



## **Patient Participation Group DES Annual Report 2013/2014**

### **INTRODUCTION**

The practice is located in the borough of Surrey Heath, with a catchment area extending to Berkshire, as we are located near the border. The practice population has continued to grow over the last few years, currently just under 11000 patients. This is likely a reflection of our new premises and ease of access to care.

In April 2011, steps were taken to create a Patient Participation Group (PPG) for the surgery. The question of forming one had been raised in the past, and this seemed the right time to go ahead with this exciting new avenue, something the whole practice has continued to appreciate.

PPGs are important in modern day practice as this allows patients to be involved with making decisions about the range and quality of services provided over time by their practice. Hopefully this will lead to a positive change to services and improve patient experience. It should also allow us a valuable insight into their various needs.

This document reports on the third year of this initiative. Surrey Heath Clinical Commissioning Group (CCG) and NHS England can monitor the arrangements put in place by the PPG, from the information contained in this report.

To ensure we fulfil the Direct Enhanced Service (DES) requirement, this document will be split up into the "6 steps" defined by the DES.

## STEP 1- Developing the PPG

Below is an overview of our practice population.

AGES	<16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	>85
Male	10%	4%	5%	7%	9%	6%	5%	3%	1%
Female	10%	4%	5%	7%	9%	6%	5%	3%	1%
<b>TOTAL</b>	<b>20%</b>	<b>8%</b>	<b>10%</b>	<b>14%</b>	<b>18%</b>	<b>12%</b>	<b>10%</b>	<b>6%</b>	<b>2%</b>

The ethnicity profile of the practice is detailed below.

White British	Irish	White	Mixed	African	Other Black	Chinese	Other Ethnic	British Pakist	British Indian	British Bang	Other Asian	Not Stated
<b>85%</b>	<b>0.5%</b>	<b>4%</b>	<b>0.5%</b>	<b>&lt;0.01%</b>	<b>&lt;0.01%</b>	<b>0.4%</b>	<b>0.2%</b>	<b>0.2%</b>	<b>0.7%</b>	<b>&lt;0.01%</b>	<b>0.5%</b>	<b>8%</b>

Despite the practice population growing, the demographics and ethnicity remain similar. The practice is within a predominately Caucasian, middle class area with low social deprivation. As you can see there is a predominately young population, with low unemployment.

In order to recruit to the PPG, we had previously placed adverts on our electronic noticeboard. We specifically appealed to the younger generation, to come forward and generally to the whole community. Requests were also made on our website, where patients could also see the PPG report and previous Annual Questionnaire results. Our receptionists handed out leaflets to patients who presented at reception and attached them to repeat prescriptions. One of our existing members put an advert in one of the village magazines "Roundabout", urging patients to join. Notices were also again put in the practice newsletter. During consultations if the opportunity arose, we asked patients if they would be keen to take part. We needed younger patients so targeted new parents at the Baby Immunisation clinics. We also tried to approach patients who were over 16 and their parents, to give a more balanced picture. As one can imagine, there was a lack of interest in this generation. The reality is many PPGs across the country have struggled to recruit patients who are bringing up families, as there is a lack of time availability.

Currently our group is made up of 9 patients:

Male-	British,	age 55-64; member of Lightwater Assoc.
Male-	British,	age 65-74; retired
Male-	Asian,	age 55-64; local councillor
Male-	British,	age 75-84; retired
Female-	British,	age 55-64; disabled
Female-	Asian,	age 65-74; retired
Female-	African,	age 65-74; retired
Female-	British,	age 65-74; carer
Female-	British,	age 35-44; housewife

52% of our practice population are below the age of 45, ideally we would like to recruit younger patients as well, to give a fairer reflection of our population, but due to the previous mentioned issues this has not been attainable. We will continue to try and pursue this.

## **STEP 2- Agreeing areas of priority**

Since the inauguration of the PPG, it was apparent the main areas which should be looked include:

- 1) Access**
- 2) Continuity of Care**
- 3) Telephone System**

The Annual Patient Questionnaire has continued to look at these areas in detail. The PPG also came to a decision that it wanted to be involved in raising funds through various charitable means for any practice equipment that could be of benefit to patients. Therefore last year a new priority was added:

- 4) Fund Raising**

Some action points resulting from last year's survey, needed to be looked in this year's questionnaire. These included:

- a) Whether patients realised the length of their appointment?

b) Would patients recommend the practice to their friends and family?

The answers for these can be reviewed later.

We have also continued advertising the various facilities of the practice.

Quite early on last year the PPG expressed an interest in adding to their priorities which did not manifest from the results of the Annual Patient Questionnaire results from last year. There have been sweeping changes to the structure of the NHS since the Coalition Government came to power. The Primary Care Trusts (PCT) have gone and been replaced by CCGs. We are a part of Surrey Heath CCG, which comprises of 9 local practices. This brings an advantage of having a clearer and more open dialogue with the local community. Various public events have been held in the area, allowing patients to be made aware of any future changes and also as a forum for giving feedback. Therefore a new priority was suggested:

**5) “The PPG will endeavour to stay abreast of significant changes in policy/implementation of health care which will affect the 'patient care experience', assisting the practice in a positive way. It will seek to make use of any local networks to help in its work.”**

Another priority for the PPG came into fruition last year. This entailed setting up learning/awareness events or focus groups to help bring the practice community together. Here, we would concentrate on certain topics to help provide information, knowledge and support for the patients in question.

## **6) Organising Awareness Events**

As a result of last year’s Annual Questionnaire and PPG report, the practice has made some changes which have been welcomed by the PPG and patients alike. This is in response to the “action points” devised last year.

1) The “self check-in” screen in Reception has continued to be popular and allows the Reception staff to keep on top of their other duties including answering phone calls more quickly and making appointments. We have continued to advertise the role of other healthcare professionals in the practice who can provide additional help (such as blood pressure testing), thereby freeing up appointment times. This is slowly disseminating through the public. This information is on our practice electronic noticeboard and website. We continue to offer 2 evening surgeries a week, which remain popular. To help

increase access further, we promote the use of booking appointments online, again on our electronic noticeboard and when new patients register at the practice they are given online access forms to submit.

We still advertise the usage of phone consultations which do not require face to face consultations (such as altering the dosage of thyroid medication), thus freeing up appointments for more pressing matters. The practice allows appointments to be booked up to 4 weeks in advance, this has also increased access.

Previously one of the doctor's appointments has been bookable for the rest of the week from Monday. This obviously means less can be booked on the day. It is important to remember that if you deem a problem needs to be looked at that morning, then patients can always be seen on the "Shared Surgery", which starts from 11am. Here, patients who are offered a same day appointment will be seen by a doctor. As the doctors are working through a list of patients together, there can be no guarantees that you will be seen by your favourite GP, but rest assured you will be seen a doctor! If any urgent problems arise in the afternoon and no appointments are available, then you must let Reception know. They can pass a message to the Duty doctor, who will contact you and decide if you need to be seen in the afternoon. This also has a good impact on our access.

Going back to releasing advance appointments on a Monday for more doctors, we had received feedback that some patients did actually prefer booking appointments on the same day. We were originally going to implement releasing more advance appointments. We thought it would be useful to look and see whether patients preferred booking in advance before making widespread changes, which can be seen later on. Booking on the day does have a positive effect of reducing "did not attend appointments", where patients have forgotten to turn up! This is a waste of time, especially considering, the appointment could have gone to someone else.

We were fortunate to gain 2 Registrars at the practice simultaneously last Summer. This had a positive effect, and meant more appointments became available. This was also another reason why other doctors did not need to alter their appointment structure. This has been an issue with all practices across the country; trying to get a balance between book on day and advanced appointments is tricky. Our Registrars are currently on Maternity Leave, but one will be back in April 2014, and other this Autumn.

- 2) The practice has continued to stay away from employing short term locums. This has a beneficial effect for continuity of care. Dr Fox left last Autumn and we were quickly managed to fill her role by Dr Masood. We made sure that there was no gap in service provision. With availability for telephone

consultations, and being able to book appointments in various ways, continuity should increase.

- 3) The telephone system changed last year, there had been traditionally a rush at 8am to book appointments for the same day. From previous surveys we know patients preferred to use a call queuing system rather than hear an engaged tone. With the building expansion, and the need for more telephone lines, we were able to negotiate with the telephone providers a new service. This had the advantage of being able to use an automated service. Patients just need to select the correct option, and you are talked through how to book an appointment to a doctor of your choice. This system can work before 8am, before the practice is even open. It also frees up the receptionists so they can respond to patients at Reception or who have other phone queries more efficiently. The PPG wanted to see how popular this was and how much of an impact it had.
- 4) The PPG had previously decided that it would like to get involved with any fund raising for patient equipment that might be needed. On the 20<sup>th</sup> April 2013, at All Saints Hall there was a fundraiser which was very well attended. Lots of tea and cake were consumed and there was a real community feel to the event. The practice would like to thank the PPG, Lightwater Women's Institute, Lightwater Business Association, Surrey Border Lions and Mr John Collett for their valuable contribution. A new 24hr blood pressure monitor was acquired with the funds. It has already been used multiple times and has reduced the number of patients being diagnosed with high blood pressure unnecessarily.
- 5) Many of the PPG members have attended local CCG meetings. These public engagement events are very useful as they allow patients to be involved in policy implementation for their area. Patients can also learn about what medical issues are being concentrated on. More information on this can be found on the Surrey Heath CCG website. Our PPG members could also disseminate information too if required.
- 6) The PPG have been keen on organising awareness events. These are an excellent way of providing support for people, who may not realise what is out there for them. It can act as a source of valuable information, knowledge and keeping people informed. On the 26<sup>th</sup> September 2013, a Carers event was held in the meeting room at Lightwater Surgery. There was a good turnout, and was appreciated by all attendees. On the 26<sup>th</sup> March 2014 a Post natal depression Focus Group is being held at All Saints Hall for mums and dads who are finding it difficult and need further information and guidance. We are also planning in the Summer to have an event with Lightwater Pharmacy, where topics such as 'making use of your pharmacist', will be covered. This

should also be a great event, and enlightening; simple advice can be given by them for everyday problems, which do not necessarily need a surgery appointment.

