



Filey Surgery
&
Friends of Filey Surgery
Patient Participation Group



Annual Report
March 2014

Introduction

The Filey Surgery, in conjunction with Friends of Filey Surgery Patient Participation Group (PPG), ensures that patients are involved in decisions about the range and quality of services provided by the practice. The group and the practice jointly work together to identify changes to services we provide and seek the views of patients through our practice survey. The outcomes of the survey are published in this report which we will make available on our web site and in the practice.

The PPG also has representation at the Scarborough and Ryedale Clinical Commissioning Group (SRCCG) patient participation group. This ensures that the views of our patients are made known to the local commissioners of health care, and our group are able to receive feedback and news from SRCCG.

Background

Filey Surgery offer a range of services to approximately 8750 patients in Filey and the surrounding area, and during the holiday periods we provide healthcare services to people staying in the area. Details of our services are available in our practice leaflet which is available in our practice, and on our website – www.fileysurgery.co.uk

We have three GP partners (Dr Nunn, Dr Wynands and Dr Shepherd) and two Associate GPs (Dr Garnett and Dr Mainprize) and a team of Practice Nurses and Healthcare Assistants who work in the practice.

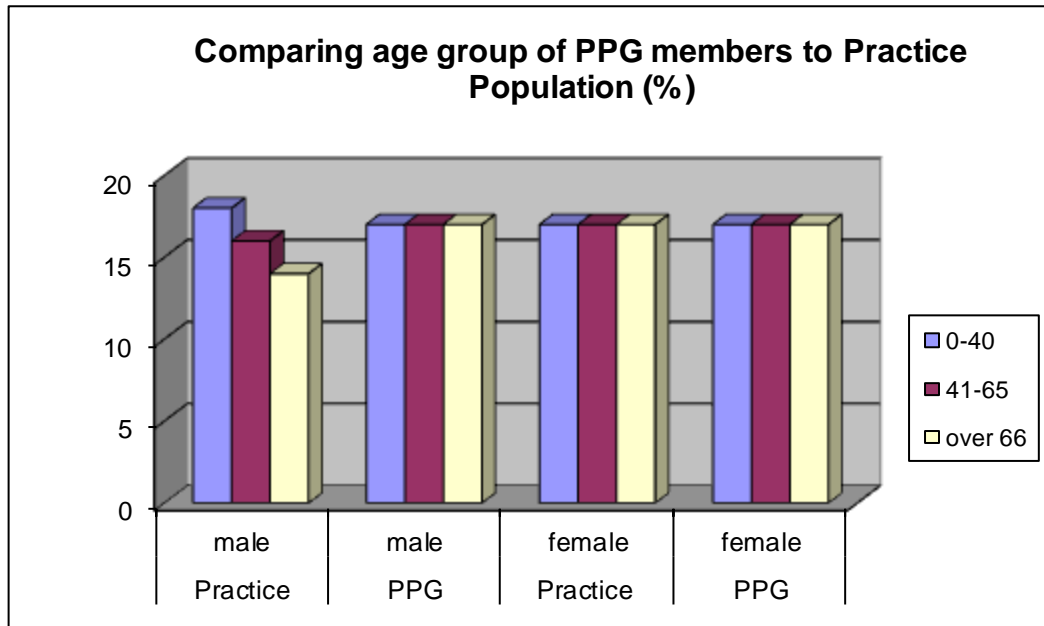
Filey Surgery is a GP training practice and has qualified Doctors, working in the practice for either six months or a year, to enhance their General Practice training. The practice is also a Teaching Practice working with Hull & York Medical School to train and educate Medical Students.

Who are members of the Friends of Filey Patient Participation Group?

Our Patient Participation Group has now been in existence for several years. Just over two years ago we strengthened our membership to form our current group. The membership is diverse and represents the demographics of our patient list. The group have a notice board in the entrance to the surgery and their contact details can be found on the information desk by the notice board. Contact details are included in this report at Appendix D.

We have also recruited patients to our ‘virtual’ group, by advertising on our website, to ensure that those patients who perhaps could not attend regular meetings would have a voice within the group.

Demographic information regarding our Patient Participation Group



Ethnicity Profile: From our records the profile of patients registered with The Filey Surgery show that the vast majority of our patients are of White British origin.

White British	98.11%
Other ethnic groups	0.98%
Ethnic category not stated	0.91%

Our PPG is 100% white British but as you will see this is representative of our practice population.

Although we do not have direct representation from our Nursing and Residential Homes, one of our group members is actively involved in the local care community and represents this group of patients. We believe that the membership of the PPG represents the majority of our patient population.

We hope, in the next year, as part of our action plan to encourage greater patient participation by expanding the membership of our virtual group. This group of patients do not attend the meetings held between the PPG and the surgery, but are included in all communications, receive agenda and minutes of the meetings, and are asked for their opinion on any topical matters.

The group's Terms of Reference can be found at Appendix C.

What has the Patient Participation Group done in the last year?

