

# Hartington Surgery (C81082)

## Patient Participation Report

### An introduction to our practice and our Participation Group (PPG)

**Practice profile** -Hartington Surgery is a small, but busy, General Practitioner (GP) Surgery, located in the heart of the Peak District.

The Practice works within its General Medical Services (GMS) contract to provide a varied range of medical services to care to approximately 3100 patients who are located over a vast rural area which does not encompass any towns.

The varied population is employed in farming, quarrying, leisure and tourism as well central for commuting to towns and cities in each direction.

There is a dispensary attached to the Practice which dispenses to all patients as there is no local pharmacy.

There are three Partners, which include two Doctors and an Advanced Nurse Practitioner, who are supported by locum cover as required.

The wider healthcare team consists of Practice Nurses, Health Care Assistants, Community Nurses, Dispensers and a variety of visiting professionals which include a Counsellor and Dietician.

The administrative team consists of Practice Manager, Secretary and Receptionists.

The Practice is privileged to have a successful, long established, Patient Participation Group (PPG).

The Group is a registered charity, which was initially set up in 1989 to provide medical or nursing equipment that would not easily be available via the NHS, to improve the health, or quality of life, of Hartington Surgery patients.

In more recent times, the Group has taken on the additional role of a discussion forum, and reference group, to exchange ideas and suggestions to improve service provision.

The Practice aims to use this constructive 'patient led' advice and feedback to prepare an action plan for future Practice improvements.

The PPG feedback, support and criticism has been instrumental in securing a number of important organisational and premises improvements over the past few year (please refer to the Practice website for previous reports and action plans).

The Practice tries to ensure that the PPG is representative of the wider population and uses a variety of media to try to reach all patient groups and ages.

The Group is publicised via newsletter articles, the Practice website, the waiting room display screen, posters in local shops and in the Surgery as well as invitation letters to local groups who have a long standing interest in the Patients Group, i.e. Local Parish Councils and existing PPG members.

<b>Establishing the Patient Representative Group</b>			
	<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
<b>Age</b>			
% under 18	512	0	This age group has not been targeted.
% 18 – 34	491	1	The Practice would like to see more PPG members within this age range.
% 35 – 54	872	2	The Practice would like to see more PPG members within this age range.
% 55 – 74	963	9	This represents the Practice population highest age range and

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			is the age range most represented by the PPG.
% 75 and over	260	1	The Practice is pleased to see this age represented.
<b>Gender</b>			
% Male	1565	4	Lower % of males attending that representative.
% Female	1533	9	Traditionally more females attend.
<b>Ethnicity:-</b>			
% White British	>99%	100%	No difference Representative of very rural practice area
% Mixed white/black Caribbean/African/Asian			0% non-white ethnic groups
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other	<1%		
These are the reasons for any differences between the above PRG and Practice profiles:			
<p>More females attended the meeting than males, but the practice is pleased to see both sexes represented. Over the 24 years that the PPG has been established, traditionally, more females always attend these meetings than males. There is no obvious reasons why less males attend.</p> <p>Meetings are open, and inclusive, to both sexes and the practice does encourage, and make welcome, both sexes and currently has a male chairperson.</p> <p>The main age range who attended the meeting was between 55 and 74 years – This represents the Practice population highest age range.</p> <p>Other than &lt;18's the practice is pleased to report that all age ranges were represented but would like to encourage younger members.</p> <p>The lesser represented age ranges represent the highest age range of working patients in an area of high employment. It is reasonable to consider that this age range has less free time to attend meetings out of work time. The practice would welcome more representation from ages 18 to 54.</p>			
In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:			
Employment levels are high in this area so meetings are held in the evenings to enable the vast majority of people to attend. This also makes it easier for Carers to arrange alternative family arrangements.			

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### Patient Participation Group Consultation and Annual Patient Satisfaction Survey 2013/14

**Setting priorities and undertaking the annual patient survey** – In conjunction with the Practice, the PPG agreed that in order to ensure continuity, and a fair method to compare results, to measure service level and improvements it was important that the same survey method was used as in the previous two years.

