

Partnership of Dr Alison Teed, Dr Mandy Neville, Dr Sally Caplin Dr Charlotte Campbell, Dr Bertram Karrasch, Dr Mark Swinscoe and Dr Hussain Gandhi.

**PATIENT PARTICIPATION REPORT**

**2013/14**

Practice Code:

C84072

Practice Name:

The Wellspring Surgery

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| **An introduction to our practice and our Patient Reference Group (PRG)** |
| The Wellspring Surgery is a seven doctor partnership based in St Anns, Nottingham. The Wellspring practice was originally formed in 1994 following the merger of two smaller well established practices. St Anns Valley Centre opened in April 2012 and houses Nottingham NHS, Nottingham City Council, Nottingham City Homes and 2 GP surgeries, all under one roof.  We have a wonderful diverse population. Significant minorities of patients are Afro-Caribbean and we also have a small number of patients of Chinese, Vietnamese origin and of other ethnic groups.  Our list size is currently 8,540; this increased in March 2013 by 12.5% following the retirement of a single-handed neighbouring GP. In addition to the seven partners, we have a half-time salaried GP. In 2013 we were approved to become a Training Practice and currently have a GP Registrar on a four month rotation programme.  We have been working with our Patient Participation Group for many years. During 2011-12 our main priorities were focussed around the development of the new St Anns Valley Service Centre. During 2013-14 focus has been towards the range and quality of services which we offer as a practice  Representation on our PPG has gradually increased year on year; however, this remains not entirely representative of our practice population with regards to age and ethnicity.  We currently have 13 members on the PPG; however, we continue to try and recruit in a number of ways.  The PPG meetings are held quarterly or more frequently if required. Representatives from the practice are Dr Swinscoe (lead GP for Patient Participation) and the Practice Manager, Joanne Sherwood.  Our PPG is active in bringing issues to the attention of the practice; plus at each meeting we reflect on the comments book which is located in reception for every patient to write comments if they so wish. Our group acts as a sounding board to test out any new initiatives before they are formally launched, i.e. our current “Sit & Wait” trial of appointment system and the 2013-14 patient satisfaction survey.  We welcome new members and anyone who would like to know more about the PPG please contact Reception for further information. |

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| **Establishing the Patient Representative Group**  This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile. | | | |
|  | **Practice population profile** | **PRG profile** | **Difference** |
| **Age** | | | |
| % under 18 | 27% | 0 | -27% |
| % 18 – 34 | 27% | 0 | -27% |
| % 35 – 54 | 27% | 23% | -4% |
| % 55 – 74 | 14% | 69.2% | +55.2% |
| % 75 and over | 5% | 7.69% | +2.69% |
| **Gender** | | | |
| % Male | 49% | 30.76% | -18.24% |
| % Female | 51% | 69.24% | +18.24% |
| **Ethnicity** | | | |
| % White British | 42% | 84.61% | +42.61% |
| % Mixed white/black Caribbean/African/Asian | 6% | 15.39% | +9.39% |
| % Black African/Caribbean | 17% | 0 | -17% |
| % Asian – Indian/Pakistani/Bangladeshi | 4% | 0 | -4% |
| % Chinese | 1% | 0 | -1% |
| % Other | 29% | 0 | -29% |
| These are the reasons for any differences between the above PRG and Practice profiles: | | | |
| Our Patient Participation Group is not fully representative of our practice population with regards to age and ethnicity. The practice continues to make efforts to recruit members to the PPG and in particular the following unrepresented groups of people:-  The age ranges where our PPG is not fully representative of our population are as follows:-   * Under 18 years * 18-34 years   Currently we have no representation on our PPG from any other ethnicity, other than British, Caribbean, African or Irish despite the efforts by the practice and PPG members to recruit more members on board.  The following has been undertaken this year to gain representation:-   * All GPs and Practice Nurses continue to discuss opportunistically with individual patients. * Advertising on the website, including how to become a virtual member (patients who do not have to attend the PPG meetings). * Our PPG members helped devise the questions used in the Patient Questionnaire and also attended surgery to give out and assist patients in the completion of these, promoting the work of the PPG at the same time. | | | |
| In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers: | | | |
| The PPG meeting times, early evening, have proved to be convenient for the PPG members. We are flexible to change to meet the needs of the group but to date there have been no requests from the patient representatives.  The practice offers the opportunity for all patients, including carers, to raise comments, concerns or issues via the ‘comments book’ which forms part of the PPG agenda. This book was introduced at the suggestion of the PPG members as one way to ensure we are looking at the views from the wider practice population and not just members of the group. | | | |
| This is what we have tried to do to reach groups that are under-represented: | | | |
| We currently have 13 members on the PPG; however, we continue to try and recruit in a number of ways:-   * Posters and information regarding details of the PPG meetings are displayed in the waiting area. * Photographs of some of our PPG members are soon to be displayed in the waiting area, to encourage patients to make contact should they have any comments regarding the services or premises. * Last year we set up a virtual patient representative group link on our website for patients who are unable to attend the PPG meetings and attract to a broader spectrum of patient representation. Unfortunately, to date we have not received any interest. * Our current PPG members actively encourage new members to come along to meetings. * Last year we changed the times of the PPG meetings to start early evening which continues to see an increase in attendance. | | | |

