



Upton Surgery Local Patient Participation Report 2012-2013

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. The Chair of the group is now Chris Milne. The minutes are published on the web site in the Patient Participation section www.uptondoctors.co.uk.

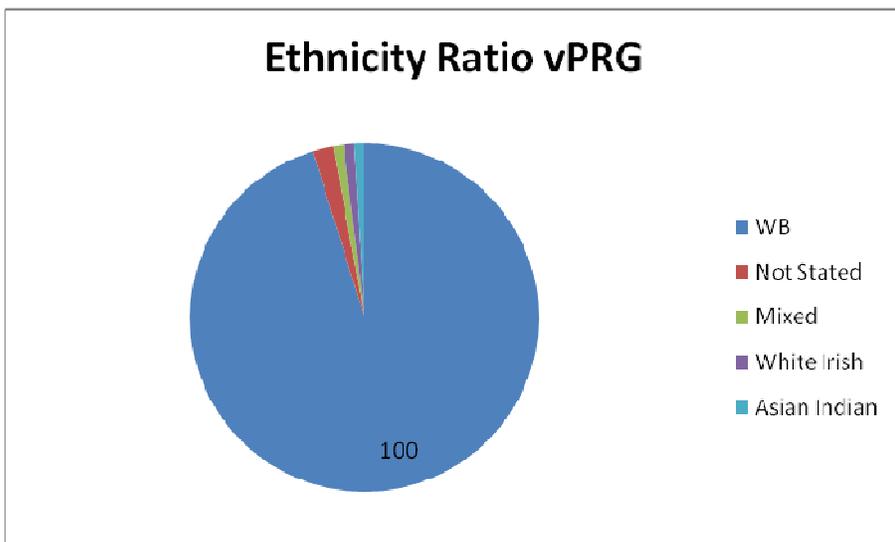
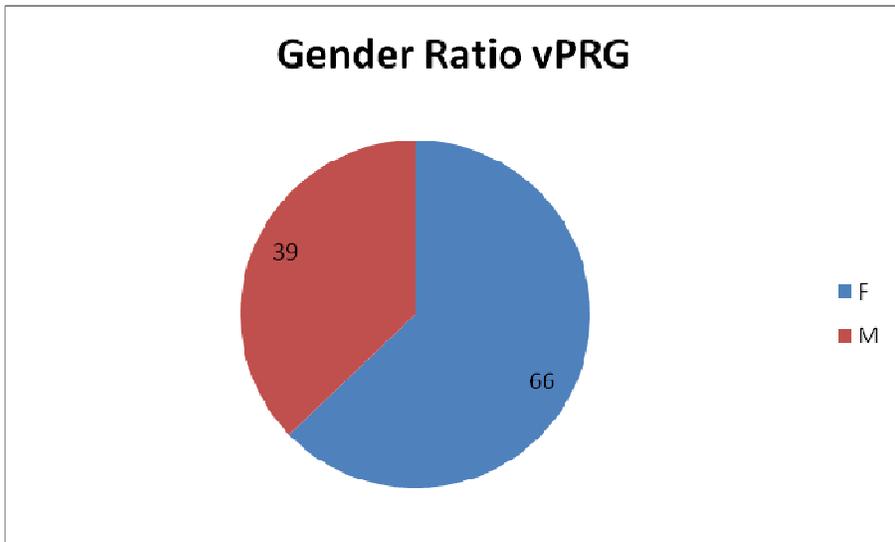
The group currently consists of seven members aged between 59 and 79. There are five females and two males. Members of the group represent specific patient groups in longer term conditions or carers or in other roles e.g. Elizabeth Finn Care, Expert patients Groups, mental health support groups, disability interests, and mens health. The group had drawn up terms of reference that were reviewed to be in line with the new DES (appendix 1).

