

COLTISHALL MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Report of Activity and Survey Results

2016

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BACKGROUND

The Patient Participation Group (PPG) was formed in November 2008. There are currently 11 patient members of the group who meet at Coltishall surgery 3/4 times per annum.

Following the Patient survey for 2011/12 a "virtual" or reference group (PRG) was established. This currently has 52 patients who are happy to be contacted by email or letter to provide feedback and ideas for improvement. From this year they will be contacted after each quarterly meeting has taken place, with minutes from the meeting, and results of the annual survey. This keeps them informed of PPG involvement with the surgeries, and to seek feedback on any action plans or items discussed at meetings.

GROUP CONSTITUTION

The group's membership profiles are as follows:

PPG:-

Male 27% Female 73%

Age range 47 - 83

PRG:-

Male 39% Female 61%

Age range 33 - 84

Age

It was acknowledged very soon after formation of the original "face to face" group that representation from the younger age groups, i.e. below age 60, would be required to obtain a wider range of views, opinions and suggestions of the Practice. A virtual / email group was therefore formed which improved this representation, however, unfortunately there continues to be no representation from the under 24 age groups. Population data from the Broadland area shows the population in age groups 45+ is higher than National and Norfolk averages, and this would therefore suggest the PPG is closer to this demographic. It should also be considered that the Practice is more heavily used by patients in this age group.

Various endeavours have been made to recruit younger members. Invitations to join the groups and / or to offer further information are on the Practice website and specifically included in the PPG annual survey. In the last 4 years, distribution of survey forms at the flu clinics has of course included a larger number of younger patients attending for their children to receive intranasal flu vaccine; surveys were also distributed by health visitors at baby clinics, and were also available from local pharmacies. It is understood that this situation is typical of other Practices in the North Norfolk Area but the Group will continue in their efforts to recruit younger members.

Gender

The Practice has an almost equal split of Male / Female patients and, whilst the patient group membership has a higher female representation, they feel there are sufficient numbers of both Male / Female to obtain a balanced view.

Ethnic Background

The Practice has less than 1% of patients that are non-white British and within this 1% there is a spread of different backgrounds. Membership is open to all patients.

Other areas

The Practice area does not include any specific areas of deprivation and there is a wide spread of medical conditions within the group.

New PPG Group Members

It was decided at the end of 2016 that we should look to bolster patient attendance for the quarterly meetings to ensure we receive as much input as possible from patient representatives. Invites have been issued to some of the existing "virtual" group members, and we are pleased to see that these invites have been accepted, and look forward to welcoming the patients to future meetings.

PATIENT GROUP ACTIVITY IN THE LAST YEAR / 2017 to date

Meetings – The group held meetings in January, July and October 2016 and January and April 2017.

2015 Survey - Survey results were reviewed, and an action plan developed.

Waste Medicine - Supporting a nationwide campaign, a document was sent to local magazines to include in their publications. This information highlighted the importance of "Encouraging and supporting better use of prescribed medicines, Reducing the amount of unused and partially used medicines, and Improving patient safety".

CQC Inspection - Two members of the PPG met with the Inspectors during their visit to the Surgery. This gave an opportunity to promote the positive involvement that the group has representing patients views. The meeting also allowed promotion of the "Friends of the Surgeries", members of whom are also PPG representatives.

New Practice forms review - Several forms / website details that patients use were reviewed and updated to reflect a "patients perspective" of the documents.

Norfolk Deaf Association - Heidi Yates from the Association. During the presentation group members took part in a practical exercise that highlighted some of the issues that those who are deaf or hard of hearing patients have to live with. Leaflets are available at the surgeries that provide more information.

Infection Control - Nurse Clare Germany joined a group meeting to discuss this important, and probably underestimated issue. Specific details related to Hand Washing can be found from the link on the Practice website - Patient Participation Group.

National Association for Patient Participation – The Practice Group became affiliated members in September 2015, and updates are shared with group members.

Building extension to Coltishall Surgery – Since the previous report, the building work at Coltishall has taken place and is now complete. The surgery has received a lot of positive comments about the improvements that have taken place. As well as the surgeries recognising some aspects could be improved, the 2016 Patient Survey highlighted some areas that the PPG could look into, aspects that will be pursued in the coming months.

Patient Survey 2016 – For the sixth year, the Patient Group decided to run this helpful survey again to obtain feedback and monitor trends from the Practice population. The outcome and results of this survey are given below and have recently been published in the local parish newsletters and magazines.

