# **The Field Road Surgery**

**Local Patient Participation Report 2013/2014**

**Introduction**

The purpose of the Patient Participation Directed Enhanced Service is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups/Patient Participation Groups (PRG/PPGs) and to seek views from practice patients through the use of a local practice survey.

**Report Requirements**

Practices must publish a Local Patient Participation Report on their website. As a minimum this must include:

a. a description of the profile of the members of the PRG

b. the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category

c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

d. the manner in which the contractor sought to obtain the views of its registered patients

e. details of the steps taken by the contractor to provide an opportunity for the PPG to discuss the contents of the action plan

f. details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

h. details of the action which the contractor,

i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report

i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

j. where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

**A. Profile of the members of the PPG**

Number of current PPG members – 6

Female – 4

Male – 2

Age Group 50 to 70 - 2 members

71 plus - 4 members

Ethnicity – White British

**B. Steps taken by the Practice to ensure that the PPG is representative**

The Practice has advertised for members of the PPG at both practice sites through the followings means:

* Practice Newsletter
* Practice website
* Patient call display board in reception at the Stainforth surgery
* Posters in both surgeries
* Through direct mailings to local organisations in the Stainforth area
* Engagement with the Equalities and Patient Experience Manager at DCCG

The Practice is conscious that the group does not include younger members of the practice list. To address this disparity the Practice wrote directly to community groups and to schools in the Stainforth area giving information about the PPG and encouraging parents with young children and younger adults to join the PPG.

The ethnicity of the group represents the practice population which is 98% White British.

**C. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey**

Details of the PPG Meetings at which decisions were made to reach agreement on the issues which had priority and were to be included in the local practice survey took place on the following dates:

23 July 2013

17 September 2013

26 November 2013

7 January 2014

11 March 2014

The first meeting held on the 23 July 2013 considered the priority areas. The following is the excerpt from the meeting which relates to setting priorities:

**2.0 Patient Reference Groups**

Mr Henry Equalities and Patient Experience Manager

for Doncaster Clinical Commissioning Group gave a

briefing on Patient Participation and Patient Reference

Groups. The group is intended to assist the practice

with obtaining the views of patients to enable the practice

to respond to patient priorities and concerns and to shape

its services accordingly.

Mr Henry suggested that there are three keys areas for the

Patient Reference Group to concentrate upon:

Access to service

Experience of the service

Clinical outcomes

Mr Henry explained the commissioning arrangements for

health services in Doncaster, and the need for each practice

to have a Patient Participation or Reference group to enable

the voice of patients to be heard in the commissioning of

services.

He gave examples of the use of patients groups in other

GP practices, and the benefits this had brought to health

services.

**5.0 PPG Priorities and Patient Survey**

The Practice is required to agree priorities for action with

the PPG and to undertake a survey of those priorities with

a wider group of patients. Mr Kemm circulated a list of possible survey questions. The PRG was asked to consider

the questions and to discuss them at the next meeting.

There are a number of organisations which can undertake

a survey for the Practice. The survey will concentrate upon

the key areas outlined by Mr Henry, Access, Experience

and Outcomes. However additional questions can be added

to the survey.

**D. The manner in which the contractor sought to obtain the views of its registered patients**

The PPG meeting on the 17 September 2013 agreed on the use of the national CFEP survey. The following is the excerpt from the minutes of the meeting that relate to the manner in which the contractor was to seek the views of its registered patients:

**4.0 Patient Survey**

The Group approved the use of the national CFEP patient

survey. This will require the completion of at least 240

of the 380 supplied patient survey forms. Mr Kemm

advised the group of the potential difficulties in

securing completion of the questionnaire in the surgery.

To address these difficulties it was suggested that a

possible drop off point at Weldricks’ Pharmacy when

patients collected their prescription might be helpful. Mr

Kemm will contact Weldricks.

The surveys will be completed by patients who have

had a consultation with a clinician in the practice.

Please see the attached Local Survey. Due to the format of the report it has not been possible to include the patient survey within this report.

**E. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan**

The PPG considered the results of the Patient Survey at its meeting held on the 26 November 2013. The following is the excerpt from the minutes of that meeting that relate to the PPG discussion of the survey:

**3.0 Patient Survey**

**3.1 Practice Report**

Mr Kemm briefed the meeting on the Patient Survey. Two

hundred and seventy four forms had been completed in October

2013 by patients at both surgeries. Twenty five percent of the

forms had been completed at the Barnby Dun surgery.

The Practice had not yet had an opportunity to meet to formally

discuss the report. This meeting will take place on Wednesday

27 November 2013. However Mr Kemm indicated that he was

personally very disappointed by the report.

The Practice had an overall score of 67 which was 6 points

below the national average of 73, and below the score of 71 which

was the national score for practices with a list size of between 10

and 12 thousand patients.

The survey had last been undertaken by the Practice in 2008 the

score at that time had been 71. Therefore the Practice has dropped

4 points since that survey.

In previous years the organisational arrangements of the Practice

had been below the national average whilst the Clinicians had

scored above the national average. The scores in the 2013 survey

had all been below the national average with the one exception

of waiting times for patients.

