

## **Patient Participation Group UPWELL STREET SURGERY**

### **March 2014**

The Practice continues to support a Patient Participation Group in line with recommendations from the Department of Health, but also to enable patients to give feedback and views on the services offered by the practice.

In setting up the group the practice wished to engage patients who were representative of our registered population. Every effort was made to encourage patients to come forward from all age groups and backgrounds.

We have actively encouraged patients to join the Group by advertising in the surgery and on the practice website as well as speaking to patients either when visiting the surgery or via the telephone. We have also made attempts to encourage members of the growing Slovak community to attend the Group. To date we have not been successful but we will continue to encourage slovak patients to become more involved with the patient participation group.

As well as targeting patients when they visited or contacted the surgery, the practice contacted a cross section of patients, representative of the patient population in terms of age, gender and ethnic origin. Whilst patients when asked if they would like to join the Group are very complimentary of the surgery, many are reluctant to participate. Overall, responses to approaches made were poor and although some patients initially indicated they would be interested in joining the group the actual numbers of patients who came along to a meeting was low. The Group continues to be advertised in the surgery and on the website.

### **PATIENT PARTICIPATION GROUP MEETINGS**

Patient Group meetings were held in May 2013 with follow up meetings in August 2013, October 2013 and March 2014. Throughout the year the practice manager has spoken and communicated with group members by telephone and letter. The next meeting is scheduled for May 2014 and will be advertised both in the surgery and on the website. We will also look to other ways of raising awareness of the Group to patients, for example by adding brief details of the Group on prescriptions along with the dates of meetings and advertising in local Community Group forums (for example PACA)

During the year membership of the Group has been maintained at 11 regular members – 5 female and 6 male. 72% of the membership is age range 50 and above. Ten members of the group are White/British with one Asian representative.

At the Meeting in May 2013 we reviewed the function of the Group and encouraged members to raise any issues of immediate concern. The Group also gave feedback and suggestions following the survey held in February/March 2014. The Group was made aware of the financial and other constraints and assured that the practice would focus on implementing any findings from the survey within these constraints.

Priorities for the group continued to be around patient care both at surgery level and what is provided by the hospitals

They wished to ensure :-

- patient care within the surgery was maintained at the current high levels
- changes to how primary care is to be managed does not impede on quality of services to patients or its availability
- changes to services and how they are delivered are communicated effectively to the practice population and access to secondary care services is not compromised

The practice manager outlined the purpose of the provider company being considered for the North locality. Creating a provider company for North locality practices was seen as a necessary step. This was needed in response to growing competition for the delivery of health care services from potential providers (for example commercial companies). A steering group had been set up in the North to look at the possibility of creating a provider company with membership drawn from clinicians, practice managers and the North Patient Participation Group.

At the meeting in August 2013 the discussion was mainly about the new 111 service. There had been much in the press regarding problems in some parts of the country with the service. Members were keen to receive any feedback about the service in Sheffield and whether the practice had encountered any problems with this new Out of Hours service. The practice manager advised members that the service appeared to be working well and that we had not received any adverse reactions to the 111 service. There was also a discussion regarding the needs of and the support available to the growing slovak community in the area. Again the practice manager acknowledged the concern for this group and confirmed that we were in discussions within the Pitsmoor GPA and also more widely via the North Practice Manager network to consider what action was needed to support this part of the population in the North.

At the follow up meeting in October 2013 patient representatives agreed the format for the 2013 patient survey. The practice manager updated members on the progress of the Sheffield Clinical Commissioning Group and the work of the Pitsmoor Group Practice Association – where the principal aim was working together to improve care across the community. The practice manager updated members on the influenza campaign which had run smoothly this year and that the practice had not had any difficulty in securing vaccines. The issue of antisocial behaviour in the area was raised and the problems with articles in the press – which showed the area, in the opinion of members, in a negative light. The practice manager acknowledged that there had been some problems within the wider area but that the practice had not experienced any difficulties with patients from particular groups in surgery. It was a concern for the members and it was agreed to be aware of what was happening, acknowledging that anti social behaviour was more of an issue in the Page Hall/Firth Park areas.

The outcomes of the feedback from the 2014 survey were discussed at the March 2014 meeting and it was agreed to hold a more detailed discussion when the group met again in May 2014. However, attendees again were pleased with the

overall findings in that the majority of respondents were pleased with the high quality and level of service available in the practice. The practice manager also outlined the work of the Care Quality Commission (CQC) and that all practices would be reviewed over the coming 12 months. The practice manager asked if any members of the group would be able to speak to any CQC inspector visiting the surgery. All members said they would, provided they were available, to speak to any CQC assessor as and when required. It was agreed to spend time at the next meeting on CQC. The practice manager also outlined the progress towards increasing consulting facilities within the surgery. It was anticipated that this work would be completed by the end of April. The practice continues to be a training practice and will continue to employ registrars. Usually a registrar attachment lasts for 12 months. However, in December 2013, the registrar attachment was transferred to another surgery due to the absence of the lead GP trainer from the surgery (due to an accident). However, a new registrar joined the surgery for a 6 month term in February 2014 and was again proving a success with patients.

