

**EAST WING SURGERY
PATIENTS REFERENCE
GROUP**

ANNUAL REVIEW

APRIL 2014 – MARCH 2015

ONGOING MARKETING OF THE PRACTICE PATIENT REFERENCE GROUP

The practice has had a Patient Reference Group for some time now. We continue to encourage patients to join the group by advertising in the practice, via newsletters from time to time and on the practice website. All new patients are advised of the group via information in the new patient registration pack.

There is a noticeboard dedicated to the Patient Reference Group just inside the entrance to the surgery together with a patient suggestion box.

We would welcome any patient or patient carer aged 16 or over to participate in the group irrespective of gender or ethnic background. Please ask at reception or complete a form which can be found on the website or next to the patient suggestion box.

We have also for the first time this year utilised the patient text reminder system to contact patients inviting them to take part in a practice survey. Response to this was good and it is something that we would like to utilise again.

The practice group is presently made up of 8 patients, 6 women and 2 men.

The age range of the patients is as follows:

35-44	2
55-64	3
65-74	1
75+	2

AGREEING PRIORITIES

At the last meeting of last year, March 2014, we discussed priority areas for the surgery to work on in the coming year.

Action plan was agreed as:

Availability of Appointments, practice to review and possible change to present system if appropriate

Telephone access to the practice, surgery to promote online access to aid this area

Review of A&E attendance, Walk in Centre attendance

Monitor Did Not Attend patients

See below for progress

Availability of appointments:

The Patient Reference Group agreed that they would like the surgery to look at availability of appointments and review the present system used in the practice.

What actions were taken to address this priority?

The surgery looked at the present system that they operated and a decision was made to introduce a new system as a pilot in October 2014. This system involved the introduction of GP Triage. The system was discussed at a Patient Reference Group meeting in September 2014 (see minutes published on the surgery website). The GP Triage was to be introduced on 2 days per week, with an aim that patients with acute problems could access an urgent appointment with a GP more easily and obtain an urgent appointment if necessary to be seen in the surgery by a healthcare professional. The urgency of the need to be seen would be assessed by the GP triaging the call. Appointments would be available with the GP who triaged the call on the same day as well as with other healthcare professionals. All reception staff were briefed on the new system and ensured that when a patient called requesting an appointment they made them aware of the new system and how to access a GP triage appointment for an acute / urgent problem.

Results of actions and impact on patients?

The patients were then surveyed as to whether or not they were aware of the new system, had they used the system and did they have any comments to make. (See results and comments published on the surgery website and also in the surgery on the Patient Reference Group information board) The feedback from patients was generally positive, however, when the surgery reviewed the usage of the appointments they found that a number of GP triage appointments weren't utilised and that obviously due to the nature of the system some patients receive both a triage appointment and a face to face appointment on the same day. The demand for appointments is still high and therefore we need to look

at this again as presently appointments are wasted that could have been utilised for routine problems.

Telephone Access to the Practice:

The previous year the practice had introduced Online access and 589 patients had registered for this service. It was felt that by introducing this service it would take pressure off the need for patients to call at 8.30am to make appointments and therefore reduce the number of complaints from patients who couldn't get through to the surgery.

What actions were taken to address this priority?

More posters were displayed in the surgery to promote this service. The service was already advertised on the surgery website. The posters were all displayed together to gain maximum impact and draw the patients attention. Should patients complain about being unable to get through to the surgery to book an appointment, reception staff asked patients if they had access to the internet and if the response was positive advised them of the ability to register for online access and explained the benefits of doing so.

Results of actions and impact on patients?

656 patients are now registered for online access. An increase of 67. Patients can access the service 24 hours per day to book an appointment. This is an area that we plan to continue to promote and the Patient Reference Group have requested that we move this forward to next year and have a specific one month campaign on this area. We continue to get complaints from patients who can't get through to the surgery at 8.30am each morning to book appointments and demand for appointments continues to grow.

A&E and Walk in Centre attendance:

To review the usage of these other avenues for medical care. At the same time to look at 'Did not Attend' in the surgery. Will the introduction of a new appointment system see a reduction in attendance.

What actions were taken to address this priority?

The surgery did an audit on these areas following the introduction of the new appointment system in October 2015. We recorded all the attendance at A&E and Walk in Centre / Out of Hours each month from November 2014 onwards. (See minutes from Patient Reference Group meeting). We were looking to see a reduction in the number of attendances if access to a GP appointment was improved for patients by the new GP triage system. On discussion with the patient Reference Group, the figures showed an increase around December/ January which was to be expected but a reduction was seen in February, however, this could be because of the shorter month. The Patient Reference Group agreed that we needed to continue to monitor for a number of months more before we could make any conclusions. Once further information is available, regardless of the outcome, whether there is a reduction or increase, we should then drill down further to establish any trends. The surgery are continuing to gather the data for this initiative.

Results of actions and impact on patients?

See above, the plan is to continue to monitor as there is presently insufficient data to draw any specific conclusions.

(See also minutes of meetings and survey results)

How has the practice engaged with the Patient Reference Group and made efforts to engage with seldom heard groups?

The practice has regular meetings with the Patient Reference Group and minutes from each meeting are available on a notice board in the surgery and also on the practice website. We have also attempted in the past to consult with patients via a virtual group using e-mail. This has not been particularly successful.

