



Filey Surgery
&
Friends of Filey Surgery
Patient Participation Group

Annual Report
March 2012

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 seeks the views of patients through our practice survey. The outcomes of the group are published in this report which we will make available on our web site and in the practice.

Background

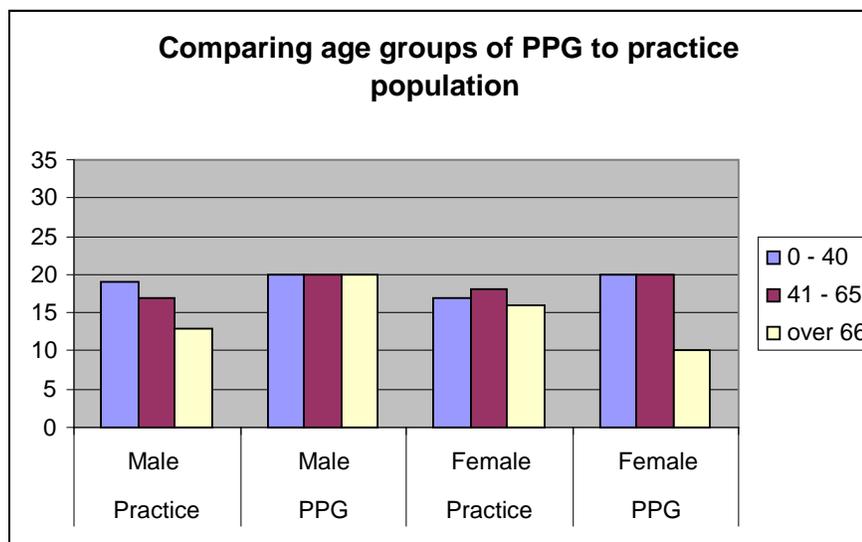
Filey Surgery offer a range of services to approximately 9000 patients in Filey and the surrounding area, and during the holiday periods we provide healthcare services to people staying in the area. Details of our services are available in our practice leaflet which is available in our practice and on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

Previously Filey Surgery had a patient forum who were very helpful in reviewing the results of our practice surveys and assisting us in producing an action plan from these results. However, the group had not met for some time and it was felt that a more representative group should be formed.

Some members of the original group were happy to continue and we actively recruited to those areas that we felt were not fully represented. We also looked to recruit a ‘virtual’ group of patients, 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	97.53%
Other Mixed	0.07%
Other	0.1%
Ethnic category not stated	2.3%

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.

Current Areas of priority for the PPG

The Patient Participation Group, who met on 24th January 2012, were asked to identify areas they felt were key issues and priorities that they would target in a survey. The main areas were in relation to:

- How patients are treated by reception
- Access to your own GP and/or any GP
- Access to a Healthcare Professional
- Access to healthcare when needing an urgent appointment
- Satisfaction with your consultation
- Telephone advice from a GP
- Generally how satisfied patients are with the practice

The group felt that we should carry out a general targeted survey that would cover these areas to help identify any key patient issues and priorities for the group to target as part of an action plan. Proposals for the type/scope of questions were discussed and drafted by the group. 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 30th January 2012. All patients who attended the surgery during this time were asked to complete the survey. Over the two week period we collected 355 questionnaires from patients seeing a range of clinicians.

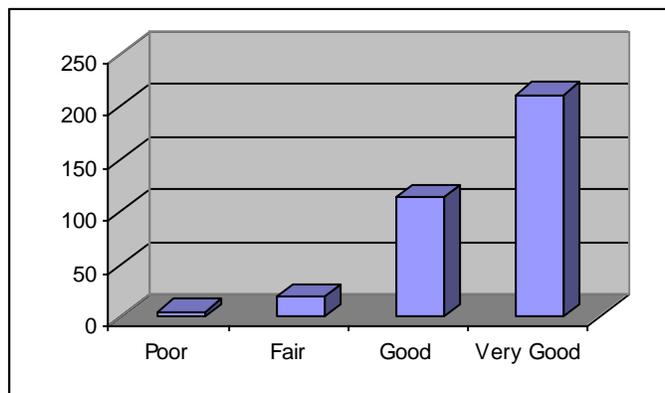
As this survey was more focussed and shorter than previous surveys carried out we found that there was a significantly higher number completed and returned.

