



## Upton Surgery Local Patient Participation Report 2013-14

The Practice established an active Patient Participation Group in 2007 and has been active since that date. Upton Surgery Patient participation group met 4 times during the year. The Chair of the group is Chris Milne. The minutes are published on the web site in the Patient Participation section [www.uptondoctors.co.uk](http://www.uptondoctors.co.uk).

The group currently consists of seven members aged between 59 and 80. There are five females and two males. Members of the group represent specific patient groups in longer term conditions, carers and other roles e.g. Elizabeth Finn Care, Expert patients Groups, mental health support groups, disability interests, and men's health.

There is a suggestion box in the surgery, a 'contact us' facility on the web site. Letters addressed to the chair of the group are directed to the chair if requested to obtain feedback on the Practice's services and plans. The envisage plasma screen call system is used for communication from the PPG to all other patients attending the surgery.

We regularly update the wider patient population and produced 6 newsletters during 2013 that are widely distributed via the community as well as in the surgery and on the web site.

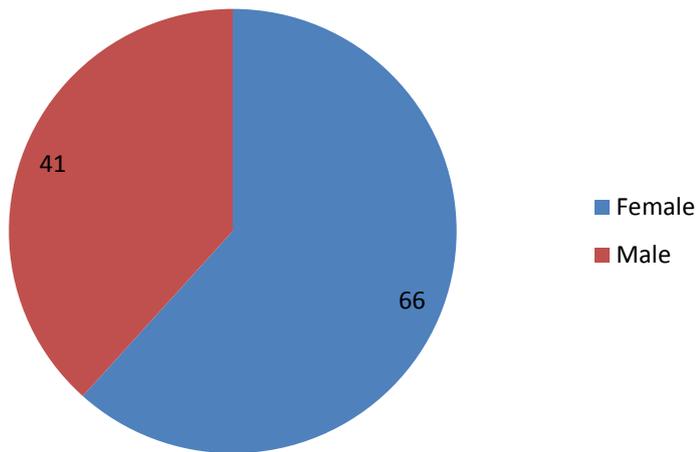
A third initiative to recruit representation from younger groups has had some success and the group will be joined by 2 members from the Spring 2014.

Patients continue to sign up to the Virtual Group via the web site or from community events such as the Older Persons Showcase held in December in 2013. We now have 107 members representing 0.98% of the practice population.

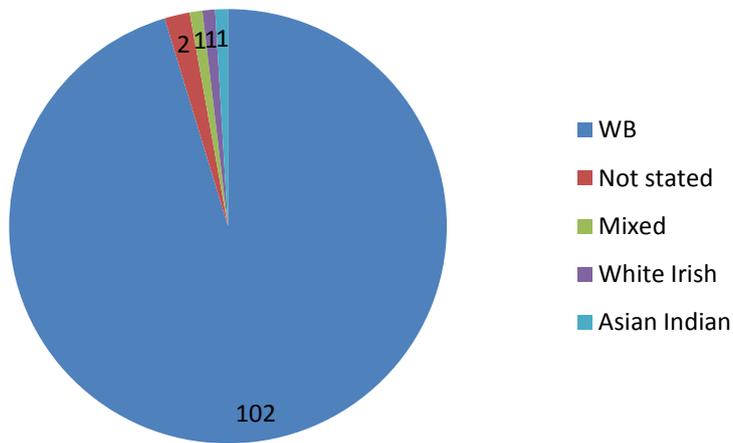
### vPRG breakdown

Sex	Count	Ethnicity	Count	Age	Count
Female	66	WB	102	17-24	1
Male	41	Not stated	2	25-34	3
		Mixed	1	35-44	7
		White Irish	1	45-54	30
		Asian Indian	1	55-64	31
				65-74	23
				75-84	11
				84+	2
<b>Totals</b>	<b>107</b>		<b>107</b>		<b>107</b>

