



Filey Surgery
&
Friends of Filey Surgery
Patient Participation Group

Annual Report
March 2013

Introduction

The Filey Surgery, in conjunction with Friends of Filey Surgery Patient Participation Group (PPG), ensures that patients are involved in decisions about the range and quality of services provided by the practice. The group and the practice jointly work together to identify changes to services we provide and seek the views of patients through our practice survey. The outcomes of the survey are published in this report which we will make available on our web site and in the practice.

Background

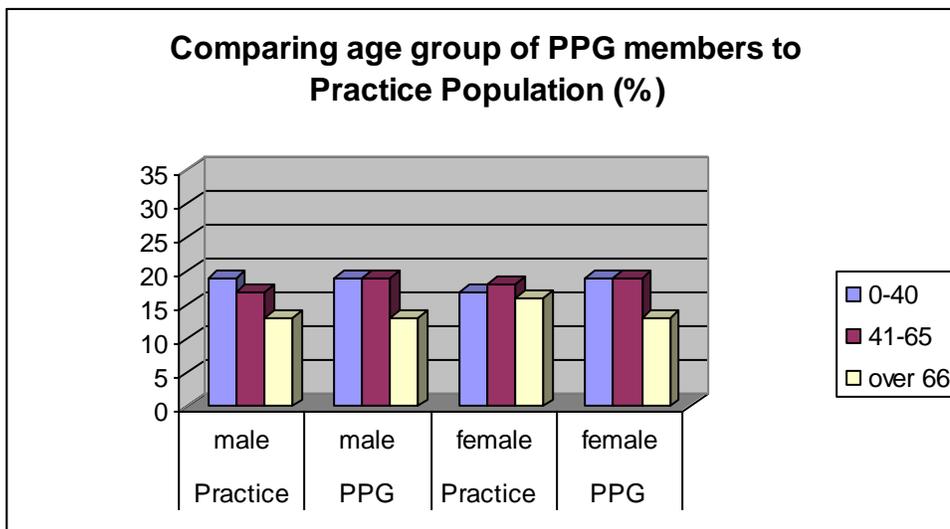
Filey Surgery offer a range of services to approximately 9000 patients in Filey and the surrounding area, and during the holiday periods we provide healthcare services to people staying in the area. Details of our services are available in our practice leaflet which is available in our practice and on our website – www.fileysurgery.co.uk

We have three GP partners (Dr Nunn, Dr Wynands and Dr Shepherd) and two Associate GPs (Dr Garnett and Dr Mainprize) and a team of Practice Nurses and Healthcare Assistants who work in the practice. Filey Surgery is a GP training practice and has qualified Doctors, working in the practice for either six months or a year, to enhance their General Practice training. The practice is also a Teaching Practice working with Hull & York Medical School to train and educate Medical Students.

Who are members of the Friends of Filey Patient Participation Group?

Our Patient Participation Group has now been in existence for several years. Just over a year ago we strengthened our membership to form our current group. The membership is diverse and represents the demographics of our patient list. The group have a notice board in the entrance to the surgery and their contact details can be found on the information desk by the notice board. Contact details are included in this report at Appendix D.

We have also recruited patients to our ‘virtual’ group, by advertising on our website, to ensure that those patients who perhaps could not attend regular meetings would have a voice within the group.



Ethnicity Profile: From our records the profile of patients registered with The Filey Surgery show that the vast majority of our patients are of White British origin.

White British	98.49%
Other Mixed	0.05%
Other	0.11%
Ethnic category not stated	1.35%

Our PPG is 100% white British but as you will see this is representative of our practice population.

Although we do not have direct representation from our Nursing and Residential Homes, one of our group members is actively involved in the local care community and represents this group of patients. We believe that the membership of the PPG represents the majority of our patient population.

We currently have a waiting list of patients who are keen to join our patient representative group, but as the regulations surrounding the formation of PPG's stipulates that they are demographically proportionate we have not been able to accept new members at this time. We will review this in the new year when we no longer have these stipulations.

The groups terms of reference can be found at Appendix C.

Current Areas of priority for the PPG

The group have met on five occasions during the last year. Meetings have included discussions on:

- Current healthcare issues, including the formation of Clinical Commissioning Groups (CCGs) and the financial challenges facing the locality
- Any updates regarding changes at the surgery
- Instigating our action plan from March 2012, and constantly reviewing the impact of changes made as a result of the action
- Agreeing the patient survey for 2012-13 – this was based on the results of the previous survey
- Reviewing the results of this years survey and agreeing an action plan for 2013-14

Agendas and minutes of the meetings, surveys and reports, have been sent to our virtual group members with questions and feedback dealt with by telephone and email.