The Practice carried out its annual independent patient satisfaction survey, designed and validated by Cfep, during August 2013.

The survey is a balanced questionnaire which is offered to all surgery patients who attended the Practice during the designated period and is designed to gauge a realistic picture of what the patients actually feel about the service they are offered and the care that they receive. The survey covers a variety of areas, the practice in general, the clinical practitioners and the staff. Questions are broken down to levels such as warmth of greeting, comfort in the waiting room, respect shown, information given, appointment access, confidence in practitioner, complaints handling, waiting times and many more. Patients are asked to score how they feel about their whole experience when they contact or visit the Practice and are provided with the opportunity for free text to make any comments.

Results are collated and analysed by an independent third party and presented to the Practice in a tabular format. Each question is scored as a percentage so that it can be compared, and reviewed, against results from previous years. The Practice was encouraged to see that the survey was representative of the Practice population and was completed by both males and females from all adult age ranges.

In conjunction with patient suggestions and feedback and regular meetings with the well supported Hartington Surgery Patients Group the annual patient satisfaction survey is designed to establish levels of patient satisfaction and to identify areas where patients are not entirely satisfied. The results of the survey were discussed in detail with the PPG at a meeting held on 11/11/13. Patient comments and feedback provided the basis for a lively, and constructive, discussion which generated, and prioritised, a number of key areas of direct patient benefit to focus on in the forthcoming year.

This information is then used to formulate a structured action plan to put measures in place to improve upon the current situation.

(Please see separate action plan and survey results for more detailed information)

### Action Points 2013/14

**Electronic access to medical records** – Patients enquired about possible future plans to allow them to view their own medical record electronically.

A number of Patient Participation Group members agreed to trial this facility and offer feedback to the Practice. Following Practice discussion members were issued with simple, easy to follow, instructions and a secure password and PIN to assist them in viewing their record electronically via 'Patient Access'. The trial proved very successful and feedback was positive.

Electronic access to medical records is now fully enabled and available to any registered patient who requests this facility and has been publicised via the Spring 2014 newsletter.

**SMS text message appointment reminder system** - Patient's asked if they could receive a text message to remind them of their appointments.

This facility is now configured with the Practice system software, Emis Web, and messages are transmitted via a secure NHS mail account direct to mobile telephones. The Practice is currently collecting new, and updating existing, mobile numbers. Patients who have their mobile number recorded on their medical record should receive a text to remind them of their pre-booked appointment shortly after it is made then a follow up message nearer to the actual appointment. This facility and has been publicised via the Spring 2014 newsletter.

**Bicycle parking racks** – Patients reported that it would be useful to have somewhere to park bicycles away from parked cars.

Two bicycle parking racks have now been installed in a safe area close to the front entrance.

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**Explore Dispensary problems/delays in supplying or stocking some medications** - Patients highlighted problems that they have experienced in obtaining some medications from Dispensary.

Dispensary have completed an audit of stock/supply issues and identified the following reasons and solutions –

- Items are out of stock at the suppliers – this is usually a short term problem and efforts are made to obtain the item from an alternative supplier.
- Shortages in the market – the Practice tries to overcome this by being aware of current market shortages and sourcing from several suppliers wherever possible.
- Restricted supply – certain items have restrictions placed upon them. This means that the Practice is only allowed to order a limited amount from the wholesaler. In order to be a 'step ahead' and overcome this issue the Practice aims to 'bulk order' their full quota at the beginning of the month.
- Reduced wholesaler models – certain manufacturers will only supply one wholesaler with products. If this wholesaler runs out of stock the Practice has no alternative supplier and must wait until supply is resumed. If a patient prefers, a prescription is issued to take to an alternative pharmacy.
- Products are sometimes withdrawn and, therefore, not available to anyone – this is discussed with a clinician who can offer, and prescribe, alternative therapy.

These issues have been discussed with the clinical team. The Practice aims to anticipate, and manage, problems by continuing proactive measures and reporting stock problems to suppliers, and wholesalers, and keeping patients informed.

**BP monitor in the waiting room** – Patient suggestions included exploring the possibility of having a 'user friendly' BP monitor located in the Reception area for patients to check their own BP.