The group have met on six occasions during the last year. Meetings have included discussions and actions on:

- Current healthcare issues, including the work of Scarborough & Ryedale Clinical Commissioning Group (SRCCG). Mr Rob Rose represents Friends of Filey Surgery PPG and facilitates two way communication between the surgery PPG and that of the local commissioners of healthcare.
- Any updates regarding changes and improvements at the surgery.
- How to improve patients' knowledge of the group, its members and the work that has been carried out. The group organised a stall at two local events and participated in giving out health information alongside members of the surgery. One of our members has already given a talk to a local community group and we hope to expand this in the next year.
- Improving communication between the surgery and its patients. The PPG review the quarterly newsletters and assist with the distribution of these across our parishes and villages. The group have assisted the practice in reformatting the practice leaflet and these are made available in our waiting room – approximately 20 a week are taken by patients, ensuring that patients have up to date information about the surgery and its services.
- Instigating our action plan from March 2013, and constantly reviewing the impact of changes made as a result of the action
- Agreeing the patient survey for 2013-14 – this was based on the results of the previous survey and on the view of patients on consultations with the Doctors.
- Reviewing the results of this year's survey and agreeing an action plan for 2014-15.

Agendas and minutes of the meetings, surveys and reports, have been sent to our virtual group members with questions and feedback dealt with by telephone and email.

Members of the PPG have also attended the surgery on several occasions to advertise the group and give patients an opportunity to get to know who they are. Members were available during our two Saturday morning flu clinics (around 1800 people attended on these days) and were available to encourage patients to complete our practice survey in January 2014. Feedback from patients regarding the group was very positive.



Our members board on display at one of the local events.
The group, with members of surgery staff, had a stand at two local events to improve patients' knowledge of the group and the work that they do, as well as distributing healthy living information.

The events attended were 'Fun in the Park' in the Glen Gardens in July 2013, and the 'Safety Awareness' day in the Country Park in August 2013.

Fun in the Park, Glen Gardens – July 2013



Safety Awareness Day, Country Park – August 2013



Practice Survey

The Patient Participation Group met on 28th November 2013 to identify areas they felt were key issues and priorities that they would target in a survey for 2013-14. These areas were drawn from the results and comments of the previous practice survey. The main areas to be included were:

- Awareness of The Friends of Filey Surgery Patient Participation Group
- Awareness and content of our quarterly Newsletters, and the ability to have them emailed direct to patients.
- Patients awareness of NHS111 telephone number for non-emergency healthcare advice
- Awareness and content of our surgery website (www.fileysurgery.co.uk) and the ability to order repeat prescriptions from it.
- Consultations with Doctors and patients views on how Doctors listen, give explanations and explore options of treatment, and the usefulness of telephone consultations.
- Referrals to hospital - whether the patient understands; why they are being referred, how to contact the hospital and whether the hospital cancelled and/or rebooked appointments.

The group felt that we should carry out a survey targeted at further improving communication between the practice and its patients, and gaining views about consultations at the practice and referrals to the hospital.

Proposals for the type/scope of questions were discussed and drafted by the group. As in the previous year, the questionnaire was kept reasonably concise to encourage greater uptake of completion of the survey. A copy of the survey is attached at Appendix A.

Carrying out the survey

The survey was carried out over a five week period from 6th January 2014. Patients who attended the surgery during this time were asked to complete the survey. Over the five week period we collected 224 questionnaires from patients seeing a range of clinicians.

Members of the PPG assisted in encouraging patients to give us their views and this also gave an opportunity for the group to be promoted to our patients.

The Survey Results

Total no of surveys filled out = 224

Friends of Filey Surgery - Patient Participation Group (PPG)

This group was formed in January 2012. The group consists of 8 patients who meet with the practice staff on a regular basis. The aims of the group are to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services

Q1 – Were you aware of the practice Patient Participation Group and its members?

Yes	124	55%
No	100	45%

Last year only 35% of respondents had heard of the PPG – a good increase.

Q2 – Have you seen the information regarding the group members which is available in the surgery?

Yes	105	46%
No	121	54%

Newsletter

We produce a quarterly newsletter with topical information included. This has been available in the surgery, on local community notice boards and on our website.

Q3 – Have you seen our newsletter?

Yes	90	40%
No	134	60%

Last year only 19% of our patients had seen our newsletters. These are produced quarterly and we hand out around 250 each time. The members of the PPG also ensure that these newsletters are available on parish and village notice boards around the practice area.

Q4 – Would you be interested in having our newsletter emailed to you?

