

COLTISHALL MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Report of Activity and Survey Results 2017

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Background:

The Patient Participation Group (PPG) was formed in November 2008. There are currently 10 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. The PRG currently has 46 patients who are happy to be contacted by email or letter to provide feedback and ideas for improvement. The virtual group members are contacted after each quarterly meeting has taken place, with minutes from the meeting and, at the start of the year, results of the previous years 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 30% Female 70%

Age range 48 - 83

PRG:-

Male 41% Female 59%

Age range 40 - 88

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. The virtual / email group was therefore formed which improved this representation, however, unfortunately there continues to be no representation at Group meetings from the younger 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.

Invitations to join the Group and / or to offer further information are on the Practice website and specifically included in the PPG annual survey. In the last 5 years, distribution of survey forms at the flu clinics has 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 the issue of a lack of younger Group members is a situation typical of other Practices in the North Norfolk Area, but the Group will continue in their efforts to recruit younger members.

**As the annual survey forms are anonymous, it is not possible to determine the age groups of the patients from the returns.

Gender

The Practice has an almost equal split of Male / Female patients and, whilst the PPG 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 of the PPG 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

The Group continues to look to bolster patient attendance for the quarterly meetings to ensure we receive as much input as possible from patient representatives.

Invites have been, and will continue to be issued to some of the existing "virtual" Group members, and we are pleased to see that some invites have been accepted, and look forward to welcoming other patients to future meetings.

Patient Group Activity in the last year / 2018 to date:

Meetings – The Group held meetings in January, April, July and October 2017 and January 2018.

2016 Survey - Survey results were reviewed, and an action plan developed.

Patient Group Meeting speakers - During the year, presentations were provided by various speakers. Subjects covered included "Norfolk Deaf Association", "Infection Control", "Coltishall Surgery Dispensary" and "Palliative Care". Minutes of these presentations have been / are available on the Surgery website.

National Association for Patient Participation – The Practice Group has now withdrawn its registration with NAPP as it was felt that inclusion wasn't really adding any significant benefit. Listening to members of other surgeries group members, the feeling was that the Coltishall / Spixworth PPG was doing very well in representing the patients in the local area.

Patient Survey 2017 – For the seventh 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 a summary has recently been published in the Surgery PPG website "Newsletter" and in the local parish newsletters and magazines.

Specific Actions taken from the 2016 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 2017:

"The very pleasing news was that the survey reflected patients overwhelmingly thought that the care and support in the surgeries was either Excellent or Very Good".

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

1. Preferences for booking appointments.
2. Use and promotion of online services to book appointments and order repeat medication.
3. Care and Services provided by Doctors and Nurses.
4. Service provided by Reception and Dispensary staff.
5. Overall satisfaction with Care and Services.
6. Suggestions for improvements at the surgery.
7. Interest in joining the PPG.

