

APPENDIX A

Drs Molony, Stillman & Partners

**Patient Participation DES
Local Participation report 2013/14**

The Practice has been running a Patient Reference Group since 2007 and it has been a very useful way of receiving feedback from patients, but attracting people to the group has been difficult and the members did not fully represent the demographics of the Practice. The DES has guided the development of the group so that there is now both a face-to-face and a virtual PRG which has more members and so can better reflect the practice population.

This is now the third year that the practice has participated in the DES and the virtual group has grown slowly over the last year. Application forms are available at reception and are included in new patient registration packs, and they can also be downloaded from the practice website to enable people to join up as easily as possible.

Requirement 1

Provide a description of the profile of the members of the PRG

Members of the Patient Reference Group (PRG) are recruited from patients of Dr Molony & Partners registered at Sturry Surgery and the Canterbury Health Centre.

The Practice has a 'virtual' Patient Reference Group. This means that patients are invited and encouraged to give their feedback on various aspects of the practice by using the PRG Web Portal that is sent to them on a regular basis by the Practice Manager. We communicate with the PRG members once a quarter and contact them via email. The group gives feedback by email as well as on the website and the kiosks in the Sturry Surgery and Canterbury Health Centre. There are currently 54 members of the group.

In addition to this, the Practice has a smaller group of 8 patients who meet once per quarter. This allows face-to-face discussions which the Practice has found to be very beneficial.

A breakdown of the demographic of both the Practice and the PRG is given below:

Demographic	% Practice	% PRG
SEX		
Male	46.5	46.3
Female	53.5	53.7
AGE		
Under 16	15.5	0
17-24	25.2	5.5
25-34	15.8	13.0
35-44	12.6	22.2
45-54	10.6	7.4
55-64	8.6	20.4
65-74	6.8	20.4
75-84	3.2	9.3
Over 84	1.7	1.85
EMPLOYMENT		
Employed		41.5
Unemployed		17.6
Retired		31.6
Student	19.8	5.6
Housewife		3.7
ETHNICITY		
White British	51.3	64.8
White Irish	1.9	9.3
White Other	17.1	16.7
White & Black Caribbean	0.4	1.85
White & Black African	0.3	0
White & Asian	0.4	3.7
Other mixed	0.6	0
Indian	1.6	1.85
Pakistani	0.6	0

Bangladeshi	0.2	0
Other Asian	3.6	0
Black Caribbean	0.4	0
Black African	1.6	0
Black Other	0.6	0
Chinese	0.9	0
Any Other	2.4	1.8
Not Stated	16.1	0
PARENT OF AN UNDER 18YR OLD	5.4	21.6
CARER	0.3	5.4
DISABILITY	0.6	18.9

Requirement 2

Detail the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category

A breakdown of practice demographics was undertaken as reported above.

There remains under representation from the following groups:

- Patients under 24 years old
- Ethnic minorities

There is over representation in the following group:

- 55-74 years old

Representation from under 24 year olds, students and ethnic minorities has improved from last year due partly to targeting new students and overseas students during the registration process.

The following steps are being taken to increase representation:

- Sign-up forms are being given to all new patients registering with the Practice.
- Forms are available at the Reception desk
- A sign-up form is available from the practice website.
- A link to the Practice website has been added to the Canterbury Christ Church University intranet to encourage students to register and give access to the PPG sign-up form.
- The Practice provides healthcare guidance to overseas students during registration at Christ Church University as part of our Occupational Health commitment and students are encouraged to join the PPG during this session. This has helped with recruitment of both under 24 yr olds and ethnic minorities.
- Now that membership of the PPG is over 50 patients we have become more selective in those who are accepted so that the demographic of the group better represents the demographic of the whole practice.

Requirement 3

Provide details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The results of last years' surveys were discussed with the Partners and the PRG. Overall results were positive but it was noted that continuity of care with the same Dr was sometimes difficult. Following this we raised awareness of advance bookings to help with availability of particular Drs and GPs increased their level of booking their own follow-up appointments.

Following the review of last years' surveys and outcomes discussions were held at the PPG around which areas to look at this year. The main area of concern was that only 88% of patients felt that they were always treated with dignity and respect, which was felt to be lower than should be the case. It was decided to concentrate on this area for the survey.

Content of the survey was discussed at a PRG meeting prior to rolling it out.

Requirement 4

Describe the manner in which the contractor sought to obtain the views of its registered patients

The practice engaged with NETbuilder to provide their comprehensive managed survey solution, NBSurvey, to enable the collection of views from patients in multiple locations across various demographic groups. This enabled us to canvass our patients' opinions via an input channel most suited to them, from physical paper and in-practice touch screen kiosks / laptops, through to virtual online surveys.

