

# Brough & South Cave Medical Practice

*Together caring for the community*



## PATIENT PARTICIPATION

### DIRECTED ENHANCED SERVICE

#### **Component 1: Develop a Patient Reference Group (PRG)**

##### **In the beginning**

In May 2011 the Brough and South Cave Access group met to discuss setting up a Patient Participation Group (PPG). It was decided that we would form a face to face group opposed to a virtual group. In the meeting we discussed the demographics of our patient population and we identified a number of key patient groups to be represented through the PPG:

- A patient who is a carer
- Nursing home worker
- 6<sup>th</sup> form student
- Member of Town Council
- Patient link member
- Mother with children of infant/primary school age
- Senior citizen
- Unemployed
- A selection of Employed people
- Retired
- Disabled

In conjunction with the above criteria we were also looking for patients who were from different geographical areas, varying age groups, gender and ethnic backgrounds. As we are a large practice we felt that we would have to have a substantial number of patients to cover both site locations and all of the above groups.

Brough and South Cave Medical Practice has 20,552 registered patients. The patient population has increased by 24% since the 2001 census. Over the last 8 years there has been a shift in socio-economic groups living in Brough due to the great rail links and new housing developments. This is a fairly affluent area with a very low percentage of unemployment. Due to close proximity to the A63 there are a large number of commuters living in Brough. The practice has over 3,600 patients registered who are 65 or over and this number is increasing significantly year on year.

Given the demographics the list above needed to have more than one patient from some of the key patient groups and we were keen to seek representation specifically from a number of patients in employment and in different age groups.

For some time we had been compiling a list of patients who had shown an interest in being part of a PPG should one be formed within the practice. The next step was for the GPs to think of patients who would fit into the above groups or anyone ideal to be involved in the PPG. The GPs forwarded the details of these patients to the Access Group. The list of patients was formed and they were classified according to the areas above.

The initial contact with the patients was through their General Practitioner to obtain consent from the patient to be put forward as a potential PPG member. All the selected patients were then sent a letter to outline the setting up of a PPG and invite them to the first meeting.

The original PPG Meeting consisted of 18 patient members and 11 regular appearing staff members representing all teams within the practice (including two of the General Practitioners). All the GPs have an open invitation to attend the PPG meetings. All members were asked to complete an equal opportunity form and we recorded their ethnicity.

### **Profile of members:**

The PPG group represents patients from the following areas:

- Young working mum and young working dad
- Retired
- A carer
- Member in Full time education
- Disabled
- Secondary Care Work
- Chair and member of both local parish councils
- Worker for Public Health
- Member of the local Stroke Society
- Dove House Hospice Link
- Media Specialists
- Local School Governor
- Expert in Strategic Leadership and Public Sector Consulting

### **Development of a PPG**

Since the formation of the PPG in November 2011 we have publicised the Practice PPG through local press (Village Link, Hull Daily Mail, Grape Vine etc) and through the PPG members themselves. As a result we have had further interest from patients and they are elected through discussion at the PPG Meetings.

On an ongoing basis any expressions of interest can be sent to the Chair or Vice Chair of the PPG. We keep a demographic list of the PPG members so that we can identify any patient groups which may be under represented.

### **Continued development of a PPG and Representation of the Patient Population**

As outlined in the DES documentation it is impossible to form a PRG which is “truly representative”. We believe that through the steps we have already taken and the continued development that we have a good cross section of the patient population. Through ongoing recruitment and monitoring we hope this will be maintained. Part of this will also be achieved by looking at how we communicate with potential members and also tailoring the communication and media types to target these patients. Our PPG members have actively been to different groups in the local community to encourage membership.

This year we have also started to look at the skill sets within the PPG to ensure we are effective as a group. We are in the process of undertaking the Patient Participation Group Development Tool and will be using this to shape our future direction. During this year we have also signed up to the National Association of Patient Participation (NAPP) and will fund 2 patient PPG members to attend NAPP’s annual conference in June 2014. We are keen to reflect on what other PPG groups are getting involved in and get ideas for future projects. We have tried to reach out to other PPG groups in our area to share ideas and crosslink groups but unfortunately no other groups have taken us up on this offer.

We are in the process of launching our Patient Champion Group in partnership with Humber Foundation Trust. We are recruiting patient to be involved in the Patient Champion Project and in the process of organising the training events. The response has exceeded that of any other practice in the area and we have had to arrange extra training to facilitate everyone who is interested.

We hope that through this programme the PPG will be able to develop close links with particular patient groups resulting in further recruitment into the PPG and also a greater awareness of the needs of specific groups of people.

