

Patient Participation Report 2014

College Way Surgery

This report contains the same general information as in previous years but it now has to be in a standard reporting format.

1 A description of the profile of the members of the Patient Group

- * For example the age, sex and ethnicity profile of the Provider's population and the Patient Group.

(Component 1)

The Group was formed in the middle of 2011 and operates by corresponding by email and holding regular meetings. The group gained several new members in 2013 and there are over 30 regular members. The Group and contact points are advertised on leaflets, on the patient screens within the surgery and on the website.

College Way Patient Group Profile

	0 - 24	25 - 44	45 - 64	66 - 84	84 +
Male	0	1	3	11	1
Female	0	4	4	9	1

The Patient Group profile includes patients who are currently in one or more disease categories.

A selection of the disease categories can be found below.

- Hypertension
- Chronic Heart Disease
- Asthma
- Diabetes
- Chronic Kidney Disease
- Epilepsy
- Chronic Obstructive Pulmonary Disease

Some of our Group are employed, some are retired and a number of them act as carers. Overall we have a representative profile within the Group of illness, need, age and gender but there is a bias in the "regulars" of over 40 years old.

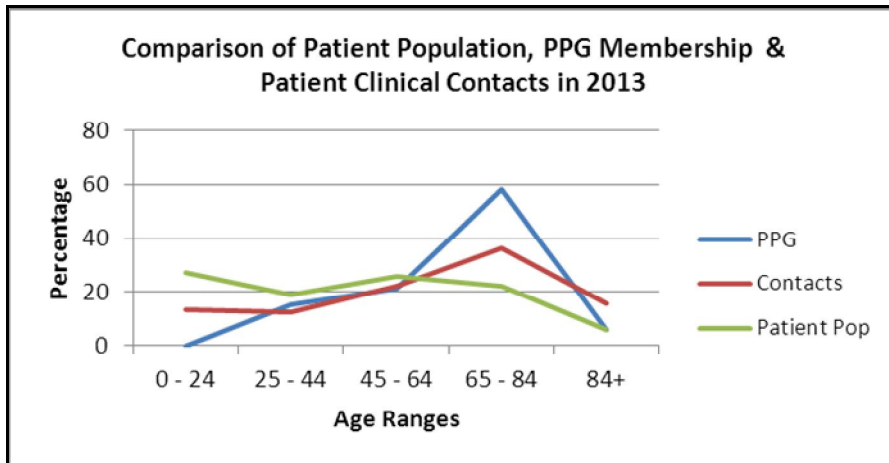
College Way Patient Population Profile

	0 - 24	25 - 44	45 - 64	66 - 84	84 +	Total
Male	1811	1109	1503	1272	245	5940
Female	1640	1230	1735	1466	446	6517
Totals	3451	2339	3238	2738	691	12457

The practice has the lowest deprivation index value in Somerset and a higher proportion of patients over 60 than both the national and Somerset averages. These two factors most affect our disease profile and the number of clinical contacts per patient per year.

College Way Clinical Contacts in 2013

0 - 24	25 - 44	45 - 64	66 - 84	84 +	Total
9701	8885	15786	26379	11189	71940



Interestingly our Patient Group profile reflects the clinical contact profile well.

We have the ethnicity status of 5200 of our 12457 patients. The majority are White British.

White	British	86.5%	Black or Black British	Caribbean	0.1%
	Irish	0.4%		African	0.5%
	Other	4.9%		Other	0.1%
Mixed	White & Black Caribbean	0.2%	Asian or Asian British	Indian	1.9%
	White & Black African	0.1%		Pakistani	0.1%
	White & Asian	0.4%		Bangladeshi	0.1%
	Other	0.4%		Other	2.1%
	Chinese	1.0%	Other Ethnic Group		0.8%

The majority of the Patient Group has provided an ethnicity status. There are two white Irish members and the remainder of those recorded are White British.

2 Steps taken by the Provider to ensure that the Patient Group is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and Patient Group members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

For the under 40 age group, we actively encouraged interest this year by sending targeted letters to patients who are using online access for repeat prescriptions. In the letter the feasibility of being able to partake in group decisions by utilising the internet and without the need to attend meetings was highlighted.

To date this method has resulted in two extra members under the age of 40 but none below the age of 30. We intend to continue to send targeted letters in 2014 as the method has brought the best results so far but we will now specifically target those under 30 only.

3 Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

- * How were the priorities identified and agreed?