ACTIONS TAKEN FROM THE 2015 SURVEY

Promotion of Online Services – The Survey again included the promotion of this service by asking why it was currently not used, and whether further information and help in setting this up would be of assistance. A step by step guide and offer of help from the Practice Team was sent to all those patients indicating an interest. A reminder of the service was also included in the Group Newsletter.

Improved confidentiality in the waiting area - It is still acknowledged that, in view of the layout and limitations of the building, this would remain an ongoing challenge at Spixworth surgery. The building changes at Coltishall include the screening of telephone call handling away from the open reception area and has provided greater confidentiality.

PATIENT SURVEY 2016

The questionnaire continued the theme of previous years specifically seeking feedback on:-

1. Ability to book appropriate appointments, both for urgent and routine matters.
2. Use and promotion of online services to book appointments and order repeat medication.
3. The service and care provided by all surgery staff and doctors.
4. Suggestions for improvements at the surgery.
5. Interest in joining the PPG.

New questions were added this year to rate the overall care and services received from the Practice.

Distribution of the Survey was achieved by:

- Handing out to all patients attending the two Saturday morning Flu clinics.
- Available from waiting rooms at both Coltishall & Spixworth Surgeries.
- Practice website contained a link to complete the survey electronically via the internet on 'Survey Monkey'.
- Practice website also contained a pdf version of the questionnaire which could be printed, completed and returned to the Practice.
- Reminders via Patient Calling Board, Automated Check-in and Patient Newsletter, News items on Practice website.

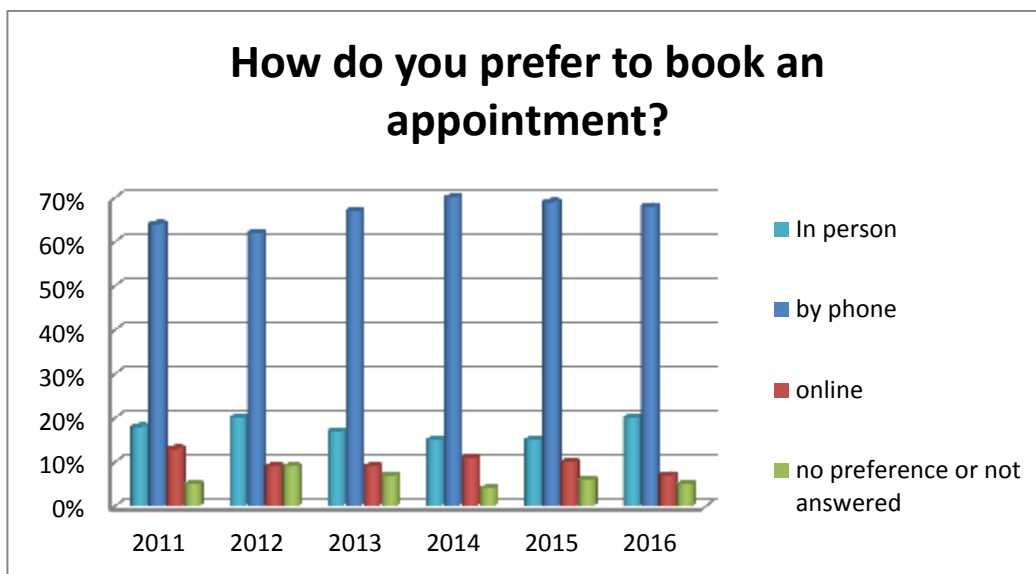
A copy of the Survey Questionnaire is provided in Appendix 1.