Members of the PPG have also attended the surgery on several occasions to advertise the group and give patients an opportunity to get to know who they are. Members were available during our two Saturday morning flu clinics (around 1800 people attended on these days) and were available to encourage patients to complete our practice survey in January 2013. Feedback from patients regarding the group was very positive.

The Patient Participation Group met on 20th November 2012 to identify areas they felt were key issues and priorities that they would target in a survey for 2012-13. These areas were

drawn from the results and comments of the previous practice survey. The main areas were in relation to:

- Awareness of The Friends of Filey Surgery Patient Participation Group
- Awareness and content of our quarterly Newsletters
- Use of text messaging to remind patients about their appointments
- Awareness and usefulness of telephone consultations with Doctors
- Awareness and content of our surgery website www.fileysurgery.co.uk

The group felt that we should carry out a survey targeted at improving communication between the practice and its patients. Proposals for the type/scope of questions were discussed and drafted by the group. As in the previous year, the questionnaire was kept reasonably concise to encourage greater uptake of completion of the survey. A copy of the survey is attached at Appendix A.

Carrying out the survey

The survey was carried out over a two week period from 14th January 2013. All patients who attended the surgery during this time were asked to complete the survey. Over the two week period we collected 401 questionnaires from patients seeing a range of clinicians.

With the assistance of the PPG members we were encouraged that we received more completed surveys than in previous years.

The Survey Results

Total no of surveys filled out = 401

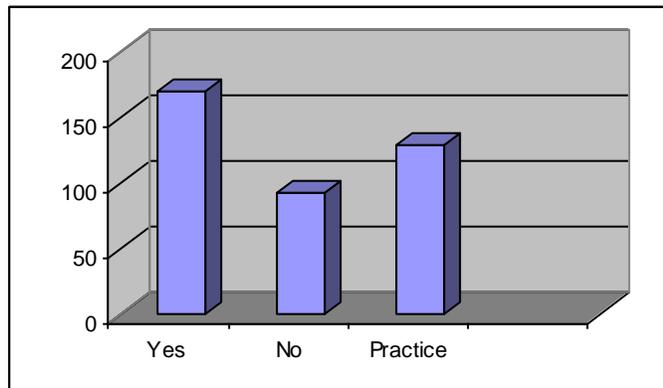
Friends of Filey Surgery - Patient Participation Group (PPG)

This group was formed in January 2012. The group consists of 8 patients who meet with the practice staff on a regular basis, and have been available to meet patients at the surgery during our flu clinics. The group have a notice board situated at the entrance to the surgery with their contact details available for patients. We also have a virtual group of 8 patients who give us feedback on issues we discuss.

Q1 – Were you aware of the practice Patient Participation Group and its members?

Yes	143
No	258

Q2 – Have you contacted, or would you feel comfortable to contact any member of the group about issues that you would like to raise regarding the surgery?



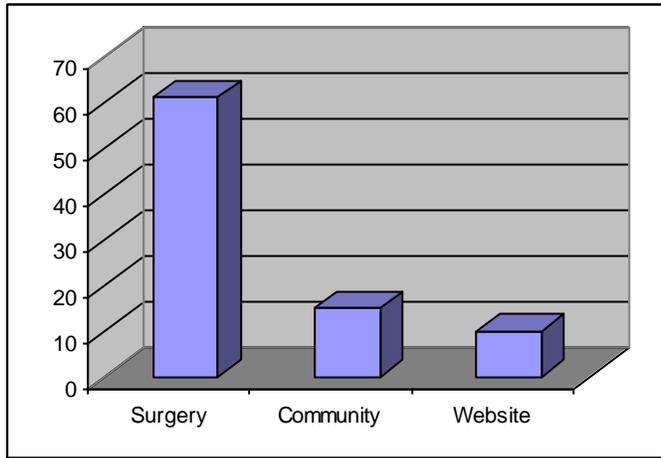
Newsletter

We have produced 4 newsletters this year with topical information included. This has been available in the surgery, on local community notice boards and on our website