Yes	68	31%
No	148	69%

The newsletter is also available electronically on the practice website – www.fileysurgery.co.uk

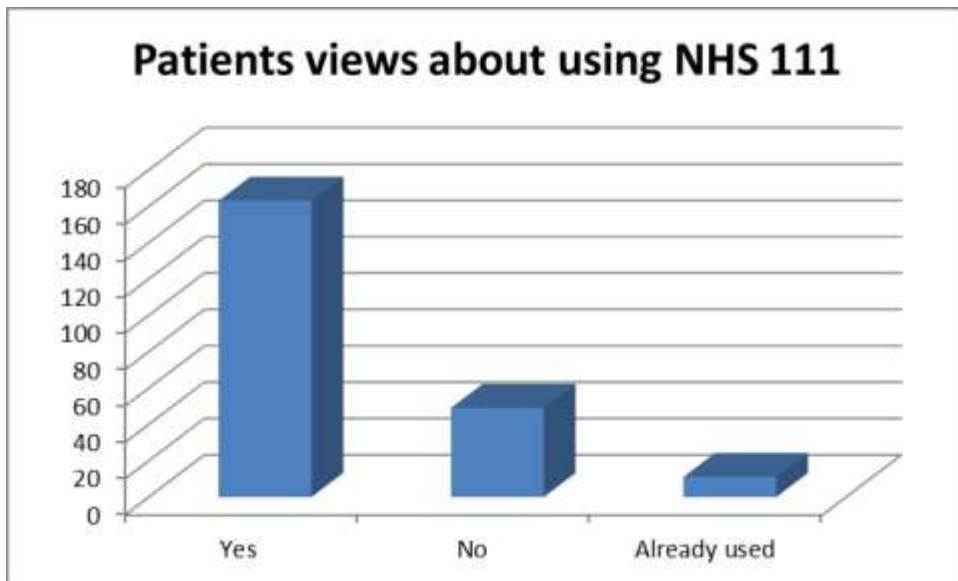
NHS 111 service

NHS 111 is a new service for patients to ring any time of the day or night, 365 days a year. It is a free service able to give you advice and direct you to medical treatment quickly. You can call 111 when you need medical help fast but it's not a 999 emergency.

Q5 – Were you aware of NHS 111?

Yes	163	73%
No	60	27%

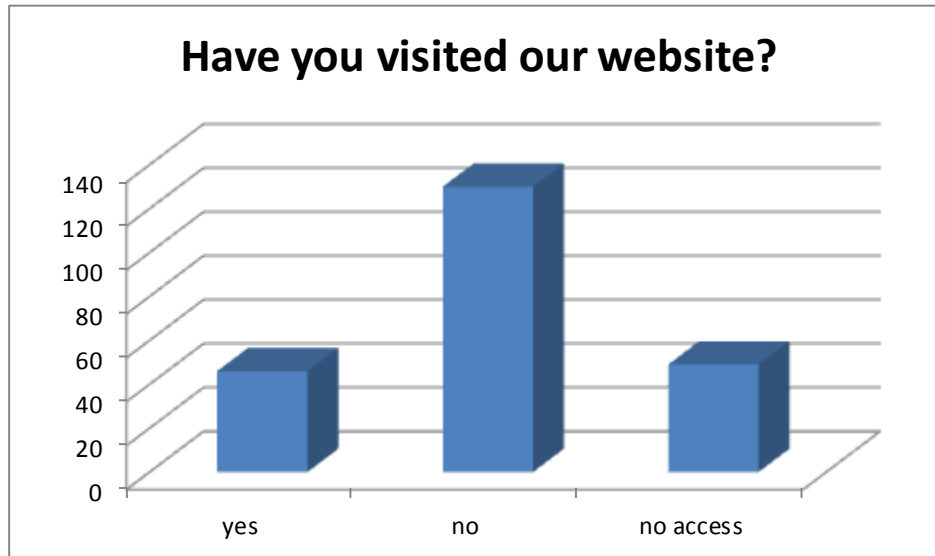
Q6 – Would you call NHS 111 if you felt you needed to go to A&E or need another NHS urgent care service?



Website and online repeat prescription requests

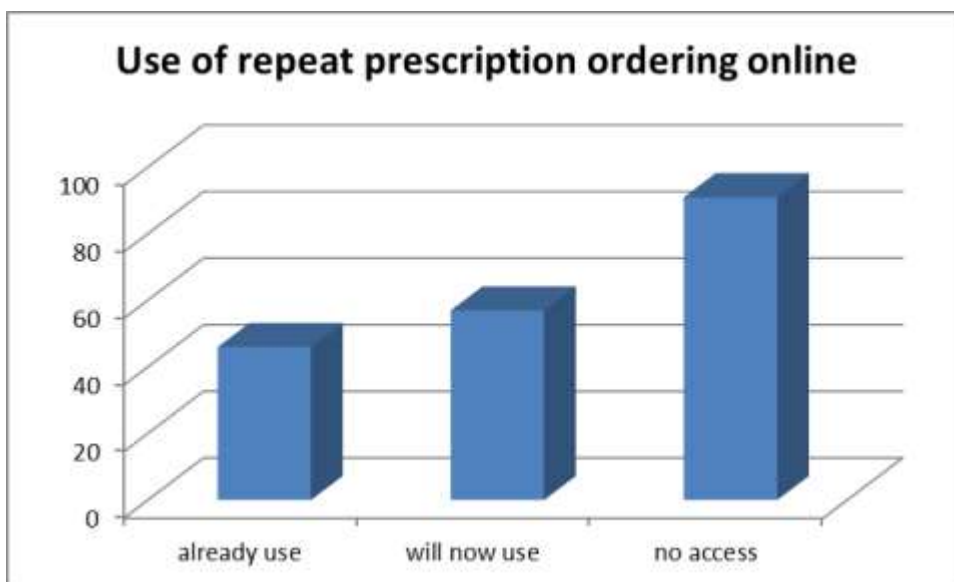
The Surgery website www.fileysurgery.co.uk contains useful, up to date information about the surgery and its services. There is also the facility to order your repeat prescriptions in a secure way, and to be able to view any of your booked appointments

