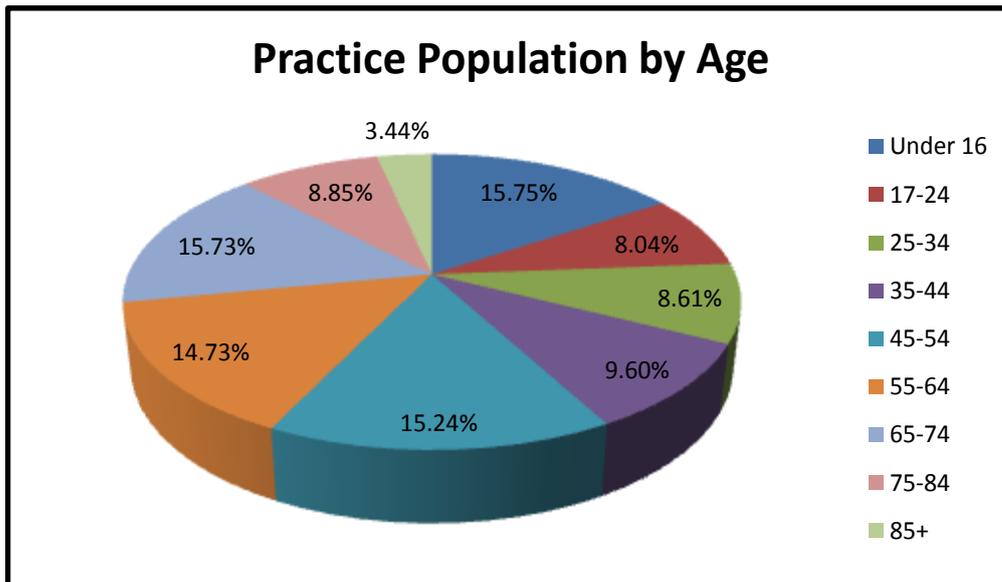
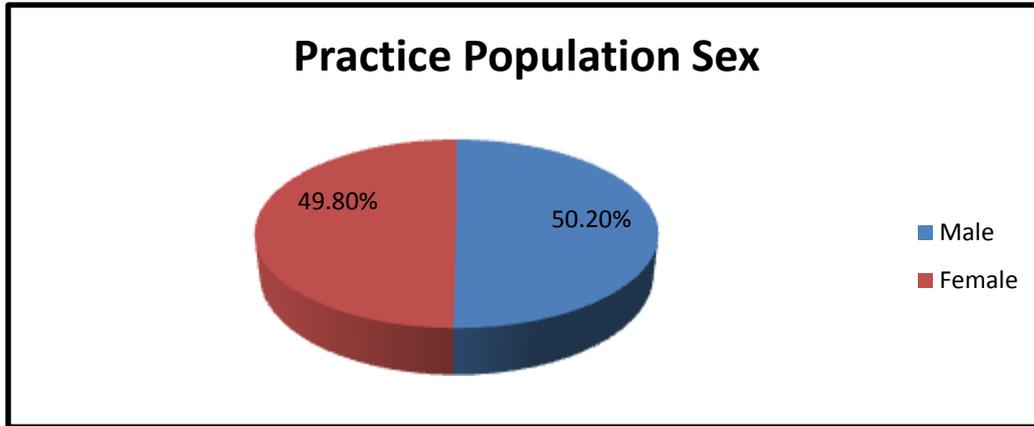
The second positive outcome that should also be noted is the involvement the PRG members had with the Care Quality Commission (CQC) inspection that took place in September 2013. The CQC inspected Tenbury Surgery and as part of the inspection they spoke with members of the PRG. The members who were anonymous and selected by the CQC inspector at random gave honest and glowing reports of the surgery. The introduction of the learning disability learning health checks was highlighted in the CQC report. A copy of this report can be accessed through the following link:

<http://www.cqc.org.uk/directory/1-564167082>

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A description of the profile of the members of the group:

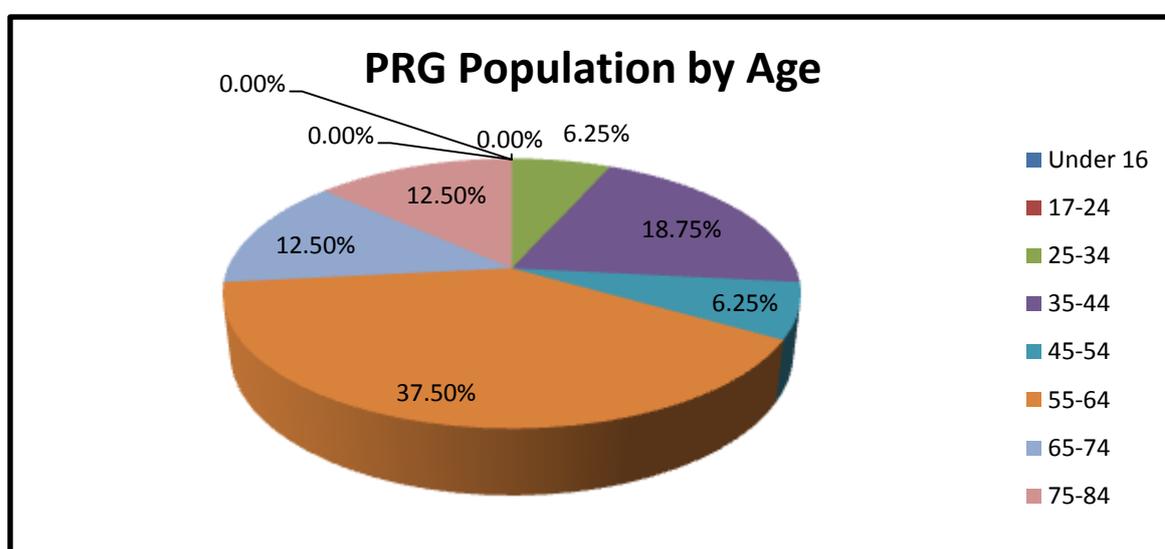
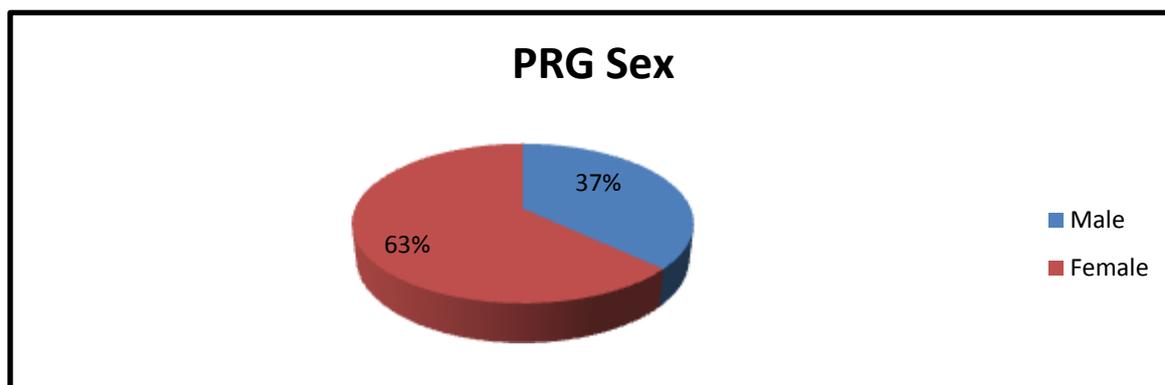
Our current demographics of the surgery as a whole are detailed below:



In regards to Ethnicity, although we invite our patients to inform us of their ethnicity on their registration forms, the majority decline to do so. However, through local knowledge of Tenbury patients we can note that the majority of the practice population are of White British ethnicity; we have a small minority of Eastern European patients; a smaller minority of travellers; and a transient number of international patients who come to us from the international school in Tenbury.

In relation to our PRG the demographics of the current face-to-face group are as follows:

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The above charts show that the PRG is not fully representative of the practice population; however these charts are a good indicator to show us where certain groups are underrepresented in the PRG.

We can see that we have more men on the group than in 2011, however we still need to encourage more men to join the group and that the age ranges of 17-24; 25-34 and 45-54 also need more encouragement to join the group. Under 16's and 85+ are both 0%. We do not encourage under 16's to join the group, and ask that they wait until they turn 16. In regards to patients over 85 we need to try and encourage these to partake in a method that is appropriate for them, for example postal, or whilst at the surgery spending a few minutes with the receptionist to go through the current practice survey.

In regards to ethnicity it can be noted that all the PRG members when completing their membership form have noted that they are White British. Thus, although we have written to certain patients who we know are from other ethnic backgrounds, we need to try and encourage members from other ethnicities to join our group to make it more representative for our practice population. The lack of uptake from those of Ethnic groups could be down to language barriers and thus the idea of having the

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information translated into Polish is currently being discussed again with the members.

A description of what steps the Practice has taken to ensure that the PRG is representative of its registers patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Discussions have taken place as to how to encourage younger patients and patients of ethnic minority to join the group. The PRG members have decided to hold open meetings at least once a year to allow all patients to voice their thoughts, comments and concerns through the PRG without having to attend the formal PRG meetings. These open meetings are hoping to attract a wider demographic of patients.

It has also been discussed with the Partners about the use of a Surgery App to encourage younger patients to partake in surveys in a method which is more suited to their lifestyles.

Members of the PRG have also agreed that they would be happy to have a translator attend meetings should a patient wish to partake and engage with the PRG but English is not their first language.

It was discussed that leaflets could be translated into Portuguese and Polish to try and capture the interest of the small Eastern European communities in the Tenbury area.

Inclusion of Members

When a member signs up for the PRG they are sent a welcome email from the Practice Manager, a copy of the Aims and Objectives of the group (although still in draft format at this present moment in time), a copy of frequently asked questions and the newly created PRG leaflet (see Appendix 2). We are keen that those who join our PRG understand the role and responsibilities the group has and why they are central to the surgery. The members have been given a point of contact, the Practice Manager, who is on hand to answer any questions and to listen to any suggestions from the members and also the Chair of the group. There is also all the information and updates on the surgery website <http://www.tenburysurgery.co.uk/ppg.aspx> which prospective members, existing members and members of the public can refer to for information.

Practice Comments

We feel that we have created a sound PRG membership and we are aware of the areas which are underrepresented. We are still recruiting to our group and currently the PRG members are in discussions as to how to organise the meetings with the number of members and the potential new members that have either shown an interest through advertisement of the group or through the PRG members actively recruiting. The group is very considerate towards issues regarding access to internet; language barriers; working commitments and family commitments and thus are accommodating for any potential new members. We did not want patients to feel pressured into joining and thus by leaving the surveys in the waiting areas for completing anonymously allows patients the opportunity to express their thoughts and opinions without having to give up their spare time or commit themselves to the PRG.

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Phase 2 – Areas of priority

A description of how the Practice and the PRG determined and reached an agreement on the issues which had priority within the local Practice Survey

Survey 1 (2011/12) Issues of Priority

The first survey to be distributed and completed by the PRG members was asking for the members' views on the prioritisation of 6 key areas relating to the surgery that the surgery thought needed addressing. The areas were:

- Environment of Surgery
- Attitude of staff
- Access to services
- Quality of appointments
- Medication
- Provision and display of medication

Attitude of reception staff was voted as being a top priority with the next highest ranking area as access to services.

It was agreed with the PRG members to focus on one survey in 2011/12, attitude of reception staff, and to focus on the access to services in 2012/13.

Following on from there it would then be decided upon by the PRG members as to what survey was needed or relevant for 2013/14.

Due to a change in the way Tenbury Surgery offered appointments it was asked by the Partners if a survey could be re-run following up on people views and thoughts on the new appointment system a year on.

This was agreed with the PRG members and the discussions for the next surveys were put on hold.

It was agreed at the February 2014 meeting that one survey for 2014/15 would focus on transport and how patients got to the Surgery. This information would then be shared with the new Community Transport Charity to assist them in identifying areas of weakness with transport issues.

The second survey to run will be agreed upon in 2014/15 by the PRG members and what is felt to be relevant to the surgery and patients at that time.

Phase 3 – Collating patient views through the use of a survey

Patient Survey Tenbury Surgery

For survey 1 a total of 67 completed surveys were returned by the closing date of the 31 October 2013. The data was analysed by the Practice Manager through the use of the My Surgery Office on the surgery website, and a report of the findings was compiled.

Follow up on Appointment System

For survey 2 a total of 103 responses were received by the closing date of the 17th March 2014. Again, the Practice Manager analysed the data through the My Surgery Office toolkit and a report on the findings was compiled.