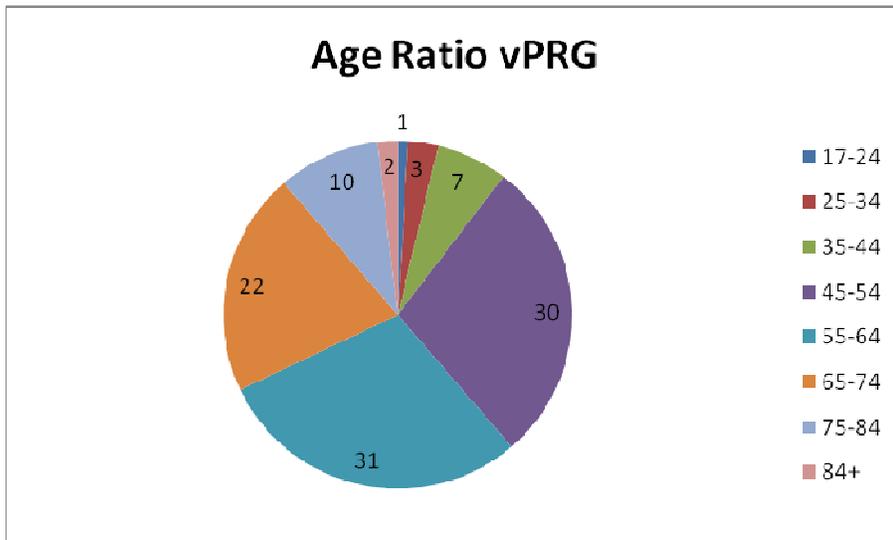
There is a suggestion box in the surgery, a 'contact us' facility on the web site and letters addressed to the chair of the group are directed to the chair if requested to obtain feedback on the practice's services and plans. The envisage plasma screen call system is used for communication from the PPG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

We regularly update the wider patient population and report via the Patient Newsletter and the web site.

Numerous requests for representation from younger groups has not been successful but we are in planning for a patient event involving Riverboats Sure Start Centre and the local Primary School. Patients continue to sign up to the Virtual Group via the web site and we now have 105 members representing 0.98% of the practice population.

Sex	Count	Ethnicity	Count	Age	Count
F	66	WB	100	17-24	1
M	39	Not Stated	2	25-34	3
	105	Mixed	1	35-44	7
		White Irish	1	45-54	30
		Asian Indian	1	55-64	31
			105	65-74	22
				75-84	10
				84+	2
					105





The PPG group decided to repeat the individual doctor feedback survey for 2012 so that benchmark data could be validated. This was discussed at the meeting on 15.10.12 and the report is published on the web site and is available in the waiting room. Patients attending surgery were handed out feedback questionnaires on the individual doctor they attended.

During 2012 we surveyed over 300 patients on 8 measures of a quality experience in relation to consultations. (appendix 1)

Of the questionnaires submitted, the Practice received good or above in 99% of the answers overall. 83% of the replies gave the Practice overall excellent or outstanding.

The overall rating on NHS choices is currently 94% 'better than average' for all weighted markers.

The virtual group were surveyed online for a cleanliness and infection control report from patients and the outcomes were that an additional apron dispenser had been ordered and 5 more hand rub dispensers have been installed in patient areas. There is better notification encouraging use of hand gels and a stand up visible version of gel dispenser will be installed in the entrance area.

The PPG received reports on initiatives the surgery was promoting such as Upton Carers' Group. There were 31 carers on the mailing list and 12 was a typical attendance number at meetings. There is a lot of mutual support and advice among the members and several people have found new help and information from some of the speakers. Members care for a range of conditions and ages of people and are of various ages themselves. There was a varied programme in progress.

The PPG supported bids to the **UMST Friends of Upton Surgery Trust Fund** to improve services for patients such as a modern fan for the physiotherapy area that

can do cool and hot and the new ones in the consulting rooms have been very successful. A moveable chair for the Age Concern toe nail service was approved and is now in situ and the service will be run from the Child Health suite, this now is also going to be used for the Leg Club to be commencing in April 2013. A confidentiality rope and stand has also been installed to improve confidential space at the reception desk.

The PPG supported the practice and Hanley castle High School pupils and teachers concerns after the Time 4 U service was downgraded with no local consultation despite concerns and letters from the GPs and the school. The group wrote on two occasions to the Public Health Department to express their concerns. To ensure the service was not lost, financial support was given by the **UMST Friends of Upton Surgery Trust Fund**. After a year of lobbying the service will be restored as NHS funded as before in April 2013.

Many patient events are reported on or arranged following suggestions from the PPG e.g. Revitaleyes course which received very favourable feedback. Everyone who came congratulated the surgery on their support for patients for enabling the course organisers to deliver a cost effective service for patients.

Members of the PPG attended the staff and friends Pig Roast held in a marquee in June in the grounds.

In year actions:

- Installation of a new Patients suggestion box in a more prominent position
- Involvement of the virtual group in the South Worcestershire Clinical Commissioning Group mental health service development consultation survey.
- Access Doctor First Report – The group were involved in the review of appointments after the audit work in relation to this initiative. The group did not support its implementation but accepted that a review of the procedures and systems should take place to change the mix of ‘triage Dr 2 book slots’ and where they are protected in the week was required to accommodate the ever growing demand for on the day requests. The group felt the forward booking and internet access was very much valued by patients in rural areas and should not be lost.
- Various patient requests were considered by the group e.g. a request from a patient for additional white lining in the car park and this was undertaken funded by the practice.

