**FAIRFIELD SURGERY**

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**PATIENT PARTICIPATION GROUP REPORT**

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**INTRODUCTION**

Fairfield Surgery introduced a Patient Participation Group in 2011. The purpose of this group is to ensure that our patients are involved in decisions and the range and quality of services provided by us as a practice. This includes patients being involved in decisions that lead to changes in our services and to promote proactive engagement of our patients through the group and to seek the view of our practice patients through a local survey.

**MEMBERSHIP, ENROLLMENT & MEMBERS PROFILE**

Any registered patient can be a member of our patient participation group but they must be a registered patient of the practice. To initially establish the group the practice advertised the intention to hold Patient Participation Groups on their Practice Newsletter and asked for volunteers.

The practice being very close to the town centre has a varied patient profile and to encourage membership representative of our practice population the practice wrote to some patients in different groups to invite them to become a member of our patient participation group thus enabling us to have a good representation of our practice profile of patients. This latter approach also ensured the Practice had a reasonably sized patient group which broadly represented our Practice patient profile, as the response for volunteers was slow.

It is important to remember that our patient participation group volunteers are giving up their own time to fulfil this role and this is something which we as practice value and appreciate.

We feel our member profile represents our practice profile well and our members range in age and sex. Our practice list size is approximately 2,800 patients and our patient participation group consists of 10 registered patients. Our youngest member of the group is 28 and our oldest member is 85. All members of the group are registered patients of the Practice and several members of the group are registered at the practice with their families and children.

Patients interested in joining the group may pass their details to our Practice Manager and they may be approached to join our Patient Participation Group as the opportunity arises when current members resign or leave the Practice. It is felt that a Patient Participation Group of about 10 patients is optimal. The practice website also gives details of the Patient Participation Group and how to join.

**MEETINGS**

Meetings are held regularly in the Practice (approximately once every 3 - 4 months) and Dr Brassill our Senior Partner acts as the chair for the meetings. Patients in the group are also given the opportunity before and after each meeting to have a chat and discuss any issues they may wish prior to Dr Brassill joining them. The group are encouraged by Dr Brassill to focus on areas they feel we can improve realistically.

In the past these meeting have been very informal and we wish to continue with this informal structure as our ethos is to be friendly and approachable. We are also mindful of the fact that our patients are giving up their own time and we do not wish to take advantage of this by expecting them to attend more regularly or to chair and minute these meetings themselves.

However as the practice is now registered with the Care Quality Commission we are expected to evidence any work we do and produce this evidence when we undergo their rigorous inspection and it is with this is mind that we will in future minute these meetings.

**PREVIOUS SURVEYS**

Our first patient survey was completed in March 2012, for 2011/2012 and as a result of the analysis of this first survey an action plan was implemented. This was to produce a more appropriate patient information leaflet. This action was completed and we now have an up to date, patient friendly leaflet.

Our second patient survey was completed in March 2013, for 2012/2013 and the results of this survey resulted in an action plan for a new Practice website. This action has now been completed and we have a new website which is easy to use, allowing patients to order their repeat prescriptions online and offering a wealth of useful patient information.

Our 2014 survey was extremely positive and and we received 9 comments in the section on how we can improve and do things better. The majority of these comments were about our appointments system, offering more appointments to be booked in advance, earlier/later appointments and an extended appointments system. Our action plan for this survey was to slowly introduce on line booking of appointments, however this would be carefully monitored as we are a small practice we cannot afford to allow this to be abused by patients booking and simply not turning up.

**CURRENT SURVEY**

Dr Brassill met with our patient participation group in January 2015 to discuss a further survey and any areas that the group felt we could improve.

I was agreed to keep the survey short and the previous years format was approved once again as this asks questions specifically about patients experiences of our appointment system, their experience of the staff, both clinical and admin and what they feel we can do better and what we do well.

**SURVEY RESULTS**

A total of 50 patients were surveyed in early March 2015 and the results were as follows.

***Appointment system:*** 41 out of the 50 patients who completed the survey felt their experience of booking an appointment was either excellent or good. A total of 8 patients were satisfied with their experience and 2 patients felt their experience was poor.

***Reception staff:*** 48 out of 50 patients felt their experience of our staff to be either excellent or good whilst 1 patient was satisfied and 1 patient had a poor experience.