We have concentrated on the first 3 priorities in the Annual Patient Questionnaire, as these relate to services provided by the practice. The PPG endeavours to gauge public opinion in these matters, and continue to be a source of feedback and information providers.

### **STEP 3- Collation of Patient Views by Survey**

We decided to obtain the views of our patients with regards to the priority areas and other issues by using a well-established Improving Practice Questionnaire (IPQ), with some augmentation tailored to our needs. This has been widely used in the UK. The original survey has been used in over 4000 practices in the UK, and is a reliable and sensitive tool to measure patient satisfaction.

Patients were asked if they would be happy to participate in the local survey. We decided we should aim for a total of 270 questionnaires to be completed (an increase from last year reflecting our rise in practice population). We targeted various groups of patients at different times of the day, for example, baby clinic, chronic disease clinic, and routine appointments with GP or nurse.

The survey was conducted between 15/11/13 and 13/12/13, and we had achieved our aim of 270 responses. The process continued longer than anticipated due to forms not being returned or only being partially being filled.

After the Survey Results, there will be some notes on the information gleaned/ action points and recommendations by the PPG. These were discussed on 4<sup>th</sup> March 2014.

All of the results were collated by hand, by the PPG and transferred to graphical data. The results can be seen overleaf.

## Annual Patient Questionnaire & Results 2013/14

270 patients completed the survey– answers as percentages  
DNA= Did Not Answer

We would be grateful if you could complete this questionnaire for us. If you are unable to complete the form and have a carer they may complete the form for you, giving your views as answers. We are always interested in feedback both positive and negative. This helps us to develop and improve our services.

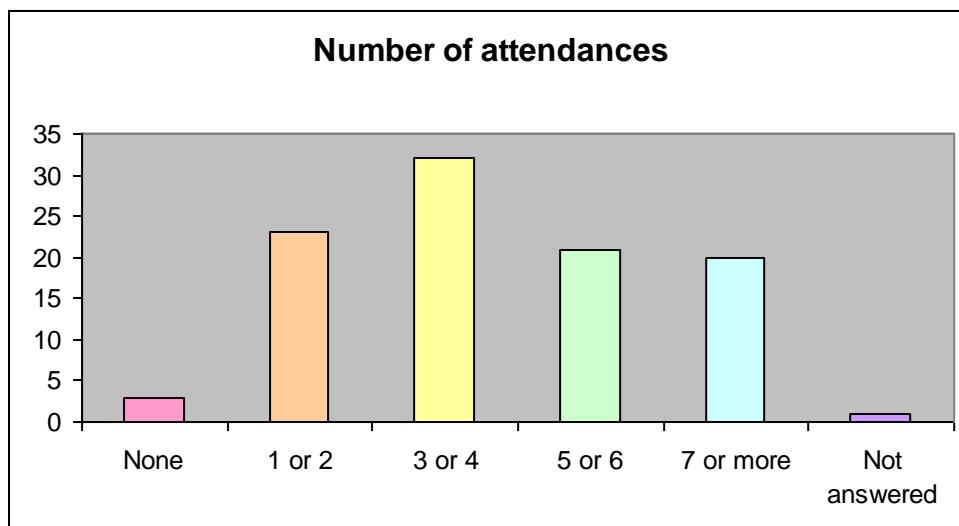
If you have any concerns not mentioned in the questionnaire please use the space on the last page.

The questionnaire is anonymous and no member of staff will be able to identify you.

Because part of the survey is about the doctor / nurse you saw today, please write their name below:

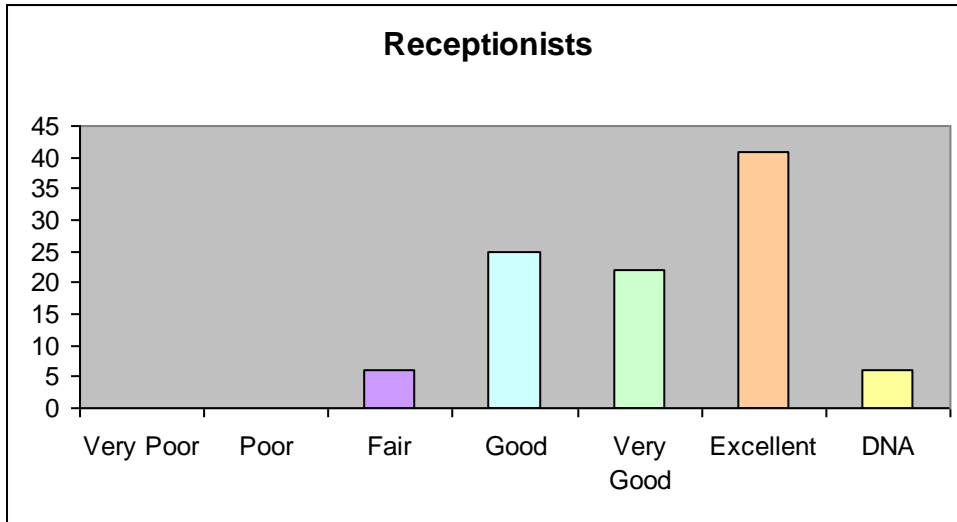
The person I saw today was:

1	None	Once or twice	Three or four times	Five or six times	Seven times or more	DNA
In the past 12 months, <b>how many times</b> have you seen a doctor / nurse from your practice?	3	23	32	21	20	1



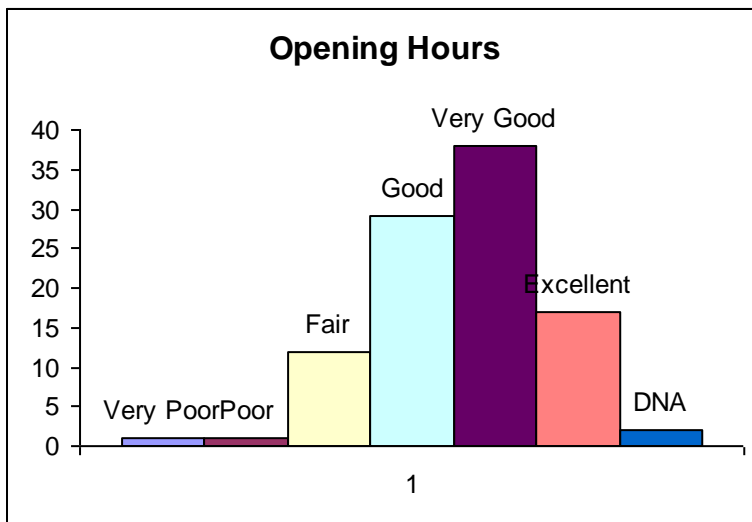


<b>2</b>	How do you rate the way you are treated by <b>receptionists</b> at your practice?	Poor <b>0</b>	Very poor <b>0</b>	Fair <b>6</b>	Good <b>25</b>	Very good <b>22</b>	Excellent <b>41</b>	DNA <b>2</b>
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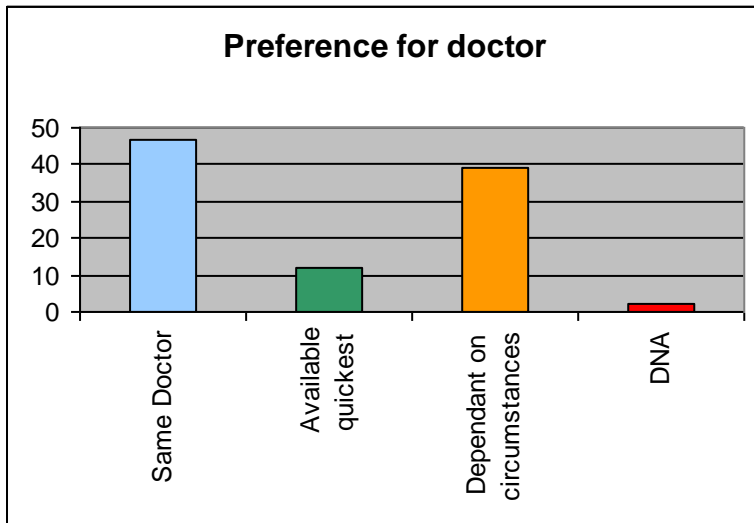
**3** This practice offers GP appointments from 8.30am until 5pm every weekday and until 8.35pm on Monday and until 8pm on Thursday evenings

