

# **DR CHANDY & PARTNERS CHURCH VIEW HEALTH CENTRE**



## **PATIENT PARTICIPATION GROUP DIRECTED ENHANCED SERVICE 2013/14 REPORT March 2014**

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## **INTRODUCTION**

Dr Chandy & Partners at Church View Health Centre is participating in the Patient Participation Direct Enhanced Service (DES) 2013/14. The purpose of the Patient Participation DES is to ensure patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

The DES aims to promote the proactive engagement of patients through the use of effective Patient Participation Groups and to seek views from the practice's patients through the use of a Patient Survey.

At the time of writing this report, the practice population was 9201 of which 4717 are male and 4484 are female.

<b>Age Range</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Percentage</b>
0-16	915	813	1728	19%
17-24	517	451	968	10%
25-34	620	553	1173	13%
35-44	587	502	1089	12%
45-54	702	661	1363	15%
55-64	592	595	1187	13%
65+	784	909	1693	18%
<b>Total</b>	<b>4717</b>	<b>4484</b>	<b>9201</b>	

The practice has not captured the ethnicity of its entire population but of the 54% of the population it has captured the ethnicity is made up as follows:

#### **White**

British	95%
Irish	0.7%
Any other white background	3%

#### **Mixed**

White & Black Caribbean	0.1%
White & Black African	0.2%
White & Asian	0.1%
Any other mixed background	0.1%

#### **Asian or Asia British**

Indian	0.1%
Pakistani	0.1%
Bangladeshi	0%
Any other Asian background	0.1%

#### **Black or Black British**

Caribbean	0.1%
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African	0.1%
Any other black background	0.1%

### **Chinese or other ethnic group**

Chinese	0.1%
Any other ethnic group	0.1%

## **ESTABLISH A PATIENT PARTICIPATION GROUP**

Dr Chandy & Partners initially established a Patient Participation Group (PPG) in September 2008 which consisted of 11 members. The PPG was formed to enable cooperation between practice staff and patients to enable them to work with their practice to provide practical support and to help them take more responsibility for their own health and to provide strategic input and advice.

### **PPG are good for patients because:**

- Patients will be more responsible for their own health.
- Patients will have a better understanding and knowledge of the practice and its staff.
- Patients will be consulted about arrangements for their primary healthcare before decisions are made.
- Patients will benefit from improved communications with staff.
- Patients will have a forum to suggest positive ideas and voice concerns.

### **PPGs are good for practice staff because:**

- GPs and their staff will be able to plan services jointly with patients in order to increase their effectiveness.
- They will be able to help patients with non-medical and social care issues.
- They will be able to get help from patients in meeting targets and objectives.
- They will have a forum to voice concerns, ideas and suggestions to patients.
- They will get closer to the community for whom they care.

The Practice is also a current and active member of National Association of Patient Participation (NAPP).

The PPG members from the initial group established in 2008 were very active during the consultation phase and building stage of the practice's new premises (Church View Health Centre) which opened in May 2013. However, regular and structured meetings were not maintained by the practice. It was decided in 2013, after the opening of the new surgery, that all the members of the initial PPG would be contacted to ascertain their interest to continue participating in the group. We were delighted that 8 members expressed their interest to continue.

The current PPG consists of 8 members. There are 7 male representatives and 1 female representative. The ethnicity of the group is 100% White British. The age profile is:

3 x members: 55-64

5 x members: 65+

Representation on the PPG from the practice are Jill Taylor, Practice Manger, Dr Bidisha Buckham, GP Partner and Dr Alex Thachankary, GP Partner.

It has been decided by the group that meetings will be held every 3 months alternating between evening and day time meetings to ensure that all group members have an opportunity to attend if they are not available due to work or social commitments to attend in the day or evening. Terms of Reference are included in Appendix 1 of this report.

