

COLTISHALL MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Report and Survey Results

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BACKGROUND

The Patient Participation Group (PPG) was formed in November 2008. There are currently 12 patient members of the group who meet at Coltishall surgery 3/4 times per annum.

Following the Patient survey for 2011/12 the Practice also has a group of 57 virtual/reference patients (PRG) who are happy to be contacted by email or letter to provide feedback and ideas for improvement. They have been contacted twice in the last year to confirm their interest indicated on the survey and seeking ideas for improvement. They have been provided with minutes of the PPG meetings where they have expressed an interest in receiving this information.

GROUP CONSTITUTION

The practice population has increased by just less than 1% in the last twelve months to 8135 (4.3.13).

There has been little change in the age and sex profile during this time. The age profile is similar to the national profile but with a higher percentage of 45 to 64 year olds. There remains to be very few non white European groups and where English is not their first language.

The group's membership profiles are as follows:

PPG:-
Male 33% Female 67%
Age range 55 – 77

PRG:-
Male 26% Female 74%
Age range 31 - 86

The PPG has welcomed new members during the last few months from the PRG and from the most recent survey a further 31 patients have expressed an interest to join or receive further information about the groups.

The age range profile has improved although it is recognised that there is minimal representation from the under 50's and the group will continue to strive to recruit members from this age range.

PATIENT GROUP ACTIVITY IN THE LAST YEAR

2012 ACTION PLAN OUTCOMES

Publication of 2011/2012 Survey results – Report and full survey results published on the Practice website, summary of outcomes included in the Patient newsletter Which is distributed within village publications covering Coltishall, Spixworth, Horstead, Hainford, Stratton Strawless and distributed in many other adjoining villages. A copy of the newsletter was also available on the practice website and from the Practice page of NHS Choices

Online Booking and Prescription Ordering – Introduction and demonstration as to how to use the system were provided in 2 group sessions at the surgery, one held in the afternoon and one in the early evening. One to one sessions were also provided to those who were unable to attend.

Nurse Waiting Area Congestion – From the latter part of 2012 the system was changed so that only patients booked in with the Phlebotomist and Health Care Assistant waited in the smaller waiting area. Appointments with the Nurse Practitioner and Practice Nurses are called from the main waiting room using the electronic calling system in the same way that the Doctors call patients. Some further adjustments are required to name and clarify the waiting areas but initial indications are that this has achieved the outcome required.

Establish Email/Telephone Reference Group – all patients indicating an interest in providing feedback have been contacted either by email or letter. Their interest and participation was confirmed and a small survey was sent seeking ideas for improvements at the Practice was sent

MEETINGS AND MINUTES

Meetings held over the last year:-

Date of Meeting	Areas Discussed
22 nd May 2012	<ul style="list-style-type: none">○ Review of action plan from patient survey result- dates agreed for online services demo/workshops, confirmation that surgery taking forward plans for nurse waiting area and review of GP availability at branch surgery.○ Follow up mini survey agreed to send to patients to confirm their willingness to be involved in a "reference" group feeding into the PPG, and seeking ideas for improvement which could be discussed by the PPG.○ PPG objectives to continue to be advertised and leaflets to be made available at Coltishall Summer fete, specifically looking to recruit younger members to the group.○ Feedback from the North Norfolk Patient Conference (see below)○ Details of the Appointment research study in which the surgery would be participating, was discussed.
24 th July 2012	<ul style="list-style-type: none">○ Areas for improvement suggested by the reference group discussed:-<ul style="list-style-type: none">- Self Check-in – further guidance to be placed near to the screen and anti -bac hand gel.- Perception that there needs to be an emergency to be able to book an appointment on the day with a doctor. Agreed that this is not an appropriate description. The group to consider ways in which the