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Survey 1 – Patient Survey

The PRG and patients were asked to provide comments and feedback on areas including access, helpfulness of staff, involvement in decisions about care, confidence in the GP and recommending the surgery to someone who has just moved to the area.

The survey consisted of 10 closed questions and 1 open question and ran from April 2013 until the end of October 2013.

Survey 2 – Follow up on Appointment System Survey

Both the PRG members and patients were asked to feedback to us their view on the changes to the appointment system that came into effect in November 2012.

The survey consisted of 12 closed questions and 1 open question and ran from November 2013 until the middle of March 2014. Feedback was received from the PRG members regarding the methodology used for the survey and it was discussed why the surgery had chosen to conduct the survey in the method it had. We encourage members to raise any concerns they may have regarding the survey, the method in which it is conducted or its content as the purpose of the PRG is to offer patients an arena where they can voice their thoughts and opinions and in turn improve the services we offer both all patients.

Both survey 1 and survey 2 were left in the practice waiting area with a covering letter from the Practice Manager. The Receptionists also asked patients if they would be willing to complete a survey whilst they were waiting to see a Doctor or Nurse. The reception staff handed out the survey to patients as they were booking in for their appointment and encouraged patients to partake.

The surgery also used the website as a way of promoting the survey and the PRG enabling patients who do not attend the surgery frequently to still be able to partake and provide their views and opinions.

Phase 4 – Providing the PRG with an opportunity to discuss the survey results and reach an agreement on changes to services

How the Surgery sought to discuss the outcomes of the local survey and the Surgery's action plan together

The surgery analysed the local patient survey which pinpointed the areas where the surgery scored well and also the areas which needed improvement.

The results were discussed via email by the virtual PRG members and at the March meeting with the face-to-face meeting members. An action plan was compiled based upon the results which was agreed and signed off by the PRG and the surgery on the 28th March 2014. The action plan can be viewed at the end of this report under appendix 4.

The findings and proposals that arose from Surgery survey 1

Patients were asked by receptionists when presenting at the surgery if they would mind taking part in the current survey. The surveys were also left in the waiting areas on the chairs, and it was displayed and accessible on the Tenbury Surgery website.

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There was space left for the patients to make comments which have been documented below.

Overall the findings suggested that patients were happy with the Surgery, with 85% noting they found the receptionists helpful and 86% stating they had confidence and trust in the GP they saw.

However, the survey has highlighted that there is an area for improvement in regards to being able to speak to someone at the surgery by telephone. It was noted that this was rated at 53% for ease of access by this means.

Positive Responses

I don't count the time, I'm grateful we've got a medical service

We have an excellent surgery and our doctor is wonderful. Thanks to you all

You have the best surgery I have ever attended. Perhaps it would be fairer to say that doctors wherever I have attended have been good but your front of house and support team are superb at what they do especially a)smiling b)perfect manners c)never patronising . Your website is very helpful and informative but given such attractive staff it is a pity you have to use 'stock' photos. PS - there are a couple of typo's on this page.

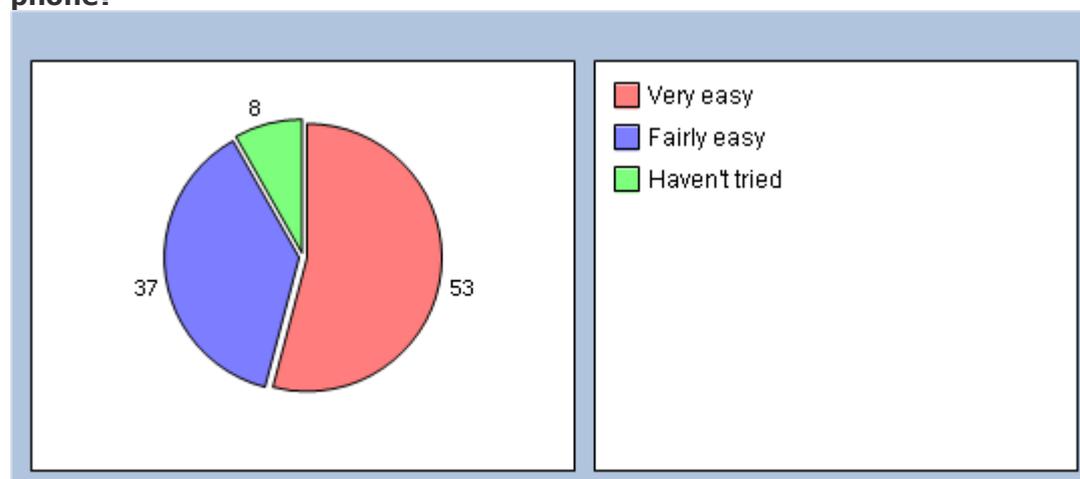
Responses found to be less positive

Seeing a Doctor at the time of the appointment, not having to wait for ages - even first thing in the morning.

Your new system is very frustrating. I saw three doctors with a concern before I could see my own Dr (Gunther) who was very thorough, but before this I was advised to make appt to see him who dealt with my problem. "We have been spoilt over the years".

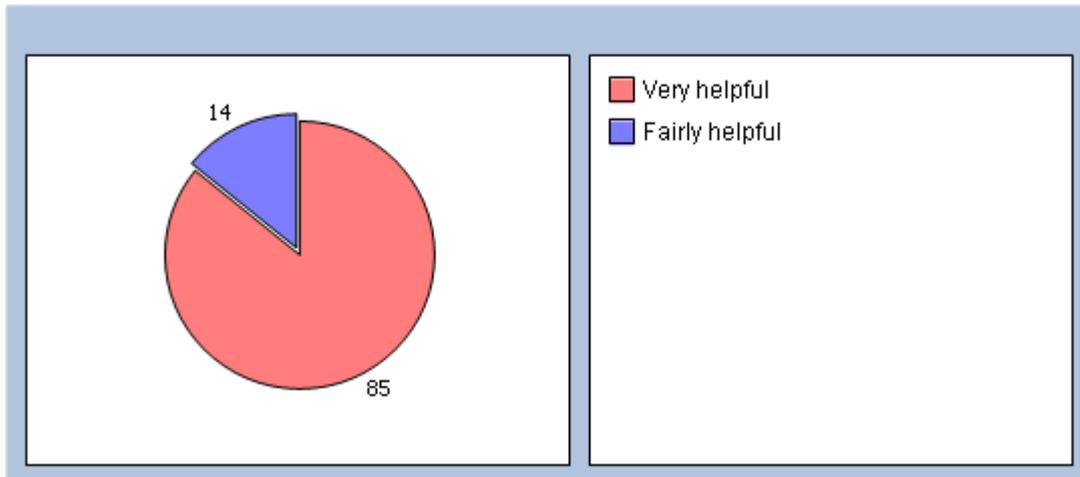
A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising from the local Practice survey:

Generally, how easy is it to get through to someone at your GP surgery on the phone?

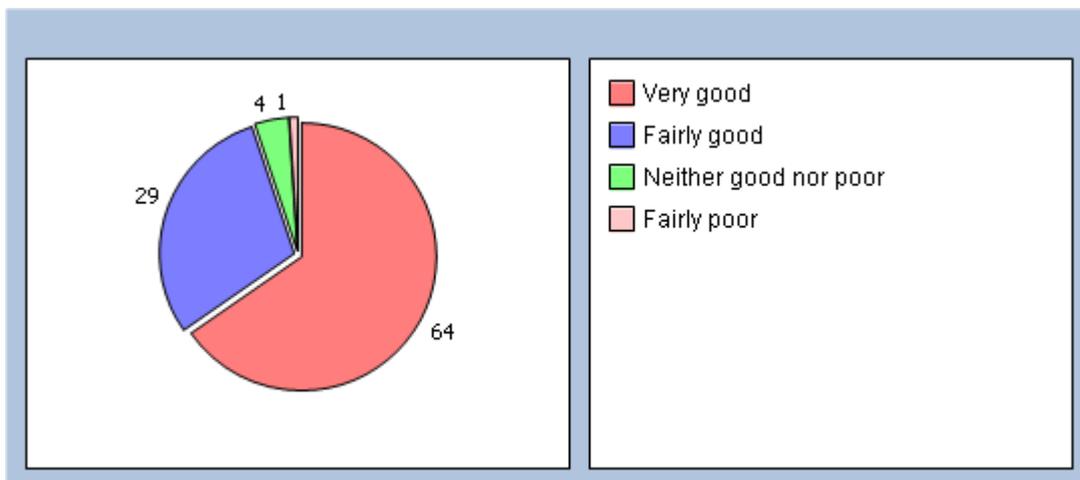


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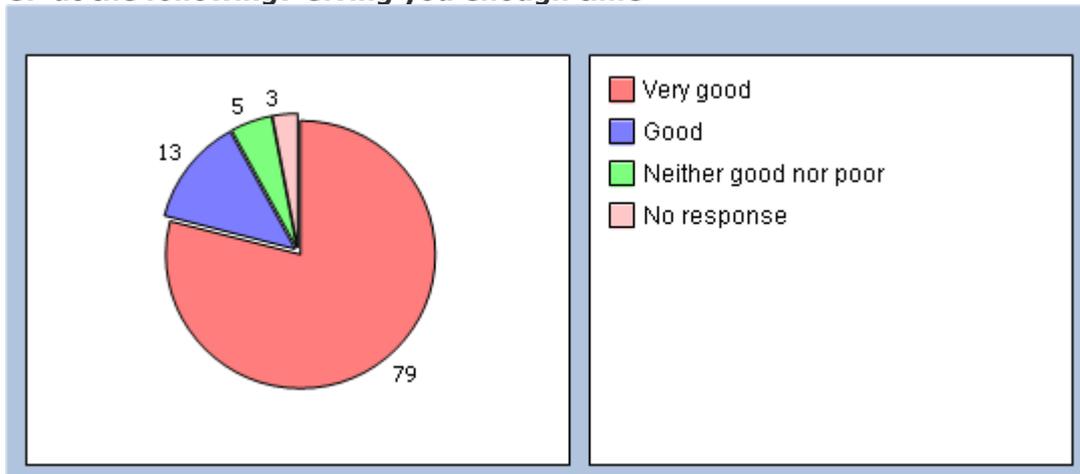
How helpful do you find the receptionists at your GP surgery?



Overall how would you describe your experience of making an appointment?

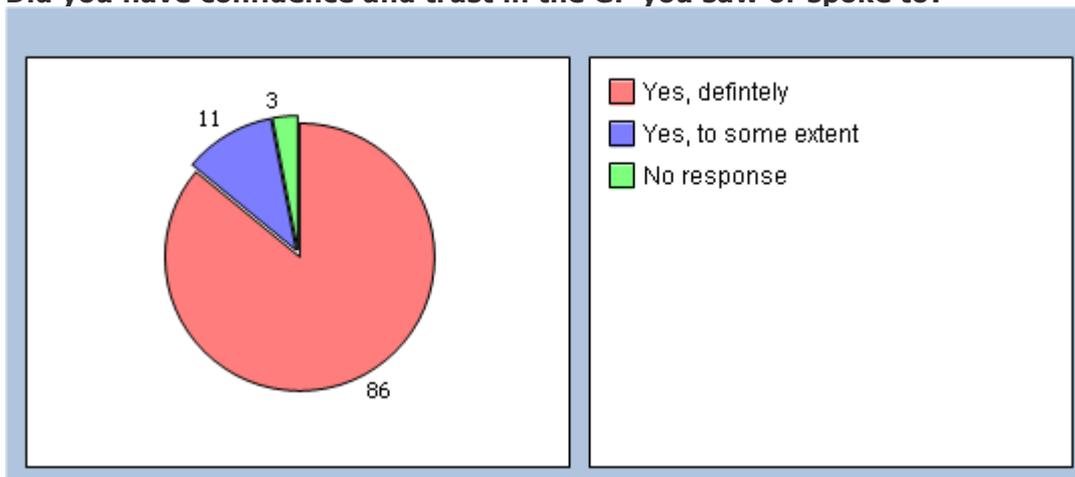


Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

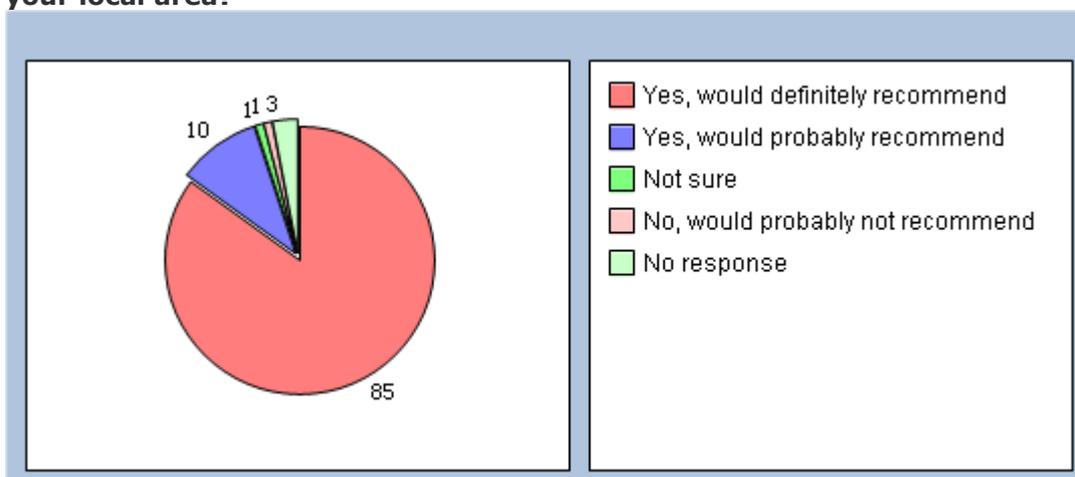


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Did you have confidence and trust in the GP you saw or spoke to?