### **Component 2: Agree areas of priority with the PRG**

#### **The PPG Meetings**

The PPG has now been in existence for nearly 3 years. We meet monthly to look at a number of areas. The practice sees the PPG as a major asset and has involved the PPG in a number of key projects. PPG members are involved in staff and GP recruitment, Business planning days, strategic discussions with the CCG and if consent is given by the patient they can be called upon to be involved in our complaints process.

We have a number of members who are interested in being involved locally in the CCGs and taking on further roles for the practice. The PPG meetings have evolved from the initial meetings back in 2011. We always try to include an element of education with the patient

members and we seek their opinion and ideas on a number of areas. Every member of the PPG is encouraged to contribute towards the PPG agenda. This year was our 3<sup>rd</sup> PPG patient survey. We had decided to use Survey Monkey as we had done the previous year.

### **Patient Survey 2013/2014**

Collectively we discussed what areas had been looked at through the PPG meetings and through discussion with patients we decided which areas to concentrate on this year. All members of the PPG were involved in this process. We consider recent complaints and any issues patients have raised.

One area that we decided many patients consider high on the agenda was extended hours and as a group we decided to ask if patients are happy with the current extended hours provision. NHS 111 at the time was in the press and the group wanted to know what patients thought. The practice was also looking at cross site availability of appointments and the group asked for this to be an area for discussion to gain an understanding of patient's willingness to travel for appointments. The group decided that the survey should take place in October/November 2013 during our flu season to try and capture patients through the walk-in flu clinics.

All the agreed areas to focus on for the survey were:

- Extended hours
- Patient's preference of clinician
- Willingness to travel between sites for appointments
- Online appointments
- Text message reminders for recalls
- NHS 111 out of hours service
- Services provided by the surgery
- Did not attends
  - Text messaging for DNAs
  - Ways to reduce the number of missed appointments
  - Cancelling appointments via the online system
- Methods of communication with patients

The areas were collectively agreed at the PPG meeting. The survey was then formulated in a small sub group and circulated at the next PPG meeting for further discussion and testing before going live.

### **Component 3: Collate patient views through the use of a survey**

#### **Undertaking the patient survey 2014**

We decided to change the time of year that we undertook this survey to coincide with our walk-in flu clinics in October and November. Many of our PPG member volunteered to help

with the flu clinics and helping patients complete questionnaires. Other members of the groups took the surveys to local groups that they are also members of.

We publicised the survey in the following ways:

- Posters and leaflets in the reception of both surgeries
- Link to the survey on the Practice Website
- Leaflets were given to the GPs to pass to patients during consultation
- Information on the right-hand side of prescriptions
- Link on the SystemOnline website
- Paper copies available in both receptions
- Text message to all those who have consented to SMS on our clinical system
- Email to all the patients who have consented to email correspondence on the clinical system
- Message on all prescription request replies to the dispensary
- Posters on the patient information screens.
- Members of the PPG spent time in reception helping patients to complete the survey when they visited the surgery
- Packs of the surveys given to local groups

As yet we haven't had a CQC inspection but we have discussed this with the PPG group. Future surveys we may find will have priorities as identified in our CQC report.

The group agreed to use survey monkey again to undertake the survey as we got a good initial response last year through the use of emailing and texting the link to the email. We then used the Flu clinics to target patient in the surgery. We ran the survey for two months to try and get as many responses as possible. In total we had 580 patient responses.

**Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

**Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes**

### **Patient Survey 2014**

The PPG met to discuss the patient survey results on 15<sup>th</sup> January 2014. The survey results were circulated in advance with all patient comments included. Each question area was discussed and actions agreed. The actions were discussed in further detail at the Communication Sub Group meeting on 19<sup>th</sup> February 2014 and at the PPG meeting in March. Actions were discussed as a group and were agreed by everyone and we didn't have any disagreements. As we have worked closely with our PPG group they have a really good understanding of how the practice is run and what kinds of things we are able to influence and the things that are outside our area of influence.