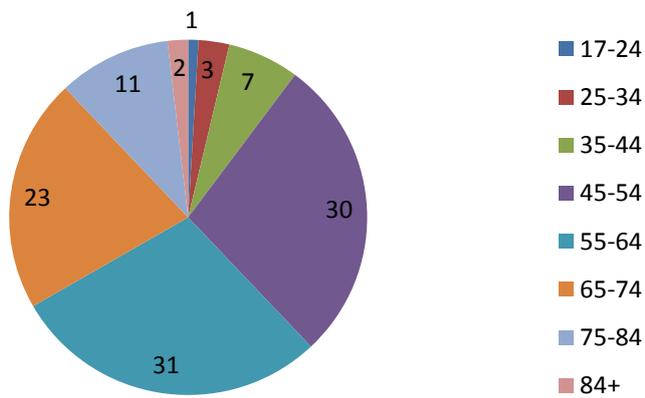
**Gender Ratio vPRG**



**Ethnicity Ratio vPRG**



**Age Ratio vPRG**



### **Annual Survey:**

The PPG group and the practice representatives agreed to undertake an annual survey that also drew attention to the many additional services the surgery is fortunate to be able to offer the community. The development of the survey began with the group in January 2013 when various examples were reviewed but a fresh survey relevant to the practice was agreed on called 'How are we doing...' (Appendix 1).

The group suggested that it also included a 'friends and family test' in line with other NHS providers.

The survey was undertaken in house and via the virtual PPG and over 400 patients completed the survey during August 2013. The full findings were discussed with the PPG and a small subgroup advised on a synopsis report (Appendix 2) that was produced and distributed widely in the same way the surgery newsletters as it was also available at the December Upton Show Case for Older people, a multi agency event run in partnership by the District Council, local church, community groups and local health service providers including the surgery.

The virtual group were surveyed online to try to recruit some younger unrepresented members which proved to be successful.

### **In year actions:**

During 2013 a member of the PPG has initiated links with Hanley Castle High School senior Art pupils and an exhibition is planned for 2014. The local Art group continue to display in the surgery and the group supported the ongoing art installation exhibits from Paintings in Hospitals charity.

In March 2013 the surgery hosted the national 'Dying Matters' Exhibition themed "small actions, big difference" photography exhibition which was organised by the Dying Matters Coalition. The coalition promotes public awareness of dying, death and bereavement by encouraging people to talk about their wishes towards the end of their lives, including where they want to die and their funeral plans.

Quality information is regularly reviewed by the group. The overall rating on NHS choices is currently 97.3% 'Among the best' for all weighted markers and the Practice has a feedback 5 star rating. The practice is awarded the Higher Achieving Practice NHS England rating, one of only 3 in Worcestershire. At every meeting there is an anonymous review of all complaints, suggestions and compliments.

Two members rotate to attend the South Worcestershire Clinical Commissioning Patient Group. CCG board meetings are also attended whenever possible by a member of the group.

Members supported the patient education events organised by the surgery. During the year evening patient education events with local consultant speakers were held on eye health, shoulder injuries and hernia surgery in partnership with Spire Southbank Hospital. Simon Adams Chief Executive of Health watch presented to the October meeting.

The group were fully informed of in year NHS IT initiatives such as summary care record (SCR) and Care.Data and helped the Practice shape its communication exercise to the wider patient group. They were also kept apprised of the migration to Emis Web clinical system that was undertaken in June 2013.

The group were fully informed of NHS clinical and service changes such as the introduction of 111 services in Worcestershire, subsequent withdrawal and reintroduction and how the practices dealt with the issues and escalated reports.

New surgery services are reported, these included the **Well Leg Clinic**, a joint project between the District Nurses and Practice Nurse. This was set up to give leg advice and support to patients. The patient feedback was very positive in relation to having the opportunity to have nurses able to offer advice and education in such a comfortable environment in the surgery. Volunteer support the clinics and they have been evaluated.

The **Fitness for Life** classes to improve mobility, strength and balance. The **Healthy Walks** programme. **Diabetic Eye Screening** service that now run regularly from the surgery. **Expert Patient** programme, **Diabetic Education** groups. **Worcester Therapy Services** and **Aneurysm screening**.

The surgery reported on its pilot for **Intensive Primary Care** sessions, a new initiative to use a risk stratification approach and to improve the long term condition clinical management.

A new look web site for [www.uptpondoctors.co.uk](http://www.uptpondoctors.co.uk) was launched in February 2014 with the involvement and choices of the PPG advising on the format and content.

#### **Access arrangements:**

Upton Surgery is now one of the top performers on access in the South Worcestershire Clinical Commissioning Group. In November Philippa White and Dr Andrew Havercroft gave a presentation to 32 other practices on how we manage to achieve such high ratings.