We have recently utilised the text system that we use to remind patients of appointments to communicate with patients. Sending a text message inviting all patients over 16 years who we hold a mobile telephone number to access an online survey. (The survey was also available to patients in paper format) This allowed us to access a much larger number of patients. The response to the survey was greatly increased. Having discussed this with our patient reference group it would appear to have been well received and we would like to utilise this more often in the future.

Has the practice received patient and carer feedback from a variety of sources?

Feedback has been received via surveys, including the Friends and Family Test. We also have a suggestion box in the surgery next to the Patient Reference Group board, these suggestions are reviewed with the Patient Reference Group (see minutes) We receive feedback via NHS Choices and also via patient letter and telephone call.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

We discussed priority areas for the surgery to concentrate on over the year with the Patient Reference Group and this is recorded in the minutes of the group meetings.

The priority areas for this year are ongoing and at the present time changes are still in progress.

**SEE BELOW SURVEY RESULTS AND MINUTES OF MEETINGS THROUGHOUT
THE YEAR**

PATIENT PARTICIPATION GROUP
WEDNESDAY 10TH SEPTEMBER 2014

PRESENT

Derek Middleton (DM)

June Mason (JM)

Lynn Junner (LJ)

Toni Sambridge (TS)

Eddie McIntyre (EM)

Geraldine Kilgour (GK)

Dr Zaidi (ZZ)

Mary Davidson (MD)

APOLOGIES

Brenda Carrahar (BC)

Andy Savage (AS)

Andy feels that his present health issues are preventing him from attending and he therefore has decided to resign from the group. We will be more than happy for him to rejoin when he feels he is able to.

NEW MEMBER

Welcome to Geraldine who has joined the group

AGENDA

Minutes

Minutes from 19.3.14 confirmed

DNA

Following on from the last meeting. The surgery has looked into the possibility of an option to respond to the text message, however, this is not available on the EMIS Web system which the surgery will be adopting in the near future

REPEAT MEDICATION

Following on from the last meeting. Patients can request a right side of their prescription to ensure that they have a full up to date list of all repeat medication.

SURGERY GP LEAVING

MD informed the group that Dr Malik would be leaving the practice w.e.f. 30.9.14, however, her last day in the surgery would be 22nd September 2014, due to outstanding annual leave.

We wish her every success in the future.

UPDATE FROM SOUTH TYNESIDE CCG GROUP MEETING

No minutes available at the present time

MOVING FORWARD 3 AREAS TO WORK ON IN THE COMING MONTHS

(see minutes of last meeting)

It was agreed by the group that the areas for the practice to work on in the coming months were as outlined in March 2014

Availability of appointments – Practice to look at changing the system – new pilot system in place from 6.10.14

Telephone access to the practice – Surgery to continue to promote online to aid this area

Practice to review A&E and Walk in centre attendance, especially in light of the present consultation which is going ahead with regards to relocating the walk in centre to South Shields

Practice to continue to monitor DNA to look for trends and persistent offenders

ANY OTHER BUSINESS

Controlled Drugs

Concern was raised with regards to the signing for controlled drug prescriptions

At present this is set up as one list, in order to comply with Data Protection a separate signature list should be provided for each individual patient. – MD to change with immediate effect

Flu vaccinations

Flu vaccination appointments will be available from 1st October 2014, at present the surgery is still awaiting their supply of vaccines. It is proposed that the surgery will try to cover a wide mix of

appointments to accommodate the majority of patients. As in past years we will be providing 2 Saturday morning sessions (4th and 18th October 2014)

It was brought to our attention that a local pharmacy was already vaccinating patients, however, the surgery as yet has not been provided with confirmation of this taking place for any of our patients.

New Members

If anyone is aware of other patients who would be willing to join the group please do not hesitate to approach them on our behalf.

Meeting closed 7.25pm

PATIENT PARTICIPATION GROUP
WEDNESDAY 3RD DECEMBER 2014 @ 6PM

PRESENT

Lynn Junner (LJ)

June Mason (JM)

Toni Sambridge (TS)

Dr Zaidi (ZZ)

Mary Davidson (MD)

AGENDA

MINUTES

Minutes confirmed from 10.9.14

APOLOGIES

Derek Middleton

Eddie McIntyre

Stella Matthewson (new member)

Geraldine Kilgour

FRIENDS AND FAMILY TEST

The Friends and Family Test (FFT) has been introduced with effect from 1st December 2014. Survey slips are now available in the surgery for completion by patients. Patients can also complete feedback online via 'I Want Great Care' . A link is available on the surgery website and information is on display in the surgery.

The first question on the slip:

'How likely are you to recommend our GP Practice to friends and family if they need similar treatment?'

Is a mandatory question. We have added another question:

'Would you please comment below why you have given us this rating?'

This will help us to address any common themes / issues.

APPOINTMENT CHANGES

As discussed at the last meeting we made changes to the appointment system with effect from 6th October 2014 introducing GP triage appointments on 4 days per week. Further changes have been made as we have assessed the situation and also following comments from patients. GP triage is now only available on Tuesday and Wednesday and triage is carried out by either Dr Zaidi or Dr Salaudeen, there are also pre bookable appointments available on Tuesdays and Wednesdays. The appointments available on Mondays / Thursdays and Fridays are a mix of Prebookable and Open on the Day.

The changes were made in order to assist the practice in efficiently dealing with the high demand for GP appointments. We are still evaluating the system so further changes may be made in the coming months.

