



Upton Surgery Local Patient Participation Report 2014-15

Introduction

The Practice established an active Patient Participation Group in 2007. The current PPG chair was approached to help the Practice develop the group and the group members put themselves forward to support the initiative following an information evening held at the previous surgery site in August 2007. Other members have joined after responding to recruitment requests or offering their support. The group meets regularly to foster good communications between the surgery and the group and to consider patients' issues, concerns and suggestions for improvements.

Upton Surgery patient participation group met 4 times during the year with 3 other sub group or project work meetings. The Chair of the group, Mr Chris Milne was re-elected. The minutes are published on the web site in the Patient Participation section www.uptondoctors.co.uk.

The group currently consists of seven members aged between 44 and 81. There are five females and two males. Members of the group represent specific patient groups in longer term conditions, carers and parents, disability interests, and men's health.

The group had drawn up terms of reference that were reviewed to be in line with the new DES in 2013.

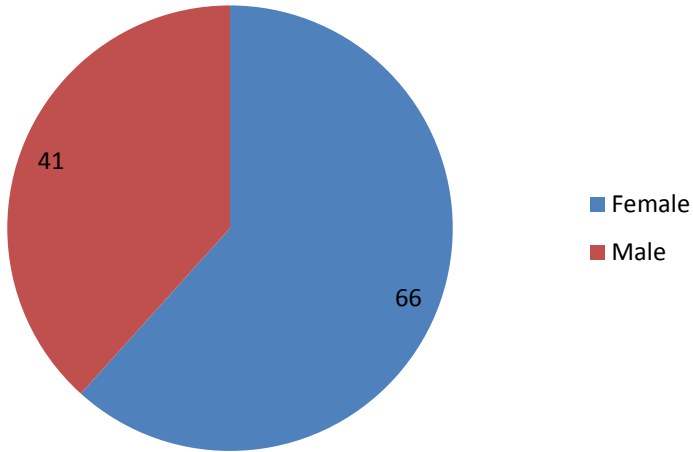
There is a suggestion box in the surgery, a 'contact us' facility on the web site and letters are directed to the chair if requested to obtain feedback on the practice's services and plans. The envisage plasma screen call system is used for communication from the PPG to all other patients attending the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

Patients can sign up to the Virtual Group via the web site and we have 107 members representing 0.98% of the practice population.

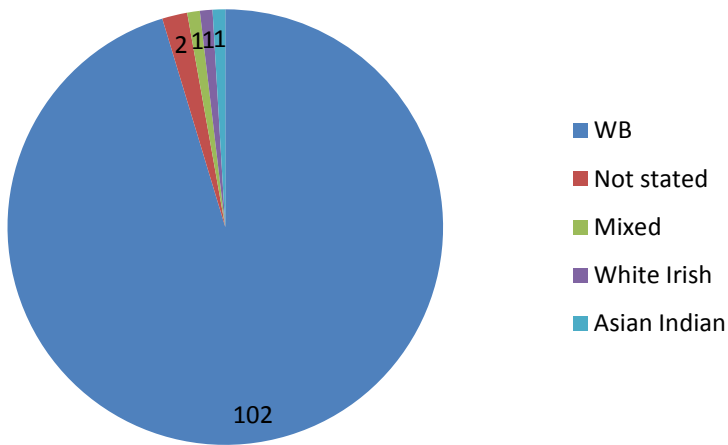
vPRG breakdown

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
Totals	107		107		107

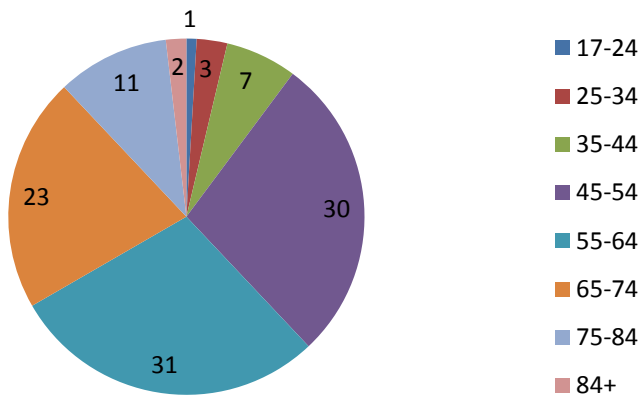
Gender Ratio vPRG



Ethnicity Ratio vPRG



Age Ratio vPRG



2014/15 Update

During 2014 members of the PPG and practice staff analysed and acted on the 2013 survey of over 300 patients on various measures of quality and experience. From that the current key priorities and plan were developed by a sub group of the PPG and practice representatives and are worked on and reported to the group. (Appendix 2)

Key priorities the group identified to focus on were:

- Access
- Continuity of Care
- Communication
- Service Provision

Details of progress are on the Action plan at the end of this report.

Standing agenda items for the PPG meetings are to receive a Practice Update Report on activities since the last meeting including staff changes and service changes. To review complaints, compliments and suggestions. To discuss key NHS priorities e.g. Friends and Family Test, Out of Area Registration Scheme. To receive information on other local priorities e.g SW Healthcare. To review Primary Care Web Tool statistics, National GP survey and other survey data. Speakers in year were from Healthwatch, Nurse Lead for Older people, Practice Pharmacist and a representative from Clinical Research Network for Public and Patient Involvement.

A presentation of the key findings of the National GP survey data for 2014/15 was reviewed by the group at the January 2015 meeting. (Appendix 1).

The overall rating on NHS choices is currently 95.5% 'Among the best' for all weighted markers.

In 2014 we commenced an Arts and Health project led by one of the PPG members which interfaces with the local High School and we now display artwork from the school and plan a visit to the surgery to view others works of art on display. We hope to build on this project in 2015 to engage with young people. We are in planning a community event in 2015 involving Riverboats Sure Start Centre, the local Primary School, Messy Church and youth groups.

The PPG supported bids to the UMST Friends of Upton Surgery Trust Fund to improve services for patients such as home loan Blood Pressure machines and additional 24 hour Blood Pressure and other monitoring equipment for patients. They supported the investment in equipment for the physiotherapy gym that is above NHS and very beneficial for rehabilitation services in the rural location that we provide services to.

The leg club commenced in 2013 and additional equipment purchased due to its popularity.

Members of the PPG piloted the access to medical records and advised on implementation. Members under took a PLACE Assessment and produced a report. (Patient Led Assessments of the Care Environment).

Members attend the South Worcestershire Clinical Commissioning Group Board and PPG network meetings when able.

Access arrangements

Changes and improvements to appointment systems are reported to the PPG as coping with significantly increasing demand for 'on the day' appointments, whilst trying to balance with a continuity of care model that is so important for our older patient population, remains a dilemma for the surgery teams. In 2014 two Advanced Nurse Practitioners with Independent Prescribing qualifications were appointed and a senior Nurse Lead for Older People to develop new services to meet these needs.

The core opening hours of the surgery are 0800 to 1830 Monday to Friday . (Evening Duty schedules with the Duty Doctor may go on later than this according to demand. New Duty nurse afternoon sessions have commenced.

On the day requests are received by the morning triage sessions for on the day requests function with a duty team of a GP and Advanced Nurse Practitioner nurse and run on Monday, Wednesday, Thursday and Friday 0800 to 0900. The team of 3 or 2 clinicians may start seeing patients from 0830 which has added capacity from the 0900 start last year. On Tuesday the service is a nurse led Triage service between 0800-0900 and face to face consultations commence at 0900.

During the day there are a selection of pre bookable routine face to face and telephone Appointments during the morning afternoon and early evening.

