

COLTISHALL MEDICAL PRACTICE

Patient Participation Report 2013/14

1. Maintaining the Patient Participation Group

The practice population has increased by just under 3.5% in the last twelve months to 8409 (24.3.14).

The age and gender profile continues to be similar to the national one but with a higher percentage of over 60 year olds. The patient demographic includes just under 1% from non white European groups where English is not their first language.

The Patient Participation Group (PPG) membership of 12 meets at least 4 times a year and seeks and receives feedback from a Patient reference group (PRG) who are 37 patients who are happy to be contacted by email or letter but are unable to attend meetings. The group reviews the membership annually following the survey results. The group is in the process of contacting 29 patients who have indicated an interest in being involved in being a member of the group.

The group's membership profiles are as follows:

PPG:-

Male 25% Female 75%

Age range 56 – 79

PRG:-

Male 30% Female 70%

Age range 32 – 81

The Patient geographical area is well represented, including members who commonly use our branch surgery in Spixworth. The members are all regular users of the service, have other community roles, experience and knowledge of carers, chronic diseases and a good understanding of the practice area and services. It is acknowledged that there continues to be no membership from the under 30's, however the group continues to seek support through the survey, newsletters in local parish publications, direct contact from the group members which last year included meeting patients at the flu clinics, posters in the practice including at mothers & baby clinics. The new chair and members of the group are keen to look at alternative ways to seek involvement from this age group.

It is considered by the group that 10-12 members meeting regularly is the optimum number to facilitate a productive meeting and is made up of very enthusiastic and caring patients. To extend this to gain representation of each category of patients based on disease prevalence is not considered to be viable or constructive in view of the numbers this would need to involve.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

It was discussed and agreed at the PPG meeting in October that in absence of any key issues or concerns identified that the priorities and areas to be included in the local Practice Survey were unchanged from last year. These were:-

- Patient access to the surgeries – satisfaction with appointment booking, promotion of online facilities.
- Seeking feedback on improvements made within the surgery and ideas for further improvements required.
- Recruitment and support for the PPG.

The composition of the questionnaire was discussed and sample questionnaires from other sources considered, including the National Association for Patient Participation (NAPP). It was agreed, for the benefit of consistency and trend analysis to largely adopt the same questions as last year.

3. Details and Results of the Local Practice Survey

The distribution of the questionnaire was debated, particularly as to whether to include within local parish publications as last year. However, it was felt that there had been a nominal return of questionnaires from this source and this did not justify the level of work involved. It was therefore agreed for these to be made available:-