Would you recommend your GP surgery to someone who has just moved to your local area?



The findings and proposals that arose from Surgery survey 2

Patients were asked by receptionists when presenting at the surgery if they would mind taking part in the current survey. The surveys were also left in the waiting areas on the chairs, and it was displayed and accessible on the Tenbury Surgery website. There was space left for the patients to make comments which have been documented below.

Overall the findings suggested that patients were happy with the Surgery, with 50% of patients noting they felt it was very easy to obtain an appointment and 43% stating they felt it was fairly easy.

However, this survey echoes Survey 1 results in that there is an area for improvement with the means and methods used of booking an appointment. From analysing survey 2 it can be seen that only 2% of patients use the online booking system through Patient Access yet 20% would prefer to use this method to obtain an appointment.

The survey demonstrates that although some patients are not entirely happy with the changes to the way in which appointments are offered the general consensus is the

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system works and is it is easy for patients to access an appointment with 61% being able to access an appointment for the day of their choice. The survey also shows that 66% of the patients who completed the survey were able to see the GP of their choice.

Overall the new system, having been given a year to fully run, has received a 57% score of good. This is an area which could increase in time as people become accustomed to the new system.

Positive Responses

ALL THE BOOKINGS DEPEND ON HOW URGENTLY YOU NEED TREATMENT. VIZ- ONGOING TREATMENT ARE WELL CATERED FOR. ON THE DAY MAY BE DIFFICULT FOR UNDERSTANDABLE REASONS.

Always found Tenbury Surgery very very good. The very best!

I am very happy with the system we currently have, I never had a problem receiving an appointment.

I CAN BOOK IN PERSON, VIA TELEPHONE OR INTERNET. I PREFER THE FIRST TWO. THE STAFF ALWAYS HELPFUL.

I have based my answers on the pre booked appointment with Dr Foster a few days ago. However, today I needed an emergency appointment for the same problem but as Dr Foster is not the duty doctor, I could not see hem, which is disappointing. Having said that it was easy to get an appointment with the duty dr.

I HAVE BEEN TENTATIVE TO SEE A DOCTOR WHEN NEEDED, SO NO COMPLAINTS

I REALLY LIKE BEING ABLE TO MAKE APPOINTMENTS, ITS A REALLY GOOD SYSTEM, I CAN BOOK TO SEE A DOCTOR IN A MUCH MORE FLEXIBLE WAY, I REALLY DIDNT LIKE THE OLD SYSTEM WHEN YOU GOT JUST A NUMBER AND HAD TO WAIT ALL MORNING. THE NEW SYSTEM IS MUCH BETTER. THANKS FOR CHANGING IT.

I THINK ALL IS GOOD

It is always possible to see a doctor if is necessary

Just walked in at 4pm, 5 year old son had injured his eye. Was seen by 4.30. Very efficient

The new system has worked extremely well for me with easy access and excellent staff support

Very Good

Very pleased you have changed to booked appt systems in the morning

We are thankful for the Tenbury Surgery - everyone is always most kind and helpful.

YOU DO A GOOD JOB IN A PLESANT MANNER

Responses found to be less positive

Appointments on line are only for some time ahead

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Booked appointments if full it seems to be a long time to have a convenient appointment

CANNOT SEE THE DOCTOR OF ,Y CHOICE ON THE DAY - HAVE TO BOOK WEEKS IN ADVANCE WHICH IS NOT IDEAL

GO BACK TO THE OLD WAY OF MAKING APPOINTMENTS WAITING OUTSIDE EARLY IN MORNING

We prefer the old system to walk in at 8 am on the day for an emergency appointment as we always saw a doctor earlier than the current system. Much more convenient before work and school, the former system.

Was not able to get an appointment on the day with the doctor I wanted to see

Unfortunately the wait was 45 mins so I had to go back to work and come back

THE SYSTEM IS FRUSTRATING AND I AM AFRAID IF I SEE ANOTHER DOCTOR IT WILL LOOK LIKE HAVING A SECOND OPINION.

Please go back to the old system

IT IS NOT SO EASY IF YOU NEED AN URGENT APPOINTMENT OR SAME DAY, FEELS AS IF YOU NEED TO COME AND MAKE APPOINTMENT

It doesn't allow Clee Hill people to book, it's good to be able to turn up and wait but it would be nice if we had access to be able to book an appointment at Tenbury surgery if we wanted to.

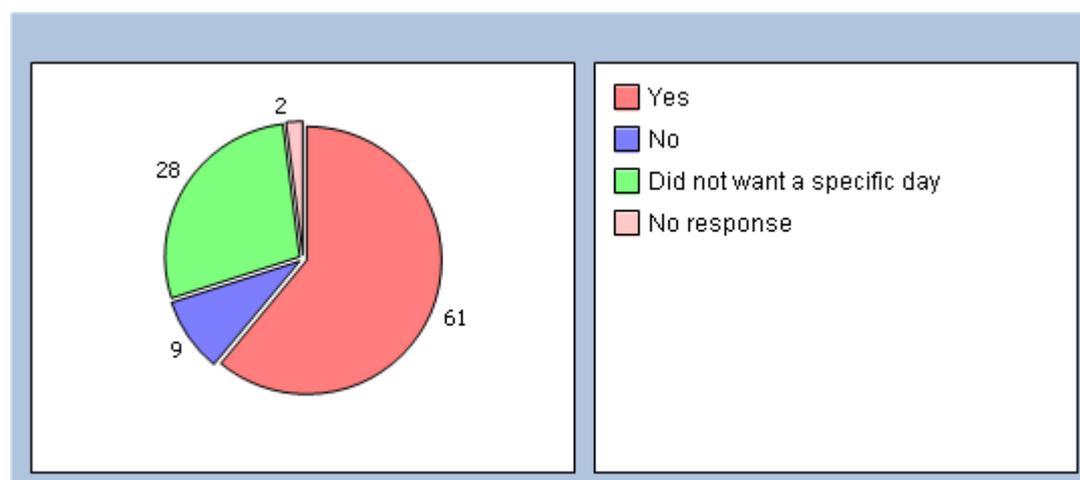
I thought the previous system of pm bookable in advance appointments but am was open surgery was much better system

I MISS THE OPEN SURGERY

I much preferred the old system when you had walk in surgery in the morning and booked appointments in the afternoon

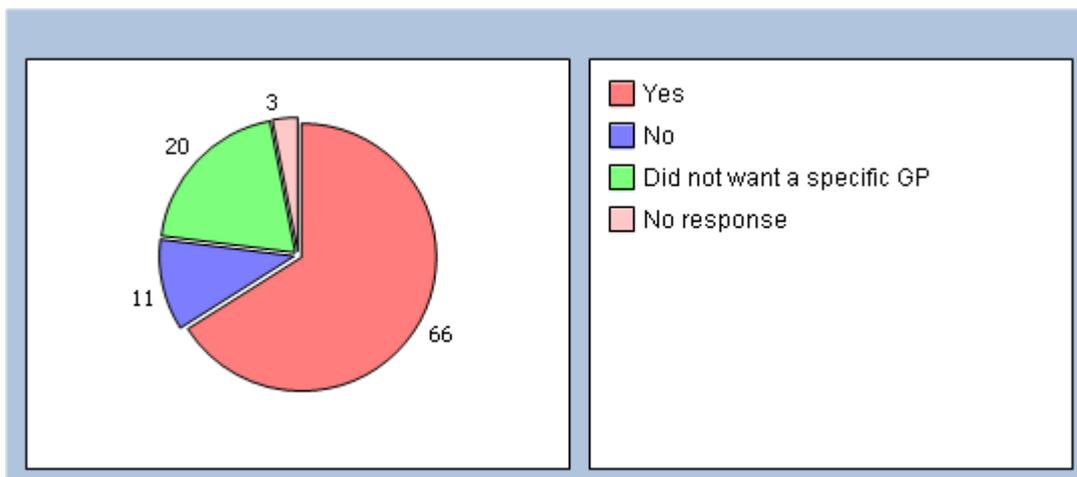
A summary of any evidence including statistical evidence relating to the findings or basis of proposals arising from the local Practice survey:

Q4: Were you able to get an appointment for the day you wanted?

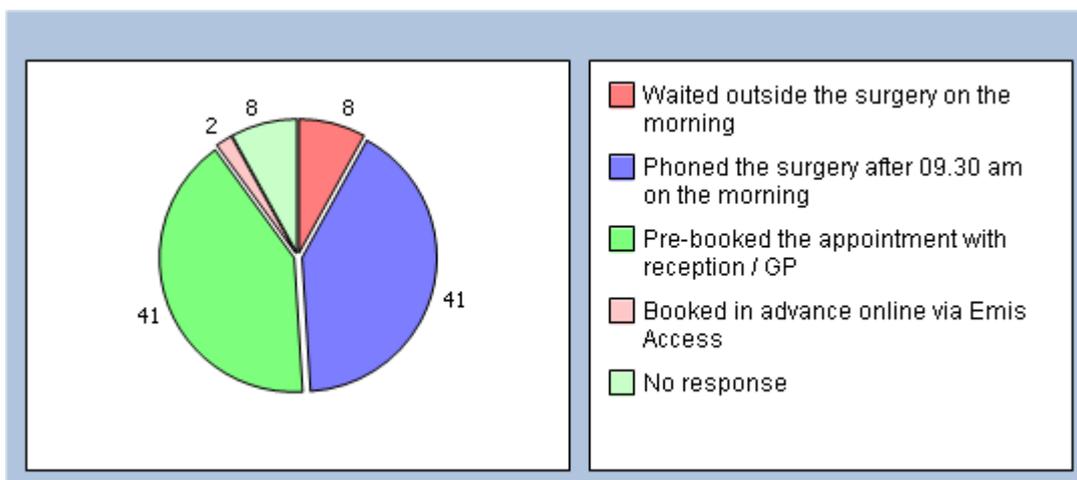


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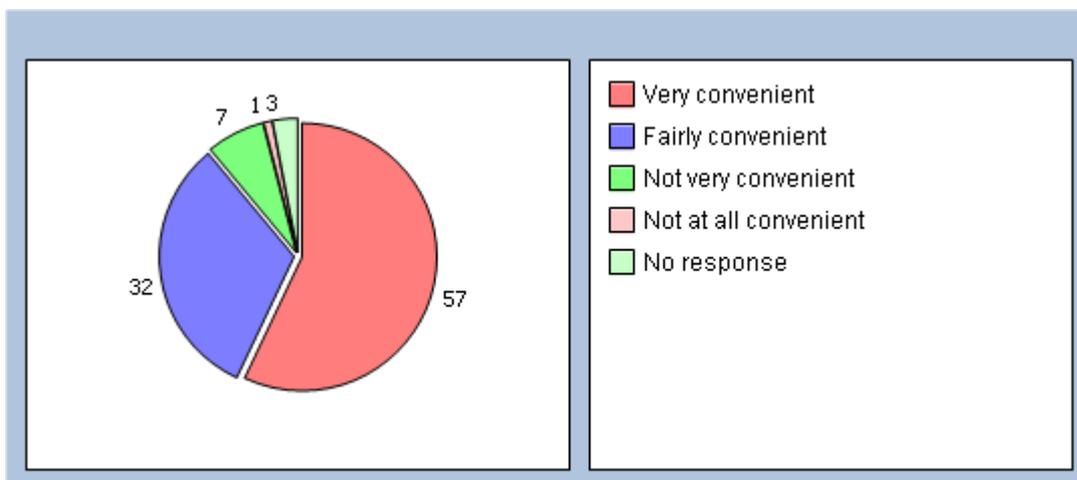
Q5: Were you able to get an appointment with the GP of your choice?