Access arrangements

Access and changes and improvements to appointment systems are commonly a topic on the PPG agenda.

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 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.

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).

Due to exceptional levels of demand experienced for the year for on the day requests, post bank holiday return to work will typically now have 3 on call doctors to manage demand for services.

Latest data in relation to access from the National GP survey follows.

86% of patients are satisfied with our opening times.

81% of Upton Surgery patients state the times are convenient to them compared to 77% nationally.

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

Please note that not all differences (particularly at practice level) will be statistically significant. Caution is therefore advised when comparing findings at practice level.

Opening hours

UPTON SURGERY

Q25 How satisfied are you with the hours that your GP surgery is open?

Very satisfied	106	54%	
Fairly satisfied	65	33%	
Neither satisfied nor dissatisfied	8	4%	
Fairly dissatisfied	3	1%	
Very dissatisfied	4	2%	
I'm not sure when my GP surgery or health centre is open	13	6%	
Satisfied (total)	171	86%	
	198		

Q26 Is your GP surgery currently open at times that are convenient for you?

Yes	156	81%	
No	23	12%	
Don't know	13	7%	
	193		

Q27 Which of the following additional opening times would make it easier for you to see or speak to someone?

Before 8am	7	19%	
At lunchtime	0	0%	
After 6.30pm	26	72%	
On a Saturday	25	71%	
On a Sunday	13	35%	
None of these	7	20%	
	35		

The following national benchmarked results for satisfaction and quality of services for the surgery were discussed at the PPG meeting and noted

GP PATIENT SURVEY PRACTICE REPORT

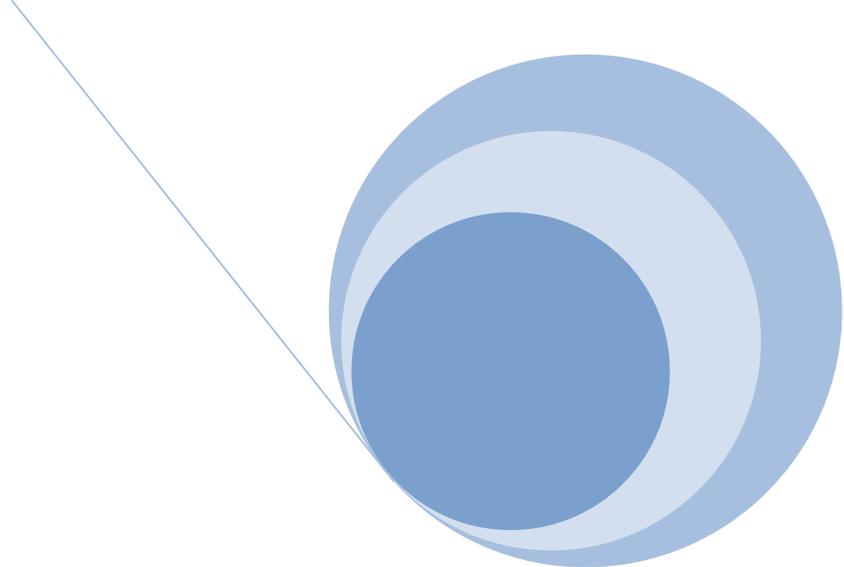
WEIGHTED Results

This tool allows you to view the practice results for the GP Patient Survey. This Department of Health survey, run by survey specialist Ipsos MORI, assesses patients' experiences of local NHS services.