PATIENT SURVEY RESULTS

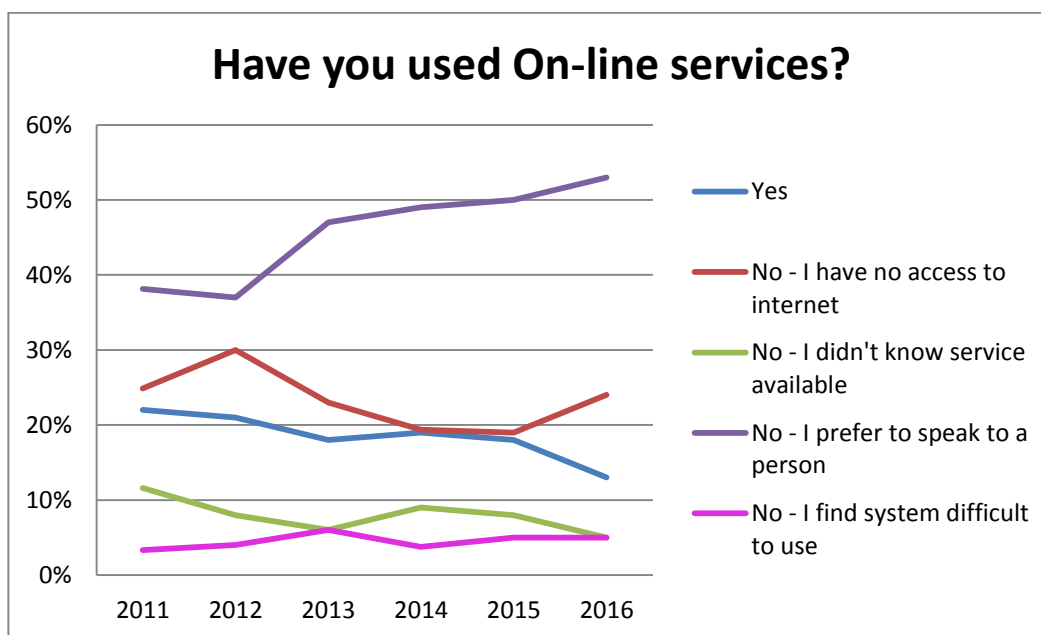
292 Responses were received

Illustrative tables of results for each question are shown below.

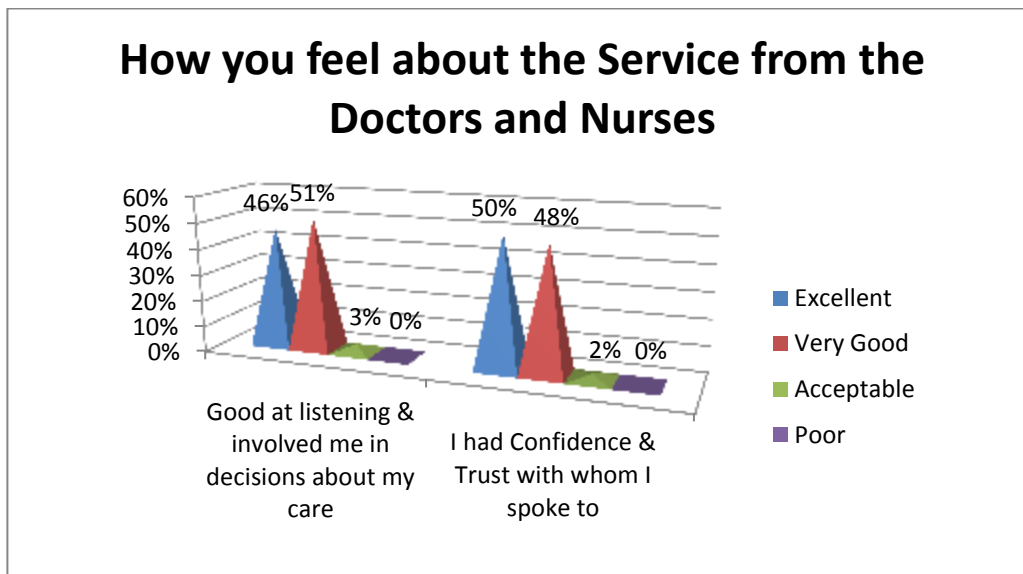
Q1.



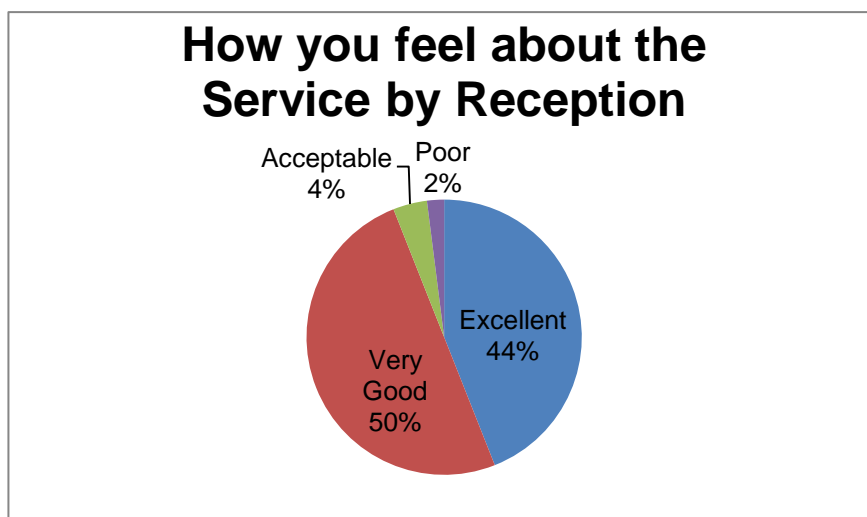
Q2.