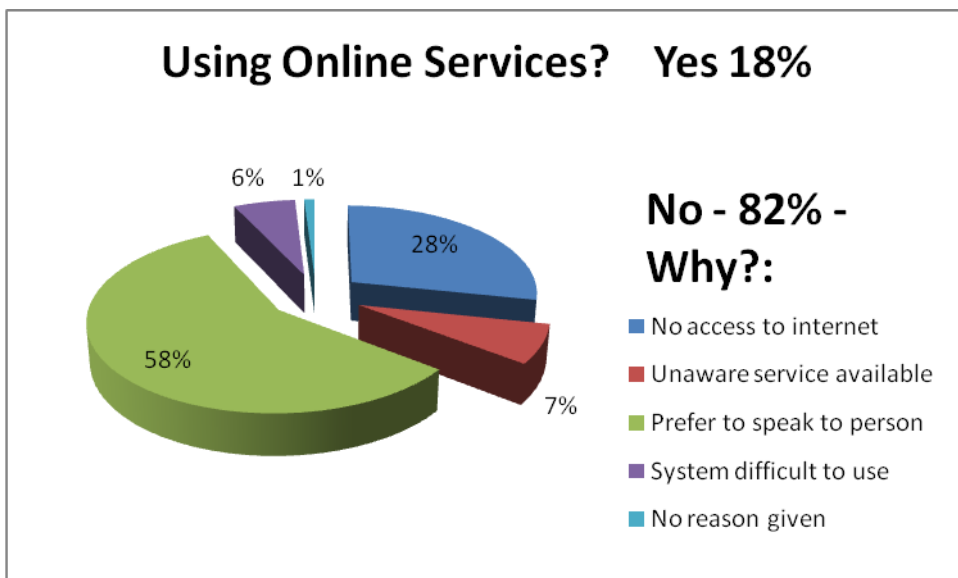
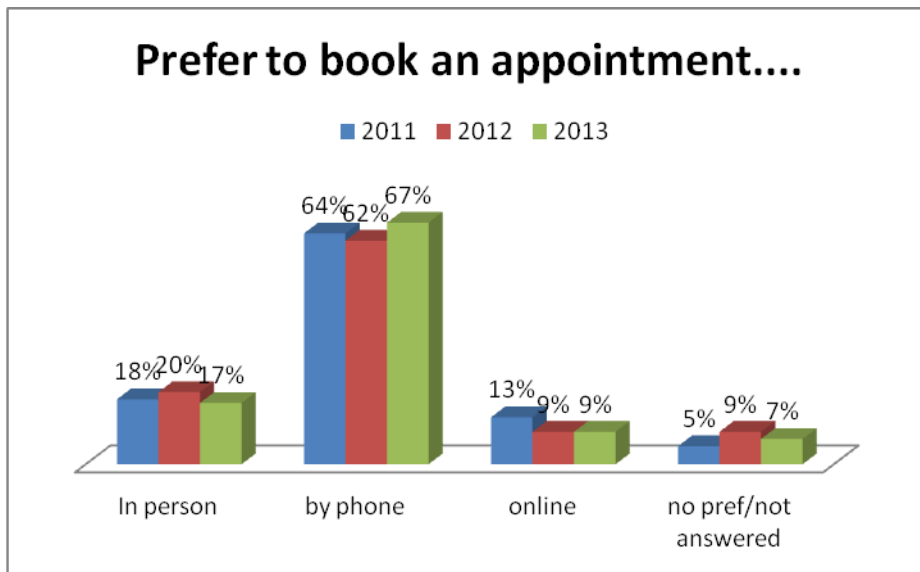
- ❖ at the two Saturday morning flu clinics at Coltishall surgery – a member of the group attended the surgery to hand these out and was also available to answer any questions about or raise queries with the PPG.
- ❖ from the surgery reception desks and waiting rooms at Coltishall & Spixworth and was also posted on the Patient calling Board, Automated check-in and Dispensary hatch at Coltishall.
- ❖ from the Practice website – a printable copy and also a link to complete an online survey via surveymonkey.com.
- ❖ The survey ran from 12th October to 31st December 2013.

A copy of the questionnaire is provided under Appendix 1.

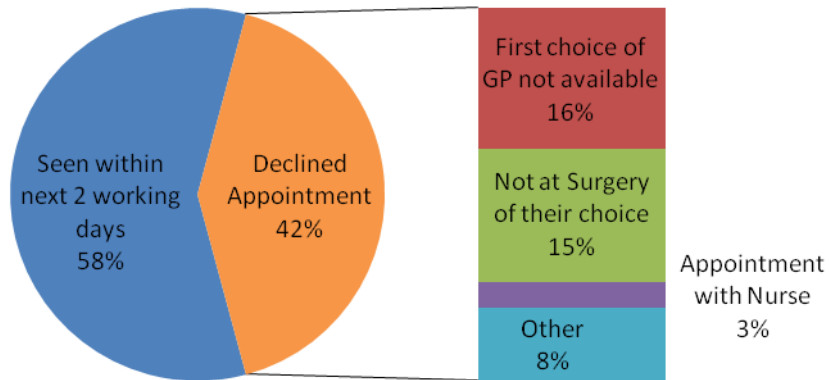
Results of the Survey.

1229 Questionnaires were distributed in paper format representing 15% of patients registered
 312 Questionnaires in paper format completed, 18 online, overall return rate 27%.

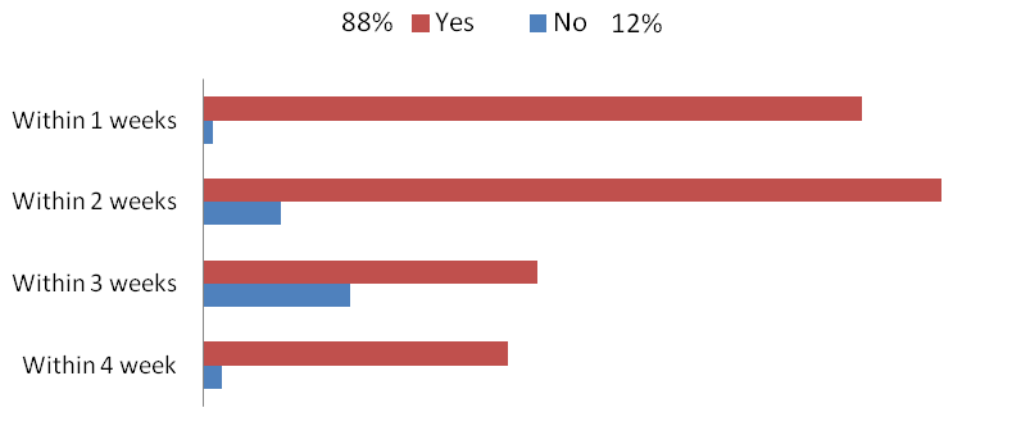
Responses to the questions are shown below in chart form and where relevant a comparison with previous years.