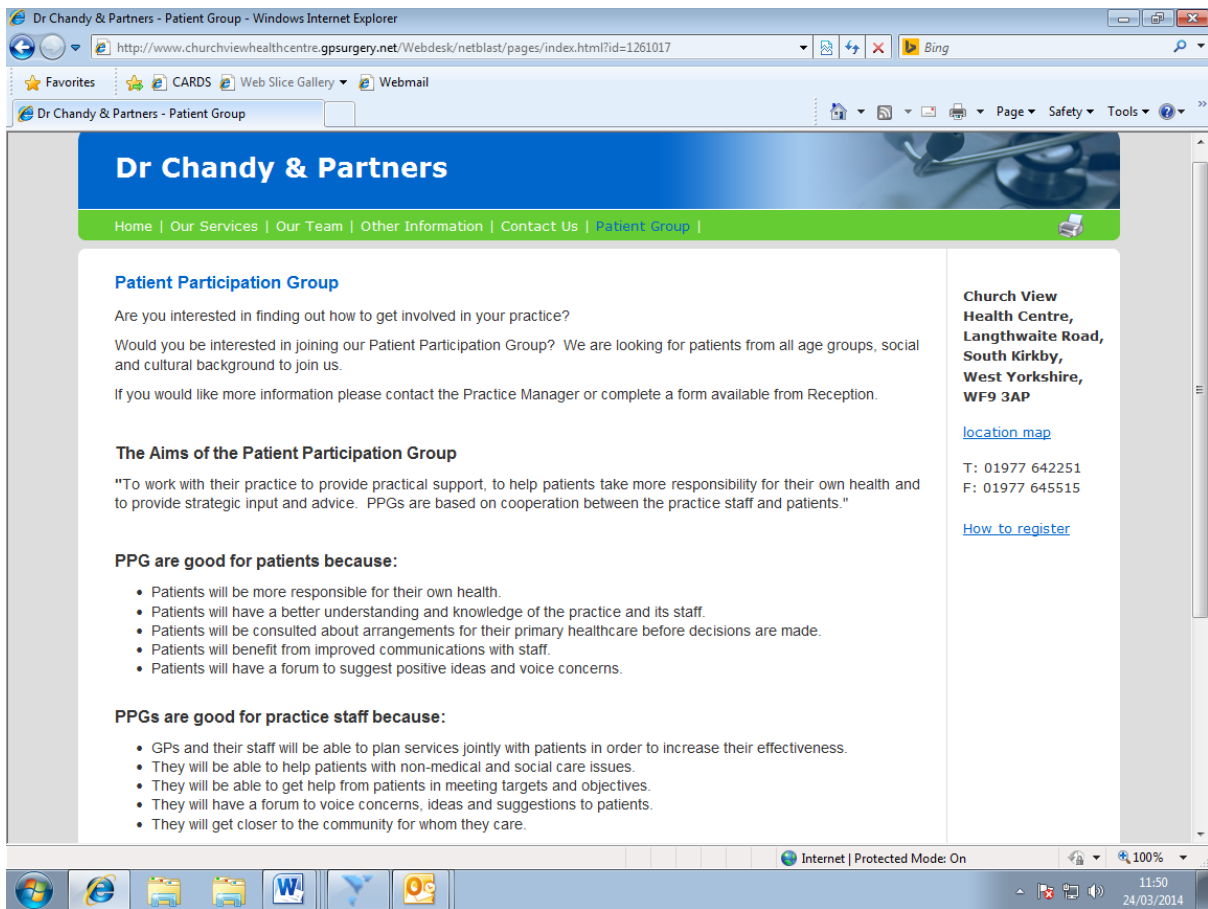
It is recognised that the current group is not entirely representative of the practice population but there is expertise and interest within the group from the disabled community. The pre-existing PPG only has 8 members and it was felt that the group should consist of 12 members. Therefore, it was decided to undertake a campaign to attract more patients to the group. This campaign commenced in December 2013.

Key practice demographics which will be considered in the make-up of the PPG will relate to, but not confined to:

- Age
- Ethnicity
- Gender
- Parental Status
- Disabled Status
- Carer Status
- Socio-economic group
- Long-Term condition patients
- Patients with specific care needs, e.g., drug users, learning difficulties, housebound, etc.

The methods used to invite patients to be members of the PPG included:

- Practice website



- Practice LCD "Power Point" presentation display screen.



- Poster and leaflets in the clinical rooms (including rooms used by Midwife and Baby Immunisation Clinic to encourage young mothers), reception and around the surgery to attract a wide range of the population (Appendix 2).
- Notes on the bottom of repeat prescriptions.
- All new patients registering with the practice receiving a leaflet within the New Patient Pack.
- Leaflets in Carers' pack/information.
- Word of mouth by clinicians and staff when patients are in surgery.

Patients register their interest by completing a form which is available from the reception or contacting the Practice Manager directly. The Practice Manager will discuss with any interested patient the aims and objectives of the group.

### **AGREE PRIORITIES AND LOCAL PRACTICE SURVEY**

In the PPG meeting held on 9<sup>th</sup> December 2013 (Appendix 3) the proposed Patient Survey was reviewed and discussed. The Practice Survey is based on the suggested model for the DES. Although this is a lengthy survey, it was felt it needed to be comprehensive as it is the first Patient Survey to be undertaken in the new surgery. Also it was felt that the comprehensive questions address key areas such as reception, appointments, access, communication, continuity and enablement as well as fulfilling some of the Essential Standards and Outcomes required for our Registration and Regulation by the Care Quality Commission (CQC), i.e., Respecting and Involving People Who Use Services; Safety and Suitability of Premises and Assessing and Monitoring the Quality of Service Provision. It was also agreed that as it was the first Patient Survey in the new surgery some additional questions should be added relating to the surgery experience. It was agreed to add questions about getting to the surgery/transport, what services patients would like to see in the new surgery and feedback on signage in the building. The Patient Survey is attached as Appendix 4.

It was agreed that the Patient Survey would be undertaken in January 2014. The practice was required to obtain 25 responses per 1000 head of population. Based on a patient population of approximately 9200 patients, 250 questionnaires were distributed. This represents 2.7% of the population.

The Patient Survey was undertaken for a period of 2 weeks in January 2014. A total of 250 paper questionnaires were distributed to patients seeing doctors, the advanced nurse practitioner, nurses and healthcare assistants. Those participating in the survey did so anonymously under the instruction to complete the survey after the consultation based on the events prior to and during the consultation. Patients were encouraged to complete the survey whilst they were at the surgery. A sealed

box was placed on the Reception Desk in the Waiting Room to deposit completed surveys. The box was emptied and surveys processed daily by the Practice Manager.