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Core Questions

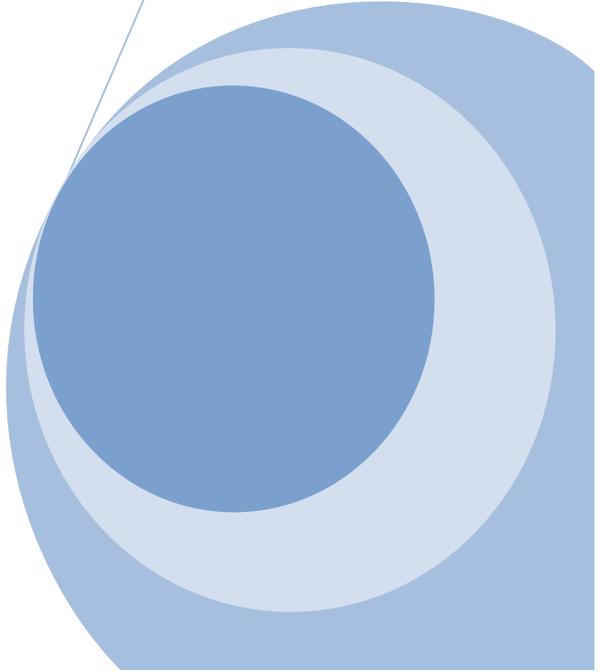
	UPTON SURGERY	WORCESTERSHIRE PCT	NATIONAL
Q26 Is your GP surgery currently open at times that are convenient for you?			
Yes	156 81%	7777 77%	732659 77%
No	23 12%	1586 16%	150922 16%
Don't know	13 7%	672 7%	61826 7%
	193	10036	945407
Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?			
Very easy	115 58%	3114 30%	290745 30%
Fairly easy	73 37%	5064 49%	456421 47%
Not very easy	3 1%	1371 13%	136084 14%
Not at all easy	0 0%	514 5%	57669 6%
Haven't tried	8 4%	294 3%	34540 4%
Easy (total)	188 94%	8178 79%	747167 77%
	199	10358	975459
Q4 How helpful do you find the receptionists at your GP surgery?			
Very helpful	125 64%	5225 50%	460356 47%
Fairly helpful	67 34%	4139 40%	402439 41%
Not very helpful	1 1%	585 6%	68798 7%
Not at all helpful	0 0%	213 2%	22977 2%
Don't know	2 1%	189 2%	20085 2%
Helpful (total)	192 98%	9364 90%	862796 89%
	196	10351	974656
Q18 Overall, how would you describe your experience of making an appointment?			
Very good	129 67%	3960 40%	345446 37%
Fairly good	53 28%	4078 41%	387599 41%
Neither good nor poor	8 4%	1219 12%	120635 13%
Fairly poor	3 2%	528 5%	58308 6%
Very poor	0 0%	240 2%	30110 3%
Good (total)	183 94%	8039 80%	733044 78%
	194	10025	942097
Q9 How often do you see or speak to the GP you prefer?			
Always or almost always	40 41%	2371 40%	213214 41%
A lot of the time	31 32%	1554 26%	122203 23%
Some of the time	22 23%	1585 27%	150378 29%
Never or almost never	5 5%	351 6%	34008 7%
Not tried at this GP surgery	0 0%	21 0%	3334 1%
	99	5882	523138



Appendix 1

Upton Surgery Patient satisfaction questionnaire practice report

**R. Hill
September 2012**



Introduction

This report includes analysis of 300 patient satisfaction questionnaires (PSQ) undertaken throughout 2012. These were for Dr. Julian Barrell (JPB), Dr. Paul Bunyan (PAB), Dr. Emily Crosse (EC), Dr. Catherine Evans (CE), Dr. Susanna Everitt (SMAE), Dr. Catherine Frampton (CF) and Dr. Andrew Havercroft (ARH).

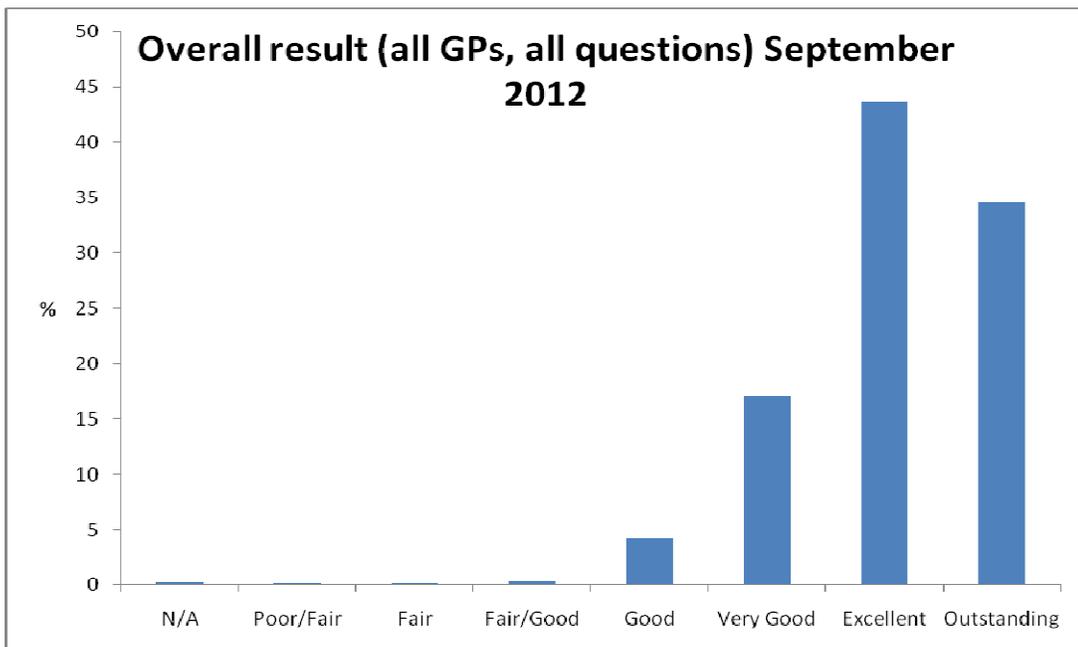
This represents 2.8% of the practice population.

