

# **Firs House Surgery**

## **Patient Participation Report 2013 to 2014**

## Introduction

All practices are required to produce and publicise a Patient Participation Report each year. This document seeks to summarise the practice arrangements in respect of engaging with registered patients to ensure satisfaction with service provision.

### 1.0 Establishing a Patient Participation Group

#### 1.1

Our practice has a well-established PPG. The members were recruited via advertisements, posters and leaflets displayed in the practice. In addition the practice website contains links to further information about the remit of the group and how to join.

We have recently advertised for members again using the parish newsletter, notice boards and practice web site. In addition to the PPG we have also established a Virtual Patient Reference Group. We have posters up all the time in the waiting rooms letting patients know about the groups and how to join. We try to make our group as representative as possible and have made direct approaches to the colleges to recruit a younger member.

#### 1.2

We have a proactive PPG and they have organised a number of community based patient events over the year. The two falls prevention events were very well attended. The PPG members bring feedback from patients to each of our bi monthly PPG meetings. PPG meetings took place on 5.3.13, 7.5.13, 2.7.13, 3.9.13, 4.11.13, 14.1.14, 18.3.14.

The PPG have taken part in several consultation events. Sue Last attended one of our meetings to discuss the tender process for older people's services. Our PPG made quite a few comments and the meeting and subsequently in writing. Some members also signed up for regular mailings, and took part in the public consultation event.

We seek feedback from patients via our suggestion boxes in all waiting rooms and these are logged and any suggestions considered. From April 2014 we will be taking these to discuss with our PPG. We also have a virtual suggestion box with a published email address.

We have emailed the Virtual Patient Reference Group for the following.

- Links to the Newsletters
- Healthy Living Booklet
- GPAQ Survey
- Information regarding our change to Emis Web (new clinical system)
- We sought feedback on the new newsletter format
- Links to consultations such as MSK, older people's services etc.

We have responded to the following Queries which came from the Virtual group

- Care.Data Queries
- Care.Data Opts Outs
- 2 Complaints
- Appointment System Queries

The practice manager also links in with the 'older person's forum' and the children's centre. We work closely with the Older Persons Co-ordinator and have attended the day centre and carer groups to give out information about the practice and our patient group.

#### 1.3

Over the year 15 different patients were involved in the PPG. The PPG included 9 female patients and 6 male patients aged from 18 to 85. These patients came from the areas of Histon, Cottenham and Impington. Some of the PPG members are carers. We recognise the PPG is not fully representative of the practice demographics.

#### 1.4

One of our action plan objectives from 2013-2014 was to establish a Virtual Patient Reference Group to make patient engagement more broadly reflect our patient group. We now have an established Virtual Patient Reference Group. We had set a target of raising the number of patients in our group to 565 patients to our group, over the course of the year 581 patients Were members of the group (deductions were due to patients leaving the practice). Our current group has 542 members.

### **Demographics**

#### Carers

49 patients said that they are carers

#### Sex

315 Female (58%) 227 Male (42%).

#### Age

4 Patient aged Under 16 - 0.7%  
97 Patients aged between 17-24 – 17.9%  
149 Patients aged between 25-34 – 27.5%  
96 Patients aged between 35-44 – 17.7%  
89 Patients aged between 45-54 – 16.4%  
58 Patients aged between 55-64 – 10.7%  
30 Patients aged between 65-74 – 5.5%  
17 Patients aged between 75-84 – 3.1%  
2 Patient aged Over 84 - 0.4%

#### Ethnicity

407 Patients who are White:British – 76.2%  
45 Patients who are Any other Background – 8.4%  
16 Patients who are Asian Indian or British Indian - 3%  
9 Patient who is Chinese – 1.7%  
4 Patient who is Black African or British African – 0.7%  
4 Patient who is any other Black background – 0.7%  
4 Patient who is White:Irish – 0.7%  
2 Patients who are Mixed:White and Black African/Caribbean – 0.4%  
2 Patients who are Mixed:White and Asian – 0.4%  
2 Patients who are any other Mixed background – 0.4%  
2 Patients who are any other Asian background – 0.4%  
44 Patients refused or not stated – 8.3%

The geographical areas with a member on the VPRG include Cottenham, Girton, Histon, Impington, Landbeach, Oakington and Rampton. We don't currently have a representative from Dry Drayton or Longstanton. (This increased to 557 on 31.3.14)

## **2.0 Methods for Agreeing Priorities for the Local Practice Survey**

### 2.1

At our July 2013 PPG meeting we discussed the Patient Survey and we agreed to use the latest GPAQ survey. Our PPG were happy to adopt this and did not wish to change it in any way.

### 2.2

The PPG agreed that the GPAQ Survey covered all areas which they felt were important.