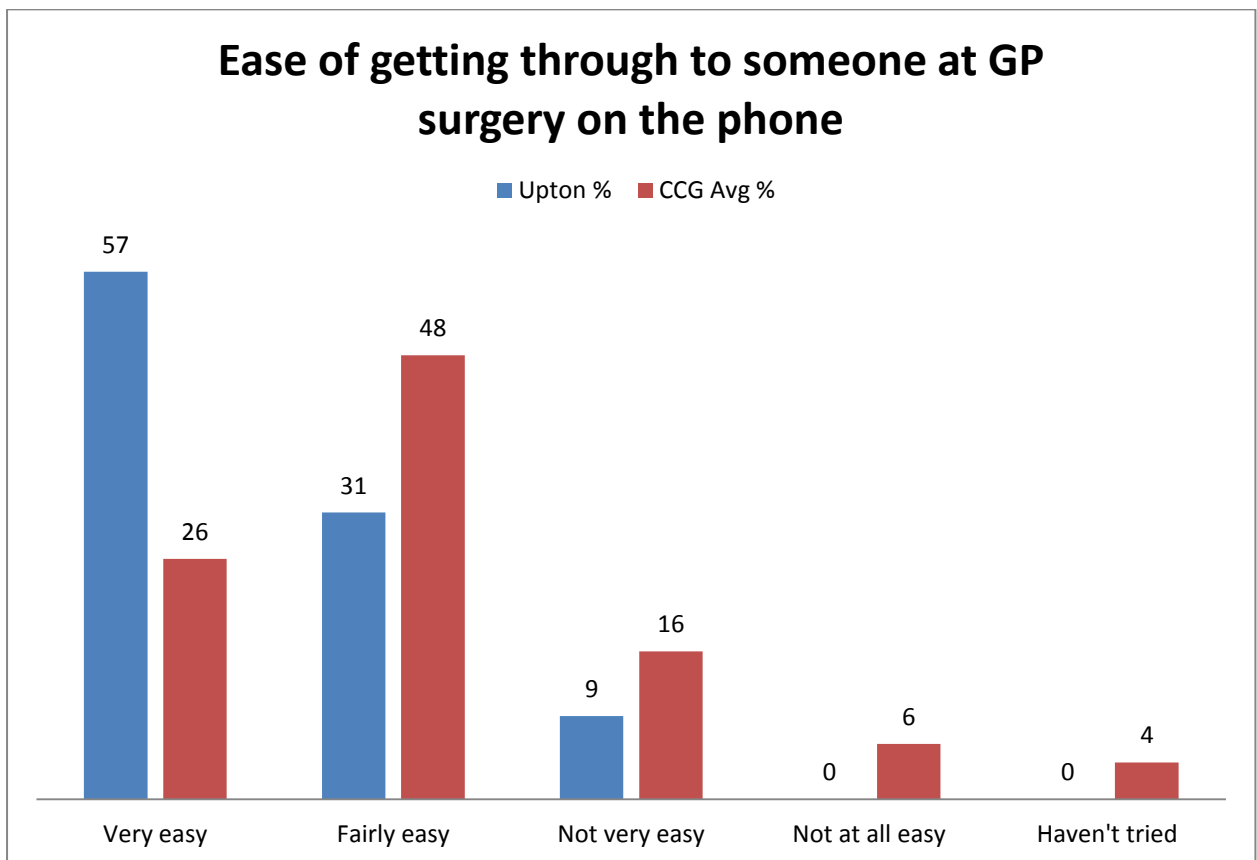
The practice provides extended hours of 68.25 additional hours per quarter. These are a mix of early appointments (0720 start), later evening (1920 last appointment) and Saturday mornings with a selection of appointments commencing at 0800 and ending at 1100.

Patients can use the traditional telephone booking system or in person at reception or the online booking systems (once they register to obtain a secure personal PIN access code). The practice has over 2500 users of the internet booking system.

Upton Patient Survey 2015

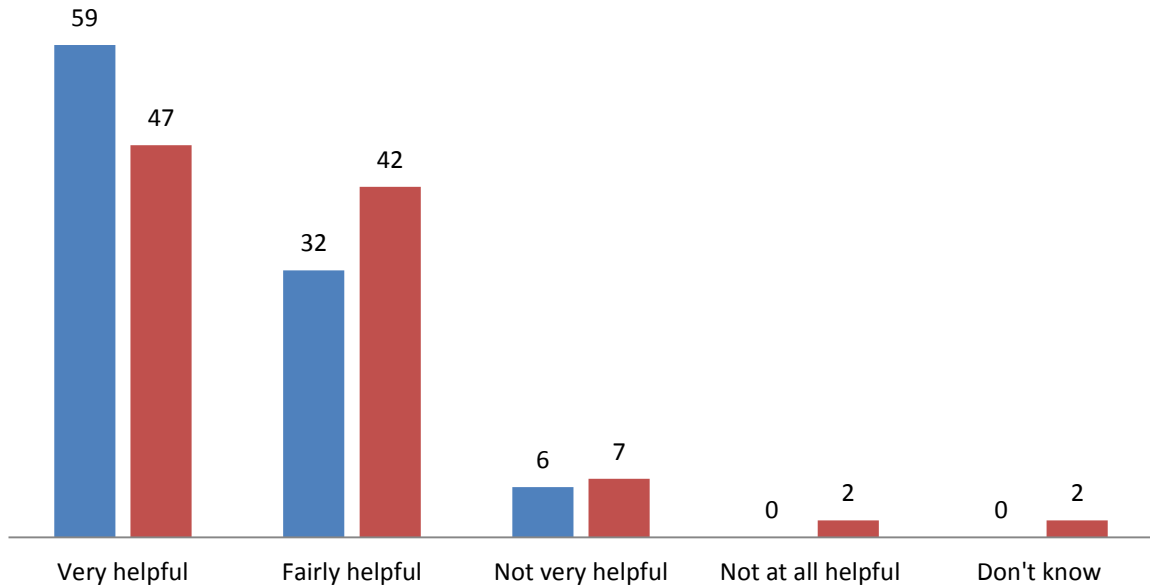
Key information charted

- Charts have been created directly from the Data collated by MORI as part of the national GP Patient Survey for 2014/15
- The charts compare the Upton Surgery results with the average results that represent all of the surgeries in South Worcestershire CCG.



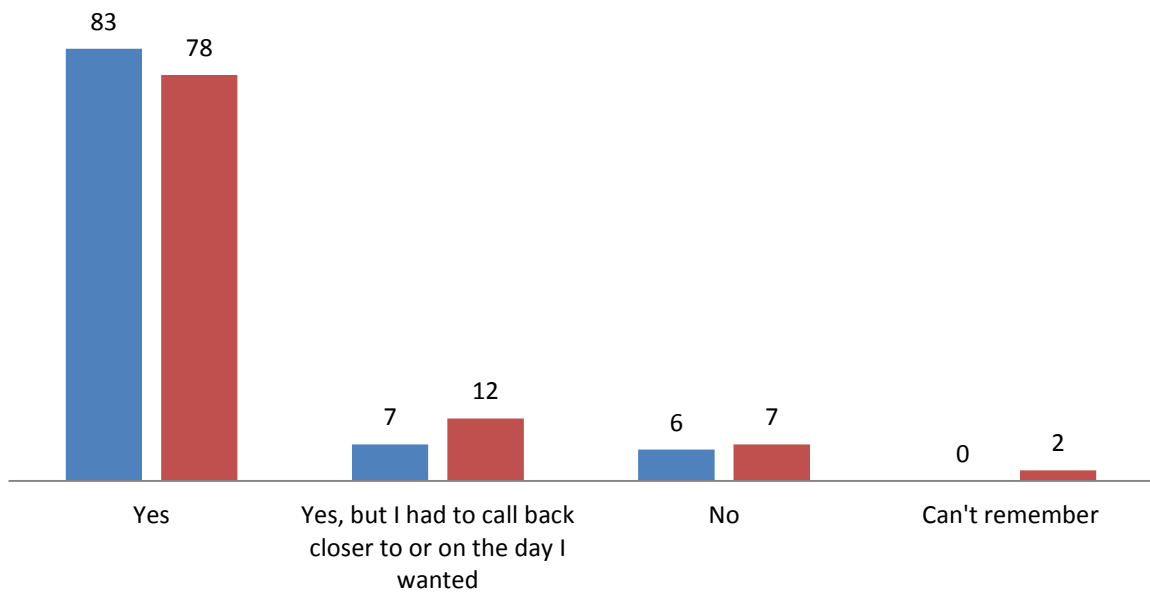
Helpfulness of receptionists at GP surgery

■ Upton % ■ CCG Avg %



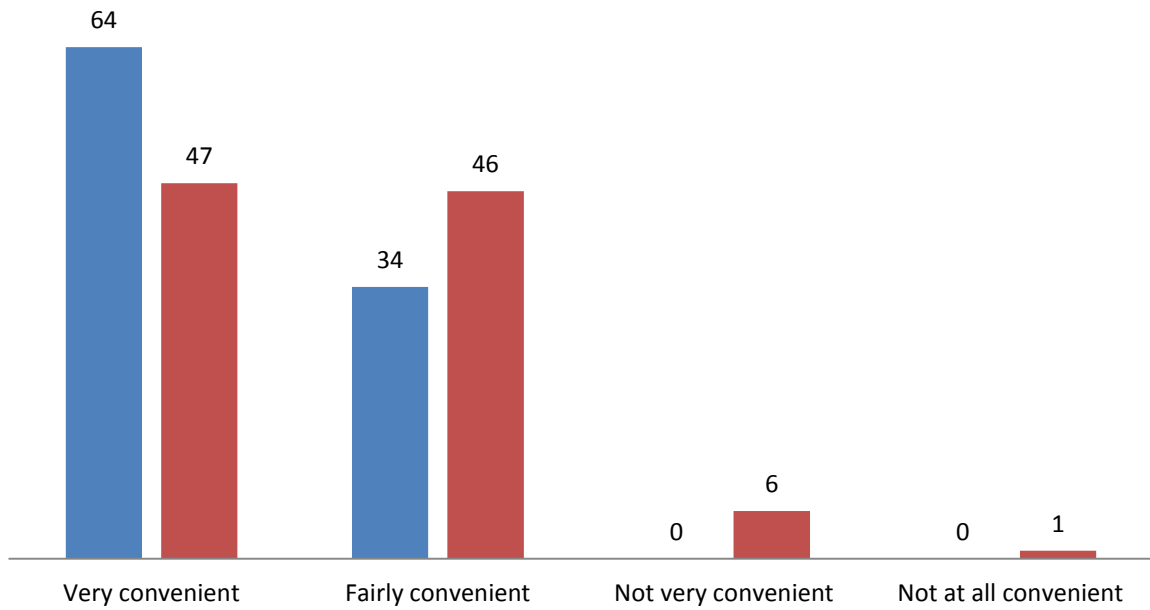
Able to get an appointment to see or speak to someone

