



School Lane Surgery Patient Group Report 2013/14

1. Maintaining the Patient Reference Group

The planning to establish a viable Patient Reference Group was first started in the summer of 2011, by a steering committee formed from practice management at the surgery. The aim was to enable the PRG to be a mechanism to both collect and focus feedback, and to involve it in changes to existing processes and actions.

The initial recruitment drive was based around involving both patients in-surgery, through waiting rooms, notice boards etc, and ex-surgery through flyers being sent to local residential homes, learning support groups, schools, nurseries, local associations etc, asking for interested patients to contact the surgery.

Initially there was to be fee payable for attending meetings + expenses, but after representations from some potential members, who were against payment for the time they spent on PRG matters, the fee idea was dropped.

The steering committee met in August of 2011, to consider the initial applications to join the Reference Group from patients registered with the practice. There was a fair spread across practice demographic as shown in PCT figures, but it was felt that certain areas of the patient population were under represented, e.g. young patients (16+), young parents, younger male patients (20-34). There were strenuous efforts to specifically target recruitment in these areas, both in the waiting rooms and ex-surgery.

The single most common objection cited in discussions with those in the lower age ranges was lack of time to dedicate to PRG business. The Virtual Patient Reference Group channel was therefore conceived, and it was agreed that there be a dual communication, with both Virtual and 'Actual' Patient Reference Group channels. Membership would be of the PRG, but input need not be based solely on attending the meetings.

The group continues to meet bi-monthly with practice reception and management staff. The PRG secretary administrates the online virtual patient reference group, using this means of communication to gather agenda items, communicate patient group minutes and SNCCG information and to request feedback on practice issues from members who are not able to attend.

New membership is actively encouraged in a number of ways:

- The new patient registration form includes a tick box enabling the patient to express an interest in joining the PRG. Interested patients are then contacted by the practice PRG administrator with details on how to join.
- Information on the PRG and how to join is available on the Practice website.
- Information on the PRG is contained in the practice information leaflet and booklet.
- Posters advertising membership were designed by the group secretary and approved by the PRG. The posters have been displayed on dedicated PRG noticeboards in waiting rooms.
- Messages advertising the group have been placed on waiting room TV monitors.
- GPs and Receptionists have been asked to ask patients if they are interested in joining the patient group at every opportunity.

Active group membership is fairly diverse, with representation from groups in the community such as carers, the elderly, disabled patients, patients with long term conditions and patients who have recently had operations or hospital stays. Young people and foreign Nationals have been recruited and some have attended meetings, but the level of involvement from these members has proven more likely to fluctuate, both at meetings and via the VPRG.

All communications are made with consideration of patients ability to access the information.

Where language is a significant barrier, patients have been directed to the practice website as this uses a translation feature to enable content to be viewed in a number of different languages. The practice is also able to access NHS funded translation services where appropriate.

PRG meetings are held in the ground floor meeting room to enable disabled access. PRG meetings are held on weekday evenings. This makes the attendance of working age patients and parents of children more feasible.

The online Virtual Patient Reference Group is a means of involving patients who do not wish to or are not able to attend the Practice meetings.

Practice staff have been made aware of the key patient demographics which are important for varied patient group membership and have been asked to encourage membership whenever possible, particularly in the case of:

- Young families
- Teenagers and young adults
- Physically or mentally disabled
- Foreign Nationals
- Ethnic minorities

2. Method and Process for Agreeing Priorities for a Local Practice Survey

The 2013/14 patient survey plan was discussed at the patient group meeting of October 17th 2013.

It was agreed that members would consider questions and categories in readiness for an extraordinary meeting, to be held on 17th December which would finalise the 2013/14 survey content and enable the survey to take place from late December to mid January.

Examples of patient questionnaires which have been carried by School Lane Surgery or Norfolk PCT in the past, covering issues such as appointment availability, opening times and patient experience, together with copies of example questionnaires which have been used by other practices and/or recommended by general practice website providers were circulated to PRG members by the secretary in October 2013. Requests for feedback before the 17th December on the preferred format and contents of the questionnaire were requested via the Virtual PRG.

Discussion of issues involving the patients and Practice are fundamental to the functioning of School Lane PRG. These discussions were considered when deciding upon categories and questions and aided the selection of example questionnaires for consideration by the PRG.

