

Scott Park Surgery
205 Western Approaches
Southend-on-Sea
Essex
SS2 6XY

Patient Participation/Reference Report

2013/14

SCOTT PARK SURGERY

Demonstrating how a Patient Reference Group is Represented

Practice Population @ 1/4/13 aged 16 and over:	2165
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- Members of Scott Park Surgery's Patient Reference Group:

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old	9	264	3.5%	0	9
25 – 34 years old	11	283	4%	0	11
35 – 44 years old	27	341	8%	1	26
45 – 54 years old	26	391	6.5%	1	25
55 – 64 years old	25	333	7.5%	0	25
65 and over	31	553	5.5%	4	27

GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	69	1102	16%	4	65

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White					
British	117	2047	6%	6	111
Any other White background	1	21	0.5%	0	1
Mixed					
White & Black Caribbean		4			
White & Black African		4			
White & Asian		4			
Any other Mixed background		3			

Ethnicity continued on next page....

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Asian or Asian British					
Indian		6			
Pakistani		0			
Bangladeshi		0			
Any other Mixed background	2	6	33%		
Black or Black British					
Caribbean		5			
African		11			
Any other Black background		2			
Chinese or other Ethnic Group					
Chinese	9	51	17.5%		9
Any other					

OTHER GROUPS	No. of members	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Carers	3	1	2

What steps has the practice taken to recruit patients and to ensure it is representative of the practice profile?

The practice website has a Patient Participation Group web page which gives details on joining the group and also how to give feedback and comments to the practice on the service provided. Application forms are readily available on the reception counter for patients to sign up, doctor discusses with patients when they attend surgery and PPG members are asked to speak to patients they know who might be interested to be involved in the group.

The catchment area of the Practice is a predominately white British population which is fairly reflected in the practice's patient population. Scott Park Surgery believes that its patient reference group is fairly well represented but as this is its first year of reformation; the Practice will continue to find ways to encourage patients who are in those under represented age groups and ethnic minority groups to sign up and take part in patient participation activities.

As well as continuing to actively use the above-mentioned methods to recruit new members, the practice has started to include a copy of the sign up form as part of the new patient registration pack. In addition, a notice will be published in the Rayleigh Roader issue 114 (April edition) asking patients to contact the practice if they would like to be a member.

The Rayleigh Roader is an information paper circulated to over 4500 homes and businesses in the Eastwood area on a monthly basis and Scott Park Surgery has a permanent print space in the Rayleigh Roader.

How has the practice determined the questions used in the surveys?

Online Access survey

The questions asked in the Online Access survey related to queries patients had made previously regarding other ways of access to services. The survey questions were:

1. Would you use an online service to request a prescription? If you answer 'No' is there a particular reason?
2. Would you use an online booking service to book / cancel doctors' appointments? If you answer 'No' is there a particular reason?

Family & Friends Test survey

The Family & Friends Test survey was for the practice to find out if patients have any areas of concern that the practice should address. The survey question was 'how likely are you to recommend our GP Practice to friends and family?'

When were the surveys conducted?

1. Online Access survey was conducted in August 2013. 100 questionnaires were printed and 67 questionnaires were returned completed and these were then analysed in-house.
2. Family and Friends Test survey was conducted from November 2013 to mid-December 2013. 260 questionnaires were printed and 258 questionnaires were returned completed and these were then analysed in-house.

How were the surveys conducted?

Questionnaires were made readily available on the reception counter for patients to take part. They were also offered to patients attending the surgery, either to be completed whilst in the practice or taken away and returned at a later date. The receptionists explained briefly what the questionnaire was about and answered any questions patients may have had.

Both surveys were designed for adults at least 16 years of age.

How has the practice collated the results?

The results were collated with the use of a word document tool. Both results were shared amongst staff in the September 13 and February 14 practice meetings respectively. The practice also reported the survey findings to patients by:

1. Practice Website
2. Posters in the practice
3. Patient group meeting
4. Email to members of the Patient Reference Group
5. Newsletter

How were the findings fed back to the PPG?

A PPG meeting was held with Dr Ng on 14th January 2014 to discuss the results; the confirmed priorities set and to look at possible action points. PPG members were each given a copy of the collated results of the questionnaire at the meeting. Dr Ng was happy to receive individual feedback by phone, email or in person from PPG members who had given their apologies to the meeting.

A full copy of both collated survey results and questionnaires can be found on the practice website, under the Patient Surveys section on the Patient Participation Group webpage or by asking at reception.

Summary of the Online Access Survey

Almost 75% of those patients who took part in the survey would use online access to order prescriptions and / or book doctor appointments. The main reason for those remaining 25% of patients who would not use online access facilities was because they did not own a computer or did not have internet access.

Summary of the Family and Friends Test Survey

Based on the number of positive responses to this survey, it can be seen that a vast majority of people (94%) would be likely to recommend this GP practice to their friends and family. From a sample of the open ended comments, many patients praise this practice for its friendly, helpful staff and its availability of appointments. Dr. Ng is seen as a caring and thorough GP and patients are satisfied with the service they receive here. Comments from the very small number of negative responses indicate that patients are less likely to recommend this practice if their family or friends already have a doctor or if they do not live locally.

