



Bridge End Surgery
Patient Participation Report 2013/14

March 2014

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES), commissioned by NHS England is to ensure that patients are aware of the decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) or Patient Participation Groups (PPG) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

Profile of the members of the PPG:

The current PPG membership (7 PPG members, 5 female and 2 male all +60 years) does not fully reflect the demographics of the practice population, but that said the current membership brings with it a wealth of knowledge and life experience

The practice has previously considered evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately there have been no volunteers from patients such as children/young people, carers, and parents with small children.

As a consequence the Practice is now actively trying to establish a 'virtual group' that can use technology to increase involvement of patients and the PPG are supportive of the attempts being made to increase participation.

Steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Bridge End Surgery had a pre-existing PPG and efforts to attract new 'virtual' members to the group by publicising its meetings through its website, notice board, display leaflets etc in and around the practice are ongoing.

The Practice is trying to target specific registered patients, particularly under represented groups.

The Practice has put together an information pack to invite the views of patients and give them an opportunity to raise issues about their own care and treatment as well as any issues of concern through a patient leaflet.

A patient newsletter is being explored and could tie into future IT developments scheduled for 2014/15 which will bring added options for communication with patients with mobile and internet access.

How the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:

The practice was very keen in engaging patients to help deliver and design services around the needs of its patients.

The Practice is analysing its national Patient Survey results for 2013/14, not only to ascertain where it performed below the CCG average but in conjunction with an initiative called Productive General Practice which looks at possible wholesale changes to the delivery of GP work

We were keen to 'go back to basics' and look at issues regarding their patient experience with regards to appointments, telephone access, seeing a GP of their choice. A view of what the patients at Bridge End think about the services it receives from the GPs, Nurses and staff. The Practice had also used feedback from complaints, significant events, comments and suggestions to help inform some of the priority areas.

The PPG felt that GPAQ survey in 2013/14 was comprehensive, if a little cumbersome and long winded but had no additional questions to add.

The PPG felt strongly that its role was to help drive improvement in the Practice that would benefit patients. During the year they made it clear that they felt there was very little they could do with priorities, policies and initiatives set out by NHS England and to a lesser extent North Durham CCG and would rather focus their own efforts on the Practice for the benefit of patients.

How the Practice sought to obtain the views of its registered patients

The practice used the well established questionnaire, which is widely used in the UK. This questionnaire was deemed suitable and addressed the areas/priorities to be included within the survey. The Group did not object to the use of it within the Practice. The PPG were conscious of a plethora of questionnaires for different aspects of service (ie ambulance, out of hours, winter pressures and doctor revalidation) and raised a concern that the response rate might not be good enough due to questionnaire fatigue.

Prior to the survey, the practice displayed posters in and around each of its waiting areas informing patients that a survey would be undertaken, as well as promoting the website for patients to complete the survey on line, as well as reception handing out questionnaires.

Patients were asked upon arrival to the surgery if they would be happy to participate in the survey and the reception staff assisted patients when asked. The Practice looked at targeting various groups of patients at different times of the day (baby clinic, chronic disease clinics and general appointments with GP/Nurses).

The survey was conducted from January through to March 2014. Questionnaires were completed by patients and returned to the Practice via sealed boxes in each waiting area, or collected automatically on the practice website. Despite a lengthy process, with questionnaires in both waiting areas and online together with active encouragement only a total of 117 questionnaires were completed for analysis and a report of the findings were compiled.

How the Practice sought to discuss the outcomes of the local survey and the Practice's action plan

The practice internally analysed the local patient survey which pinpointed the areas where the Practice had scored well and also those areas where improvements might be needed.

The results were discussed in detail and circulated by email and post to the PPG, which enabled the PPG to compile an action plan based on the findings/results. It would have been better to discuss the findings at a regular meeting but the survey duration was extended to try to get more responses.

The Practice draft action plan is attached as part of this report however the details for 2014/15 need to be developed in depth with the group prior to their approval.

Findings or proposals that arose from the local Practice survey

Patients were asked a total of 46 questions as part of the standard GPAQ survey which asked about the quality of the doctors, nurses and reception staff and with the whole experience of booking and seeing a doctor or nurse. The practice results are attached to this report in [Appendix B](#).