	<p>appointment system can be better explained and communicated.</p> <ul style="list-style-type: none"> ○ Volunteers sought for vice Chairman role having agreed at previous meeting that best practice for the chair be rotated on an annual basis. Secretary role agreed to produce minutes only at this stage and volunteer found from the group for this role. ○ Feedback from the North Norfolk CCG stakeholder event – concerns raised re the financial forecasts. ○ Chairman also gave feedback from meetings attended regarding the forthcoming 111 service.
9 th October 2012	<ul style="list-style-type: none"> ○ Changes to use of the Nurse Waiting room in place. ○ Patient Survey – agreed areas to be included (see page 5) and how this should be distributed. It was decided not to provide a printed version within the local newsletters and disappointed with the response in relation to the work involved last year. Details about the survey and how it could be completed were included within the patient newsletter which was delivered with the local publications. The survey would also be handed out to all patients attending the Saturday morning flu clinics by the Practice Manager and volunteers from the Group.
12 February 2013	<ul style="list-style-type: none"> ○ New members welcomed to the group, previously providing feedback as members of the reference group. ○ Review of Nurse Waiting area arrangement – some confusion – suggested and agreed by Surgery to name waiting areas 1 & 2 and put up appropriate signage and amend automatic check-in system. ○ Update on 111 service. ○ Discussion about the new Practice policy to limit repeat medication volumes to 28 days and how this appears to be largely misunderstood by a number of patients. Agreed to further clarify this in the next Patient newsletter. ○ Initial review of results to Patient Survey – agreed to have further meeting to discuss these in more detail and form action plan.
26 th February 2013	<ul style="list-style-type: none"> ○ Review of Patient Survey results and action plan agreed – see pages 6 to 8. ○ Summary of results to be placed in Patient Newsletter to be distributed in local parish magazines from April.

Members of the Patient Group also attended the North Norfolk Patient Partner Conference in September. The key theme of this meeting was to raise awareness about two local topics – Orthopaedics and Audiology to get feedback on reducing waiting times and providing services locally including from private providers.

PATIENT SURVEY – HOW IT WAS CARRIED OUT.

Meeting held on 9th October 2012 to discuss and agree areas to be surveyed.

Rationale for the Questions

It was agreed that Patient access continues to be a priority and therefore the survey will a repeat large majority of the questions from last year's survey to compare results and seek feedback on :

1. Ability to book appropriate appointments - the changes to the appointment system have now been in place 18 months.
2. Continue to promote and offer help in using online services to book appointments and order repeat medication.
3. Obtain views about the changes made as a result of the last survey and promoted by the PPG.

As for the last survey it was felt important that the survey should be kept to a maximum of ten questions.

The questionnaire was made available to our patients from October to December 2012:-

- Handed out to all patients attending the 2 Saturday morning Flu clinics
- Freely 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 would be printed, completed and returned to the Practice.
- Reminders via Patient Calling Board, Automated Check-in and Patient Newsletter, News items on Practice website.

1500 Questionnaires were distributed in paper format.

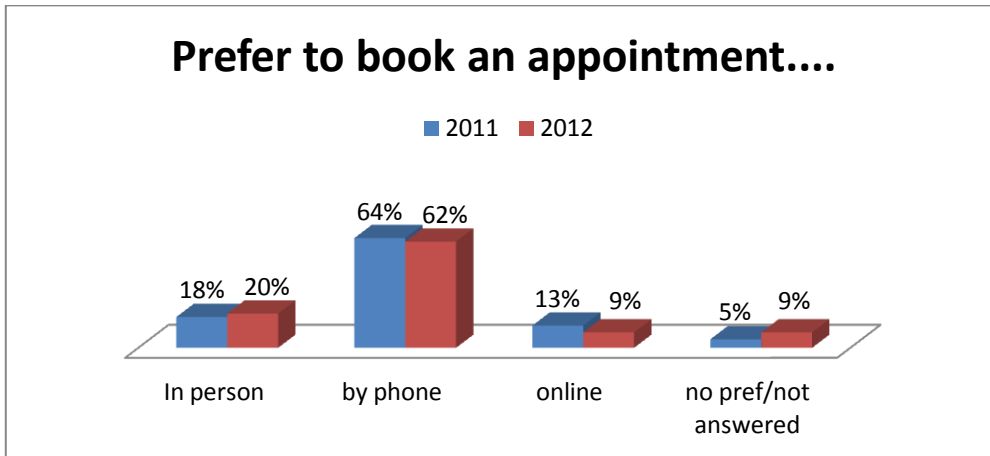
A copy of the Survey Questionnaire is provided in Appendix 1.

