

COLTISHALL MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Report of Activity and Survey Results 2015

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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 38 patients who are happy to be contacted by email or letter to provide feedback and ideas for improvement. They are contacted at least twice a year with minutes from meetings, results of survey 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 59 - 82

PRG:-

Male 29% Female 71%

Age range 32 - 83

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 make 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 last 3 years, distribution at the flu clinic 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 they 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.

PATIENT GROUP ACTIVITY IN THE LAST YEAR

Meetings – The group held meetings in April, July & October 2015 and January 2016.

Attendance of the North Norfolk Patient Conference March 2015

– full details of the conference are available from

http://www.northnorfolkccg.nhs.uk/sites/default/files/PPC%20Report.March2015_ACTCentreAylsham%20FINAL_0.pdf

Medicines Wastage Campaign – following the concerns discussed at the conference in March, Christine Walton, Prescribing Adviser for the NHS England Commission Support unit, was invited to give a presentation and provide more information to the Group in July last year. Following on from this, the Group included details of ways in which Patients can help reduce this wastage in their newsletter, published in local village magazines and publications.

Dementia Friends – A presentation was given by Janet Turton of North Norfolk CCG at the meeting in April last year, providing lots of information about dementia and how we can be better aware. All members attending the meeting received a Dementia Friend badge and completed a pledge to do something to support and understand people with dementia.

Preventing and Managing Falls – In October last year, Rebecca Champion from the North Norfolk CCG provided a very informative presentation to the group about falls. This included copies of guides from AGE UK, "Staying Steady" and "A Practical guide to Healthy Aging" plus some practical advice about how to prevent a fall.

National Association for Patient Participation – The Practice Group became affiliated members in September 2015.

Building extension to Coltishall Surgery – The group were shown the proposed plans for the surgery in January last year and gave their full support to the application for contributory funding from the NHS (Primary Care Infrastructure Fund). The Practice provided updates at each meeting and sought their views as to the adaptations and additions to the original plans.

Patient Survey 2015 – For the fifth 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 2014 SURVEY

Improvement with Appointment Availability – Last year in January, the PPG met with the East of England Ambulance Service who ran the 111 & out of hours service for North Norfolk. Promotion and understanding of the 111 service, to seek the most appropriate service i.e. pharmacy, guidance for treating minor illness prior to seeking a GP appointment was agreed as a positive way to improve appointment availability. This information together with a recommendation to extend the times between medication reviews (where appropriate) and the outcome of the survey was provided to the Practice to consider in their review of appointment demand and capacity.

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 - Whilst it was acknowledged that, in view of the layout and limitations of the building, this would remain an ongoing challenge at Spixworth surgery. The proposed building changes at Coltishall includes the screening of telephone call handling away from the open reception desk and should see greater confidentiality.

PATIENT SURVEY 2015

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. Suggestion for improvements at the surgery.
4. Interest in the PPG

A new question was added 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 2 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.