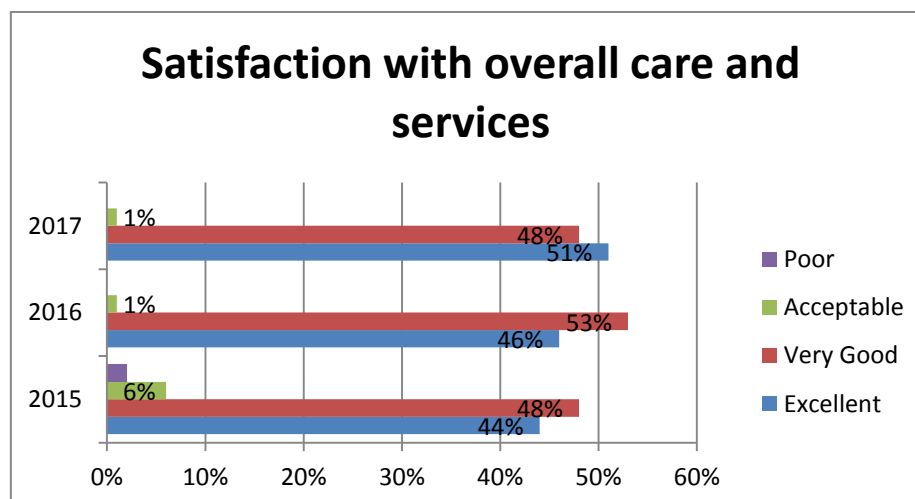
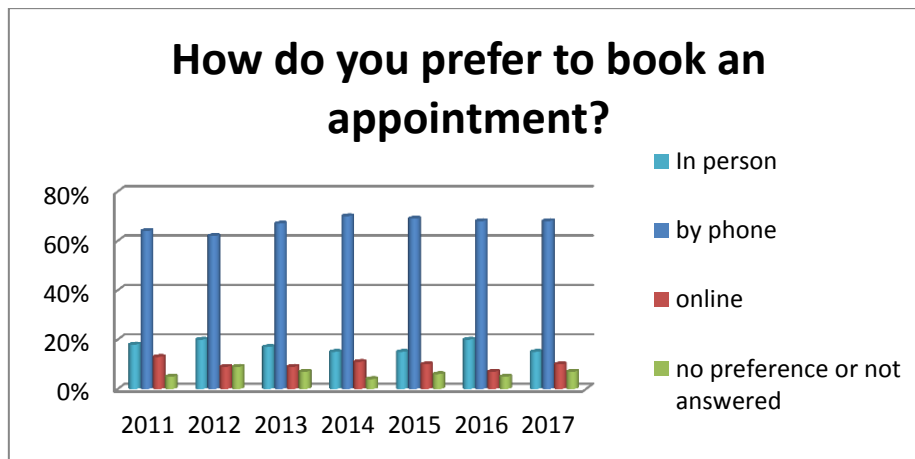
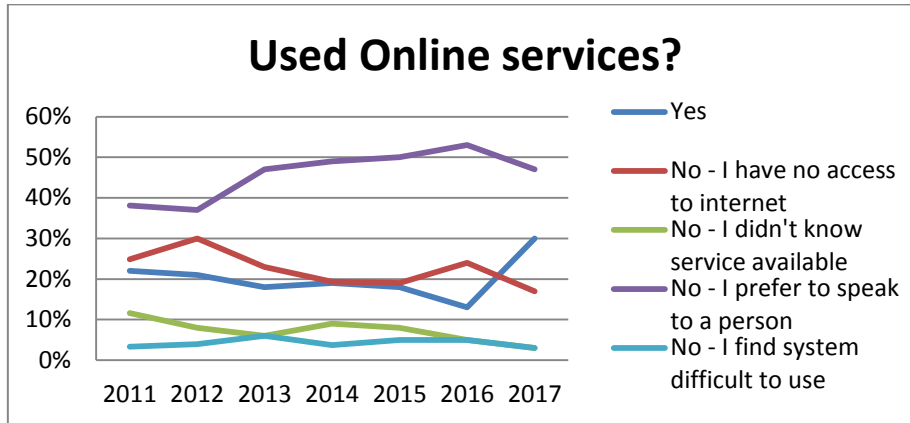
The survey was updated again this year to look at different aspects of the Surgery services.

Distribution of the Survey was achieved by:

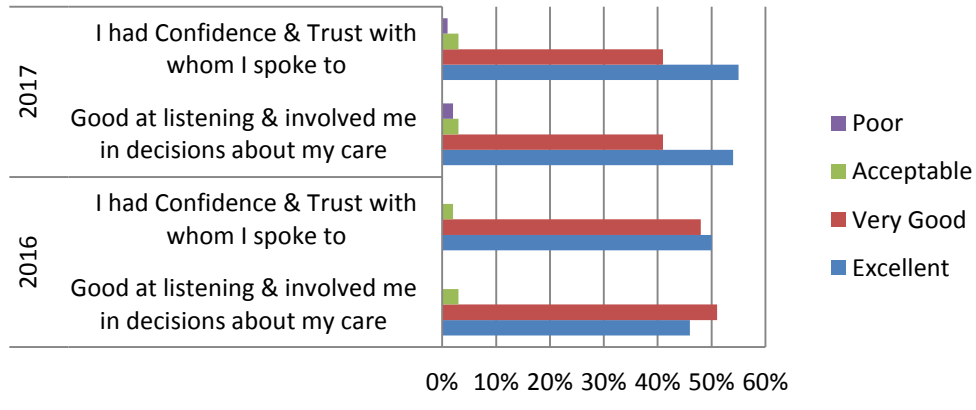
- Handing out to all patients attending the two Saturday morning Flu clinics.
- Available from waiting rooms at both Coltishall & Spixworth Surgeries.
- Practice website contained a link to complete the survey electronically via the internet on 'Survey Monkey'.
- Practice website also contained a printable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

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

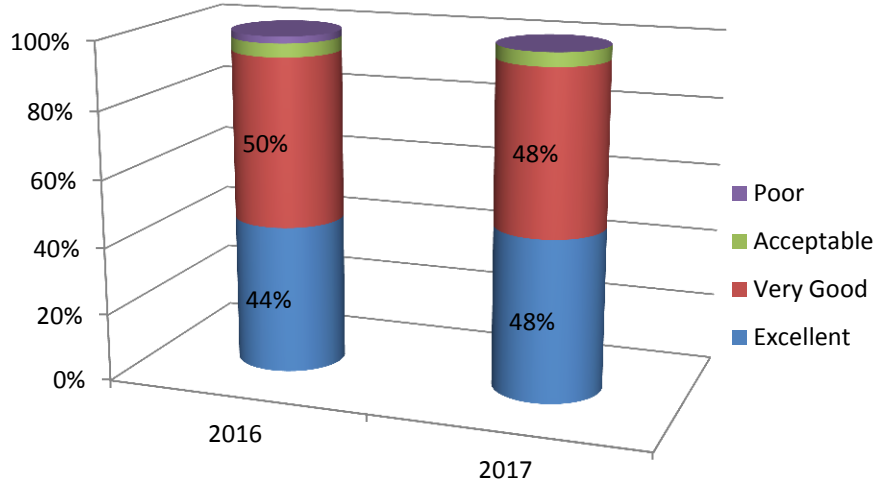
Patient Participation Group Survey Results 2017