DNA / A&E / WALK IN CENTRE

We also agreed to look at the impact on 'Did Not Attend', A&E attendance and Walk in Centre attendance:

The following information is available for November:

DNA PATIENTS

66 PATIENTS

30 failed to attend a GP appointment – a FULL days surgery for 1 GP

3 failed to attend a nurse appointment

11 failed to attend specialist nurse appointment

17 Failed to attend an HCA appointment

A&E

118 patients

59 patients attended 'in hours' (50%) – when the GP surgery was open

Of these 20 patients were admitted and therefore appropriate attendance

24 other patients appear, due to the nature of their problem, to be appropriate attendances

15? why they attended A&E rather than another service

Walk in Centre

192 patients

105 patients attended 'in hours' (55%)

We will continue to look at these areas to identify trends / areas of concern etc.

As a number of patients appear to be using some services incorrectly we discussed sending out a blanket text message to all of our patients who have registered a mobile number with the surgery advising them of the surgery opening hours over the festive period and also advising them to contact NHS 111 should they need medical treatment during this time.

We will also remind patients of the need to ensure that they have ordered their repeat medication in advance of the surgery closing. We are already attaching paper slips with similar information to prescription requests

ANY OTHER BUSINESS

LJ asked the process for test and the length of time before contact to be made for the result.

MD explained that the surgery usually requests that a patient allow 1 week for the results to become available. Results are returned electronically to the practice on a daily basis and are read daily by the permanent surgery GPs or Specialist Nurse. She also advised that if the result was abnormal and action needed to be taken then the surgery would contact the patient.

TS raised a query around Warfarin medication prescribing. MD to deal with this matter direct and liaise direct.

MD to review the surgery procedure around patients who only attend the hospital for monitoring on a less than monthly basis.

Meeting closed @ 7.35pm

PATIENT PARTICIPATION GROUP
WEDNESDAY 25TH MARCH 2015 @ 6pm

Present

Lynn Junner (LJ)

Toni Sambridge (TS)

Derek Middleton (DM)

Edward McIntyre (EM)

Dr Zaidi (ZZ)

Mary Davidson (MD)

Apologies

June Mason (JM)

Geraldine Kilgour (GK)

Stella Matthewson (SM)

Agenda

MINUTES

Minutes from the meeting of 3.12.14 confirmed

GP RESIGNATION

Dr Malik has now completed her least session and officially leaves on 31.3.15

Dr Pillay is to replace Dr Malik in the practice

FRIENDS AND FAMILY RESULTS

Positive feedback so far, the results are displayed in the surgery for February 2015 and were previously displayed for January.

Both sets of results are available on the practice website.

Results for all surgeries to be published by NHS England very soon. Should there be a dispute or errors the results will be removed as NHS England are unable to amend results which are published.

SURGERY SUGGESTION BOX

Only 1 suggestion with regards to the surgery installing Air Conditioning.

Air conditioning is available in the surgery, however, this is not surgery controlled as is part of the hospital heating / cooling system and is governed centrally within the hospital.

PATIENT SURVEY RESULTS

(see survey results attached)

MD gave an overview of the results.

The practice for the first time contacted patients by text advising them of the survey and inviting them to complete the survey online. Utilising 'Survey monkey' to do so

Over 2000 patient over the age of 16 were sent a text message and over 260 patients responded. This is very encouraging and the practice would use this again for future surveys.

We also undertook a paper survey within the practice for patients who do not have access to the online system.

The results were generally positive, however, the practice feels that the new triage system on Tuesdays and Wednesdays is not been fully utilised.

The proposal from the practice was to change back to a face to face consultation session on Tuesdays and Wednesdays. However, with a slightly changed access.

Based on pre-bookable appointments / 48 hour appointments / 24 hour appointments together with same day appointments.

We will continue to monitor how these appointments are utilised.

The practice did point out that at the present time there is an extremely high demand for appointments, this would appear to be seen in all GP Practices and has been widely reported in the media.

WALK IN CENTRE / A&E / DNA

When the surgery was trialling the GP triage they also monitored the number of patients who DNA (Did not attend) surgery appointments as well as patients utilising A&E and the Walk in Centre.

See results below

We will continue to monitor these when we change the system again.

	NOV	DEC	JAN	FEB
WALK IN CENTRE				
ATTENDANCE	192	210	231	188
IN HOURS	105	139	127	112
WEEKEND	74	54	68	47
A&E				
ATTENDANCE	118	91	101	84
IN HOURS	59	46	47	39
DNA				
MISSED APPOINTMENTS	60	64	52	47
APPT WITH GP	29	39	27	25

PPG ACTION PLAN FOR 2014 / 15 – PROGRESS

Our action plan was as follows:

Availability of Appointments - continuing to look at this and implement change for the benefit of the patients and the surgery – we continue to review and make adjustments as deemed appropriate by the practice and the PPG.

Telephone Access – promote online – we continue to promote online access in the hope that this will alleviate the pressure on the telephone at 8.30am in the morning for patients attempting to access an appointment. Increase in registration has been seen.