## **COLLATE AND INFORM FINDINGS OF SURVEY**

A total of 250 Patient Surveys were distributed and 240 were completed. This represents 2.6% of the population. Of the completed Patient Surveys, 36% were returned by male patients and 64% by female patients. The ethnicity mix was 99% "White British" and 1% "Any Other White Background". There were no completed Patient Surveys from any other ethnic group. The age distribution was as follows:

Under 18	2%
18-24	4%
25-34	16%
35-44	11%
45-54	28%
55-64	16%
65-74	15%
75-84	7%
85 and over	1%

The completed Patient Surveys were collated and analysed by the Practice Manager and the results formatted indicating responses in percentage terms for ease of review (outlined below). All Patient Surveys have been kept for reasons of probity.

The practice are delighted with the volume of the response and cooperation we have received from participants and feel it is important to tell you the results of the Patient Survey and our Action Plan.

The results were discussed in detail at a meeting on 10<sup>th</sup> February 2014 (Appendix 5), which enabled the practice and the PPG to discuss, agree and approve an Action Plan based upon the results and findings. The results were also shared with practice staff in a Staff Meeting on 12<sup>th</sup> February 2014.

This document will be available on our Practice Website ([www.churchviewhealthcentre.gpsurgery.net](http://www.churchviewhealthcentre.gpsurgery.net)) and the results of the Patient Survey in Pie Chart format displayed on the internal LCD "Power-Point" presentation display screen in the waiting room.

Patients were asked a total of 27 questions with regards to:



- Appointments at the surgery
- Getting through on the phone
- Seeing a doctor
- Arriving for your appointment
- Seeing the doctor you prefer
- Opening hours
- Seeing a doctor at the surgery
- Seeing a practice nurse at the surgery
- Overall satisfaction

The results in percentage format are outlined below:

<b>A</b>	<b>Appointments at the Surgery</b>
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**Q1: When did you last see a doctor at the surgery?**

In the past 3 months	66%
Between 3 and 6 months ago	15%
More than 6 months ago	18%
I have never been seen at the surgery before	1%

**Q2: If you haven't seen a doctor in the past 6 months, why is that?**

I haven't needed to see a doctor	70%
I couldn't be seen at a convenient time	5%
I couldn't get to my appointment easily	11%
I didn't like or trust the doctors	3%
Another reason	11%

<b>B</b>	<b>Getting through on the phone</b>
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**Q3: In the past 6 months how easy have you found the following?**

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	6%	38%	42%	12%	1%	1%
Speaking to a doctor on the phone	50%	8%	14%	2%	2%	24%
Speaking to a nurse on the phone	45%	18%	12%	2%	0%	23%
Obtaining test results by phone	35%	20%	23%	5%	0%	17%

<b>C</b>	<b>Seeing a Doctor</b>
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**Q4: In the past 6 months have you tried to see a Doctor fairly quickly?**

Yes	67%
No	29%
Can't remember	4%

**Q5: Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?**

Yes	74%
No	19%
Can't remember	7%

**Q6: If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?**

There weren't any appointments	40%
Times offered didn't suit	11%
Appointment was with a doctor who I didn't want to see	4%
A nurse was free but I wanted to see a doctor	4%
Another reason	9%
Can't remember	32%

**Q7: In the past 6 months, have you tried to book ahead for an appointment with a Doctor?**

Yes	54%
No	41%
Can't remember	5%

**Q8: Last time you tried, were you able to get an appointment with a Doctor more than 2 weekdays in advance?**

Yes	47%
No	39%
Can't remember	14%

## **D Arriving for your appointment**

**Q9: How did you get to the surgery today?**

Walked	15%
Car	80%
Taxi	2%
Bus	1%
Other	2%

**Q10: How easy do you find getting to the surgery?**

Very easy	77%
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Fairly easy	19%
Not very easy	2%
Not at all easy	2%

**Q11: How easy to understand is the signage in the surgery/building?**

Very easy	79%
Fairly easy	17%
Not very easy	3%
Not at all easy	1%

**Q12: How clean is the surgery?**

Very clean	93%
Fairly clean	7%
Not very clean	0%
Not at all clean	0%
Don't know	0%

**Q13: In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	58%
Yes and am not happy about it	21%
No, other patients can't overhear	7%
Don't know	14%

**Q14: How helpful do you find the receptionists at the Surgery?**

Very	79%
Fairly	20%
Not very	1%
Not at all	0%

**Q15: How long after your appointment time do you normally wait to be seen?**

I am normally seen on time	16%
Less than 5 minutes	16%
5-15 minutes	42%
15-30 minutes	16%
More than 30 minutes	7%
Can't remember	3%

**Q16: How do you feel about how long you normally have to wait?**

I don't normally have to wait long	65%
I have to wait a bit too long	20%
I have to wait far too long	8%
No opinion/doesn't apply	7%

<b>E</b>	<b>Seeing the Doctor you prefer</b>
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**Q17: Is there a particular Doctor you prefer to see at the Surgery?**

Yes	67%
No	33%

**Q18: How often do you see the Doctor you prefer?**

Always or most of the time	51%
A lot of the time	18%
Some of the time	29%
Never or almost never	2%

<b>F</b>	<b>Opening Hours</b>
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**Q19: How satisfied are you with the opening hours at the surgery?**

Very	57%
Fairly	30%
Neither satisfied nor dissatisfied	5%
Quite dissatisfied	2%
Very dissatisfied	1%
Don't know opening hours	5%

**Q20: Would you like the surgery open at additional times?**

Yes	26%
No	74%
If Yes please state: Evening Surgery Early Morning Surgery Weekends	