How do you rate these opening hours?	Very poor	Poor	Fair	Good	Very good	Excellent
DNA	<b>2</b>	<b>1</b>	<b>12</b>	<b>29</b>	<b>38</b>	<b>17</b>



**4** Do you prefer to see the same doctor each time or whichever doctor is available quickest?

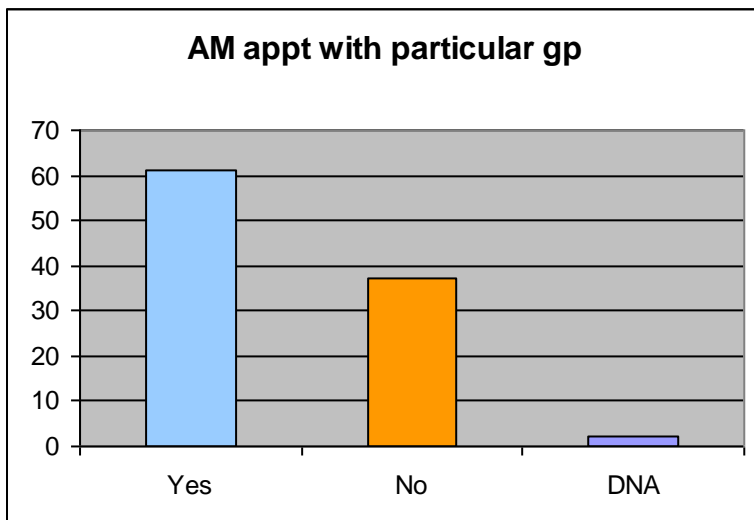
Same Doctor	Available quickest	Dependant on circumstances	DNA
47	12	39	2



**5** Every doctor is available each morning (annual leave permitting) and these appointments can be booked by speaking to the receptionist, using the automated service, using the online service or by visiting the surgery that morning.

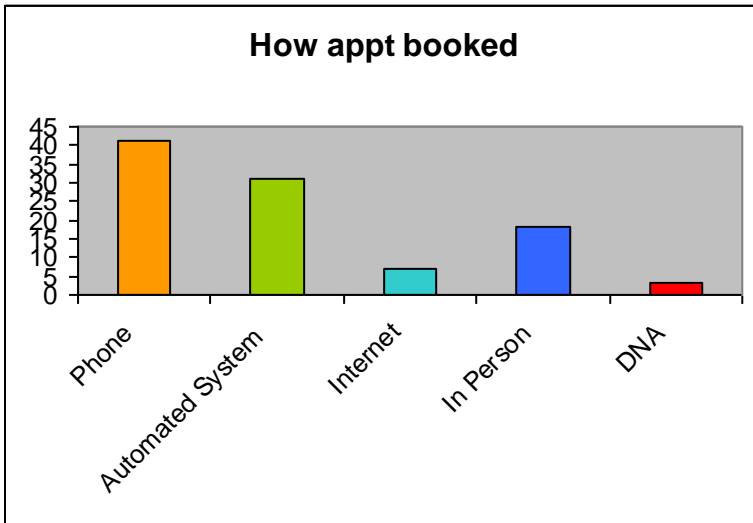
a) Have you booked a morning appointment with a particular doctor?

Yes	No	DNA
61	37	2



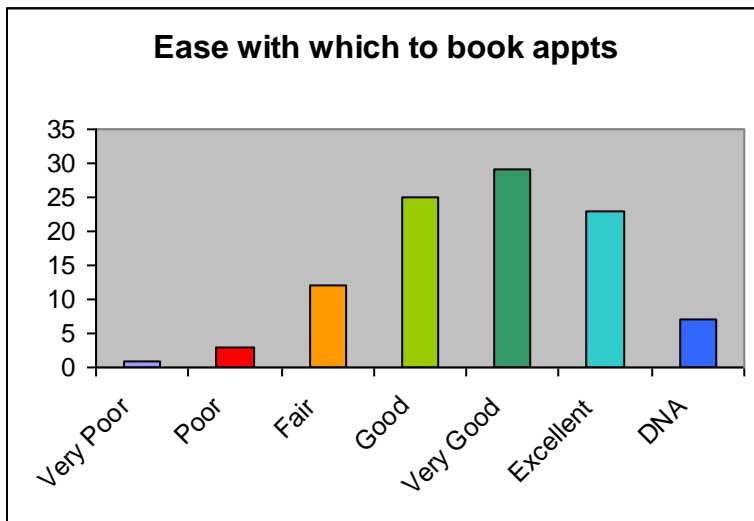
b) How did you book your appointment today?

Phone	Automated System	Internet	In person	DNA
<b>41</b>	<b>31</b>	<b>7</b>	<b>18</b>	<b>3</b>



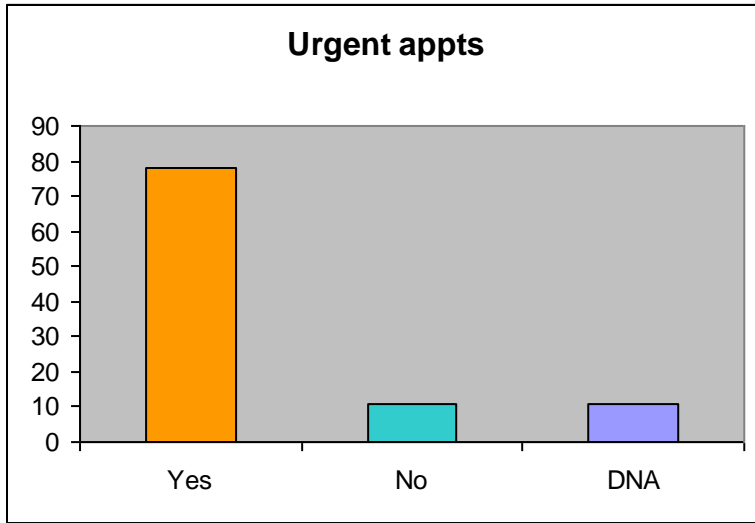
b) How easy was this?

DNA	Very poor	Poor	Fair	Good	Very good	Excellent
<b>7</b>	<b>1</b>	<b>3</b>	<b>12</b>	<b>25</b>	<b>29</b>	<b>23</b>



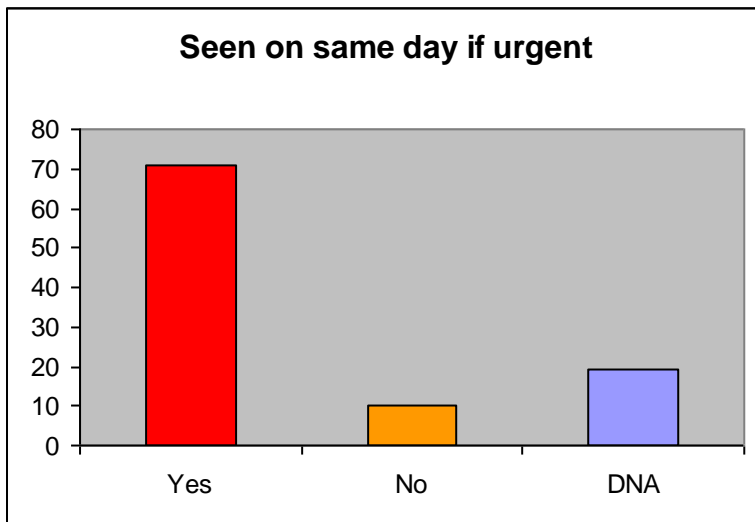
c) When you have needed to see a doctor urgently have you been able to do so, even if it was not your usual doctor?

Yes	No	DNA
<b>78</b>	<b>11</b>	<b>11</b>



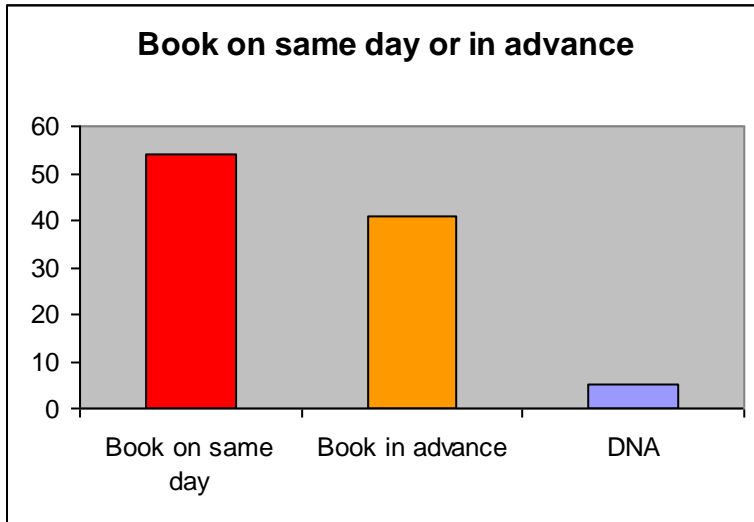
d) For urgent appointments have you been seen on the same day?