PATIENT SURVEY RESULTS

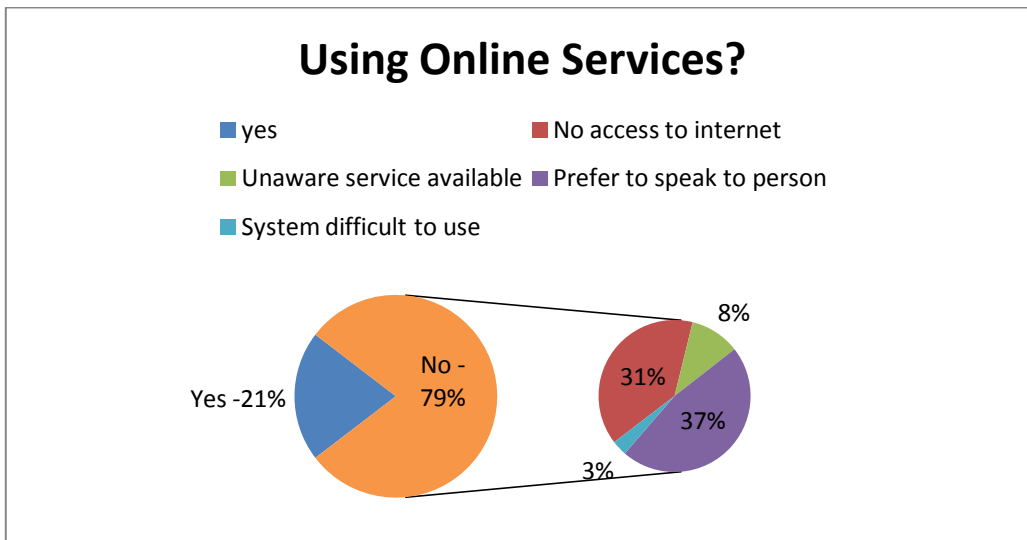
428 Responses were received – increase of 140% on 2011 Survey.

Illustrative tables of results for each question are shown below.