Since then several practices have requested advice or visited Upton Surgery to see how we manage the appointment systems.

The core opening hours of the surgery are 0800 to 1830 Monday to Friday. (Evening Extra schedules with the Duty Doctor may go on later than this according to demand).

Morning triage sessions for on the day appointment requests function with a duty team of a Doctor and nurse and run on Monday, Wednesday, Thursday and Friday 0800 to 0900 (after which the face to face consultations commence). On Tuesday the service is a nurse led service between 0800-0900.

During the day there is a selection of routine face to face and telephone appointment systems during the morning, afternoon and early evening. During the recent flood situation in Upton upon Severn it was noted that about 30% of appointments could actually be dealt with on the telephone. On the first day of the bridge closure we got the message out via the community and the web site to call in and convert appointments to telephone and the new clinical system was very easy for any staff to programme to facilitate this change of slot.

The practice continues to provide additional extended hours as a mix of early appointments (0720 start), later evening (1920 last appointment) and Saturday mornings with a selection of appointments commencing at 0800 and ending at 1100. The Saturday mornings are proving the most popular.

Patients can use the traditional telephone booking system and our rating is 94% easy to get through on the phone against a national and CCG benchmark of 75%. Patients can book in person or use the online booking systems (once they register to obtain a secure personal PIN access code).

In line with the rest of the UK, demand for access to GPs is climbing. We are always fine tuning our system and release of appointments to try to maintain the balance for 'on the day demand'. This is especially important to reduce unnecessary attendances at A and E. The home visit requirements of our rural patients that is much higher in number than a town based surgery needs to provide and also to provide continuity of care for forward booking requests. It is very hard to meet all these requirements and many practices are moving to on the day only booking services.

85% of Upton Surgery patients state the times are convenient to them compared to 77% nationally.

The following national benchmarked results for satisfaction and quality of services from the National GP survey for the surgery were discussed at the PPG meeting in April 2013.

**Core Questions**

	UPTON SURGERY		NHS SOUTH WORCESTERSHIRE CCG		NATIONAL	
<b>Q26</b> Is your GP surgery currently open at times that are convenient for you?						
Yes	165	85%	3855	77%	719566	77%
No	19	10%	807	16%	156085	17%
Don't know	11	5%	316	6%	61595	7%
	<u>194</u>		<u>4978</u>		<u>937247</u>	
<b>Q3</b> Generally, how easy is it to get through to someone at your GP surgery on the phone?						
Very easy	108	55%	1294	25%	273346	28%
Fairly easy	77	39%	2572	50%	451675	47%
Not very easy	8	4%	791	15%	143112	15%
Not at all easy	0	0%	341	7%	64986	7%
Haven't tried	3	2%	149	3%	33606	3%
Easy (total)	<u>185</u>	<u>94%</u>	<u>3865</u>	<u>75%</u>	<u>725021</u>	<u>75%</u>
	196		5147		966726	
<b>Q4</b> How helpful do you find the receptionists at your GP surgery?						
Very helpful	112	57%	2421	47%	444927	46%
Fairly helpful	73	38%	2194	43%	404720	42%
Not very helpful	2	1%	315	6%	71998	7%
Not at all helpful	5	3%	118	2%	24951	3%
Don't know	2	1%	96	2%	19510	2%
Helpful (total)	<u>186</u>	<u>95%</u>	<u>4615</u>	<u>90%</u>	<u>849647</u>	<u>88%</u>
	195		5144		966105	
<b>Q18</b> Overall, how would you describe your experience of making an appointment?						
Very good	110	58%	1801	36%	329792	35%
Fairly good	65	34%	2066	41%	383126	41%
Neither good nor poor	7	4%	658	13%	124492	13%
Fairly poor	3	2%	295	6%	62586	7%
Very poor	5	3%	172	3%	33853	4%
Good (total)	<u>175</u>	<u>92%</u>	<u>3867</u>	<u>77%</u>	<u>712917</u>	<u>76%</u>
	190		4992		933849	
<b>Q9</b> How often do you see or speak to the GP you prefer?						
Always or almost always	53	48%	1240	42%	203672	40%
A lot of the time	23	21%	673	23%	119975	23%
Some of the time	29	26%	840	28%	152703	30%
Never or almost never	6	5%	190	6%	36048	7%
Not tried at this GP surgery	0	0%	13	0%	3153	1%
	<u>111</u>		<u>2957</u>		<u>515551</u>	

**Action plan:**

The action plan was reviewed in the meetings in April, July and October and the smaller subgroup looked at it in greater depth with the Practice manager in the autumn. As it had so much information on a simpler format was suggested and developed and is published on the web site. (Appendix 3)

Appendix one



## UPTON SURGERY PATIENT SURVEY

“We would like you to think about your experience in the surgery during this visit.”