Yes	No	DNA
<b>71</b>	<b>10</b>	<b>19</b>



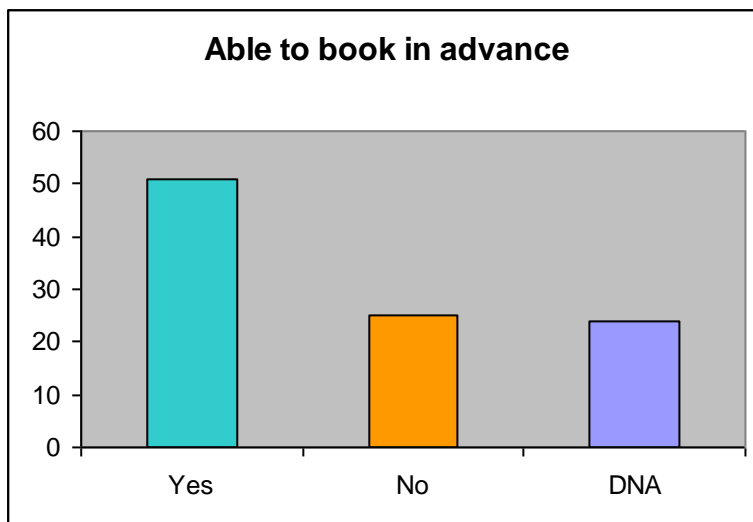
**6** Have you tried to book an advanced appointment or do you prefer to be seen on the same day?

book on the same day	<b>54</b>		
book in advance	<b>41</b>	DNA	<b>5</b>



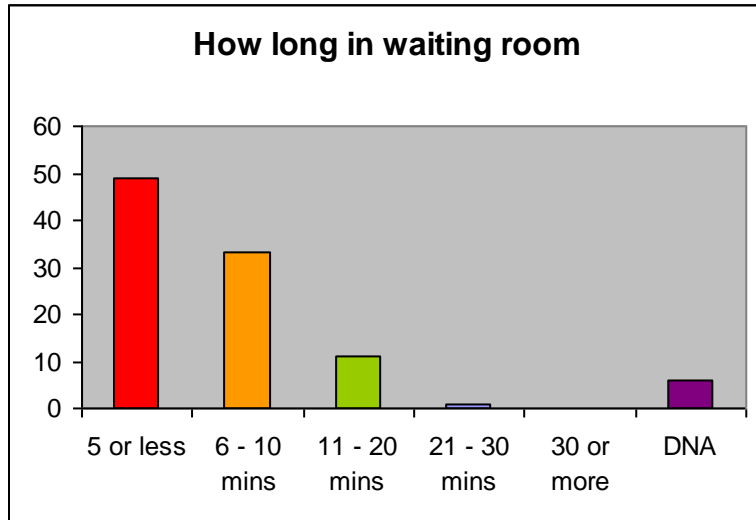
b) if you wanted an appointment in advance (3 days or more) were you able to get one?

Yes	No	DNA
<b>51</b>	<b>25</b>	<b>24</b>

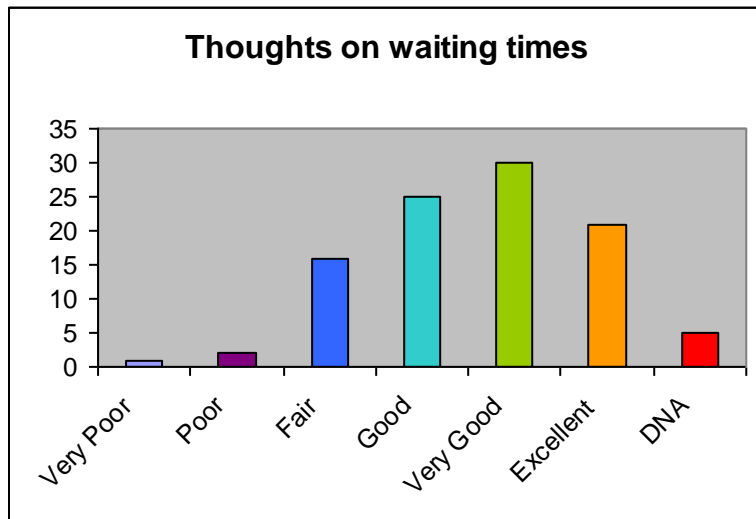


7 a) How long **AFTER** your appointment time did you have to wait to be seen by the Doctor or nurse?  
(please tick one box only)

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	DNA
<b>49</b>	<b>33</b>	<b>11</b>	<b>1</b>		<b>6</b>

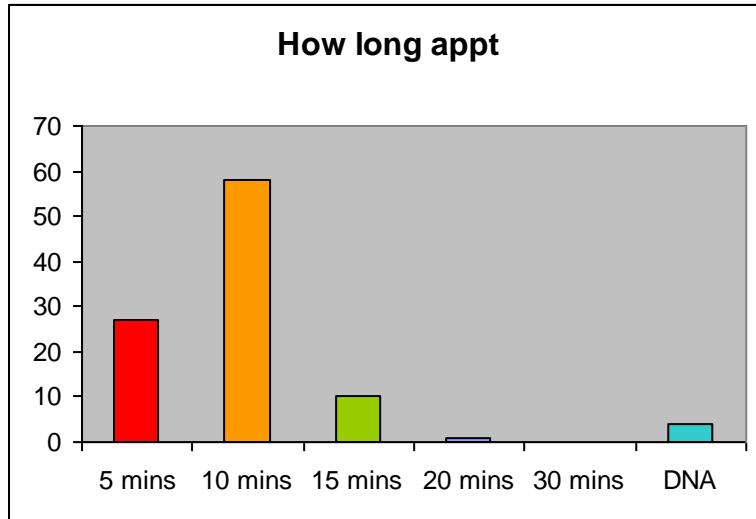


	DNA	Very poor	Poor	Fair	Good	Very good	Excellent
b) How do you rate this?	<b>5</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>25</b>	<b>30</b>	<b>21</b>



c) How long do you think your appt with the Doctor is (please tick one box only)

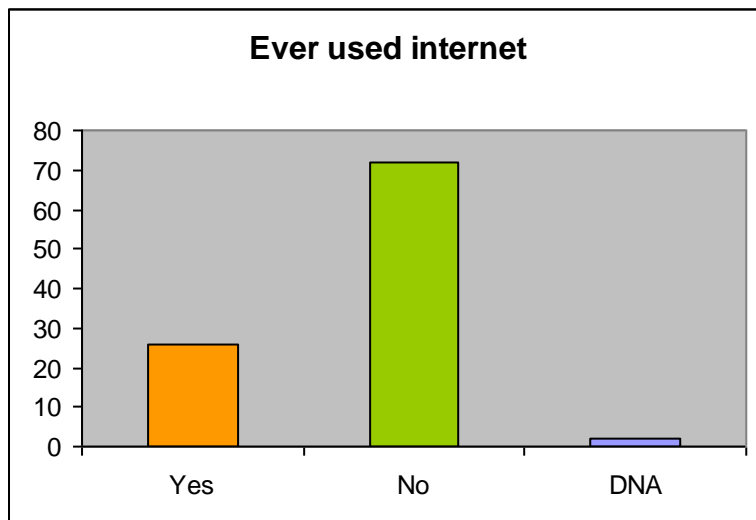
	5 minutes	10 minutes	15 minutes	20 minutes	30 minutes	DNA
	<b>27</b>	<b>58</b>	<b>10</b>	<b>1</b>		<b>4</b>



**8** There are now 3 ways of booking appointments, speaking to the receptionist, using the automated service and booking on line.