■ Upton % ■ CCG Avg %



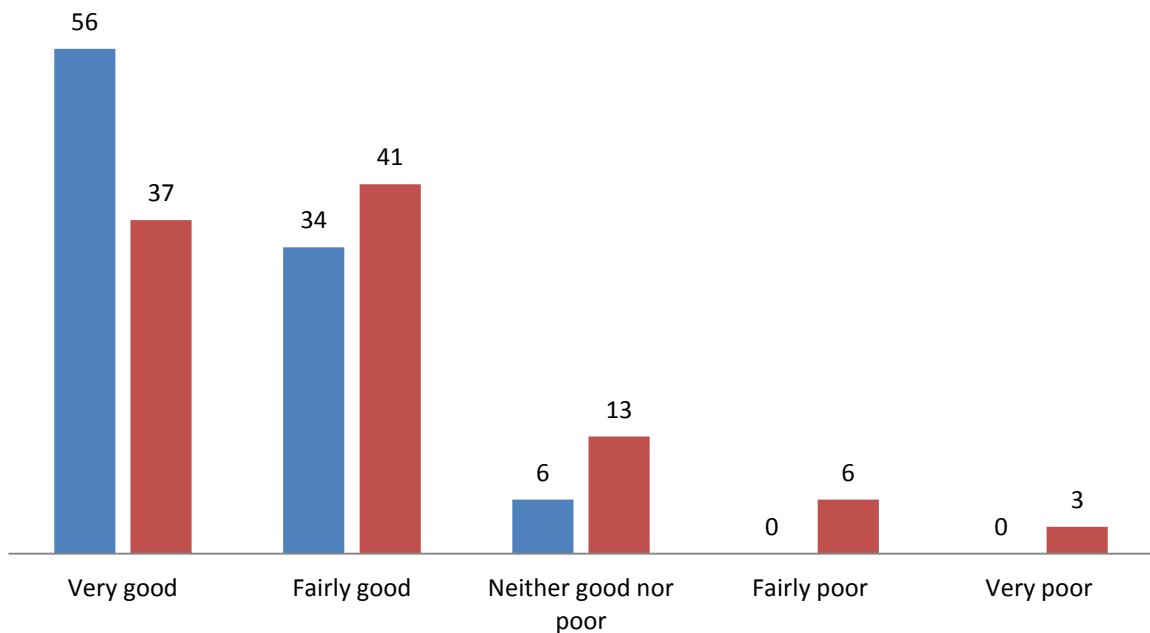
Convenience of appointment

■ Upton % ■ CCG Avg %



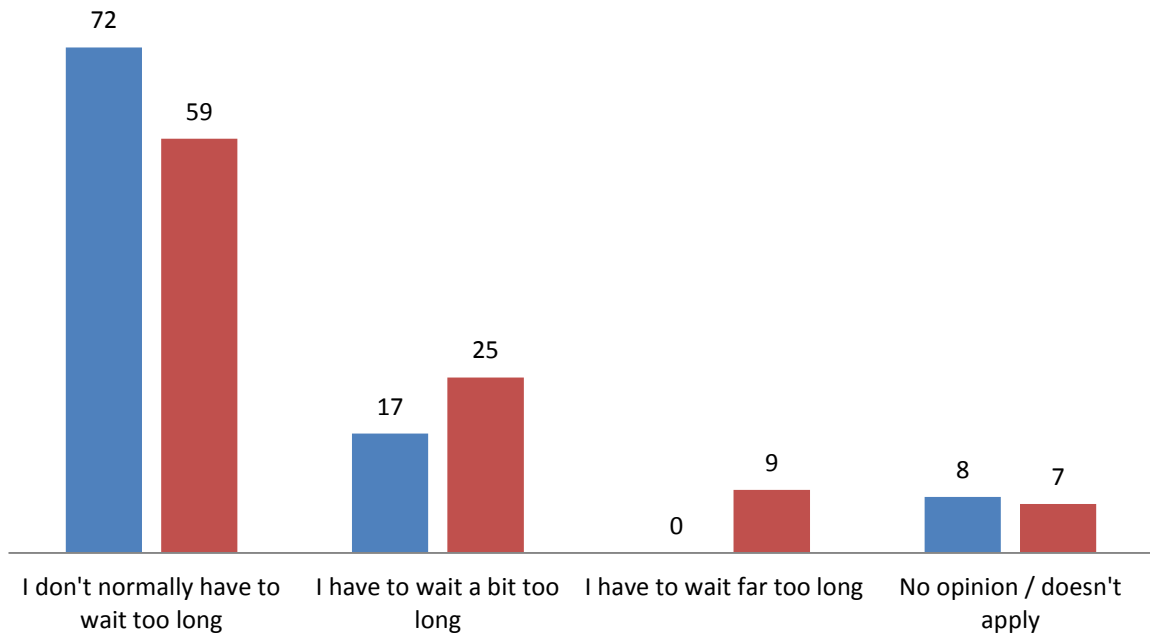
Overall experience of making an appointment