The Survey Results

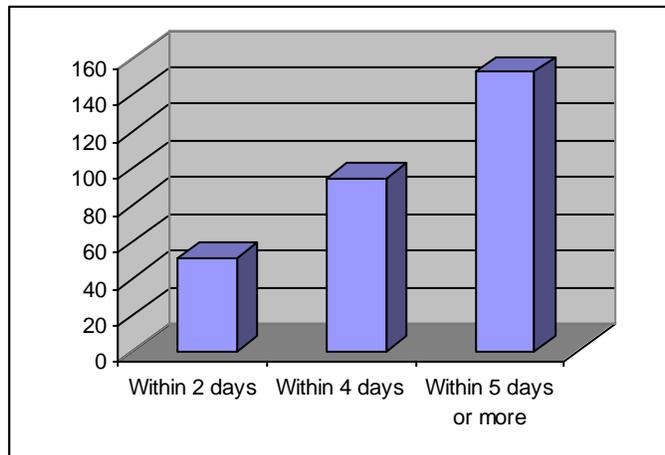
Q1 – Whom did you see today?

Doctor	175
Nurse	177
Other	3

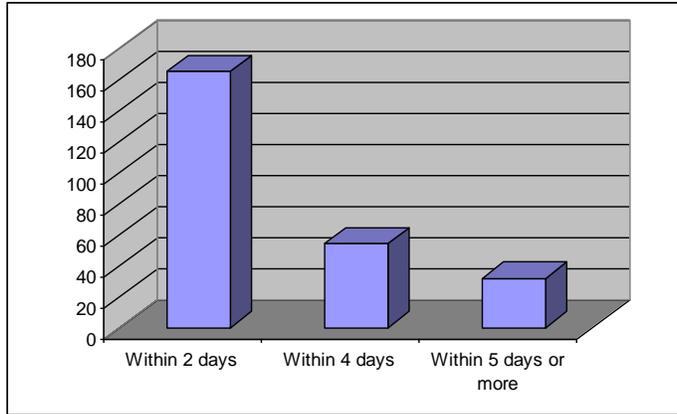
Q2 – How do you rate the way you are treated by the receptionist?



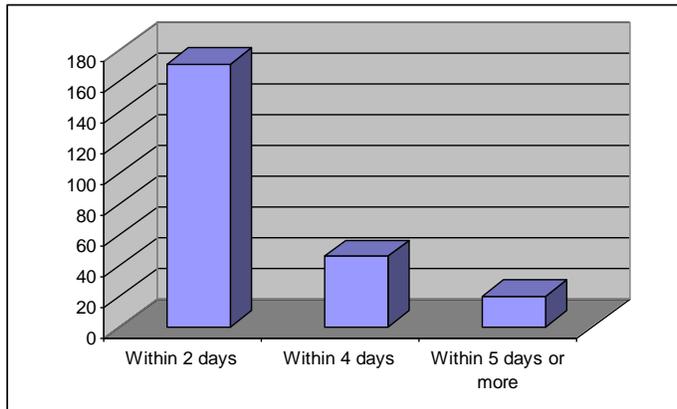
Q3a – How quickly do you usually see your usual Doctor?



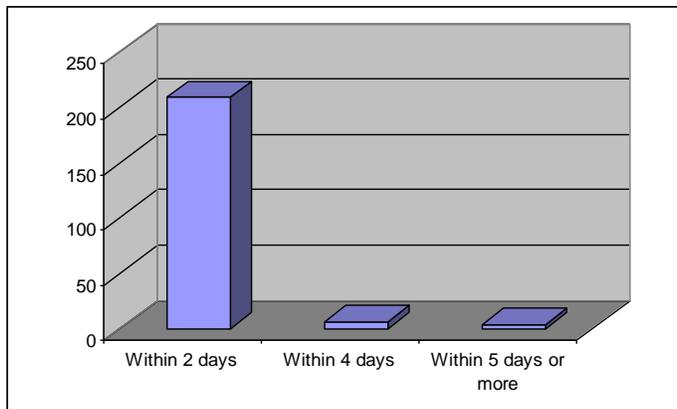
Q3b – How quickly do you usually see **any** Doctor?