Discussion with the PPG following last years' surveys identified one main priority area for further investigation. This was:

- Being treated with Respect & Dignity

Surveys were sent to the PRG to complete, following which the surveys were also added to the survey kiosks for other patients to complete. Hard copies were additionally handed out to patients when they attended the surgery.

We used the Input Channel Evaluation Criteria from NetBuilder to help us decide which channels to use for Sturry Surgery and Canterbury Health Centre and these were:

- In-surgery Kiosk: to capture patients from all demographics visiting the surgery
- Paper: available in the surgery as an alternative to the kiosk.
- PRG Web Portal: specific portal to for PRG Members

Information is displayed in the waiting areas at both sites, both above the input kiosks and on the patient information displays. Reception staff encourage patients to complete the surveys and paper copies of surveys are available for those who are not comfortable with using the touch screens
We also have a Patient Participation section on our website which gives details of the surveys.

Requirement 5

Detail the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

The results of the survey were discussed at a clinical meeting and distributed to the Virtual PPG for comment. The results were considered to be very encouraging as almost 100% of patients said that they were treated with Respect and Dignity which was significantly better than the 88% achievement that was shown in last years' survey. From comments given on the survey forms the main area of concern was the waiting time to be seen at the Canterbury Health Centre

Taking the above into account an action plan was created and circulated to the members of the PRG by email for comments. No comments were received back and so the action plan was implemented unchanged.

Requirement 6

Provide details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

Area for Improvement	Recommendations	Actions	Practice Lead	Date for Completion/ Review	Comments
Long waiting times to be seen at the Canterbury Health Centre	<ul style="list-style-type: none"> Increase clinical capacity Review systems to maximize clinical time available 	<ul style="list-style-type: none"> Employ an additional GP. Remove some of the administrative work from GPs and allocate to Admin staff Run survey on waiting times at both sites after implementing changes. 	Practice Manager	01/06/14 01/05/14 31/12/14	Survey to be devised and added to survey kiosks

Requirement 7

Provide a summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey

Respect & Dignity

Scores in the survey were rated 1 – 5, where 1 = Strongly Disagree and 5 = Strongly Agree

- Reception Staff
 - 100% of patients reported being treated with Respect and Dignity by Reception staff at both the Sturry Surgery and the Canterbury Health Centre.
 - 91.1% of patients scored Reception staff at 4 or 5 for acknowledging them promptly at the Canterbury Health Centre
 - 96.5% of patients scored Reception staff at 4 or 5 for acknowledging them promptly at the Sturry Surgery
 - 91.1% of patients scored Reception staff at 4 or 5 for being friendly and polite at the Canterbury Health Centre
 - 96.5% of patients scored Reception staff at 4 or 5 for being friendly and polite at the Sturry Surgery
 - 95.6% of patients scored Reception staff at 4 or 5 for being helpful at the Canterbury Health Centre
 - 94.8% of patients scored Reception staff at 4 or 5 for being helpful at the Sturry Surgery

- Doctors
 - 100% of patients reported being treated with Respect and Dignity by Doctors at the Canterbury Health Centre and 98% at the Sturry Surgery.
 - 92.9% of patients scored Doctors at 4 or 5 for listening to their concerns at the Canterbury Health Centre
 - 94.7% of patients scored Doctors at 4 or 5 for listening to their concerns at the Sturry Surgery
 - 90.5% of patients scored Doctors at 4 or 5 for being friendly and polite at the Canterbury Health Centre
 - 93.0% of patients scored Doctors at 4 or 5 for being friendly and polite at the Sturry Surgery
 - 92.9% of patients scored Doctors at 4 or 5 for giving them the time they needed at the Canterbury Health Centre
 - 94.7% of patients scored Doctors at 4 or 5 for giving them the time they needed at the Sturry Surgery

- **Nurses**
 - 100% of patients reported being treated with Respect and Dignity by Nursing staff at both the Sturry Surgery and the Canterbury Health Centre.
 - 95.8% of patients scored Nurses at 4 or 5 for listening to their concerns at the Canterbury Health Centre
 - 97.9% of patients scored Nurses at 4 or 5 for listening to their concerns at the Sturry Surgery
 - 95.8% of patients scored Nurses at 4 or 5 for being friendly and polite at the Canterbury Health Centre
 - 97.9% of patients scored Nurses at 4 or 5 for being friendly and polite at the Sturry Surgery
 - 95.8% of patients scored Nurses at 4 or 5 for giving them the time they needed at the Canterbury Health Centre
 - 97.9% of patients scored Nurses at 4 or 5 for giving them the time they needed at the Sturry Surgery

The following comments were received:

Sturry Surgery:

- Lovely, well organised surgery.
- I feel very happy with Sturry Surgery, I have always received fantastic care.
- I have been a patient with the surgery for over 30 years and have found everyone to be very professional and have never had any problems with any appointments.
- Always treated very well.
- Keep up the good work.
- I have found at the surgery that I am always treated with respect, always very pleasant.
- When the surgery was closed recently it would have been helpful to have this information online. Hoping that online booking will soon be available.
- Always excellent service.