On the Day appointments (urgent)



Appointments booked ahead Happy that time of appointment appropriate?



Collation of positive / negative comments and suggestions

Positive

Excellent improvements to the surgery, especially for disabled and elderly patients

I have always found the surgeries to be good - excellent helpful receptionists

All dealings with staff at the surgery are handled in a sympathetic and understanding manner

I would like to express my sincere gratitude to all staff, doctors, nurses and receptionists for just being there.

How hardworking are the receptionists at Spixworth, they do a marvelous job single-handed.

Negative

I was disappointed with the flu jab arrangements. Lack of parking, long queue in the wet. This problem will only increase due to patient numbers growing - large area of new build in Spixworth

Repeat prescriptions now monthly are an inconvenience. My previous 60 day repeat was more appropriate

Shingles injection. Better publicity, e.g. in the Marlpit. If my husband hadn't been attending treatment at the surgery, I would not have known that this was being offered

It is sometimes difficult to see a doctor at Spixworth and with the population of the village due to expand the problem is only going to get worse

Appointments were only available within working hours. I am a teacher so cannot get time off

I found the doors opened upon entry, but failed to open on my departure

Car park often full

Suggestions for Improvements

Improve the lighting in the reception waiting area please at Coltishall surgery. Enhance the surgery at Coltishall by redecoration

Length of time to book with a specific doctor. It should be easier to see a doctor on the day, not necessarily a specified doctor but a doctor

Being able to book blood tests online as consequence of hospital requirement

Regarding flu jabs, perhaps it would be better if an extra day or two were made available

I would like the doctors to visit, if necessary, out of hours from our own surgery and not a locum

Reception to advise how late the doctor is running - can be an hour!

Later pm appointments. Saturday surgery

4. Discussing Survey Results with the Patient Reference Group (PRG)

The results from survey were collated and discussed at the PPG meeting on 21st January 2014. The key findings and conclusions were:-

- ❖ Lower amount of questionnaires completed compared to previous year – this had been anticipated when decision taken not to repeat publication in local parish magazines etc.
- ❖ Appointment booking preference showed similar outcome to last year with very high preference for telephoning and speaking to someone in person.
- ❖ Small reduction in number of patients using online service. There appears to be a continued lack of knowledge of online services and the ability to book online and order repeat prescriptions and / or concern that using such services will result in reduction in staff / personal service as in other commercial services.
- ❖ Reduction in number of patients seen quickly (less than 48 hours), main reason being that they preferred not to take appointment offered at alternative surgery.
- ❖ Increase in number of patients booking ahead (more than 48 hours) and high percentage happy with the appointment time given.
- ❖ Increased percentage of patients recognising improvements had been seen within the surgery.

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Based on the conclusions given above and the feedback comments taken from the Survey the following priority areas and action plan were agreed:

1. Promotion of online services – Practice to write with information about how to register and use online services to those indicating an interest on the survey.
2. Practice to consider feasibility of making appointments for blood tests available online.
3. Avoiding traffic congestion / parking difficulties at Flu Clinics 2014 – Posters to encourage sharing transport / walking to clinic & continued liaison with village hall to avoid pre- booked events.
4. Results of survey to be published in PPG newsletter in local parish publications.

5. Patients needing to be seen quickly. Practice to complete an audit of patients asked to telephone again to make appointment and to review automated telephone answering to clarify any uncertainty re “emergency” and “urgent”.
6. System for advising patients if doctors running late – regrettably this is not available on automated systems....reception staff to alert patients where feasible.
7. Chair of PPG to contact patients indicating interest in joining PPG.

6. Publishing the Local Patient Participation Report on the practice website by the 31.03.14

This report will be published on the practice website <http://www.coltishallsurgery.nhs.uk> and paper copy is available on request from the surgery.

