

**Dr M Watson  
Cassio Surgery**

**Patient Participation  
Group Report**

**2014/2015**

# **Cassio Surgery Patient Participation 2014/2015 Report**

**The steps taken by the practice to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**

We have to increase the number of participants in some of the age groups and there is a lack of patients from certain ethnic minorities. Below is a summary of what we have been doing to encourage participation.

1. We have created a google group that can be accessed online at any time which we hoped would engage the younger population who would see this type of engagement as a way to participate using the internet. We have had a number of patients sign up to this but not enough from the younger age groups. We are actively pursuing patients by handing out the opt-in form when patients are registering and encouraging them to sign up for the group.
2. At the Saturday flu clinics where we see a large number of patients, the practice manager spent time talking to patients about the PPG and a form was given out encouraging everyone to participate in the PPG. We had the carers champion in attendance that is multi lingual and spoke to patients in their own language to explain about the PPG to try and engage with them.
3. We created an email group where patients would receive information a few times a year via this method; the forms are also given out with every new registration to try to encourage engagement. We are working with the CCG by forwarding their communications to this email group via the practice giving those patients an opportunity to get involved with the surgery at this level. These are sent several times a year.

The demographics of the surgery include a significant number of patients that do not speak English which makes engagement challenging. We have produced posters in the main language spoken highlighting that we want to include them in shaping the surgery. We have staffs that are multi lingual to talk to patients about the PPG and attend the face to face meetings to translate but there is still a lack of interest and engagement that we are yet to solve. We are committed to finding a way to involve this part of the population and will continue to asses and change until we find a way

## **Sources of feedback that were reviewed during the year:**

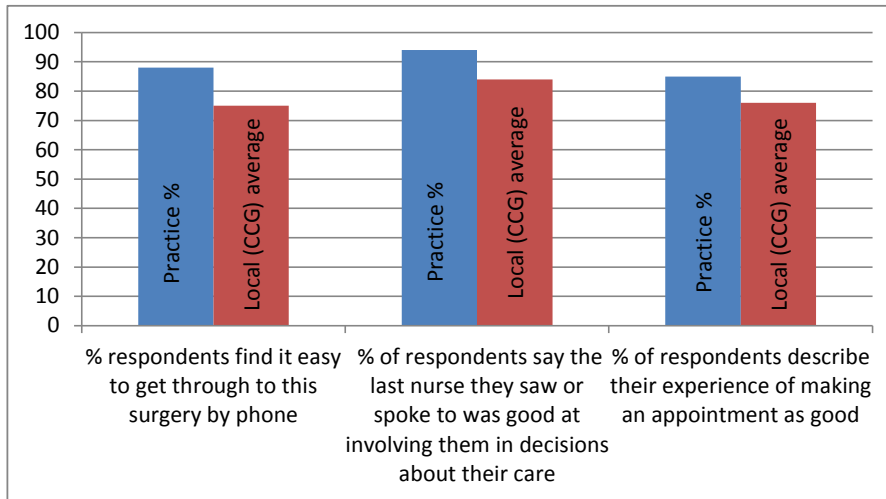
Appointment survey run by the practice  
Patient Survey run independently of the surgery  
Patient views both verbal and written which included complaints  
Feedback on new premises both in person and written  
NHS Choices Website  
FFT (Friends & Family Test)

# GP Practice Survey

We looked at the GP patient survey that is run independently of the practice. This graphs on this page show what the practice does well, and what could be improved.

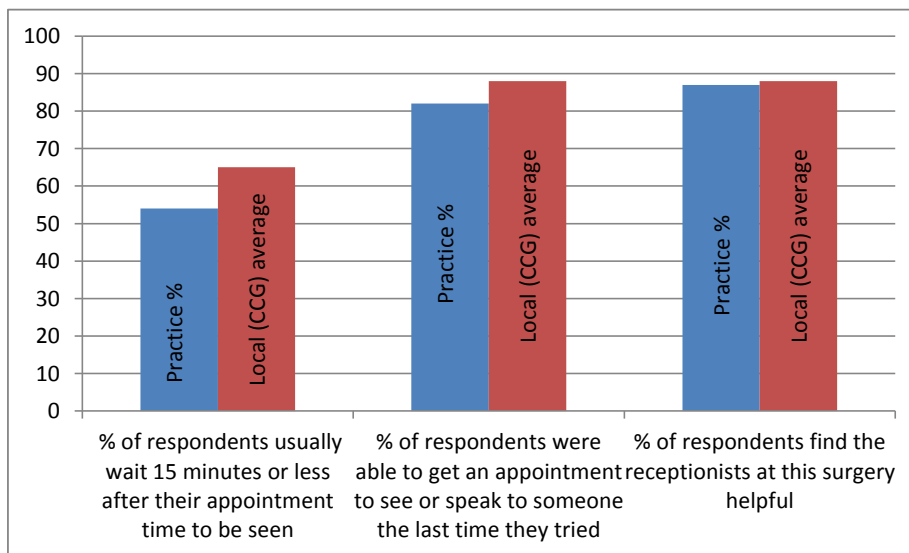
These are the three results for this practice that are the highest compared to the CCG average.