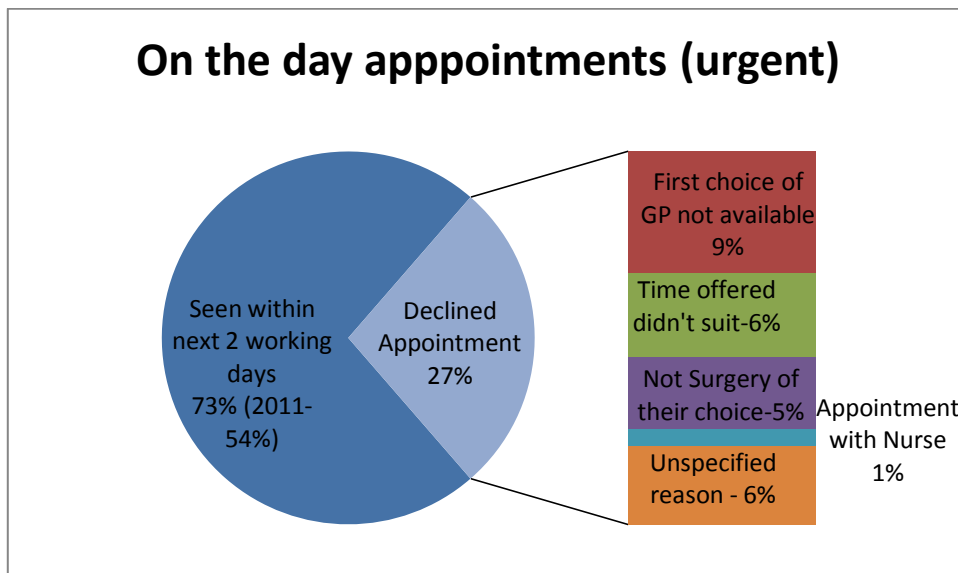
Q1



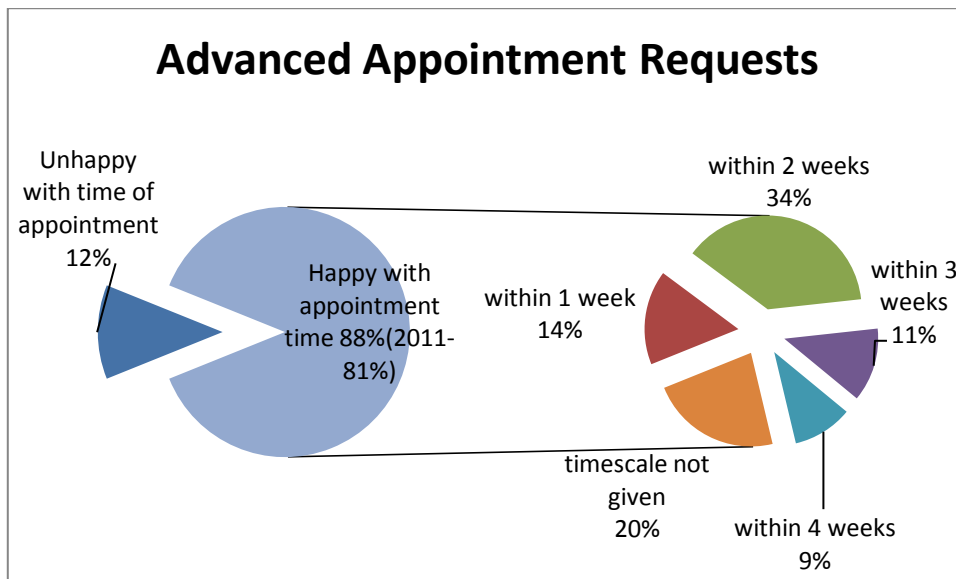
Q2 & 3



Q 4 & 5



Q 6 & 7



Q8. 62% of patients surveyed had noticed improvements within the surgery and its operation.

Q9. 31 Patients expressed an interest in joining or would like more information about the Patient Group.

Q10. 20 Patients would be interested in attending an introductory session to help them use the online service.

Comments – these are a summary of the observations mentioned.

Pleased
Everything ok, excellent surgery.
Digital book in seems to work a treat
We are extremely fortunate at the standard of care /attention that we receive from the doctors/nurses and staff of Coltishall surgery which is superior to that of several nearby village surgeries where in some cases it is lacking.
No complaints – booking on-line difficult to find appointment slots but repeat ordering good,
Unhappy
Provision of free contraceptives & various posters shows disregard for sensitivities of some patients' beliefs.
Do not like automated telephone system
Continuity of care out of hours would be so much better from local surgery
Waiting times – running late, should be seen on time of appointment.
Receptionists query need to see doctor on the day–wouldn't ask if didn't need one that day.
Not always a doctors surgery at Spixworth
Wait is too long to book ahead for an appointment or to see a particular doctor.
Suggestions for Improvement
Ability to leave message or email
Hard of hearing – could lower tone be used on call system.
A name for each of the 2 waiting areas would make it clearer where patients are to wait.
More convenient doors for wheelchair & pram pushers
Paint main reception area – lighter colours – depressing when you are not well
Like to see car park lines repainted
Saturday opening
Feel telephone calls sometimes need to be more discreet.
Need clarification on what is considered urgent.

PPG FEEDBACK ON SURVEY RESULTS

The Group were pleased with the significant increase in number of responses. Although it was recognised that direct distribution via the flu clinics was to a high proportion of patients aged 65 and over this also included those of any age with long term conditions. This was considered acceptable as these patients were those who visited and used the services of the surgery regularly.

It was agreed that the next survey would include age details for a more detailed analysis.

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 an increased percentage of patients had been able to book an appointment with a doctor fairly quickly and that more patients were happy with the appointment they were able to book ahead.