Q7 – Have you visited our new website?



20% of those patients surveyed had visited our website, this compares with 15% last year. The website hosts information about our PPG group, surveys, and newsletters as well as useful information.

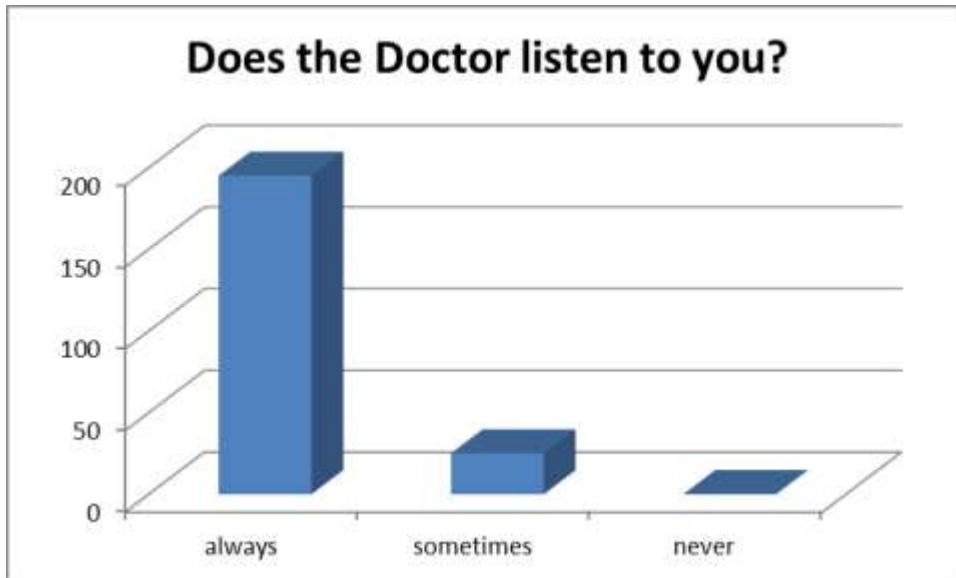
Q8 – Were you aware that you can order your repeat prescriptions online?



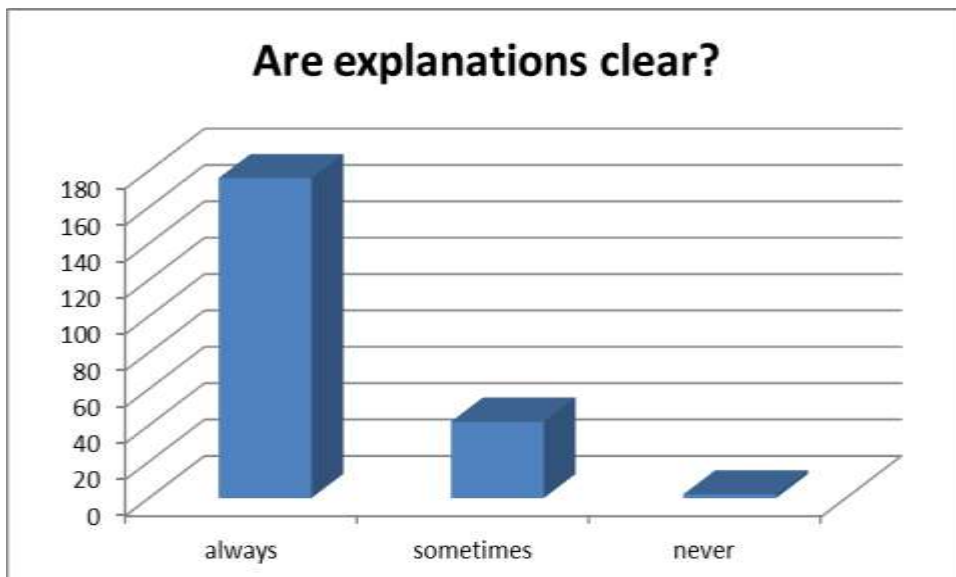
Q9 – Is there any other information that you would like to be included on our website?
Please see comments at end of the survey results.