Q7: How did you make your appointment?

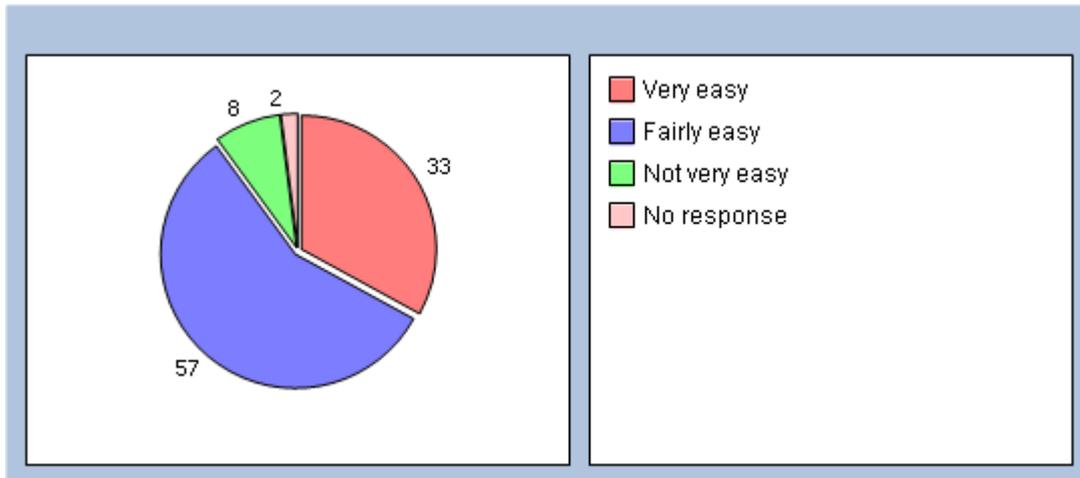


Q8: How convenient was the appointment you were able to get?



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Q10: Generally how would you rate the ease of obtaining an appointment at the surgery?



Q11: Which of the methods would you PREFER to use to obtain an appointment?

(You can choose more than one answer)

Pre-booked a few days in advance **41%**

On the day timed appointments **32%**

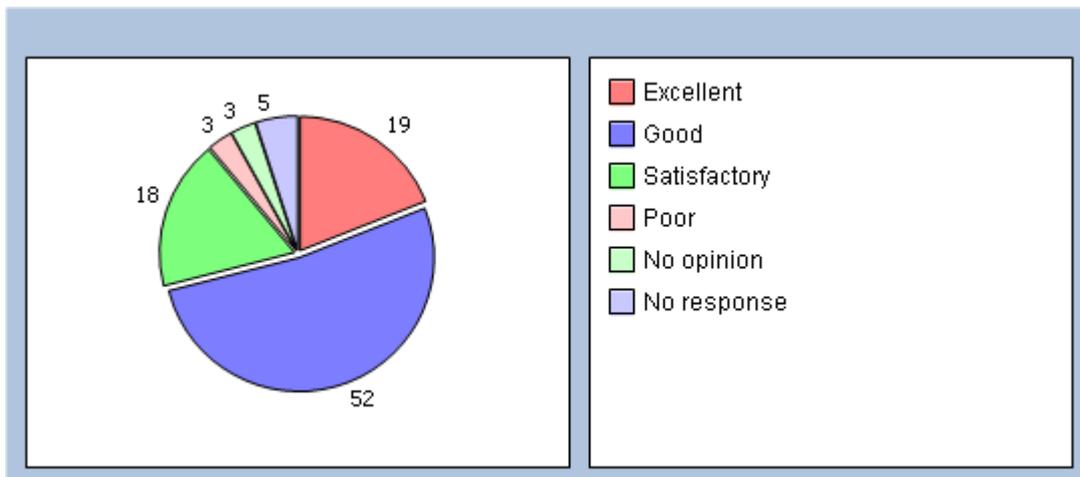
Remain as it currently is **32%**

Via telephone **63%**

By attending the surgery in person **27%**

Through online access **20%**

Q12: The new system allows you to book in advance, how would you rate this system based on your own experiences?



Phase 5 – Agreeing an Action Plan with the PRG **Include PRG action plan for 2014/15**

The survey results were circulated to the PRG members and they were asked to carefully consider the results from a patient's point of view and to volunteer suggestions for areas that they felt needed improvement based upon the surveys.

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The role of the PRG and the action plan was discussed at the March PRG meeting and a few more action plan points were agreed even though they did not come from the surveys.

A description of the action which the Surgery intends to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey:

It can be seen from the report of **Survey 1** that the results show an overall happiness with the Surgery in terms of opening times, staff attitude and care provided by the GP. After discussing the results of the survey with the PRG members the following areas were highlighted for further action to be taken:

- To identify other surgery outcomes for the same / similar survey
- To draw a comparison as to where Tenbury sits amongst other surgeries in South Worcestershire
- To look in further detail at why 23% of the patients had to wait more than 15 minutes for their appointment

From looking at **Survey 2** the following points were agreed with the PRG for further action to be taken:

- Encourage and better advertise to patients the Patient Access on-line system
- Look at the number of appointments available to book on-line and see if these could be increased

Given the positive results of this survey it was hard to draw out any further action points on how to improve the appointment system. It was beneficial to run the survey as it shows the Surgery staff and Partners how well the new system is working and that it was to change the system.

Suggested actions based upon PRG meetings:

- Improve the knowledge of patients regarding Saturday Surgery - create a leaflet detailing what to do on a Saturday in an emergency and which Doctor is on and how to book an appointment for a Saturday.
- Tenbury work closely with the Worcestershire Association of Carers (WAC) and the PRG have invited them to one of their meetings in the next year. Consider how the PRG could assist the WAC with their work in Primary Care.

An action plan detailing how and when these changes will be made for all of the above points is attached in appendix 4.

Phase 6 – Publicising the Actions Taken

The results of the surveys are published on the Tenbury Surgery website:
<http://www.tenburysurgery.co.uk/psurvey.aspx?p=M81042>

A PDF copy of the PRG report and a PDF copy of the action plan is also published on the website:

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<http://www.tenburysurgery.co.uk/surveyreport.aspx?p=M81042>

Hard copies of both are also left in the waiting areas for patients to view.

A description of the opening hours of the Surgery premises and the method of obtaining access to services through the core hours:

Tenbury Surgery is open Monday to Friday 08.00-18.30. The surgery provides extended hours on a Saturday for both Tenbury Surgery and Clee Hill Surgery patients 08.00-12.15 which enables patients (particularly those who are in full time education/employment) access appointments at the weekends.

Patients can make appointments by presenting at the surgery from 08.00 or by telephoning the surgery from 09.00 hours. The surgery also offers patients the option to 'see' available appointments and book them through Emis Access online, this does however exclude open surgery.

We offer a text message reminder service for patients through Mjog to help remind patients when their appointment is.

Clee Hill Surgery is open the following times:

Monday 09.30-10.30
Tuesday 16.00-17.30
Wednesday 09.30-10.30
Thursday Nurse Only 16.20-17.20
Friday 09.00-10.30

All surgeries are 'open access' appointments, there are no pre-bookable times for Clee Hill.

A description of the extended hours arrangements the Surgery has entered into and which health care professionals are accessible to registered patients:

Tenbury Surgery offers extended hours for both Tenbury and Clee Hill patients on a Saturday 08.00- 12.15. The appointments offered are both open and pre-bookable. The healthcare professional available for these sessions is one of the GP partners.

Patient Representative Group - Initial drive for recruitment 2011

We are setting up a PRG and are looking for a representative group from the surgery who would be willing to partake.

Would you be interested in participating in an on-line group to provide feedback on the services you receive here at the surgery and to see if there are areas on which the services can be improved?

There are no face-to-face meetings you would need to attend. What we are asking for is a virtual group who are willing to complete some tick box surveys four times a year. All you will need is a computer and internet access. However, if you are keen to join but are unable to complete the surveys on line then we are happy to post these to you.

If you have any questions or queries you can contact either me or our Practice Manager direct to discuss your concerns.

The first survey will be sent to you in the next few weeks and will ask you to prioritise the objectives to be looked at next year. Following this initial survey we will then contact you again in January with the next survey.

Are there any areas of concern that you have which we can try and incorporate into the surveys/objectives?

If you change your mind you can leave the group at any point, however we would ask that you let us know you no longer wished to partake so we could remove your name from the list to stop you being sent unwanted emails.



Terms of Reference

Please note these are still in draft (March 2013)

Tenbury Surgery – Patient Representative Group

Title of the Group

The Group shall be called THE PATIENT REPRESENTATIVE GROUP (PRG) of Tenbury Surgery.

Aims of the Group

The aims of the group are to:

- Promote co-operation between the practice and patients;
- Organise and develop local surveys with patient input;
- Understand issues affecting patients;
- Developing action plans that address patient issues;
- Feed into GPC wide Public and Patient Engagement structure

Ground rules of the Group

There shall be the following ground rules

- This meeting is not a forum for individual complaints and single issues;
- Open and honest communication and challenge between individuals;
- Be flexible, listen, ask for help and support each other;
- Demonstrate a commitment to delivering results, as a group;
- Silence indicates agreement – speak up but always go through the Chair;
- All views are valid and will be listened to;
- No phones or other disruptions;
- Start & finish on time, stick to the agenda.

Membership of the Group

Members of the group will be for:

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- All patients registered within the practice;
- The practice will pay attention to engaging with a cross section of the practice population that reflects equality in:
 - Age;
 - Sex;
 - Ethnicity;
 - Demographics

The group will annually elect the following people:

- **Chairperson** – responsible for:
 - Manages and chairs the meetings;
 - Will be a lay member rather than a member of the practice;
 - May represent the practice in wider public and Patient engagement events.
- **Secretary** – responsible for
 - Taking minutes and general admin;
 - This role *may* be undertaken by a member of staff from the practice.

Responsibilities of the Group

Practice

- Provide feedback on patients' needs, concerns and interests whilst helping patients to understand the practice's viewpoint where necessary;
- Communicate information about the community which may affect healthcare;
- Give patients a voice;
- Promote good health and higher levels of health literacy by encouraging and supporting activities within the practice;
- Providing opportunities for patients to become involved in the commissioning of services across South Worcestershire;
- Give feedback to NHS trusts on consultations;
- Undertake and analyse key issues for an annual local survey that will be published with the findings and action plans for improvements. The methodology for this shall be shared and agreed with patients;
- Create a Patient Representative Group that is representative, equitable, and covers, where possible, all sections of the practice population;
- Monitor services and highlight issues for local input;
- Develop, promote, and encourage public and patient engagement
- To be transparent and open.

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Patients

- Contribute to practice decision-making and will consult on service development and provision;
- Liaise with other PPGs in the area.
- Challenge the practice constructively whenever necessary;
- Using the wider Public engagement structure to escalate issues that are not resolved locally;
- Not use the group for individual complaints or single issues;

Meetings of the Group

- The Group will:
 - The committee of volunteers shall meet no fewer than 4 times a year;
 - In addition hold an annual General meeting or any additional open meetings as deemed necessary;
 - The Meetings will be advertised throughout the practice and in alternative settings deemed appropriate;

Organisation of the Group

- The Group's activities will be organised by a Committee of volunteers and invited members;
- The Committee will be composed of a maximum ten members - a Chair, a secretary and eight members. Other members will be co-opted as required.
- Administrative assistance will be provided by staff at the Practice.

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Please note these are still in draft (March 2013)

What is the aim of a Patient Representative Group?

- They should help deliver real benefits and should not just be a talking shop;
- Help to capture issues for practices to remedy;
- Improve communication;
- Work with the practice to help design local surveys;
- Where possible should be self organising;
- Identify best practice and the positive things too;
- Should engage with a cross section of the whole practice population.

Our PRG is not just about those people who attend meetings. It is much wider than this. Our PRG:

- Have regular meetings with active members (i.e. committee of volunteers) attending (this number is limited due to available space);
- Have an open meeting of all members that wish to attend, at least once per year;
- Have people signed up taking an interest in the PPG from a distance. This means that they may not attend meetings but are engaged with by email;
- Have patients completing surveys with no further involvement.

What our PRG is NOT:

- A social event with no structure;
- A place for complaints and “moans”;
- A “Doctors fan club”;
- Talking about specific illnesses and diseases.

If a patient asks about making a complaint or begins to discuss a complaint the Patient Representative Member must explain that they are unable to discuss individual cases and present them with a complaints leaflet.