Results

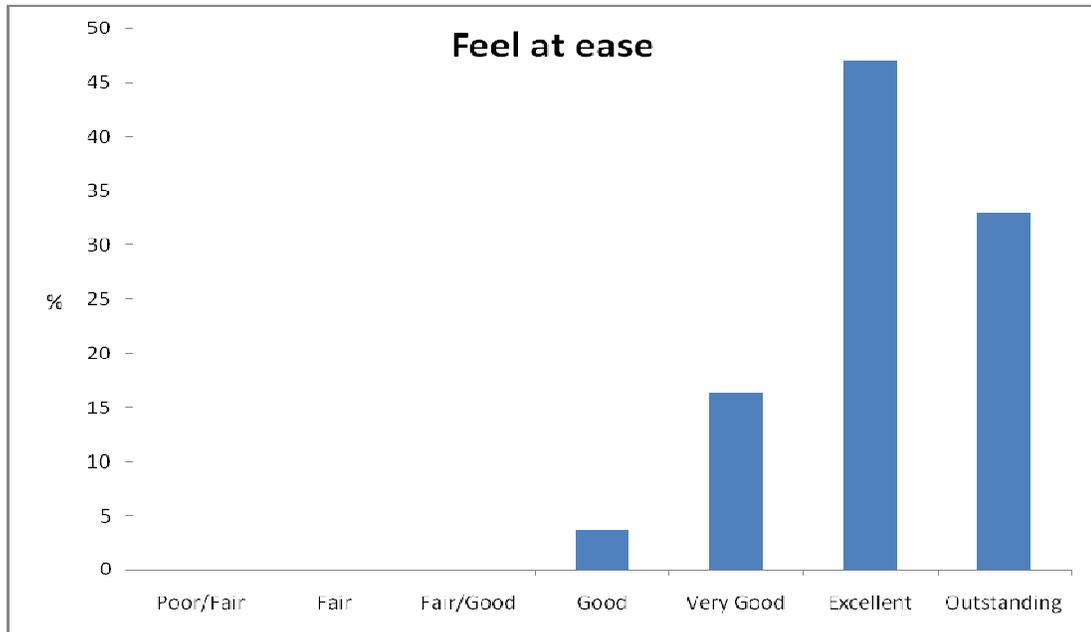
The questionnaires were collated and overall the practice achieved 99% good, very good, excellent or outstanding ratings. 95% were recorded as very good+ and 78% were excellent or outstanding.

All 8 parameters received a response of good or above 99% of the time.