Consultations with the Doctor
Please give us your feedback on your consultations when seeing a Doctor

Q10 – Do you feel the Doctor listens to you during your consultation?



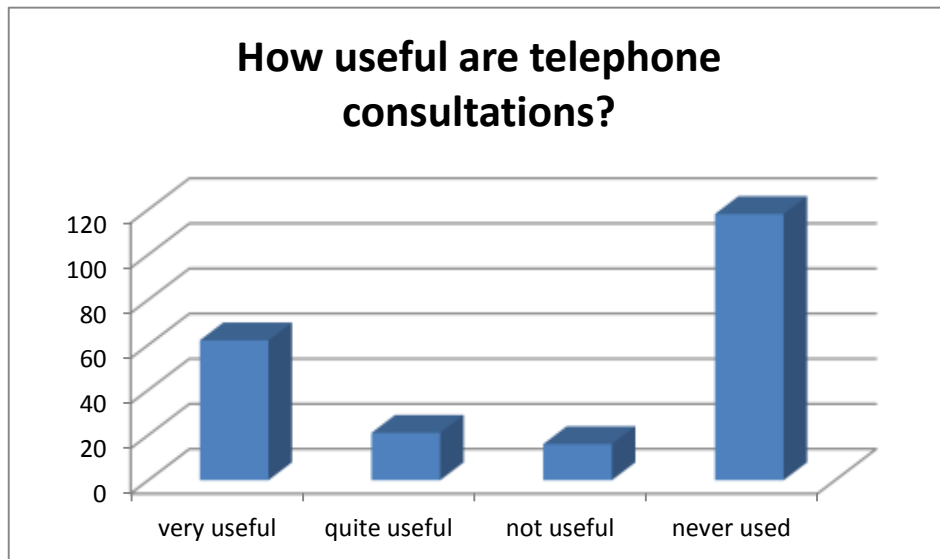
Q11 – Do you feel the Doctor explains things clearly, answers questions and gives you adequate information?



Q12 – Does the Doctor discuss options and involve you in the decisions about our healthcare?



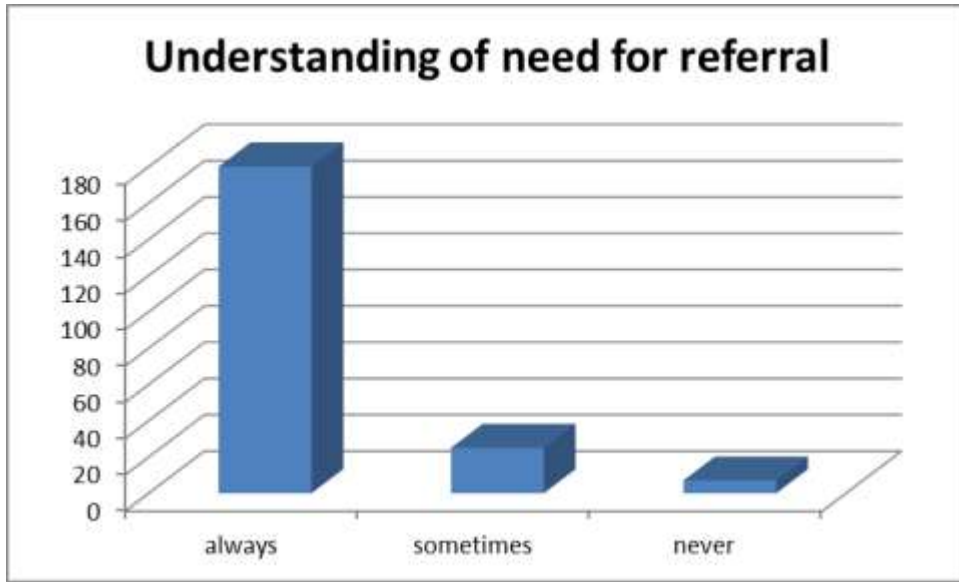
Q13 – If you have had a phone consultation with the Doctor, how useful did you find this?



This year 46 % of respondents had used telephone consultations as a way of communicating with the Doctor (where they didn't feel they needed a face to face consultation). Last year this was only 26%.

Referrals to Hospital and other health providers
Thinking about when the Doctor has referred you to the hospital