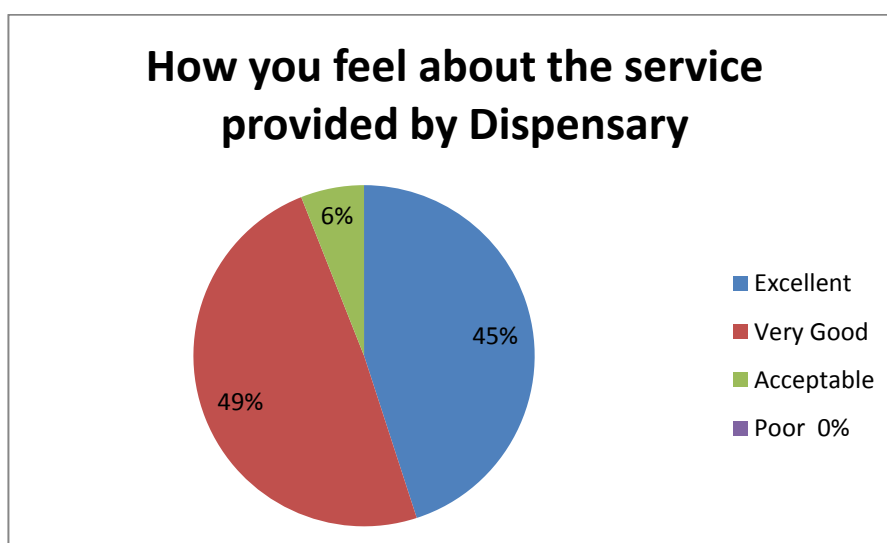
Q4.



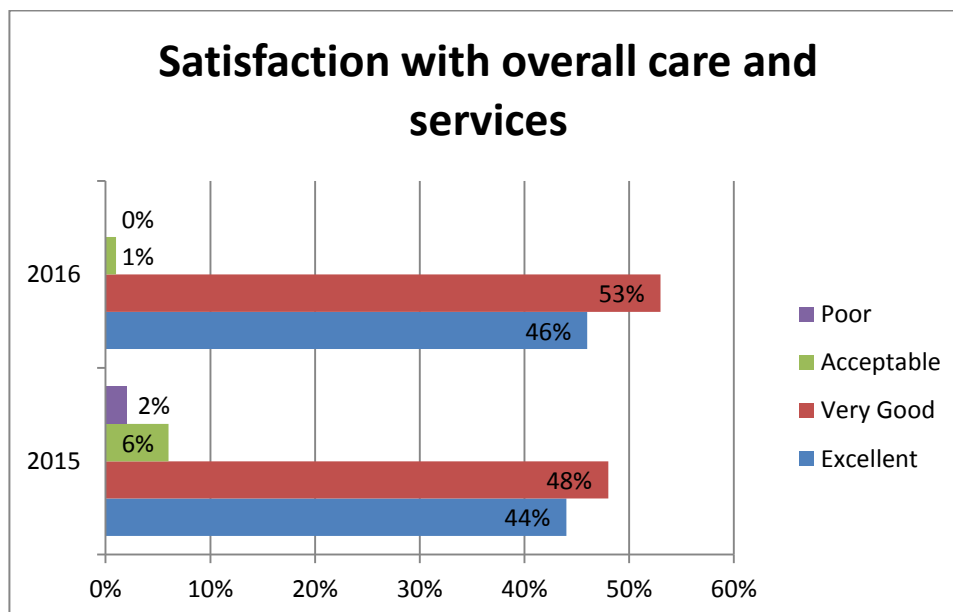
Q5.



Q6.



Q7.



22 Patients requested information about Online services

18 Patients expressed interest in becoming members of PPG

Positive Comments received from patients

Pharmacy at Spixworth is very good indeed.

Visiting nurses are very good when available.

This is a well run surgery (group). Excellent to myself in every way. A wonderful, well knit presence of people - doctors, nurses and all staff.

No improvements required.

No improvements. The all-round service is first class. On the rare occasion when I have needed to see a doctor quickly, I have been fitted in quickly.

Coltishall is extremely fortunate to have such a friendly and Brilliant surgery.

Spixworth - so so helpful, couldn't ask for a better service.

New improvements at Coltishall are excellent.