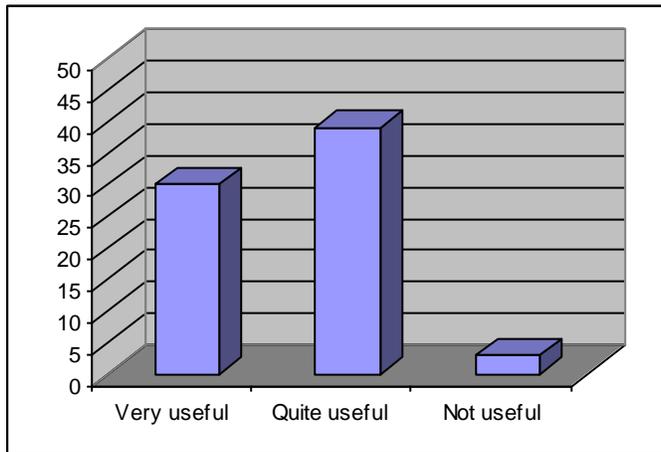
Q3 – Have you seen our newsletter?

Yes	79
No	330

Q4 – Where did you see the newsletter?



Q5 – If you have seen a newsletter, how useful did you find the content?



Q6 – Would you be interested in having our newsletter e-mailed to you?

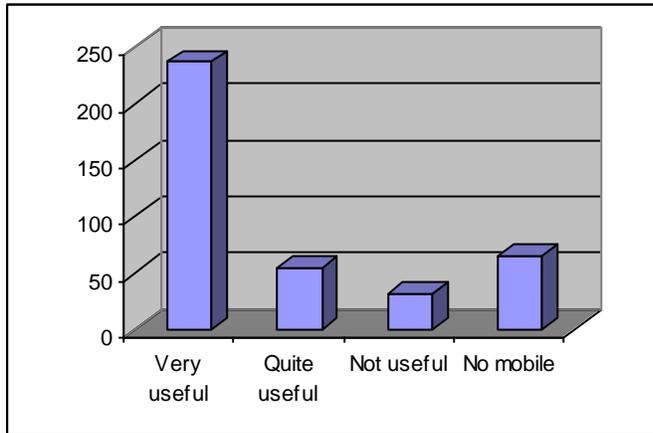
Yes	126
No	238

Text messaging

In June 2012 we introduced a system to remind patients about their appointments by sending a text message to their mobile phone.

This was to try and reduce the amount of Did Not Attends as the practice loses a large amount of available appointments as a result of these.

Q7 – How useful is having text reminders to your mobile phone?



Q8 – Would you like confirmation of appointments sent to your mobile phone after making a booking?

Yes	198
No	113
No mobile	66

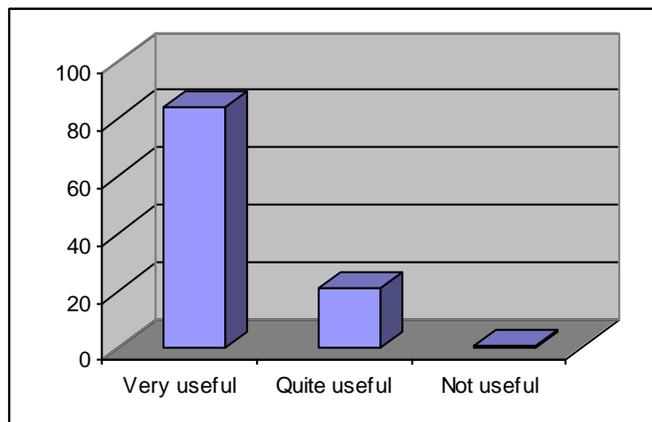
Telephone Consultations

The practice offers the opportunity for patients to discuss any problems with a Doctor on the phone if they do not feel that an appointment is necessary. These are available on a daily basis – the Doctor will usually phone you back after surgery.

Q9 – Have you used the telephone to consult with a Doctor?

Yes	107
No	297

Q10 – If yes, how useful did you find this?



Q11 – Is this something that you would consider using in the future?

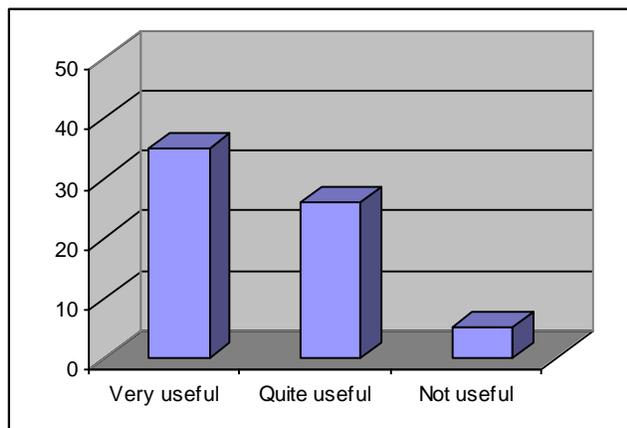
Yes	313
No	57

Website
This year we re-launched our surgery website www.fileysurgery.co.uk
The new website contains useful, up to date information about the surgery and its services.
There is also the facility to order your repeat prescriptions in a secure way, and to be able to view any of your booked appointments.