- Reception services
- Opening Hours
- Contacting the Surgery
- Appointments

- Quality of the consultation with the doctors and nurses

### **3.0 Details and Results of the Practice Survey**

#### 3.1

The practice survey was discussed at the 2.7.13 PPG Meeting. The latest version of the GPAQ survey was circulated. It was agreed to use this survey and no changes were requested by the PPG. The PPG had the opportunity to add, change or remove any questions.

#### 3.2

The practice conducted the survey in-house and survey forms were offered to all patients who came in to the surgery between the dates the survey was running. The survey was also available on the web site during this period and was emailed out to all members of our Virtual Patient Reference Group. This was a fillable pdf so this could be emailed back or printed off and returned.

#### 3.3

The results were collated and analysed using the GPAQ Excel sheet. All comments were also collated and sorted by theme.

#### 3.4

The survey was carried out between the middle of October and the middle of November and we received 994 completed questionnaires. (8.5% of our list size).

A copy of the survey results can be found in appendix A of this report and a copy of this report is published on the practice web site at [www.firshouse.com](http://www.firshouse.com)

### **4.0 Discussing the Survey Results with the PPG**

#### 4.1

Early results of the survey were shared at the 14.1.14 PPG meeting. The results were further discussed at our meeting on 18.3.14. Some PPG members wanted to see comparison between this and the previous survey, this was provided at the meeting on 18.3.14 where possible but the survey was the new version of GPAQ which meant some of the questions were different and also the scoring was different so you could not directly compare the survey in all areas.

### **5.0 Agreeing the Action Plan with the PPG**

#### 5.1

The action plan can be found in Appendix B of this report and on the surgery web site [www.firshouse.com](http://www.firshouse.com)

#### 5.2

Areas for our action plan were proposed at the 18.3.14 meeting. The PPG discussed the first draft of the action plan at this meeting. PPG Members were given time to reflect on the plan before sending in any final comments by 28<sup>th</sup> March to give us time to adjust and publish by 31.3.14.

#### 5.3

There were a vast number of comments in our survey and we intend to respond to common themes by publishing a frequently asked questions section on the web site during May 2014.

#### 5.4

No contractual changes are being considered.

## 6.1

The patient participation report will be published on the surgery website [www.firshouse.com](http://www.firshouse.com) in the news section and later moved to the patient participation section.

## 6.2

All of the objectives of the 2013-2014 Action Plan were achieved. The plan was monitored throughout the year in our internal practice meetings.

We have reviewed our telephone access and have decided to upgrade our telephone system to a digital system over the next 6 months. This will enable us to increase line capacity at busy times of the day. We will also have direct dial numbers to take non patient calls away from the patient telephone numbers.

The PPG linked closely with the Cam Health Patient Forum and the minutes were shared with the whole PPG.

Our PPG held an event on Mediterranean diet and its effect on the heart in March 2014. This was very well attended and the feedback forms are currently being evaluated.

We ran a 7 week carer course with crossroads, 12 patients attended this. We ran evening sessions for and the surgery achieved carer surgery of the month after running this course.

## 6.3 Opening Hours

### Histon

Monday - Friday                      8.00am – 13.00                      14.00 – 18.00 pm

### Cottenham

Monday - Friday                      8.00am – 12.00                      14.00 – 18.00 pm

The surgery closes over the lunch time period. Patients can access the surgery for anything urgent by telephone during the closure period.

## 6.4 Extended Hours

Extended Hours are provided on

- Saturday - Mornings
- Tuesday - evenings
- Wednesday – early mornings

The sessions are not held every week but these appointments are offered out in the same way as other appointments and are fully utilised. Since 1<sup>st</sup> April 2012 we have published the extended hours for each quarter at the start of that quarter to raise patient awareness of them. We provide 74.5 Hours per quarter.

## 7.0 Declaration

The practice confirms that this report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14

Signed and submitted to the NHS England and on the practice website on behalf of the practice by

Helen Wiseman  
Designation : Practice Manager

Signed     *H. Wiseman*      
Date : 18<sup>th</sup> March 2014

Dr. Simon Poole  
Designation : GP Lead for Patient Participation

Signed     *S. Poole*      
Date : 18<sup>th</sup> March 2014

## Appendix A

### Patient Satisfaction Survey Results October to November 2013

#### Introduction

We ran the GPAQ R Survey (most up to date version), with no alternations. The survey was carried out between the middle of October and the middle of November 2013. It was offered to all patients who came in to the surgery during this time. In addition to this it was emailed out to all Virtual Patient Group Reference Members and was available on the practice web site.

In total 994 surveys were fully completed. If a survey was only partially completed we still included any comments from the survey in our analysis of comments section.