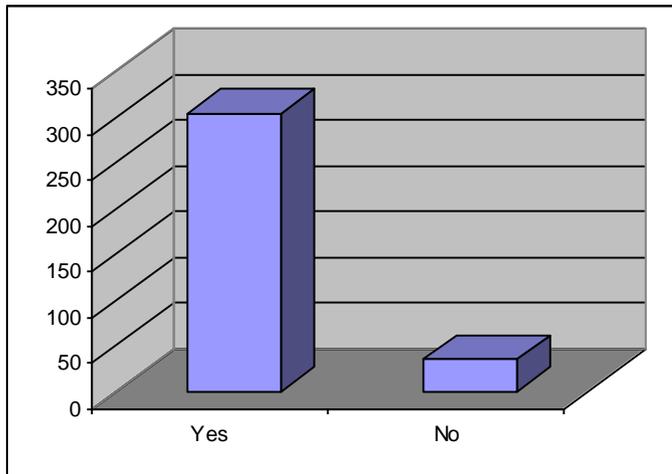
Q3c – How quickly do you usually see a Practice Nurse/Health care Assistant?



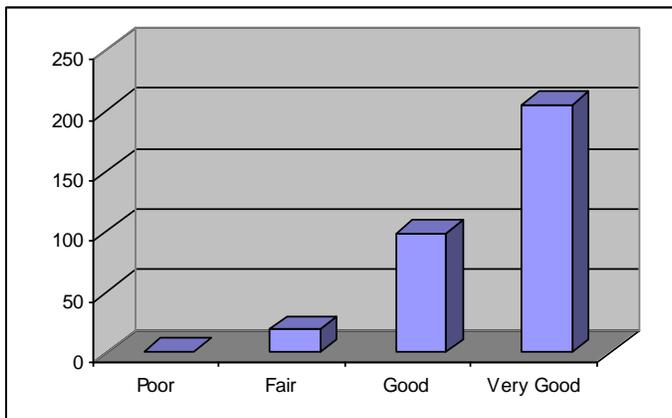
Q3d – How quickly do you get seen for an urgent appointment?



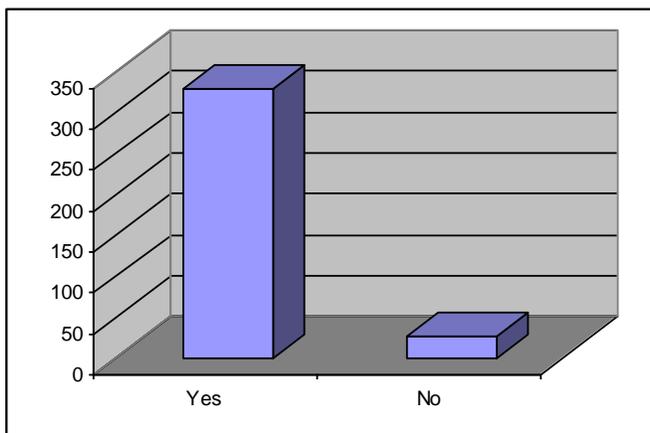
Q3e - Bearing in mind the reason for your visit was this timetable acceptable?



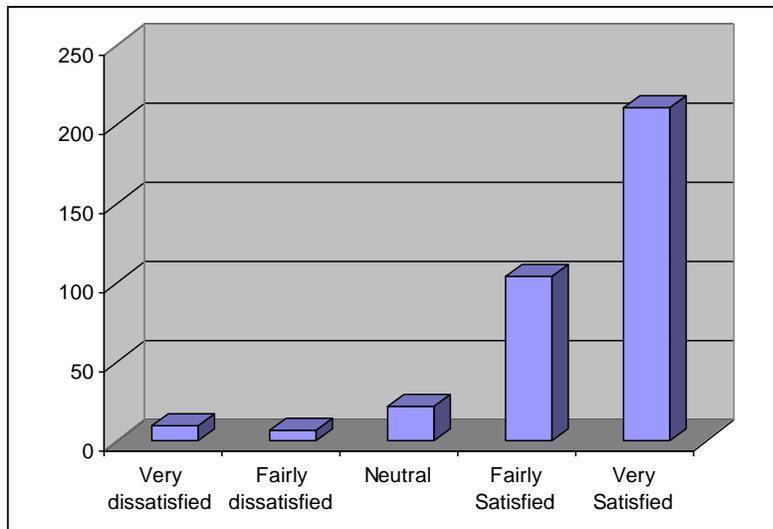
Q4- How happy were you with your consultation today?