**3.2 Patient Participation Group Response to Survey Results**

Members of the PPG indicated their surprise and disappointment

at the results of the Patient Survey. The results of the survey did

not correspond to their experience of the Practice though they

did have some areas of concern about the Practice.

In general the PPG were happy with the services provided by the

Practice and the approach of the Practice staff. The best staff would

result in the Practice receiving excellent in a survey but there was

concern about the approach of some staff.

Dr Sykes commented that reception staff at Stainforth were in a very

difficult position as they worked in a deprived area with a number of challenging patients.

The increased pressure on the NHS and the recent scandals with

patient care were thought to have undermined public confidence

in the NHS in general.

There was a wide ranging discussion around the results of the

Patient Survey and the priorities of the PPG in responding to

the survey.

**F. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implement and, if appropriate, reasons why any such findings or proposals should not be implemented.**

**G. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey**

**H. Details of the of the action which the contractor, and if relevant, the NHS England Area Team intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey**

The PPG developed the following Action Plan at its meeting held on the 26 November 2013. The PPG action plan, evidence, and Practice action plan address the above priorities.

**Patient Participation Group Priorities**

**1. Confidentiality**

There was general concern about confidentiality not only at the Barnby Dun Surgery, but also at the Field Road Surgery. The PPG requested that additional staff training in confidentiality should be made available to all Practice staff.

The PPG requested that physical measures to improve confidentiality should be introduced at the Barnby Dun surgery.

Practice Response

All staff currently undertake annual training in confidentiality through on line training. An additional workshop training session organised by the Medical Defence Union (MDU) has been arranged for the 9th April 2014.

Quotes have been sought for the provision of a screen for the reception desk at the Barnby Dun Surgery.

Responsible Person

Mr P Kemm Practice Manager

Timescale

Training arranged for 09.04.2014.

Quotes are being sought from recommended builders. Action by April 2014.

**2. Customer Care**

In general the PPG were happy with the customer care provided by the reception staff, however there were examples where it had proved to be difficult to access services. It was requested that customer care training should be provided to all reception staff.

Practice Response

Customer care training will be provided by the MDU on the 9th April 2014 for practice staff.

Responsible Person

Mr P Kemm Practice Manager

Timescale

Training arranged for 09.04.2014.

**3. Services at Barnby Dun Surgery**

The Practice was asked to look at the number of appointments provided at the Barnby Dun surgery as a ratio of the number of patients attending both Practices. This exercise will look at the number of appointments in a calendar month.

Practice Response

The Practice looked at the number of appointments provided at the Barnby Dun surgery, and the number of patients registered with the Practice who live in the Barnby Dun area.

20% of the Practice list size live in the Barnby Dun area. The Practice provides 18% of its routine GP appointments at the Barnby Dun surgery. This allocation was discussed with the PPG at the meeting held on the 7th January 2014. The PPG were happy with the current provision of appointments to the Barnby Dun surgery.

Responsible Person

Mr P Kemm Practice Manager

Timescale

Completed

**4. Seating at Barnby Dun Surgery**

It was requested that higher seating be provided at the Barnby Dun Surgery as the seating needs replacing, and that a notice should be displayed indicating that the higher seating is for patients with mobility problems.

Practice Response

Replacement seating at the Barnby Dun surgery will be appropriate to an older patient population. Notices about the seating are now displayed.

Responsible Person

Mr P Kemm Practice Manager

Timescale

Completed

**5. Communication**

Members of the PPG were unaware of the extended hours surgeries and asked that these appointments should be publicised through the patient newsletter and practice web site. More publicity about the new on line services was also requested.

Practice Response

The practice website, and the nhs choices website have always displayed information on the practice opening hours, including the extended hours surgeries. Information on the extended hours arrangements have been included in the practice newsletter.

The new online services are being publicised by displays in both practices and on both practice websites.

Responsible Person

Mr P Kemm Practice Manager

Timescale

Completed

**I. The Practice core opening hours and the method of obtaining access to services throughout the core hours**

Field Road Surgery Stainforth

Monday 08.30am to 18.00pm

Tuesday 08.30am to 18.00pm

Wednesday 08.30am to 18.00pm

Thursday 08.30am to 18.00pm

Friday 08.30am to 18.00pm

The Barnby Dun Surgery

Monday 08.30am to 12.00am

14.00pm to 17.00pm

Tuesday 08.30am to 12.00am

Wednesday 08.30am to 12.00am

14.00pm to 17.00pm

Thursday 08.30am to 12.00am

Friday 08.30am to 12.00am

14.00pm to 17.00pm

Acess to services is through attending the practice during the above hours. The practice at Stainforth is open during all core hours. Telephone access to services at both practices is through 01302 841202 08.00 to 18.00.

**J. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients**

The Field Road Surgery Stainforth

Monday 07.00am to 08.00am

18.30pm to 19.45pm

Wednesday 07.00am to 08.00am

**Summary**

The Patient Survey, minutes of the Patient Participation Group Meetings and this summary report are available on the practice website, and have been shared with NHS England South Yorkshire and Bassetlaw.