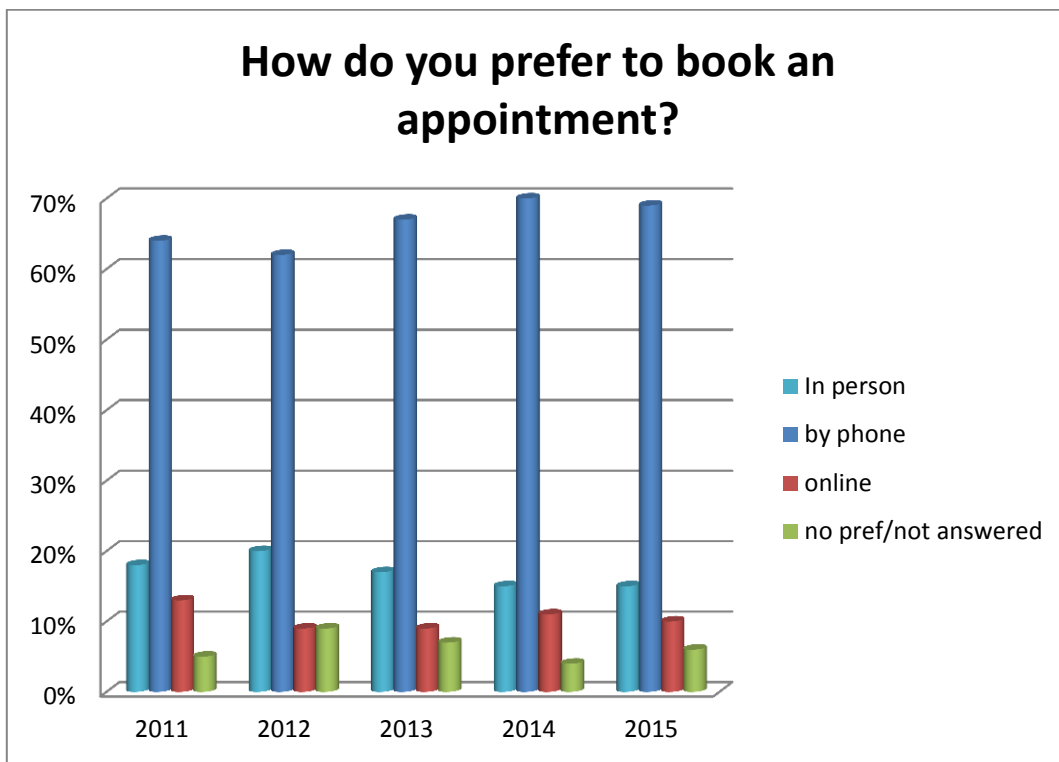
A copy of the Survey Questionnaire is provided in Appendix 1.