Q5 - If you require brief medical advice would you appreciate the opportunity to speak to your Doctor on the phone?



Q6 - All things considered, how satisfied are you with your practice?



Q7 – How old are you?

Under 25	21
25-64	158
65-75	100
Over 75	81

Q8 – We received an equal percentage of people with or without any long standing illness, disability or infirmity.

Q9 – 226 respondents thought the surgery had improved in the last year.

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:

- * There is concern amongst some patients about the rise in housing in Filey. There has been a decline in the number of patients registered with the practice over a number of years, however, the practice will review the services it provides to accommodate an increase in its practice population.
- * Range of services available. It was apparent from some comments that patients are not always aware of the services and screening that we provide. The patient group are going to work with us to improve communication to patients regarding these issues.
- * Appointments availability and types of appointments. It was evident that not all patients are aware of the diversity of types of appointments available – for example,

earlier morning and evening appointments, those provided for conditions and symptoms that cannot wait until the next routine consultation, and home visits. The practice will work with the PPG to improve information and literature available for patients.

Action plan:

The PPG held a meeting with the practice, on 28th February 2012, 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.

Action Plan 2012-13
Patient members of the group have offered to attend the surgery and be available in the waiting room to share the results of the survey and explain any detail. This will also give members the chance to raise the profile and aim of the group – ‘to promote co-operation between the practice and its patients, and contribute to the continuous improvement of services’
The group intend to contact the local press to consider an article to promote the group.
The PPG will work with the practice to communicate the current appointments system with patients – via patient newsletter, practice website, review of practice leaflet. A schedule of the current opening times is available at Appendix B.
The group felt that better use of the Amscreen in the waiting room would improve the communication of messages to patients.
As there were a large number of patients who felt that their healthcare queries could be dealt with over the telephone the group agreed to work on promotion of this with the practice
Improve information to patients regarding the process for ordering repeat medications, and how the patient can ensure that these are ready for re-authorisation (timely blood tests/blood pressure/disease checks etc).
Practice Leaflets to be made available in the waiting room, and for housebound patients (via Doctors and community staff visits), to promote the services of the practice. (These are usually just given out to new patients when they register and can soon be out of date). Consider a link on the website to the practice leaflet to download and print.

Next steps

During formation of the Patient Participation Group, Terms of Reference were agreed (Appendix C) and the group decided to meet on a quarterly basis.

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

It was agreed at the PPG meeting on 28th February that one of our patient group members will 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.

Appendix A

Practice Questionnaire

We would be grateful if you could complete this survey about your Surgery and your visit today. The survey has been designed by 'The Friends of Filey Surgery', our patient participation group.

Your opinions are very valuable to the practice.

1) Who have you been to see today?					
2) How do you rate the way you are treated by the receptionists?	Poor <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	V Good <input type="checkbox"/>	
3) How quickly do you usually get to see the following?	Same day	Within 2 days	Within 4 days	Within 5 days or more	
a) Your usual Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b) Any Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c) Practice Nurse / Health Care Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d) Urgent Appointment (Duty team, Nurse/Dr)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3a) Bearing in mind the reason for your visit was this timetable acceptable	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
4) How happy were you with your consultation today?	Poor <input type="checkbox"/>	Fair <input type="checkbox"/>	Good <input type="checkbox"/>	V Good <input type="checkbox"/>	
5) If you require brief medical advice would you appreciate the opportunity to speak to your Doctor on the phone?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
6) All things considered, how satisfied are you with your practice?	Very dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Neutral <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>
7) How old are you?	Under 25 <input type="checkbox"/>	25 – 64 <input type="checkbox"/>	65 – 75 <input type="checkbox"/>	Over 75 <input type="checkbox"/>	
8) Do you have any long standing illness, disability or infirmity?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
9) In your opinion has the surgery improved in the last year?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		
10) We are interested in any other comments you may have. Please record overleaf and specify which questions they relate to, if any.					

Thank you for taking time to complete this questionnaire.

Available in larger print.

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.