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| **Setting the priorities for the annual patient survey**  This is how the PRG and practice agreed the key priorities for the annual patient survey |
| The key priorities for the 2013-14 Patient Survey were discussed with the PPG at the meeting on 6th June 2013 and agreed on 4th November 2013. It was felt that the main priority would be to review access to the practice.  The practice team fed back from their team meeting held on 14th May 2013 discussions they had regarding improvements in access. The questionnaire was devised based on the following:-   * Surgery opening hours. * Booking an appointment. * Getting through on the telephone. * Arriving for your appointment. * Feedback from GP/Practice Nurse consultation. * Overall satisfaction * Would you recommend joining the Wellspring surgery? |

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| **Designing and undertaking the patient survey**  This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document) |
| How the practice and the Patient Reference Group worked together to select the survey questions:  As outlined above, the survey questions were discussed originally in June and then the practice presented a draft copy of the questionnaire at the November meeting. The wording on some of the questions was altered to make it clearer and a comments box added to the end to encourage further comments. |
| How our patient survey was undertaken:  The patient survey was undertaken during December 2013. 250 questionnaires were distributed to patients in-house by the Reception Team; with 60 being completed and returned by 10th January 2014.  On 4 occasions during this period members of the PPG attended the surgery to encourage patients to complete the questionnaires. The PPG fed back during the January 2014 meeting that it was a good experience supporting people to fill out the questionnaires and felt it had been worthwhile. |
| Summary of our patient survey results:  A full copy of the survey results is attached. Overall the patient survey showed that   * 73.84% of patients were satisfied with the surgery opening hours; * 23% of patients prefer to book appointments in person, 61.5% prefer to book by phone and 15.38% online; * 41.2% of patients prefer to book an appointment on the day and 58.7% prefer to book in advance; * 29.3% of patients report it is easy getting through on the phone and 70.6% report it is not very easy; * 89% of patients reported overall satisfaction with the care they received from the surgery; * 80% would recommend the Wellspring Surgery to someone who moved in to the area. This report was circulated and discussed during the PPG meeting in January 2014. * It was noted that only 24% of patients were aware of Pharmacy First i.e. Minor ailments that you can see a pharmacist for example head lice, temperature, teething, earache, sore throat, diarrhoea, haemorrhoids, threadworms, vaginal thrush, bacterial conjunctivitis, constipation, insect bites, warts an verruca’s, cystitis and hay fever. * 6.5% of patients were not aware of any of the primary care services or emergency services, including 999 available to them. |

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| **Analysis of the patient survey and discussion of survey results with the PPG**  This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed: |
| How the practice analysed the patient survey results and how these results were discussed with the PPG:  The survey results were collated and analysed and the PPG were invited to comment and feedback on the survey during the January meeting.  During the meeting the main issues highlighted and discussed were:-   * Telephone access * Appointments |
| The key improvement areas which we agreed with the PPG for inclusion in our action plan were:  A number of ideas were put to the PPG for our action plan as a result of the survey:-   * “Sit & Wait” trial - the members were very positive about the trial which will enable patients just to come down to the surgery between 8.30 am – 10.30 am and they will be guaranteed to be seen rather than phoning at 8.30 am to make an appointment. * To continue to offer the additional 2 telephone consultations per GP per day. * To introduce the online booking of appointments. * Room numbers and Doctors names to be displayed on the callboard. * We will continue with our ongoing work in providing information and signposting our patients to the most appropriate services, i.e. our highly skilled nurses offer minor illness clinics twice a day to see patients with:  | **UPPER RESPIRATORY TRACT** | Asthma, Colds & Flu, Cough, Fever, Hay fever, Nosebleeds, Sore Throats, Sinusitis, Hyperventilation | | --- | --- | | **HEAD BACK AND NECK PAIN** | Back pain, Dizziness, Earache, Headache, Neck pain | | **WOMEN'S AILMENTS** | Emergency Contraception, Mastitis (breast infection) Missed Pill, Vaginal Discharge | | **EYES AND SKIN** | Boils, Cold Sores, Conjunctivitis, Head Lice, Infected Wounds, Infected nails, Insect Bites and Stings, Rashes & Nappy Rash, Sore Eyes & Styes, Sunburn. | | **ABDOMEN** | Constipation, Cystitis, Diarrhoea & Vomiting, Indigestion, Threadworm, Tummy Ache, Vomiting |  * To advertise to patients how much time is actually wasted through missed appointments.   Overall the questionnaire identified that our current appointment system needed to be reviewed and updated to reflect the increase of patients accessing our services. |
| We agreed/disagreed about:  There were no areas of disagreement identified. |