% respondents find it easy to get through to this surgery by phone 88 Local (CCG) average: 75	% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care 94 Local (CCG) average: 84	% of respondents describe their experience of making an appointment as good 85 Local (CCG) average: 76
--	---	---



These are the three results for this practice that are the lowest compared to the CCG average.

% of respondents usually wait 15 minutes or less after their appointment time to be seen 54 Local (CCG) average: 65	% of respondents were able to get an appointment to see or speak to someone the last time they tried 82 Local (CCG) average: 88	% of respondents find the receptionists at this surgery helpful 87 Local (CCG) average: 88
--	--	---



Surveys sent out	391
Surveys sent back	93
Completion rate	24%

## Priorities

### Appointments

The two main issues were getting through on the phones at peak times and the length of wait when the patient had arrived for an appointment.

1. The practice has now introduced the online appointments system which allows the patients to book their own routine appointments at their convenience. This is publicised on the website and in the surgery and patients are being encouraged to sign up for this scheme as it is an ideal way for patients to bypass the busy phones.

We are running a campaign to encourage patients to sign up for the online service. This has been slow but we have started to see patients ask about the service. Once we have a number of patients using this plan to gradually increase the number and type of appointments available to relieve the pressure on the telephone system and give patients the flexibility of making these appointments at their convenience rather than just during surgery hours. We hope that the number of patients using this system will continue to rise and that this will show in reducing phone traffic and giving patients more flexibility.

2. Waiting times are a difficult issue to solve as we cannot predict how long each appointment will take. The doctors are aware that waiting past your appointment time can be frustrating but there are times when it is unavoidable.

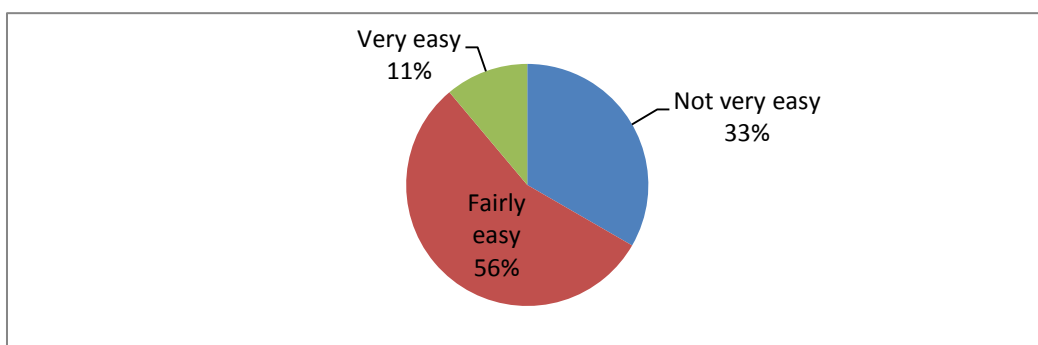
Waiting times are monitored and patients are kept informed if a doctor is running late. There are notices around the surgery explaining this and regular announcements are made by reception staff.

## GP Practice Survey (Internal)

We did a patient survey online and in surgery over the autumn period so we could see if the system that was currently in place suited the patients, and made the surgery as accessible as possible.

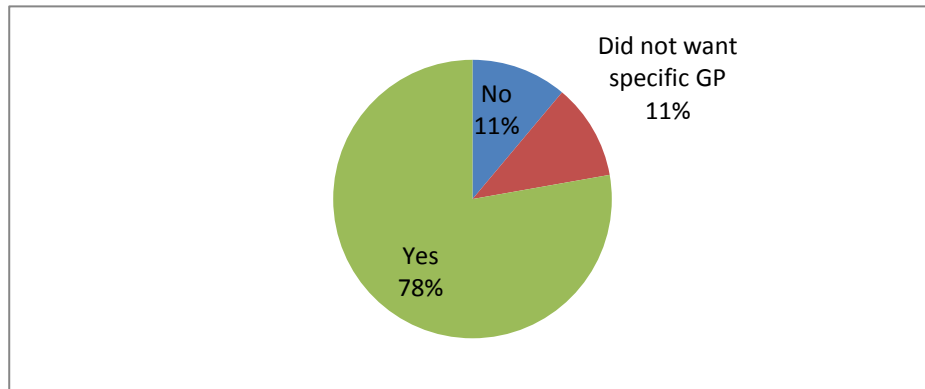
Q1: How easy was it to get an appointment for the time you wanted:

Not very easy	33%
Fairly easy	55%
Very easy	11%



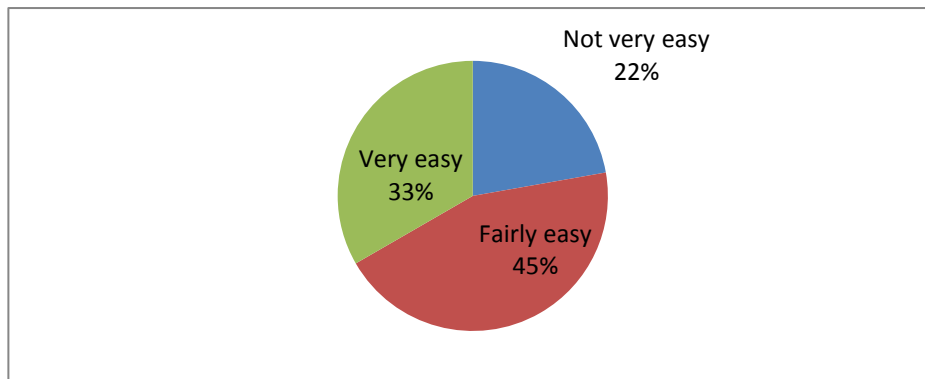
Q2: Were you able to see the GP you wanted to see?

No	11%
Did not want specific GP	11%
Yes	77%



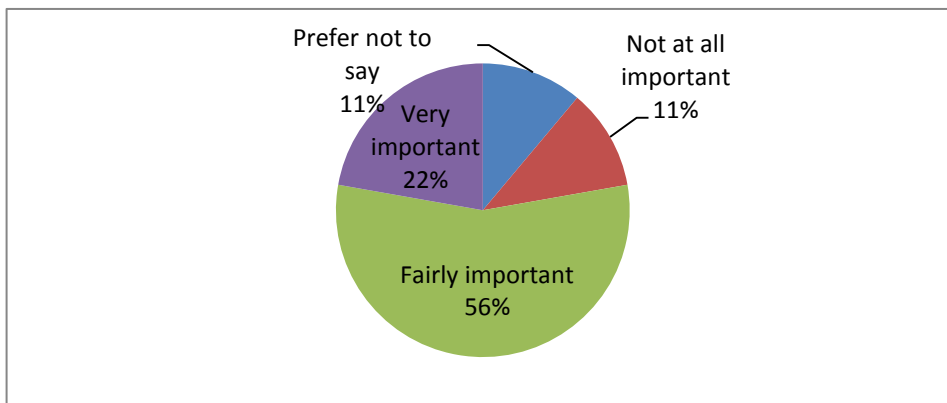
Q3: How easy was it to get an appointment with the GP you wanted to see?

Not very easy	22%
Fairly easy	44%
Very easy	33%



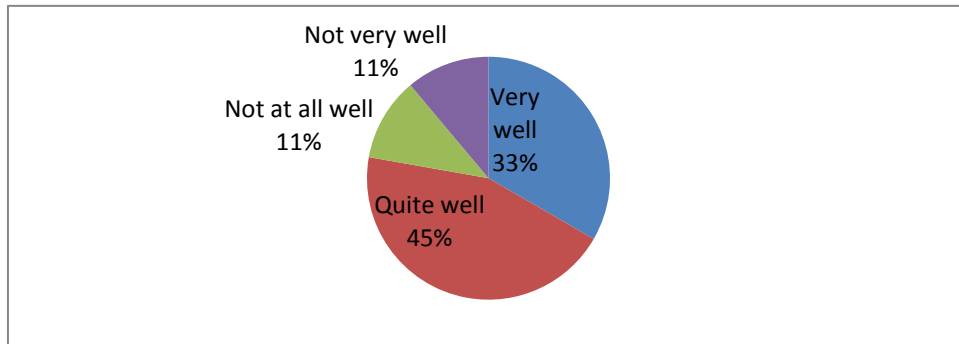
Q4: How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say	11%
Not at all important	11%
Fairly important	55%
Very important	22%



Q5: How well do you know which days of the week your GP is available?