A&E and Walk in Centre attendance – monitor the use of both services – see results above

DNA- monitor – see results above – we continue to target persistent offenders- **improvements have been seen**

AREAS TO MOVE FORWARD TO 2015 / 16 ACTION PLAN

Continue with availability of appointments

Continue to promote Online access – have a specific campaign for 1 month

Continue to monitor A&E attendance and DNA's in the surgery and look for links to surgery appointment availability

ANY OTHER BUSINESS

Two items were raised, however, as these appeared to be personal to individuals it was not deemed an appropriate forum for these to be discussed. MD to review and report back to the individual concerned

NEXT MEETING

To be scheduled for June 2015

Meeting closed at 7.20pm

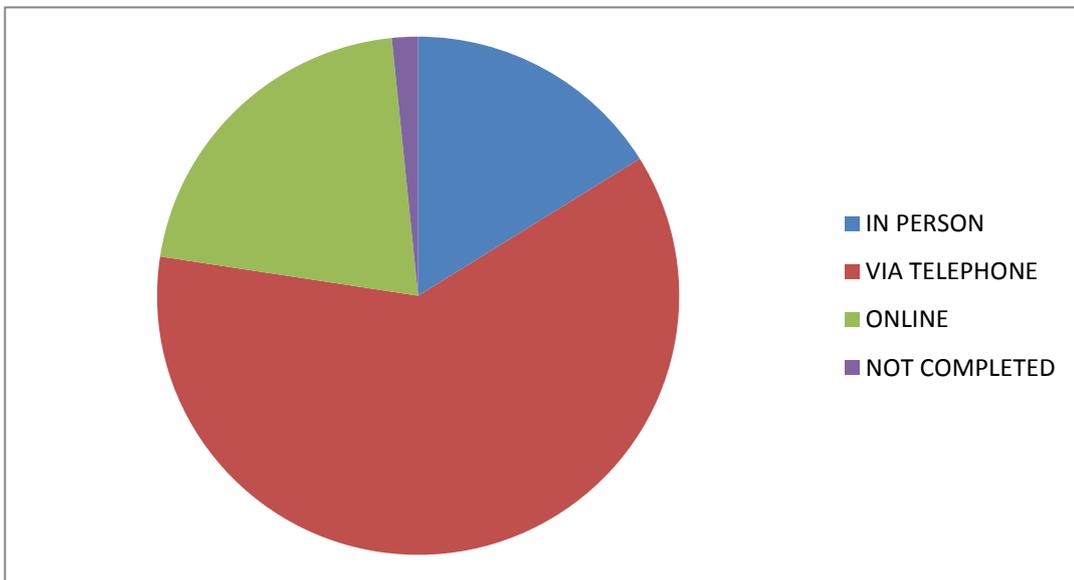
EAST WING PATIENT SURVEY
PAPER SURVEY RESULTS
FEBRUARY 2015

HOW DO YOU NORMALLY BOOK YOUR APPOINTMENTS?