<b>G</b>	<b>Seeing a Doctor at the Surgery</b>
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**Q21: The last time you saw a Doctor at the Surgery how good was the Doctor at each of the following?**

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	53%	38%	4%	3%	1%	1%
Asking about your symptoms	52%	41%	3%	2%	0%	2%
Listening	54%	37%	6%	2%	0%	1%

Explaining tests and treatments	53%	36%	4%	1%	0%	6%
Involving you in decisions about your care	52%	34%	5%	3%	0%	6%
Treating you with care and concern	53%	37%	4%	4%	0%	2%
Taking your problems seriously	54%	34%	6%	3%	1%	2%

**Q22: Did you have confidence and trust in the doctor you saw?**

Yes, definitely	74%
Yes, to some extent	23%
No, not at all	1%
Don't know/can't say	2%

**H Seeing a Practice Nurse at the Surgery**

**Q23: How easy is it for you to get an appointment with a Practice Nurse at the Surgery?**

Haven't tried	25%
Very	46%
Fairly	23%
Not very	1%
Not at all	1%
Don't know	4%

**Q24: The last time you saw a Practice Nurse at the Surgery how good was the Practice Nurse at each of the following?**

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	61%	27%	1%	0%	0%	11%
Asking about your symptoms	57%	27%	2%	1%	0%	13%
Listening	60%	26%	2%	0%	0%	12%
Explaining tests and treatments	55%	26%	1%	1%	5%	12%
Involving you in decisions about your care	53%	29%	2%	2%	0%	14%
Treating you with care and concern	58%	25%	2%	1%	0%	14%
Taking your problems seriously	58%	24%	3%	1%	0%	14%

## I Your Overall Satisfaction

**Q25: In general, how satisfied are you with the care you get at the Surgery?**

Very	73%
Fairly	24%
Neither satisfied nor dissatisfied	2%
Quite dissatisfied	1%
Very dissatisfied	0%

**Q26: Would you recommend the Surgery to someone who has just moved to the area?**

Yes	84%
Might	8%
Not sure	4%
Probably not	2%
Definitely not	1%
Don't know	1%

**Q27: Do you know the surgery hosts/provides additional services and clinics to GP and Nurse appointments?**

Yes	42%
No	58%

**Q28: What other services would you like to see at the surgery?**

Please State: Gym; Minor Surgery; Dental; Weight Loss Clinic; MRI Scanning; Ultra-Sound, X-Ray; Minor Injuries; Hearing Clinic.

### **DISCUSS FINDINGS FROM PATIENT SURVEY**

The survey findings were discussed at the Patient Participation Group Meeting held on 10<sup>th</sup> February 2014 (Appendix 5). The overview of the collated survey circulated at the meeting clearly demonstrated areas where the practice had scored well and also those areas where improvement might be needed. This enabled the practice and the PPG to agree and approve an Action Plan based upon the results and findings. Overall, however, the PPG felt that the results were very good and encouraging.

### **ACTION PLAN AND PRIORITIES**

Having discussed the findings of the survey, the PPG agreed the following Action Plan based on the results and areas where it felt there could be improvement.

<b>Area</b>	Obtaining test results by phone
<b>Recommendation</b>	To utilise through the clinical system (SystemOne) the ability to send test results by SMS text message. The practice has been utilising the system of confirming appointments by sending reminders by SMS text for about a year and this has worked well. It was felt that a test result SMS text system would be an enhancement to our service and ease the phone lines of people telephoning for test results.
<b>Action</b>	Investigate via the clinical system and with the SystemOne User Group how to activate this. Promotion of this service will need to be undertaken in the surgery and consent obtained from patients who wish to utilise this service.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	End of April 2014
<b>Comments</b>	Feedback progress at next PPG Meeting in 7 <sup>th</sup> April 2014

<b>Area</b>	Promotion of current services
<b>Recommendation</b>	Promote all the services currently carried out within the practice. Patient Survey feedback revealed that 58% of patients do not know what additional services the surgery hosts (Q27) and those who stated what services they would like to see some were already provided (Q28).
<b>Action</b>	Promote all services within the clinic via the Practice Website, LCD "Power-Point" presentation display screen and posters in surgery.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

<b>Area</b>	Patient Confidentiality
<b>Recommendation</b>	Advertise that a private room is available for patients to discuss issues in a more confidential setting when they are at the Reception Desk. Q13 of the Patient Survey revealed that 21% of patients were not happy about being overheard when at the Reception Desk.
<b>Action</b>	Put sign up on Reception Desk advising patients that if they wish to have a discussion in a more confidential setting then they can request to use the Interview Room adjacent to the Reception.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of February 2014
<b>Comments</b>	Achieved

<b>Area</b>	Opening times
<b>Recommendation</b>	Promote the opening times and extended hours opening times within the surgery. The Patient Survey revealed that some patients do not know the surgery is open two late nights per week until 9pm.
<b>Action</b>	Promote opening times within the clinic via the Practice Website, LCD "Power-Point" presentation display screen and posters in surgery.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

<b>Area</b>	Survey results
<b>Recommendation</b>	To promote the Patient Survey results
<b>Action</b>	Display the results on the practice Notice Board in colour graph format and on the LCD "Power-Point" Presentation Display Screen. Post DES Report on Practice Website.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

## **PUBLICISE THE PATIENT PARTICIPATION REPORT AND PRACTICE SURVEY**

This report has been uploaded on to our Practice Website [www.churchviewhealthcentre.gpsurgery.net](http://www.churchviewhealthcentre.gpsurgery.net)



## **Appendix 1:**

### **TERMS OF REFERENCE**

#### **Introduction:**

The key role of the group is to bring together patients, doctors and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality of care and service delivery.