## **Step 6: Publicise actions taken – and subsequent achievement**

The achievements to date from the 2012 patient survey are as follows:

- Changes to the telephone system to improve patient telephone access
- Call queuing was introduced on the telephones to alert patients to their call position in the queue
- Telephone data regularly reviewed
- Telephone recording installed
- A PPG communication group was set up to look at communicating with patients
  - Patient information screens introduced
  - Presentation on “are you seeing the right clinician?” produced for the screens
  - Improved communication through the patient screens
  - Presentation on “are you in the right place?” produced for the screens
- Further publicising of the online service and text message reminders – Resulted in increased numbers signed up to both
- Practice undertook a disabled access assessment and made a number of adjustments to both sites to improve access for patients in wheel chairs
  - Wall mounts introduced for the check-in screens to make them accessible to patients in wheel chairs

Achievements up to February 2014

- Further changes to the telephone system and staffing to ensure improved access via the telephones.
- Staff now have access to call status information with the use of split screens at all telephone terminals. They are more aware if the telephones are busy and to ask for additional help.
- Further recruitment of patients to the online and text reminder services.
- The Practice was involved in a transport pilot with further promotion through the PPG group. Screens were used to advertise the service.
- Further education through the patient screens about the role of the Nurse Practitioner
- Further education through the use of the screens about the dispensing rules
- More patients now aware that we have a PPG

This Patient Participation Report, Survey results and Action Plan have been published on the practice website – [www.broughandsouthcavemedicalpractice.nhs.uk](http://www.broughandsouthcavemedicalpractice.nhs.uk)

Summary of results to be available on the Patient Screen

All PPG members have been given a copy

Information to be updated to NHS choices website

Feedback to patients in the form of

You said..... We did..... The outcome was.....

### **Opening hours of the Practice Premises**

#### **BROUGH SURGERY - 4 Centurion Way, Welton Road, Brough HU15 1AY**

##### **Telephone Numbers**

Appointments 01482 668668

Prescriptions 01482 667956

Enquiries/Emergencies 01482 667450/667108

Fax 01482 665090

##### **Brough Reception Hours**

Monday-Friday 8.00am - 6.30pm, Extended hours Alternate Tuesdays 6.30pm until 8.15pm

Extended hours Saturday 9.00am – 12.00 noon

#### **SOUTH CAVE SURGERY - 67 Ferry Road, South Cave HU15 2JG**

##### **Telephone Numbers**

Appointments 01430 422206

Appointment Cancellations 01430 471802

Prescriptions 01430 422495

Enquiries/Emergencies 01430 424764

Fax (General Office) 01430 421553

Fax (Reception/Prescriptions) 01430 471810

##### **South Cave Reception Hours**

Monday-Friday 8.00am - 6.30pm,

Extended hours Alternate Tuesdays 6.30pm until 8.15pm

#### **LITTLE WEIGHTON - The Village Hall, Old Village Road, Little Weighton HU20 3US**

##### **Telephone Numbers**

Surgery times only 01482 848261

Emergencies 01430 424764

Appointments 01430 422206

##### **Branch Hours**

Wednesday and Friday 1.00 - 2.00pm

## Appendix 1: Survey Analysis and Action Plan 2013 - 15<sup>th</sup> January 2014

Key Areas	Comments and Actions	Action for																				
<p data-bbox="210 400 1084 469"><b>8. Are the current extended hours surgeries convenient for you?</b></p> <table border="1" data-bbox="210 469 1084 730"> <thead> <tr> <th></th> <th></th> <th>Response Percent</th> <th>Response Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td>90.7%</td> <td>509</td> </tr> <tr> <td>No</td> <td></td> <td>9.3%</td> <td>52</td> </tr> <tr> <td colspan="3">answered question</td> <td>561</td> </tr> <tr> <td colspan="3">skipped question</td> <td>19</td> </tr> </tbody> </table>			Response Percent	Response Count	Yes		90.7%	509	No		9.3%	52	answered question			561	skipped question			19	<p data-bbox="1429 325 1644 351"><b>Extended Hours</b></p> <p data-bbox="1191 363 1720 389">90% said current provision is convenient</p> <p data-bbox="1191 440 1868 705">Those who didn't agree said extended hours appointments were booked up in advance, no walk-in service. Some Patients would like more evening appointments available on different days. No chronic disease reviews or blood appointments available outside core hours. Telephones not in use on a Saturday</p> <p data-bbox="1191 756 1868 865"><i>Action: Further advertising about opening hours Continue to promote through reception. Facebook, twitter. Further promotion of Facebook and twitter</i></p> <p data-bbox="1191 916 1823 1024"><i>Action: Insert in local press – A4 insert With useful numbers, opening hours and surgery information.</i></p>	<p data-bbox="1908 766 2136 874">Communications Sub Group April 2014</p> <p data-bbox="1908 925 2136 1034">Communications Sub Group April 2014</p>
		Response Percent	Response Count																			
Yes		90.7%	509																			
No		9.3%	52																			
answered question			561																			
skipped question			19																			