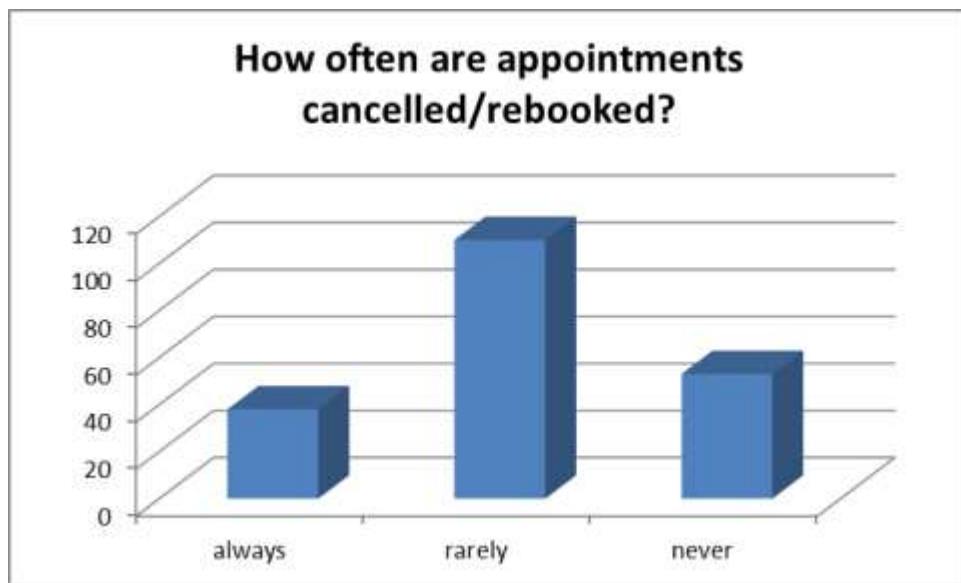
Q14 – Did you understand what the Doctor was referring you for and what this meant for you?



Q15 – Did you understand how to contact the hospital to make the appointment?



Q16 – Was the appointment given to you by the hospital cancelled or rebooked for a later date?



Review of survey free text comments

The survey asked for comments where appropriate and we received some very helpful feedback. The comments made are recorded below (*some have additional comments as an explanation*):

PPG group

- It's a good idea
- I totally believe Patient Participation works.
- Sounds good idea.
- Never seen info on the outcomes of PPG (*please note: the results of our PPG work is published every year in a report such as this one – these are available in the practice and on our website. We also try and publish interesting information in our newsletters which are available across our practice area*)
- Very good.
- Only seen on the notice board.
- Brilliant service.
- What is this?
- PPG excellent idea. Good to have a 'go between' via patients and practice.

Newsletter

- Very interesting, keep it up.
- I would rather pick one up if on display when we are waiting.
- Interested in forming support group

NHS 111 Service

- Good for some
- Good service
- No good
- Not very impressed with this service.
- Just learnt some good ideas.
- A considerable discussion required re this service. Not convinced this is an improvement re future alteration to NHS services. Proposed care centres, how far locations? convenient travel etc? Time element.
- Nice to have easy number to call for medical health.
- Would prefer to go to A and E if I thought urgent. That is always busy also.
- Never knew about this, good to know.
- I was unaware but with having children it's a great idea and will definitely add number to my phone.
- I've only been aware of this in the last month. Being a child minder I would think they would have contacted us of the change to advise parents.
- When I needed them I got excellent service.
- If I needed urgent attention I would go straight to A and E. I waited 6 hours for a doctor to call when I rang 111.
- I found it very good.
- Have read that there has been difficulties, so may use 999.
- They were very good.

Website and online repeat prescription requests

- Info about managing disabilities by people with disabilities.
- Only aware of website since seeing questionnaire.
- Didn't know there was one.
- Will visit website now.
- Photos of all staff and backgrounds and which days they work.
- Local support for various illnesses.

Consultations with Doctor

- Fitted in straight away, 'Good'
- I have always found Filey doctors and reception very helpful.
- My Dr helps and supports but ultimately I feel in control and informed.
- Depends on which Dr I see.
- Dr Mainprize is fantastic.
- I feel more confident with my doctor now than I have ever felt with one before.
- Because of the waiting times for an appointment it is impossible to have continuity with the same doctor. Access to GP's has been unacceptable for several months. Given the shortage of GP's I don't understand the surgery still taking new patients when existing ones can't get to see a doctor for over a week. (*the list size of the surgery has actually been lower for a few years. We believe that the demand for appointments is more likely to be as a consequence of our elderly population, living even longer, and suffering from multiple diseases*).
- Excellent service by each and every doctor I have seen.
- Waiting times to see a doctor too lengthy between 7 to 10 days for an appointment. (*The practice has recently employed more Doctors and Nurses to try and address this*).
- Always helpful, listen to my concerns. Always kind and supportive.
- No complaints at all. Good surgery, doctors and staff. Pleased I live in Filey.
- Always have to wait too long for appointment, (1 week plus).
- All medical staff including reception are completely helpful and kind. I have no problems.
- As a new patient I am happy to be at Filey Surgery.
- Always feel reassured after seeing a doctor.
- I have total trust in my doctor, I am 60 this year and Dr Mainprize is the best doctor I have ever had.
- Re Phone consultation- This is when you can get one as you feel when you phone you shouldn't be asking for one.
- Depends on who it is but mostly not so sure about learning doctors that are here for 6 months.
- I think we could have more phone consultations to cut down on time.
- Very pleased with the service I have from my GP and all staff at Filey Surgery. Always treated with respect. Thank you.
- Dr Shepherd is a very caring considerate GP. I always feel at ease with him.
- I especially appreciated Dr Nunn visiting my father when I had to knock on his window. Also I appreciated his advice re my sister visiting and recognising how ill she was. Thank you for being firm with my mother and making sure Dad was cared for properly.
- It all depends on who you see; some doctors will give you more information than others.
- Find all staff at Practice very helpful and look after residents extremely well.
- Very happy with all the doctors I have seen.
- Dr Nunn is very helpful
- Some doctors are more approachable than others but all have qualities valuable to the surgery. I choose who I see for what.