Love the improvements at Coltishall.

All the staff are excellent. I can't see how you can improve.

Unhappy or Improvement suggestions

Appointment times :-

Option for longer appointment for multiple problems.

Shorter waiting times to see doctors and nurses.

Do not appear to offer appointments within 2 – 3 days.

When you need to see your own doctor on a certain day, no appointments are available. You are told to ring next day at 8.00am, only to be told that no appointments are available on that day.

Thought needs to be given to the level of support at Spixworth - the village has grown, but facilities have not kept pace. It can be difficult to get appointments with doctors and nurses.

Evening surgeries at Spixworth.

Saturday morning surgeries.

Reception staff unhelpful and hostile.

More parking spaces / Stop non-patient parking!

PPG FEEDBACK ON THE SURVEY RESULTS

The survey showed that patients continue to prefer to book appointments by telephone, and that many do not use the online system as they either do not have access to the internet or they prefer to speak to a person.

ACTION PLAN

Survey Results – concise results have been published in local parish magazines as part of the latest Patient Newsletter dated March 2017; the full results being available from surgery waiting rooms and practice website.

Online Booking & Prescription Ordering – As in previous years, all patients requesting this information have been sent step by step instructions on how to register and use this service. The offer of further help from the Practice team will also be made.

Appointment System – the group will continue to work with the Practice considering ways in which the system can be improved and communicated to the patients.

Issues raised by patients in specifically related to Doctors, Nurses, Receptionists and Dispensary staff - These to be raised by Practice Manager in "team meetings" with all surgery staff.

Thank you to all patients who completed the 2016 Survey last year which has again provided the Group and Practice with very valuable feedback.

COLTISHALL & SPIXWORTH SURGERIES



ANNUAL PATIENT SURVEY 2016

***The Patient Participation Group,
in association with the Practice, would appreciate
you taking a few minutes to complete the enclosed
survey to which we have made a few changes this
year. Thank you***

***Alternatively you may complete the survey
online using the link from the surgery website
www.coltishallsurgery.nhs.uk***

Coltishall and Spixworth Surgeries Patient Participation Group acts as a communication channel between the Practice and its patients in order to enable the Practice to learn from the experience of their patients, contributing to the continuous improvement of care and services that are offered.

Please tick against the relevant answer.

A. Appointments at Coltishall and Spixworth Surgeries

**Q1. How do you prefer to book an appointment at the Surgery?
(please choose one answer only)**

By phone	
In person	
Online – www.coltishallsurgery.nhs.uk	
No preference	

Q2. Have you used the online services to book an appointment or to order a repeat prescription?

Yes – please go to Q4	
No	

Q3. If you have not used the online services, why is this?

No access to the internet	
Did not know this service was available	
Prefer to speak to a person	
Found the computer system difficult to use	

If you would like more information or help to use the online services to book appointments and order repeat prescriptions, please complete your details below.

Name _____
Email Address: _____ Tel: _____

B. Care & Services

Q4. How do you feel about the service provided by the Doctors and Nurses?

a) They were good at listening to me and involved me in decisions about my care

Excellent	Very Good	Acceptable	Poor

b) I had confidence and trust in the Doctors and Nurses I saw or spoke to

Excellent	Very Good	Acceptable	Poor

If you have answered Acceptable or Poor to Question 4, please let us know specifically where we need to improve:

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Q5. How do you feel about the service provided by the Receptionists?

Excellent	Very Good	Acceptable	Poor

Q6. How do you feel about the service provided by the Dispensary?

Excellent	Very Good	Acceptable	Poor	I do not use the Dispensary

If you have answered Acceptable or Poor to Question 5 or 6, please let us know specifically where we need to improve:

Q7. How would you rate the overall service and experience with the surgery staff?

Excellent	Very Good	Acceptable	Poor

If you have answered Acceptable or Poor to Question 7, please let us know specifically where we need to improve:

Q8. Are there any improvements you feel the Patient Participation Group should be working on?

Please give details and suggestions for improvement

If you would you be interested in joining the Patient Participation Group in the future, please give your details below:

Name _____	
Email Address: _____	Tel: _____

Thank you for completing this survey.

Details of the results and any actions planned will be advised in the Patient Group Newsletter and on the surgery website in 2017.

Once completed please return this survey no later than 31st December 2016.
By post - Patient Participation Group, Coltishall Medical Practice, St John's Close, Coltishall NR12 7HA.
By hand - place in the survey collection box in the waiting room at either Coltishall or Spixworth Surgeries.