Matters discussed this year include:

- Expanding PRG membership (PRG)
- Publicising the PRG (PRG)
- Access to PRG minutes (PRG)
- Access to GP appointments (practice)
- New services offered by the Practice (practice)
- Immunisations (practice)
- Methods of patient contact (practice)
- Services for foreign nationals (practice)
- Translation services (practice)
- Phone messages (PRG)
- Messaging systems (PRG)
- Patient privacy at reception (PRG)
- School Lane website (PRG)
- Online medication requests (practice)
- Online booking of appointments (practice)
- Home blood pressure monitoring (PRG)
- Staffing changes (practice)
- DNA's (non-attending patients) (practice + PRG)
- Abusive patients (practice)
- Compliments and Comments (practice)
- Community and secondary care outreach at the Practice (practice)
- Patient Research (practice)
- Care.Data (practice)
- Summary Care Record (practice)
- Enhanced Sharing of the patient record (practice)
- CQC registration (practice)
- Practice renovations (practice)
- Waiting room decor (PRG)
- Waiting room sound system (PRG)
- Availability of drinking water (PRG)

Matters which involve other organisations were also discussed:

- Healthy Living Centre services (practice)
- Healthy Living Centre accessibility (PRG)

- South Norfolk Clinical Commissioning Group patient involvement (practice + PRG)
- Out of Hours service (PRG)
- A&E attendances (practice)
- District Nursing service (PRG)
- Other community services (PRG + practice)
- Charitable organisations and societies (PRG + practice)
- Pharmacy access (PRG)
- Hospital transport (PRG)
- Care Homes (PRG)

Survey content was agreed by PRG member majority (including consideration of input from VPRG members) at the PRG meeting of December 17th

Each question was checked individually by the group, ensuring that the wording was 'plain English' and that the answer options would avoid ambiguity.

Consideration was given to past PRG discussion subjects.

Consideration was given to the layout of text and categorisation of questions.

It was agreed that the questionnaire would be added directly to the School Lane Surgery website to make submissions easy for those not able to fill out a paper version at the practice.

3. Details and Results of the Local Practice Survey

Agreed survey categories were:

- Appointments and Online Access
- Surgery Premises
- Customer Service
- Quality of Care and Approachability
- Patient Demographics
- Service Improvement

The final questionnaire was circulated to VPRG members by e-mail, with information on how to access the website version.

The survey was publicised on the Practice website using a front page pop-up advert.

Posters were put up in waiting rooms and at the reception desk.

A message was placed on the waiting room TV monitors.

A message was added to repeat prescription counterfoils.

Patient group members and practice staff were asked to 'spread the word' where possible.

Patient group members spent a considerable amount of time in waiting rooms over a two week period, encouraging and helping patients to complete questionnaires.

Practice interpreters spent time in the waiting rooms and at the reception front desk helping and encouraging patients with language difficulties to complete the questionnaire.

Receptionists handed a questionnaire to patients attending the front desk.

Piles of questionnaires were left in waiting rooms, GP consultation rooms and at reception front desks.

A drop-off box was placed on the reception front desks.

All questionnaire results were collated on the website manually, this enabled interpretation of the results, listing of all comments and analysis of the demographics reached by the patient survey.

School Lane Surgery has approximately 12500 registered patients, the Healthy Living Centre has approximately 3000 registered patients.

Patients from both practices attend both School Lane Surgery and the Healthy Living Centre sites, seeing the same GPs and accessing the same services, therefore the survey was carried out at both sites simultaneously and analysis of results and demographics have been carried out across the combined populations.

Over 1000 paper copies of the practice questionnaire were printed and distributed. Response rate was improved on the days when PRG and Practice staff spent time in the waiting rooms.

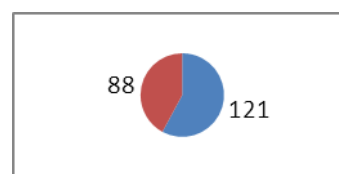
The response rate is low, but is on a similar level to that reached by patient surveys carried out by the NHS in Thetford (eg NHS Norfolk patient satisfaction surveys)

Survey Results:

Appointments and Online Access

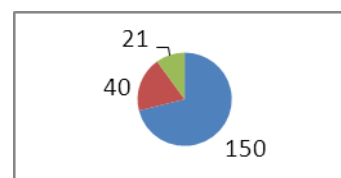
Are you aware that you can book appointments and order repeat prescriptions online via our website at www.schoollanesurgery.co.uk?

Yes	121
No	88



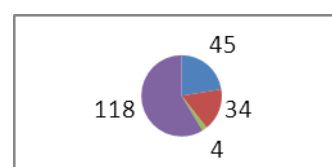
Do you have a computer or smartphone to access the online services?

