



**KING EDWARD  
ROAD SURGERY**

**LOCAL PATIENT PARTICIPATION GROUP  
REPORT**

**MARCH 2014**

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## **Background**

King Edward Road Surgery (KERS) has had a Patient Participation Group (PPG) since 1991, and in 2006 was awarded “PPG of the Year” by the Royal College of General Practitioners. The PPG is open only to patients of KERS.

Since the PPG's inception it has strived hard, through a small management committee elected by the patients of KERS, to support the Surgery, highlight patient priorities, and discuss proposed changes in the way the Surgery operates and to review issues raised by the national patient surveys.

In addition the PPG has produced a quarterly newsletter and arranged a number of “Focus on Health” events, which have been well supported by patients.

Further details about the PPG are available on the “About the Patient Participation Group” on our website.

## **Patient Participation Directed Enhanced Service**

In April 2011 the Department of Health introduced a Patient Participation Directed Enhanced Service (DES) to encourage practices to establish Patient Reference Groups (PRG's). The DES lays out the steps a surgery should follow and the method of reporting in order to successfully meet the requirements of the DES.

The introduction of the DES required both KERS and the PPG to review how they were structured and how they operated in order to achieve compliance.

## **KERS PPG**

The KERS PPG is an elected committee consisting of 7 patients, 1 GP and the Practice Manager. There are three nominated roles, Chair, Vice-Chair and Treasurer which are all held by patients.

For the purpose of this DES a number of actions were taken in 2011/12 to set up a representative virtual Patient Reference Group, including:

1. A letter was sent from the Surgery to 100+ community groups via the Northampton Volunteer Centre.
2. Posters were designed and displayed in the Surgery inviting patients to join the virtual PPG.
3. The New Patient Registration Form was amended to include a section about the PPG and inviting patients to request information from Reception, who were provided with material to hand to patients.
4. We held circa 1,000 email addresses for patients, and these were written to inviting patients to join the virtual PPG.

The PRG now comprises 73 members, in addition to the PPG members.

The profile of the original PRG members was as follows:

Sex	%age	Age	%age	Ethnicity	%age
Male	45.30	<16	0	British	88
Female	54.70	16 – 24	3	Irish	2
		25 – 35	12	Other White	4
		36 – 49	24	Indian or British Indian	3
		50 – 64	27	Caribbean	2
		> 64	34	African	1

In addition 1 patient is a vulnerable adult and 5 were carers. At least 23 of the patients were on out register of patients with Long Term Conditions.

About one third of the whole patient population have reported their ethnicity to us. Of these, the ethnicity breakdown as at 19/02/14 was as follows. Although there are differences in ethnicity range, it was felt that a good effort was made to recruit from all aspects of the patient community.

Ethnicity	%age
British	43
Irish	1.6
Other White	29
White & Black Caribbean	1.6
White & Black African	1.7
White and Asian	1.2
Other Mixed Background	2.1
Indian or British Indian	6
Pakistani or British Pakistani	1.7
Other Asian Background	2.6
Caribbean	1.4
African	4.2
Other Black Background	1.1
Chinese	1.1
Other	1.3

In addition the Surgery has 42 patients on the Learning Disabilities Register and 87 on the Carers Register.

The age and sex breakdown of the whole patient population (11130 on 19.2.14) was as below.

Sex	%age	Age	%age
Male	49.7	<16	19.4
Female	50.3	16 – 24	9.3
		25 – 35	18.7
		36 – 49	21.5
		50 – 64	16
		> 64	15

## Progress on action plan from 2012/13

ACTION	PROGRESS
Develop telephone assessment and triage service	A new telephone consultation system was implemented in January 2013. Each morning an afternoon a GP and a Nurse call patients who have requested urgent appointments, and offer appointments on the day or deal with the problem over the phone.
Rebalance appointments ahead/on the day	As a result of the action above, more appointments ahead were made available.
Promote patient partner/on line appointments	The web site and posters in the Surgery drew attention to the option to use either system via a new Frequently Asked Questions section.
Select new telephone system	A new system has been selected (from our existing supplier "Daisy" which replaces the 0844 number with an 01604 number. This will be implemented early in 2014/5.

## Agreeing areas of Priority with the PPG and PRG

The Surgery at the outset agreed with the elected PPG Committee the questions which were important for a Local Practice Survey based on the previous PPG DES Survey. It was felt important to retain previous questions so trend over time could be monitored. The PRG were emailed so as to invite comments on this approach, and no dissenting comments were received. See Appendix 2.

## Undertaking of the survey

The Surgery and the elected PPG committee agreed that it would be helpful to all if a monthly survey was undertaken of patients attending the surgery on a given date. The view of all is this was a successful way of obtaining the views of patients and should be continued.

From April to December the PPG spent the day in the Surgery waiting rooms handing out questionnaires and collecting the responses. 205 survey responses were received.