■ Upton % ■ CCG Avg %



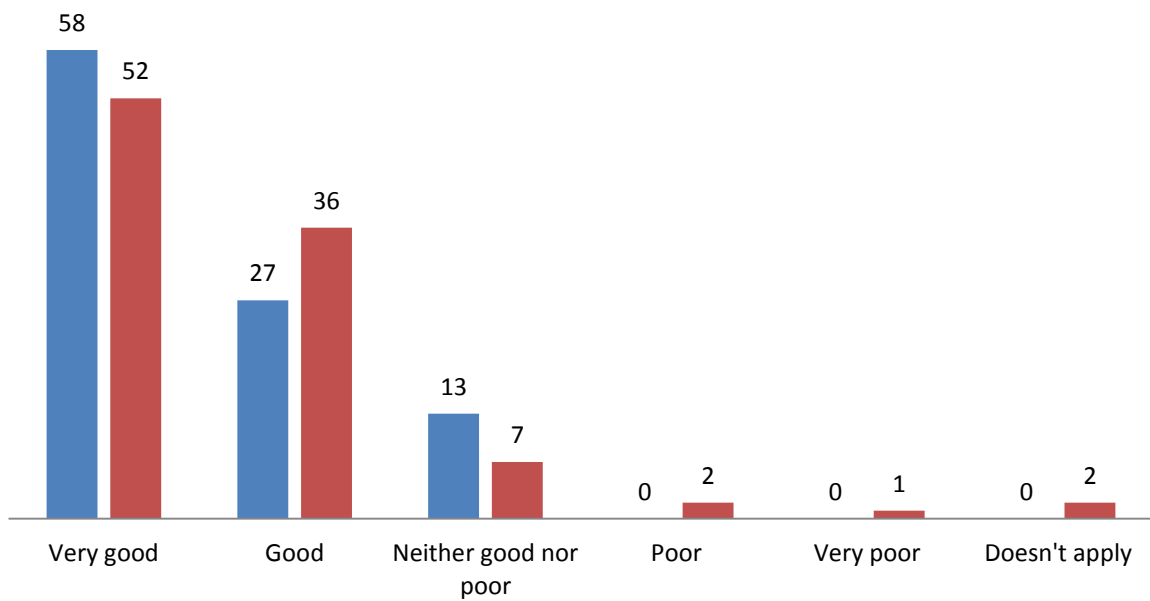
Impression of waiting time at surgery

■ Upton % ■ CCG Avg %



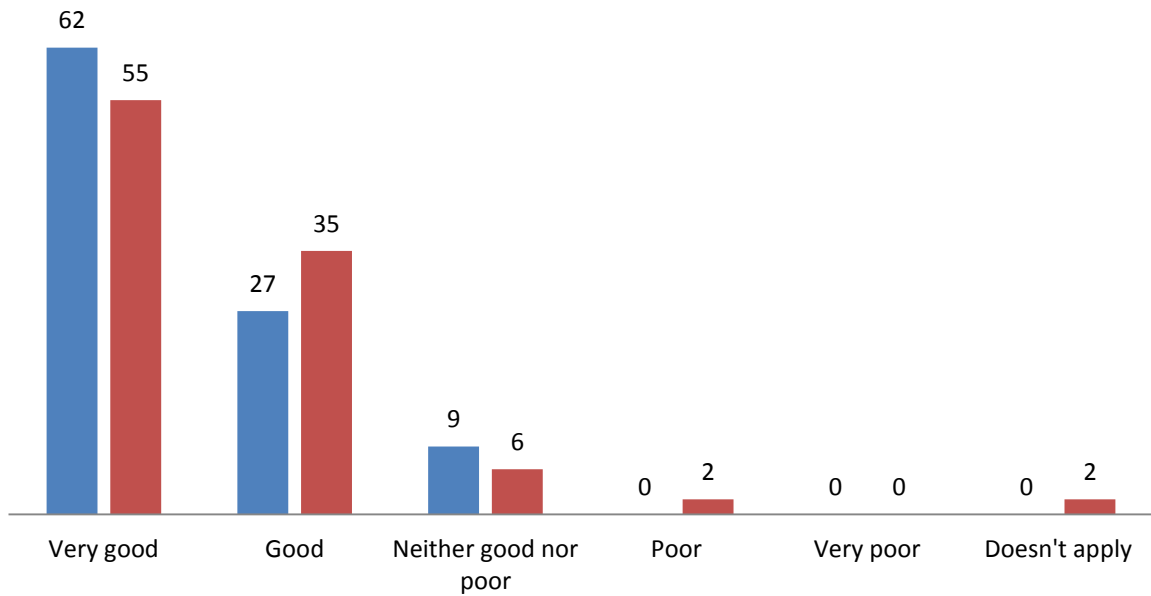
Rating of GP giving you enough time

■ Upton % ■ CCG Avg %



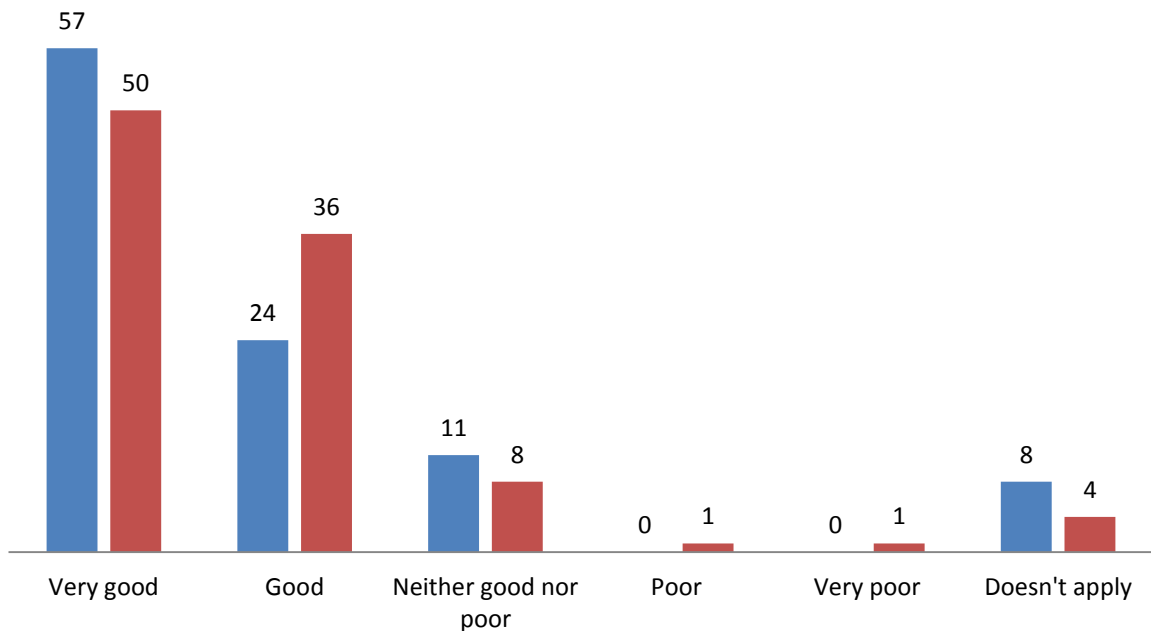
Rating of GP listening to you

■ Upton % ■ CCG Avg %

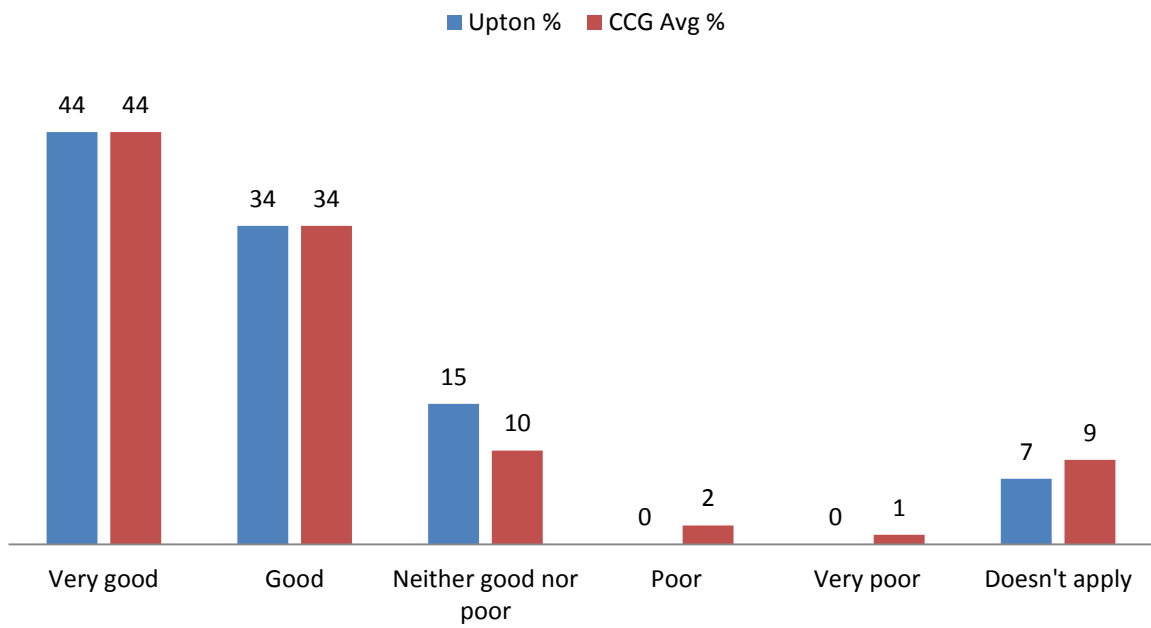


Rating of GP explaining tests and treatments

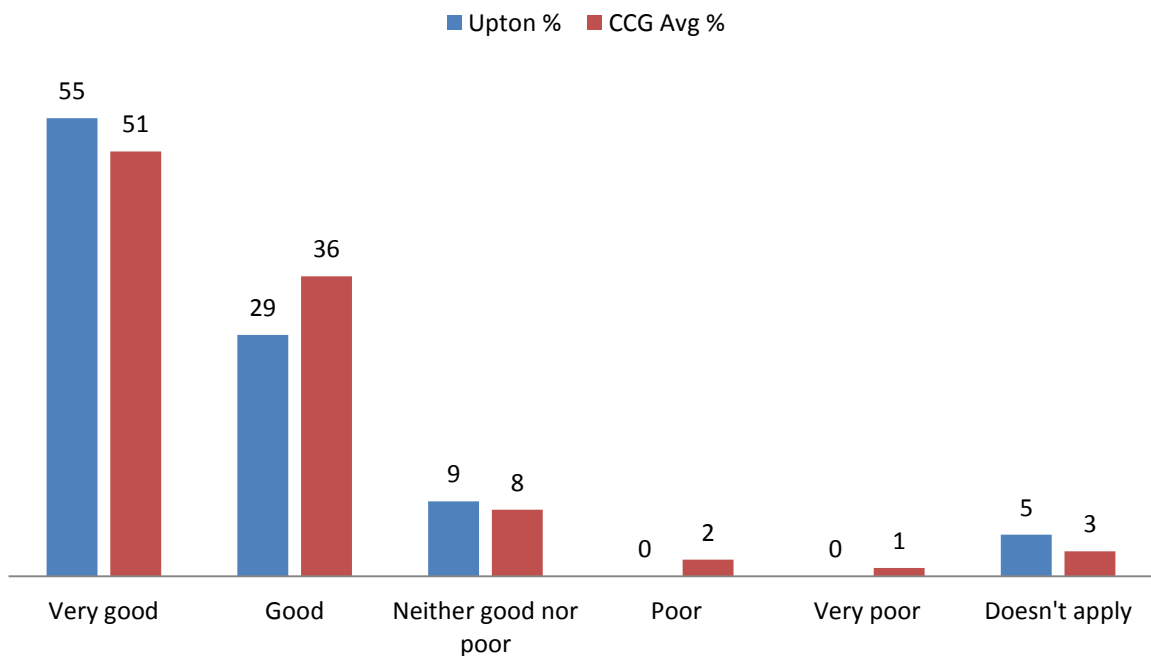
■ Upton % ■ CCG Avg %



Rating of GP involving you in decisions about your care

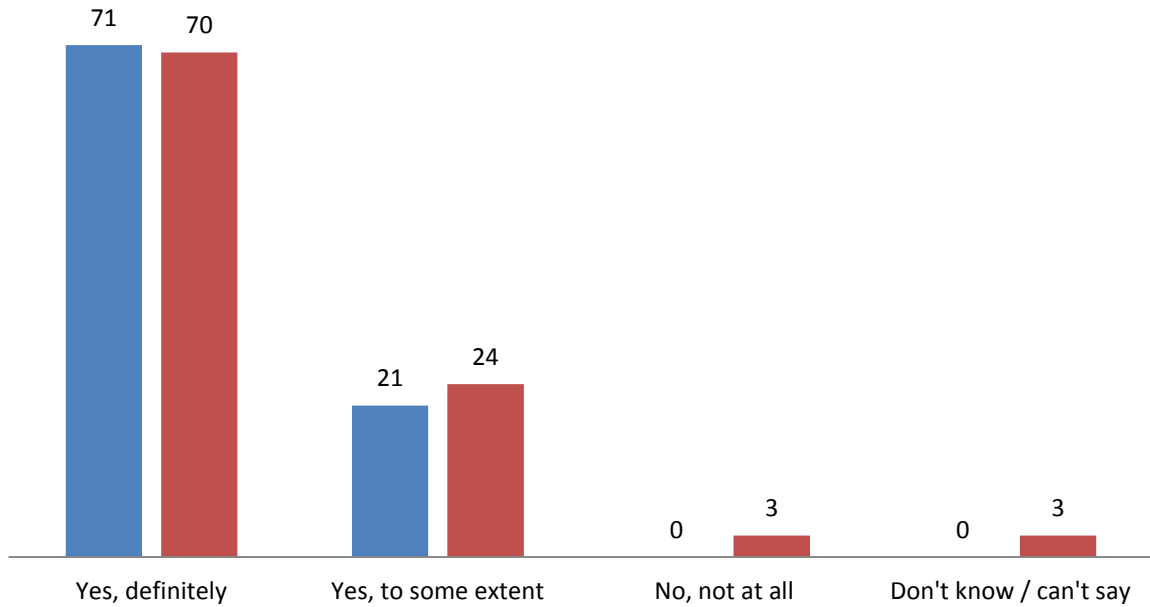


Rating of GP treating you with care and concern