#### **Membership:**

Appointment to the group will be considered and approved by existing members.

#### **Chairing the Meetings:**

The current Chair of the group is the Practice Manager. The group have decided that following the recruitment of additional members to agreed maximum of 12 then the Chair position will be shared on a meeting-by-meeting basis. The Chair for the following meeting will be agreed at the end of each meeting.

In the event of the Chair's absence, another group member will be asked to Chair the group.

#### **Arrangements for the Conduct of Business:**

- Quorum – Quorum for the PPG constitutes a minimum of 6 members attending with no less than 6 representatives. If minimum attendance is not met, the meeting will be re-scheduled.
- Frequency of Meetings – PPG will normally expect to meet at least 4 times per year with the option of additional extraordinary meetings to address specific issues.
- Members are required to declare any interest that may conflict with their role in the group. If any member is unclear about conflicting interest, they should declare this and seek further guidance.
- It would be appreciated if members could commit to attending 50% of meetings as a minimum expectation.
- It would be useful if group members read all information that is given to them before the meeting and prepare any questions/issues they wish to raise.

- All group members must be willing to undertake work if asked by the PPG e.g. help conduct surveys, assist with CQC inspections.
- Send apologies if you are unable to attend the meeting.
- Only one person to speak at a time.
- Treat each other with respect even if you do not agree with things that are being said. Challenge politely.
- Mobile phones – switch to Silent Mode/turn off.
- All members of the group will be contacted in advance and invited to raise items to be placed on the agenda.
- Stick to the agenda.
- Meeting is not to talk about individuals but issues raised.
- Everyone must respect confidentiality. Sometimes we must decide not to write things down or tell other people about what we have heard.
- If someone is bad mannered/rude, they can be asked to leave the meeting.
- If someone can no longer commit to the PPG, they must inform the practice.

### **Roles and Functions:**

- Act as a planning tool – can be consulted on service development and provision.
- Provide feedback on patients' needs, concerns and interests.
- Feedback information from the community, in general, which may affect healthcare.
- Give patients a voice in the organisation of their care.
- Give feedback to NHS Trusts on consultations.
- Liaise with other Patient Participation Groups in the area.

- Will not act as a forum for discussion of personal or health-related complaints against the Practice.

**Relationships and Reporting:**

- Minutes of meetings will be taken by the Practice Manager.
- Practice Manager/GP or representative will be invited to attend all PPG meetings.

**Review of Terms of Reference:**

These Terms of Reference will be reviewed upon successful recruitment of additional PPG members to a maximum of 12 and thereafter annually.

**Appendix 2:**

# **CHURCH VIEW HEALTH CENTRE PATIENT PARTICIPATION GROUP**

Are you interested in finding out how to get involved in your practice?

Would you be interested in joining our Patient Participation Group? We are looking for patients from all age groups, social and cultural backgrounds to join us.

If you would like more information please complete a form from Reception and the Practice Manager will contact you.

**Appendix 3**

## **DR CHANDY & PARTNERS**

**CHURCH VIEW HEALTH CENTRE**

### **MINUTES OF THE MEETING**

**of the Patient Participation Group**

**Held on Monday, 9<sup>th</sup> December 2013 at 6.30pm**

**In the Community Room at Church View Health Centre**

**Present**

**Practice Representation:**

Jill Taylor, Practice Manager

Bidisha Buckham, GP Partner

Dr Alex Thachankary, GP Partner

**Patient Participation Group:**

PS; MR; DR; TS; AB

**Apologies**

DS; SB; JF

**1. Welcome**

Dr Buckham said it was with great pleasure to finally welcome the Patient Participation Group to Church View Surgery and thanked those present for coming to the first meeting at the new surgery. It was acknowledged that it had been a long time since the last meeting but it was good to see members at the Turf Cutting Ceremony and for the support shown during the planning and building phase. Certainly we could not have achieved the new surgery without continued support and commitment from our patients.

**2. Apologies**

Apologies were received from DS, SB and JF.

**3. Building Update**

Dr Buckham gave an update on the services within the new surgery. The Ground Floor is occupied by Mid Yorks NHS Trust and houses the health visitors, district nurses, and clinics for warfarin, podiatry, diabetic dietitian, sexual health and retinal screening. Community Dentistry, previously at South Elmsall Surgery, will be moving in on 6<sup>th</sup> January and the NHS Dentist, Nationwide Dental Care currently in South Elmsall will also move in during the early part of the New Year.

The practice is hosting various services including physiotherapy, audiology, ultrasound, dietitian, Right Steps (Counselling), Health Trainers, minor surgery and contraceptive services.

Dr Buckham also welcomed any suggestions on how we could utilise the Community Space. This will be discussed at the next meeting.

It was reported that overall the feedback from patients about the new surgery had been very positive. There had been some minor complaints about internal and external signage. The internal signage is currently being addressed and the Highway Department has now put a sign on the main road following a request from the practice.

The practice is also currently liaising with Langthwaite Business Park to ascertain if any of the businesses on the Park feel it would benefit their non-driving employees to have some of the bus routes come on to the Business Park. It was proposed that Arriva Buses could be contacted if enough businesses felt this was a good idea.

