

Hampton Surgery

Directed Enhanced Service for Patient Participation

Report March 2012

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 2560 around Hampton in Arden, Bickenhill & Barston plus around 300 temporary residents in 3 local sites for travellers.

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.

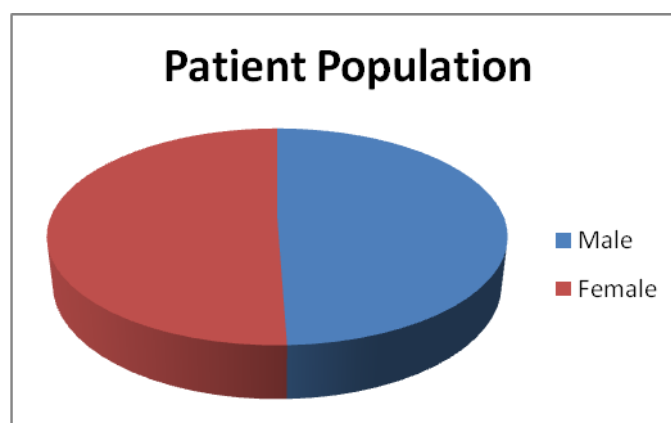
The Practice is also a training practice affiliated to West Midlands Postgraduate Deanery and Warwick University.

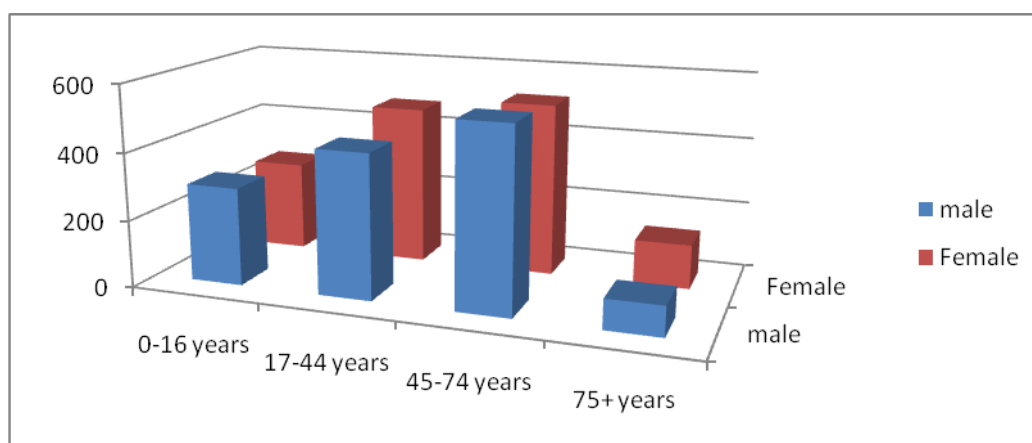
The practice building is open from 8.30am till 6pm daily closing for lunch between 1 & 2.30pm apart from on a Thursday when it closes at 1pm. Surgery starts at 9am and runs till 11am. Afternoon surgery starts at 4pm and runs till 5.30pm. Patients can access the practice by calling 01675 442510 or by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

The practice holds an evening surgery once a week from 6.30-7.30pm. This is held every Tuesday with the third week alternating to a Friday to assist patient access. 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:



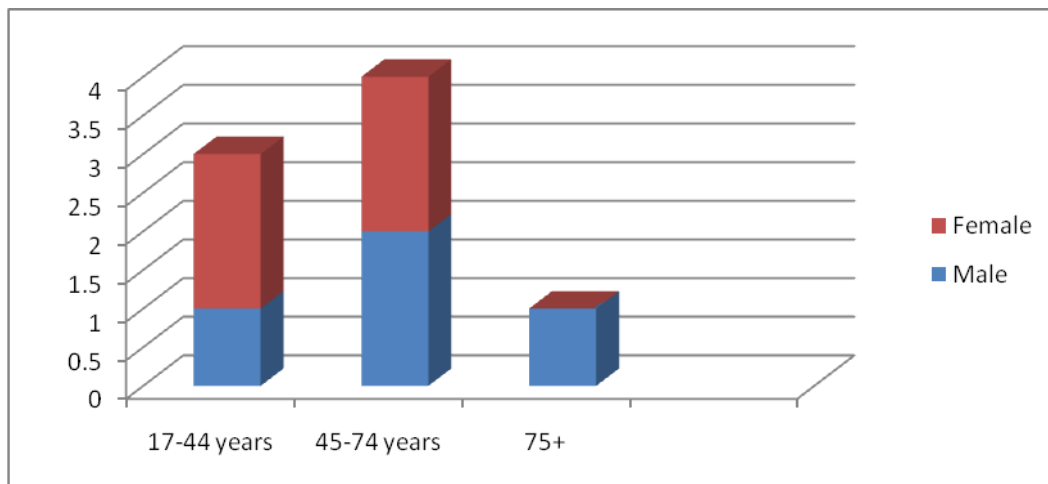


94% of the patient population is registered as White British, the other 6% made up of the following:

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%

Back in April/May 2011 the Practice actively starting placing notices in the local shops in the village, posters up in the surgery and arranged for some notices to go out in the local village magazine called the Chronicle to encourage patients to become members of its new PPG. We approached various patients that we thought we would be interested & all staff were briefed at a practice meeting to discuss with patients to try and encourage patient participation. Following the recruitment period it held a meeting in June asking patients to come and see what the PPG would be about.

At the meeting a presentation was given explaining to the patients what a PPG/PRG would be about and to discuss the aims and values of the group. Following on from this evening a PPG was formed with 7 patients volunteering to be on the committee (we have since had another member join). Please see below for breakdown down of the group.



Within the members of the group, each age range has a fair representation. 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.

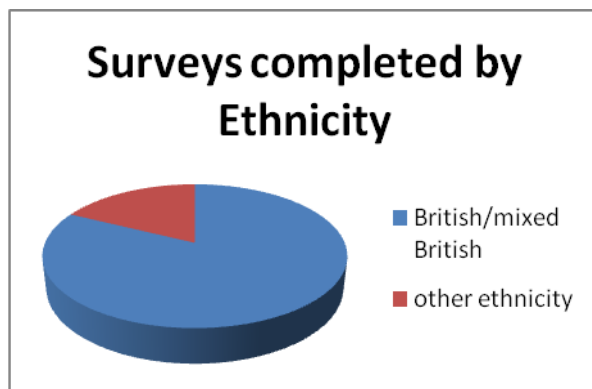
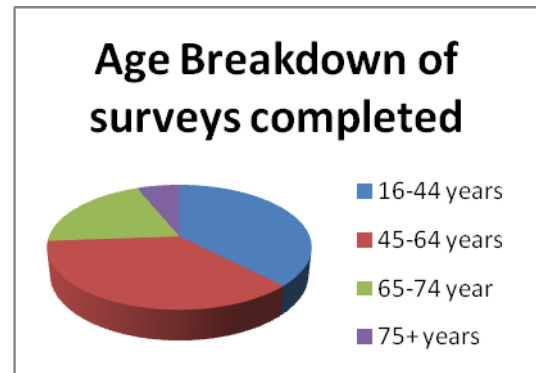
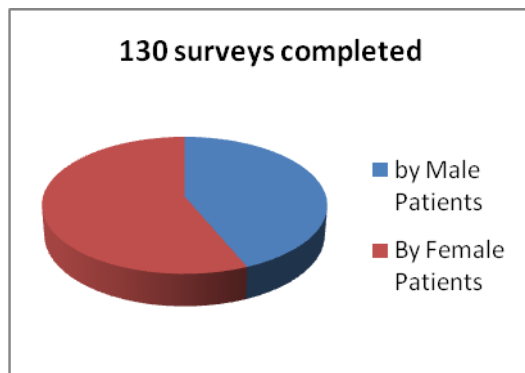
Since its inception of the group, one of the patient members has agreed to become Chairman and where possible attends the Area PPG Forum meeting. The Practice has also registered with the National Association for Patient Participation. The aim of the group is to encourage a positive relationship between 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.