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| **ACTION PLAN** | | | | |
| How the practice worked with the PPG to agree the action plan:  The action plan was developed and circulated amongst the PPG members for comment and agreement. | | | | |
| We identified that there were the following contractual considerations to the agreed actions:  None applicable. | | | | |
| Copy of agreed action plan is as follows: | | | | |
| **Priority improvement area** | **Proposed action** | **Responsible person** | **Timescale** | **Date completed (for future use)** |
| Development of our appointment system | To trial “Sit & Wait” for a 2 month period during March and April 2014 | Joanne Sherwood | May 2014 |  |
| Introduce online booking of appointments | To offer this service to patients during 2014 | Joanne Sherwood | January 2014 |  |
| Introduce additional GP telephone consultations | Each GP to offer an additional 2 telephone consultations per day | All GPs | January 2014 |  |
| To continue to promote the services offered by the Practice Nurses | Cardboard cut-out nurse advertising services displayed in waiting room. | All Practice Team | Ongoing |  |
| To monitor DNA rates within the practice (patients who do not attend their appointments) | To audit numbers of appointments missed and time wasted. Results to be displayed within the waiting area. | Jennifer Chambers | Ongoing |  |

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| **Review of previous year’s actions and achievement**  We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan: |
| **“You said ……….. We did ………… The outcome was ………”**   |  |  |  | | --- | --- | --- | | **“You said”** | **“We did”`** | **“The outcome was”** | | To review our access during 2013-14. | Team afternoon to discuss appointments. Discussion with PPG and patient questionnaires developed and other feedback from patients. | We are now piloting a “Sit & Wait” appointment system, offer more telephone consultations, have more GP appointments. Audit and feedback time wasted from missed appointments. | | **Current Technology**  Offer online appointments for patients who do not wish to phone and make an appointment. | With effect from January 2014 we offer online appointments. | Patients are now able to book appointments and request prescriptions online. | | Advertise that you can order your repeat medication on line via the practice website | All prescriptions are now stamped with our surgery website address, reminding patients they can order on line. | Patients’ ordering on line has now become very popular. | | Improve PPG numbers and request patient feedback. | Kept to evening meetings so more patients could attend and regularly review comments book. | Better attendance at meetings and all patients have the opportunity to feedback about our services. | | **Car Parking**  Although car parking has improved with the move there are still concerns that the signage does not seem to be adequate, i.e. PPG recommend that clearer and larger signs would prove advantageous and limit mistakes when parking. | The practice fed back to the Manager of the St Anns Valley Centre informing him of the concerns. | Issues still ongoing. | | Signs to remind parents that children should not be running around the surgery. | Signs displayed throughout the waiting area. | Parents are aware. | |
| Where there were any disagreements between the practice and the PPG on changes implemented or not implemented from last year’s action plan these are detailed below:  Nothing to report. |

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| **Publication of this report and our opening hours** |
| This is how this report and our practice opening hours have been advertised and circulated:  The final report for 2013-14 will be published on the practice’s website [www.wellspringsurgerynottingham.co.uk](http://www.wellspringsurgerynottingham.co.uk)  In addition a copy of this report is available in the waiting room; sited on the PPG section of the practice noticeboard. A hard copy is available to all patients on request. |

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| **Opening times**  These are the practice’s current opening times (including details of our extended hours arrangements) |
| The practice is opening hours are:-   |  |  |  | | --- | --- | --- | | Monday | 8.30 am – 12.30 pm | 1.30 pm – 6.30 pm | | Tuesday | 8.30 am – 12.30 pm | 1.30 pm – 6.30 pm | | Wednesday | 8.30 am – 12.30 pm | 1.30 pm – 6.30 pm | | Thursday | 8.30 am – 1.00 pm | Closed | | Friday | 8.30 am – 12.30 pm | 1.30 pm – 6.30 pm |   These are published in the practice leaflet, on the practice website and on the NHS Choices website.  Patients can access our service by telephone or by booking an appointment in person with one of our receptionists. In addition patients can also book appointments and order repeat medication 24/7 using our online system. This is accessed via our website [www.wellspringsurgerynottingham.co.uk](http://www.wellspringsurgerynottingham.co.uk) |