“How likely are you to recommend our surgery to friends and family if they needed similar care or treatment and lived in our Practice area?” Please tick appropriate box.

Extremely Likely

Likely

Neither Likely nor unlikely

Unlikely

Extremely unlikely

Don't know

**“Please can you tell us the main reason for the score you have given?”**

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**“Please can you tell us one thing that you think would make our service better?”**

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**“Were you aware the following services are available from this building?”**

Diabetic clinics	YES/NO
Female health	YES/NO
Flu clinics	YES/NO
Heart disease clinics	YES/NO
Hypertension clinics	YES/NO
Minor injury	YES/NO
Minor surgery	YES/NO
Respiratory clinics	YES/NO

Smoking cessation	YES/NO
NHS health checks	YES/NO
Travel clinics	YES/NO
Anticoagulation clinic	YES/NO
Blood Pressure Clinic	YES/NO
Contraception services	YES/NO
Cryotherapy	YES/NO
Healthy Walks Program	YES/NO
Children's Services	YES/NO
Mental Health Services	YES/NO

#### **Consultant Clinics/Specialist Nurse Clinics**

Dermatology Clinics	YES/NO
Heart Failure Nurse Specialist	YES/NO
Dr C Ashton	YES/NO
Dr I Rowe	YES/NO
Rheumatology Nurse Specialist	YES/NO
MS Nurse	YES/NO
Parkinson's Nurse	YES/NO
Ante natal	YES/NO

#### **General Services**

Audiology Services	YES/NO
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Extended hours Early, Late, Saturdays	YES/NO
On line services via EMIS Access	YES/NO
Well leg clinic	YES/NO
Ready Steady Go Exercise	YES/NO
Expert Patient Group	YES/NO
Xpert Diabetes	YES/NO
Physiotherapy Clinic	YES/NO
Podiatry Clinic	YES/NO
Diabetic retinopathy screening	YES/NO

**Private Services**

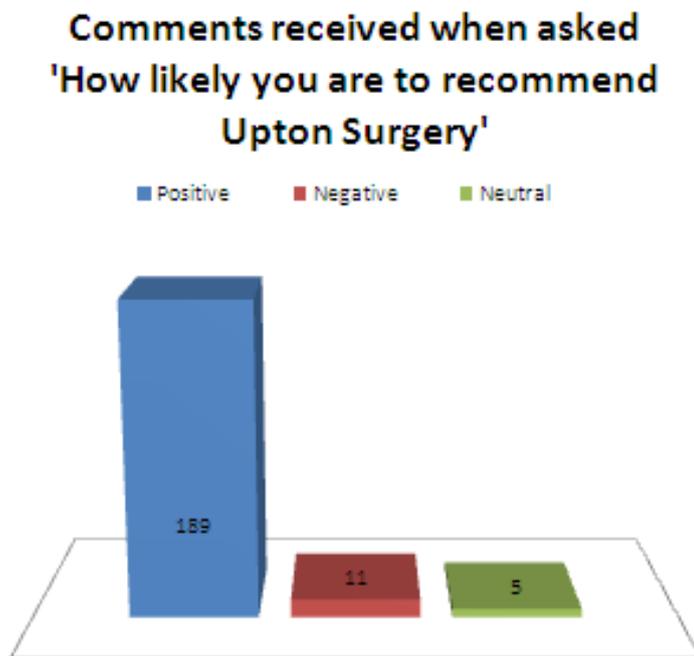
Chiropractor	YES/NO
Worcestershire Therapy Group	YES/NO

## Appendix 2

# How are we doing?.....

We have received some very positive feedback and comments from our 2013 Patient Survey. We received over 400 comments in response to the main additional questions of the survey and in the limited space below please see how we are doing and to see a small selection of comments that we received.