The Practice received comments regarding the individual doctors', access to the site, the appointment system, the telephone system and problems experienced in getting an appointment with a GP.

Responses found to be positive

- Very sensitive and supportive
- Always listens and is understanding
- Very patient and understanding, listened well and explained issues and medication.
- Very approachable and easy to talk to, very helpful
- Polite and hardworking
- Very helpful, extremely considerate and understanding to my problems
- Has my total confidence

Responses found to be least positive

- It is difficult to see the same GP twice and there is no continuity
- A telephone system which stated what number you were in the queue would be helpful
- zebra crossing outside for elderly people to get to the chemist
- Unable to order repeat prescription over phone and have to collect it
- Disabled bays are very limited and people use them to pick up prescriptions
- Sometimes car park full and no one in surgery and not enough disabled parking
- Difficult to get an appointment by calling in at 8 am.
- When appointments are cancelled it would be better to be called and offered new appointment than to get a letter
- The only suggestion I would make is the reception does not provide enough confidentiality when waiting.
- Receptionists feel they have too much authority
- need more phones and receptionists as phone too busy at 8.00 am

Some of the least positive aspects of the Practice performance as revealed by the survey have been discussed in detail by PPG (road crossing, repeat prescriptions, car park limitations, Reception confidentiality, etc) and the Practice are looking on methods of ensuring these are communicated to all patients so patients can be satisfied that their comments have been seriously addressed.

Action plan identified last year and action take to achieve

As a result of the previous year's report an identified priority was a review of the appointment system.

As a consequence changes have been implement and are ongoing to meet the needs of patients. Monday's are now book on the day for all doctors, providing in excess of 100 appointments

In addition the Practice has taken on the Winter Pressures scheme meaning we have been open every Saturday between October and March from 8 am until 1 pm for pre bookable and walk in appointments.

The online booking of appointments is limited but with the practice moving to a web based system early in 2014/15 there will be more opportunities to use online appointment booking and this will be coupled with feasibility of a telephone queuing system so callers know how long they may have to wait at busy times.

Action which the Practice intend to take as a consequence of discussions already had with the PPG and in light of the results arising out of the local Practice survey.

The priorities for 2014/15 need further consideration and the detail resolving in view of all of the technologically changes that the Practice are addressing early in 2014/15, but that said we are planning to:

- provide mechanisms for patient information to be displayed electronically in the main waiting area
- expanding online appointment booking options from mid summer
- improving the telephone response
- improving communication with patients through using new systems being implemented
- options for car park usage need to be fully explored and clear direction given as to how this is to be used
- ensure the new system about to be implemented addresses all of the concerns raised about appointments and the areas of poor scoring.
- Raising awareness of opening hours as 25 respondents asked for Saturday opening and the Practice has been open Saturday mornings for the last six months and is open until 7.30 pm on a Tuesday.

Opening hours of the Practice premises and the method of obtaining access to services through the core hours and any extended opening hours.

Bridge End Surgery is open Monday to Friday 8:00 until 18:00 for doctor, nurse practitioner, nurse and health care assistant appointments.

The practice provides extended hours on;

- Tuesday evening 18:00 – 19:30, with a doctor and a nurse practitioner are available.
- Friday morning 07:30 – 08:00 where a doctor and two nurses are available
- Every four weeks the surgery opens on a Saturday 08:30 – 10:30 with doctor and nurse appointments available.

The practice has offered additional Saturday morning appointments from October to March to assist with winter pressures, with the surgery was open for pre-book, walk in and 111 requests from 8:00 to 13:00.

This enables patients (particularly those in education/working) to access appointments at a later time.

Patients can make appointments by telephoning, calling in to the practice or via the internet.

The Practice also offers SOME online facilities, to enable patients to request repeat prescription requests via its secure website.

