

Hampton Surgery

Directed Enhanced Service for Patient Participation Report March 2013

Hampton Surgery is a long established and well-respected surgery in the heart of the village and has been based in its present building since 1992. The practice currently serves a commuter village patient population of 2764 around Hampton in Arden, Bickenhill & Barston plus around 300 temporary residents in 3 local sites for travellers. This has gone up slightly since last year's patient population of 2560.

The present partnership is between Dr Charlton & Dr Prince who are supported by a salaried Doctor, Dr Wright. The practice has a small hard working team comprising of a Practice manager, Receptionists, Phlebotomist and two Practice Nurses.

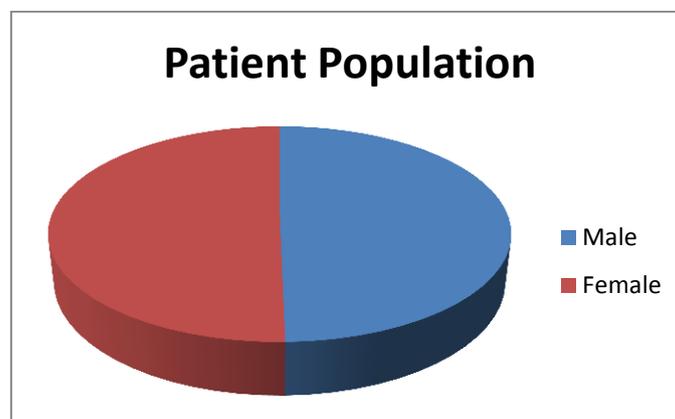
The Practice is also a training practice affiliated to West Midlands Postgraduate Deanery and Warwick University.

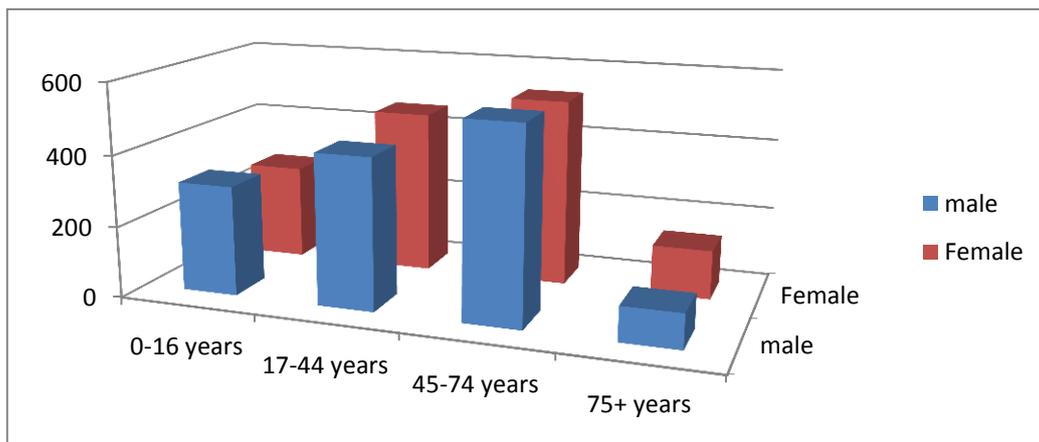
The practice building is open from 8.30am till 6pm daily closing for lunch between 1 & 2.30pm apart from on a Thursday when it closes at 1pm. Surgery starts at 9am and runs till 11am. Afternoon surgery starts at 4pm and runs till 5.30pm. Patients can access the practice by calling 01675 442510 or by calling into the surgery.

The practice holds an evening surgery once a week from 6.30-7.30pm. This is held every Tuesday. This is for pre-booked appointments only and reception services are not available. For those patients requiring an emergency doctor, they can call the practice number 01675 442510 to gain access to the out of hours service.

Dr Prince is the Senior GP in surgery on a Monday, Tuesday & Wednesday, Dr Wright on a Thursday and Dr Charlton on a Friday.

The practice population of 2742 patients is made up of the following:

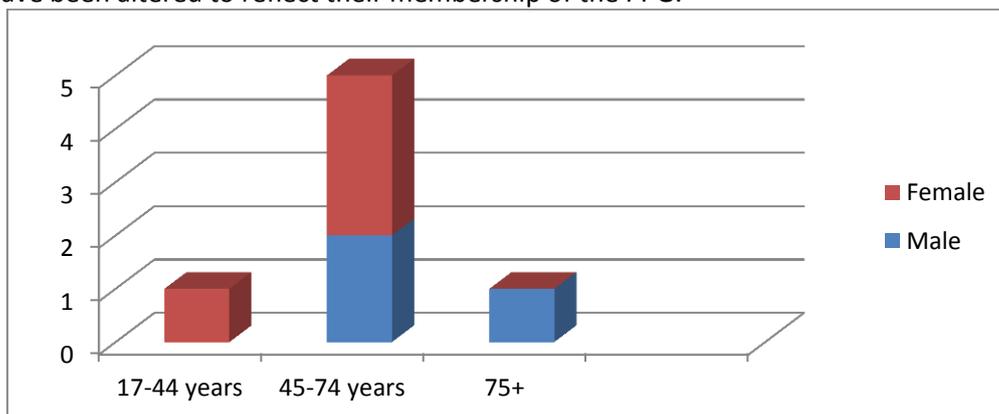




The practice continues to have a large proportion of its patients registered as white British, just over 93% so there has been little change to the other ethnic groups the breakdown data which is detailed below:

Irish	.75%
White & Black Caribbean	.08%
White & Black African	.04%
White & Asian	.4%
Indian	1.28%
Pakistani	.22%
Bangladeshi	.08%
Caribbean	.08%
African	.11%
Chinese	.11%
Other	2.84%

Having completed a first successful year as a small but hardworking and interesting group, the PPG has continued with pretty much the same membership. Unfortunately due to university & family commitments it has lost a couple of its members from the younger age range. Despite a leaflet drop at the local school and nursery and constant requests for volunteers in its practice publications the PPG struggles to replace these members. It has had another member join during autumn 2012 but not in the younger age bracket. The practice continues to try and encourage new members to join and will continue to do so. This was reflected in March 2013 when a new member (age bracket 17-44) has joined the PPG. Unfortunately they were unable to attend the March meeting but the charts below have been altered to reflect their membership of the PPG.



The group is supported by one of the Senior GP's, the Practice Manager and a Staff Member who offered to be the secretary and take the minutes of each meeting.

Since its inception of the group, one of the patient members has agreed to become Chairman and where possible attends the Area PPG Forum meeting. The Practice has also registered with the National Association for Patient Participation. The aim of the group is to encourage a positive relationship between the patients and the surgery staff, both medical and administrative and to have a voice for the patient in the practice. Over the last year the PPG has met quarterly in June, September, December & March.

The members of the PPG also regularly canvass the opinions of other patients which they report back to the regular quarterly meetings held. They try to meet with patients at other times in the hope of engaging with those that cannot attend the practice based PPG meetings.

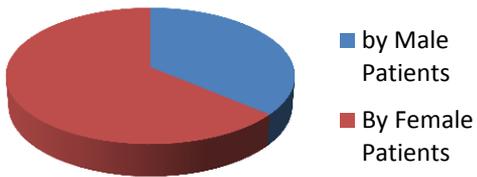
The overriding factor that came across from our work during 2011/12, not necessarily in the patient survey but definitely from the discussion with the PPG and their canvassing of patient opinions is that the practice needed to find a way of communicating more effectively with its patients. It was decided that as the local parish council had introduced a magazine that is now distributed to all the houses in the village, the practice would introduce a regular newsletter advising patients of changes to the practice or generally trying to educate them on matters of interest. The practice has produced 2 such newsletters during 2012/13, these can be seen on the practice website, and another will be issued shortly. As part of the newsletter the practice has tried to address both issues raised from the survey or PPG members, such as explaining exactly the training and supervision our trainee Doctors have, to raising issues that are part of the work that the practice is doing with the Local Commissioning Board, such as education around the Choose Well Campaign (Autumn 2012) and Alcohol Awareness (Spring 2013). The practice also tries to run articles in another Local Parish magazine called 'The Chronicle'.

One of the aims of the group is to continue its support of the annual practice survey as part of the Directed Enhanced Service for Patient Participation. Again it was decided that we would conduct the GPAQ version 3 surveys rather than attempt to write our own, as no major concerns or views had become apparent from the GPAQ survey this year

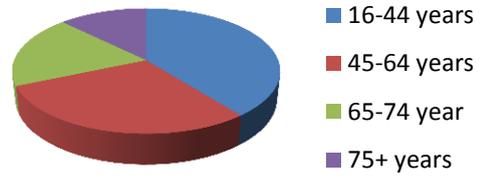
The GPAQ survey was introduced after the 2004 GMS contract as one of two questionnaires approved as part of the Quality & Outcomes Framework (QOF). It is a short four sided survey asking questions about receptionists, appointments, opening times, communication with doctors & nurses, continuity of care and enablement. The practice put together 150 copies of the survey and it was handed out to patients over two separate weeks during October. Members of the PPG volunteered to attend the surgery on these days and help any patients that needed it to fill out the form. The form was handed out randomly to patients when they arrived at reception.

The following information was gained about those completing the forms:

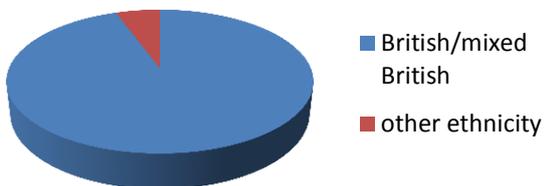
127 surveys completed



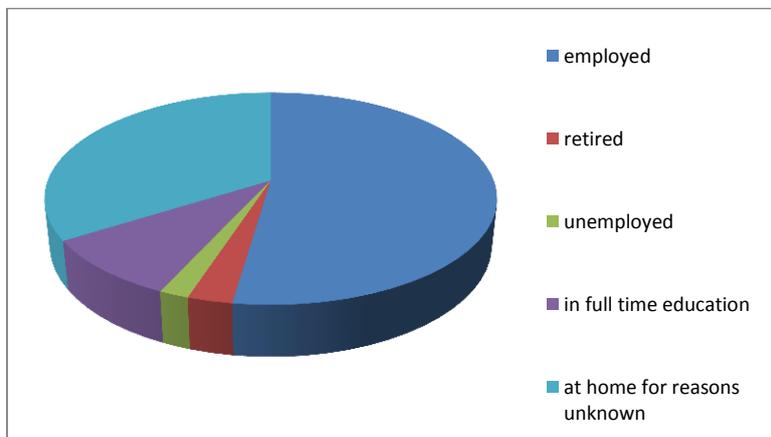
Age Breakdown of surveys completed



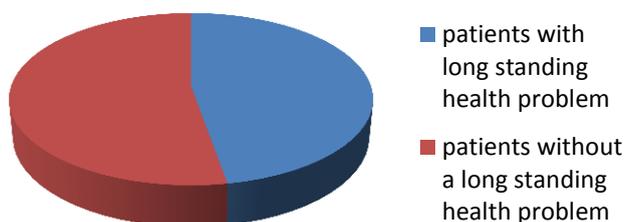
Surveys completed by Ethnicity



Patients who completed the form were



Survey Completed by



Action Plan – 2011/12

Question or query raised by PPG	Result	Action required
Q15 – Is the surgery open at a time convenient to you	77% said yes. As part of the discussion around this question several members of the PPG felt that patients were not fully aware of the evening surgeries held. The results of asking the patients when they would like the surgery to be open were mixed with no particular time suggested as wanted by everyone. The practice has recently altered its evening surgery from always being on a Tuesday evening to every third week moving to a Friday evening to assist patient choice.	Practice need to do more to make the community aware of the opportunities to book evening appointments – <u>this was included in the March 2012 newsletter</u> .
Q17 is there a particular GP you would like to see	55% of patients said yes. Though it did not come across particularly in the survey, from previous comments/suggestions made to the practice & the PPG it is known that patients have concerns about seeing the trainees/GP registrars at the practice as part of their training programme.	At the meeting Dr Prince explained to the PPG how being a training practice worked and how supervision of the trainees was done. Some PPG expressed surprise as they had not realised how much supervision that the trainees had, or how much the trainers were involved. The consensus was that the practice needs to take steps to educate its patient base about how the training of GP registrars worked. - <u>this was included in</u>

		<u>the March 2012 newsletter</u>
Q8 how do you prefer to book	Having introduced the option of ordering repeat prescriptions online the practice had thought about looking into appointments online from June 2012. The survey showed that only 16% of those surveyed would be interested in booking online.	The uptake of the EMIS online has been quite slow but as part of the discussion with PPG members it became clear that despite a huge effort by the practice to inform patients that they could order their repeat medication online it was still something a lot of patients were not aware of. - <u>this was included in the March 2012 newsletter.</u> Patient continue to slowly take this up. Practice also did some work with a company called Pharmacy 2U offering the patients another alternative to getting their prescriptions
Accessibility	Though not a question on the survey the PPG brought up patients concerns about being able to manoeuvre on and off the couches in the consulting rooms for the less able bodied	The practice advised that in one of its treatment rooms it has an adjustable couch that if patients requested this at the time if booking appointment the practice would endeavour to have it available. - <u>this was included in the March 2012 newsletter</u>

At the December 2012 PPG meeting the results of the survey having been analysed by the practice, were discussed and ideas to what the members would like to see on the action plan for the next twelve months was discussed. There were no real changes to the findings of the survey compared to last year and **it was felt by the PPG members that the overriding action for the next 12 months would be for the practice to continue its work with the PPG to answer questions and queries brought to the attention of PPG members by patients either through the use of the newsletter or via the meetings held with the PPG.** For example a discussion was raised at the last meeting regarding adult safeguarding and concerns that some of the patient's had about a particular resident and where they could go for help. The practice explained some of the information available regarding safeguarding and it was decided that this would be a good piece of information that could go in the next newsletter. One of the PPG members volunteers within the local hospital and had being working on a project regarding the 'Ask 3 Questions.....' Pilot. She asked if this could be information regarding this could be included in the newsletter and this was agreed.

A small presentation has been given to the PPG members regarding the introduction of NHS 111 at the March meeting and information regarding this will go in to the Summer Newsletter to coincide

with the public launch of this service. A small article will be printed in the local 'Chronicle Magazine' in March. During the March meeting ideas were discussed for the next newsletter and along with the NHS111 information part of the publication would contain information around issues facing the elderly such as Dementia & Alzheimer's information and where help could be obtained. This would also take into consideration the local CCG priority area of working with the frail and elderly.

This written report was disseminated to the PPG for them to read and was discussed at the Practice Meeting in March 2012. At the meeting the PPG were extremely pleased with the outcome of the survey and how the report and newsletters over the year had been put together and approved it for publication on the website and to be forwarded to the care trust as part of the DES conditions. The report, newsletters & full survey results have been uploaded have been uploaded on to the surgery website.