PATIENT SURVEY RESULTS

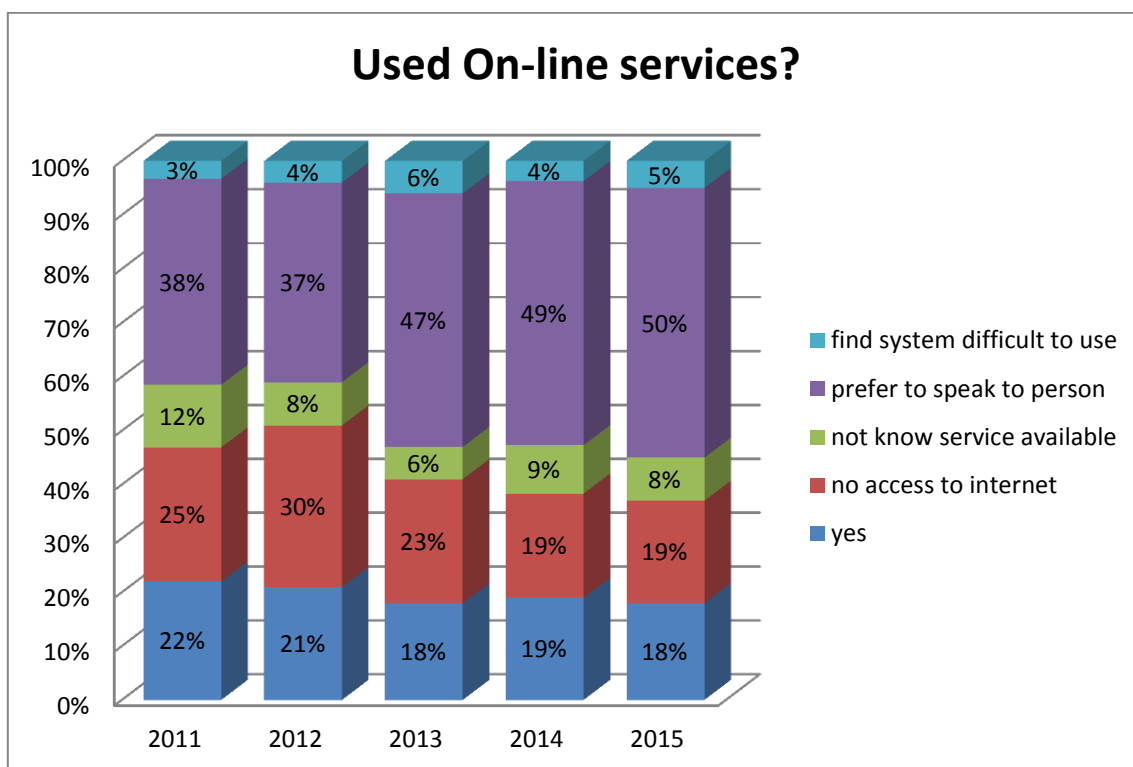
286 Responses were received

Illustrative tables of results for each question are shown below.

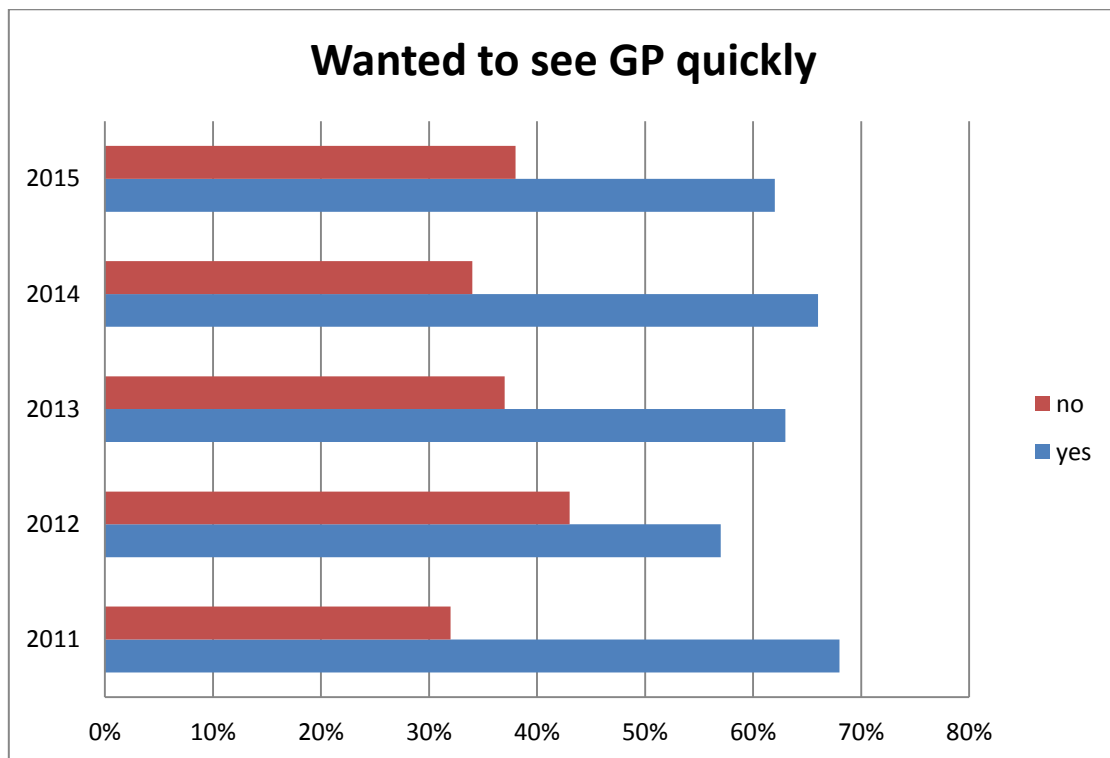
Q1.