About our Visit to the GP Today

| How good was the GP at: | | How good was the GP at: | |
|---|----|---|-----|
| Q1 Putting you at ease? | | Q6 Explaining your condition and treatment? | |
| 1 Very good | 72 | 1 Very good | 67 |
| 2 Good | 33 | 2 Good | 32 |
| 3 Satisfactory | 8 | 3 Satisfactory | 9 |
| 4 Poor | 0 | 4 Poor | 1 |
| 5 Very poor | 0 | 5 Very poor | 0 |
| 6 Does not apply | 0 | 6 Does not apply | 4 |
| Q2 Being polite and considerate? | | Q7 Involving you in decisions about your care? | |
| 1 Very good | 78 | 1 Very good | 64 |
| 2 Good | 31 | 2 Good | 32 |
| 3 Satisfactory | 4 | 3 Satisfactory | 7 |
| 4 Poor | 0 | 4 Poor | 2 |
| 5 Very poor | 0 | 5 Very poor | 0 |
| 6 Does not apply | 0 | 6 Does not apply | 7 |
| Q3 Listening to you? | | Q8 Providing or arranging treatment for you? | |
| 1 Very good | 79 | 1 Very good | 67 |
| 2 Good | 24 | 2 Good | 28 |
| 3 Satisfactory | 10 | 3 Satisfactory | 7 |
| 4 Poor | 0 | 4 Poor | 1 |
| 5 Very poor | 0 | 5 Very poor | 0 |
| 6 Does not apply | 0 | 6 Does not apply | 8 |
| Q4 Giving you enough time? | | Q9 Did you have confidence that the GP is honest and trustworthy? | |
| 1 Very good | 72 | 1 Yes, definitely | 100 |
| 2 Good | 31 | 2 Yes, to some extent | 12 |
| 3 Satisfactory | 10 | 3 No, not at all | 0 |
| 4 Poor | 0 | 4 Don't know / can't say | 0 |
| 5 Very poor | 0 | Q10 Did you have confidence that the doctor will keep your information confidential? | |
| 6 Does not apply | 0 | 1 Yes, definitely | 108 |
| Q5 Assessing your medical condition? | | 2 Yes, to some extent | 2 |
| 1 Very good | 73 | 3 No, not at all | 1 |
| 2 Good | 28 | 4 Don't know / can't say | 1 |
| 3 Satisfactory | 10 | Q11 Would you be completely happy to see this GP again? | |
| 4 Poor | 1 | 1 Yes | 109 |
| 5 Very poor | 1 | 2 No | 1 |
| 6 Does not apply | 0 | | |

About Receptionists and Appointments

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|--|--|
| Q12 How helpful do you find the receptionists at your GP practice? | |
|--|--|

| | |
|----------------------|----|
| 1 Very helpful | 65 |
| 2 Fairly helpful | 35 |
| 3 Not very helpful | 0 |
| 4 Not at all helpful | 1 |
| 5 Don't know | 2 |

| | |
|--|--|
| Q13 How easy is it to get through to someone at your GP practice on the phone? | |
|--|--|

| | |
|-------------------|----|
| 1 Very easy | 21 |
| 2 Fairly easy | 44 |
| 3 Not very easy | 26 |
| 4 Not at all easy | 8 |
| 5 Don't know | 1 |
| 6 Haven't tried | 3 |

| | |
|--|--|
| Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice? | |
|--|--|

| | |
|-------------------|----|
| 1 Very easy | 29 |
| 2 Fairly easy | 43 |
| 3 Not very easy | 13 |
| 4 Not at all easy | 3 |
| 5 Don't know | 7 |
| 6 Haven't tried | 8 |

| | |
|--|--|
| Q15 If you need to see a GP urgently, can you normally get seen on the same day? | |
|--|--|

| | |
|------------------------------|----|
| 1 Yes | 65 |
| 2 No | 20 |
| 3 Don't know/never needed to | 17 |

| | |
|--|--|
| Q16 How important is it to you to be able to book appointments ahead of time in your practice? | |
|--|--|

| | |
|-----------------|----|
| 1 Important | 84 |
| 2 Not important | 19 |

| | |
|--|--|
| Q17 How easy is it to book ahead in your practice? | |
|--|--|

| | |
|-------------------|----|
| 1 Very easy | 20 |
| 2 Fairly easy | 38 |
| 3 Not very easy | 23 |
| 4 Not at all easy | 10 |
| 5 Don't know | 9 |
| 6 Haven't tried | 3 |

| | |
|--|--|
| Q18 How do you normally book your appointments at your practice? | |
|--|--|

| | |
|-----------------|----|
| 1 In person | 27 |
| 2 By phone | 89 |
| 3 Online | 1 |
| 4 Doesn't apply | 0 |

| | |
|---|--|
| Q19 Which of the following methods would you prefer to use to book appointments at your practice? | |
|---|--|

| | |
|-----------------|----|
| 1 In person | 34 |
| 2 By phone | 77 |
| 3 Online | 34 |
| 4 Doesn't apply | 2 |

