



Patient Participation Group 2013/14

Patient Participation Group (PRG) DES Report

Introduction

Potterells Medical Centre (www.potterells.net) is a 5 partner practice based between two villages Welham Green and Brookmans Park in Hertfordshire. We also employ a salaried GP and we are a training practice with up to 4 Registrars on the premises this year.

Our patient List size at 1 April 2013 was 14,617. Our practice list size is not of the normal for a GP surgery as we look after approximately 7,000 University students who are normally registered with us for between 1-4 years.

Practice Demographics

Potterells has its main site in between two villages – Brookmans Park and Welham Green.

We also look after the local students at the University of Hertfordshire.

Our demographic break down are as follows:-

	<i>Registered Patients Potterells</i> 7866	<i>Registered Patients University</i> 6751
	Female	Male
0 – 5 years	212	227
6 – 16 years	499	521
17 – 30 years	3694	4074
31 – 40 years	467	542
41 – 64 years	1370	1468
65 upwards	822	721

Ethnicity

% White	70%
% Asian	9%
% Other Mixed Background	2%
% Mixed Chinese	9%
% Other	10%

We have a slightly lower than average no of patients with the following conditions, this is due to the amount of patients at the University whose ages range from 16-26.

At date of printing the number of patients with long term conditions are:-

CHD 283, Diabetics 334, COPD 114 and 598 Asthmatics.

Patient Reference Group Development

Process of recruiting

Although we had an active member group, we decided to reform the group with a much more active committee of members. We have held numerous meetings throughout the year and the group have now got over 175 virtual members who do not actively wish to get involved in day to day matters but are keen to be involved in any major changes with regards to their health care.

The group decided one way of recruiting was to attend out two Saturday morning Flu Clinics and achieved getting over 175 patients signing up to either being actively involved or virtual members of this group.

We have 3-4 members who are actively involved with our local Patient Commissioning Group. They have been involved in not only meetings but hospital visits and are now actively taking part in the new "Listening Programme".

We have also asked patients whilst undertaking this year's survey if they would like to join our PPG group.

Profile

The group demographics are not how we would expect them to be as we do not have much if any involvement from the University this year. We are all very aware of this and plan to make our presence felt once the new "Well being Centre" is opening later this year – 2014. Unfortunately, we lost our student union representative this year, and although we have tried we have not been successful in maintaining this link.

We are still actively recruiting members to this group. The wider outcome of this group is that 3-4 members have joined the Commissioning PPG board and one member has now received training in this area. They will now disseminate the information via myself, and then emailed out to the rest of the PRG.

The breakdown of the PRG demographics are as follows:-

Gender:

Male = 80%

Female = 20%

We emailed all our virtual group with the patient survey, The response was not as good as we would have expected, but this may be due to different software being used. We have decided as a group that we will do this through “Survey Monkey” next year. That way we will be able to send patients SMS text messages with the link, hopefully giving the group a far better response.

The meeting was chaired by Dr Steward and the aim/objective of the meeting was to discuss the recently undertaken Patient Survey and discuss ways forward with the PRG members being the voice of our registered patients.

Agreed Priorities for 2013/14

1. On Line Appointments

The “On Line Appointments” system will change again this year. This will be managed as part of our “Change Management”. Unfortunately, the system will be out of action for approximately one month from our “Go Live” date.

This has happened and the system is now fully up and running – updated March 2014.

2. The automated booking in system will reduce waiting times for booking in at reception as the survey showed that patients were unhappy with the waiting times. To have the automated booking in system would not only enable the patients to book themselves in quicker it would take some of the pressure off the reception area.

This has been achieved and is now working well – updated March 2014

3. JLX system – this is part of the above project but various options were discussed with the group and all members of the PPG felt that this was preferable to the Tanno system.

This has been achieved and is now working well – updated March 2014

The other two areas discussed were Time Management and system balance. The time management will be undertaken by speaking with all members of the clinical team to make them aware that the patient survey showed that patients were unhappy with the waiting time in the surgery once they had made the appointment. This is not always the clinician’s fault it may be due to the high demand of requests that patient go to see a doctor with more than one problem and request them all to be dealt with at one time. The practice is very aware that on occasions this does happen and admin staff to inform patients of the waiting times upon arrival. – *This is still an issue for this year 2014/15.*

System balance – is being addressed by appointing two new GP’s and some extra nursing hours to hopefully ease the appointment situation enabling patients to be reviewed appropriately by the same clinician. This is something that we score poorly on our balance score card, which we are very aware of. We had a long discussion with the PPG group with offering to reduce our bookable appointments with the partners and make more available on the day appointments. This would mean the patients would have to phone on a daily basis to get the doctor of their choice. All members of the PPG agreed that they would not like this system and felt that we should not change anything at present. We are open to suggestions from the PPG. One member felt that we were in the best position to manage our appointments system. – *Work still in progress for 2014/15.*

Appointments

We offer a range of appointments across both sites between, doctor, practice nurse, diabetic clinic, HCA, phlebotomy and midwife. We also have visiting counsellors as arranged to suit the clients.