For further details look out for our patient newsletters or visit [www.uptondoctors.co.uk](http://www.uptondoctors.co.uk)



We had 205 responses to this question and as you can see by the chart 189 (92%) were positive comments.

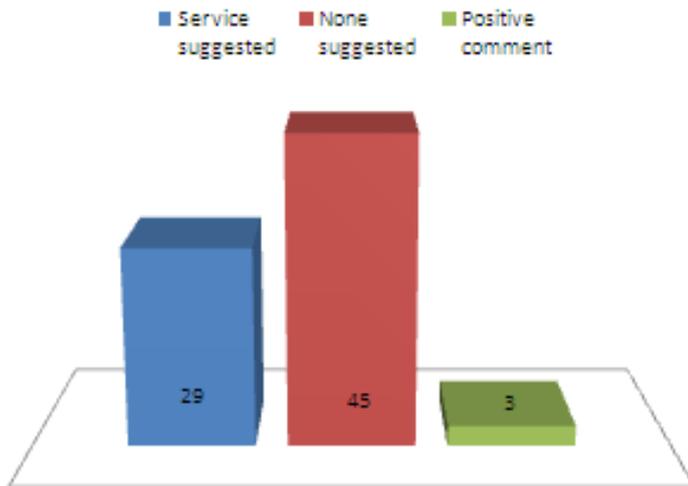
### **You said...**

*'You provide excellent service, and I feel, really try to accommodate people's needs. Well done!'*

*'Courtesy and helpfulness by all members of surgery'*

*'Best surgery in Worcestershire'*

## Comments received when asked 'Is there another service you would like us to provide locally'



We had nearly 100 responses for this question and over half had no suggestions or commented that we already provide so many services.

### You said...

*'For a small town, you already provide a wide variety of services'*

*'I think the surgery provide an amazing range of services'*

*'Can't think of anything as far as I'm concerned you cover all that is needed'*

The overwhelming feeling that came across in the majority of your responses to our survey was that you are extremely happy with the service and indeed services that we provide you as patients. As ever though there is always room for improvement and the feedback we received has been discussed with the Patient Participation Group in order that we can look at potential improvements going forward.

### What you liked

- We received over 40 positive comments remarking on how good they felt access to our services and indeed their GP was excellent.
- We also received nearly 200 positive responses commenting on things such as how friendly our staff are and about the overall experience of visiting the site from entering the car park, reception and indeed onwards to the clinicians.



## Not so liked

There were however some comments regarding the access / services / environment that some patients did not like and these will be looked at by our PPG (Patient Participation Group) as part of our ongoing improvement strategy.

- The 'kink' in the car park was mentioned by 3 people as being awkward and slowing the access into the car park. However this has been designed with exactly this reason in mind and has prevented a potentially large number of accidents, so we apologise for this inconvenience. We will be repainting the white lines in the spring that will help with navigation.
- The online appointment system has been mentioned by some as being 'clunky' to use – Unfortunately this is a national system that is out of our influence to make changes on. However members of our PPG have offered to assist with some overview training of how to use the system for anybody thinking of signing up to this service.



## Requests

A number of requests were received for additional services as well as requests for some that we already provide but perhaps not everyone was aware of. Information with regard to the services provided can be found in our current patient feedback newsletter along with further information in future publications.

- X-ray, sonography and other scanning facilities were requested by quite a number of patients. Unfortunately due to factors including environmental and financial this type of facility would not be feasible. However we will be investigating the possibility of having some form of ultrasound service on site and will update you of any progress.
- Weight Clinics and Male Health checks were requested by some people. Unfortunately weight clinics have had their funding withdrawn so we are currently unable to provide these. With regard to Male Health checks, although not specific to just male patients, there are general Health Checks available to patients. Please enquire at reception to check eligibility.