The Practice was able to confirm that arrangements were already in place to improve access to the surgery for those with wheelchairs/buggies with automated doors being installed during March. Additionally the car park lines are being repainted and dedicated parking bays for disabled patients will be created at both surgeries. Further improvements to the waiting rooms are planned and details will be shared with the Patient Group.

It was evident from the comments from the Survey that there is some confusion with elements of the appointment booking system including perception that patients are unable to book appointments in advance, uncertainty regarding what is considered an urgent or an emergency appointment and why receptionists ask various questions to ensure that patient receives the most appropriate healthcare. The group will look at ways in which this can be communicated more effectively.

The Practice confirmed with the Group that the rota allows for 2 doctors surgeries at Spixworth branch surgery Monday to Friday. There are occasions/circumstances through sickness or annual leave where this may reduce to 1 surgery however these are kept to a minimum. There have been no occasions recently where there has not been at least 1 doctor's surgery at Spixworth.

The Group will continue to seek feedback from its reference group and consider arranging a further survey at the end of 2013.

ACTION PLAN

The following items were discussed and agreed with the PPG at the meeting held on 26th February:-

Survey Results – to be published in the next Patient Newsletter in March 2013, available from surgery waiting rooms, practice website and within the local parish newsletters.

Online Booking & Prescription Ordering – a further 2 introductory sessions will be held at the surgery to provide guidance and help to register to use these services. Dates and times will be advertised during the summer of 2013.

Nurse Waiting Area – Improved identification of the 2 areas and appropriate instructions on the automated self check in will be taken forward and publicised in the Patient newsletter and on the Practice website.

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.

PRACTICE OPENING HOURS

Details of the Practice Opening Hours, including GP surgery times are provided on the patient information leaflet on Appendix 2 of this report. Details are also published:

- On the practice website www.coltishallsurgery.co.uk
- In the Practice Leaflet
- NHS Choices website www.nhs.uk

These details include the extended hours service provided by the practice which is for GP pre-booked appointments between 7am & 8am.

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 surveyThank 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 help patients use facilities to the best advantage and the Practice to identify and implement improvements, influenced by representative patient views.

COLTISHALL MEDICAL PRACTICE – PATIENT PARTICIPATION GROUP ANNUAL SURVEY

Please tick or cross against the relevant answer.

A. Appointments at Coltishall Medical Practice

Q1. How do you prefer to book an appointment at the Surgery?

In person	
By phone	
Online	
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	

B. Seeing a Doctor

Q4. In the past 6 months have you tried to see a Doctor fairly quickly? *By fairly quickly we mean on the same day or in the next two weekdays that the GP surgery was open.*

Yes	
No – please go to Q6	

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

Times offered didn't suit	
Appointment was with a Doctor who I didn't want to see	
A nurse was free but I wanted to see a Doctor	
Was offered an appointment at a different branch of my surgery	
Another reason, please state	

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

Yes	
No – please go to Q8	

Q7. If yes, were you happy that the appointment time was appropriate?

Yes – my appointment time was within _____ wks	
No	

C. Patient Participation Group - Improving your surgery

Q8. Since the last survey the Practice have put in place a number of changes. Do you feel that improvements have been made?

Yes	
No, I would like the Patient group to look at the following areas: (Please give details and suggestions for improvement)	

Q9. Would you be interested in joining the Patient Participation Group?

Yes,		Contact Details: Name _____ Tel _____
I would like more information,		
No		

Q10. Would you be interested in attending a short introductory course run by the practice to help you use the online services to book appointments and order repeat prescriptions?

Yes , please contact me:	
Name _____	
Tel : _____	
No/Not required	

Thank you for completing this survey. Details of the results and actions planned will be advised in the Patient Group Newsletter and the surgery website in 2013.

Once completed please return this survey by 31st December 2012:

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.



Surgery Appointments

Same Day Appointments

For medically urgent appointments and if you feel that you need to see the doctor without delay we can offer an appointment on the same day. Telephone lines open at 8am—please call the surgery as early as possible or book on-line.