(Component 2)

Survey topics were agreed at the October meeting of the Patient Group. The first two surveys had concentrated on the use of IT for making appointments and requesting repeat prescriptions. The Group felt that this year's priority should be a survey that would deal with two new areas of patient experience together with a question that would hopefully point to areas where change or improvement may be useful made in the future.

The survey questions were: -

1. **Education Events.** One of the previous patient feedbacks had indicated a desire for some form of educational events dealing with specific health issues. A dementia event is already planned (2 April 2014) and the survey listed four other possible subjects (Hypertension, Asthma, Diabetes, Sexual Health). The question also asked for any other areas that may be of interest.
2. **Waiting Room Layout.** During the year a small number of patients had suggested a re-arrangement of the current seating layout in the waiting area. The Patient Group decided to add a question relating to this in the survey. The survey first asked patients to indicate if they were happy with the current layout or not. If they were not happy there was a diagram on the rear of the survey form on which an alternative layout could be drawn.
3. **Services Provided by the Surgery.** This was a very open question and allowed patients to express their view on how they thought the surgery currently operated and to put forward suggestion for change or improvement.

The final survey form was finalised by the beginning of December and a copy of it is in Appendix 2.

4 The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

All three questions relate to issues that regular users of the surgery were most likely have a view on and the Patient Group felt that the most effective way to maximise a response would be to present patients attending the surgery with the opportunity to complete the survey during or after their visit.

The survey forms were available in the waiting area and also handed out to patients by the receptionists in January. The Patient Group had asked that the survey period would close once 200 forms had been received but, in the end 246 forms were returned. Survey forms were returned to the surgery by hand, by post and by email.

Once the survey had closed the Chairman of the Patient Group analysed and summarised the results.

5 Details of the steps taken by the Provider to provide an opportunity for the Patient Group to discuss the contents of the action plan in Section 7 (of this template)

- * How was the Patient Group involved in agreeing the action plan?

* Were there any areas of disagreement, and if so how were these resolved?
(Component 4)

The survey results and draft annual report were circulated to members of the Patient Group by email. The Patient Group met to discuss the results of the survey on 12 March 2014. The meeting began with a review of the 2013 action points (Appendix 1), then moved on to review the survey results before finally deciding on which elements of the survey responses would be taken forward as action points for 2014. The Groups' own views were added to those of the patients completing the survey. Members of the Group who were unable to attend the meeting were given the opportunity to comment by email.

There was no disagreement on the actions selected but it was noted that it is very difficult to suit all patients when it comes to the waiting room layout.

6 A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey
(Component 4)

College Way Surgery Patient Group Survey Report Feb 2014

Q1 Education Events

A range of education events were suggested with Diabetes being the leading choice.

Title	Responses	Percentage of those responding
Diabetes	75	30%
Hypertension	43	17%
Asthma	40	16%
Sexual Health	18	7%
Weight Loss and Obesity	8	3%
Anxiety and stress	8	3%
Mental Health issues	5	2%
Joints (arthritis etc.)	4	2%
Cancer	3	1%
Others (see below)	42	

Other subjects suggested which had 1 or 2 requests included: - Neuralgia, Men's health, Healthy living, Control of surgical pain, Arterial Fibrillation, Childcare, Eczema, Hernia, Parkinson's, M E, Food allergies, First Aid and CCCP, Leg exercises, Mobility and Falls, Menopause and Strokes.

Q2 Waiting Room Layout

The answers to this question showed that there was an overwhelming satisfaction with the current layout. (214 (87%) patients stating satisfaction).

There were a small number of suggestions for radical change which are probably not possible with the size and shape of the area. Parts of these, along with a number of suggestions for smaller additions or changes, might be possible to incorporate without interfering with the current general arrangement. Some of these include more chairs for those with mobility difficulties, more and a greater variety of magazines, books and toys and larger TV screen.

Q3 Services Provided by the Surgery

There were many comments and suggestion in reply to this open question.

Although not specifically requested, 65 (26%) of patients used this part of the form to show their great satisfaction with the service currently provided at the College Way Surgery. This should be conveyed to all those working at the surgery and at the appropriate time to the CQC inspectors when they come.

Listed below are some of the suggestion made for change or improvement: -

Receptionist to use a microphone

A seat outside for patients waiting for a taxi

More help in reception at busy times

Provision of additional surgery times in the evening and at weekends,

Bigger and better toilet facilities

Regular year round travel clinics

More female doctor appointments

The ability to see the same doctor (without a long wait)

Patients be requested to provide e mail address

The telephone automated voice could be improved

Flu jabs to be given by the doctor at a normal surgery appointment for those who need a taxi to attend the surgery

7 Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented.

