

Patient Participation Group UPWELL STREET SURGERY

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.

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. However, response was poor and although some patients initially indicated they would be interested in joining such a 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 2012 with follow up meetings in January 2013 and February 2013. Throughout the year the practice manager has spoken and communicated with group members by telephone and letter. The next meeting is scheduled for April 2013 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)

Currently membership of the Group has increased from seven regular members of the group to eleven – seven female and four male. 63%% 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 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 2012. The Group was made aware of the financial and other constraints and were assured that the practice would focus on implementing any findings from the survey within these constraints.

Priorities for the group were to ensure :-

- patient care 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
- changes to services and how they are delivered are communicated effectively to the practice population

One concern was patient comments on getting appointments. An open discussion was held regarding the level of non attendance for pre booked appointments and even appointments made on the same day. It was agreed to monitor the level of non attendance and to discuss within the practice ways of tackling this. The Group also discussed the forthcoming changes to the structure of how primary care services would be managed from April 2013.

At the follow up meeting in January 2013 patient representatives agreed the format for the 2013 patient survey. The practice manager gave a short presentation on the progress of the Sheffield Clinical Commissioning Group, following its success in securing authorization from the NHS Commissioning Board. Patient group members had been sent a copy of the letter sent by the Board confirming authorisation. The practice manager updated members on the influenza campaign following national coverage of the shortage of vaccines. Even though the practice had been let down by a supplier, sufficient vaccines had been secured through other suppliers to meet the needs of the practice population. Patient Group members were appreciative of the practices and processes in place to ensure patient needs continued to be met.

The meeting held in February welcomed a new member. Again, members were interested in the developments and changes to how primary care services were to be managed in the future. The practice manager outlined the changes which would take place from April 2013 with the launch of the CCG. A key topic for discussion was the new 111 service, patient representatives were keen to ensure that patients would not suffer as a result of changes to out of hours services. The practice manager explained how the transition would be handled and that once the launch date was finally confirmed then information would be available for patients. One member had attended the North Consortium Patient Group and would feed back at the next meeting of the Group. The Group also welcomed that the Practice was a Training Practice and as well as F2 trainees a Registrar would be with the practice until mid August.

It was agreed that at the next meeting the Group would focus on appointments and the concern at the high level of non attendance for both pre booked and booked on the day appointments. Figures for non attendance were circa 200 plus missed appointments per month. The Group suggested posting numbers of missed appointments each week in the surgery for patients – highlighting the impact this had on the practice and its patients.

PATIENT SURVEY

A survey was conducted during February 2013. 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 (which were also discussed with the Patient Participation Group at the March 2012 meeting).

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.
- 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 continue to look at how we advertise practice services within the surgery, on line and in other suitable locations (ie Community Group venues)
- To look at how best to communicate across the practice community taking account of diversity and needs of groups where English is not the first language.

– *By April 2013*

- To meet with patient group members to discuss the findings of the 2013 survey
- To promote the online prescription service to patients by signage in the surgery, messages on prescriptions, website
- To ensure the website includes accurate clear information for patients on the services, who to contact and useful health information

- *By May 2013*

- To feedback to Patient Group members a timetable to move to an 0114 number for patients to contact.
- To report back to members how the 111 service is working
- To report back to PPG at each meeting and take action (as appropriate) following analysis of non attendance for appointments

• *By June 2013*

- To continue to promote the website, once updated, 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

NEXT PATIENT GROUP MEETING

The next meeting is planned for Thursday 11 April 2013 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 08451202826 or by email : 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 **08451 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

[PATIENT PARTICIPATION survey mt 20 March 2013 .doc](#)

[Patient Participation Questionnaire MT draft Feb 13.doc](#)