Thinking of times when you want to see a particular doctor:

| | |
|--|--|
| Q20 How quickly do you usually get seen? | |
|--|--|

| | |
|---|----|
| 1 Same day or next day | 44 |
| 2 2-4 days | 24 |
| 3 5 days or more | 16 |
| 4 I don't usually need to be seen quickly | 5 |
| 5 Don't know, never tried | 12 |

| | |
|--|--|
| Q21 How do you rate how quickly you were seen? | |
|--|--|

| | |
|------------------|----|
| 1 Excellent | 29 |
| 2 Very good | 24 |
| 3 Good | 22 |
| 4 Satisfactory | 16 |
| 5 Poor | 5 |
| 6 Very poor | 0 |
| 7 Does not apply | 4 |

Thinking of times when you are willing to see any doctor:

| | |
|--|--|
| Q22 How quickly do you usually get seen? | |
|--|--|

| | |
|---|----|
| 1 Same day or next day | 75 |
| 2 2-4 days | 15 |
| 3 5 days or more | 6 |
| 4 I don't usually need to be seen quickly | 1 |
| 5 Don't know, never tried | 4 |

| | |
|--|--|
| Q23 How do you rate how quickly you were seen? | |
|--|--|

| | |
|------------------|----|
| 1 Excellent | 37 |
| 2 Very good | 19 |
| 3 Good | 24 |
| 4 Satisfactory | 17 |
| 5 Poor | 4 |
| 6 Very poor | 0 |
| 7 Does not apply | 0 |

Thinking of your most recent consultation with a doctor or nurse

| | |
|---|--|
| Q24 How long did you wait for your consultation to start? | |
|---|--|

| | |
|---|----|
| 1 Less than 5 minutes | 17 |
| 2 5 – 10 minutes | 34 |
| 3 11 – 20 minutes | 21 |
| 4 21 – 30 minutes | 11 |
| 5 More than 30 minutes | 13 |
| 6 There was no set time for my consultation | 0 |

| | |
|--|--|
| Q25 How do you rate how long you waited? | |
|--|--|

| | |
|------------------|----|
| 1 Excellent | 15 |
| 2 Very good | 20 |
| 3 Good | 23 |
| 4 Satisfactory | 26 |
| 5 Poor | 8 |
| 6 Very poor | 5 |
| 7 Does not apply | 0 |

| | |
|---|--|
| Q26 Is your GP practice currently open at times that are convenient to you? | |
|---|--|

| | |
|----------------------|----|
| 1 YesGo to Q28 | 76 |
| 2 No | 9 |
| 3 Don't know | 11 |

| | |
|--|--|
| Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? | |
|--|--|

| | |
|-----------------|----|
| 1 Before 8 am | 12 |
| 2 At lunchtime | 5 |
| 3 After 6.30 pm | 13 |
| 4 On a Saturday | 25 |
| 5 On a Sunday | 6 |
| 6 None of these | 2 |

| | |
|---|--|
| Q28 Is there a particular GP you usually prefer to see or speak to? | |
|---|--|

| | |
|--|----|
| 1 Yes | 50 |
| 2 No Go to Q30 | 46 |
| 3 There is usually only one doctor in my surgery Go to Q30 | 0 |

| | |
|---|--|
| Q29 How often do you see or speak to the GP you prefer? | |
|---|--|

| | |
|---------------------------------|----|
| 1 Always or almost always | 17 |
| 2 A lot of the time | 18 |
| 3 Some of the time | 24 |
| 4 Never or almost never | 2 |
| 5 Not tried at this GP practice | 5 |