Minor Illness or Minor Injuries

Our Nurse Practitioner can see and prescribe for both adults and children with ailments such as sore throat, cough, earache, conjunctivitis, urine infection, cystitis, vaginal discharge/thrush, emergency contraception, rashes/insect bites, diarrhoea and vomiting, any injury, hayfever, sinusitis.

Routine Consultations

For routine consultations such as medication reviews, follow up appointments or the doctor asks to see you regularly, appointments can be booked up to four weeks in advance either with reception or online. It would be helpful if you could telephone after 10.30am for these appointments. Please note that we can arrange for further medication if your current supply will not last until your appointment—please ask when making your appointment.

We will endeavour to offer an appointment with the doctor of your choice however please bear in mind that this may not always be possible.

Nurse Appointments

You can pre-book these up to 4 weeks in advance.

On-line Appointments

Please ask at reception to register for this service. You will then be able to book appointments and also order repeat prescriptions on-line by clicking on the link of our website.

www.coltishallsurgery.co.uk

Surgeries from 7am

Surgery Times

Coltishall

Mon *7am to 10.30am
3.30pm to 5.30pm
Tues *7am to 11am
3.30pm to 5.30pm
Wed *7am to 10.30am
3.30pm to 5.30pm
Thur *7am to 10.30am
3.30am to 5.30pm
Fri *7am to 10.30am
3.30pm to 5.30pm

* During holiday periods the surgery may not be open at 7am every day in which case it will open at 8.30am.

Spixworth

Mon 8.30 am to 10.30 am
3pm to 4pm
Tues 10am to 11am
(also 1 in every 4 weeks: 2pm to 4pm)
Wed 8.30am to 10.30am
2pm to 4pm
Thur 8.30am to 10.30am
2pm to 4pm
Fri 8.30am to 10.30am
1pm to 3pm

Reception Times

Coltishall

8.00am to 6.30pm

Spixworth

8.00am to 5pm

(8.00 am to 4pm on Friday)

Closed for lunch Mon -Thurs 1pm to 1.30pm Friday 12.20pm to 12.50pm

All surgeries closed for staff training 1pm to 2.30pm on 1st Tuesday of every month.



Coltishall Medical Practice

Telephone Advice

The Doctors and Practice Nurses are happy to give advice on the telephone but obviously cannot allow consultations to be interrupted for this purpose. Therefore a short period of time is allocated at approximately 11.30am each weekday morning for this.

NHS 111 & Out of Hours Service

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. This may be A & E, an out of hours doctor, a walk in centre, a community nurse, an emergency dentist or a late-opening chemist. Where possible the team will book you an appointment or transfer you directly to the people you need to speak to. If you need urgent medical assistance which cannot wait until the surgery re-opens, but it isn't a 999 emergency, please dial 111.

Useful Telephone Numbers

Appointments	Coltishall	01603 737593 (Key 2)
	Spixworth	01603 898583
Repeat Prescriptions	Coltishall	01603 736616
	Spixworth	01603 897778
Coltishall Pharmacy		01603 736784
Spixworth Pharmacy		01603 890680
NHS 111		111
Health Visitor Service		01603 777880
Midwife—Hoveton Maternity Unit		01603 777928
Norfolk & Norwich University Hospital		01603 286286
Cromer Hospital		01263 513571
Patient Advice & Liaison Service (PALS)		01603 307418
Translation Service—INTRAN		01603 257252
Timber Hill Health Centre (Walk In)		0300 0300 333
Norfolk Carers Helpline		0808 808 9876

Practice Staff GP's

Dr Chris Malpas
Dr Tim Mansfield
Dr Neil Taylor
Dr Nikki Allanson
Dr Laxmi Badrinath
Dr Claire Gomulak
Dr Vicky Crowle;
Nurse Practitioner

Practice Nurses

Mrs L Jordan
Mrs A Norton
Mrs C Germany
Mrs H Rengert
Health Care Assistant
& Phlebotomy

Mrs T Palgrave
Mrs S Deards
Dispensary Manager

Mrs D Baker
Practice Manager
Nikki Crawford
Secretary

Emma Oakley
Office Manager
Meryl Flaxman
Admin Manager
Lindsay James
Research Nurse
Michele Taylor

Please ask for...