All present at the meeting were pleased with the new surgery which was encouraging. The practice is always looking for improvements and suggestions and these will be addressed through the Patient Group.

#### **4. 2013/14 Patient Questionnaire**

Jill Taylor (JT) distributed a copy of the forthcoming patient survey which will be undertaken in January 2014. As this is the first patient survey in the new surgery it was proposed that this was a good opportunity to add on some specific questions relating to the surgery experience. It was agreed to add questions about getting to the surgery/transport, what new services patients would like to see in the new surgery and feedback on signage in the building.

#### **5. The Care Quality Commission**

JT advised the Group that from April 2013 the surgery had been registered and regulated by the Care Quality Commission (CQC). The CQC check services to make sure they meet the national standards of quality and safety. The surgery may be subject to a scheduled inspection at any time, as other GP practices in Wakefield have been inspected over the last few months.

The CQC during the inspections like to meet and engage with the Patient Participation Group as they are a valuable source of information about patients' views and experiences. JT distributed to the members present a CCQ publication "A Guide for Working Together – The CQC and Patient Participation Groups" which outlines a bit more information about their role. JT asked if the practice was advised of a visit, which is usually 3 days' notice, if any of the members would be happy to meet with them during the

inspection. All those present said they would be happy to do this if they were available on inspection day.

## **6. Recruitment of New PPG Members**

The PPG currently has 8 members. It was felt that approximately 12 members would be suitable for the size of the practice. It was proposed that during January a recruitment campaign for new members would be advertised. Feedback from this would be discussed at the next meeting.

## **7. Future Meetings**

It was suggested going forward that we should meet every 3 months. To ensure that all the Group have an opportunity to attend the meetings it was proposed that these would alternate between day time and evening meetings. This was agreed by those present.

## **8. Any Other Business**

Dr Buckham advised the Group that Dr J Chandy, Senior Partner was retiring at the end of March 2014. The practice would be renamed Dr Singh & Partners.

## **9. Date of Next Meeting**

It was agreed that the next meeting would be on Monday, 10<sup>th</sup> February 2014 at 6.30pm.

**Appendix 4:**

**DR CHANDY & PARTNERS  
CHURCH VIEW HEALTH CENTRE  
PATIENT SURVEY 2013/14**

<b>A</b>	<b>Appointments at the Surgery</b>
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**Q1: When did you last see a doctor at the surgery?**

In the past 3 months	
Between 3 and 6 months ago	
More than 6 months ago	
I have never been seen at the surgery before	

**Q2: If you haven't seen a doctor in the past 6 months, why is that? Please tick all the boxes that apply.**

I haven't needed to see a doctor	
I couldn't be seen at a convenient time	
I couldn't get to my appointment easily	
I didn't like or trust the doctors	
Another reason	

<b>B</b>	<b>Getting through on the phone</b>
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**Q3: In the past 6 months how easy have you found the following? Please put a tick in one box for each row**

	Haven't tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a doctor on the phone						
Speaking to a nurse on the phone						
Obtaining test results by phone						

<b>C</b>	<b>Seeing a Doctor</b>
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**Q4: In the past 6 months have you tried to see a Doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open.**

Yes	
No	
Can't remember	



**Q5: Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?**

Yes	
No	
Can't remember	

**Q6: If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that? Please tick all the boxes that apply**

There weren't any appointments	
Times offered didn't suit	
Appointment was with a doctor who I didn't want to see	
A nurse was free but I wanted to see a doctor	
Another reason	
Can't remember	

**Q7: In the past 6 months, have you tried to book ahead for an appointment with a Doctor? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.**

Yes	
No	
Can't remember	

**Q8: Last time you tried, were you able to get an appointment with a Doctor more than 2 weekdays in advance?**

Yes	
No	
Can't remember	

**D Arriving for your appointment**

**Q9: How did you get to the surgery today?**

Walked	
Car	
Taxi	
Bus	
Other	

**Q10: How easy do you find getting to the surgery?**

Very easy	
Fairly easy	
Not very easy	
Not at all easy	

**Q11: How easy to understand is the signage in the surgery/building?**

Very easy	
Fairly easy	
Not very easy	
Not at all easy	

**Q12: How clean is the surgery?**

Very clean	
Fairly clean	
Not very clean	
Not at all clean	
Don't know	

**Q13: In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	
Yes and am not happy about it	
No, other patients can't overhear	
Don't know	

**Q14: How helpful do you find the receptionists at the Surgery?**

Very	
Fairly	
Not very	
Not at all	

**Q15: How long after your appointment time do you normally wait to be seen?**

I am normally seen on time	
Less than 5 minutes	
5-15 minutes	
15-30 minutes	
More than 30 minutes	
Can't remember	

**Q16: How do you feel about how long you normally have to wait?**

I don't normally have to wait long	
I have to wait a bit too long	
I have to wait far too long	
No opinion/doesn't apply	

**E Seeing the Doctor you prefer**

**Q17: Is there a particular Doctor you prefer to see at the Surgery?**

Yes	
No	

**Q18: How often do you see the Doctor you prefer?**

Always or most of the time	
A lot of the time	
Some of the time	
Never or almost never	

**F Opening Hours**

**Q19: How satisfied are you with the opening hours at the surgery?**

Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	
Don't know opening hours	

**Q20: Would you like the surgery open at additional times?**

Yes	
No	
If yes please state:	