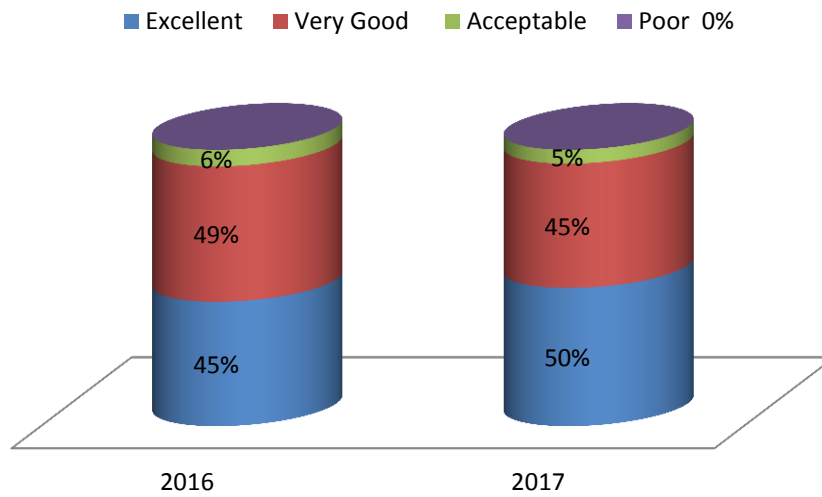
Care & Services by the Doctors & Nurses



Service Provided by Reception



Service by Dispensary



Positive Comments from patients:

No need for improvement - service excellent.

Very very happy.

Can't think of any improvement, this has been the best GP practice I have ever had and I have had a lot. My husband has lots of medical problems and is always treated well.

I am 70 and I have used the Coltishall medical practice from the age of 12, and found them nothing but excellent. I am amazed at how they have come on in the last few years.

Keep up the service it is excellent.

I think that this is a brilliant surgery - all the staff are so kind and helpful. We are very lucky in this village.

Keep up the good work!

It's a great service! Thank you.

Improvement suggestions from patients:

Appointment times :-

Saturday surgeries.

More appointments at Spixworth.

Doctor / Nurse being available at Spixworth at all times every day.

4 week wait to see doctor is unacceptable.

Bookable telephone consultations.

Quicker appointments with nurses

Open later one day a week / Saturdays to cater for working.

Needs to be more consistency in seeing the same doctor - they know medical history.
Better referral system.

Receptionists can be rude at times / unwelcoming.

Improve opportunity for discussing medical issues in an area other than at Reception.

Dispensary - offhand.

Prescriptions not always in stock.

Blood test results could be reviewed sooner by doctors and then relayed to patients.

More parking spaces / Stop non-patient parking!

13 Patients expressed interest in becoming members of PPG

ACTION PLAN:

Survey Results – concise results have been published in local parish magazines as part of the latest Patient Newsletter dated March 2018; the full results being available from surgery waiting rooms and the practice website.

Online Booking & Prescription Ordering

13 Patients requested information about Online services.

As in previous years, all patients requesting this information have been sent step by step instructions on how to register and use this service. To add to this, "Invites" by have also been sent to 3000 patients by text message, offering the opportunity to use online services that allows Appointment Booking, Repeat Prescription requests and access to certain areas of your medical record including viewing your blood test results. The online process is very simple to use and offers patients 24 access.

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

Parking at the Surgeries - this is an issue that is raised at virtually all the PPG meetings. Discussions have taken place, with the Head of the neighbouring school having been contacted, and Surgery staff have spoken to parents who have parked on the car park whilst on the "school run".

Latest Newsletters to local magazines include reference to the fact that the car parks should only be used by patients or carers needing to use the surgery at that time.

Thank you to all patients who completed the 2017 Survey last year which has again provided the Group and Practice with very valuable feedback.

COLTISHALL & SPIXWORTH SURGERIES



ANNUAL PATIENT SURVEY 2017

***The Patient Participation Group,
in association with the Practice, would
appreciate you taking a few minutes to
complete the enclosed survey your views are
important to us. 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 _____	Tel: _____
Email Address: _____	

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, giving me enough time, 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:

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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:

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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 2018.

Once completed please return this survey no later than 31st December 2017. <u>By post</u> - 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.