Canterbury Health Centre :

- Everyone at the Drs is nice, always helpful to me thank you.
- My only query is on time, to keep the time as per the appointment booked but I do understand that it could be difficult to accord each patient the same given time.
- I am generally happy with the way I am treated at the surgery considering it is free at the point of use. I think foreign nationals should pay for their treatment.
- Appt at 11.10 seen at 11.45.
- The only issue is the time waiting for the Dr, every time I wait for 20 - 40 minutes.
- Very good surgery.
- Confusion with regards to 2 different practices in the same building.
- Not very easy to request repeat prescriptions.
- Waiting times are long.
- The Drs and Receptionists always make you feel like your needs/worries are important.

- The Drs I have seen have helped me to learn to cope with my illness and always take the time to reassure me or investigate my problems, so I leave feeling better.

Full survey results are published on the website.

Requirement 8

Confirm details of the action which the contractor,

i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report

The results of last years' surveys were discussed with the Partners and the PRG. Overall results were positive but it was noted that continuity of care with the same Dr was sometimes difficult. Following this we raised awareness of advance bookings to help with availability of particular Drs and GPs increased their level of booking their own follow-up appointments.

Being treated with Dignity and Respect was identified as the main area for further work and this was targeted for this years' survey.

Further development of the PRG was also identified on the action plan following last years' survey and although numbers have only increased slowly the demographic mix is now more in line with the overall practice population.

As a result of this years' surveys the practice will:

- Recruit additional GPs to provide more appointments in order to reduce waiting times for getting an appointment. By reducing the number of additional appointments being added to GP surgeries this will also reduce the time waiting to be seen due to appointments overrunning.
- Review administrative work currently being undertaken by GPs and recruit additional administrative staff to carry out any aspects identified as not needing GP input. This will further increase clinical availability.
- Run a survey on waiting times in December 2014 once changes have been implemented.

Requirement 9

Detail the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Opening Hours

Canterbury Health Centre		Sturry Surgery	
08:30 to 20:00	Monday	08:30 to 18:30	Monday
08:30 to 18:30	Tuesday	08:30 to 20:00	Tuesday
08:30 to 18:30	Wednesday	07:00 to 18:30	Wednesday
08:30 to 20:00	Thursday	08:30 to 18:30	Thursday
08:30 to 18:30	Friday	08:30 to 18:30	Friday

The Canterbury Health Centre offers extended hours appointments on Mondays and Thursdays until 20:00. The Sturry Surgery also offers extended hours appointments on Tuesdays until 20:00 and opens earlier on Wednesdays at 07:00. These extended surgery times are intended for pre-booked routine appointments as the surgery is not open for telephone calls, prescription enquiries or registration at this time.

Our aim is to provide the majority of consultations on the same day that a patient calls where this is needed. This may be a face to face consultation in the surgery, or if more appropriate, a telephone consultation. These enable the doctors and nurses to help the patient with some problems or queries without having to attend the surgery. Appointments may also be booked up to one month in advance to enable follow-up appointments and appointments for non-urgent conditions to be made more easily. Patients may access services at the practice by either visiting the premises or telephoning reception. Additionally, repeat prescriptions can be requested 24hrs per day via the practice website.

Telephone Consultations

Patients are able to book a telephone appointment with a doctor who will call them back at an allotted time. This is often more convenient for patients when booking an appointment for issues such as discussing test results or queries with medications.

Home Visits

If someone is too ill to attend the surgery a home visit by a doctor or a district nurse can be arranged by calling the surgery.

When the Surgery is closed

NHS 111 is now live and is available to call 24 hrs per day for patients who require urgent care but are unsure where to go for help. When the surgery is closed NHS 111 will assess patients and direct them to the most appropriate provider for their needs.

South East Health Ltd has been commissioned by the Canterbury & Coastal Clinical Commissioning Group to provide Out of Hours GP cover and if this is deemed the most appropriate course of action NHS 111 will transfer patients' calls here.

Requirement 10

Clarify where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients

Extended hours are provided at the Practice as follows:

Mondays: Open 08.00 – 20.00hrs at Canterbury Health Centre
Tuesdays: Open 08.00 – 20.00hrs at Sturry Surgery
Wednesdays: Open 07.00 – 18.30hrs at Sturry Surgery
Thursdays: 08.00 – 20.00hrs at Canterbury Health Centre

During the extended hours periods of 07.00 – 08.00hrs and 18.30 – 20.00hrs only GPs and reception staff are available. All other healthcare professionals are available during the core hours of 08.00 – 18.30hrs.