(Component 5)

Nurse Appointments Online (Following through from the 2013 action points)
Nurse blood test appointments are now available online and Group members will feedback on the ease of use. College Way Surgery plans to then add blood pressures as the next type of nurse appointment available.

Target Date:- 30 April 2014

Improving Representation (0 - 24 Age Group)

There are still no patients aged between 0 & 24 in the Patient Group and this age range represents 27% of our population and 13% of our clinical contacts. Given the success of using targeted letters to raise the number of Group members under

the age of 40, the Patient Group asked College Way Surgery to continue to send targeted letters in 2014 and to focus particularly on those patients under 30 years old.

Target Date:- Ongoing through year

Improving Representation (Other Ethnic Groups))

It is disappointing that we have been unable to attract any patients whose ethnicity is not British or Irish to join the Patient Group. Given the success of using targeted letters to raise the number of Group members under the age of 40, the Patient Group asked College Way Surgery to also send targeted letters in 2014 to patients from other ethnic groups and to do this across the whole age range.

Target:- Ongoing through year

Waiting Room Layout

Agreement to leave the layout as currently is but to look at spacing the rows further apart

To add further chairs for less able patients with higher seat heights than those currently available.

To add a further display screen

To investigate the possibility of extra tables and wider magazine distribution in the waiting area.

Target Date:- Investigations complete and circulated to members in May in advance of next Group meeting in June.

Patient Education Events

College Way Surgery will aim to hold a patient education event every 3 months. Using the survey results as a guide, the Group decided that a Diabetes event focused on Foot Care and the Use of Insulin would be our next objective.

Target Date:- Mid June

Services Provided in the Surgery 1

Public Address: - Provide a microphone for receptionists to speak to the waiting room (occasional general announcements only). This will help those that are hard of hearing.

Target Date:- End of May

Services Provided in the Surgery 2

Telephone Automated Voice: - The current telephone setup has two different human voices (i.e. not machine generated) that are relayed at different stages of a call. This will be changed to one clear and concise human voice.

Target Date:- End of April

Services Provided in the Surgery 3

Patient to be Requested to Provide email Address:- College Way Surgery will contact all those patients who have registered for on-line services and ask if they are willing to let the surgery use their email to contact them for reminders and other administrative issues.

Target Date:- End of July

8 The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

Details of the surgery opening hours and how to book an appointment are given in the "Surgery Information" and "Online" pages of the website.

http://www.collegewaysurgery.co.uk/opening_hours.htm

<http://www.collegewaysurgery.co.uk/appointments.htm>

In summary the Surgery Opening hours are as follows:--

Monday	8.30am to 6.30pm
Tuesday	8.30am to 6.30pm
Wednesday	8.30am to 1.00pm & 2.00pm to 6.30pm
Thursday	8.30am to 6.30pm
Friday	8.30am to 6.30pm
Saturday	CLOSED
Sunday	CLOSED

9 Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

The surgery offers late appointments (after 6.30pm) every day from Monday to Friday. Priority for these appointments is given to patients who are working and unable to attend during the day.

Appendix 1

Review and update of Action Points from 2013 Survey

Some nurse / phlebotomy appointments released for online use

With a change of software, the surgery was finally able resolve how it may release some nurse appointments for online access whilst still ensuring that the appointment is with the appropriately skilled nurse. Appointments have been available for a few weeks and the usage will be reviewed monthly.

Arrange a patient meeting on caring for relatives with Dementia

Arranged for 2 April 2014

Ease of Use of website

Feedback from the majority of users is positive and no further work is proposed. Online services are now also available on smart phones.

More GP appointments released for online use:-

Extra appointments have been made available. Currently 15% of GP appointments are available online and bookings arranged through online access run at approximately 25% of those available.

It may be of interest to note that online repeat prescription requests are now very popular and are currently running at 44% of all repeat prescriptions ordered.

College Way Surgery - Patient Survey 2014

Education Events

One of the requests from previous patient feedback is that we organise some education events for patients and their relatives. The Patient Participation Group proposed that we should initially focus on some of the long-term conditions that affect many of us. Our first one will be on Dementia but what would you like to see as our next one?

Please tick those topics that you would most like to see arranged or add a new suggestion in the box provided

Hypertension Asthma Diabetes Sex/Health

New Suggestion?

Waiting Room Layout

Some patients have asked us to alter the layout of the Waiting Room. The present layout is shown on back of this sheet with chair rows marked as lines - - - - - .