Q12 – Have you visited our new website?

Yes	62
No	244
No computer	84

Q13 – If yes, how useful did you find our website?



Review of survey free text comments

The survey asked for comments where appropriate and we received some very helpful feedback. There were some recurrent themes as follows:

- * Patients had mixed feelings about whether they would contact a PPG member if they had an issue/query or whether they would contact the practice first.
- * Patients would like more information available on the Friends of Filey group – this can be found in this report, or on the PPG board in the entrance to the practice.
- * Many patients commented on how useful appointment reminders were for a variety of reasons – we hope that this will reduce the number of appointments wasted by patients not attending.
- * Some patients were not aware that they could consult with Doctors by telephone. This is something that is available in addition to face to face consultations.

Action plan

The PPG held a meeting with the practice, on 6th February 2013, to review the survey findings and feedback. This was also to develop an action plan for the practice, and identified areas that the group felt they could be involved in, to help make improvements.

The members of the group decided on the action plan for the forthcoming year. All areas were agreed upon and the practice felt that these would be beneficial in improving the service to Filey Surgery patients. As there were no contractual considerations as a result of this action plan it was agreed to publish and monitor it between the practice and the PPG.

Action Plan 2013-14

Newsletter – to ensure that this is made more prominent and available to improve distribution. To continue to produce quarterly with topical content and information for patients.

To make the newsletter available by email for those that sign up – to be advertised in the summer newsletter.

To further raise awareness of **The Friends of Filey Surgery** (patient participation group) by producing articles for the local press and radio.

Text messaging – to continue with system of reminders for patient appointments. Reception to explore, with patients, whether extending this to include confirmations to be sent to mobile phones at time of booking appointments.

Practice to continue to check that mobile phone numbers are up to date in patient records.

Telephone consultations – to improve communication re availability of patients being able to speak to a Doctor on the phone as an alternative to a face to face consultation. Future newsletter to raise awareness of conditions/queries that could be dealt with over the phone. To include information regarding availability of telephone consultations within the practice leaflet.

Website – ensure that practice website is kept up to date with information and useful content. Continue to raise awareness of website through newsletters, practice leaflet and notices.

The final report was reviewed by all members of our participation group and agreed for publication.

Next steps

This report will be made available in paper format in the practice. Posters will advertise its availability. Copies will be made available in different font sizes for those with sight difficulties.

Our summer newsletter will inform patients that the report and results of our patient survey are available. The report will also feature in the Survey area on our website www.fileysurgery.co.uk.

As the implementation of the action plan is ongoing, the PPG intend to use these meeting to review progress of the action plan and to discuss and assist with any other relevant practice issues.

One of the issues that the group will continue to prioritise will be to work with the practice to reduce the high number of wasted appointments because people do not attend booked consultations.

One of our patient group members will continue to represent the practice, and its patients, on the Scarborough and Ryedale Clinical Commissioning Group PPG, to ensure that the views of our patients are voiced when discussions are held about future provision of local healthcare services.



Practice Questionnaire 2013

During this last year we have been working with our Patient Participation Group (Friends of Filey Surgery) to improve communication between the surgery and its patients. To gauge the effectiveness of the changes we have made we would be pleased if you would answer the following questions, by **ticking your choice** and adding any useful comments.

<p>Friends of Filey Surgery - Patient Participation Group (PPG)</p> <p>This group was formed in January 2012. The group consists of 8 patients who meet with the practice staff on a regular basis, and have been available to meet patients at the surgery during our flu clinics. The group have a notice board situated at the entrance to the surgery with their contact details available for patients. We also have a virtual group of 5 patients who give us feedback on issues we discuss.</p>		
Were you aware of the practice PPG and its members?	Yes No	Comments
Have you contacted, or would you feel comfortable to contact, any member of the group about issues that you would like to raise regarding the surgery?	Yes No Would raise direct with the practice	
<p>Newsletter</p> <p>We have produced 4 newsletters this year with topical information included. This has been available in the surgery, on local community notice boards and on our website.</p>		
Have you seen our newsletters?	Yes No	Comments/ideas for future content:
Where did you see it?	Printed copy in the surgery On a community notice board On our website	
If you have seen a newsletter, how useful did you find the content?	Very useful Quite useful Not useful	
Would you be interested in having our newsletters e-mailed to you	Yes No	

Please continue overleaf.....