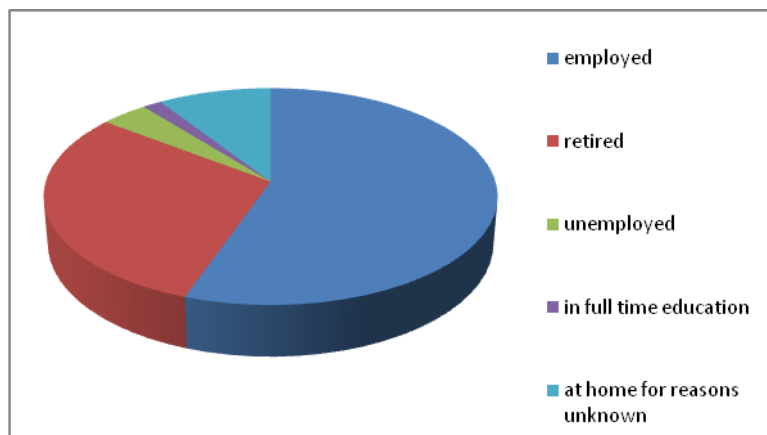
One of the aims of the group is to conduct an annual survey as part of the Directed Enhanced Service for Patient Participation. As it was the Groups first year, and having recently had a new practice manager join the practice, it was decided that we would conduct the GPAQ version 3 survey rather than attempt to write our own, with the proviso if any major concerns or views became apparent from the GPAQ, the group could look at writing their own the following year to address any of the concerns/queries raised in more detail if required.

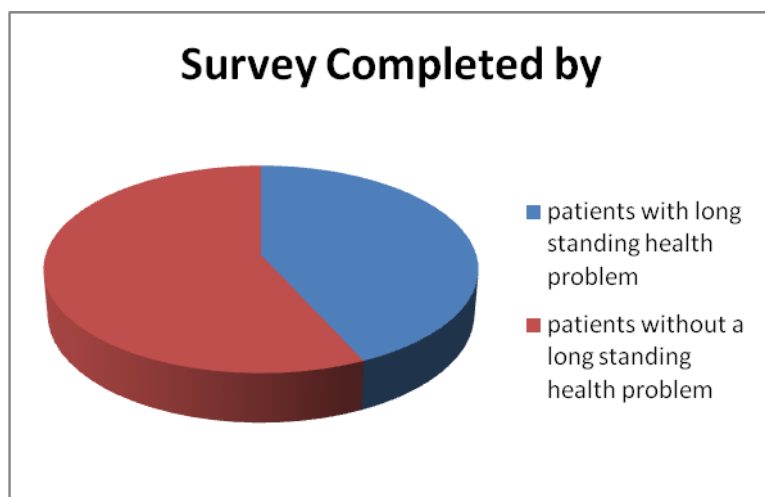
The GPAQ survey was introduced after the 2004 GMS contract as one of two questionnaires approved as part of the Quality & Outcomes Framework (QOF). It is a short four sided survey asking questions about receptionists, appointments, opening times, communication with doctors & nurses, continuity of care 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:



Patients who completed the form were





At the January 2012 PPG meeting the results of the survey having been analysed by the practice where discussed and an action plan devised from the discussions. Overall the PPG and the practice were pleased with the survey result and the PPG were effusive in their praise of the practice's service to the local community.

Action Plan

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
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	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

	practice as part of their training programme.	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.
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.
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 of booking appointment the practice would endeavour to have it available.

The overriding factor that came across, not necessarily in the patient survey but definitely from the discussion in the past twelve months with the PPG and their canvassing of patient opinions is that the practice needs to find a way of communicating more effectively with its patients. Up until now the practice has relied on putting small articles in the local magazine called the Chronicle & putting posters up in the surgery and local shops. The local parish council has recently introduced a magazine that is now distributed to all the houses in the village, not just a few. It has been decided that the practice would introduce a regular newsletter advising patients of changes to the practice or generally trying to educate them on matters of interest.

This written report was disseminated to the PPG for them to read along with the newsletter for them to read and discuss 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 newsletter 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 and newsletter have been uploaded on to the surgery website.

All the points raised have been included in a newsletter which the practice is arranging to be printed and circulated with the help of the parish council. At the time of publishing this report the local pharmacy has just been taken over by a small independent pharmacist and the PPG & Practice thought it would be a good idea to allow him to put together some information to send out along with the newsletter advising the patients about his plans for the pharmacy's future.