#### How helpful are the receptionists

98% Very or fairly helpful

1.7% Not very helpful

0.3% Not helpful at all

#### How easy is it to get through to the practice on the phone

75.5% Very or Fairly easy

24.5% Not very easy/Not at all easy

#### How easy is it to speak to a doctor or nurse on the phone

61.2% Very or Fairly easy

11.3% Not very easy/Not at all easy

27.4% Have not tried

#### If you need to see a GP urgently can you usually be seen on the same day?

90.7% Yes

9.3% No

#### Is it important to be able to book ahead of time?

89.6% Yes

13.7% No

#### How easy is it to book ahead of time?

79.8% Very or Fairly easy

21.1% Not very easy/Not at all easy

#### How do you normally book appointments?

24.3% In Person

60.5% Telephone

15.2% On Line

#### Which method would you prefer?

21.4% In Person

49.2% Telephone

29.4% On Line

#### When wanting to see a particular Doctor, How quickly do you usually get seen?

17.9% Same Day or next

29.4% 2-4 days

52.7% 5 days or more

#### How do you rate this?

70.8% Good or Above

18.8% Satisfactory

10.4% Poor or Below

#### When willing to see any Doctor, how quickly do you usually get seen?

63.2% Same Day or next

28% 2-4 days

8.8% 5 days or more

#### How do you rate this?

85% Good or Above

10% Satisfactory

5% Poor or Below

**Thinking of your most recent consultation with a doctor or nurse**

**How long did you wait for your consultation to start?**

25.4%	Less than 5 mins
35.3%	5-10 mins
22.6%	11-20 mins
11.6%	21-30 mins
5.6%	More than 30 mins

**How do you rate this?**

69.7% Good or above	23.7% Satisfactory	6.6% Poor or below
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**GP**

**How good was the last GP you saw at each of the following?**

**Putting you at ease?**

99.8%	Very Good or Good
0.2%	Satisfactory
0%	Poor or below

**Being polite and considerate?**

99.5%	Very Good/Good
0.5%	Satisfactory
0%	Poor or below

**Listening to you?**

99.1%	Very Good/Good
0.9 %	Satisfactory
0%	Poor or below

**Giving you enough time?**

97.8%	Very Good/Good
2.2 %	Satisfactory
0%	Poor or below

**Assessing your medical condition?**

97.8%	Very Good/Good
2.2 %	Satisfactory
0%	Poor or below

**Explaining your condition and treatment?**

96.4%	Very Good/Good
3.6 %	Satisfactory
0%	Poor or below

**Involving you in decisions about your care?**

97.7%	Very Good/Good
1.9 %	Satisfactory
0.5%	Poor or below

**Providing and arranging treatment?**

97.8%	Very Good/Good
1.9 %	Satisfactory
0.3%	Poor or below

**Do you have confidence that the GP is honest and trustworthy?**

100%	Yes
0%	No

**Practice Nurses**

**How good was the last nurse you saw at each of the following?**

**Putting you at ease?**

97.9%	Very Good or Good
1.9%	Satisfactory
0.2%	Poor or below

**Explaining your condition/treatment**

95.8%	Very Good or Good
3.6%	Satisfactory
0.5%	Poor or below

**Listening to you**

97.7%	Very Good or Good
1.5%	Fair
0.8%	Poor or below

**Giving you enough time?**

98%	Very Good/Good
1.6 %	Satisfactory
0.4%	Poor or below

**Involving you in decisions about your care?**

95.4%	Very Good/Good
4.6 %	Satisfactory
0%	Poor or below

**Providing or arranging treatment?**

95.4%	Very Good/Good
4.6 %	Satisfactory
0%	Poor or below

**Do you have confidence that the doctor will keep your information confidential?**

99.8% Yes  
0.2% No

**Would you be completely happy to see this GP again?**

99.7% Yes  
0.3% No

**Would you be completely happy to see this nurse again?**

98% Yes  
2% No

**Is your GP practice currently open at times that are convenient to you?**

81.9% of patients said the surgery is open at convenient times  
18.1% of patients said the surgery is not open at convenient times

**Which of the following additional opening hours would make it easier for you to see or speak to someone?** (These results are based on the 18.1% of patients above who said No)

16.2% Before 8am	11.1% Lunchtime	24% after 6.30pm
31.2% Saturday	13% Sunday	4.5% None of these

**Is there a particular GP you usually prefer to see or speak to?**

63.6% of patients said there is a particular GP they prefer to see or speak to  
36.4% of patients said there is not a particular GP they prefer to see or speak to

**How often do you see or speak to the GP you prefer?** (Patients who said yes above)

33% Almost always	32.2% A lot of the time
24% Some of the time	6.7% Almost never
0% Not tried	