Yes	150
No	40
I don't want to use online services	21



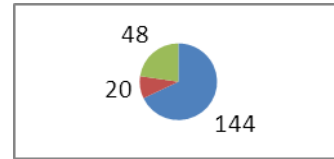
How easy do you find our website to use?

Very easy	45
Fairly easy	34
Not easy	4
I have never looked at it	118

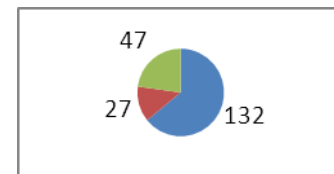


Surgery Premises

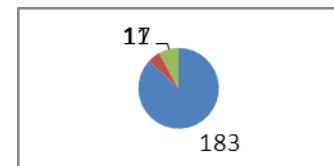
Do you find the upstairs waiting areas at School Lane Surgery a pleasant environment?	
Yes	144
No	20
No opinion	48



Do you find the downstairs waiting areas at School Lane Surgery a pleasant environment?	
Yes	132
No	27
No opinion	47

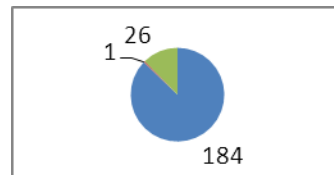


Do you find the waiting area at the Healthy Living Centre a pleasant environment?	
Yes	183
No	11
No opinion	17

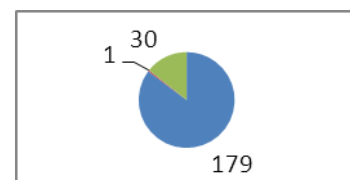


Customer Service

When contacting the surgery are you treated with courtesy?	
Yes	184
No	1
Sometimes	26

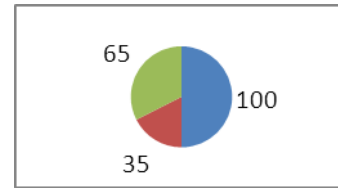


Does the reception team provide a friendly service?	
Yes	179
No	1
Sometimes	30



Do you find the waiting room TV monitor useful when advising of appointment delays?

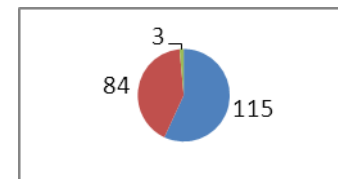
Yes	100
No	35
Sometimes	65



Quality of Care and Approachability

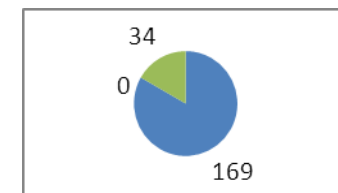
In general, how satisfied are you with your care at the surgery?

Very satisfied	115
Quite satisfied	84
Not satisfied	3



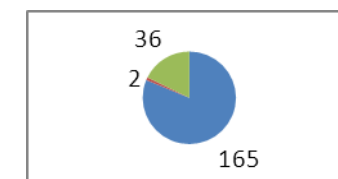
Do you feel the surgery is open and friendly?

Yes	169
No	0
Sometimes	34



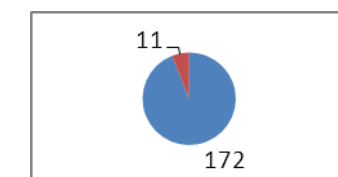
Would you recommend the surgery to anybody new to the area?

Yes	165
No	2
Possibly	36



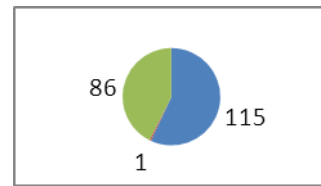
If you have been referred for further treatment by the practice, did we deal with the process efficiently?
(Hospital delays are beyond the control of School Lane Surgery)

Yes	172
No	11



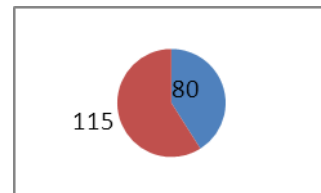
When you first registered with the practice, was the process easy?

Yes	115
No	1
I can't remember	86



Are you aware that School Lane Surgery has a Patient Group which you can join?