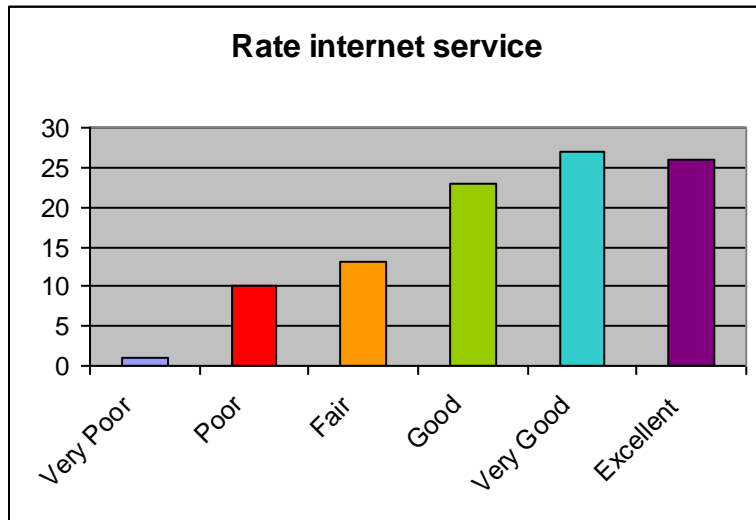
Have you ever used the on line service

	Yes	No	DNA
	<b>26</b>	<b>72</b>	<b>2</b>



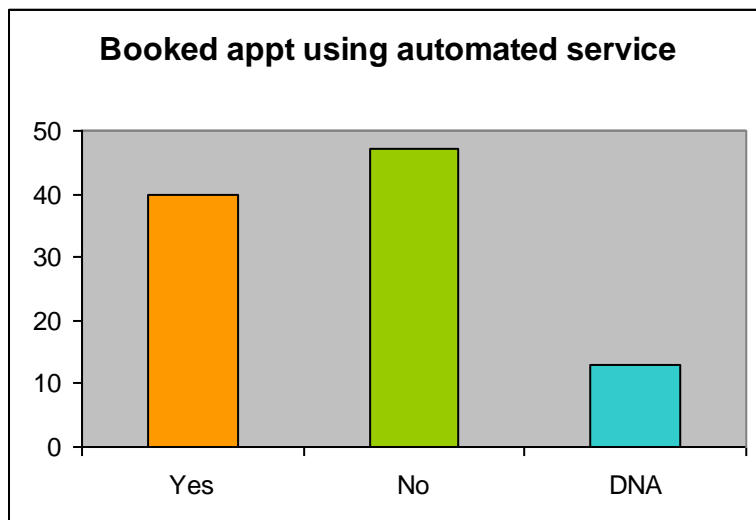
How do you rate this service

Very poor	Poor	Fair	Good	Very good	Excellent
1	10	13	23	27	26



Have you ever booked an appointment using the automated service before 8am

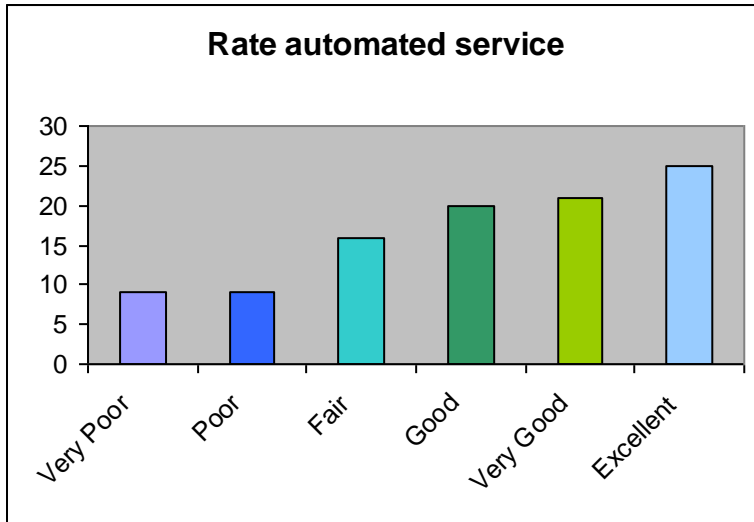
Yes	No	DNA
40	47	13





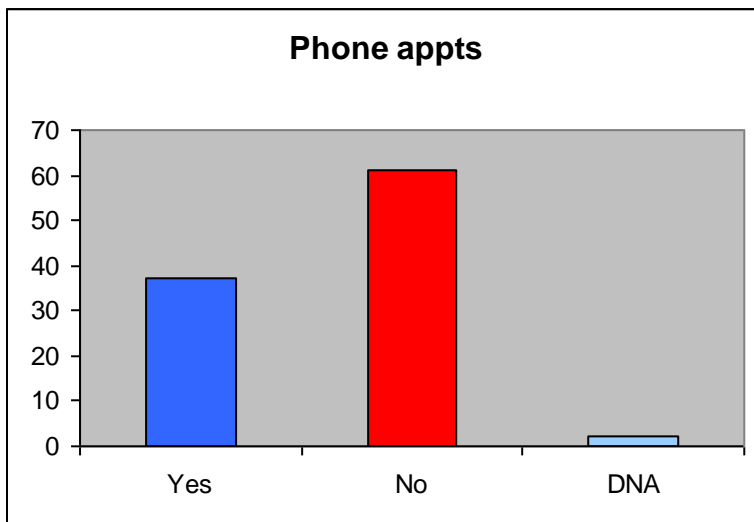
How do you rate this service

Very poor	Poor	Fair	Good	Very good	Excellent
9	9	16	20	21	25



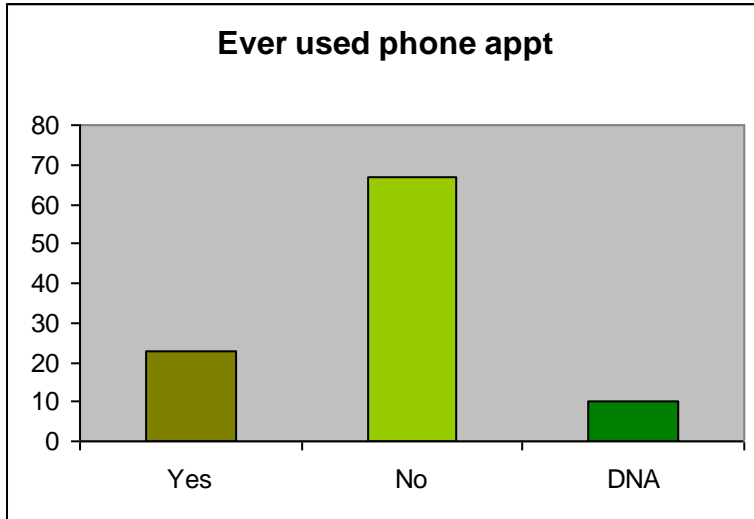
9 Are you aware we offer phone appointments and a ring back service to allow you to speak to your doctor?

Yes	No	DNA
37	61	2



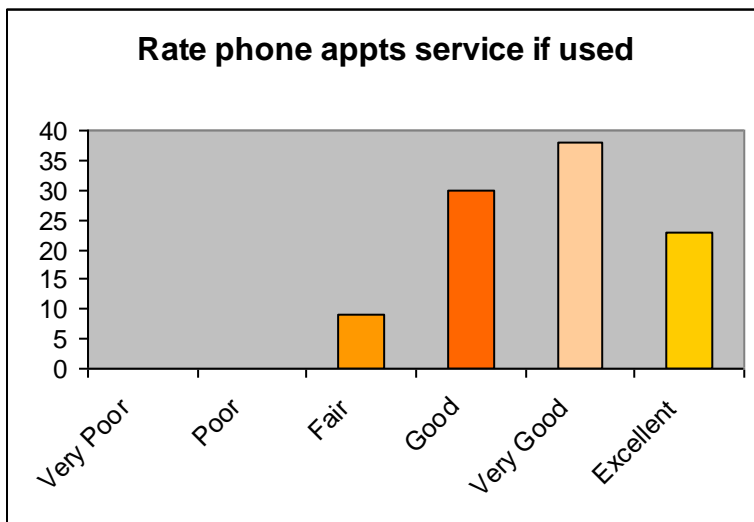
a) Have you used this service?

Yes	No	DNA
<b>23</b>	<b>67</b>	<b>10</b>



b) How do you rate this?

Very poor	Poor	Fair	Good	Very good	Excellent
<b>0</b>	<b>0</b>	<b>9</b>	<b>30</b>	<b>38</b>	<b>23</b>



**10** After seeing the doctor / nurse today do you **feel**...

Much more than before the visit

A little more than before the visit

The same or less than before the visit

Does not apply

DNA

a) able to **understand** your problem(s) or illness?

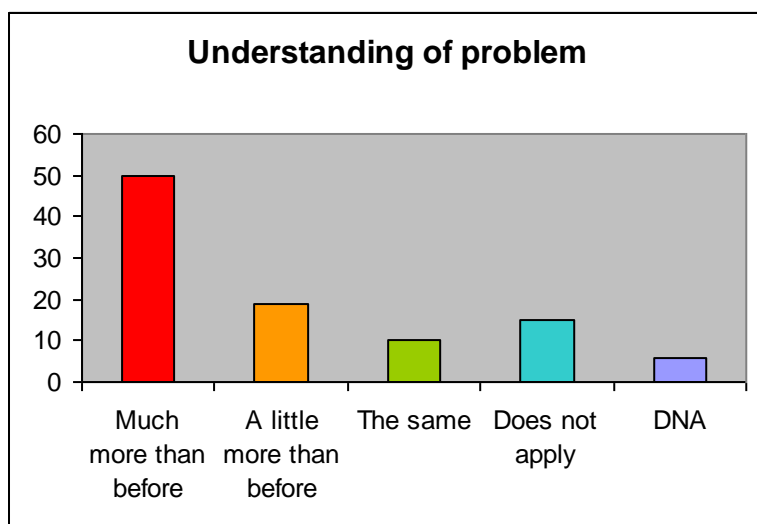
**50**

**19**

**10**

**15**

**6**



b) able to **cope** with your problem(s) or illness?