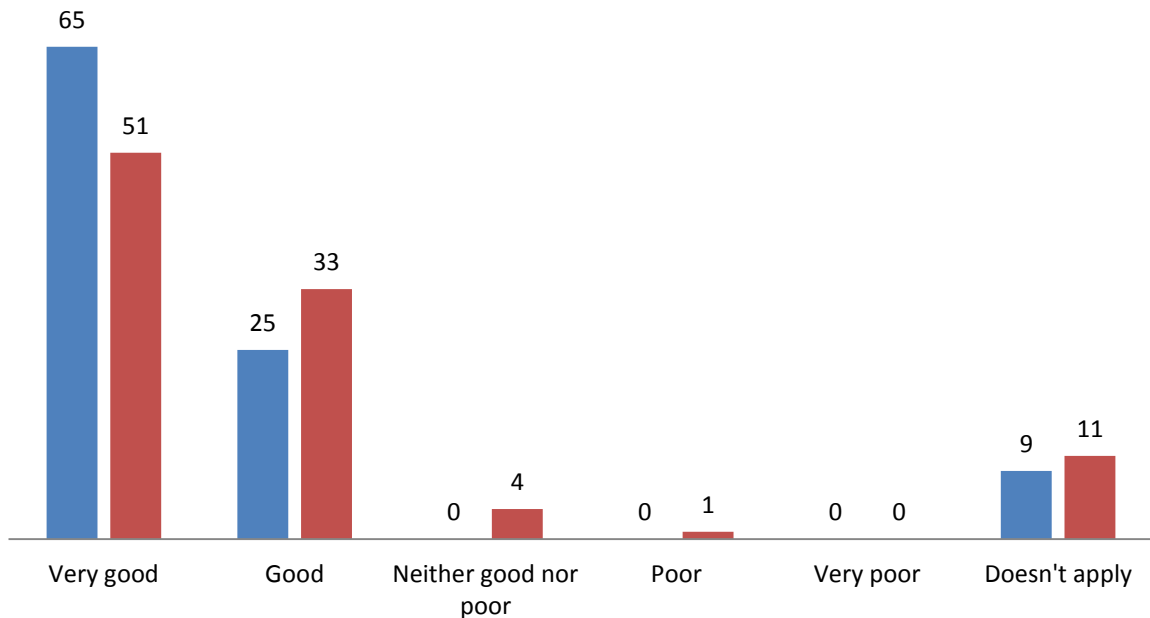
Confidence and trust in GP

■ Upton % ■ CCG Avg %



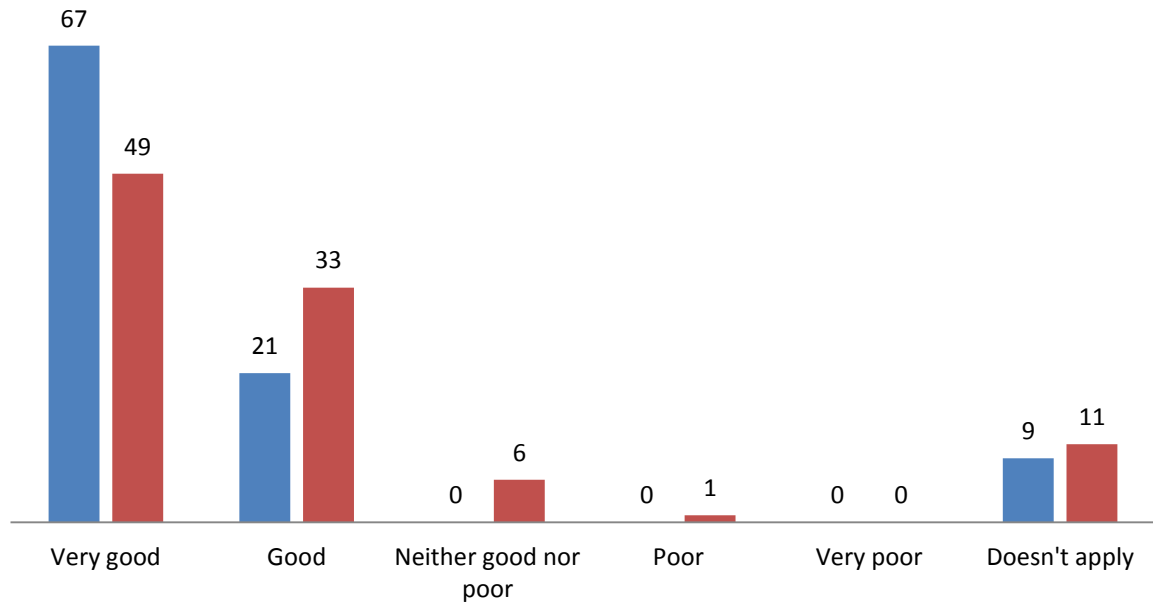
Rating of nurse giving you enough time

■ Upton % ■ CCG Avg %



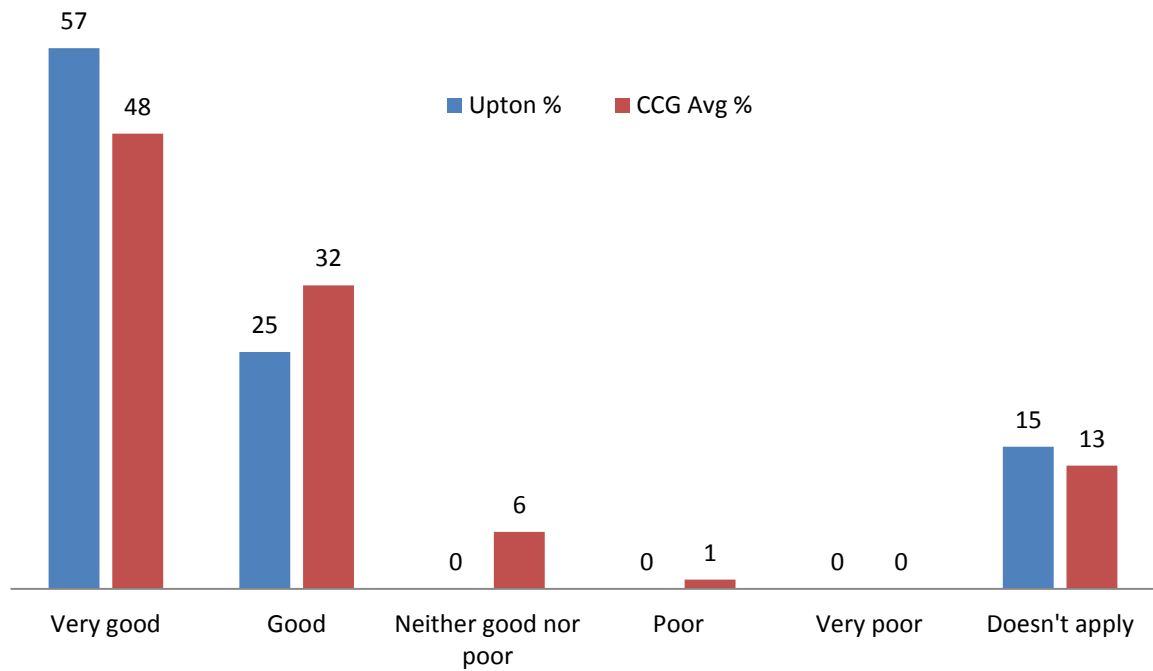
Rating of nurse listening to you

■ Upton % ■ CCG Avg %

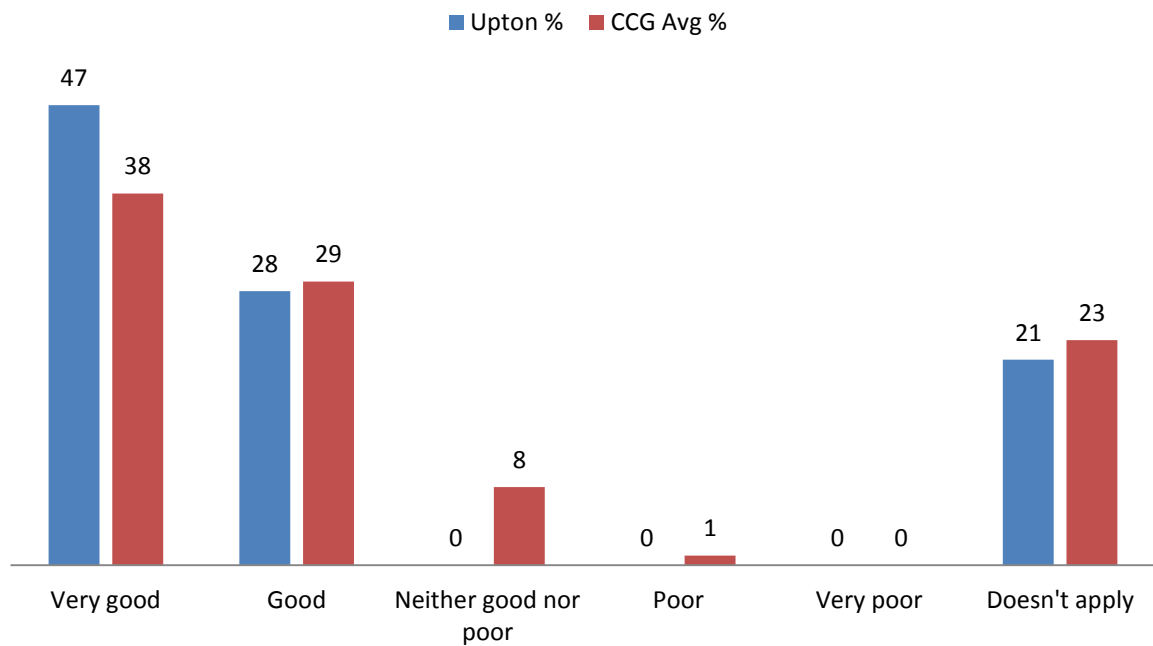


Rating of nurse explaining tests and treatments

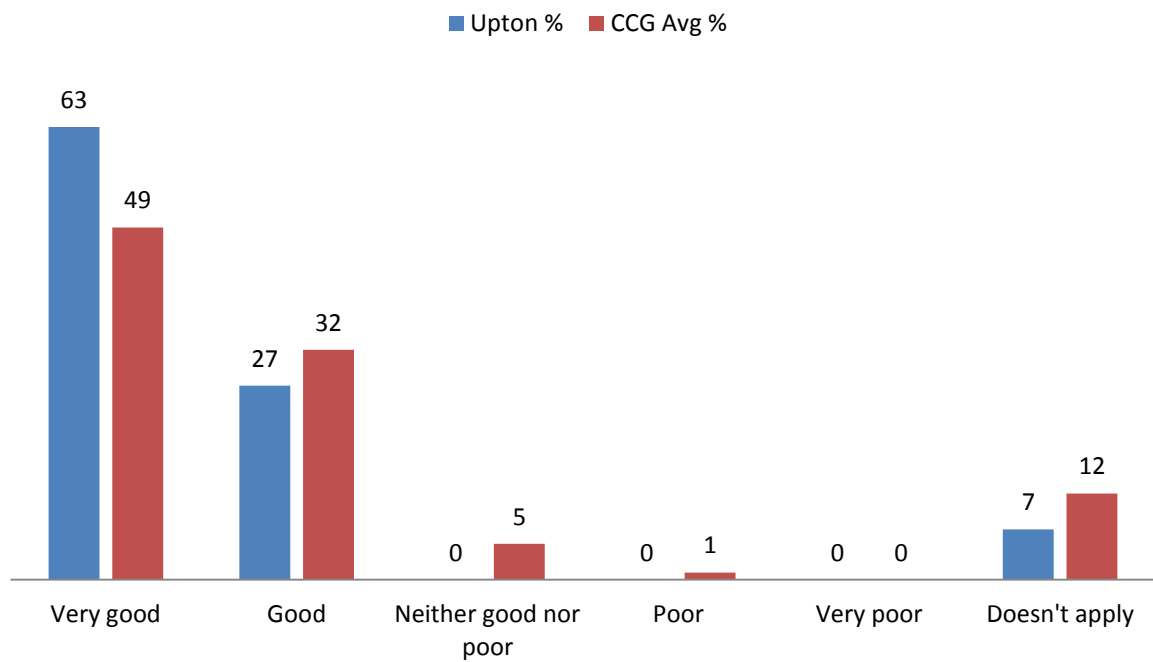
■ Upton % ■ CCG Avg %



Rating of nurse involving you in decisions about your care

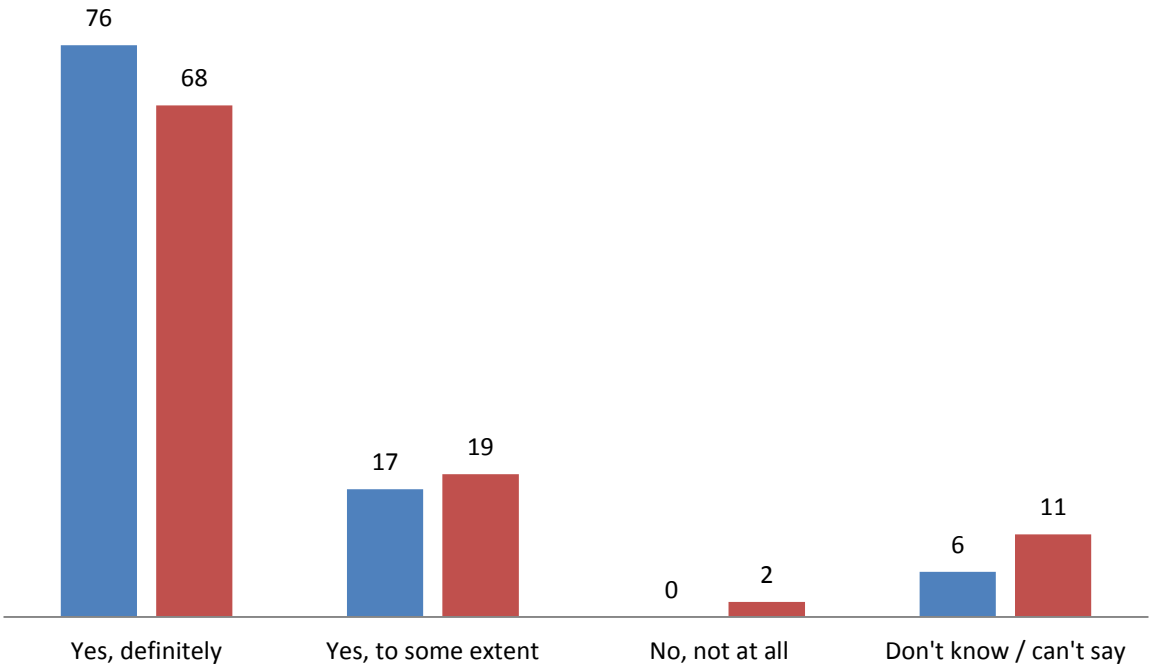


Rating of nurse treating you with care and concern