Following evaluation of cost and practicality, and discussions with the clinical team, the Practice concluded that this would not be practical and may cause concern for patients with 'out of range' BP's. Other risk factors should be considered when determining 'normal' BP's and monitoring should be accompanied by clinical advice/support. A second Practice Nurse has been recruited and there are plans to train another Health Care Assistant to ensure adequate appointment capacity for BP checks. This decision is based on sound clinical grounds and will be discussed with the PPG at the next meeting.

**Village defibrillator information** – Group members suggested that the Surgery could help publicise the recently purchased, village defibrillator.

The waiting room display monitor now includes a revolving message which informs patients of the location of the village defibrillator.

**Dog 'hitching' posts** – Patients who walk to the Surgery with their dogs commented that there was no designated place to secure them safely.

A hook, suitable for tethering dogs, has now been installed close to the main entrance, although not obstructing the walkway.

## Patient Participation Report

### Review of Previous Year's Actions and Achievement 2012/13

The Practice is pleased to report that results confirm that the high standards demonstrated in previous years have been maintained. Survey findings demonstrate that 95% of all patient ratings about this practice were good, very good or excellent. This is exactly the same rating as the previous 2012 survey. Patient comments were mostly complimentary and provided an incentive to ensure standards are kept up and that patients remain the prime concern in this ever changing, often challenging, health environment.

### You said - we did!

**Waiting times** - In 2012 the main area of patient concern was regarding the length of time they waited to be seen by a Clinician once they had registered their arrival at the Surgery. The Practice carried out an investigation to find out why clinics often ran late and made a number of proposals to reduce waiting times and improve the patient experience. Results show that the overall percentage score for waiting times has increased by a promising 1% from 2012 to 2013, but more significantly, there was only one negative comment regarding waiting times for this period which was a reduction of five upon the previous year. This evidence indicates that proactive measures made by the practice to reduce waiting times have had some success. The Practice plans to continue to build upon this progress and regularly monitor waiting times and set realistic targets to ensure waiting times do not increase in the future.

**Disabled car parking spaces** - An additional disabled car parking bay was completed close to the main entrance in March 2013. This has proved successful in reducing vehicle congestion at the front of the building as disabled drivers have more capacity to park and other, fully mobile, drivers are less likely to use this space or 'block in' other cars whilst they make short visits to the dispensary.

Direct feedback from a disabled patient is very positive and the number of spaces now meets demand.

**Car park repairs** - Maintenance and repairs to the car park are ongoing. Recent maintenance includes repairs to the tarmac at the main entrance and re-surfacing the walkway from the rear car park at the side of the building.

**Waiting room chairs/general tidiness** - The waiting room chairs look much smarter after their 'face lift' and new cushions and loose wires behind the waiting room display screen remain secure and tidy. Waiting room tidiness, cleanliness and maintenance is monitored and checked daily to ensure standards remain high.

**Light reflectors in the car park** - The Practice is pleased to report that since the light reflectors have been installed on the wall at the front of the car park there has been improved visibility and there have been no further accidents.

**Saturday morning opening** - The practice continues to provide extended opening hours from 7am each Wednesday morning. These early clinics are well used and aim to meet the needs of patients who have to travel out of the village to work or school. There is no evidence to suggest that Saturday morning opening would improve upon current provision. This has been discussed with the Patient Participation Group who support the Practice in continuing with the current level of extended opening hours.

### Publication of the Patient Participation Report

Further copies of this report, together with a detailed action plan and opening times, are available for collection from the Surgery or can be downloaded from the 'Patient Participation Group' section of the Practice website [www.hartingtonsurgery.co.uk](http://www.hartingtonsurgery.co.uk)

All registered patients of Hartington Surgery are welcome to join the active Patient Participation Group. For further information please visit our website or contact the Practice Manager.

### Surgery Opening Times

Monday 8am to 6.30pm

Tuesday 8am to 6.30pm

Wednesday 7am to 6.30pm (includes extended, early morning clinic)

Thursday 8am to 6.30pm

Friday 8am to 6.30pm