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Script for patient group members:

Hello, I am a member of a patient group *Tenbury Surgery Patient Representative Group*. We want to ensure that the views of patients are being fed into the practice regarding the services they deliver and any changes or new services that are being considered. To do this we are compiling a contact list of email addresses so that we can contact you by email every now and again to ask you a question or two. We will also arrange open meetings in Tenbury from time to time to which you will be invited to attend. Are you interested in giving your views? Please provide your contact details on this form; we will only use information to contact you and will keep your details safely.

Script for staff in practices with a PRG

Hello, Our Patient Participation Group *Tenbury Surgery Patient Representative Group* is encouraging patients to give their views about how the practice is doing. They would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their email addresses so that they can contact you by email every now and again to ask you a question or two. Are you interested in leaving your email contact details? If you could fill in this quick form and hand it back to reception (or provide your details over the phone to me) we will pass your details to the Patient Participation Group. Your contact details will only be used for this purpose and will be kept safely.

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Work outside the meetings

It is important to think about the type of work taking place outside the meetings. The practice may undertake the following:

- Writing up the minutes of meetings if the group chooses to not have a secretary.
- Undertaking the work associated with the Local Survey
- Investigating areas that have been raised at meetings;
- Producing newsletters and/or working with the PRG to produce these;
- Organising open days and/or other practice events;
- Keeping the website updated with details relating to the PRG;
- Promoting and advertising the PRG.

Maintaining and developing the PPG

- Encouraging your PPG to work with others to share ideas and best practice;
- Take advantage of any centrally organised events around PRG's or wider Public and Patient Engagement;
- Affiliate themselves with the National Association for Patient Participation (admin@napp.org.uk);
- Work with the local Clinical Commissioning Group to help provide information to the group which helps shows comparison between practice;
- Use the website and encourage people to participate that cannot attend meetings.

How the Patient Participation Group fits in with wider Public and Patient Engagement structure

Introduction

The purpose of the local PRG is two fold:

- Work with the practice to resolve local issues;
- Escalate to the practice wider commissioning issues.

This brief paper will discuss the second point

Escalating wider commissioning issues

It is the responsibility of the practice, as GP Commissioners, to escalate and direct issues relating to the wider commissioning process to the correct area. In most cases

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the practice will not have the experience or the time to work this out so practices should:

- Promote comments and views from patients on services or gaps in services;
- Find a way of managing these views and escalating these to the necessary place;
- Encourage members to attend Patient Commissioning Forums and raise issues;
- Understand from local practices whether there are any particular trends;

Patient involvement on the Patient Commissioning Forum (PCF)

- Encouraging representation from at least one patient at each practice PPG;
- Leaders will be selected (through an open process) to chair this forum;
- Identify areas that may be appropriate for discussion with commissioners. This may include issues escalated through written request process or trends coming forward through the PRG The areas for discussion will be agreed with the staff member responsible for that area;
- Representatives from PPG can take back ideas from other practices to their own PPG;
- Become a “feeder” for leaders to any future plans for lay people to take on greater responsibility.

Issues raised that are not of a local commissioning authority

Practices are encouraged to forward issues raised within the practice to:

- Organisations that have responsibility for an area that the local Clinical Commissioning Group is not responsible for i.e. NHS Provider;
- Direct these issues to the Commissioning Support Unit who can that forward them on (if appropriate);

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Patient Representative Group – Frequently Asked Questions

Q Why are you asking people for their contact details?

A We want to talk to people about the surgery and how well we are doing to identify areas for improvement.

Q Will my doctor see this information?

A No. It is purely to contact patients to ask them questions about the surgery and how well we are doing. Your doctor will only see the overall results.

Q Will the questions you ask me be medical or personal?

A They will be general questions about the practice, how we are providing services and what we can do to improve them.

Q Who else will be able to access my contact details?

A No one beyond the practice.

Q How often will you contact me?

A Not very often – we are aiming to complete 4 surveys in the year via the online forum. We also have a core group of PRG members who meet quarterly and there will be at least one public meeting ran by the PRG members should you wish to attend.

Q What is a patient representative group?

A It is a group of volunteer patients who are involved in shaping the services to patients.

Q Do I have to take part in the group?

A No, but if you change your mind, please let us know.

Q What if I no longer wish to be on the contact list or I leave the surgery?

A We will ask you to let us know if you do not wish to receive further messages. If you leave the practice, you will no longer be eligible to remain on the group.

Q Who do I contact if I have further questions?

A Amy Louvaine, Practice Manager or John Driver, Chair of the PRG (contact details can be obtained from reception).

Tenbury Surgery Patient Survey Tenbury Surgery



[Excel Report \(click here for full dataset\)](#) Number of Responses: **67**

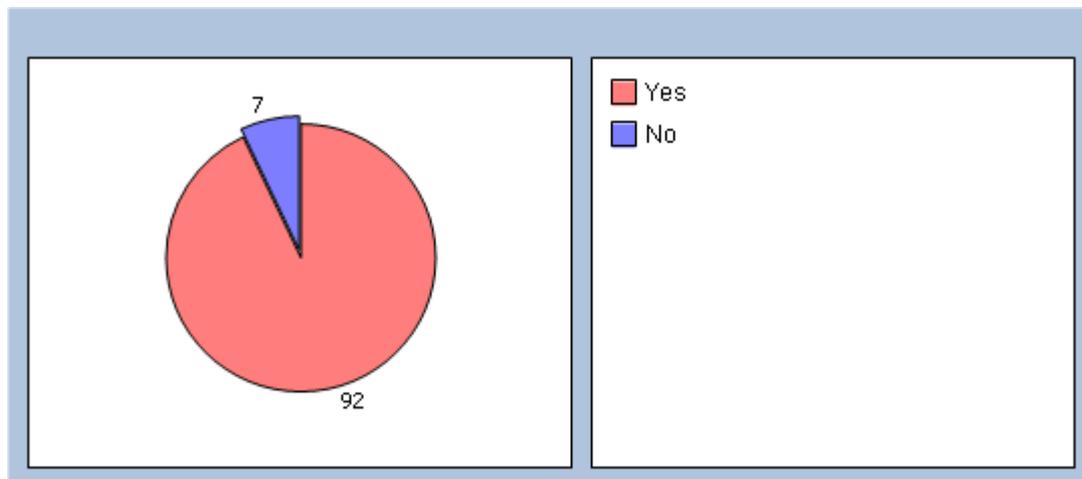
Patient Survey Tenbury Surgery

Is your GP surgery currently open at times that are convenient for you?

Yes **92%**

No **7%**

Don't know **0%**



Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very easy **53%**

Fairly easy **37%**

Not very easy **0%**

Not at all easy **0%**

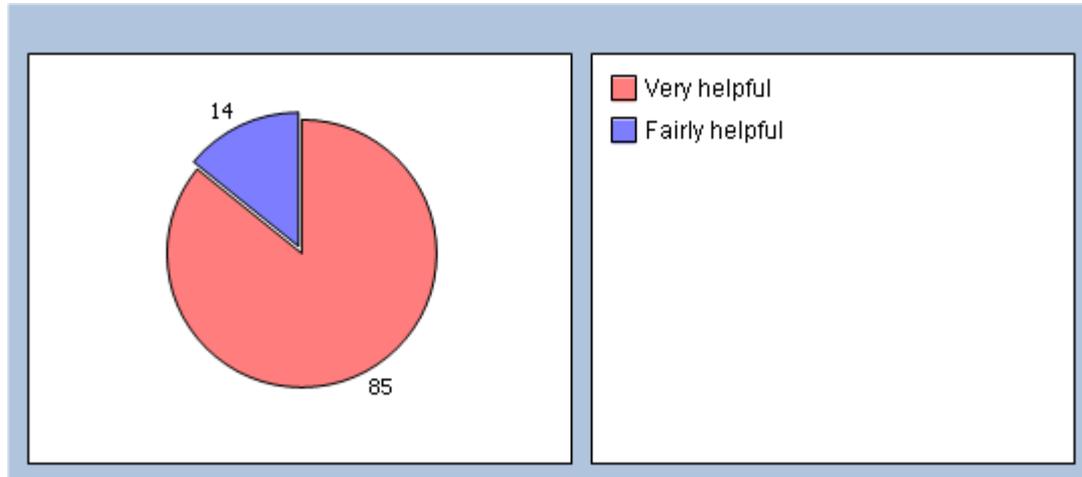
Haven't tried **8%**



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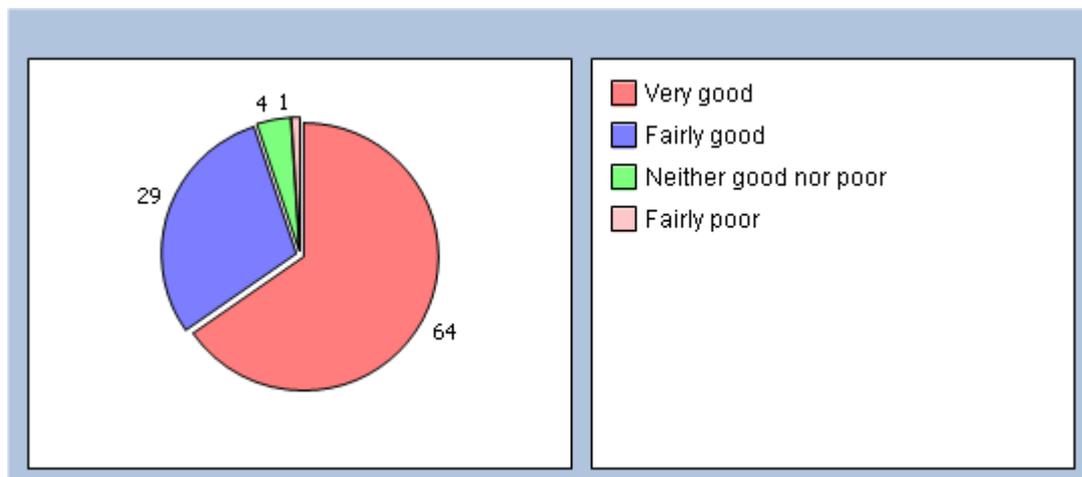
How helpful do you find the receptionists at your GP surgery?

Very helpful **85%**
Fairly helpful **14%**
Not very helpful **0%**
Not at all helpful **0%**
Don't know **0%**



Overall how would you describe your experience of making an appointment?

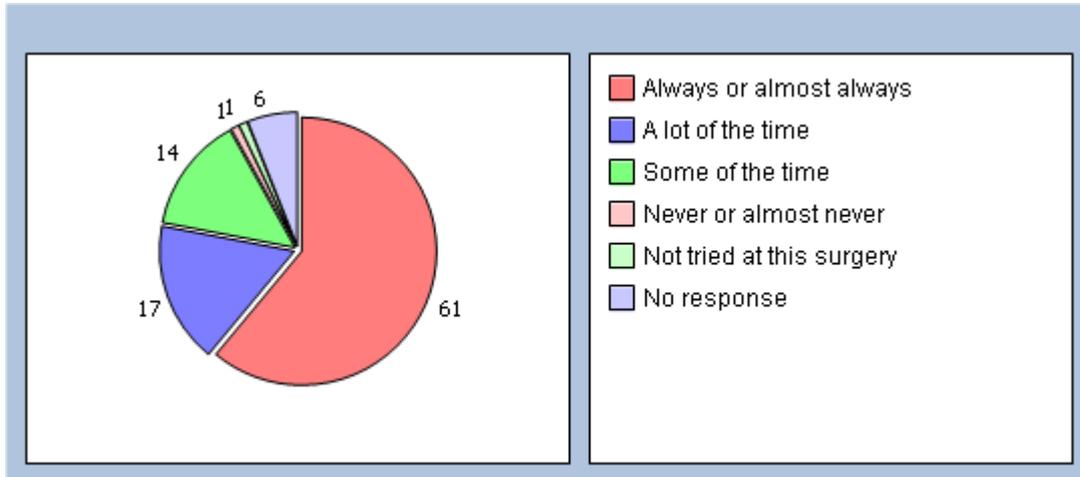
Very good **64%**
Fairly good **29%**
Neither good nor poor **4%**
Fairly poor **1%**
Very poor **0%**



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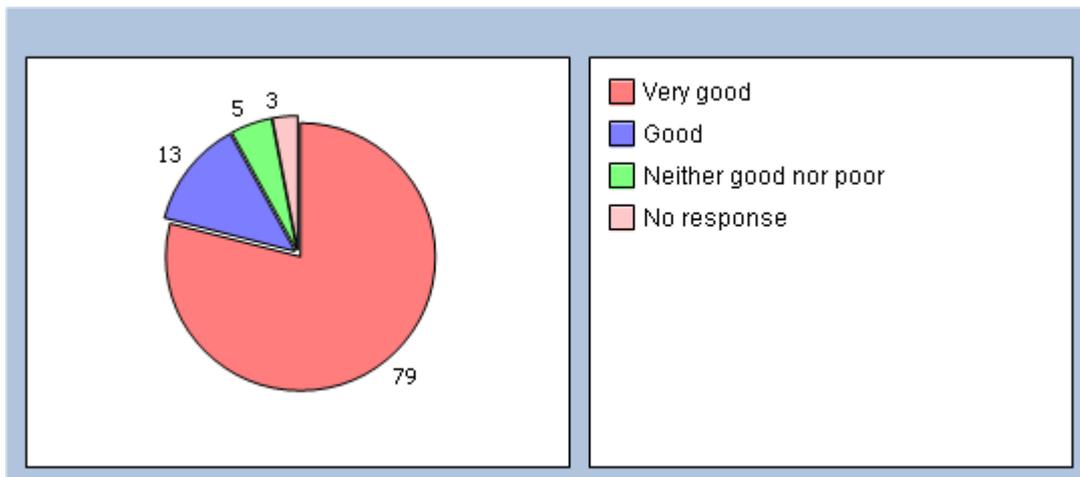
How often do you see or speak to the GP you prefer?