How were the priorities and action plans set?

1. Based on the results of the two surveys undertaken by the Practice, and
2. A meeting was held by the patient participation group and Dr Ng. It was explained at the PRG meeting that the practice needed to identify actions that could be taken to improve its services following receiving feedback from the patient survey.

What were the agreed priorities / action plans for 2013-14?

1. Launch and Promote Practice Website
2. Patient Online Access (Improve patient access choice)
3. Improve Clinic Running Time i.e. reduce waiting time from checked-in to being seen by doctor
4. Reduce number of DNAs (Did Not Attend)

Actions taken to achieve and complete the above-listed priorities:

1. To enable patients to have online access, the practice had to set up its own website www.scottparksurgery.co.uk and it was launched in September 2013. Posters promoting this new interactive website are displayed within the practice as well as being promoted in the newsletter.

A member from the Patient Reference Group (PRG) had visited the website and found it very good and user friendly.

2. Dr Ng informed the PRG that the Practice did a survey to see if patients would like on-line access for appointments and ordering repeat prescriptions for convenience of patients. The result of the survey showed that the majority of patients would like such services available. As a result, patients have been able to book appointments and order repeat prescriptions on-line from mid-September 2013. The feedback so far is that the system is working very well.

We currently have about 160 patients registered for online access. Application forms are downloadable from www.scottparksurgery.co.uk and hard copies are available on the reception counter. Notice about this new online service is also published in the local information paper for Eastwood area: Rayleigh Roader.

3. Dr Ng informed the PRG that the Friends and Family test recommendation survey was carried out in November and December 2013. The questionnaire was for patients aged 16 years or over. The survey question was 'how likely are you to recommend our GP Practice to friends and family?'

The results were very positive. 63% replied 'extremely likely' and 31% replied 'likely'.

From the results of the survey, it was noted that some patients, on occasions, found the waiting times to be long. This is the knock-on effect of Dr Ng taking his time and not rushing through each consultation. This fact can be attested for from comments such as "Doctor takes his time with patients to understand problems", "Dr. Ng listens to patients & does his very best for them, he does not rush them out", "Long delays, but that is because GP does not rush patients" and "Doctor is good, listens & is helpful, but this takes time, which can result in waiting times being long"

As a result of this survey, the practice has changed its procedures in booking appointments to see the doctor. At the time of booking, the patients are now being informed that one appointment is essentially for one medical problem. Patients can choose to book a single appointment or a double appointment with the doctor.

In addition, a new female locum doctor has started working at Scott Park Surgery from January 2014. This not only further improves patient access but also improves patient choice as well as keeping the same level of standards provided and allowing the doctor to still spend the time he would like to have with his patients.

4. The PRG members mentioned that they were very pleased with the level of service provided by the practice. The subject of patients not attending their appointments (DNA) was discussed. The members suggested a monthly notice of the numbers of DNA to be displayed in the patients' waiting area.

Dr Ng agreed to the suggestion and DNA notices are now being displayed in the waiting areas at monthly intervals.

In January 2014, a combined total of 52 doctors and nurses' appointments were DNAs, this equates to 9½ hours of wasted appointments. In February, the combined DNA total improved significantly to 25, but it still equates to 5 ¾ wasted hours.

3 or 4 patients had seen the notice when they attended surgery and had apologised to the receptionist for being part of the DNAs.

The practice would like to encourage patients to attend their appointment without being negative; hence, the practice has also displayed a notice thanking those patients who attended their appointments in the previous month. 1675 patients attended their appointment in February 2014.

With the additional positive approach, hopefully, the DNA numbers will be kept to a minimum.

Conclusion

The PRG were in agreement with the changes made and all changes have been completed to the satisfaction of the practice and PRG in February 2014.

Surveys results, minutes of the PPG meeting and newsletter were emailed to all members of the PRG and also available on www.scottparksurgery.co.uk

Publication of Report

This report is being published on the Scott Park Surgery website.

Additional Information:***Reception and Telephone Contact opening hours***

Monday: 08:00 to 19:15

Tuesday to Friday: 08:00 to 18:30

Saturday and Sunday: Closed

Public and Bank Holidays: Closed

Patients can access services during these times by attending the practice reception desk in person or telephoning the surgery.

Outside of these hours, if it is a serious or life-threatening emergency, patients should call 999 for an ambulance or attend the Accident & Emergency Department at Southend General Hospital.

If they need to see a doctor, they should dial 111 for access to urgent medical care when the surgery is closed.

For those patients who have registered for online access, they could order repeat prescriptions, book or cancel doctor appointments online at any time/day.

For medical advice either in-hours or out-of-hours, patients can also dial 111 (NHS 111 Service).

Extended Hours for both Doctor and Nurse's Clinics

Monday 18:60 to 19:15