IN PERSON	10
VIA THE TELEPHONE	38
ONLINE	13
NOT COMPLETED	1

62

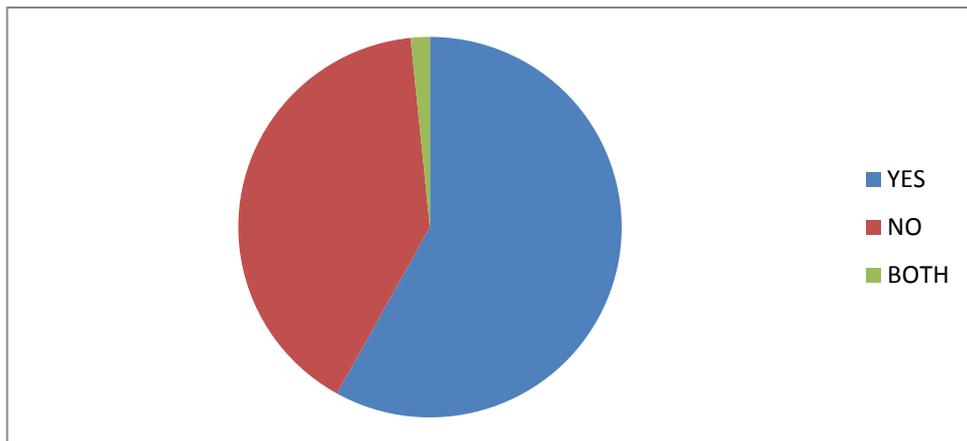
IN PERSON	VIA TELEPHONE	ONLINE	NOT COMPLETED
10	38	13	1



HAVE YOU BEEN ABLE TO BOOK AN APPOINTMENT FOR A DAY OF YOUR CHOICE WITH A GP OR NURSE

YES	36
NO	25
COMBINATION OF YES AND NO	1
	62

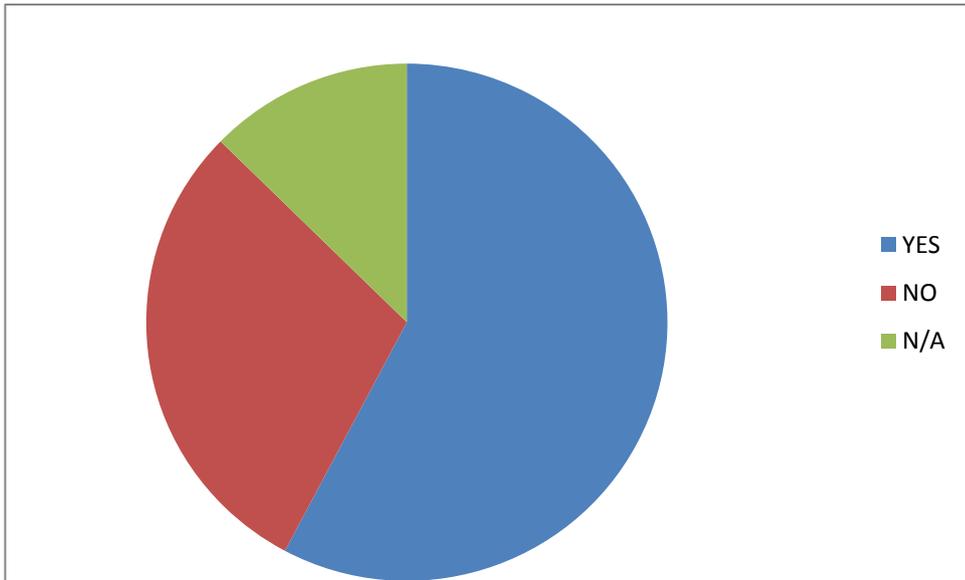
YES NO BOTH
36 25 1



IF YOU HAVE BEEN UNABLE TO BOOK AN APPOINTMENT WHERE YOU OFFERED AN ALTERNATIVE

YES	41
NO	12
NOT APPLICABLE / NOT ANSWERED	9

YES	NO	N/A
41	21	9



ARE YOU AWARE OF OUR NEW GP TRIAGE SYSTEM

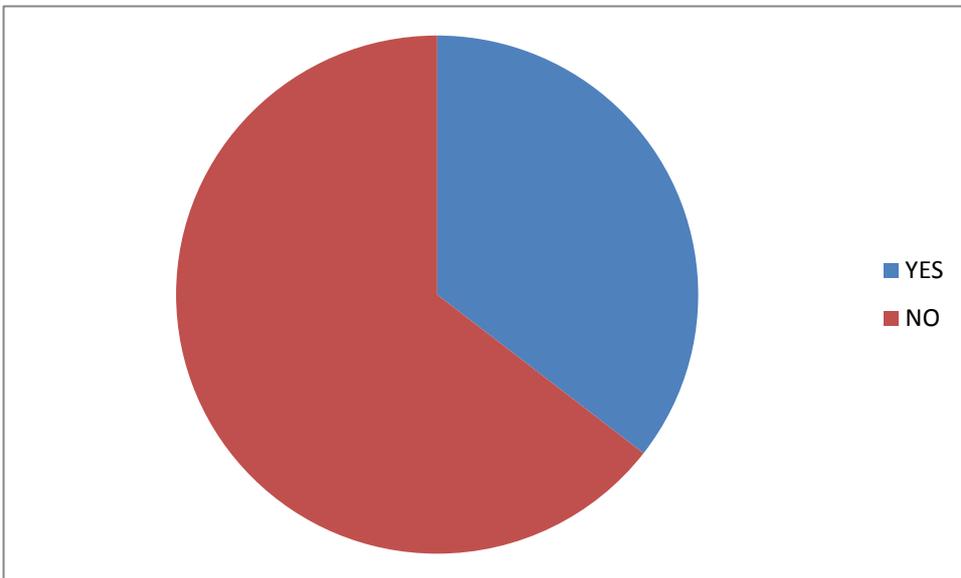
YES 22
NO 40
NOT COMPLETED 0

62

COMMENTS

GOOD OPTION
HAVEN'T USED IT YET
VERY GOOD
GOOD IDEA - NO NEED TO VISIT SURGERY
HARD TO GET SEEN TO
WORKS WELL GOOD IDEA
DON'T ALWAYS THINK IT WORKS FOR EVERYONE
DOES THAT MEAN HOURS OF WAITING? CAN THEY PRESCRIBE MEDICINE?
DO YOU STILL GET TREATMENT? IF NOT WHY NOT?

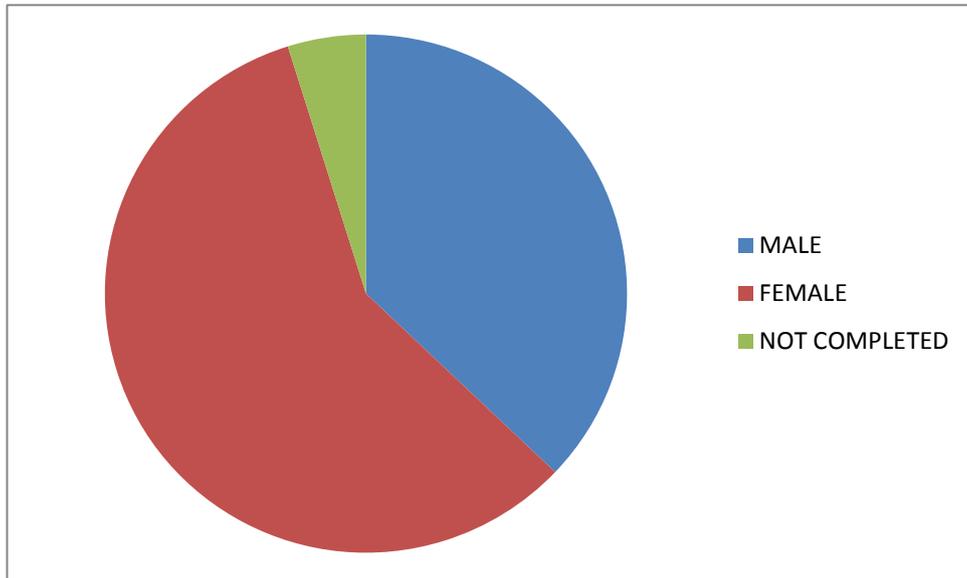
YES 22 NO 40



ARE YOU MALE OR FEMALE?