**G Seeing a Doctor at the Surgery**

**Q21: The last time you saw a Doctor at the Surgery how good was the Doctor at each of the following?** Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatments						

Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

**Q22: Did you have confidence and trust in the doctor you saw?**

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know/can't say	

**H Seeing a Practice Nurse at the Surgery**

**Q23: How easy is it for you to get an appointment with a Practice Nurse at the Surgery?**

Haven't tried	
Very	
Fairly	
Not very	
Not at all	
Don't know	

**Q24: The last time you saw a Practice Nurse at the Surgery how good was the Practice Nurse at each of the following?** Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

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<b>I</b>	<b>Your Overall Satisfaction</b>
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**Q25: In general, how satisfied are you with the care you get at the Surgery?**

Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	

**Q26: Would you recommend the Surgery to someone who has just moved to the area?**

Yes	
Might	
Not sure	
Probably not	
Definitely not	
Don't know	

**Q27: Do you know the surgery hosts/provides additional services and clinics to GP and Nurse appointments?**

Yes	
No	
If yes please state which services you know:	

**Q28: What other services would you like to see at the surgery?**

Please State: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**J****Some questions about you**

The following questions will help us to see how experiences vary between different groups of the population.

**Q29: Are you male or female?**

Male	
Female	

**Q30: How old are you?**

Under 18	
18-24	
25-34	
35-44	
45-54	
55-64	
65-74	
75-84	
85 and over	

**Q31: Which of these best describes what you are doing at present? *If more than one of these applies to you, please tick the main one ONLY***

Full-time paid work (30 hrs or more per week)	
Part-time paid work (under 30 hrs per week)	
Full-time education (school, college, university)	
Unemployed	
Permanently sick or disabled	
Fully retired from work	
Looking after the home	
Doing something else	

**Q32: What is your ethnic group? *Chose one section from A to E below, then select the appropriate option to indicate your ethnic group*****A. White**

British	
Irish	
Any other white background	

**B. Mixed**

White & Black Caribbean	
White & Black African	
White & Asian	
Any other mixed background	

**C. Asian or Asia British**

Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

**D. Black or Black British**

Caribbean	
African	
Any other black background	

**E. Chinese or other ethnic group**

Chinese	
Any other ethnic group	

**Q33 Which doctor did you see today?** *Please tick*

- Dr J Chandy [ ]
- Dr S Singh [ ]
- Dr Alex Thachankary [ ]
- Dr B Buckham [ ]
- Dr A Schlesinger [ ]
- Dr A Hamal [ ]
- ANP/Nurse/HCA [ ]

## **Appendix 5:**

### **DR CHANDY & PARTNERS CHURCH VIEW HEALTH CENTRE**

#### **MINUTES OF THE MEETING of the Patient Participation Group Held on Monday, 10<sup>th</sup> February 2014 at 6.30pm In the Community Room at Church View Health Centre**

#### **Present**

Jill Taylor, Practice Manager, Chair

MR

DR

AB

JF

TS

#### **Apologies**

Dr Bidisha Buckham, GP Partner

Dr Alex Thachankary, GP Partner

PS

DS

SB

#### **1. Minutes of the Last Meeting**

The Minutes of the Meeting held on 9<sup>th</sup> December 2013 were distributed prior to the meeting. JT went through the Minutes and they were accepted as being a true record of the meeting.

#### **2. 2013-14 Patient Survey Feedback**

JT reported that the practice had run a Patient Survey for a 2-week period in January 2014. A total of 250 paper surveys were distributed to patients seeing doctors, the advanced nurse practitioner, nurses and healthcare assistants during this time. Those participating in the survey did so anonymously under the instruction to complete the survey after the consultation based on the events prior to and during the consultation. Patients were encouraged to complete the surveys whilst they were at the



surgery. A sealed box was placed on the Reception Desk in the Waiting Room to deposit completed surveys. The box was emptied and surveys processed daily by the Practice Manager. All patient surveys have been kept for reasons of probity.

240 completed surveys were returned. It was agreed by the PPG that this was an excellent take-up.

JT summarised that of the 240 surveys returned, 36% were returned by male patients and 64% by female patients. The ethnicity mix was 99% "White British" and 1% "Any Other White Background". There were no completed surveys from any other ethnic group. The age distribution was as follows:

Under 18	2%
18-24	4%
25-34	16%
35-44	11%
45-54	28%
55-64	16%
65-74	15%
75-84	7%
85 and over	1%

JT distributed an overview of the outcome of the survey in percentage format for review by the PPG. The overview clearly displayed areas where the practice had scored well and also those areas where improvement might be needed. This enabled the practice and the PPG to agree and approve an Action Plan based upon the results and findings.

Overall the PPG felt that the results were very good and encouraging. In particular, comment was made about positive feedback on the following questions:

1. **Q3: Getting through on the phone:** 38% found this "Very Easy" and 42% "Fairly Easy". This was encouraging and an indication that the new phone system and process of answering incoming telephone calls was improving.
2. **Q5: Were you able to see a doctor on the same day or the next two weekdays?:** 74% answered "Yes". This is very encouraging about access to appointments at the surgery.