A summary of the survey results were also published in the PPG newsletter in February 2014 which is available from the practice website, surgery waiting rooms and published in local village magazines – The Marlpit, Spixworth Parish News, Wroxham & Coltishall Book, Hainford with Stratton Strawless. A copy of the PPG newsletter is provided in Appendix 3

2012/13 Action Plan – update

Online appointment booking and Prescription ordering – Group sessions were not held due to changes in registration introduced by Emis in the summer of 2013. A guidance booklet has been developed and will be sent to these patients who may contact the surgery for further assistance if needed.

Nurse Waiting Area Changes – these are now fully in place and have worked well in reducing previous congestion

PRACTICE OPENING HOURS

Details of the Practice Opening Hours, including GP surgery times and details of how to access services during core hours are provided on the patient information leaflet on Appendix 2 of this report. Details are also published:

- On the practice website <http://www.coltishallsurgery.nhs.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.*

*Following last year's survey, improvements to the surgeries
include:*

- *Doors which open automatically*
- *Consulting rooms redecorated and upgraded*
- *Changes to waiting areas to improve space whilst waiting for
a blood test*
- *Bays for disabled parking in the car parks*

*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.nhs.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 against the relevant answer.

A. Appointments at Coltishall Medical Practice

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

| | |
|---|--|
| In person | |
| By phone | |
| 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 | |

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 fairly quickly, why was that?

| | |
|--|--|
| 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 | |
| Time of appointment offered was unsuitable | |
| 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. 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 in the future?

| | |
|------------------------------------|---|
| Yes, I would like more information | Contact Details: Name _____ Tel _____ Email address _____ |
| No | |

Q10. Would you like more information or help to use the online services to book appointments and order repeat prescriptions?

| | |
|--|--|
| Yes, please contact me: Name _____ Email Address: _____ 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 on the surgery website in 2014.

Once completed please return this survey by 31st December 2013:

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.

Appendix 2 – Patient Leaflet

COLTISHALL MEDICAL PRACTICE
01603 737593



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. Doctors surgeries are normally:-

| | Mon | Tues | Wed | Thur | Fri |
|--------------|-----|------|-----|------|-----|
| Dr Malpas | C S | C C | | S | |
| Dr Mansfield | C C | C C | | S | C S |
| Dr Taylor | C | S S | C C | | C C |
| Dr Allanson | C | C | C | C | |
| Dr Gomulak | S C | C C | C C | C S | |
| Dr Badrinath | | C | S | C C | C |
| Dr Vavasour | | | | C C | S C |

C = Coltishall
 S = Spixworth

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

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
3.30pm 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
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 |
| Translation Service—INTRAN | | 01603 257252 |
| Timber Hill Health Centre—Walk In | | 0300 0300 333 |
| 7am-9pm, 365 days per year | | |
| Norfolk Carers Helpline | | 0808 808 9876 |
| Coltishall Good Neighbour Scheme | | 07799277455 |
| Patient Advice & Liaison Service (PALS) | | 0800 587 4132 |
| Norfolk Healthwatch | | 01603 813904 |

Practice Staff

GP's

Dr Chris Malpas
Dr Tim Mansfield
Dr Neil Taylor
Dr Nikki Allanson
Dr Laxmi Badrinath
Dr Claire Gomulak
Dr Simon Vavasour,

Nurse Practitioners

Mrs Linda Jordan
Mrs Clare Purdy-Moore

Practice Nurses

Mrs Angela Norton
Mrs Clare Germany

Health Care Assistant & Phlebotomy

Mrs Toni Palgrave
Mrs Helen Clarke

Practice Manager

Nikki Crawford

Assistant

Christina Armitage

Dispensary Manager

Dawn Baker

Secretaries

Emma Oakley
Sarah Harris

Office Manager

Meryl Flaxman

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.

Mar 2014

Appendix 3 – PPG Newsletter – Feb 2014

Issue 7 February 2014 Patient Participation Group News

Welcome and goodbye to:

Dr Vavasour has joined the practice on 16 January. He is taking over Dr Crowle's surgeries who left the practice at the end of last year for distant shores.

To assist in the support of the practice, an Assistant Practice Manager will be joining in the near future. As some patients will probably already be aware, Dr Malpas will be retiring on April 4 this year. He will be leaving the practice after over 26 years. In recognition of his service, we are arranging a collection so that patients can contribute to a leaving gift. Should you wish to make a donation please contact Mr Robert Watson (01603 738857), Coltishall Parish Council.

Patient Survey 2013

May I take this opportunity to thank all of the patients who completed the Annual Patient Survey at the end of last year. Although there was a slight drop in the number of completed forms compared with the previous year, we were provided with a lot of valuable feedback and comments.

