

**Patient Reference Group in relation to the Patient Participation DES
2012/13**

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Recruitment

We have been continuing to actively recruit patients to join the Patient Reference Group. The poster remains on the notice board in reception as well as the out of office message on the surgery email along with the message on the prescription counterfoil. There is a roiling article in the surgery newsletter also. I am pleased to say this encouraged 3 new members into the group but unfortunately 2 existing members had to leave the group due to other commitments and 1 member moved to Newquay in March 2013.

Demographics of Patient Reference Group (PRG)

We currently have 9 members on the PRG consisting of the following:

Males – 4 (1 of which is the Lord Mayor)

Females – 5

Ages:

<50 years – 0

>51 years – 9

Demographics of Surgery

Current list size of the surgery 2078

Carers: 30

Males – 1055

Females – 1023

Ages:

<50 years (Males) – 621

> 51 years (Males) – 434

<50 years (females) – 569

>50 years (females) - 454

As you can see from the information supplied the group does not fully represent the demographics of the surgery.

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Meetings with PRG

The first meeting of this year was held on 3rd July 2012 where recruitment into the group was mainly discussed. A further meeting was arranged for September to discuss the results of the in-house questionnaire run in August. However this meeting had to be cancelled due to staffing issues and was re-arranged for 13th November 2012. At the November meeting the questionnaire results were discussed and it was agreed to alter the questionnaire slightly for its second re-run in February 2013.

The final meeting of the group was on Monday 11th March 2013 where the questionnaire results from February 2013 was discussed and the aims for the following year were noted.

Minutes of Meetings – (Appendix A)

Minutes were taken at every meeting and were circulated to all members of the group for comments and discussion at the next meeting.

In-House Questionnaire – (Appendix B & Appendix C)

The in-house questionnaire was run twice within this year as per the action plan, the first run being August 2012. The questionnaire was altered slightly for the re-run in February 2013 as it was felt some of the questions weren't really reflecting the surgery's performance.

Aims for 2013/14

At discussion from the meeting on 11th March 2013 the following action plan was agreed for the coming year:

- Put something up reminding patients of single appointments/double appointments time slots – add to next newsletter and possibly put up a poster in the reception area.
- Check practice leaflet for new patients registering
- Continue to look at text messaging service
- Put the questionnaire up on the website when run in future
- To keep looking at the visitors counter on the website

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Opening Hours of Surgery 8.30am – 6pm Monday - Friday

CLINIC TIMES – Doctors

Dr Olaiya & Dr Hamal are in clinic everyday apart from Fridays when it is just Dr Olaiya.

Monday	Mornings: 9 – 11.40 am
	Evenings: 3.30 – 5.20 pm
Tuesday	Mornings: 9.10 – 11am
Dr Olaiya	Open Surgery 8.30 – 10am
	Evenings: 3.30 – 5.20 pm
Wednesday	Mornings: 9 – 11.40 am
	Evenings: 3.30 – 5.20 pm
	Late Evening: 6.30pm – 7.20pm
Thursday	Mornings: 9.10 – 11am
Dr Olaiya	Open Surgery 8.30 – 10am
	Evenings: 3.30 – 5.20 pm
Friday	Open Surgery 8.30 – 10am
	Evenings: No Surgery

Open Surgery starts from 9am.

**PLEASE BE AWARE CLINICS COULD BE SUBJECT TO CHANGE IF A GP IS ON ANNUAL LEAVE –
PLEASE REFER TO THE WEBSITE IF UNSURE**

The surgery has an on call service and you will not have a choice about the doctor you see. If you require urgent attention you should ring your surgery where you will hear a recorded message.

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APPENDIX A

Patient's Participation Group Meeting 3rd July 2012

Attendees: Samantha Willson
Kathy Endacott
Terence Millard

Apologies: Julie Edwards
Michael Wright
Christine Granville
Patricia Colmer

Sam started the meeting by informing attendees that the report submitted for 2011/12 had been passed by the PCT. She has tried to get a wide range of age groups to join but has found it quite difficult for patients to agree to join. She has created a slip to go onto all the letters the surgery sends to patients which gives details of the group but response so far has been slow.

The attendees suggested displaying a poster in Estover Community Centre, Estover Church, Pharmacies, Children Centre and also in the local supermarkets to help get a wider group of people to attend future meetings or to give feedback.

ACTION:- Sam to approach Children Centre (Jane Boyd, Midwife), supermarkets, Community Centre and Church.

It was also suggested that approaching the parents of children attending Torbridge School.

ACTION: Sam to speak to Dr Olaiya to see how the surgery could market the group and the young person's corner to the school.