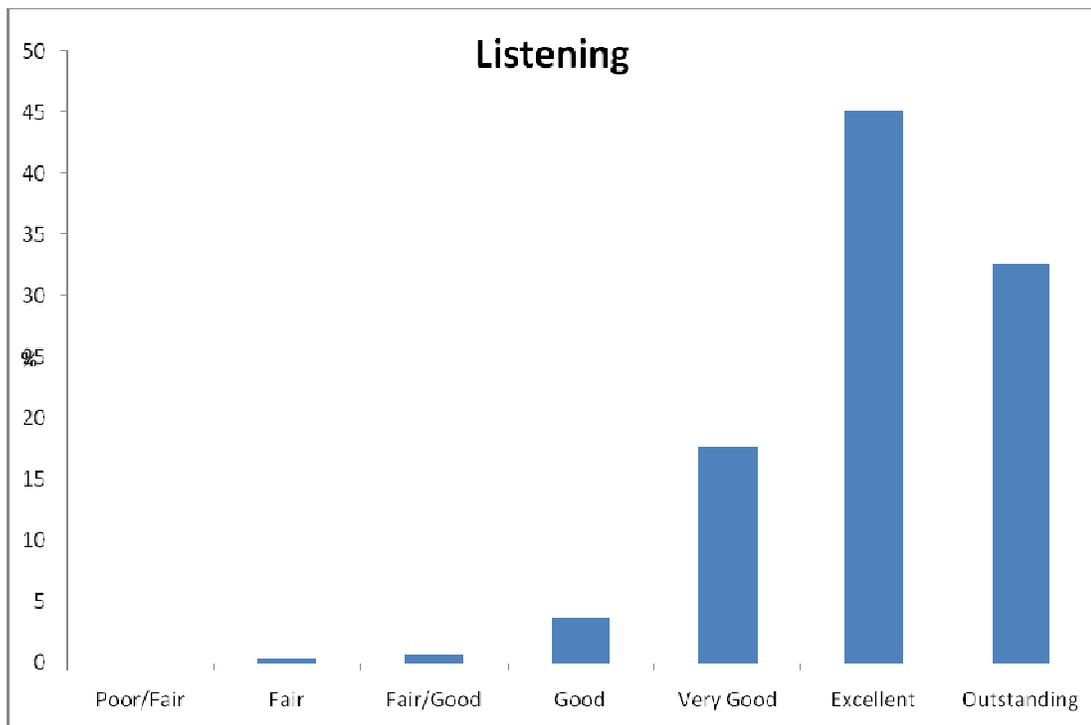
Graph 1: Overall result



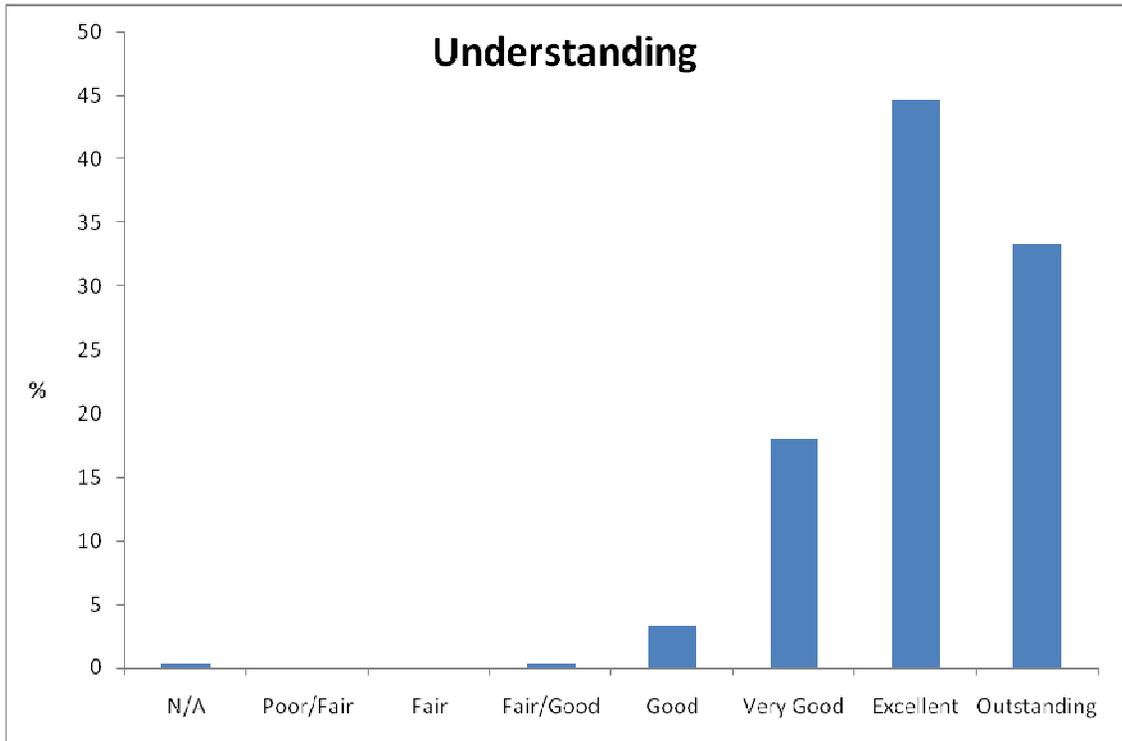
Results of the individual questions showed a high level of satisfaction across the practice. With regards to patients feeling at ease during the consultation 100% of patients said good or above.