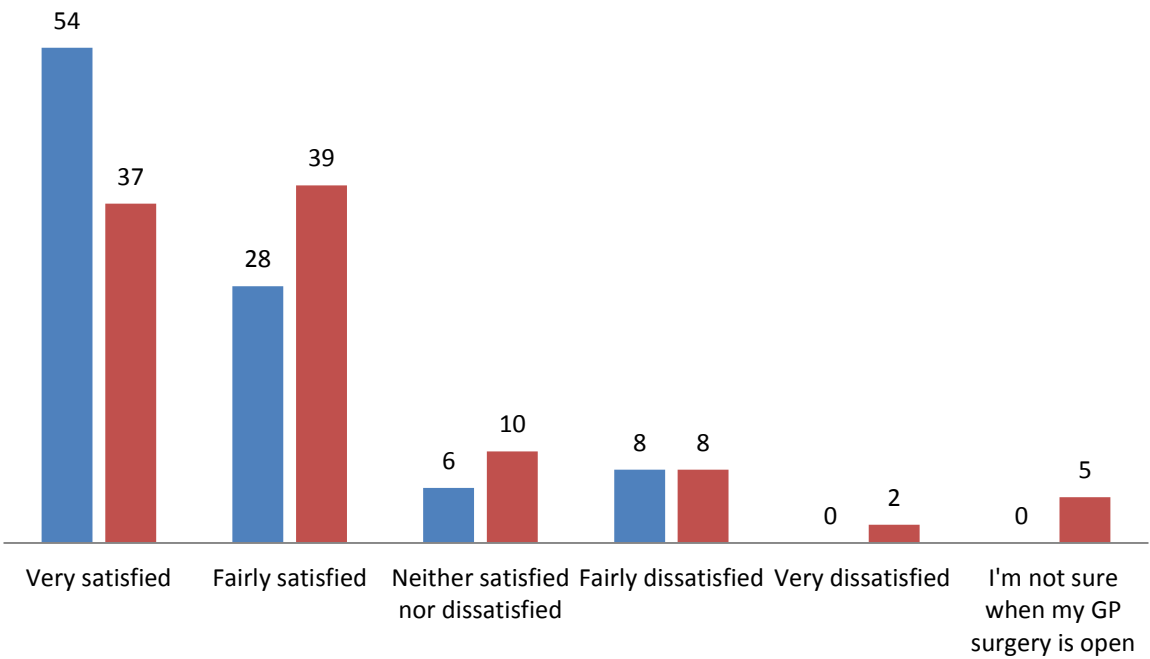
Confidence and trust in nurse

■ Upton % ■ CCG Avg %



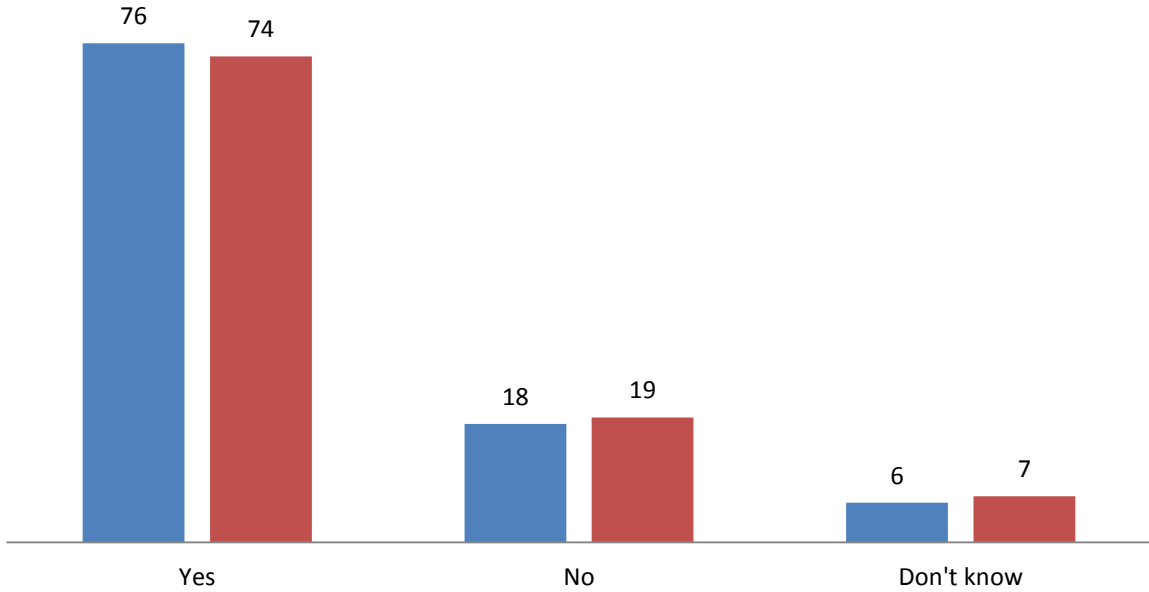
Satisfaction with opening hours

■ Upton % ■ CCG Avg %



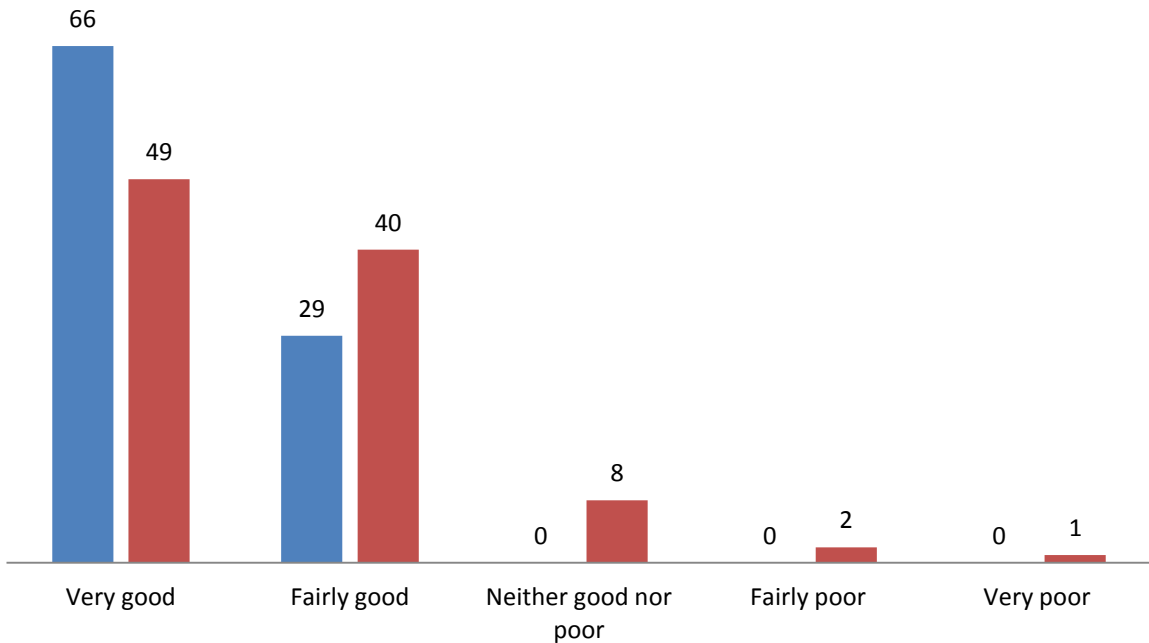
Is your GP surgery currently open at times that are convenient for you?

■ Upton % ■ CCG Avg %



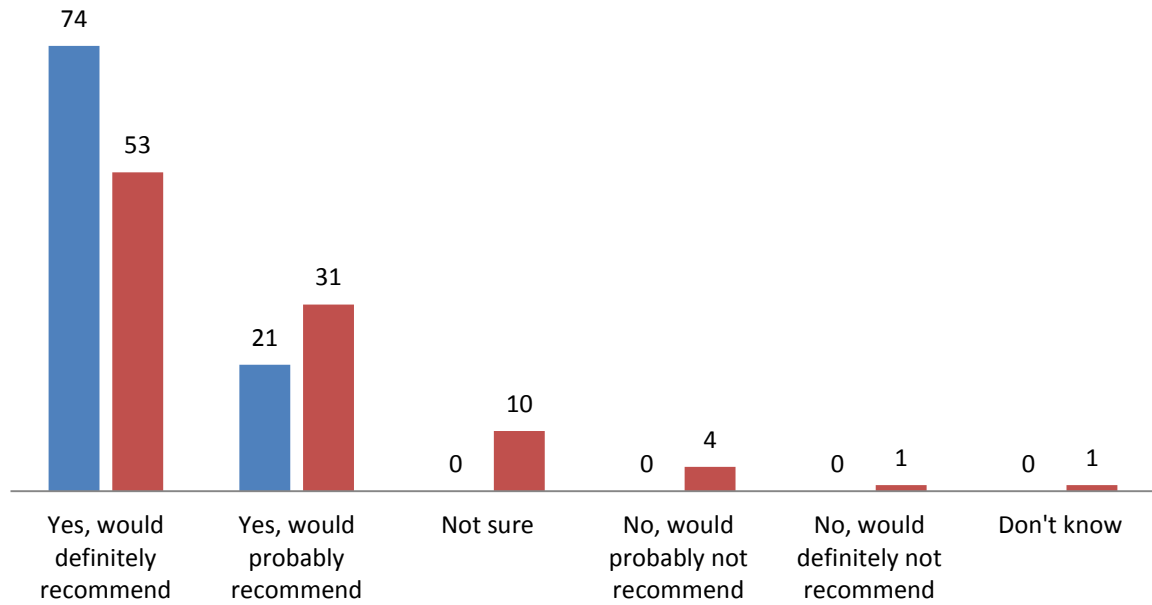
Overall experience of GP surgery

■ Upton % ■ CCG Avg %



Recommending GP surgery to someone who has just moved to the local area

■ Upton % ■ CCG Avg %



Upton Surgery – PPG Action Plan

Access

Patient experience / issue Availability of appointments	Aim To ensure adequate access for patients		
Actions <ol style="list-style-type: none"> 1. Review national data and benchmarks 2. Identify and apply minimum sessions per week 	Led by <ol style="list-style-type: none"> 1. PW/JH 2. PW/JH 	Progress <ol style="list-style-type: none"> 1. On-going 2. Completed 	
Update / information Data sources – MORI National GP survey, Primary care web tool, CQC local intelligence, Friends Family test, SWCCG: Upton surgery satisfaction remains over 90% in relation to appointment quality markers. Continue to note trends and discuss with PPG			