Yes	80
No	115

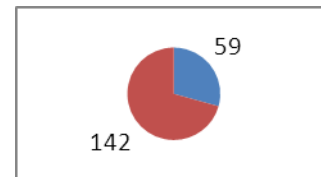


Service Improvement

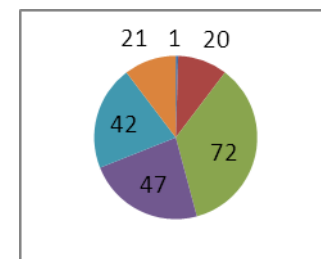
Is there anything we could do to improve the care you receive at School Lane Surgery?
text response - please see comments section

Patient Demographics

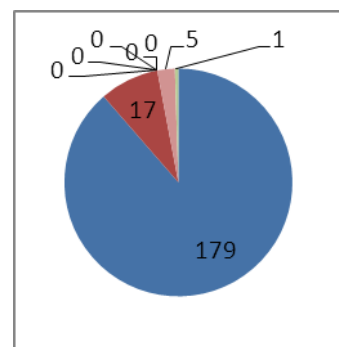
Male	59
Female	142



Under 16	1
17-24	20
25-44	72
45-64	47
65-74	42
75 or over	21



White British	179
White European	17
Black	0
Black British	0
Asian	0
Asian British	0
Chinese	0
Mixed	5
Other	1



Comments Section

58 Comments were received. 3 inappropriate messages were removed. The remaining 49 are listed below:

More early morning appointments and more flexible blood testing times

cut waiting for an appointment times for "normal" visits

Not much but do not like the computer booking in system at reception, the other week it said i was not there! stupid

feel healthy living centre should be a walk in centre

interested in patient group

interested in patient group. tv in waiting room was not on when visiting sls

interested in patient group but do not speak english

Not having to wait over a month to see a doctor and open on a saturday.

more privacy in reception area to discuss health issues

all good, HLC waiting area very exposed

shorter waiting times for appointment with doctor

It's OK

GIVE APPOINTMENT WITH LESS WAITING TIME

WOULD BE INTERESTED IN PT GROUP. ALWAYS FOUND SERVICE FROM SURGERY MORE THAN SATISFACTORY WOULD NOT GO ELSE WHERE

easier to get through on phones

toys for children in waiting area

would be interested in pt group

longer appointments and gp to be more careful when doing a diagnoses.

Probably out of control of surgery but would prefer out of hours service direct to surgery familiar with patient and records

I think that school lane surgery is very efficient

would be interested in patient group

Process to getting to see your own gp very difficult. Maybe should work longer hours. Didn't know about tues and sat extra hours. Waiting room at HLC gets a bit hot

interested in patient group. Keep things as they are

In general a very good service

Care is excellent but appointments are very hard to come by.

Interested in patient group. Yes, booking appointment is sometimes hard as it can be 3-4 weeks waiting time.

WOULD BE INTERESTED IN PATIENT GROUP

NOT HAVING TO WAIT SO LONG FOR THE NEXT AVAILABLE APPOINTMENT

INTERESTED IN PATIENT GROUP

NOT ANYTHING I CAN THINK OF

WOULD BE NICE TO ALWAYS SEE THE SAME DOCTOR, 3 WEEKS IS TOO LONG TO WAIT

LIAISON BETWEEN DOCTORS WOULD BE HELPFUL TO CHECK PATIENTS NOTES. IF YOU CANNOT SEE YOUR OWN DOCTORS.

CONTINUE TO DO A GOOD JOB AS AT PRESENT

APPOINTMENTS TO BE MORE FREQUENT AND LESS TIME BETWEEN THEM

INTERESTED IN PATIENT GROUP

NOT AS YET

CUT DOWN WAITING TIMES

would be interested in patient group

would like to book an appointment and be seen the same day. Do not like having to wait for a phone call or explain to a receptionist your problem, This is confidential between patient and doctor.

No I have always been satisfied with my care

would be interested in patient group. improve the seating in both waiting areas. Paint walls at HLC to prevent snowblindness in bright light.

Happy with school lane surgery service

can't think of anything always very good and helpful, Reception team provide a VERY friendly service.

I have never seen the t.v working, normally reception staff inform of appointment delays

Not so longer wait for routine appointments invariably 2 weeks

No thank you

Nicer waiting room downstairs - comfy chairs as normally wait a while for appointments

Too long to get an appointment sometimes 3 or 4 weeks, even for test results

The length of appointment, sometimes you have to wait 3 weeks for appointment

Shorter waiting times for appointments

Called into Dr Surgery

Appointments more readily available. There is often a 2/3 week wait

Everything is great! Well Done! Keep Going!