What do you think of the “theatre style” layout we have now or would you prefer a different layout and, if so, what?

I would prefer to leave waiting area layout as it is

I prefer an alternative layout
(Please sketch your idea on the back of this sheet)

Services Provided by the Surgery

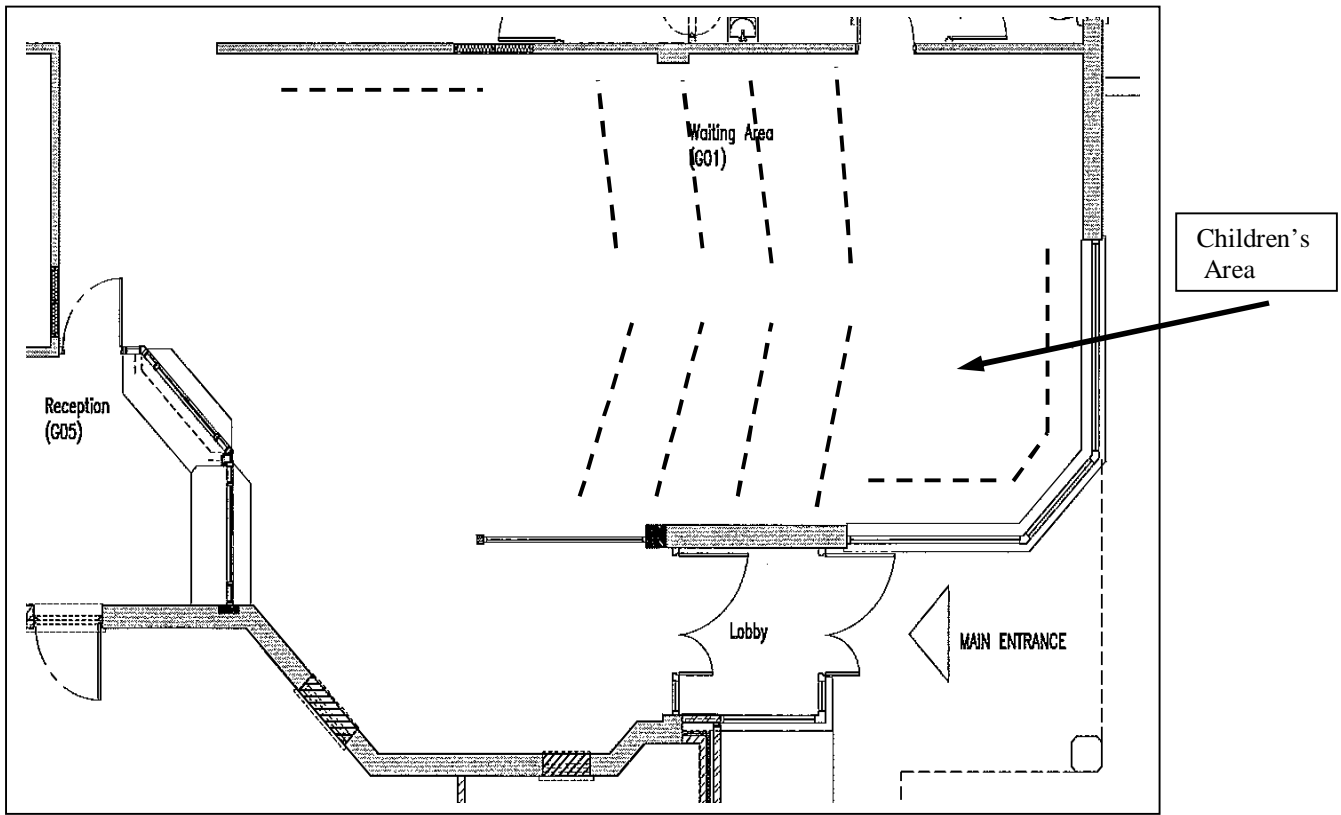
The Patient Participation Group would be interested in receiving any comments you may have about the services provided by the surgery and any thoughts you may have on how they could be improved or changed.

Please return questionnaire to the surgery or email copy to
PRG@collegewaysurgery.nhs.uk

If you would like more information on the Patient Group or full details of our online and voicemail services, please visit www.collegewaysurgery.co.uk or email Derek Spackman at PRG@collegewaysurgery.nhs.uk

Waiting Room Layout

Current Layout



If you prefer an alternative layout, please sketch your ideas below and return questionnaire to the surgery or email copy to PRG@collegewaysurgery.nhs.uk