As mentioned after the 2012 survey, the number of returns only represents completion by a small proportion of the number of patients registered with the practice, so we are hoping that at the end of this year we are able to achieve a greater return - your feedback and comments are invaluable in allowing us the opportunity to look at what aspects the practice is doing well, and what can be improved on.

Results summary from the Survey

Appointment Preference

84% preferred to book by phone or in person

9% preferred to book online**

7% did not provide a preference

** we also received several requests for further details and support to allow patients to be able to book online - we will be contacting all of these patients in the near future.

On the day appointments (urgent)

58% of patients surveyed stated that they had wanted to see a doctor on a specific day, of those who were offered an appointment, over half took up the offer.

Of those who did not take up the offer of an appointment, the reasons and numbers are as follows:

16% declined an appointment when their first choice of doctor was not available

3% declined an appointment with a nurse

15% declined an appointment as surgery was not of their choice

8% various other reasons why the appointment was declined

Future appointment requests

88% of patients surveyed were happy to accept the appointment being offered

28% within 1 week

32% within 2 weeks

15% within 3 weeks

13% within 4 weeks

Surgery Improvements

91% of patients who responded to this question had noticed improvements within the surgery and it's operation. This is particularly pleasing as significant improvements have been made to the way both the surgeries operate, and with the actual physical aspects in the buildings themselves.

Patient Comments

There were a number of written suggestions and comments included on the survey returns, which will be duly considered by all the relevant departments and, where practical, improvements made. An example of this is

reflected in the "Surgery Improvements" - much of the feedback was about suggestions that had been made in the returns for the 2012 survey, and then implemented during the last year.

One specific question that came up many times was about the "automatic doors" when entering and leaving the surgery. Although there was a great deal of positive feedback, the question was asked as to why the automatic doors did not open on exiting the surgery. There are technical reasons that would make this difficult, and it would also not be comfortable for patients (not least on colder days) if the doors opened every time anyone walked near the door, for example, when walking to the dispensary. As with the door between the main waiting area and the doctors consultation rooms, there is a "push button" that will open both of the doors when leaving the surgery.

Flu Clinics

Unfortunately, the first of the two Saturday clinics did not run as smoothly as we would have liked due to a number of factors, and we would like to apologise for this, although it was pleasing to see that the second clinic ran smoothly with no repetition of the previous issues. Previous experience of a clinic being held at Spixworth has shown that the logistics, not least that of parking constraints has meant that we can't use this surgery for future clinics. It has been suggested that rather than holding the flu clinics at the surgery, a local village hall, which is likely to be larger, is used. Although this would give a potentially greater access, the surgery would need to transport a great deal of equipment which would be impractical, as well as the fact that the doctors would not have immediate access to patient medical records should they be needed. We will look very carefully at how the 2014 clinics are managed to ensure that everyone has a positive experience.

Patient Participation Group new members

Over thirty patients indicated an interest in being involved with the group. At the present time we have a sufficient number of contributors to the actual quarterly meetings that are held, however, we will be extending our "virtual" PPG group so that contributions can be made. We will be contacting all potential new group members in the near future, including those who have previously shown an interest in the group.

Car Parking

Please note that the car parks at the surgeries are only "**for the use of patients attending appointments**". There have been, and continue to be, situations where cars are being parked that do not belong to patients or attendants. Parking is limited at both surgeries, so please respect this request to ensure those who need to use the car park are able to do so.

Early Morning Bookings

A few patients made the comment that they find it difficult to obtain appointments at a suitable time owing to the likes of, for example, work commitments. This seems like an ideal opportunity to remind patients that pre-bookable appointments are now available from 7.00am.

Suggestion Books

Although the survey that we hold is only an annual event, please be aware that you can make suggestions by leaving a message in the Suggestion Books that can be found at both surgeries, or alternatively, you can send a message using the surgery email address - coltishallppg@nhs.net

Blood Pressure Monitor

A very recent introduction to the practice is a blood pressure monitor that can be used by patients, and this is situated in the Coltishall surgery. May we take the opportunity to thank the Friends of Coltishall and Spixworth Surgeries who have donated this valuable piece of equipment that will soon be sited near the dispensary.

Chairman of Coltishall and Spixworth PPG

After holding the position of chairman of the PPG for two years, Colin Prentice has decided to stand down from the role. On behalf of all the staff at the surgeries and members of the PPG, may I thank him for his invaluable work and support of the group which has contributed to improving various aspects of the surgeries and the service that they have been able to offer.

Steve Kempson
Chairman Coltishall and Spixworth PPG