Referrals to hospital

- Hospital contacted me.
- Had one apt cancelled/ changed by Scarborough hospital 8 times, try to fit work round that!
- Not happy with 'Choose and Book' service – not patient friendly.
- I felt I had to wait too long for my operation- I nearly went private.
- The system works well and is most satisfactory.
- Very long wait between referral and appointment at hospital.
- I am disgusted with cancellation. Not with Macmillan unit they are very, very good. I waited 2 years for a bladder operation now she has cancelled the follow up appointments.
- Can never get through.
- Good service and very polite doctors.
- I hope A and E continues to improve – it needed to.
- Very responsive referral to other agencies both at hospital and within surgery. Eg ENT, Physio, Hearing aid etc.
- I had my Cardiology appointment cancelled 4 times. From first one to going in was 7 months.

Other Comments

- You don't ask about access to appointments and I think you should. For people who work- I work in York, getting an appointment outside 9-5 is impossible, I thought this was something you were required to offer. *(Previous surveys have asked about access to the surgery. Please note that we do offer appointments on an evening every Tuesday, and every other Wednesday, with both Doctors and Nurses).*
- Getting to see your own Doctor can sometimes be a bit long winded.
- All practitioners need to be made aware of needs of mental health.

Action plan

The PPG held a meeting with the practice, on 6th March 2014, to review the survey findings and feedback. This was also to develop an action plan for the practice, and identified areas that the group felt they could be involved in, to help make improvements.

The members of the group decided on the action plan for the forthcoming year. All areas were agreed upon and the practice felt that these would be beneficial in improving the service to Filey Surgery patients. As there were no contractual considerations as a result of this action plan it was agreed to publish and monitor it between the practice and the PPG.

Action Plan 2014-15

Virtual Patient Group – The PPG along with the surgery will endeavour to increase the number of patients willing to be on our virtual patient group. This will, hopefully, increase the representation and views of our patients. By being a member of the virtual group it makes membership more accessible for those patients who work or have other commitments.

Use of website – The practice website has a lot of useful information and is a useful communication channel for the surgery and its patients. The website also has the facility to order repeat medication and book, cancel and view appointments. The PPG wish to ensure patients are aware of this facility and will work with the practice to improve this.

Communication screens in the waiting room – The practice has had a message board and an information screen for some years. These devices are coming to the end of their useful life and the practice and PPG are looking at how to improve communication and information to patients using media in the waiting room. The group will assist the practice in improving use of media in communication with our patients.

Awareness raising of PPG through visiting local groups – Although there has been a significant increase in awareness of the group and how it works with the surgery, the group want to improve this further. Members of the PPG are to contact local community groups with a view to talking about the patient participation group and working with Filey Surgery.

The final report was reviewed by all members of our participation group and agreed for publication.

Next steps

This report will be made available in paper format in the practice. Posters will advertise its availability. Copies will be made available in different font sizes for those with sight difficulties.

Our spring newsletter will inform patients that the report and results of our patient survey are available. The report will also feature in the Survey area on our website www.fileysurgery.co.uk.

As the implementation of the action plan is ongoing, the PPG intend to use their meetings to review progress of the action plan and to discuss and assist with any other relevant practice issues.

One of the issues that the group will continue to prioritise will be to work with the practice to reduce the high number of wasted appointments because people do not attend booked consultations.

One of our patient group members will continue to represent the practice, and its patients, on the Scarborough and Ryedale Clinical Commissioning Group PPG, to ensure that the views of our patients are voiced when discussions are held about future provision of local healthcare services.



Practice Questionnaire 2013-14

The Friends of Filey Surgery would appreciate your feedback on a number of areas. We would be pleased if you could answer the following questions, by **ticking your choice** and adding any useful comments.

Friends of Filey Surgery - Patient Participation Group (PPG)		
This group was formed in January 2012. The group consists of 8 patients who meet with the practice staff on a regular basis. The aims of the group are to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services		
Were you aware of the practice PPG and its members?	Yes No	Comments
Have you seen the information regarding the group members which is available in the surgery	Yes No	
Newsletter		
We produce a quarterly newsletter with topical information included. This has been available in the surgery, on local community notice boards and on our website.		
Have you seen our newsletters?	Yes No	Comments/ideas for future content:
Would you be interested in having our newsletters e-mailed to you (please see reception)	Yes No	
NHS 111 service		
NHS 111 is a new service for patients to ring any time of the day or night, 365 days a year. It is a free service able to give you advice and direct you to medical treatment quickly. You can call 111 when you need medical help fast but it's not a 999 emergency.		
Were you aware of NHS 111?	Yes No	Comments
Would you call NHS 111 if you felt you needed to go to A&E or need another NHS urgent care service?	Yes No Have already used 111	

Please continue overleaf.....