## **PATIENT SURVEY**

A survey was conducted during February/ March 2014. Please see the attachments below for the survey questionnaire and the results of this survey. Patients attending the surgery were invited to complete a questionnaire.

Following the survey the practice manager contacted all patients who had indicated they might be interested in joining the Patient Participation Group. Patients were contacted either by letter, telephone or SMS text message initially. The results of the survey were collated by the practice manager. The practice is now taking action to take forward suggestions to improve the services offered to patients.

## **ACTIONS FOR THE SURVEY**

**The practice will take action to:-**

- Promote the services of the practice to patients within the surgery and also promote the practice website.
- Regularly review all leaflets to ensure this clearly reflects how patients can access the services available to them.
- Update Patient group members on the implementation of the changes in how primary care services are to be funded.
- Update Patient Group members on the work of the Group Practice Association
- Continually review the appointment system - this was the area of most concern to the majority of patients - the surgery along with the Patient Participation Group will work to improving access to medical care within the practice.

## **ACTION PLAN IN RESPONSE TO PATIENT FEEDBACK**

**To report to PPG members at each meeting:**

- The number of non attendances for pre booked appointments and any action taken
- The patient population of the practice and whether the trend of increasing patients numbers is continuing along with the make up of the patient population
- How we advertise practice services within the surgery, on line and in other suitable locations (ie Community Group venues)
- Progress and success in communicating with all parts of the practice community taking account of diversity and needs of groups where English is not the first language.
- To continue to promote the website to patients via posters in the surgery, adding the website address to letterheads, surgery leaflets etc, and messaging on prescriptions and to look to providing information on the website in other languages

**- By May 2014**

- To meet with patient group members to discuss the findings of the 2014 survey
- To promote the online prescription service and online appointment booking service to patients by signage in the surgery, messages on prescriptions, website
- To promote the electronic prescribing service to patients by signage in the surgery, messages on prescriptions and on the website
- To continue to ensure the website includes accurate clear information for patients on the services, who to contact and useful health information
- To feedback to Patient Group members progress towards increasing the clinical consulting facilities within the practice

**- By September 2014**

- To update patient group members on the work of the Group Practice Association and the delivery of enhanced clinical services within the Practice
- To update the group on new initiatives as they are developed to support patient care at primary care level
- To update members on the provider company
- To update members on CQC

## **NEXT PATIENT GROUP MEETING**

The next meeting is planned for Friday 9 May 2014 commencing at 1.00pm for 1.15 pm at the Surgery, 93 Upwell Street. All patients will be invited to attend, through advertisement on the website and signage in the surgery along with a invitation included on prescriptions, or they can contact the practice manager by telephone on 03451202826 or by email: [sheccg.upwellstsurgery@nhs.net](mailto:sheccg.upwellstsurgery@nhs.net) adding in the subject box 'for attention of the practice manager'

## **SURGERY OPENING TIMES**

The surgery is open everyday for patients to contact the surgery as set out below

Monday 08:40 - 12:30, 12:30 - 18:00  
Tuesday 08:40 - 12:30, 12:30 - 18:00  
Wednesday 08:40 - 12:30, 14:30 - 18:00  
Thursday 08:40 - 12:30  
Friday 08:40 - 12:30, 12:30 - 18:00

## **Surgery Appointment Times**

Appointments are available during the following times with Doctors and the Nursing Team :

Monday 08:40 - 12:00, 15:10 - 17:50  
Tuesday 08:40 - 12:00, 15:10 - 17:50  
Wednesday 08:40 - 12:00, 15:10 - 17:50  
Thursday 08.40 - 12:00  
Friday 08:40 - 12:00, 15:10 - 17:50  
Saturday 09:30 - 11:00  
Sunday Closed

Patients are advised that appointments can be made in person or by phoning the appointment line on **03451 202826**

In addition to regular surgery opening times under the enhanced services agreement a surgery is held each Saturday morning for pre-booked appointments.

The surgery closes on Sundays and Bank Holidays. Patients are redirected to the out of hours service during these times. Patients are also transferred to the out of

hours service each weekday between 12.30 - 2.30 pm, when the surgery is closed, and on Saturdays and Sundays.

Information on the practice leaflets and on the website advises patients if they need an urgent appointment to make that clear to the receptionist.

Also patients can ask the receptionist to ask a doctor to call them. Doctors will call patients back on the same day.

### **Downloads**



survey  
questionnaire 2014.



Patient participation  
survey feedback sum