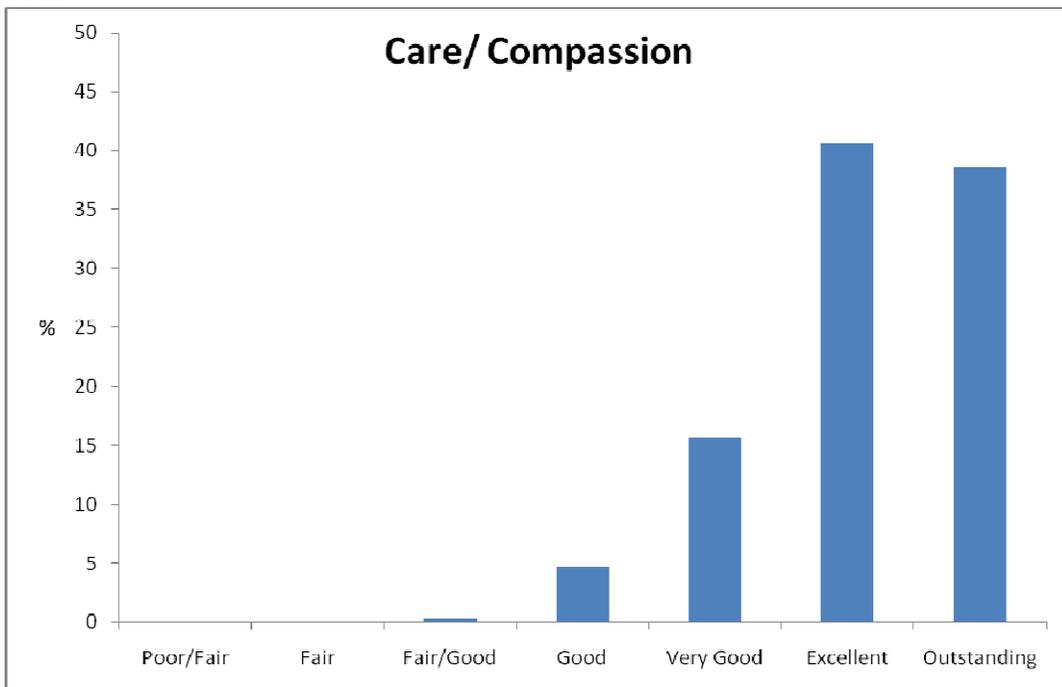
In terms of listening, 99% felt they were listened too in a good or better manner.



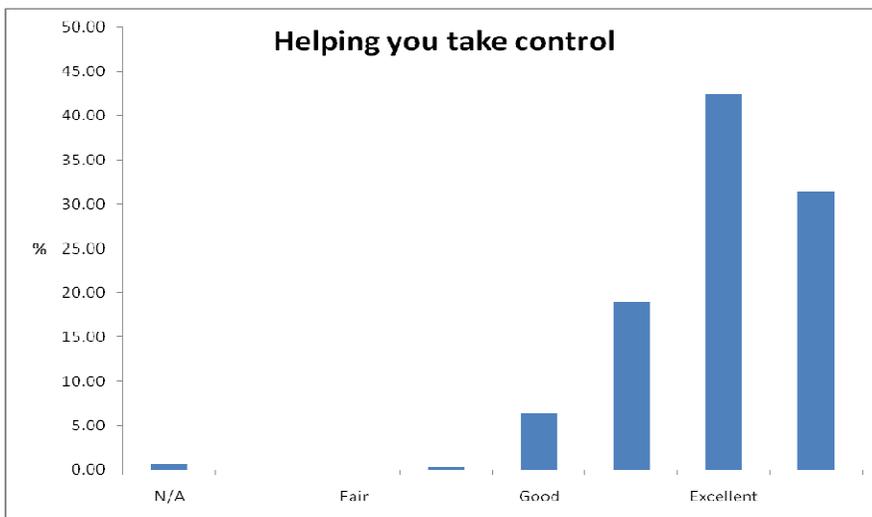
The question on how understood the patient felt showed a 0.9% increase from last year's report to 99.3%.