New Patients – ACTION:- Sam will speak to Nikki, HCA, to promote group at initial new patient review.

Jobcentres:- It was confirmed that claimants can do voluntary work but they must inform the Jobcentre.

Questionnaire:- The next questionnaire will be issued in August 2012.

Next Meeting: Wednesday 5th September 2012 at 10.15am

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Patient Participation Meeting 13.11.2012

Attendees: Sam Willson
Kathy Endacott
Terence Millard

Apologies: Pauline Stewart

Previous Minutes

- Children Centre – **ACTION:** Sam still to contact Children Centre
- More patients for Patient Participation Meetings – Nikki is promoting this at New Patient Medicals and there is something on the email system too.
- Questionnaire – there was a low response possibly due to the summer holidays – next one will be issued the week before half term in February 2013 – Sam to Action. On a positive note more under 25's answered the questionnaire on this occasion. Points raised where that they wanted evening surgeries – this is being done by the surgery on a Wednesday evening and being advertised on the website and email system but people still not aware. Weekend, Q6, Q7, Q8 and Q9 to be removed from questionnaire – **ACTION:** Sam to amend questionnaire

Today's Minutes

- Opening Hours – it was felt that there wasn't anything stating our opening times on the main entrance door – **ACTION:** Kathy to check
- Text Message – it was suggested that we could send text messages to patients to remind them of their appointments. Some surgeries in the area are already doing this and it was felt that this was a good idea and would reduce the number of DNA's. **ACTION:** Sam to speak to Dr Olaiya
- Patient Participation Meeting – it was suggested that people on this group should be contacted by telephone a couple of days prior to the meeting to remind them of the meeting.

Next Meeting: TBC – will be arranged after the re-issue of the questionnaire in February 2013

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Patient Participation Meeting 11.3.13

Present: Sam Richards
Sophie Curtis
Malcolm Fussell
Apologies: Barry Luxton
Julie Edwards

This is the last official meeting but Sam would like to keep a list of names of all who have been involved for further feedback in the future.

Previous Minutes:

Sam unfortunately didn't manage to contact the children's centre

The Practice Questionnaire was ran again as suggested in last meeting – **Action completed**

We were trying to look at ways of reducing DNA'S – Sam looking into the cost of the text messaging alert service which is still ongoing

Today's Minutes:

The Questionnaire re-run has been completed and a comparison has been done from August last year.

Additional opening hours at the weekends were mentioned – This is not financially viable at this time to open for a few hours on a Saturday morning, however we do hold a late evening clinic every week but it seems not all patients are aware of this service, the opening hours for these clinics are advertised on our Website, Newsletter, Practice Leaflet and Verbally by the Receptionists.

Patient wanting to see a particular Doctor – Results were good for same day or next working day – result for 2-5 working days could be possible due to the days and times not suitable for all patients.

Urgent appointments to see a Doctor – only 4 rated this as no – we do always offer these appointments even if it is on the end of surgery and are advised there could be a wait to be seen.

Comments – waiting time not acceptable – this can happen for a number of reasons such as unexpected emergencies/patients going in with one or more problems which unfortunately does make the Doctor run late on there clinic.

Action plan based on results from questionnaire:

- Put something up reminding patients of single appointments/double appointments time slots – add to next newsletter and possibly put up a poster in the reception area.
- Check practice leaflet for new patients registering
- Continue to look at text messaging service
- Put the questionnaire up on the website when run in future
- To keep looking at the visitors counter on the website

Any other business:

Mr Fussell raised the concern still of the disabled parking for wheelchair users – writing is not clearly marked and still a second disabled bay to be put in on the flat part of the car park – Sam gave the telephone number for Jane Cawley who deals with the building.

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APPENDIX B

ESTOVER SURGERY

PRACTICE QUESTIONNAIRE –
AUGUST 2012 - 32 COMPLETED QUESTIONNAIRES

Dear Patient

We would be grateful if you would complete this survey about your general practice.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank-you

1. Have you been offered an appointment for a clinician that wasn't suitable for your needs before arranging a convenient appointment?

YES - 4

NO - 28

If yes, how many appointments were offered?

1 appt - 1

2 appts - 1

3+ appts - 1

2. How do you rate the way you were treated by the receptionists at the practice?

POOR

FAIR

GOOD 15

EXCELLENT 17

3. What additional hours would you like the practice to be open, if any? (please tick all that apply)

EARLY MORNING 5 LUNCHTIMES EVENINGS 12 WEEKENDS 6

4. Thinking of times when you want to see a particular doctor: (please tick one box only)

How quickly do you usually get to see that doctor?