Very well	33%
Quite well	44%
Not at all well	11%
Not very well	11%



### Details of respondents

Male	33
Female	66

Age group:

under 16	0%
17-24	0%
25-34	33%
35-44	22%
45-54	22%
55-64	11%
65-74	11%
75-84	0%
Over 84	0%

What is the ethnic background with which you most identify?

White British	77%
White Irish	0%
Mixed White & Black Caribbean	0%
Mixed White & Black African	0%
Mixed White & Black Asian	0%
Indian	0%
Pakistani	11%
Bangladeshi	0%
Black Caribbean	0%
Black African	0%
Chinese	0%
Other	11%

How would you describe how often you come to the practice?

Regularly	11%
Occasionally	55%
Very Rarely	33%

## **Repeat prescriptions**

1. Patients can order prescriptions in several ways – in the surgery, online, email and fax. One concern was that if they emailed their order to us they did not get a reply to say it had been received and they felt that they had to ring the surgery to check that it had been. This was quite simple to solve and an automated reply was added that was sent when their email was received, this stops the extra phone calls and the patient knows that it has been received and will be dealt with.

There has been a decrease in the phone calls received regarding repeat medication and if their request has been received. This should have a knock on effect to free up the phone lines to deal with patients that need to speak to the surgery/doctor.

## **Premises**

### Parking

The surgery moved just over a year ago. It was important that the patients were happy with the facilities that were being provided and had a say in any changes that were made. The surgery has given 55% of its allocated parking since its relocation to patient parking; there are dedicated disabled spaces with an access ramp to allow easier access for patients that have difficulty in walking. This has been publicised on the website and we are currently creating posters to place in the surgery. Following feedback we have introduced a time limit on the parking spaces to reduce the abuse of the parking being used by the public. Being next to the town centre, this was a growing problem with people using the parking spaces that were not visiting the surgery.

Patients can now park on site and access is easier for patients with a disability or mobility issues. We will be monitoring the parking over the next few months to see if the parking time restrictions are having the desired effect of reducing the unauthorised use of this area.

### Waiting Room

The previous waiting room was small and overcrowded. Some of the PPG were involved in visiting the new surgery whilst it was being built and it was explained how it would look and are extremely happy with this now. The waiting room is large so it can accommodate comfortably the patient numbers even at peak times. Patients are more comfortable as the room has been built specifically to make the area as practical but accommodating as possible.

## **Progress on previous years**

### Premises and the general appearance of the surgery

The new building has solved a significant amount of the issues regarding the previous premises (waiting room, access, facilities) and patients are on the whole extremely happy with the move. The premises will be a standing item with the PPG as we want to make the facilities work for them and try to make the changes necessary so they feel comfortable in them.

Some people have mentioned that the surgery now has a clinical feel to it with some patients liking that and others not. There is far more space, the premises have been refurbished to ensure access for patients with mobility issues is simpler; this includes people on disability scooters that can access the surgery without the need to leave the scooter. There is room off reception where patients can ask to go to talk to reception staff confidentially.

### Appointments

The increase in appointments over the winter period was extremely helpful and enabled the practice to manage the increase of pressure really well. This is something that the patients and staff noted as having a positive impact. Having access to booking routine appointments is also welcomed by some patients.

## **Priorities for the year ahead**

### **Online Access**

The practice has enabled online access for the following:

- Repeat Medication
- Online Appointments
- Access to Medical Records

As these are new services, the PPG were willing to register for these services and go through the process so they can feedback to the practice manager so they will tell us what works well, what doesn't and what they would like to change. This will be extremely helpful to ensure the service works smoothly as the service becomes more popular.

### **Triage**

The PPG asked whether the surgery would consider a triage service to try and free up some of the pressure on appointments. This is something that the practice manager will feed back to the doctors and discuss if this is a viable option and report back at the next meeting.

### **DNA's**

These were discussed and the PPG asked if the practice still wrote to people that DNA'd appointments as there used to be posters with the number of DNA's that month and they no longer saw these.

The practice manager said that the DNA policy is currently under review with the doctors as the letters are no longer sent as there was little impact. It was confirmed that reception did call people at one point that DNA'd appointments and this had more of an impact than the letters but was also discontinued.

The surgery is currently looking at the DNA figures over the last few months and then it would be discussed at the practice meeting and then the practice manager would feedback to the PPG at the next meeting.

**The surgery would like to thank all of the patients that gave up their time to meet with us, that participated in the surveys or gave us suggestions on what they wanted from the surgery over the past year.**