Appendix 3 Upton Surgery PPG action plan 2014

Upton Surgery - PPG action plan 2014

	Patient Experience / Issue	Aim	Action	Led by / Owner	Progress	Update Columns - use as required
Access	Availability of appointments	to ensure adequate access for patients	review national data and benchmarks	PW / JU		<b>January - 2014</b> Upton Surgery satisfaction remains over 90% in relation to appointment quality markers.
			Identify and apply minimum sessions per week	PW / JU		
	Access for on the day advice or appointments to ensure on the day requests are dealt with appropriately.	Introduce daily triage duty team approach	Triage for on the day requests GP and nurse between 0800 - 0900 introduced	Clinical Staff	Ongoing	<b>January - 2014</b> Nurse completed nurse prescriber course and fully integrated with the Duty Doctor Team for on the day demand
			Duty nurse sessions introduced	Clinical Staff		
			Telephone consultation slots scheduled	Clinical Staff	Completed	

			Block 'triage doctor open' slots to stream patients to usual doctor when possible	Clinical Staff		<b>January - 2014</b> Moved to open on the day universal block system	
			Receive training in productive general practice scheme for all day triage systems	SME / JU	Completed		
	Difficulty in attending for appointments	To extend hours of opening	To provide some appointments on pre bookable schedules of week day evenings and early mornings and Saturday mornings to increase hours by 274 per year	PAB		Ongoing	
	Able to get through to the surgery on the telephone	Maintain responsive access by telephone	Review to be undertaken and staffing arranged according to high demand times identified	JU			<b>January - 2014</b> Phone access rating has dropped to 89% from 95% despite additional staff and no change in telephone system - continue to monitor
Continuity of Care			Use system to provide reports to monitor performance	JU		Ongoing	
	Ability to provide continuity of care	To improve continuity of care by preferred doctor	Block 'Triage Dr 2 open' slots to stream patients to usual doctor	PW/GP's			<b>January - 2014</b> Moved to open on the day universal block system

	Access to specialist clinics closer to home	To improve continuity of care in specialist areas	Use of choose and book facility	PW / Clinicians	Ongoing	<b>January – 2013</b>  Clinics ongoing are Parkinson specialist nurse, MS specialist nurse, Diabetes specialist nurse, mental health CBT, Heart Failure nurse. Leg club ongoing, in house prostate recall system and Long Term Conditions Birthday recall systems working well. Consultant Dermatology, Rheumatology and Older People Psychiatric consultant clinics on site. Additional private counselling options added in year.
			arrange consultant clinics on site	PW / Clinicians		
			Use in-house specialism for inter GP referrals for minor surgery, dermatology, cardiology, diabetes and contraceptive services	PW / Clinicians	Ongoing	
Access to specialist nurse or other professionals services closer to home		Ensure nursing team are trained and updates to deliver specialist on site clinics in INR, COPD, Asthma, Diabetes, Minor Injury and specialist tests	PW / AW	Ongoing		
		Provide access to other specialist community nurse services on site	PW / AW			

Communication	Informing patient about appropriate access and use of the service	To increase appointment overall and manage expectations	Newsletter rebranding and produce minimum 6 per year and post on website	PW	Completed	
			Use of NHS material to inform patients of appropriate NHS use of services	PW	Ongoing	
	patients not informed of appointment timing delays	to improve patient waiting experience	reception staff to routinely advise patients if a doctor or nurse is running late	JU	Ongoing	
			Advisory notice to be on envisage system	JU	Completed	
	Ensuring that patient views are sought	To provide user feedback to inform service provision	PPG established terms of reference reviewed for PRG compatibility	PW/PPG	Completed	<p><b>January - 2014</b> Virtual Patient reference group has 106 members.</p> <p><b>January - 2014</b> Older Peoples showcase event December 2013. Young Mums health training recognising a treating childhood illness x 2 November 2013</p> <p><b>January - 2014</b> New format chosen by PPG and launch scheduled for feb 2014. Communication exercise in place.</p>
			Establish wider virtual groups using email	PW/PPG	Ongoing	
			Establish contact with harder to reach groups with PPG support	PW/PPG		
	Informing patients of access choices	To improve use of modern convenient access choices via the web	Web site information	PW / all staff / RW for Data		

			Advertise service in newsletter, via prescription bags and on Envisage call system	PW / all staff / RW for Data	Ongoing
			proactive informing when appropriate in consultation registration and face to face contacts	PW / all staff / RW for Data	Ongoing
Other Issues	Improving patient privacy when talking to a receptionist	To improve patient experience and confidentiality	Position privacy signs at reception and dispensary desks		Completed
			Use patient volunteer to support and encourage self check in service		Completed
			Registration to be offered in side room when staff allow		Ongoing
			Increased use of Confidential hatch		Not achievable