## **Providing the PPG with the opportunity to discuss the survey findings and reach agreement on changes to services**

A Summary of the results is in appendix 1.

In February the results and possible action plans were discussed with the PPG Committee. A proposed action plan was formed and this was sent to the virtual PRG for their comments and input. No dissenting comments were received. See appendix 3.

The action plan was therefore approved in the March 2014 PPG Committee meeting.

## **Agreeing the action plan with the PPG and seeking their agreement to implement any changes**

The following action plans were agreed:

<b>ACTION</b>	<b>By</b>	<b>Benefits</b>
Change telephone system to 01604 number	June-14	Local rate charge only for patients.
Advertise and educate patients in on line and other alternatives to calling Reception	Ongoing	Save time for patients, and reduce burden on receptionists freeing them up for callers and patients at the front desk.
Advertise and educate patients about the purpose and benefits of our telephone consultation approach	Ongoing	Help patients make choices about when to call and ultimately avoid unnecessary visits to the Surgery.
Building on the changes we have made to the appointments system, audit the system to identify further improvements	Dec-14	Help ensure best use of available clinical time.

## **Surgery opening hours**

The Surgery is open to patients as follows:

<b>Day</b>	<b>From</b>	<b>To</b>
Monday	08:00	18:30
Tuesday	08:00	18:30
Wednesday	08:00	18:30
Thursday	08:00	20:30
Friday	08:00	18:30
Saturday	07:45	11:00

This information is supplied both within the surgery and on our website.

## **Accessibility of healthcare professionals to registered patients**

Appointments are available between 08:30 and 18:30 Monday to Friday. On Thursday additional pre-bookable appointments are available between 18:30 and 20:30, whilst on Saturday pre-bookable appointments are available between 07:45 and 11:00.

In addition a duty doctor and a duty Nurse are available to deal with emergencies and to provide telephone assessment to patients with urgent needs between 08:00 and 18.30 Monday to Friday basis. Further GPs will make Home Visits from 11:30 Monday to Friday.

## Appendix 1 – 2013 Patient Survey Reponses

	2013	2012	% chan ge
	%	%	
<b>2. How did you book your appointment</b>	<b>46</b>	n/a	
In person	42	n/a	
By phone	12	n/a	
Online			
<b>3. How easy was it getting through by phone</b>			
Very Easy	23	23	0
Fairly easy	38	22	16
Not very easy	18	12	6
Not easy at all	21	16	5
<b>4. Mobile phone user, did you receive</b>			
Both booking confirmation & a reminder	48	n/a	
A booking confirmation only	44	n/a	
A booking reminder only	12	n/a	
<b>5. How easy to get into the surgery</b>			
Very Easy	11	n/a	
Fairly easy	21	n/a	
Not very easy	2	n/a	
Not at all easy	2	n/a	
<b>6. Used Automated Check-in</b>			
Yes	86	81	5
No	14	n/a	
<b>7. Did you know book appts &amp; rpt rxes on net</b>			
Yes	94	n/a	
No	6	n/a	
<b>8. If so, how useful did you find services</b>			
Very easy	45	n/a	
Fairly easy	30	n/a	
Not very easy	12	n/a	
Not at all easy	13	n/a	
<b>9. Are you aware do the same auto telephone</b>			
Yes	78	n/a	
No	22	n/a	
<b>10. If so, how useful did you find service</b>			
Very easy	34	n/a	
Fairly easy	29	n/a	
Not very easy	21	n/a	



Not at all easy	16	n/a	
<b>11. Telephone call assessment</b>			
Excellent	38	n/a	
Good	32	n/a	
Average	11	n/a	
Below average	6	n/a	
Poor	13	n/a	
Not yet experienced	30	n/a	
<b>12. How helpful did you find our reception</b>			
		<b>90 (gd or v. gd)</b>	
Very helpful	77		
Fairly helpful	19	n/a	
Not very helpful	4	n/a	
<b>13. Waiting time for appt with specific doc</b>			
Same day	19	30	-11
Next working day	2	11	-9
Within 2 working days	9	13	-4
Within 3-5 working days	22	5	17
Within 4 working days	1	8	-7
5 plus working days	32	19	13
Unable to see Clinician of choice	16	9	7
<b>14. How do you rate this</b>			
Very good	24	26	-2
Good	26	27	-1
Average	24	27	-3
Poor	17	10	7
Very poor	10	9	1
<b>15. Waiting time to see doctor or nurse</b>			
Same Day	28	59	-31
Next working day	16	16	0
Within 2 working days	14	10	4
Within 3-5 working days	21	5	16
Within 4 working days	1	1	0
5 plus working days	13	6	7
Unable to See GP of choice	8		8
<b>16. Timescale Rating</b>			
Very Good	25	45	-20
Good	34	29	5
Average	26	19	7
Poor	9	4	5
Very poor	6	2	4
<b>17. In an emergency, getting to see a doc</b>			
Yes	48	68	-20
No	11	8	3
Don't know/not applicable	41	24	17
<b>18. How long waited, from your appt time</b>			
I was seen at my appointment time	20	15	5
I waited less than 5 minutes	15	14	1
I waited between 5 & 15 minutes	43	55	-12
I waited between 16 & 30	16	13	3

