

# NEWBOLD SURGERY

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## PATIENT PARTICIPATION REPORT 2013/14

**Practice Code:**

C81015

**Practice Name:**

Newbold Surgery

### An introduction to our practice and our Patient Reference Group (PRG)

Newbold Surgery is a patient focused practice. We value the opinions of our patients and any improvements to our systems are patient driven. Our Patient Reference Group gives us an invaluable insight in to their perception of the services we give and the standards they expect to receive. Our group contribute to what is happening in both the surgery and the wider health community. They meet every 6 weeks for 1 and a half hours on a Thursday evening.

## Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
<b>Age</b>			
% under 18	2057	0	
% 18 – 34	2106	0	
% 35 – 54	3017	4	
% 55 – 74	2876	19	
% 75 and over	1193	4	
<b>Gender</b>			
% Male	49%	33.3%	
% Female	50.7%	66.7%	
<b>Ethnicity</b>			
% White British	89.168%	100%	
% Mixed white/black Caribbean/African/Asian	10.816%	0%	
% Black African/Caribbean	0.002%	0%	
% Asian – Indian/Pakistani/Bangladeshi	0.007%	0%	
% Chinese	0.002%	0%	
% Other	0.005%	0%	

These are the reasons for any differences between the above PRG and Practice profiles:

There is little variation between the PRG and the Practice Population

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

We have 2 carers and 5 disabled members in the group. Some members choose not to attend the meetings but are kept informed via our virtual patient group where patients can receive minutes, give opinions and make suggestions via email to our PRG secretary.

The practice has a high population of age34+ White British and the PRG group reflects this.

This is what we have tried to do to reach groups that are under-represented:

PRG Members have various recruitment drives throughout the year and also have a display in the waiting room.

The group is advertised via the Surgery website and Practice Newsletter.

Members promote group during collection of Survey results

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

Members were canvassed during PPG meeting to identify suggestions for inclusion in this year's survey.

Ideas were collated and Questions submitted for their approval at the following meeting.

After feedback and discussion, minor adjustments were then made and additional questions included at members request.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

Members identified DNA's (Do Not Attend) as a concern and high priority.

Questions were based around access to appointments and possible solutions to the increase in the number of missed appointments

How our patient survey was undertaken:

The group agreed to undertake 20 surveys per 1000 patients.

Members kindly volunteered their time over a weekly period to canvas patients' opinion in the waiting room.

They were mindful to reach an equal representation across all age groups.

Summary of our patient survey results:

Please see attached

### Analysis of the patient survey and discussion of survey results with the PRG

This describes how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

Survey results were summarised by the PRG Secretary and a graphical report was then produced by the practice and presented at the following meeting.

Results were compared to similar surveys done previously to show if improvements have been made and highlight any areas for concern

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

A more robust system around DNA's

Continued monitoring of the appointment system

Possibility of an improved telephone system

We agreed/disagreed about:

We agreed that the survey showed improvements have been achieved, we disagreed about nothing.

### ACTION PLAN

How the practice worked with the PRG to agree the action plan:

The action plan was formulated after discussion at the meeting.

Members were enthusiastic to continue our campaign around access and DNA's

We identified that there were the following contractual considerations to the agreed actions:

None

Copy of agreed action plan is as follows:

<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
Reduction in the number of DNA's	<ul style="list-style-type: none"><li>• Website Message</li><li>• Waiting Room Campaign</li><li>• Increased use of text message reminders</li></ul>	All – Practice and PRG joint venture	On-going	

Continued monitoring of appointment system	Annual review done to ensure that patients requirements and opinions have not changed	Jane Hardy	March 2015	
Continued monitoring of DNA's	Monthly search done to monitor improvements and report produced for feedback to PRG	Jane Hardy	Monthly	
New Telephone System	PM and PSM to investigate and feedback findings to PRG	Rachael Carrington & Jane Hardy	Dec 2014	

### Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

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

Last year's survey was based around patient experience and ways the practice could improve. Members canvased patients in the waiting room asking what improvements could be made to their environment when they visit the practice. The PRG discussed the findings at future meetings and highlighted the most requested improvements. As a result of the survey, the waiting room was redecorated and patients were consulted throughout deciding on the colour and layout they would prefer. A privacy screen was erected at reception and new chairs purchased. Improvements are always ongoing but the environment for patients was vastly improved. We have received positive feedback from patients and this was reflected in our recent CQC visit. Improvements were also made to clinical room and members were given a guided tour of the building to view the improvements made.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

None

### Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

Via the Practice website at [www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)  
Practice Newsletter  
Waiting Room Poster  
Copy to CCG  
Copy to PRG members at next meeting on 01.05.14

**Opening times**

These are the practice's current opening times (including details of our extended hours arrangements)

Monday to Friday 8am – 6.30pm

Tuesday and Wednesday 6.30pm – 8pm