Always or almost always **61%**
 A lot of the time **17%**
 Some of the time **14%**
 Never or almost never **1%**
 Not tried at this surgery **1%**
 No response **6%**



Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Giving you enough time

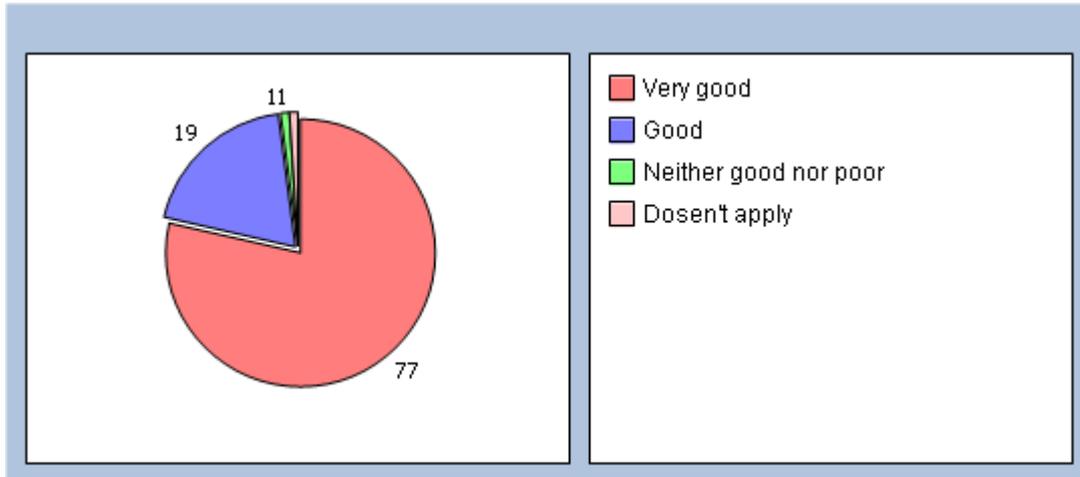
Very good **79%**
 Good **13%**
 Neither good nor poor **5%**
 Poor **0%**
 Very poor **0%**
 Doesn't apply **0%**
 No response **3%**



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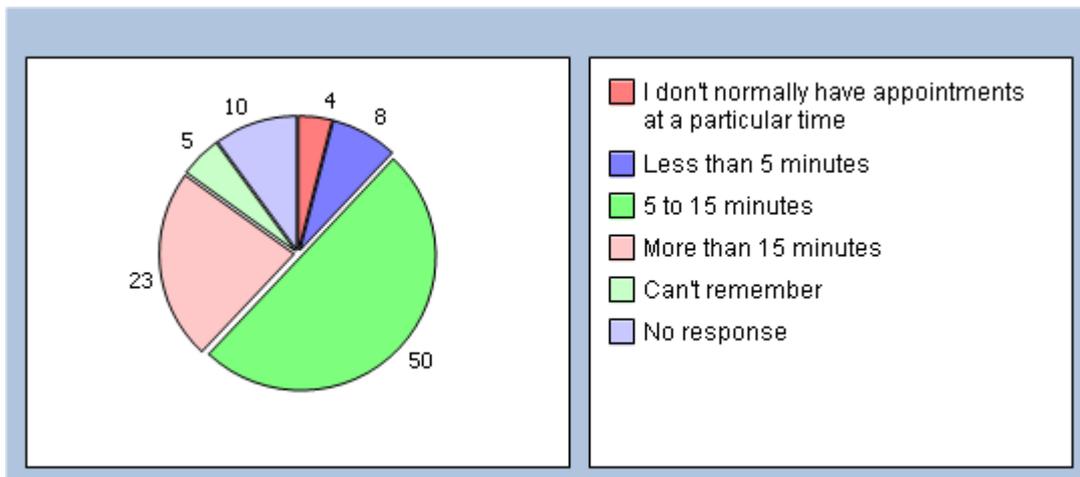
Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following? Involving you in decisions about your care

Very good **77%**
 Good **19%**
 Neither good nor poor **1%**
 Poor **0%**
 Very poor **0%**
 Doesn't apply **1%**



How long after your appointment time do you normally wait to be seen?

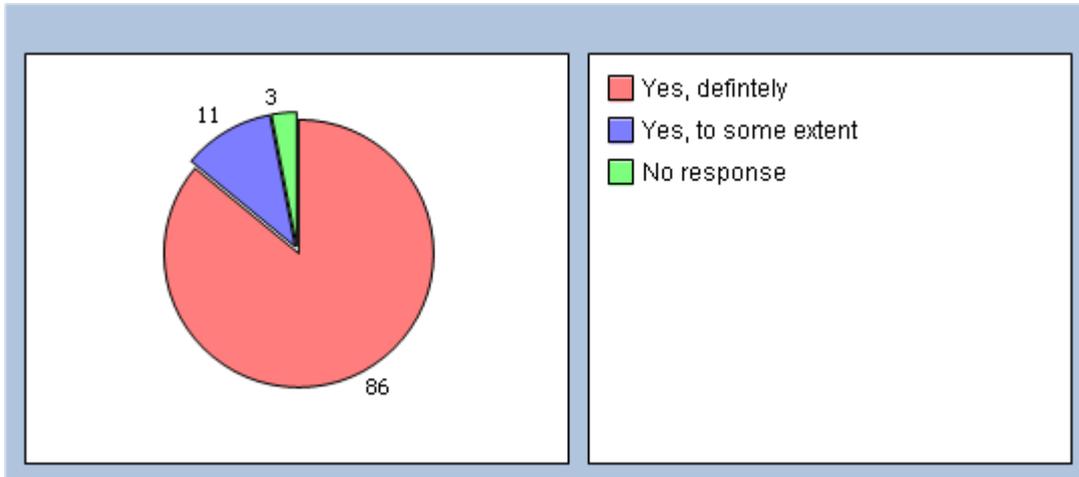
I don't normally have appointments at a particular time **4%**
 Less than 5 minutes **8%**
 5 to 15 minutes **50%**
 More than 15 minutes **23%**
 Can't remember **5%**
 No response **10%**



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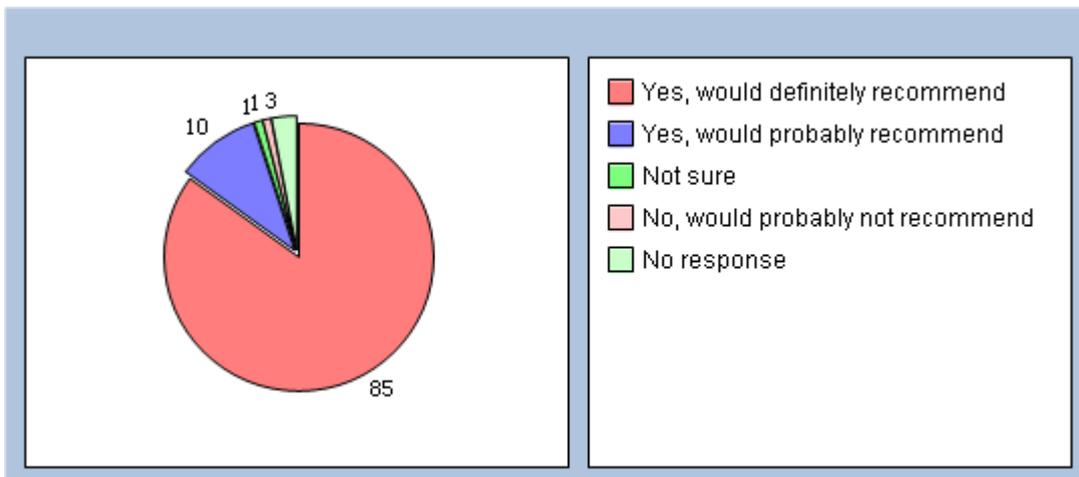
Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely **86%**
Yes, to some extent **11%**
No, not at all **0%**
Don't know / can't say **0%**
No response **3%**



Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend **85%**
Yes, would probably recommend **10%**
Not sure **1%**
No, would probably not recommend **1%**
No, would definitely not recommend **0%**
Don't know **0%**
No response **3%**



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If you answered: Not sure / No would probably not recommend / No, would definitely not recommend / Don't know to the previous question please can you tell us why not and what we could do to improve the service?

>> I don't count the time, I'm grateful we've got a medical service <<

>> Seeing a Doctor at the time of the appointment, not having to wait for ages - even first thing in the morning. <<

>> We have an excellent surgery and our doctor is wonderful. Thanks to you all <<

>> You have the best surgery I have ever attended. Perhaps it would be fairer to say that doctors wherever I have attended have been good but your front of house and support team are superb at what they do especially a)smiling b)perfect manners c)never patronising . Your website is very helpful and informative but given such attractive staff it is a pity you have to use 'stock' photos. PS - there are a couple of typo's on this page...'dosen't' <<

>> Your new system is very frustrating. I saw three doctors with a concern before I could see my own Dr (Gunther) who was very thorough, but before this I was advised to make appt to see him who dealt with my problem. "We have been spoilt over the years". <<

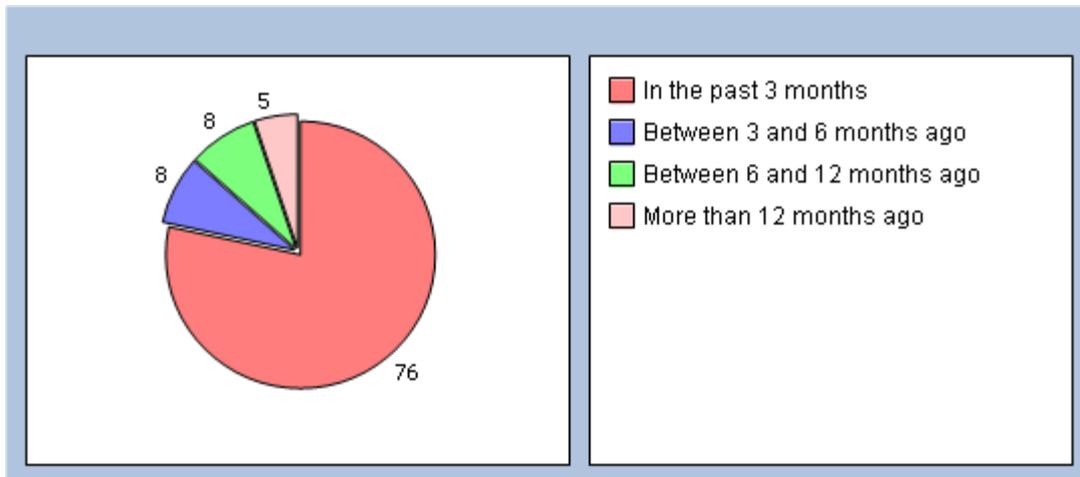
Tenbury Surgery Follow Up on Appointment System (copy)



[Excel Report \(click here for full dataset\)](#) Number of Responses: **103**

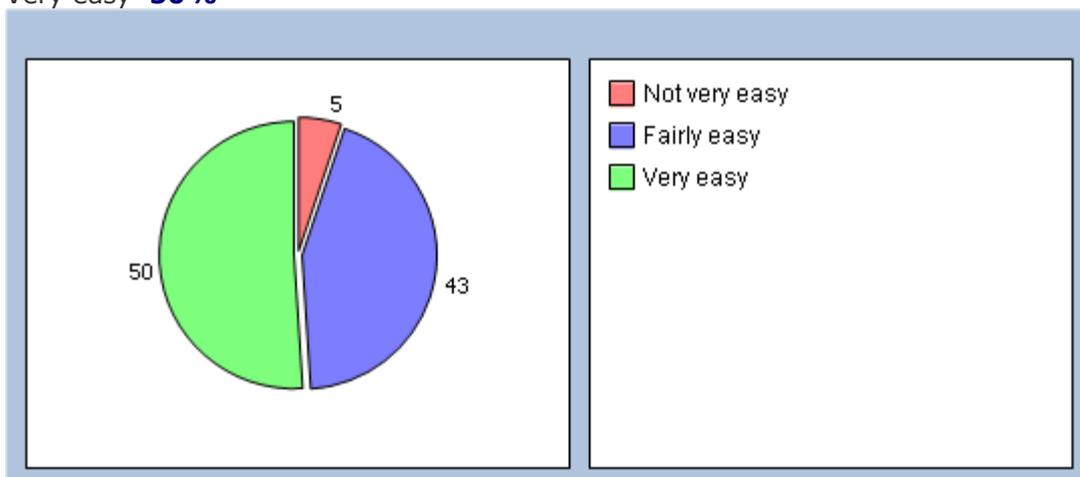
Q1: When did you last see or speak to a GP from your GP surgery?