minutes			
I waited more than 30 minutes	<b>6</b>	2	4
<b>20. How satisfied with care received</b>			
Very satisfied	<b>74</b>	68	6
Fairly satisfied	<b>20</b>	23	-3
Neither satisfied nor dissatisfied	<b>3</b>	2	1
Fairly dissatisfied	<b>0</b>	4	-4
Very dissatisfied	<b>3</b>	2	1
<b>21. Cleanliness</b>			
Very Clean	<b>58</b>	71	-13
Clean	<b>31</b>	21	10
Average	<b>11</b>	3	8
Unclean	<b>0</b>	2	-2
Very unclean	<b>0</b>	2	-2
<b>22. How does KERS compare to others</b>			
Much better	<b>40</b>	n/a	
Better	<b>33</b>	n/a	
About the same	<b>22</b>	n/a	
Worse	<b>3</b>	n/a	
Much worse	<b>2</b>	n/a	
<b>23. Recommend the surgery</b>			
Definitely recommend	<b>74</b>	77	-3
Might recommend	<b>14</b>	14	0
Not sure	<b>7</b>	4	3
Probably not recommend	<b>3</b>	4	-1
Definitely not recommend	<b>4</b>	2	2

## **APPENDIX 2**

### **EMAIL INVITE TO PRG MEMBERS TO INPUT TO SURVEY PLAN**

Dear patient

I attach

1. Minutes of the PPG meeting in March
2. Proposed patient survey for 2013/4.

The Practice Partners, and the PPG, have discussed priorities for this year's survey, and we have designed the attached survey which the PPG members will be conducting monthly. You will notice that it contains most of last year's questions, which we felt were important to retain to help assess trends over time, and additional questions on the new telephone assessment process we have introduced. There is also a new question about recommending the surgery to others. This question reflects a Government initiative to introduce a measure, for all NHS services, of the extent to which they would promote the service to others.

If you have any queries or comments please e mail me or the PPG Chair Muriel James, who is copied into this e mail.

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## **APPENDIX 3**

### **EMAIL TO PRG WITH SURVEY RESULTS AND PROPOSED ACTION PLAN**

“Dear member of the KERS Patient Reference Group

As in previous years I am seeking your comments on our Patient survey and proposed action plan.

The attached spreadsheet shows results of the survey collected by our Patient Participation Group (PPG) members during 2013.

I discussed this with the PPG and the Doctors yesterday.

#### **Analysis**

It was pleasing to see that 70% of patients found our new telephone consultation process “excellent” or “good”. However, since the new process will reduce the number of face to face appointments, there has been marked increase in days it takes to see a GP.

There was a slight reduction in how long patients wait in the surgery for their appointment.

88% of respondents “definitely would” or “might” recommend the survey to others. Only 5% think we are worse than other Practices.

We have a range of both positive and negative comments. Some reflect good clinical care received, but many of the negative comments relate to making appointments and costs of contacting us by phone.

Overall satisfaction with care is 94% are “fairly” or “very satisfied”, and 4% more are “very satisfied” compared to last year.

#### **Conclusions**

In common with the national picture, the Practice has faced unprecedented demand for its services. Over the last 12 months we have employed anew Partner Doctor who is doing 4 full days per week. We have also increased our Nursing hours. At the same time we implemented a daily telephone assessment process, whereby patients who are requesting urgent care are offered a telephone consultation, with the option to see a GP or Nurse on the day if clinically necessary. This has helped us prioritise our rescues to the most needy.

This is a move away from the traditional model of just booking appointments with GPs, and has therefore reduced the ability to see a GP. This is reflected in our survey.

Our proposed action plan is therefore:

<b>ACTION</b>	<b>By</b>	<b>Benefits</b>
Change telephone system to 01604 number	June-14	Local rate charge only for patients.
Advertise and educate patients in on line and other alternatives to calling Reception	Ongoing	Save time for patients, and reduce burden on receptionists freeing them up for callers and patients at the front desk.
Advertise and educate patients about the purpose and benefits of our telephone consultation approach	Ongoing	Help patients make choices about when to call and ultimately avoid unnecessary visits to the Surgery.
Building on the changes we have made to the appointments system, audit the system to identify further improvements	Dec-14	Help ensure best use of available clinical time.

Please feel free to reply to this email (do not use "reply to all" ) before **27<sup>th</sup> February 2014** and I will discuss your comments with PPG IN March. A final action plan and report will appear on our website by 31 March 2014.

Thank you.

**Jon Atkinson**  
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[www.kers.org.uk](http://www.kers.org.uk)"