Patient experience / issue Able to get through to the surgery on the telephone	Aim Maintain responsive access by telephone		
Actions <ol style="list-style-type: none"> 1. Review to be undertaken and staffing arranged according to high demand times identified 2. Use system to provide reports to monitor performance 	Led by <ol style="list-style-type: none"> 1. RG/JH 2. JH 	Progress <ol style="list-style-type: none"> 1. On-going 2. On-going 	
Update / information <ol style="list-style-type: none"> 1. Jan 2014 – Phone access rating has dropped to 89% from 95% despite additional staff and no change in telephone system – continue to monitor. Sep 2014 – rating now 87.23%. Jan 2015 rating now 88% 2. April 2015 – New telephone system installation 			

Patient experience / issue Access for on the day advice or appointments to ensure on the day requests are dealt with appropriately.	Aim Introduce daily triage duty team approach		
Actions <ol style="list-style-type: none"> 1. Triage for on the day requests GP and nurse between 0800 – 0900 introduced 2. Duty nurse sessions introduced 3. Telephone consultation slots scheduled 4. Block 'triage doctor open' slots to stream patients to usual doctor when possible 5. Receive training in productive general practice scheme for all day triage systems 	Led by <ol style="list-style-type: none"> 1. Clinicians 2. Clinicians 3. Clinicians 4. Clinicians 5. SME 	Progress <ol style="list-style-type: none"> 1. On-going 2. Completed 3. Completed 4. On-going 5. Completed 	
Update / information <ol style="list-style-type: none"> 1. Mar 2015 – 2 Advanced Nurse Practitioners employed to support on the day requests. New duty team GP, ANP and blocked HCA slots to commence March 2015 2. Jan 2015 – 2 Advanced Nurse Practitioners with full prescribing qualification in post giving additional access for on the day appointments also triage 3. Completed 4. Jan 2014 – Moved to open on the day universal block system 5. Completed 			

Patient experience / issue Difficulty in attending for appointments	Aim To extend hours of opening		
Actions <ol style="list-style-type: none"> 1. 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 	Led by <ol style="list-style-type: none"> 1. PAB 	Progress <ol style="list-style-type: none"> 1. On-going 	
Update / information <ol style="list-style-type: none"> 1. Oct 2014 – provided as per contract with extended hours 			

Continuity of Care

Patient experience / issue Ability to provide continuity of care	Aim To improve continuity of care by preferred doctor		
Actions Block 'Open on the day' slots to stream patients to usual doctor	Led by PW/GP's	Progress On-going	
Update / information Sept 2014 – Demand monitoring at least 3 times a week by Practice Director. Embargoed open on day slots added to nurse and HCA and phlebotomy schedules. Dec 2014 – Nurse lead for older people appointed as care navigator for frail/elderly Jan 2015 – 'In-house' Improving Patient pathway project underway			

Patient experience / issue Access to specialist clinics close to home	Aim To improve continuity of care in specialist areas		
Actions <ol style="list-style-type: none"> 1. Use of choose and book facility 2. Arrange consultant clinics on site 3. Use in-house specialism for inter GP referrals for minor surgery, dermatology, cardiology, diabetes and contraceptive services 	Led by <ol style="list-style-type: none"> 1. PW/Clinicians 2. PW/Clinicians 3. PW/Clinicians 	Progress <ol style="list-style-type: none"> 1. On-going 2. On-going 3. On-going 	
Update / information Jan 2013 - Clinics on-going are Parkinson specialist nurse, MS specialist nurse, Diabetes specialist nurse, mental health CBT, Heart Failure nurse. Leg club on-going, 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. Summer 2014 – Consultant physician & consultant rheumatology clinics ceased despite GP opposition. Oct 2014 - New dedicated joint injection clinics commenced.			

Patient experience / issue Access to specialist nurse or other professional services closer to home	Aim To improve continuity of care closer to home		
Actions <ol style="list-style-type: none"> 1. Ensure nursing team are trained and updates to deliver specialist on site clinics in INR, COPD, Asthma, Diabetes, Minor Injury and specialist tests. Doppler & Bladder scanning are offered from trained nurses on site in addition to all Local Enhanced Services contracts 2. Provide access to other specialist community nurse services on site 	Led by <ol style="list-style-type: none"> 1. PW/AW 2. PW/AW 	Progress <ol style="list-style-type: none"> 1. On-going 2. On-going 	
Update / information Oct 2014 - COPD and Asthma training open uni modules being attended by ANP. GP commenced dedicated respiratory clinics weekly to cover absence of nurse specialist. New nurse recruited with Asthma and COPD experience. Additional Nurse expertise in Diabetes and INR training in year			

Communication

Patient experience / issue Informing patient about appropriate access and use of the service	Aim To increase appointment overall and manage expectations		
Actions 1. Newsletter rebranding and produce minimum 6 per year and post on website 2. Use of NHS material to inform patients of appropriate NHS use of services	Led by 1. LB 2. PW	Progress 1. Completed 2. On-going	
Update / information Jan 2015 – Designated members of staff continue to provide service.			

Patient experience / issue Patients not informed of appointment time delays	Aim To improve patient waiting experience		
Actions 1. Reception staff to routinely advise patients if a doctor or nurse is running late 2. Advisory notice to be on envisage system	Led by 1. JH 2. JH	Progress 1. On-going 2. Completed	
Update / information Jan 2015 – Waiting time MORI 92% satisfaction with waiting times.			

Patient experience / issue Ensuring that patient views are sought	Aim To provide user feedback to inform service provision		
Actions <ol style="list-style-type: none"> 1. PPG established terms of reference reviewed for PRG compatibility 2. Establish wider Virtual groups using email 3. Establish contact with harder to reach groups with PPG support 4. 2014 patient survey 5. Introduce Friends & Family Test 	Led by <ol style="list-style-type: none"> 1. PW/PPG 2. PW/PPG 3. PW/PPG 4. PW/PB/LB 5. PW/PPG 	Progress <ol style="list-style-type: none"> 1. Completed 2. On-going 3. On-going 4. Completed 5. On-going 	
Update / information <ol style="list-style-type: none"> 1. PPG group in place 2. Jan 2014 – Virtual patient reference group has 106 members. Jan 2015 - Virtual patient reference group has 107 members. 3. Dec 2013 – Older peoples showcase event. Nov 2013 – Young mums health training recognising and treating childhood illness x 2. July 2014 – Art work link with Hanley Castle High School and display works commenced. GP talk to sixth form on careers in medicine. Jan 2015 – Family health event in planning with Riverboats Childrens centre. 4. Sep 2014 - PPG meeting in Sept to discuss the data July - Sept 2013 and January - March 2014. Action plan agreed and discussed at the PPG meeting on October 20th. 5. Nov 2014 – Commenced and to plan 			

Patient experience / issue Informing patients of access choices	Aim To improve use of modern convenient access choices via the web		
Actions <ol style="list-style-type: none"> 1. Web site information 2. Advertise service in newsletter, via prescription bags and Envisage call system 3. Proactive informing when appropriate in consultation registration and face to face contacts 	Led by PW / all staff / LB or RG for Data	Progress <ol style="list-style-type: none"> 1. Completed 2. On-going 3. On-going 	
Update / information <ol style="list-style-type: none"> 1. Jan 2014 – New format chosen by PPG and launch scheduled for Feb 2014. Communication exercise in place. Oct 2014 – Access data for web site 			

report to PPG

2. **Jan 2015** – On-going recruitment along with advertisement of the new additional patient online viewing access for patient medical records (currently 2257 signed up)
3. **Jan 2015** - On-going

Service Provision

Patient experience / issue Plan patient open day event for 2015	Aim Improve communication and access and signposting to other services, to promote self-care		
Actions 1. Planning team	Led by 1. PW/LB/GP's	Progress 1. Exploratory meeting held	
Update / information 1. Family event in planning with Riverboats, local Primary School & local Messy church			

Patient experience / issue Telephone message quite slow to get through options	Aim To improve the patient experience when using the phone system		
Actions 1. Update the recorded message with the PPG selected options and having a faster run through of the options	Led by 1. RG	Progress 1. Completed	
Update / information 1. Agreed with PPG and completed.			