**10. Excluding urgent appointments would you prefer to see:**

	Response Percent	Response Count
A Nurse Practitioner on the same day or next working day	24.0%	133
Any GP within 1-3 days	53.2%	295
Your choice of GP even if it means waiting 2 weeks	22.9%	127
	answered question	555
	skipped question	25

**11. Are you happy to travel between the Brough and South Cave sites for the following appointments? Please tick all that apply:**

	Response Percent	Response Count
Same Day Doctor Appointments	77.3%	435
Routine Doctor Appointments	46.4%	261
Nurse Practitioner Appointments	49.2%	277
Treatment Room Appointments	51.3%	289
Blood Appointments	51.5%	290
I am not willing to travel for any appointments	18.7%	105
	answered question	563
	skipped question	17

**Appointment Choice**

Over 53% of patients asked wish to see any GP within 1-3 days. Nearly 24% would prefer to see a Nurse Practitioner on the same day or next working day and 23% want to wait up to 2 week to see their GP of choice.

Very promising Nurse practitioner results on this survey if compared to previous responses. Patient information screen has been very good at promoting the Nurse Practitioner Role.

**Cross site**

Over 77 % of patients are happy to travel between sites for same day appointments

Only 18.7% are not willing to travel for any appointments.

Patients willing to wait for GP of choice and therefore willing to wait for appointment at Brough  
 More people willing to travel for more things.  
 Greater flexibility in appointments. We are finding more patients at the point of booking are saying they are willing to travel to South Cave.  
 Some patients are willing to travel but don't have transport and not able to.

The group discussed the fact that Patient records available at both sites and therefore clinical staff can access them at either site.

**12. Are you aware that only routine appointments are available online?**

		Response Percent	Response Count
Yes		46.6%	281
No		53.4%	299
answered question			560
skipped question			20

**14. The Practice is currently piloting text message reminders for patient recalls for Asthma, Blood Pressure, Blood tests and other reviews. Do you think this is a good idea?**

		Response Percent	Response Count
Yes		89.2%	497
No		10.8%	60
answered question			557
skipped question			23

**Online appointments**

Only 46.6% of patients are aware that only routine appointments are available online. Only 30% of patients are aware that you can't book nurse reviews online.

*Action: Practice to look at what guidance is on the website for patients when booking appointments. Note to be put on there that nurse appointments and nurse reviews cannot be made online. Also to state that it is only for routine appointments and not for urgent requests as Same Day Surgery not available on there.*

*Action: Practice to look at online booking settings to make sure good selection of appointments available and ensure patients are able to cancel appointments on the day of the appointment.*

Practice February 2014  
Completed 17/1/14

Practice February 2014  
Completed 17/1/14

**Text Messaging for Recalls**

89.2% believe the text message reminders are a good idea

*Action: Practice to continue to look at ways to use this for more recalls across the practice and ways to increase the sign up*

Practice on-going

**15. Are you aware that the out of hours service is covered by NHS 111**

		Response Percent	Response Count
Yes		62.6%	353
No		37.4%	211
answered question			564
skipped question			16

**16. Have you ever used the service of NHS 111**

		Response Percent	Response Count
Yes		16.5%	92
No		83.5%	464
answered question			556
skipped question			24

**NHS 111**

62.6% of patients were aware of service but only 16.5% have ever used service

*Action: Further publication of NHS 111 number and awareness. Number to be included in the communication team insert for local press*

Communications  
Sub Group April  
2014

19. Are you aware that on average 80 patients per week fail to attend their appointments?

		Response Percent	Response Count
Yes		52.1%	285
No		47.9%	262
answered question			547
skipped question			33

### Did Not Attends

Over 52.1% of patients didn't know that we text and send letters following a DNA.

When patients were asked what they think we can do to reduce missed appointments most said implementing fines.

Only 46.6% of patients knew that you could cancel appointments via the online service.

*Action: Practice to look at the period of cancellation of appointments in the settings of systmonline to ensure that patients can cancel on the day.*

*Action: Practice to look to change the DNA information on the screen so that it breaks it down per clinician and try different formats of displaying the information.*

*Action: Practice to look to put in a development request to Systmone for the text message service. So that patients can reply back to the text message reminder to cancel an appointment that they are unable to attend.*

*Action: Communications sub group to also look at other comments from patient survey to pick out and highlight in a "you said, we did"*

Practice February 2014

Completed 17/1/14

Practice February 2014

Completed 18/2/14

Practice February 2014

Development request submitted 13/2/14

Communications Sub Group April 2014