Not wait as long for an appointment. Possible sat morning surgery?

Having just moved to the area and having complex medical issues I've been so impressed with how everything has gone. I had a lot of trouble at the last GP I was with receptionist wise and it's been a joy to speak with the Receptionists and Doctors here, am so relieved and pleased!

Demographic analysis

Demographic analysis shows that under 17 year olds are under-represented. Under 16's are generally represented by their patients from the older age groups, but there could be potential to gain more feedback from older teenagers.

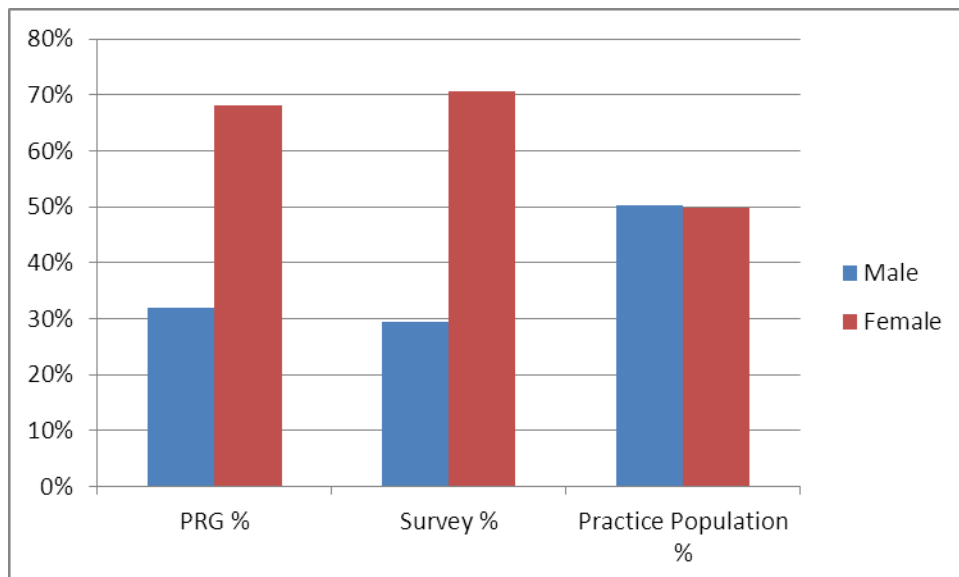
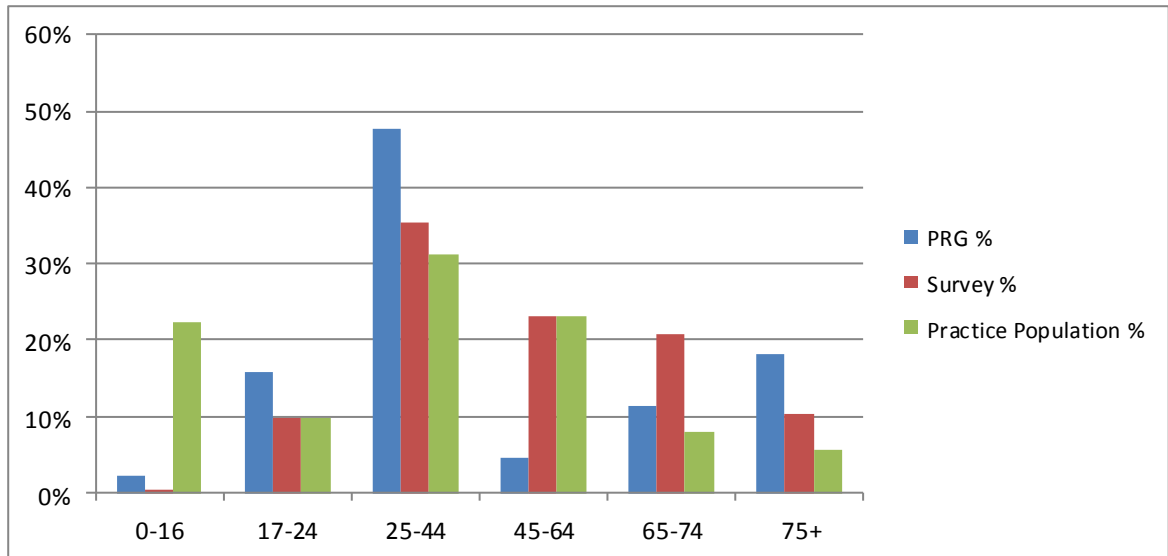
The VPRG has improved engagement with the 17-44 year old age group. The proportion of PRG membership is higher than the practice population, but the number of questionnaire responses received was unrepresentative of the practice population.