MALE	23
FEMALE	36
NOT COMPLETED	3

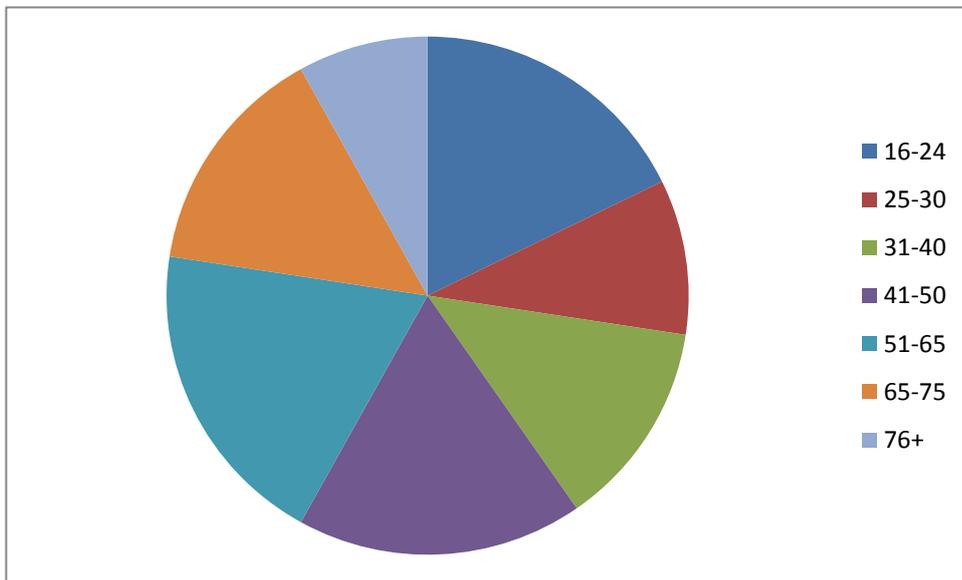
MALE	FEMALE	NOT COMPLETED
23	36	3



AGE

16-24	11
25-30	6
31-40	8
41-50	11
51-65	12
65-75	9
76+	5
	62

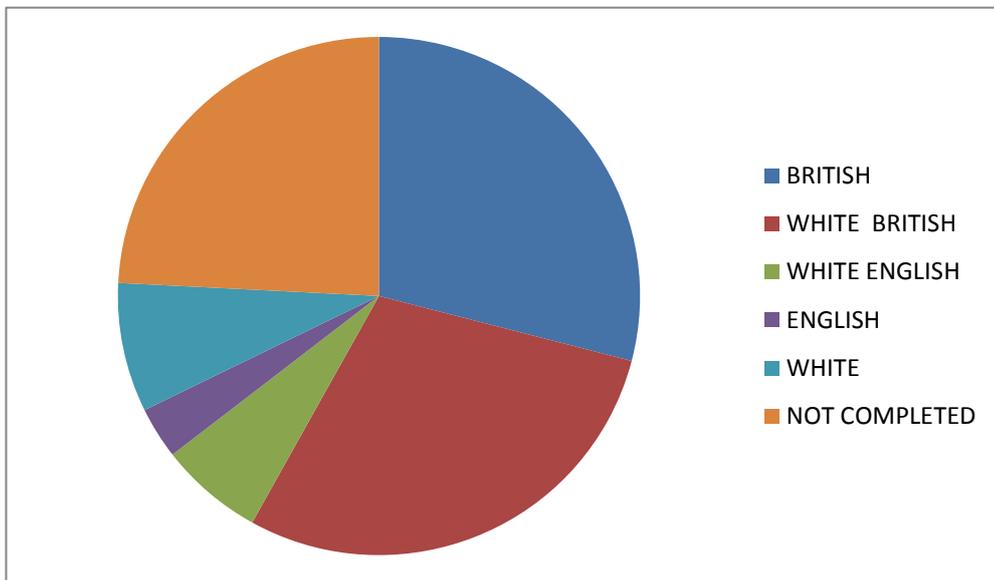
16-24	25-30	31-40	41-50	51-65	65-75	76+
11	6	8	11	12	9	5



ETHNICITY

BRITISH	18
WHITE BRITISH	18
WHITE ENGLISH	4
ENGLISH	2
WHITE	5
NOT COMPLETED	15
	62

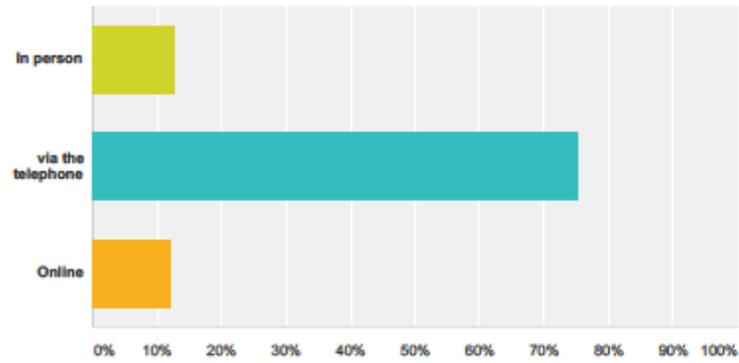
BRITISH	WHITE	WHITE	ENGLIS	WHITE	NOT
	BRITISH	ENGLIS	H		COMPLETE
		H			D
18	18	4	2	5	15



**EAST WING SURGERY
ONLINE SURVEY RESULTS
FEBRUARY 2015**

Q1 How do you usually book your appointments with a GP or Nurse?