Much more than before the visit

A little more than before the visit

The same or less than before the visit

Does not apply

DNA

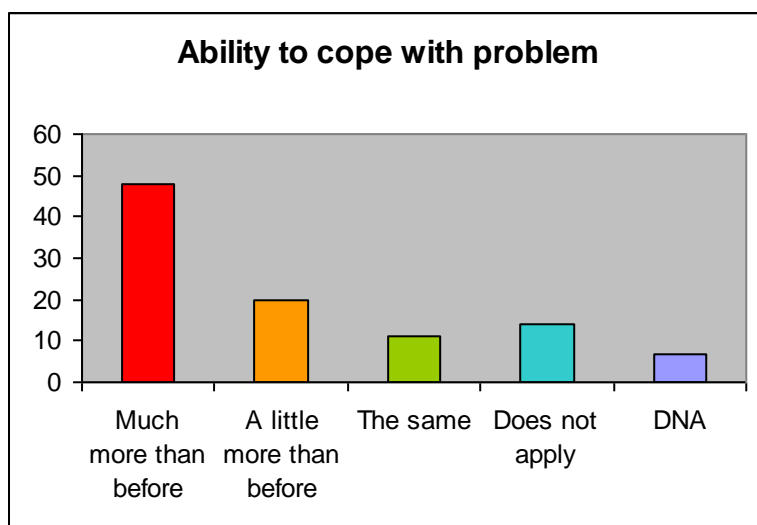
**48**

**19**

**10**

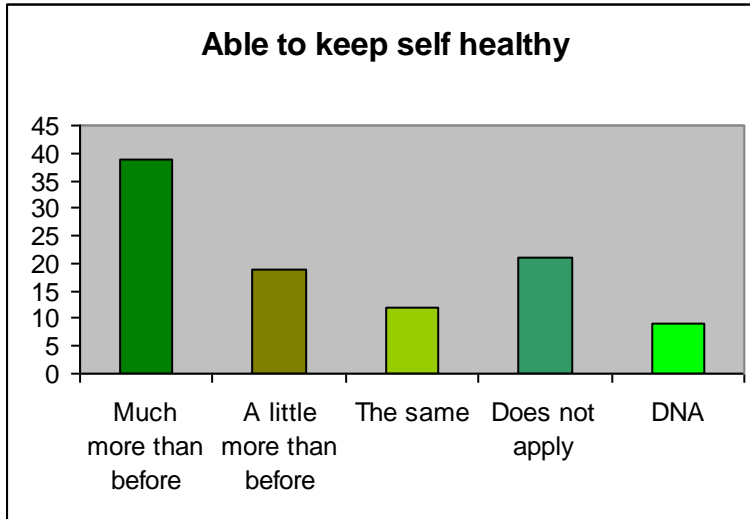
**15**

**6**



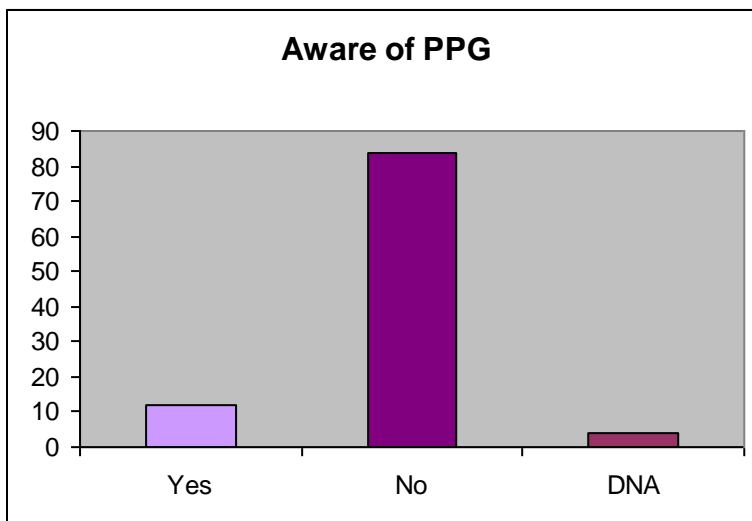
**c) able to keep yourself healthy?**

Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply	DNA
39	19	12	21	9



**11 Are you aware that the surgery has a Patient Participation Group and its purpose?**

Yes	No	DNA
12	84	4

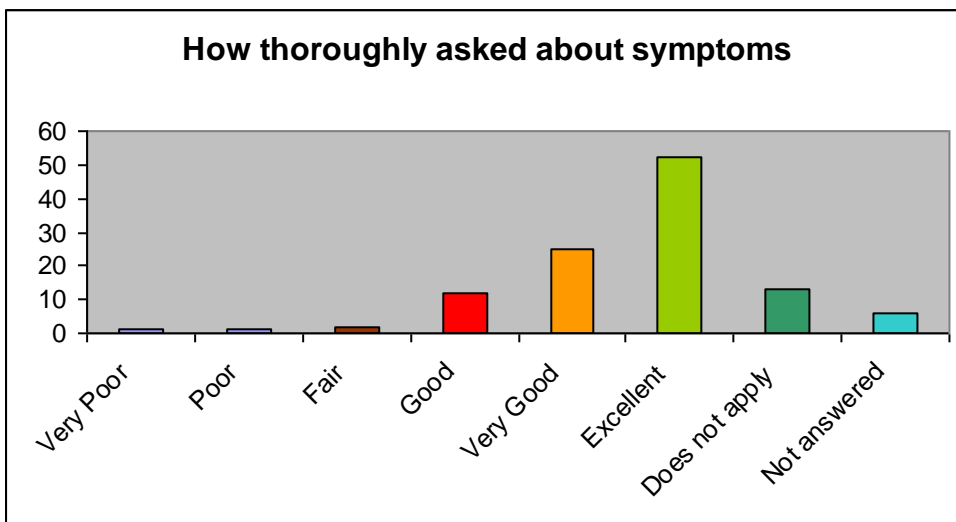


For further information about the PPG please see PPG reports at [www.lightwatersurgery.co.uk](http://www.lightwatersurgery.co.uk) or email [patients@lightwaterlocal.co.uk](mailto:patients@lightwaterlocal.co.uk)

**12** Thinking about **your consultation today**, how do you rate the following:

a) How **thoroughly** the doctor /nurse asked about your symptoms and how you are feeling?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	1	2	1	25	52	13	6



b) How well the doctor / nurse **listened** to what you had to say?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	1	1	11	22	60	3	1

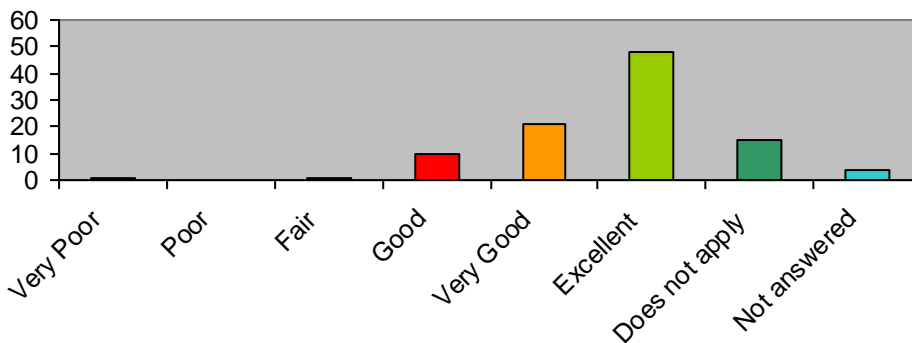
### How well you were listened to



c) How well the doctor /nurse **put you at ease** during your physical examination?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	0	1	10	21	48	15	4

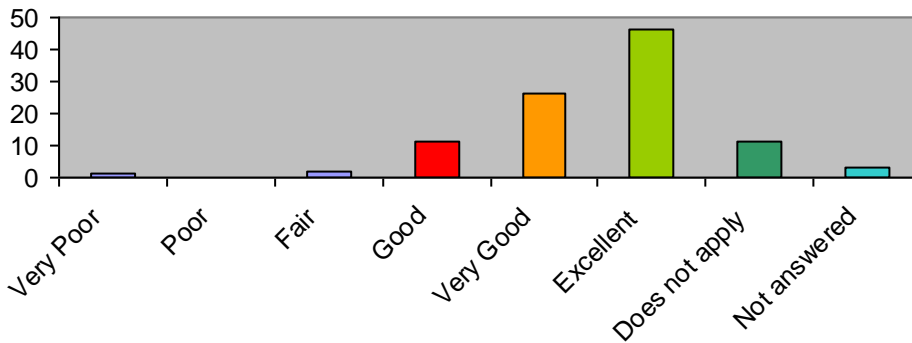
### How well were you put at ease for clinical examination



d) How much the doctor /nurse **involved you in decisions** about your care?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	0	2	11	26	46	11	3

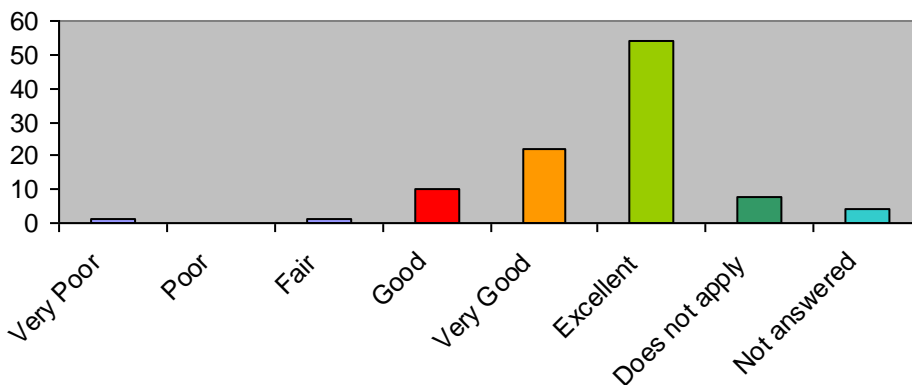
### How involved were you in decisions about your care



e) How well the doctor / nurse **explained** your problems or any treatment that you need?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	0	1	10	22	54	8	4