***Doctors:*** All 50 patients surveyed had an excellent or good experience with their Doctor.

***Other:***  Only 22 patients answered this question and 21 of these had a good or excellent experience and 1 patient was satisfied with their experience.

***Waiting times from arrival to seeing clinician:*** 37 from the 50 surveyed waited up to 15 minutes and 14 patients waited up to 30 minutes. There was only 1 patient who felt this was a poor service whilst the remaining patients comments ranged from satisfactory to excellent.

***Overall rating of our surgery*** only 45 patients out the 50 surveyed chose to answer this question and 35 of those rated us as excellent , 9 rated us as good and 1 patient rated us satisfactory.

***What we do well:*** We received a total of 36 lovely comments that really show us how much we are appreciated by our patients. These comments related to all aspects of the care and service we provide and all these comments help to reassure us that we are providing an efficient, approachable, friendly and caring service.

***What we can do better:*** We received 9 comments from patients on what they feel we can do better. 5 of these comments were in relation to our appointments system. Whilst the remaining suggestions were the option to have bloods taken in surgery, the use of SMS text messaging and email and that reception staff could inform patients if and when the GP is running late.

It was agreed that these are all good valid suggestions and further thought and evalution of these is needed.

We are grateful for suggestions and comments on what we can improve on and it is these comments that help to shape the future of the services we offer and how we offer them. Our patients opinions are very important to us and we value comments whether good or bad and criticism if constructive is particularly important.

This is the reason why we do these surveys and we actively encourage patients to give us their feedback.

**ACTION PLAN**

Dr Brassill will met with our Patient Participation Group to look at the results of this survey and look at the suggestions from the section ***what we can do better*** that will contribute to an action plan.

On the whole our survey is extremely positive, however, there are valid suggestions in this section that we can address.

1) GP running late: It was agreed that a staff protocol would be produced to guide reception staff on advising patients when the doctor is running late. Our Practice Manager will liaise with the staff and implement this within the next few weeks.

2) Blood tests in surgery: This service is currently only offered to patients over the age of 65 years. It was previously offered in house but it was felt it wasted too much valuable practice nurse time, as we are a small practice and cannot afford to waste this time and this service is offered from several local clinics, we stopped offering the service to patients under 65 years. However we could look at employing a Health Care Assistant to provide this service. This would involve additional costs to the surgery that would not be refunded by the NHS and as such a quick decision cannot be made on this. It was agreed that the Practice would look at this over the next 12 months and keep the PPG informed.

3) SMS and Email: Although this is a good suggestion unfortunately we cannot go ahead with this due to information governance and the security of patient information, which is extremely important and has strict controls. A secure free SMS service is available through the nhs.net system but this is being withdrawn in the near future so this would not be a viable option to look into at present. There is no secure email system for practices to send patients information to them and therefore an action plan cannot be implemented from this suggestion.

4) Appointment system: This is not an easy one to address as there is no one system that will suit all patients. We have added on line booking but the more appointments we offer in advance, increases the number of wasted appointments, due to DNA's (patients who book appointment then do not turn up) and significantly reduces the available slots available for patients who require a same day appointment.

Demands on general practice for same day appointments is similar to the demand for book in advance appointments. We feel this is a no win situation and all practices across the town have similar issues. Many different systems have been tried and tested and unfortunately there is no perfect system.

General Practice is under increasing pressure and it is an ever changing and challenging environment where no two days are the same.

It was agreed with the patient participation group that we will continue to monitor our appointments system with capacity and demand audits but will not change the current system at present.

**OPENING HOURS**

Our opening hours are 8am – 6.30pm Monday to Friday. The practice down not close for lunch.

**EXTENDED HOURS**

Dr Brassill has an extended hours surgery on a Tuesday evening 6.30 – 8.00pm two weeks out of every three and Dr Saeid offers an extended surgery every third Wednesday 6.30 – 8.00am.

In addition to this Warrington Health Plus offer extended access from Bath Street Monday - Friday evening and all day on a Saturday.

**THANK YOU**

The Doctors and staff would like to thank our Patient Participation Group for giving us their valuable support and their time in attending meetings and contributing to our successful surgery.

We would also like to thank all the patients who completed this survey as it is your opinions and suggestions that will help to change and shape services for all our patients In the future.

FROM ALL THE DOCTORS AND STAFF AT FAIRFIELD SURGERY