Website and online repeat prescription requests

The Surgery website www.fileysurgery.co.uk contains useful, up to date information about the surgery and its services. There is also the facility to order your repeat prescriptions in a secure way, and to be able to view any of your booked appointments.

Have you visited our new website?	Yes No N/A – don't have internet access	Comments:
Were you aware that you can order your repeat prescriptions online?	Aware and use the facility Not aware but will now use the online ordering Don't use a computer	
Is there any other information that you would like to be included on our website?		

Consultations with the Doctor

Please give us your feedback on your consultations when seeing a Doctor

Do you feel the Doctor listens to you during your consultation?	Always Sometimes Never	Comments:
Do you feel that that Doctor explains things clearly, answers questions and gives you adequate information?	Always Sometimes Never	
Does the Doctor discuss options and involve you in the decisions about your healthcare?	Always Sometimes Never	
If you have had a phone consultation with the Doctor, how useful did you find this?	Very useful Quite useful Not useful Never used	

Referrals to Hospital and other health providers

Thinking about when the Doctor has referred you to the hospital

Did you understand what the Doctor was referring you for and what this meant for you?	Always Sometimes Never	Comments:
Did you understand how to contact the hospital to make the appointment	Always Sometimes Never	
Was the appointment given to you by the hospital cancelled or rebooked for a later date?	Always Rarely Never	

Thank you for completing this questionnaire.

Please put the completed form in our Suggestion Box on the table in front of the PPG board in the entrance to the surgery, or hand in at reception.

The results of the survey and our report for 2014 will be available in the surgery, and on our website, at the end of March 2014.

Filey Surgery Opening Hours and Access Arrangements

Practice Opening Times	
Monday	8.00am to 6.00pm
Tuesday	8.00am to 8.00pm
Wednesday	8.00am to 6.00pm 6.00pm to 8.00pm alternate weeks
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

Telephone Access

Appointments 01723 515666

Enquiries and Emergencies 01723 515881

When the practice is closed, and you require medical attention please phone the Surgery Emergency No, 01723 515881, and you will be transferred to the Out of Hours Service.

After 9th April 2013 please phone 111 when the surgery is closed to access NHS111 for healthcare queries. Please ring 999 for any life threatening emergencies.

Website

The practice has a website www.fileysurgery.co.uk which contains lots of useful information. You are able to book, cancel and view your appointments at the surgery, and request your repeat medications using a secure link from the website, please contact reception to receive you username and password.

Dispensary

The practice is able to dispense medication to our patients who live more than a mile away from a chemist. The dispensary staff also deal with most aspects of repeat prescriptions and can assist with the majority of queries that you may have about your medication. The dispensary is open Monday to Friday, from 8.00am to 12 noon, and 1.30pm to 6.00pm. When the surgery is shut for bank holidays there will be a notice available with the duty chemist opening times.

Filey Surgery
Patient Participation Group
Terms of Reference (Version 2, Oct 13)

Appendix C

Title of the Group

The group shall be called Friends of Filey Surgery.

Aims of the Group

The aims of the group are to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services.

Membership of the Group

Membership of the Group is limited to patients permanently registered at the practice.

- The Group will, as far as possible, be a representative mix of the practice population.
- Membership of the Group will be limited to ten patient members at any time and will be demographically representative of the practice population. If the number of patient representatives falls below seven, additional members will be sought.
- In addition to this Group the practice does invite patients to be members of a Virtual Group whose views and comments will be shared with the Group.
- Membership will be reviewed on an annual basis.

Activities of the Group

This PPG will:

- Consult with the practice on service development and provision.
- Enable representation of the patients and provide feedback on their needs and concerns.
- Contribute to the design of and participate in the review of the practice patient survey.
- Promote good health and higher levels of health education by encouraging and supporting activities within the practice.
- Provide a representative to be a member of the Scarborough and Ryedale Clinical Commissioning Group.

Meetings

Venue to be in the library at Filey Surgery.

There must be a minimum quorum of five Group members to render a meeting valid

The Group will endeavour to meet no fewer than four times a year, although initial meetings may be more frequent.

At least one member of practice staff will attend every meeting.

Reporting

Minutes will be circulated after each meeting and details of the Groups activities will be published in our quarterly surgery newsletter. The newsletters will be made available in the surgery and on the surgery website.

Friends of Filey Surgery – Contact Details

Vicky Dale	Simondale99@yahoo.co.uk	
John Henderson	Filey32@btinternet.com	513923
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Rob Rose	robandrosierose@gmail.com	514692
Les Wing	Jwing331@btinternet.com	513587
Caroline Yeadon	carolineyeadon@btinternet.com	