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

**Understand your health problems?**

84.4% Very Well	9.3% Unsure
1.8% Not very well	4.5% Does not apply

**Cope with your health problems**

80.8% Very Well	11.4% Unsure
1.4% Not very well	6.4% Does not apply

**Keep yourself healthy**

72.6% Very Well	15.3% Unsure
2.6% Not very well	9.5% Does not apply

**Overall, how would you describe your experience of your GP surgery?**

96.1% Good or above	2.7% Fair
1.2% Poor	0% Very Poor

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

76.7% Yes, Definitely	21.4% Yes, Probably	Combined Yes = 98.1%
1.6% No, Probably not	0.2% No Definitely not	0% Don't Know

**Sex**

37.7% male                      62.3% female



**Age**

3.8% under 16, 37.3% 16-44, 31.7% 45-64, 14.5% 65-74, 12.6% 75 or over

**Do you have a long standing health condition?**

52.6% Yes 45.1% No

**Employment Status**

52.6% Employed/Self-employed, 1.5% Seeking work, 2.7% Long term sick, 7.1% School/Full Time Education, 6.6% caring for home/family, 28.2% Retired, 1.3% Other

**Do you have a longstanding health condition?**

54.9 Yes, 45.1% No, 0% Not Known

**Ethnicity**

96% White, 0.7% Black/ Black British, 1% Asian/Asian British, 1.3% Mixed, 0.4% Chinese, 0.5% Other

**Conclusions**

The number of patients who found it easy to speak to a doctor or nurse on the phone increased by just over 4%. The number of patients who found it easy to get through on the telephone access was easy has slightly reduced by 3.5%, this is something we plan to address over the next 6 months, we are currently looking at a new telephone system and aim to increase the number of patients using on line access to book appointments and order repeat medication.

We did see a large increase in the number of patients using on line services and also note that more patients specify this as the preferred method so we would like to include this in our action plan for the coming year.

There were a number of comments about the surgery premises being outdated, the practice is aware we need to update areas, but we are currently having to focus on the improvements required to meet CQC standards. This year we refurbished 4 clinical rooms changing the flooring and decorating. We have a premises improvement plan but need to focus on treatment areas before the waiting areas. We have refurbished the patient toilets at the Histon site this year as well.

We were very pleased that 98.1% of our patients would recommend us this is a 3% increase on last year. Patient satisfaction with our reception staff also remains high.

**Appendix B - Firs House Surgery Patient Participation Action Plan April 2014 – March 2015 (Draft)**

**Overall Responsibility: Dr. Simon Poole** (KEY PM = Practice Manager PPG = Patient Participation Group PN = Practice Nurse SBP = Dr. Poole)

Objective	Actions	Milestones	Lead	Timescale	Success Criteria
1. Improve patient engagement and ensure the PPG and VPRG are representative	Maintain and increase membership of the PPG (PPG) and Virtual patient reference group (VPRG). To aim to widen representation to 5% of the practice list size. (580 patients) and to make the group as representative as possible. To try to engage with underrepresented groups. To develop links between the PPG and VPRG.  To consider using social networking/electronic media to link to more patients.	TBC by working group to be set up in April 2014	PM/PPG	ongoing	TBC
2. Communicate news and information to patients regarding the practice, PPG and other health issues.	Produce 3 Practice Newsletters Sprint, Autumn and New Year  Update the practice web site at regular intervals  PPG in collaboration with the practice, to plan topics for health-related community events e.g. Prostate Cancer, Heart Start etc.	Publish & Circulate  Monthly update of web site  TBC	PM/PPG  PM  PPG/SBP	4 monthly  monthly  ongoing	Newsletters Published  Site up to date  Positive Feedback from events
3. Improve Telephone Access.	To improve telephone access through implementation of a new telephone system to give a better patient experience.  To increase the number of patients using on line services to reduce demand on the telephone lines.	Obtain Quotes  Project Plan  Implement System	PM	Autumn 2014	Audit or local survey to show Good telephone access
4. To increase electronic communication with patients	To increase the number of patients with consent for SMS and email communication.  To offer appointment reminders to patients for practice appointments and also confirmation of first hospital appointments by SMS/Email.	TBC	PM	Ongoing	TBC
5. PPG to actively engage with the clinical commissioning group.	PPPG to be involved in public consultations or information events arranged through the CCG.  PPG to identify where appropriate issues affecting local NHS service, and share good practice between PPGs through the Patients 'Form.	PPG Represented at CCG events.  Issues raised through the PPG Chair or deputy, at Patient's forum meetings.	PPG Chair	Ongoing	Evidence of positive contribution to Cam Health Patient's Forum