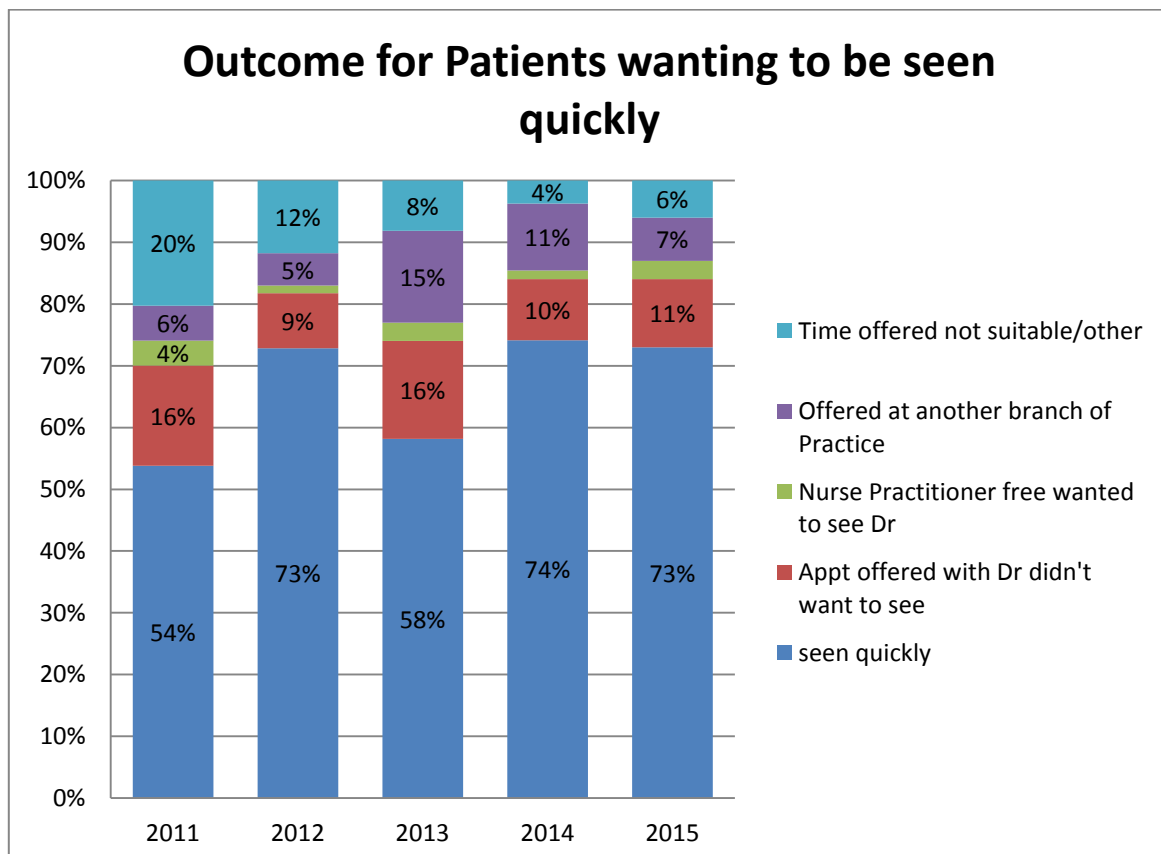
Q2.