The 45-64 age group is under-represented by the PRG, but survey responses gained for this age group are representative of the practice population.

The over 65's are over-represented proportionate to the overall practice population, both in PRG membership and the proportion of survey responses. However, this group of patients tend to need to use the services of the practice more frequently.

Female patients are more likely to be involved in the PRG and to answer survey questions.

Comparison with the ethnicity recorded in practice populations is not possible. The patient group records that 29% of its members are not White British. The survey results showed that 10% of respondents were not White British.



4. Discussion of Survey Results with the Patient Group

The results of the PRG survey were circulated to PRG members by e-mail prior to a meeting for discussion of the results and comments and formation of an action plan on 30th January 2014.

Key areas for action within the next year (2014/15) identified by the questionnaire results were:

- The need to gain more feedback from young people
- The need to publicise the patient group more
- The need to publicise online access more
- Information on Healthy Living Centre location for newcomers

- Increased publicity of DNA (did not attend) data and the effects of high DNAs

It was agreed that some of the responses and comments resulted from out of date perceptions eg appointment waiting time has been 1.5 weeks or less consistently for a number of months since the recruitment of additional on-call staff.

Some comments were also made with a lack of understanding of limitations to service provision eg the timings for blood sampling have to work around the pick-up times from hospitals.

5. Agreement of the Action Plan with the Patient Reference Group

The action plan agreed as a result of survey analysis and discussion, for action during 2014/15 is:

- To publicise the PRG further, using electronic message boards/TVs (message board to be purchased for HLC), posters, flyers, messages on repeat prescriptions
- To publicise online services more , using electronic message boards/TVs (message board to be purchased for HLC), posters, flyers, messages on repeat prescriptions
- To investigate the potential for a different type of TV messaging system (with less space dedicated to adverts)
- To ensure provision of maps showing both School Lane Surgery and Healthy Living Centre at reception
- To arrange for other services who use rooms at School Lane to attend the PRG
- To add pharmacy opening hours to the website
- To review the Patient Group page on the website

The PRG have suggested, discussed and agreed a variety of approaches to implementing the action plan and are supporting the practice in a number of ways:

- PRG members will meet with local service providers to arrange PRG meeting attendances for further information.
- The PRG have agreed to create a summarised version of the minutes, which can be made available to patients in waiting rooms and on the website
- The PRG will check the wording of messages to be added to repeat prescriptions regarding the patient group and online access
- The PRG will design a new flyer to advertise the patient group and online services
- The PRG will review the information on the PRG sections of the website

Update on the 2012/13 Action Plan:

The 2012/13 survey was focussed on the question of whether telephone consultations for routine appointments would be acceptable and of benefit to patients. The survey combined patient answers with opinions from GPs on whether the patient could have been dealt with over the telephone.

The survey results led to a conclusion that no action should be taken to add routine telephone consultations to the GP rota.

Update on the 2011/12 Action Plan:

As a result of the 2011/12 survey, a new phone system was purchased. Online appointment booking and prescription request is now available. SMS text reminders continue to be used. The scrolling messages on waiting room TV monitors continue to be used to highlight when GPs are running more than 20 minutes late. The ground floor waiting room now has padded seats.

6. Practice Opening Hours and Extended Hours Access

Patients registered at School Lane Surgery and School Lane PMS Practice are able to book appointments with GPs and Nurses at both School Lane Surgery and Thetford Healthy Living Centre sites.

Telephone access to the surgery runs from 08.00 to 18.30 daily. Calls are answered by School Lane receptionists except between 08.00 and 08.30 daily and staff training sessions every Tuesday from 13.00 to 14.30, when telephone cover is provided by a dedicated GP surgery answering service, which is provided by East Anglian Ambulance Service.

Patients are able to book appointments taking place outside of usual GP opening times every Tuesday evening from 18.30 until 20.30 and on the first Saturday morning of every month, from 08.30 until 11.30.

School Lane Surgery provides appointments from 8.30am - 5.00pm, Monday - Friday. On Tuesdays School Lane is closed from 1.00pm - 2.30pm.

Healthy Living Centre Surgery provides appointments Monday to Friday from 8.30am - 6.30 pm (closed from 1.00pm - 2.00pm Mon, Wed, Thurs, Fri). On Tuesdays the Healthy Living Centre is open 8.30am - 8.30pm (closed from 1.00pm - 2.30pm).