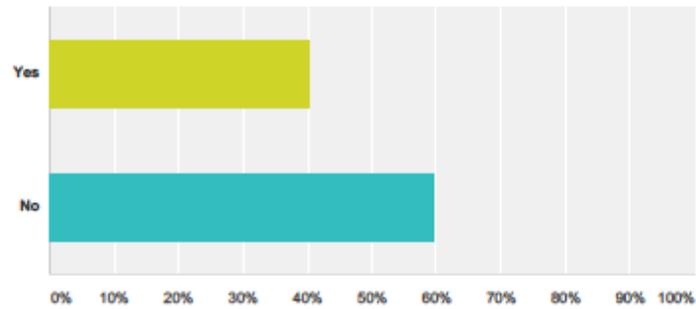
Answered: 266 Skipped: 4



Answer Choices	Responses
In person	12.78% 34
via the telephone	75.19% 200
Online	12.03% 32
Total	266

Q2 Have you been able to book an appointment for a day of your choice with a GP or Nurse?

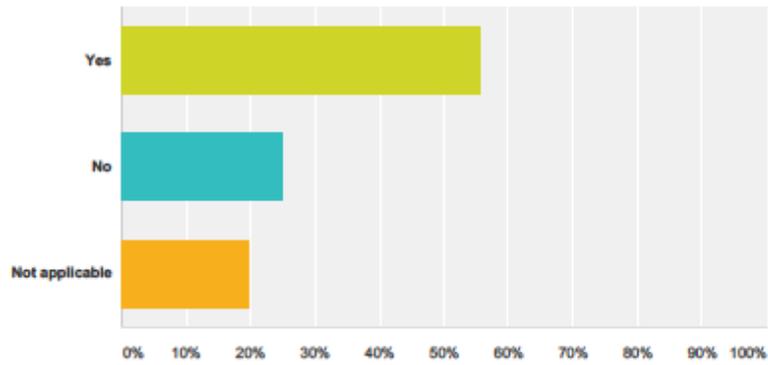
Answered: 266 Skipped: 4



Answer Choices	Responses	
Yes	40.23%	107
No	59.77%	159
Total		266

Q3 If you have been unable to book an appointment were you offered an alternative?

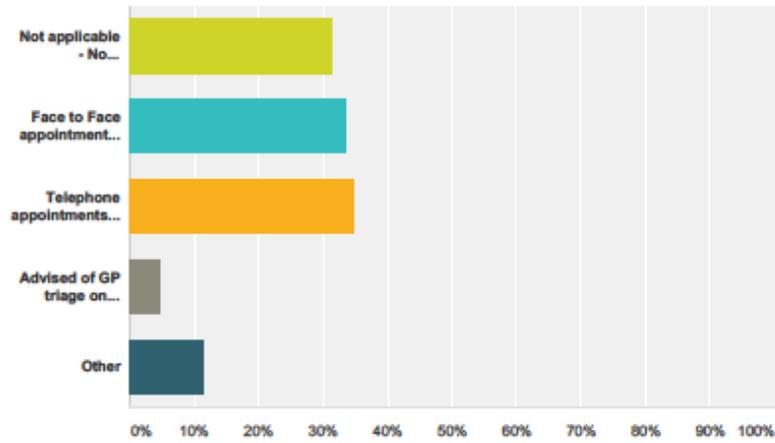
Answered: 261 Skipped: 9



Answer Choices	Responses
Yes	55.56% 145
No	24.90% 65
Not applicable	19.54% 51
Total	261

**Q4 What alternatives were you offered?
(please mark all that apply)**

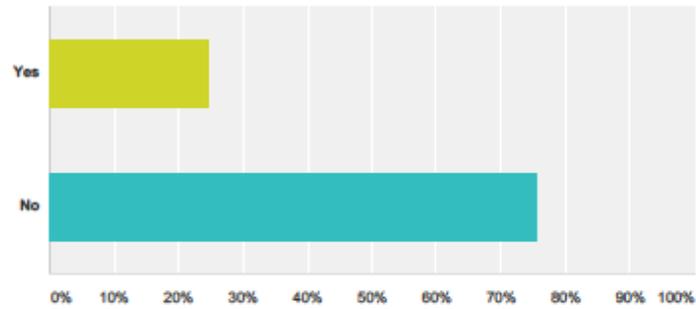
Answered: 241 Skipped: 29



Answer Choices	Responses
Not applicable - No alternative offered / Used Online option	31.54% 76
Face to Face appointment with a GP/Nurse on a different date	33.61% 81
Telephone appointments with a GP/Nurse	34.85% 84
Advised of GP triage on Tuesday / Wednesday	4.56% 11
Other	11.20% 27
Total Respondents: 241	

Q5 Are you aware of our new GP triage appointments?