In the past 3 months **76%**
Between 3 and 6 months ago **8%**
Between 6 and 12 months ago **8%**
More than 12 months ago **5%**
I have never seen a GP from my GP surgery **0%**



Q2: How easy was it for you to get an appointment?

Not very easy **5%**
Fairly easy **43%**
Very easy **50%**



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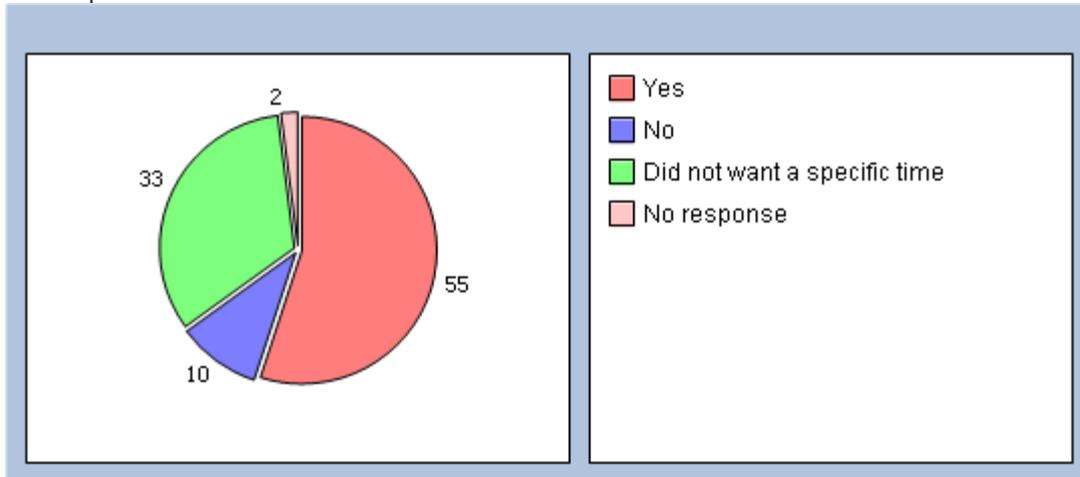
Q3: Were you able to get an appointment for the time you wanted?

Yes **55%**

No **10%**

Did not want a specific time **33%**

No response **2%**



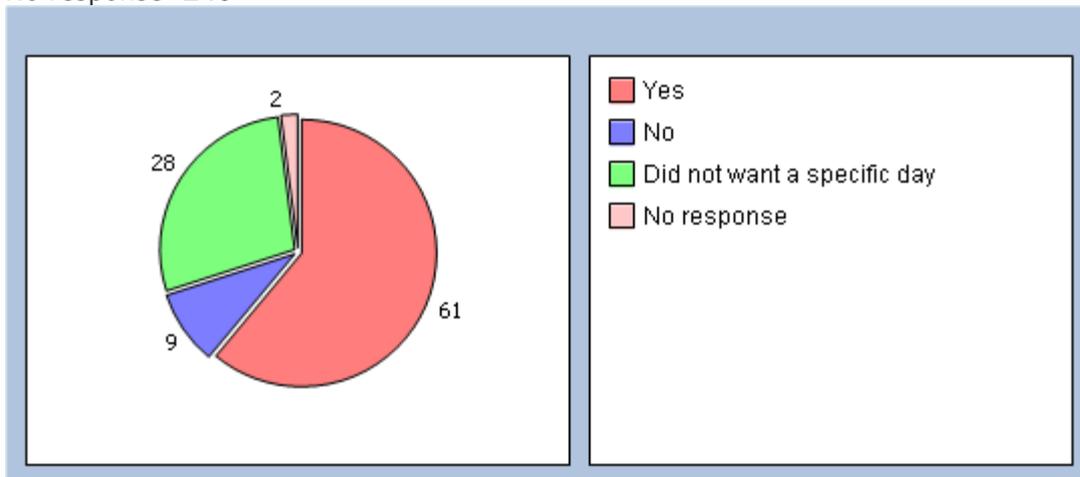
Q4: Were you able to get an appointment for the day you wanted?

Yes **61%**

No **9%**

Did not want a specific day **28%**

No response **2%**



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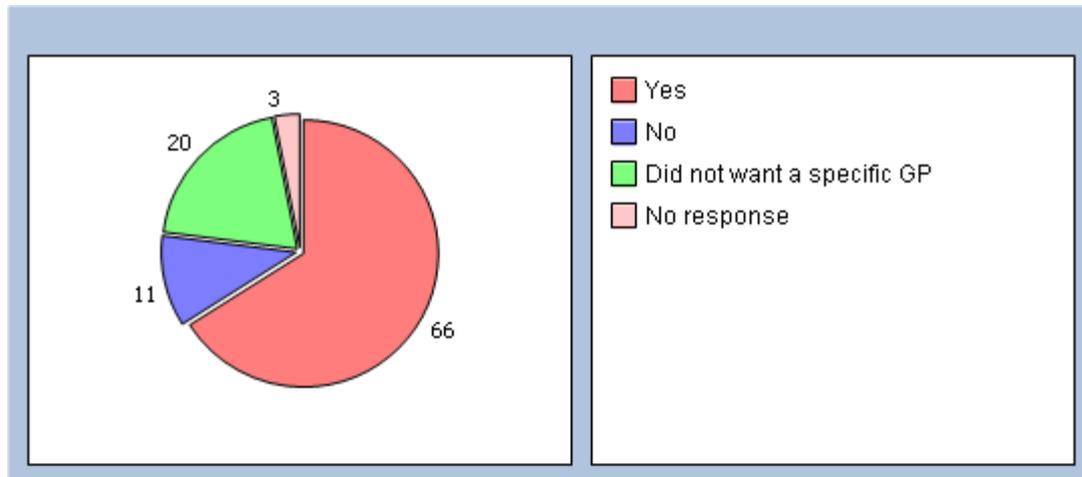
Q5: Were you able to get an appointment with the GP of your choice?

Yes **66%**

No **11%**

Did not want a specific GP **20%**

No response **3%**

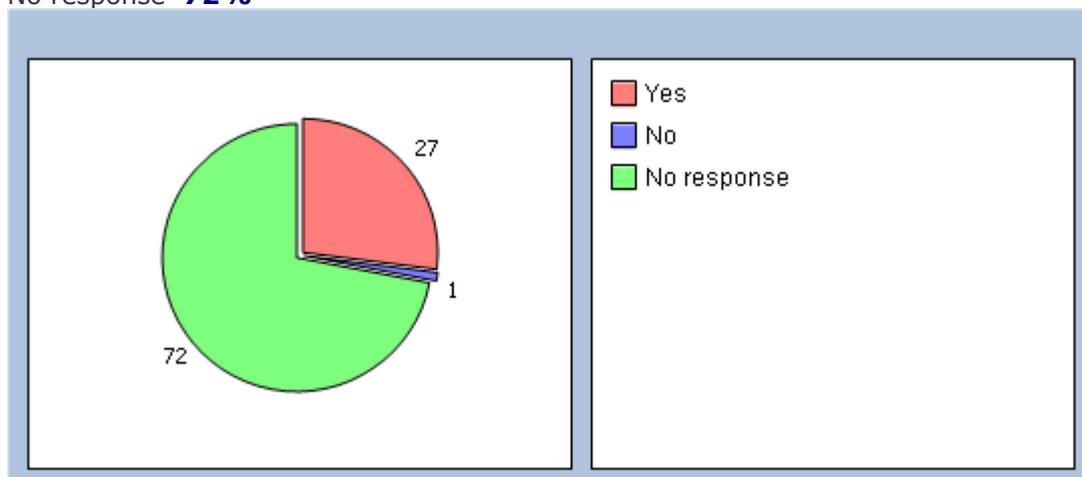


Q6: If you were not able to get an appointment with the GP you wanted were you offered an alternative appointment?

Yes **27%**

No **1%**

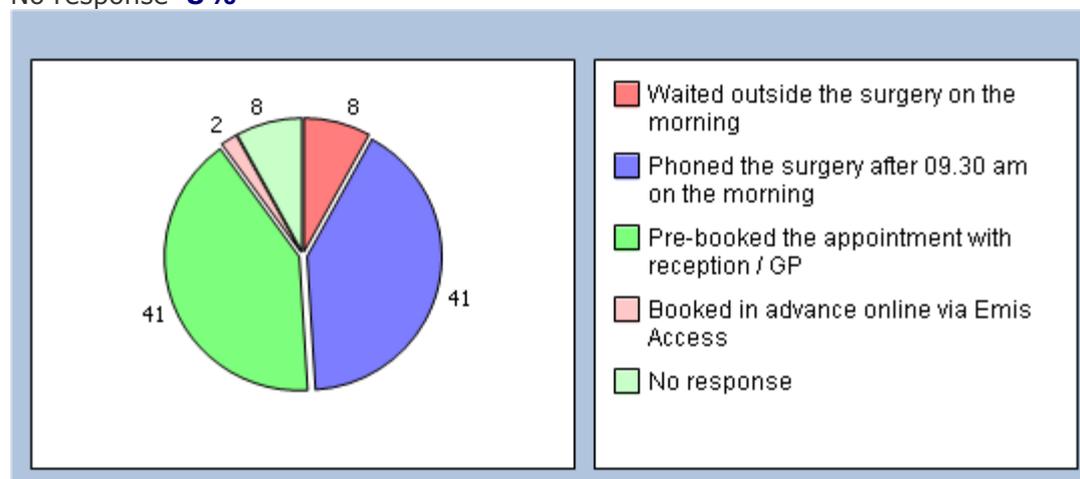
No response **72%**



TENBURY & CLEE HILL SURGERY PATIENT REFERENCE GROUP

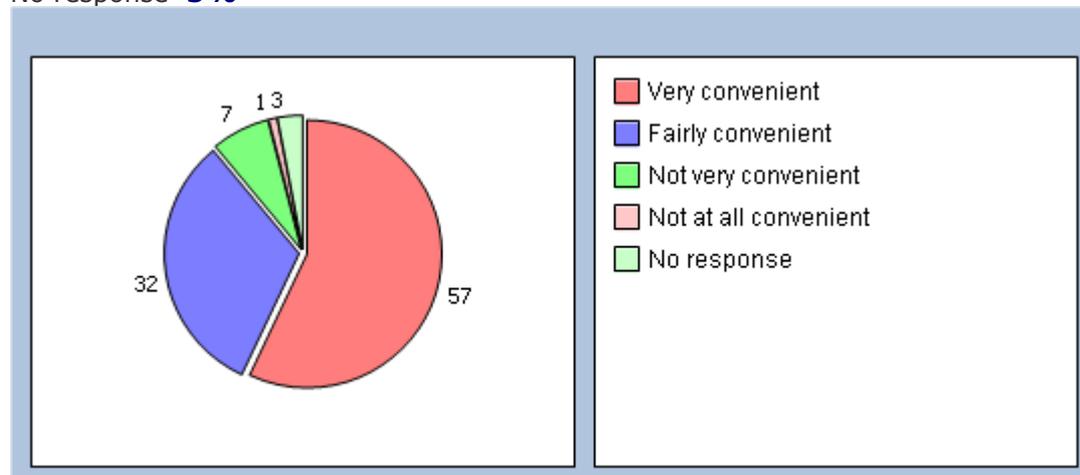
Q7: How did you make your appointment?