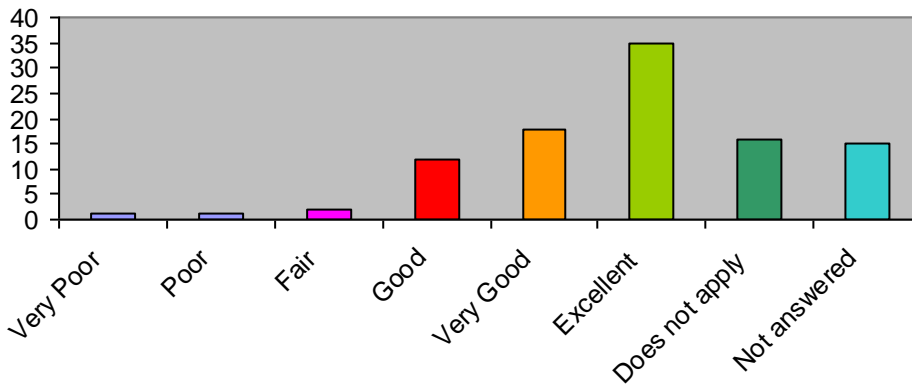
### How well explained your problems/treatment



f) The amount of **time** the nurse spent with you today?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	1	2	12	18	35	16	15

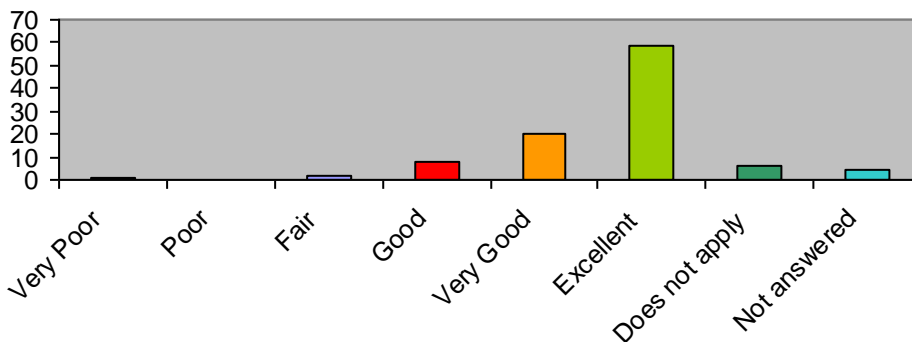
### Amount of time nurse spent with you



g) The doctor / nurse's **patience** with your questions or worries?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	0	2	8	20	59	6	4

### Doctor/Nurse patience with your questions or worries



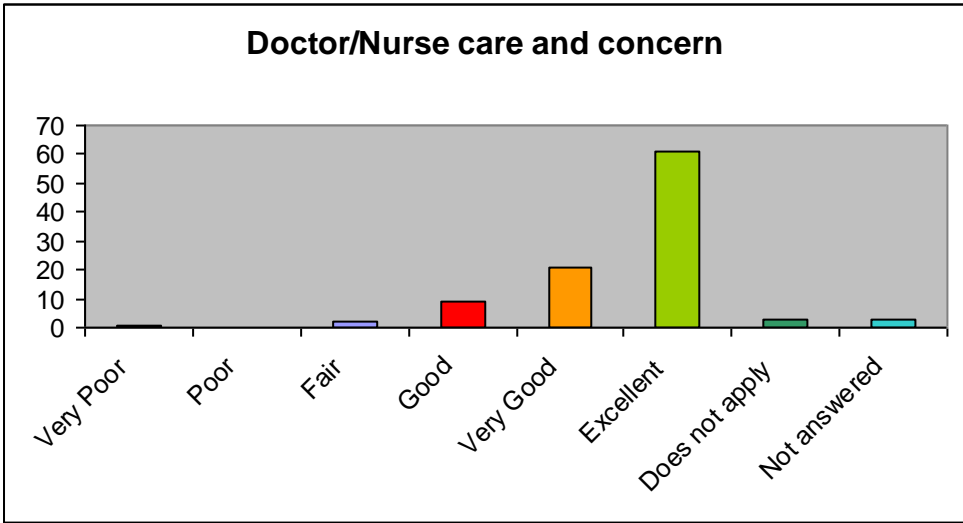
h) The doctor / nurse's **caring and concern** for you?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Not Answered
1	0	2	8	20	59	6	4



1      0      2      9      21      61      3      3

**Doctor/Nurse care and concern**

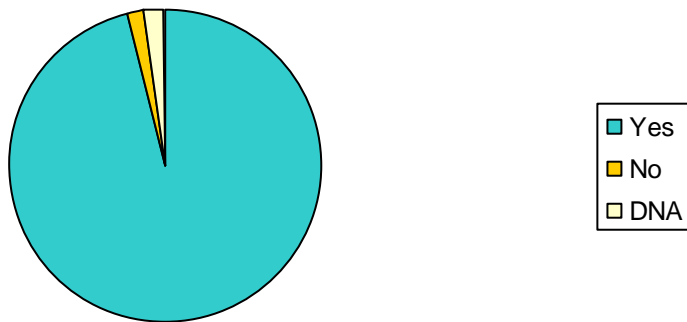


**13** Would you recommend the Surgery to your friends and family

Yes      No      Not Answered

96      2      2

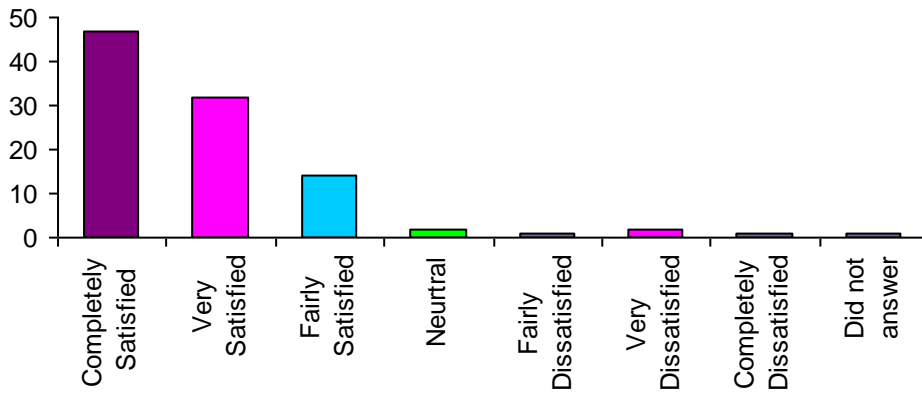
**Would you recommend the Surgery to friends and family**



**14** All things considered, how **satisfied** are you with your practice? (please tick only one box)

Completely satisfied <b>47</b>	Fairly satisfied <b>14</b>	Fairly dissatisfied <b>1</b>	Completely dissatisfied <b>1</b>
Very satisfied <b>32</b>	Neutral <b>2</b>	Very dissatisfied <b>2</b>	Not Answered <b>1</b>

### How satisfied are you with the Surgery



**15** We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your healthcare?

Is there anything that could be improved?

Any other comments:

## **STEP 4- Discussion of survey results by PPG**

The results of the survey were discussed amongst the PPG on 4<sup>th</sup> March 2014. They had all received copies beforehand to keep. Below is a summary of the discussions. Action points are to be carried out by the practice team during April 2014- April 2015.

**Question 1-** A fifth of patients have visited the practice more than 7 times in the year! This shows how much of a demand for the services there is at the practice. Have people become less able to treat self-limiting illnesses over the years? Or are the public becoming less responsible for their own health? Perhaps it is a reflection of how easy access is at the surgery.

**Action:** **Continue advertising the role of all staff on the practice noticeboard, website and newsletter**

**Question 2-** 88% of patients are happy with the way they are treated by our receptionists. 41% thought they did an excellent job. Having the “self check-in” screen, has freed up the receptionist’s availability, coupled with the new phone system.

**Action:** **Continue as we are**

**Question 3-** 84% of patients are satisfied with our opening hours. Patients are reminded that we do have evening clinics. However the reality is, it is difficult to reach 100% satisfaction. There is a General Election next year and the Government may introduce 8-8 GP services 7 days a week, to try and win votes. This seems to contradict what the majority of our patients think.

**Action:** **Continue publicising evening surgeries**

**Question 4-** It is understandable that patients value continuity, but surprising that nearly 40% felt that that was not always an issue. It is assumed that in urgent cases, patients will see any doctor, and reflects the confidence patients have with our team. We rarely employ locums, unless in exceptional circumstances. Patients should also be reminded that notes that a doctor makes are available for other healthcare members at the practice too.

**Question 5-** 41% of people continue to book appointments over the phone. It is good to see that although the automated phone system has only been in action for a short period of time, it’s popularity is rising. 31% of appointments are being booked this way. This is a very

convenient way of making an appointment. It has the added benefit of being available even before the surgery doors open in the morning. We hope in the future the majority of appointments are booked this way in the future. It also allows the receptionist to get on with their other duties. In previous years patients were kept on hold and were in a queue waiting to book appointments. Our PPG have mentioned how the reintroduction of our 01 number has been favourable with the practice population too. What we feel needs to be pushed further is the ability of booking appointments online. Only 7% of patients used this method. We cannot think of anything more convenient. The practice has started to hand out the appropriate forms with all new registrations. There are leaflets on display at the surgery to as guide on how to make appointments.