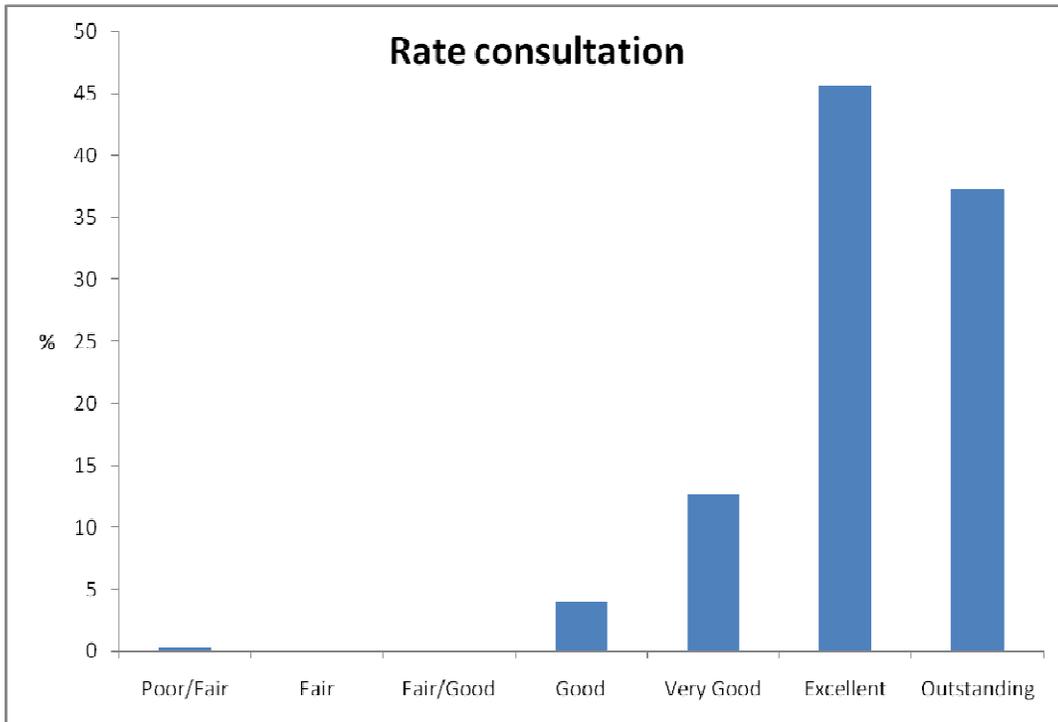
In terms of care and compassion 0% of patients rated their consultation poor/fair or fair. 99% were rated as good or better.



Questions relating to explaining, helping the patient take control and how the action plan was decided all received 99% at a level of good or above.



The last question related to the patients' rating of the consultation. Impressively 83% of the patients rated their appointment excellent or outstanding. 95% rated it very good or better. 99.7% good and above.



Summary

Overall the Upton Surgery PSQ has shown very high levels of patient satisfaction once again. This is most obviously demonstrated by 83% of the 300 appointments being rated excellent or outstanding. In all areas good or above ratings were received 99% of the time.

% for each question by answer

Question 1	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Feel at ease	0.00	0.00	0.00	3.67	16.33	47.00	33.00

Question 2	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Listening	0	0.33	0.67	3.67	17.67	45.00	32.67

Question 3	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Understanding	0.33	0.00	0.00	0.33	3.33	18.00	44.67	33.33

Question 4	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Care/ Compassion	0	0	0.33	4.67	15.67	40.67	38.67

Question 5	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Explaining	0	0	0.33	3.33	20.33	41.67	34.33

Question 6	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Helping you take control	0.67	0.00	0.00	0.33	6.33	19.00	42.33	31.33

Question 7	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Plan of action	0.67	0.00	0.00	0.33	4.67	16.67	42.33	35.33

Question 8	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Rate consultation	0.33	0.00	0.00	4.00	12.67	45.67	37.33

	N/A	Poor/Fair	Fair	Fair/Good	Good	Very Good	Excellent	Outstanding
Overall	0.21	0.04	0.04	0.29	4.21	17.04	43.67	34.50

PSQ questions are detailed below. The patient is asked to choose one of the following answers: poor to fair, fair, fair to good, good, very good, excellent and outstanding.

1. Making you feel at ease (being friendly and warm towards you, treating you with respect, not cold or abrupt)
2. Really listening (paying close attention to what you are saying, not looking at the notes or the computer as you were talking)
3. Fully understanding your concerns (communicating that he/ she had accurately understood your concerns; not overlooking or dismissing anything)
4. Showing care and compassion (seemingly genuinely concerned, connecting with you on a human level; not being indifferent or “detached”)
5. Explaining things clearly (fully answering your questions, explaining clearly, giving you adequate information; not being vague)
6. Helping you take control (exploring with you what you can do to improve your health yourself; encouraging rather than lecturing you)
7. Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)
8. How would you rate your consultation with this doctor today?