Waited outside the surgery on the morning **8%**
 Phoned the surgery after 09.30 am on the morning **41%**
 Pre-booked the appointment with reception / GP **41%**
 Booked in advance online via Emis Access **2%**
 No response **8%**



Q8: How convenient was the appointment you were able to get?

Very convenient **57%**
 Fairly convenient **32%**
 Not very convenient **7%**
 Not at all convenient **1%**
 No response **3%**



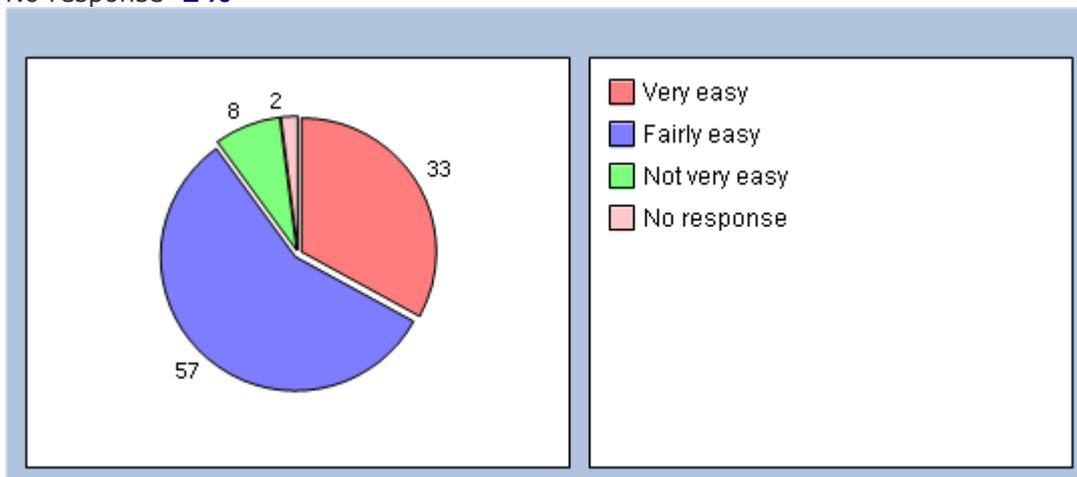
Q9: If you were not able to get an appointment when you wanted, why were you not able to get the appointment you desired?

There were not appointments left for the day I wanted **16%**
 There were no appointments for the time I wanted **6%**
 I could not see my preferred GP **10%**
 I could not book ahead at my GP surgery **0%**
 Another reason **1%**

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Q10: Generally how would you rate the ease of obtaining an appointment at the surgery?

Very easy **33%**
Fairly easy **57%**
Not very easy **8%**
Not easy at all **0%**
I have not tried **0%**
No response **2%**



Q11: Which of the methods would you PREFER to use to obtain an appointment?

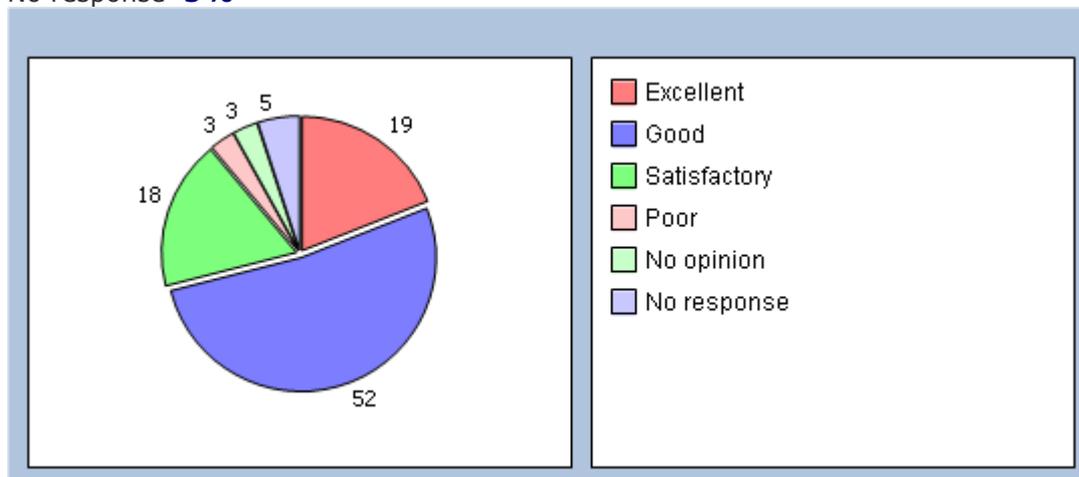
(You can choose more than one answer)

Pre-booked a few days in advance **41%**
On the day timed appointments **32%**
Remain as it currently is **32%**
Via telephone **63%**
By attending the surgery in person **27%**
Through online access **20%**

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Q12: The new system allows you to book in advance, how would you rate this system based on your own experiences?

Excellent **19%**
 Good **52%**
 Satisfactory **18%**
 Poor **3%**
 Very poor **0%**
 No opinion **3%**
 No response **5%**



Q13: Please feel free to make any other comments below in regards to the appointment system.

>> ALL THE BOOKINGS DEPEND ON HOW URGENTLY YOU NEED TREATMENT. VIZ-ONGOING TREATMENT ARE WELL CATERED FOR. ON THE DAY MAY BE DIFFICULT FOR UNDERSTANDABLE REASONS. <<

>> Always found Tenbury Surgery very very good. The very best! <<

>> Appts on line are only for some time ahead <<

>> Booked appointments if full it seems to be a long time to have a convenient appointment <<

>> CANNOT SEE THE DOCTOR OF ,Y CHOICE ON THE DAY - HAVE TO BOOK WEEKS IN ADVANCE WHICH IS NOT IDEAL <<

>> GO BACK TO THE OLD WAY OF MAKING APPOINTMENTS WAITING OUTSIDE EARLY IN MORNING <<

>> I am very happy with the system we currently have, I never had a problem receiving an appointment <<

>> I CAN BOOK IN PERSON, VIA TELEPHONE OR INTERNET. I PREFER THE FIRST TWO. THE STAFF ALWAYS HELPFUL. <<

>> I have based my answers on the pre booked appointment with Dr Foster a few days ago. However, today I needed an emergency appointment for the same problem but as Dr Foster is not the duty doctor, I could not see him, which is disappointing. Having said that it was easy to get an appointment with the duty dr. <<

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>> I HAVE BEEN TENTATIVE TO SEE A DOCTOR WHEN NEEDED, SO NO COMPLAINTS
<<

>> I MISS THE OPEN SURGERY <<

>> I much preferred the old system when you had walk in surgery in the morning and booked appointments in the afternoon <<

>> I REALLY LIKE BEING ABLE TO MAKE APPOINTMENTS, ITS A REALLY GOOD SYSTEM, I CAN BOOK TO SEE A DOCTOR IN A MUCH MORE FLEXIBLE WAY, I REALLY DIDNT LIKE THE OLD SYSTEM WHEN YOU GOT JUST A NUMBER AND HAD TO WAIT ALL MORNING. THE NEW SYSTEM IS MUCH BETTER. THANKS FOR CHANGING IT. <<

>> I THINK ALL IS GOOD <<

>> I thought the previous system of pm bookable in advance appointments but am was open surgery was much better system <<

>> It doesn't allow Clee Hill people to book, it's good to be able to turn up and wait but it would be nice if we had access to be able to book an appointment at Tenbury surgery if we wanted to. <<

>> It is always possible to see a doctor if is necessary <<

>> IT IS NOT SO EASY IF YOU NEED AN URGENT APPOINTMENT OR SAME DAY, FEELS AS IF YOU NEED TO COME AND MAKE APPOINTMENT <<

>> just walked in at 4pm, 5 year old son had injured his eye. Was seen by 4.30. Very efficient <<

>> Please go back to the old system <<

>> The new system has worked extremely well for me with easy access and excellent staff support <<

>> THE SYSTEM IS FRUSTRATING ND I AM AFRAID IF I SEE ANOTHER DOCTOR IT WILL LOOK LIKE HAVING A SECOND OPINION. <<

>> Unfortunately the wait was 45 mins so I had to go back to work and come back <<

>> Very Good <<

>> Very pleased you have changed to booked appt systems in the morning <<

>> Was not able to get an appointment on the day with the doctor i wanted to see <<

>> We are thankful for the Tenbury Surgery - everyone is always most kind and helpful. <<

>> We prefer the old system to walk in at 8 am on the day for an emergency appointment as we always saw a doctor earlier than the current system. Much more convenient before work and school , the former system. <<

>> YOU DO A GOOD JOB IN A PLESANT MANNER <<

**TENBURY & CLEE HILL SURGERY
PATIENT REFERENCE GROUP**

Practice Action Plan

Appendix 4

Area for Improvement	Recommendation	Action Required	Practice Lead	Timeframe for Change	Comments / Achievements
1. To identify other surgery outcomes for the same / similar survey	Look at NHS Choices website and other SW Surgery websites at their PRG reports and see if there are similar surveys.	<ul style="list-style-type: none"> • Research SW Practices • Look at NHS Choices and gain information on other SW practices ratings 	AL and PRG	1 year	
2. To draw a comparison as to where Tenbury sits amongst other surgeries in South Worcestershire	Graph the results of local practices once the information has been collected to enable a visual and statistical analysis of where Tenbury sits in comparison.	<ul style="list-style-type: none"> • Collate the information gained. • Compile graph charts • Discuss with PRG members 	AL and PRG	12 weeks – June 2014	
3. To look in further detail at why 23% of the patients had to wait more than 15 minutes for their appointment	Monitor the waiting times and see if this for the pre-bookable appointments or for the Duty Doctor appointments.	<ul style="list-style-type: none"> • Keep a log of waiting times for patients • AL to create a spreadsheet • To look through the appointment times on the clinical system 	AL	4 months – Review in September 2014	

Continued

**TENBURY & CLEE HILL SURGERY
PATIENT REFERENCE GROUP**

Practice Action Plan

Appendix 4

4.	Encourage and better advertise to patients the Patient Access on-line system	Review the posters in reception and the information on-line and see if the surgery can increase awareness and raise the uptake of booking appointments on-line.	<ul style="list-style-type: none"> • Reception staff to ask patients if they are joined up to Patient Access when they present to book in for an appointment. • AL to create a new poster and update the internet site. • PRG could recommend to friends and family. 	AL Reception staff PRG members	Immediately and on-going	
5.	Look at the number of appointments available to book on-line and see if these could be increased	Based on patient feedback stating the appointments available online were only in advance and there were no on the day online appointments. This is difficult as on the day appointments are for urgent problems and by opening online appointments for a Duty Doctor slot could mean it is not used appropriately. However, it could be looked into at opening online slots a few days in advance for those that utilise the online system.	<ul style="list-style-type: none"> • To review the online appointments and how they are currently utilised • To look at having online slots that are opened up a few days in advance allowing those that utilise the system more choice. 	AL	12 weeks – June 2014	
6.	Extend on-line bookings to Clee Hill patients	To look into extending the on-line booking system for Clee Hill patients to allow these patients to book an appointment at Tenbury Surgery	<ul style="list-style-type: none"> • To review the way in which patients are offered to sign up to on-line Patient Access at Clee Hill 	AL	March 2015	

**TENBURY & CLEE HILL SURGERY
PATIENT REFERENCE GROUP**

Practice Action Plan

Appendix 4

7.	Improve the knowledge of patients regarding Saturday Surgery	To provide further information for patients regarding the Saturday surgeries and why they operate as they do, and also provide a timetable specifically for Saturdays how to book an appointment for a Saturday.	<ul style="list-style-type: none"> AL create a separate patient leaflet for Saturday surgery appointments Comments and suggestions from PRG members To be made available at Tenbury Wells and Clee Hill Surgery 	AL PRG	To have ready for publishing May 2014	
8.	Improve signposting for patients	Tenbury work closely with the Worcestershire Association of Carers and the PRG have invited them to one of their meetings in the next year.	<ul style="list-style-type: none"> Have Worcestershire Association of Carers attend Spring PRG meeting PRG members to be able to provide information leaflets and point patients in direction of WAC as well as other support services. 	AL PRG	By September 2014	
9.	Create survey based on patient transport	To work with the new transport charity and try and capture what means of transport patients use to attend the surgery and see if there is an area which could be improved upon.	<ul style="list-style-type: none"> Create a survey Ensure the transport charity are happy with the questions Roll it out in the surgery for 3 months Collate the information Share with the new charity 	AL PRG JD	April begin the new survey, July 2014 send the results to the charity.	