77% of patients found that the ease of booking appointments rated good-excellent.

More than  $\frac{3}{4}$  of patients found that in urgency they had been seen by a doctor and the majority had been seen on the same day. The PPG rightly pointed out that people's perceptions of urgency differ. If there are not any appointments left for the day, but you feel you have a problem that cannot wait, the Duty doctor can always ring you back and glean more information and can give an appointment if they agree.

**Action:** **Continue advertising the various methods of booking appointments at the practice/ online/ newsletters and at registration.**

**Question 6-** Similar to last year, more than half of patients prefer to book appointments on the day. This also reduces the chances of patients not attending appointments. More than 50% of patients were able to book appointments more than 3 days in advance, which on the face of it seems lower than last year. But 24% of people did not even answer this question! People must remember that if they miss an appointment, then someone else in need, has gone without. We feel all the changes that have been made to appointments over the last few years from your feedback, have led to easier availability. We are a training practice so actually have at times, extra doctors able to see patients.

**Action:** **Continue advertising the equivalent time of wasted appointment per week. Continue publicising the various ways of making appointments.**

**Question 7-** 82% of people have to wait less than 10mins to be seen. This is impressive. It goes to show how skilled the doctors and nurses are to fit a history, examination, diagnosis and management all in 10mins! Times have changed and patients expect to be seen promptly. They have other appointments to attend or have to go to work or do the school run. The healthcare team tend to overrun if the patients turn up late, or are dealing with a very ill patient or being confronted with a shopping list!

**Question 8-** We wanted to further analyse patient preferences with booking appointments. One of the priorities for the PPG is to try and improve access. One of the action points from last year included introducing the new phone system, and to see what sort of impact it would have. 72% of patients have never tried to book an appointment online. As previously mentioned, if this is used it could improve continuity of care (another priority for the PPG) and ease of access to appointments. 76% of patients who used online booking thought it was a good-excellent service. The automated service is in it's infancy and currently is used by 40% of patients. As described earlier, it is a valuable time saving tool, and 66% of patients thought it was a good-excellent service.

**Action:** **Continue advertising the various ways appointments can be made at the practice, online and in the newsletter.**

**Question 9-** To help and increase the continuity of care and access to healthcare staff at the practice, we offer a telephone service. Some problems do not always require a face to face consultation. 61% of people are not aware of this. This is similar to last year. We do advertise this at the practice, but despite this only 23% of patients have taken advantage of this. 91% of patients value a service like this, so please put it to good use.

**Action:** **Continue to promote the telephone appointment service**

**Question 10-** It is good to see how the majority of patients feel they have benefited from their visit to the practice.

**Question 11-** The surgery promotes the PPG on its information screen and the PPG help out when organising the annual Flu clinic. Unfortunately, 84% of people are unaware of their existence. We hope that with further public awareness events, they become more and more recognised, thereby being facilitators for two way communication. It has been mentioned previously how important

PPGs are to practices and would be in line with the PPG's 5<sup>th</sup> and 6<sup>th</sup> priority.

**Action:** **Continue promoting the PPG in the village magazines, and town centre. Also, to increase recognition, by advertising public awareness events. In next year's survey to actually ask other patients what topics they would like covered.**

**Question 12-** The practice always tries to achieve high standards of care. We hope to provide a patient centred approach and practice holistically, the results to this question suggest we are and are very proud of these achievements.

**Action:** **Maintain these high standards**

**Question 13-** This question came about from last year's recommendations/ action points. This is something that the government is also keen to look at in future, to act as a marker of quality of a practice. It was terrific to see that at least **96% of patients**, (2% did not answer so could be high as **98% of patients**) would recommend Lightwater Surgery to their friends and family. We all feel this is a stunning reflection of the care provided by the whole practice and has humbled us all.

**Action:** **Keep up this standard of care**

**Question 14-** 93% of patients are satisfied with the practice, a real compliment to all who work here.

## **Question 15- Comments**

Main themes were:

### Positives

- *Individual doctors named for their excellence*
- *Proud of service*
- *Compliments about the new facilities*
- *Availability to see doctors quickly*

### Areas for improvement

- *? longer opening hours*
- *Increase awareness of online booking*
- *Improving continuity*

- *Improving access to appointments*

**Action:** The areas for improvement mirror some of the PPG priorities. It confirms how, these areas should always be at the forefront when using the questionnaire to assess how the practice is performing. (Access, Continuity and Phone system)

Access to seeing healthcare staff is paramount. The surgery is proud that it is one of a few practices where a patient can call up in the morning and be seen by a doctor (bar sickness amongst doctors). It has been shown that our patients value knowing that medical help is close at hand.

We appreciate that gaining advance appointments can be challenging. We are continually looking at ways to improve up on this. This will simultaneously lead to strengthened continuity of care (another priority). It is a common issue for all surgeries; trying to get the right balance between book on day and advance appointments. Some may say you should be able to see your doctor of choice at anytime. In reality, this would not be practical. There is a mountain of paperwork, doing prescriptions, phoning patients and hospital staff, writing letters and doing home visits to name but a few things, that the doctors manage to fit in between and after clinics and be able to recharge their batteries.

We are a Training practice and have received excellent feedback from our young doctors. They have gained a wealth of experience and they have also brought a higher number of available appointment slots. This has also improved upon access.

We have a daily overflow surgery so patients who feel they should be seen, can.

The "Patient Partner", phone system has been a hit all round. This has added to patient choice with regards to available methods of making appointments. Patient choice has also further enhanced by having the option of using 3 phone numbers to call the practice, depending on what suits the patient's own telephone tariff.

The action points and priorities that have come out of the discussions have been approved and agreed by the PPG. None of them need further discussion with the CCG or NHS England.

## **STEP 5- PPG Action Plan**

**Priority- Access:** In April 2014, continue as a Training practice. This allows the practice to increase the number of doctors at the surgery, and thus more appointments. If there is a continued rise in demand, than the doctors would have

to consider having extra appointments added, if this is possible. If in the future, Surrey Heath CCG takes part in a pilot scheme for longer opening hours for practices, Lightwater Surgery will take part. We may have to look at again altering appointment allocations for more doctors and see if this improves availability of advance appointments. This would be building upon previous years changes. If successful, consider altering all appointments. We need to continue to reduce 'did not attend' appointments by highlighting how many occurred in previous week on our electronic noticeboard. It is so frustrating when appointments are wasted, and others could have taken them, hence improving access. We will continue using the new phone system, which will make it easier to book appointments. Appointments will be released online for same day booking too. We will continue to advertise telephone consultations in various ways. This will allow less complicated problems to be dealt with more efficiently, and consequently freeing up more appointments for face to face consultations.

**Priority- Continuity of Care:** The practice will try and avoid the appointment of short-term locums. Having the ability of booking online, making use of telephone consultations and advertising the roles of allied health professionals should give rise to more appointments with specific doctors or nurses. In July 2014, the practice will change its IT system. This would use a Windows based system. So perhaps in the future, if patients are seen by the "Out of Hours" team, it would appear as a normal consultation on our computer screen at the surgery, and the "Out of Hours" doctor would be able to see exactly what the patient had been treated for previously. This would be a substantial contribution in maintaining continuity of care.

**Priority- Telephone system:** We will maintain the new phone system "Patient Partner" from April 2014. This has led to swifter appointment bookings. It has led to a reduction in the rush to get appointments at 8am. Patients still have several numbers to call the surgery (more patient choice).

**Priority- Fund Raising:** The PPG will continue to raise funds through various charitable means if necessary.

**Priority- The PPG will endeavour to stay abreast of significant changes in policy/implementation of health care which will affect the 'patient care experience', assisting the practice in a positive way. It will seek to make use of any local networks to help in its work:** self-explanatory; continue from April 2014.

**Priority- Organising Awareness Events:** through the next year to organise events that will be a source of knowledge and support for various patients and their own



medical needs. In next year's questionnaire, we can ask if there are any topics patients would like covered.

### **Other Actions Points:**

**Advertising and Promotion-** Evening surgeries  
Roles of various staff  
On- line access  
Telephone consultations

All done via newsletters, practice website/ blog, electronic noticeboard, practice leaflet and word of mouth.

### **STEP 6- Publicity**

Lightwater Surgery is open: **Mon-Fri 8am- 6.30pm**

Appointments can be made by telephoning, calling in or via the practice website:  
[www.lightwatersurgery.co.uk](http://www.lightwatersurgery.co.uk)

Doctors are available for appointments from 8.30am-12pm and 3pm-5pm. Nurse appointments are available throughout the day.

Lightwater Surgery provides extended hours as follows:

**Mon 6pm-8.30pm** and **Thurs 6pm-8.30pm**, with doctors and nurses.

Out of Hours cover is arranged by Frimley Primary Care Services- accessed by calling the surgery and following the instructions or by calling **111**.

The findings of the Local Patient Participation Group Report, have been circulated to it's members. A copy has been sent to NHS England. It is available at the practice on request (advertised on the practice information screen) and can be found on the surgery's website.