3. **Q19: How satisfied are you with the opening hours at the surgery?:** 57% responded "Very" and 30% responded "Fairly". It was discussed that 74% answered "No" to the question "Would you like the surgery open at additional times?" However, of the 26% who said "Yes" some responses indicated they would like an evening surgery. As the surgery already operates two late night doctor and nurse clinics until 9pm at Church View and the branch surgery at Hemsworth, this will be added to the Action Plan to promote these more.
4. **Q26: Would you recommend the surgery to someone who has just moved to the area?:** 84% responded that they would.

Of the additional questions added to the survey following the PPG meeting on 9<sup>th</sup> December 2013, the following responses were collated:

1. **Q10: How easy do you find getting to the surgery?:** 77% responded "Very Easy" and 19% "Fairly Easy". Of these, 80% come to the surgery by car, 15% walked, 2% by taxi and 1% bus. This was very encouraging as it had been a concern at the time of the public consultation prior to the new surgery being built that the re-location of the surgery would prove difficult for some patients.
2. **Q11: How easy is it to understand the signage in the surgery?:** 79% said "Very Easy" and 17% "Fairly Easy". This was also encouraging as initially upon opening of the new surgery some patients had commented that the signage was confusing or inadequate. Extra signage was put in place at that time and it would appear now that the majority of patients find the signage sufficient and easy to follow.
3. **Q28: What new services would you like to see at the surgery?:** Responses included gym, minor surgery, dental, weight loss clinic, MRI Scanning, X-ray, ultrasound, minor injuries, hearing clinic. It was discussed that some of these services are already being provided so this will be added to the Action Plan with a recommendation to promote the services currently provided.

#### 4. Patient Survey Action Plan

Having discussed the findings of the survey the following Action Plan was agreed:

<b>Area</b>	Obtaining test results by phone
<b>Recommendation</b>	To utilise through the clinical system (SystemOne) the ability to send test results by SMS text message. The practice has been utilising the system of confirming appointments by sending reminders by SMS text for

	about a year and this has worked well. It was felt that a test result SMS text system would be an enhancement to our service and ease the phone lines of people telephoning for test results.
<b>Action</b>	Investigate via the clinical system and with the SystemOne User Group how to activate this. Promotion of this service will need to be undertaken in the surgery and consent obtained from patients who wish to utilise this service.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	End of April 2014
<b>Comments</b>	Feedback progress at next PPG Meeting in 7 <sup>th</sup> April 2014

<b>Area</b>	Promotion of current services
<b>Recommendation</b>	Promote all the services currently carried out within the practice. Patient Survey feedback revealed that 58% of patients do not know what additional services the surgery hosts (Q27) and those who stated what services they would like to see some were already provided (Q28).
<b>Action</b>	Promote all services within the clinic via the Practice Website, LCD "Power-Point" presentation display screen and posters in surgery.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

<b>Area</b>	Patient Confidentiality
<b>Recommendation</b>	Advertise that a private room is available for patients to discuss issues in a more confidential setting when they are at the Reception Desk. Q13 of the Patient Survey revealed that 21% of patients were not happy about being overheard when at the Reception Desk.
<b>Action</b>	Put sign up on Reception Desk advising patients that if they wish to have a discussion in a more confidential setting then they can request to use the Interview Room adjacent to the Reception.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of February 2014
<b>Comments</b>	Achieved

<b>Area</b>	Opening times
<b>Recommendation</b>	Promote the opening times and extended hours opening times within the surgery. The Patient Survey revealed that some patients do not know the surgery is

	open two late nights per week until 9pm.
<b>Action</b>	Promote opening times within the clinic via the Practice Website, LCD "Power-Point" presentation display screen and posters in surgery.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

<b>Area</b>	Survey results
<b>Recommendation</b>	To promote the Patient Survey results
<b>Action</b>	Display the results on the practice Notice Board in colour graph format and on the LCD "Power-Point" presentation display screen. Post Patient Survey Report on Practice Website.
<b>Lead</b>	Jill Taylor
<b>Timeframe</b>	By the end of March 2014
<b>Comments</b>	Achieved

## 5. Recruitment of new PPG Members

JT advised that there had not been any response to the recruitment campaign for new PPG members which had commenced in December 2013. It was agreed that the campaign would continue via the following methods:

- Practice Website
- Practice LCD "Power Point" presentation display screen.
- Poster and leaflets in the clinical rooms (including rooms used by Midwife and Baby Immunisation Clinic to encourage young mothers), reception and around the surgery to attract a wide range of the population.
- Notes on the bottom of repeat prescriptions.
- All new patients registering with the practice receiving a leaflet within the New Patient Packs.
- Leaflets in Carers' packs/information.
- Word of mouth by clinicians and staff when patients are in surgery.

## 6. Any Other Business

JT advised the PPG that with the retirement of Dr Chandy on 31<sup>st</sup> March 2014 a new doctor will be commencing at the surgery. Dr Gabriel Mba will join the practice as a full-time salaried GP in mid-April 2014. He is joining us from a Barnsley practice. He is working towards become a GP trainer and the practice will support him with this as we are keen to work towards becoming a training practice.

The practice has also recruited another full-time Advanced Nurse Practitioner who is joining us on 1<sup>st</sup> April 2014.

**7. Date of Next Meeting**

It was agreed that the next meeting would be on **Monday, 7<sup>th</sup> April at 1pm**. It was agreed at the meeting on 9<sup>th</sup> December 2013 that future meetings would alternate between being held during the day and at the evening to enable all our PPG members to attend.