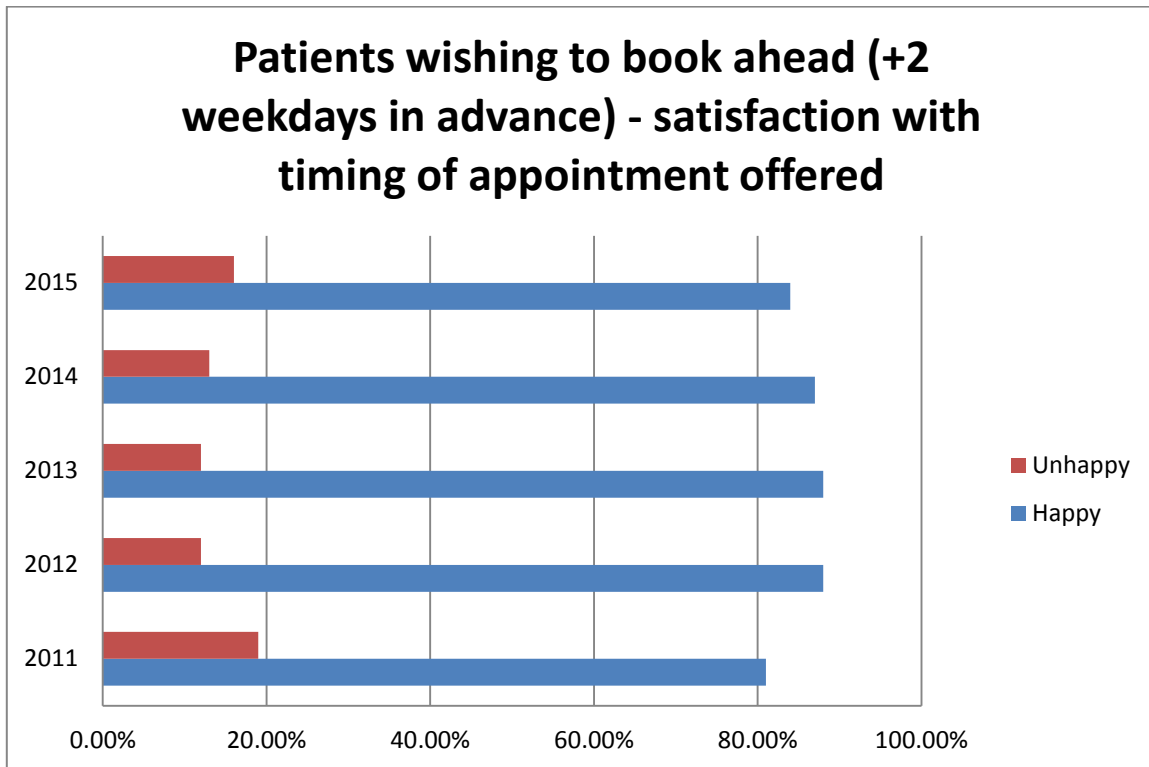
Q4.



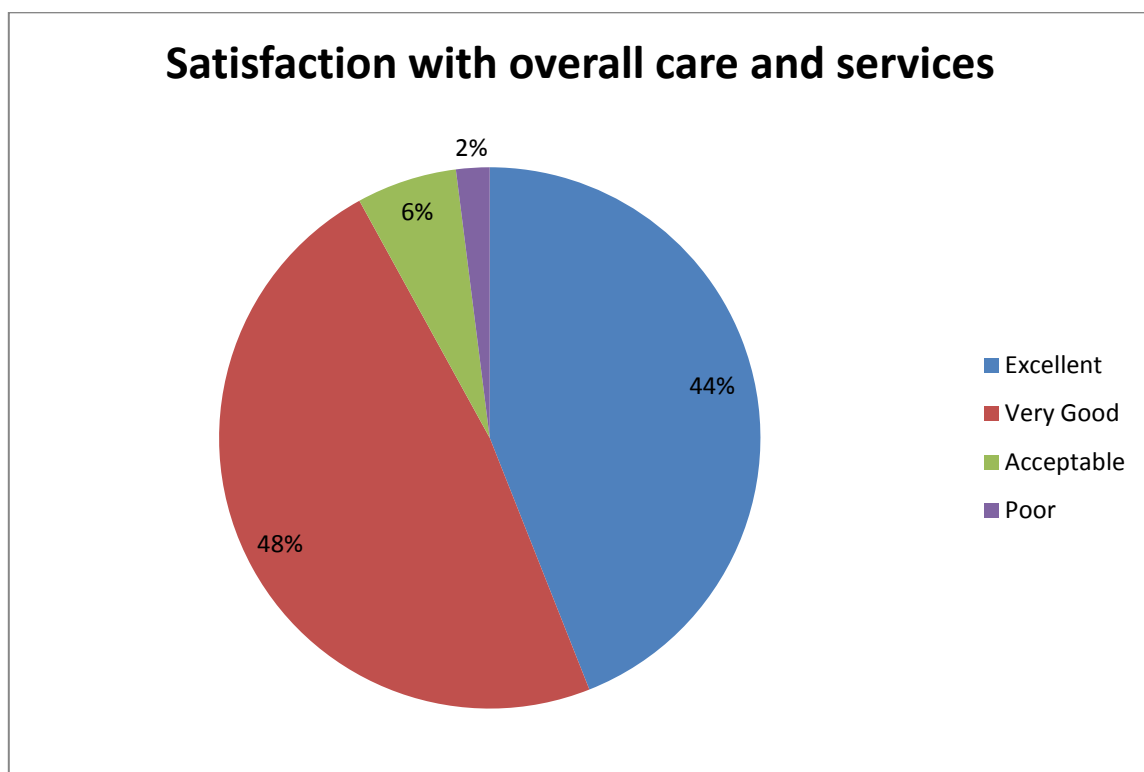
Q5.