Text messaging

In June 2012 we introduced a system to remind patients about their appointments by sending a text message to their mobile phone.

This was to try and reduce the amount of Did Not Attends as the practice loses a large amount of available appointments as a result of these.

How useful do you feel it is having text reminders, to your mobile phone, about appointments?	Very useful Quite useful Not useful N/A (don't have a mobile)	Comments:
Would you like confirmation of appointments sent to your mobile phone after making a booking?	Yes No N/A (don't have a mobile)	

Telephone Consultations

The practice offers the opportunity for patients to discuss any problems with a Doctor on the phone if they do not feel that an appointment is necessary. These are available on a daily basis – the Doctor will usually phone you back after his surgery.

Have you used the telephone to consult with a Doctor?	Yes No	Comments:
If you have had a phone consultation with the Doctor, how useful did you find this?	Very useful Quite useful Not useful	
Is this something that you would consider using in the future?	Yes No	

Website

This year we re-launched our surgery website www.fileysurgery.co.uk
The new website contains useful, up to date information about the surgery and its services. There is also the facility to order your repeat prescriptions in a secure way, and to be able to view any of your booked appointments.

Have you visited our new website?	Yes No N/A – don't have internet access	Comments:
If you have visited our website, how useful did you find it?	Very useful Quite useful Not useful	
Is there any other information that you would like to be included?		

Thank you for completing this questionnaire.

Please put the completed form in our Suggestion Box on the table in front of the PPG board in the entrance to the surgery, or hand in at reception.

The results of the survey and our report for 2013 will be available in the surgery, and on our website, at the end of March 2013.

File Surgery Opening Hours and Access Arrangements

Practice Opening Times	
Monday	8.00am to 6.00pm
Tuesday	8.00am to 8.00pm
Wednesday	8.00am to 6.00pm 6.00pm to 8.00pm alternate weeks
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

Telephone Access

Appointments 01723 515666

Enquiries and Emergencies 01723 515881

When the practice is closed, and you require medical attention please phone the Surgery Emergency No, 01723 515881, and you will be transferred to the Out of Hours Service.

After 9th April 2013 please phone 111 when the surgery is closed to access NHS111 for healthcare queries. Please ring 999 for any life threatening emergencies.

Website

The practice has a website www.fileysurgery.co.uk which contains lots of useful information. You are able to request your repeat medications using a secure link from the website, please contact reception to receive you username and password.

Dispensary

The practice is able to dispense medication to our patients who live more than a mile away from a chemist. The dispensary staff also deal with most aspects of repeat prescriptions and can assist with the majority of queries that you may have about your medication. The dispensary is open Monday to Friday, from 8.00am to 12 noon, and 1.30pm to 6.00pm. When the surgery is shut for bank holidays there will be a notice available with the duty chemist opening times.

Filey Surgery Patient Participation Group Terms of Reference

Title of the Group

The group shall be called Friends of Filey Surgery.

Aims of the Group

The aims of the group are to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services.

Membership of the Group

Membership of the Group is limited to patients permanently registered at the practice.

- The Group will, as far as possible, be a representative mix of the practice population.
- Membership of the Group will be limited to ten patient members at any time. If the number of patient representatives falls below five, additional members will be sought.
- In addition to this Group the practice intends to invite patients to be members of a Virtual Group whose views and comments will be shared with the Group.
- Membership will be reviewed on an annual basis.

Activities of the Group

This PPG will:

- Consult with the practice on service development and provision.
- Represent the views of the patient body and provide feedback on their needs and concerns.
- Contribute to the design of and participate in the review of the practice patient survey.
- Promote good health and higher levels of health education by encouraging and supporting activities within the practice.
- Provide a representative to be a member of the Scarborough and Ryedale Clinical Commissioning Group.

Meetings

Venue to be the library at Filey Surgery.

There must be a minimum quorum of five Group members to render a meeting valid

The Group will endeavour to meet no fewer than four times a year, although initial meetings may be more frequent.

At least one member of practice staff will attend every meeting.

Reporting

Minutes will be circulated after each meeting and newsletters will be produced from the Group to inform patients of their activity. The newsletters will be made available in the surgery and on the surgery website.

Friends of Filey Surgery – Contact Details

Vicky Dale	Simondale99@yahoo.co.uk	
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Les Wing	Jwing331@btinternet.com	513587
Caroline Yeadon	carolineyeadon@btinternet.com	