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PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81095

Practice Name:

Emmett Carr Surgery (DRS McMurray & Kurian)

An introduction to our practice and our Patient Reference Group (PRG)

We are a 2 partner general practice with a practice population of approx. 4450 patients. Our practice is semi-rural Currently our PPG has 12 members most of whom regularly attend meetings and take an active interest in the practice. Our group was established April 2012 & we have endeavoured to make the group as representative as possible. Notices are on the display boards at both surgeries, advertisements have been put in the practice newsletter, on the practice website, we have advertised the group at the local gala, during the flu clinics and also the practice staff have promoted the group verbally to patients.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% under 18	21.9%	0	-21.9%
% 18 – 34	21.2%	8.33%	-12.87%
% 35 – 54	29.7%	33.32%	+3.55%
% 55 – 74	20.8%	58.33%	+37.53%
% 75 and over	60.4%	0	-60.4%
Gender			
% Male	50.1%	24.99%	-25.11%
% Female	49.9%	74.97%	+25.07%

Ethnicity			
% White British	97.43%	100%	+2.57
% Mixed white/black Caribbean/African/Asian	0%	0%	0%
% Black African/Caribbean	0.1%	0	-0.1%
% Asian – Indian/Pakistani/Bangladeshi	0.4%	0	-0.4%
% Chinese	0.2%	0	-0.2%
% Other	2.5%	0	-2.5%

These are the reasons for any differences between the above PRG and Practice profiles:

No response to direct invites (ethnic minorities, young mothers, over 75's)

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

Our meetings are usually held in the afternoon at Renishaw surgery and we have tried to encourage patients to sign up to our virtual group but only have 1 virtual member. Since March 2013 we have 2 new members 1 x male age 18-34 and 1 x female 55-74. We are trying to encourage younger patient's to join via our young person's notice board in the surgery, and newsletters and are happy to review meeting times as necessary.

This is what we have tried to do to reach groups that are under-represented:

Advertised through local events Gala's etc., local youth club, mother and toddler group, church. We have varied times and days of meetings over the past year. Advertised on the website, newsletter, notice boards in the surgeries, and face to face.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

As a group we reviewed the previous year's survey and added questions that were suggested e.g. at which site the survey was completed. Also some wording changes were also made. A draft survey was completed and approved prior to the survey commencement

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

We wanted to work with similar questions to last year's survey with a couple of alterations to wording so that we could compare statistics from the previous year.

<p>How our patient survey was undertaken: The survey was displayed on the practice website and was available at both surgeries in paper form; some surveys were posted out to patient's to complete. They were given out by reception staff to patients with their prescriptions and also when they attended for an appointment.</p>
<p>Summary of our patient survey results: A TOTAL OF 255 SURVEYS WERE COMPLETED</p> <p>Appointments Overall we had a very positive response from patients regarding appointments 83% reported they were able to see a Dr on the same day compared with 77% positive response to the previous year. 8% responded they could not, compared to 9% previous year.</p> <p>Ease of seeing preferred Dr 55% found it very easy or easy, with 22 % difficult and 22% hadn't tried. One of our partners has been off sick for 12 months and we have had to backfill clinics with locum GP's initially we had to use what locums we could get but for the past 9 months the same 3 locums have been used to cover the 8/9 sessions per week. We have tried to keep patients as up to date as possible with the events by putting articles in the newsletter advertising the GP sickness in the surgeries and informing patients when they have contacted the surgery. As we are a small 2 partner practice it is impossible for the remaining partner to cover 16 sessions per week over 2 sites and locums have had to be used.</p> <p>Level of care 86% satisfaction with level of care 88% with length of appointments times</p> <p>Facilities, prescriptions and access to the building all high score of very satisfied or satisfied.</p>

<p>Analysis of the patient survey and discussion of survey results with the PRG This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:</p>
<p>How the practice analysed the patient survey results and how these results were discussed with the PRG: A member of the PPG analysed most of the results initially and presented to the PPG to discuss. Once the results had been finalised and graphs drawn up a 2 way virtual discussion took place to discuss the results</p>
<p>The key improvement areas which we agreed with the PRG for inclusion in our action plan were:</p> <p>Look at pre-bookable appointments Opening times of the branch surgery at Eckington Waiting times for blood appointments The low return of surveys from Eckington patients</p>

We agreed/disagreed about:
 All of the group agreed with the key improvement area's and provided positive feedback with regards to the survey results. No disagreements with regard to the survey or action plan.

ACTION PLAN

How the practice worked with the PRG to agree the action plan:
 The action plan was drawn up following a group discussion and agreed with all parties. Notes to be forward onto the GP to review proposals and try to accommodate wherever possible

We identified that there were the following contractual considerations to the agreed actions:
 None

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Opening times of Eckington	Look at costs attached to increasing staff hours	Practice Manager + GP's	6 months	
Pre-bookable appointments	On line appointments to be made available	Practice Manager + GP's	ASAP	
Waiting times for blood appointments	Look at additional clinics, capacity and cost	Practice Manager + GP's	ASAP	
Low proportion of surveys completed at Eckington	Speak with staff to encourage greater uptake	Practice Manager + All staff	Before next survey is conducted	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

Heavy doors @ Renishaw Practice - The doors still remain but have been fitted with push button automatic opening – Completed

Request for regular Male GP – A male locum GP has been covering sessions each week over the past 12 months – Complete/ongoing

Parking facilities at both sites- Unfortunately we are unable to provide additional parking bays due to lack of space – Not achieved

Additional extended hours- We offer early morning appointments with the GP and late evening appointments with the nurse as per contract requirements- Ongoing/Reviewed periodically.

Pre-booking appointments with a preferred Dr – Overall the survey showed that the majority of patients were happy with the appointments system, with only 9% dissatisfied, the group decided not to change the current system but with a little more flexibility. - Complete

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year’s action plan these are detailed below:

No disagreements PPG aware if issues regarding pre-booking appointments/preferred GP

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

Copies of survey results are available at both sites in the waiting area, a notice is displayed on the notice boards advertising the survey is available on the web site and on the receptions. An article in the newsletter.

The practice opening hours including the extended hours are advertised on the practice website, on each entrance door at both surgeries, on the practice leaflet, in the newsletter and any changes to clinics are displayed in advance whenever possible.

Opening times

These are the practice’s current opening times (including details of our extended hours arrangements)

Renishaw Practice
Monday – Friday 8am – 6.30pm

Eckington Practice
Monday – Thursday 8.30am – 6pm (closed 1pm- 2pm for lunch)
Friday 8.30am – 1pm (closed Friday afternoon)

Extended hours

Eckington Wednesday Morning 7am – 8am -GP appointments

Renishaw Wednesday Evening 6.30pm – 7.45pm -Nurse appointments