Q7.



Q8.



20 Patients requested information about Online services

16 Patients expressed interest in becoming members of PPG

Comments – these are a summary of the observations mentioned.

Pleased
Carry on with your good work – helpful receptionists
The flu clinics ran like clockwork
Everything is just great as it is – thank you
Very grateful to the pharmacy for helping me manage my medication – thank you
The service and attention we receive from the doctors and all members of the surgery is outstanding. We are very fortunate
I would like to say how friendly and helpful your reception staff are, also professional
Telephone service by Doctor very good
Unhappy or Improvement required
Appointment times :- Option for longer appointment for multiple problems Shorter waiting times – do not like early appointments Do not appear to offer appointments within 2 – 3 days Could it be specified what is urgent? Access to nurse appointments online Open at weekends Long wait for non-urgent appointments Long period for replacement appointment if it is cancelled Text reminder for appointments Appointments not running on time More appointments at Spixworth Phone at Spixworth engaged
Reception staff unhelpful and hostile
More parking spaces

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.

It was very encouraging to see that a continued high percentage of patients had been able to book an appointment with a doctor fairly quickly, and that patients were happy with the appointment they were able to book ahead, although it is recognised that this has reduced from previous years.

It is hoped that the current works to extend the building and improve the reception and waiting area at Coltishall will address many of the building related comments.

The PPG will continue to collaborate with the Practice to assess the availability of appointments. The Practice have confirmed that they continue to assess the capacity and demand for appointments and pending the start of a new Doctor and Nurse Practitioner in August / September, Locum clinicians have been employed.

ACTION PLAN

Survey Results – to be published in the next Patient Newsletter in March 2016, and available from surgery waiting rooms, practice website and within the local parish newsletters.

Online Booking & Prescription Ordering – As in previous years, all patients requesting this information will be 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.

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

COLTISHALL & SPIXWORTH SURGERIES ANNUAL PATIENT SURVEY

The Patient Participation Group, in association with the Practice, would like to hear from you again this year.

Please take a few minutes to complete the enclosed survey Thank you

Alternatively you may complete the survey online using the link from the surgery website www.coltishallsurgery.co.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. Seeing a Doctor

Q4. In the past 6 months have you tried arranged to see a Doctor fairly quickly? By "fairly quickly" we mean on the same day or in the next two weekdays.

Yes	
No – please go to Q6	

Q5. If you weren't able to be seen fairly quickly, why was that?

Appointment was with a Doctor who I didn't want to see	
A Nurse Practitioner was free but I wanted to see a Doctor	
Was offered an appointment at a different branch of my surgery	
Time of appointment offered was unsuitable – please state reason:	

Q6. In the past 6 months, have you tried to book ahead for an appointment with a Doctor? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

Yes	
No – please go to Q8	

Q7. If you have tried to book ahead for an appointment with a Doctor in the past 6 months, were you happy that the appointment time was appropriate? Please tick as appropriate.

	My appointment was within 1 week	My appointment was within 2 weeks	My appointment was within 3 weeks	My appointment was within 4 weeks
Yes				
No				

C. Care and Services – Improving your Surgery

Q8. How do you feel about the overall care and services you receive from the Practice?

Excellent	Very Good	Acceptable	Poor

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

Q9. 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 2016.

Once completed please return this survey by 31st December 2015.
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.