- A Practice leaflet giving more detailed information about the practice
- Nikki Crawford, our Practice Manager if you have any concerns or complaints about the Practice.
- Details of our Practice Patient Participation Group — help us to help you.

APPENDIX 3

COLTISHALL and SPIXWORTH MEDICAL PRACTICES

Issue 6. March 2013. [Patient Participation Group News](#)



Welcome to:

April Glendinning who has recently joined the dispensary staff.

Patient Survey

A big thank you to the 428 patients who returned the Annual Patient Survey for 2012; this was a whopping 140% increase on 2011, however it still represents only 5% of the patients registered with the practice. Next year we will try to get it up still higher by looking at ways of improving the distribution of the survey.

Summary results:

Appointment Preference.

82% preferred to book by phone or in person.

9% preferred to book on line (5% increase on 2011)

9% did not give a preference.

On the day appointments (Urgent)

57% of Patients surveyed stated that they had wanted to see a doctor on the day, of these, 27% did not get an appointment for one of the following reasons:

9% declined an appointment when their first choice of Doctor was not available.

6% declined as the appointment time did not suit.

5% declined as the appointment was not at the surgery of their choice.

1% declined an appointment with a nurse.

6% declined for an unspecified reason

Advanced appointment requests

88% of patients surveyed were able to make an advanced appointment.

14% within a week.

34% within 2 weeks

11% within 3 weeks

9% within 4 weeks

20% did not give any information.

Surgery Improvements.

62% of patients surveyed had noticed improvements within the surgery and its operation.

Patient Comments

A number of written comments and suggestions were stated on the survey. These will be studied by all the relevant departments and where practicable will be implemented. We are very grateful to all those Patients who took the time to complete the survey, the information is of great value to the PPG and the Practice management who constantly look into practical ways of enhancing services.

One question that is frequently asked is: **"When I ask to see a Doctor why does the receptionist need to ask what's wrong with me?"** Well it is certainly not the case that the receptionist is being nosy. Reception staff are trained to ask certain questions in order to ensure you receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time. You can be reassured that any information given by you is treated in the strictest confidence. You can ask to speak to a receptionist in private, away from reception if you wish. However should you feel that an issue is very private and you do not wish to disclose it then your wish will be respected.

The NHS telephone help line number 111 is now operational.

This service replaces the old NHS Direct Service. **111 is a free telephone service** which makes it easier for you to access **local NHS healthcare services**. You should call 111 when you need medical help fast but it's not a 999 emergency. A trained adviser will take your call and be able to give you medical advice and guidance as to the most effective course of action for you to take.

Prescription changes.

It seems that there has been a little confusion over the changes that the surgery recently announced with regard to the issuing of prescriptions. In short the changes mean that the maximum supply of a medication will be for a 28 day period only. There are a few exceptions to this and for more information on these please ask at the dispensary or pharmacy.

Prescription charges

From April 1st prescription charges rise by 20p to £7.85.

A prescription pre-payment certificate (PPC) costs from April 1st £104.00 and covers unlimited prescription for one year. Alternatively, a 3 month PPC costs £29.10.

PPC's are sold by the NHS Business Services Authority. You can obtain an application form from the surgery, local pharmacy, online, apply by telephone 0845 8500030 For more information please contact the surgeries dispensary or Coltishall and Spixworth Pharmacies.

More effective use of the Coltishall waiting rooms.

When you use the booking in screen on arrival at the surgery (Coltishall only) whether it is for an appointment with a Nurse or Doctor you will be advised which waiting room to go to, Waiting Room 1 is the main waiting room by reception or Waiting Room 2 which is the waiting room down by the Nurses clinic. When you are ready to be seen your name will appear on the rolling information screen. However if you are to see the Phlebotomist or the Health Care Assistant then you will be asked to go straight to the Nurses waiting room (2) after you have booked in.

Colin Prentice
Chairman