(If you haven't seen a nurse in the last 6 months please go to Q37) How good was the Nurse you last saw at:

| | |
|--------------------------|--|
| Q30 Putting you at ease? | |
|--------------------------|--|

| | |
|------------------|----|
| 1 Very good | 52 |
| 2 Good | 22 |
| 3 Satisfactory | 3 |
| 4 Poor | 1 |
| 5 Very poor | 2 |
| 6 Does not apply | 0 |

| | |
|-----------------------------|--|
| Q31 Giving you enough time? | |
|-----------------------------|--|

| | |
|------------------|----|
| 1 Very good | 49 |
| 2 Good | 24 |
| 3 Satisfactory | 6 |
| 4 Poor | 0 |
| 5 Very poor | 1 |
| 6 Does not apply | 0 |

| | |
|-----------------------|--|
| Q32 Listening to you? | |
|-----------------------|--|

| | |
|------------------|----|
| 1 Very good | 48 |
| 2 Good | 26 |
| 3 Satisfactory | 3 |
| 4 Poor | 1 |
| 5 Very poor | 2 |
| 6 Does not apply | 0 |

| | |
|--|--|
| Q33 Explaining your condition and treatment? | |
|--|--|

| | |
|------------------|----|
| 1 Very good | 46 |
| 2 Good | 25 |
| 3 Satisfactory | 7 |
| 4 Poor | 0 |
| 5 Very poor | 2 |
| 6 Does not apply | 0 |

| | |
|---|--|
| Q34 Involving you in decisions about your care? | |
|---|--|

| | |
|------------------|----|
| 1 Very good | 44 |
| 2 Good | 23 |
| 3 Satisfactory | 5 |
| 4 Poor | 0 |
| 5 Very poor | 4 |
| 6 Does not apply | 4 |

| | |
|---|--|
| Q35 Providing or arranging treatment for you? | |
|---|--|

| | |
|------------------|----|
| 1 Very good | 48 |
| 2 Good | 22 |
| 3 Satisfactory | 3 |
| 4 Poor | 0 |
| 5 Very poor | 2 |
| 6 Does not apply | 5 |

| | |
|--|--|
| Q36 Would you be completely happy to see this nurse again? | |
|--|--|

| | |
|-------|----|
| 1 Yes | 76 |
| 2 No | 2 |

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

| | |
|--|----|
| Q37 Understand your health problems? | |
| 1 Very well | 86 |
| 2 Unsure | 17 |
| 3 Not very well | 0 |
| 4 Does not apply | 1 |
| Q38 Cope with your health problems | |
| 1 Very well | 81 |
| 2 Unsure | 15 |
| 3 Not very well | 4 |
| 4 Does not apply | 4 |
| Q39 Keep yourself healthy | |
| 1 Very well | 70 |
| 2 Unsure | 22 |
| 3 Not very well | 4 |
| 4 Does not apply | 8 |
| Q40 Overall, how would you describe your experience of your GP surgery? | |
| 1 Excellent | 47 |
| 2 Very good | 29 |
| 3 Good | 22 |
| 4 Satisfactory | 7 |
| 5 Poor | 0 |
| 6 Very poor | 0 |
| Q41 Would you recommend your GP surgery to someone who has just moved to your local area? | |
| 1 Yes, definitely | 59 |
| 2 Yes, probably | 38 |
| 3 No, probably not | 5 |
| 4 No, definitely not | 1 |
| 5 Don't know | 1 |

It will help us to understand your answers if you could tell us a little about yourself

| | |
|--|-----|
| Q42 Are you ? | |
| 1 Male | 35 |
| 2 Female | 69 |
| Q43 How old are you? | |
| 1 Under 16 | 5 |
| 2 16 to 4 | 29 |
| 3 45 to 64 | 37 |
| 4 65 to 74 | 23 |
| 5 75 or over | 10 |
| Q44 Do you have a long-standing health condition? | |
| 1 Yes | 49 |
| 2 No | 45 |
| 3 Don't know / can't say | 8 |
| Q45 What is your ethnic group? | |
| 1 White | 104 |
| 2 Black or Black British | 0 |
| 3 Asian or Asian British | 0 |
| 4 Mixed | 0 |
| 5 Chinese | 0 |
| 6 Other ethnic group | 0 |
| Q46 Which of the following best describes you? | |
| 1 Employed (full or part time, including self-employed) | 45 |
| 2 Unemployed / looking for work | 6 |
| 3 At school or in full time education | 1 |
| 4 Unable to work due to long term sickness | 4 |
| 5 Looking after your home/family | 9 |
| 6 Retired from paid work | 37 |
| 7 Other | 1 |