• SAME DAY 12

• NEXT WORKING DAY 12

• WITHIN 2 – 5 WORKING DAYS 6

• 5+ WORKING DAYS 1

b) How do you rate this?

POOR 1

FAIR 3

GOOD 16

EXCELLENT 11

5. If you need to see a GP urgently, can you normally get seen on the same day?

YES 26

NO 4

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6. How long do you usually have to wait at the practice for your consultation to begin? (if using OPEN SURGERY please ignore question)

- <5 MINUTES 2
- 5-10 MINUTES 22
- 11-20 MINUTES 6
- >21 MINUTES 1

How would rate this?

POOR FAIR 3 GOOD 26 EXCELLENT 1

7. How would you rate the ability to speak to the Doctor on the telephone when you have a question or need medical advice?

- NEVER TRIED 19
- POOR
- FAIR 4
- GOOD 7
- EXCELLENT 1

8. Thinking about your most recent consultation with the Doctor how would you rate the following: (please tick all that apply)

- Thoroughness of questions asked about symptoms/feelings 20
- How well you were listened to 19
- Decisions with your care 19
- Explanation of problems and treatment issued 22
- Amount of time spent with you 16
- If had a physical examination where you offered a chaperone and were you put at ease 2

9. IF AGED UNDER 25 YEARS OLD

Are you aware of our Young Peoples Corner?

YES 1 NO 3

If yes, we would like your thoughts/opinions (including any suggestions for improvement)

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ABOUT YOU: (optional)

Are you? MALE 12 FEMALE 19
Age? 0-25y – 3 26-35y – 3 36-45y – 8 46-55y – 6
 56-65y 6 65+y - 4

Please would you specify your Ethnic group?

White British – 29

Chinese - 1

Greek - 1

Please tick which of the following best describes you:

- **Employed 18**
- **Unemployed 3**
- **Self-Employed 1**
- **Student 2**
- **Retired 8**
- **Carer**
- **Unable to work due to long term illness 1**

We are interested in any other comments you may have or suggestions of improvement. Please use the space below to let us know.

Questionnaire Comments August 2012/13

- Happy with all
- I would like to add your nurses are excellent, very easy to approach and offer a brilliant care service

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APPENDIX C

ESTOVER SURGERY

PRACTICE QUESTIONNAIRE

February 2013 - 37 Completed Questionnaires Received

Comparison with August 2012 is highlighted

Dear Patient

We would be grateful if you would complete this survey about your general practice.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank-you

1. Have you been offered an appointment for a clinician that wasn't suitable for your needs before arranging a convenient appointment?

YES 2 4 NO 36 28

If yes, how many appointments were offered?

1 appt 1 appt - 1
2 appts - 2 2 appts - 1
3+ appts 3+ appts - 1

2. How do you rate the way you were treated by the receptionists at the practice?

POOR FAIR 1 GOOD 11 15 EXCELLENT 26 17

3. What additional hours would you like the practice to be open, if any? (please tick all that apply)

EARLY MORNING 8 5 LUNCHTIMES 3 EVENINGS 15 12 WEEKENDS 19 6

4. Thinking of times when you want to see a particular doctor: (please tick one box only)

How quickly do you usually get to see that doctor?

- SAME DAY 19 12
- NEXT WORKING DAY 11 12
- WITHIN 2 – 5 WORKING DAYS 10 6
- 5+ WORKING DAYS 3 1

b) How do you rate this?

POOR 2 1 FAIR 8 3 GOOD 12 16 EXCELLENT 14 11

5. If you need to see a GP urgently, can you normally get seen on the same day?

YES 29 26 NO 4 4

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ABOUT YOU: (optional)

Are you? MALE 11 12 FEMALE 24 19

Age? 0-25y – 1 3 26-35y – 7 3 36-45y – 5 8 46-55y – 5 6 56-65y 8 6
65+y – 5 4

Please would you specify your Ethnic group?

White British: 26 White British – 29
Chinese - 1
Greek - 1

Please tick which of the following best describes you:

- Employed 16 18
- Unemployed 1 3
- Self-Employed 2 1
- Student 1 2
- Retired 10 8
- Carer 2
- Unable to work due to long term illness 2 1

We are interested in any other comments you may have or suggestions of improvement. Please use the space below to let us know.

Questionnaire Comments February 2012/13

- Difficult, I appreciate, but appointments to be on time!
- Doctor surgery should be more flexible with opening hours. Waiting times not acceptable especially when you have an appointment time.
- I feel no improvements are needed; this is an excellent surgery meeting all my needs – thank you.
- Staff polite, professional and efficient.