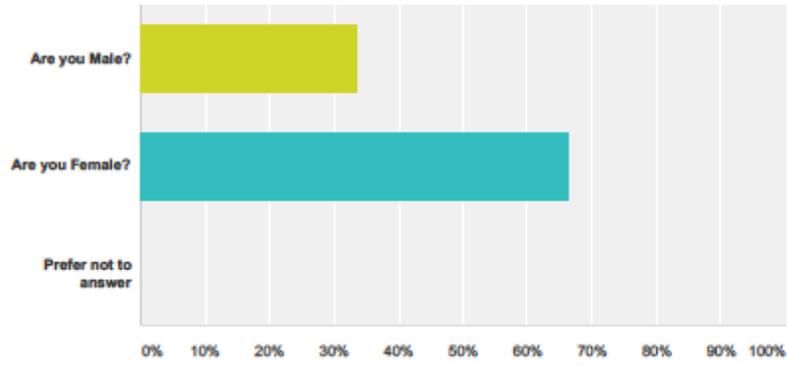
Answered: 267 Skipped: 3



Answer Choices	Responses	
Yes	24.72%	86
No	75.66%	202
Total Respondents: 267		

Q6 Personal Details

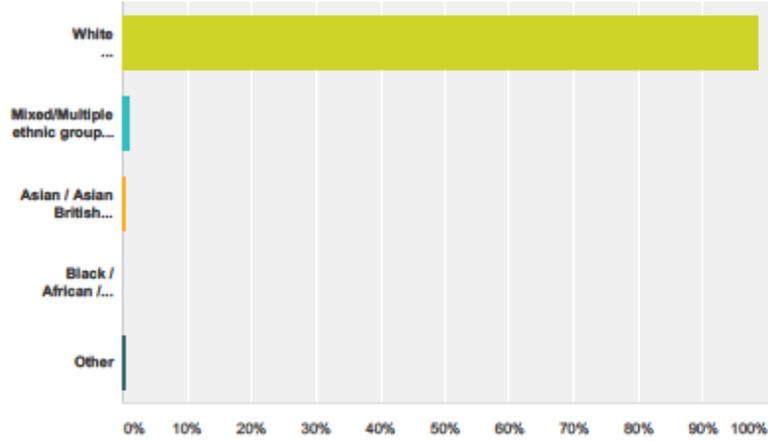
Answered: 267 Skipped: 3



Answer Choices	Responses
Are you Male?	33.71% 90
Are you Female?	66.29% 177
Prefer not to answer	0.00% 0
Total	267

Q7 What is your ethnicity?

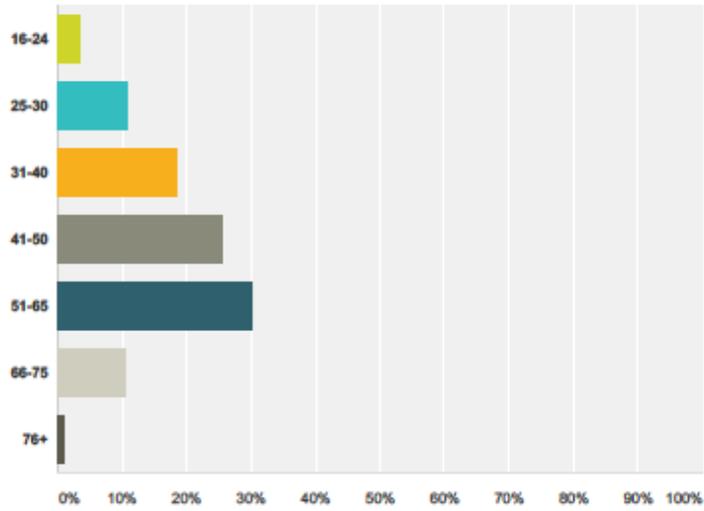
Answered: 267 Skipped: 3



Answer Choices	Responses
White other White background	English / Welsh / Scottish / Northern Irish / British - Irish - Gypsy or Irish Traveller - Any 96.50% 263
Mixed/Multiple ethnic group Mixed/Multiple ethnic background	White and Black Caribbean / White and Black African / White and Asian / Any other 0.75% 2
Asian / Asian British	Indian / Pakistan / Bangladeshi / Chinese / Any other Asian background 0.37% 1
Black / African / Caribbean / Black British	African / Caribbean / Any other Black / African / Caribbean background 0.00% 0
Other	0.37% 1
Total	267

Q8 What is your age?

Answered: 267 Skipped: 3



Answer Choices	Responses	
16-24	3.37%	9
25-30	10.86%	29
31-40	18.35%	49
41-50	25.47%	68
51-65	30.34%	81
66-75	10.49%	28
76+	1.12%	3
Total		267

Q4 response
36 patients commented

Phone the next day.

Another date when appointment available

I was advised to phone at 8.30 each day to try and get an appointment

Told there were no appointments for two weeks

Continue to ring at 8.30 every morning until successful. Took over two weeks

To ring up the next day at 8.30am which I did and got the same answer sorry there isn't any appointments ring up tomorrow morning

Told to ring back another day

Ring back next day to try again but can never get through so can never get appointment

Normally call back tomorrow but when you call there are no appointments left

Walk in centre

My last appointment was cancelled offered appointment 2 weeks later

Nothing

Takes ages to get through on phone to be told no appointments left after 20 mins of opening to be the. Offered one weeks later or to call back every. Or ring in hope to get a same day

Pop in to surgery at 8.30

To call on morning of the date originally required

No phone appointments despite ringing 147 to get appointment

Can't make appointment for over 2 months Appointment that was 2 weeks away

Unable to book appt if more than 3 weeks in advance

Q5 response
8 patients commented

Total waste of doctors time if he is phoning people he could be seeing patients instead

Ridiculous waste of time. A phone call to the surgery to receive a call back at the dr convenience not yours

Yes but only after spending a second day ringing in the hope I come see a doctor when I was in a lot of pain

Never used

Never used

Pointless I know when I need medical help

Nit really convenient fir working people as we can't wait all day for someone to ring

Not clear of difference between gp telephone consultations and gp triage it would be helpful to have updated hard copies of surgery tea /options . It is helpful to have set evening surgery

Q7 response
1 patient responded

Irrelevant