Our appointment times are 10 minutes per person, sometimes 20 minutes if you are having a particular procedure undertaken. Our failure to attend rate is on average 35 patients per week. If patients were to phone and cancel their appointment we would be in a better position to offer more routine appointments.

Practice Opening Times

Potterells Opening Times:-

Monday	8.00 am – 9 pm	Friday	8.00 am - 6.30 pm
Tuesday	8.00 am - 6.30 pm	Alternate Saturdays for routine booked appointments	8.30 am – 11.00 am
Wednesday	8.00 am - 6.30 pm		
Thursday	8.00 am - 6.30 pm		

University Opening Times:-

Monday - Friday 08.30am - 17.00 hours

During Summer vacation our opening times are:-

Monday - Friday 08.30am - 12.30pm

Outside of these hours the telephone are switched over to the main surgery and patients are offered Appointments at either site.

We now operate a “Nurse Triage” service morning and afternoon at the University. *This triage service is now working very well – updated March 2014..*

Outside working hours

Whenever we are closed we recommend patients to phone the main telephone no. They are then given the Out of Hours (OOH) number to contact.

Out Of Hours

111

**Summary of patient survey and suggestions from our PPG group during the past year below:-
Full survey available on request.**

Patient Survey 2013/14

During the year we have worked together with 6 members of our PPG

Please see attached survey undertaken by one of our PPG members

Agreed Priorities for 2014/15

These are priorities that have come from discussion at our meetings with the PPG during the course of the past few months.

Recruitment

We have been discussing the lack of younger recruits to our PPG and as we look after over 7,000 students within the University of Hertfordshire the group would like to make recruiting of this population within the next year.

The University are in the middle of building a new “Well Being” centre where they will have a main reception area for students to go for directions. Once this is built (Summer 2014), the PPG, will with the permission of the University actively campaign to recruit.

Buddy System

We have been discussing the idea of a “Buddy System” for our elderly population. The PPG are keen to try and facilitate this during 2014/15.

The idea of the “Buddy System” is to ensure that our elderly or house bound patients have someone that they can call on in a crisis or have someone that will check up on them during the week to ensure that they have enough food/heating etc, especially during bad weather.

PPG Webpage

The PPG would like to develop or embrace our website to have their own page with relevant/useful information for Potterells patients.

Patient Survey 2013/14

The PPG undertook the administration of the survey this year. A fuller report will be published once completed.

The survey was completed by the following cohort of patients:-

16 -24	1
25 -34	11
35 – 44	17
45 – 54	24
55 – 64	26
65 – 74	42
75 +	30

64% of these questionnaires were completed by females and 36% by the male population

Survey Questions – Outcome / Response

Questions:-

Response

“How would you rate this practice on each of the following”

The quality of care received from the doctors
good and

54% excellent, 37% very good, 8%
1% poor

The quality of care received from the nurse
good and

58% excellent, 35% very good, 6%
1% poor

The way you are treated by the receptionists.
good and

37% excellent, 37% very good, 21%
5% poor

Being able to see a doctor quickly if it is urgent
good

43% excellent, 37% very good, 18.5%
and 1.5% poor

Being able to book an appointment for a time
That suits you

25% excellent, 31% very good, 26%
18% poor

Appointments/Prescriptions On_line

We changed our computer system in June of last year and were unable to use the new system until August. To date from the patient survey we have 38.5% of patients using this system and would encourage everyone to request their “Log In” details.

Copy of Patient Survey attached.

These are some of the comment made by patients on this survey:-

IS THERE ANYTHING PARTICULARLY GOOD ABOUT YOUR HEALTH CARE ?

- The healthcare offered at Potterells is of a very high standard. (21)
- The availability of same day appointments is good . (2)
- I like the new booking - in system. (3)
- Suits patients' needs.
- " I have been registered in several practices over the years. This is the most efficient practice I have encountered. Everything is of a high standard : doctors, nurses, office staff.
- The reception service is excellent.
- Patients get time to discuss health issues with their doctors and are not treated as though on an assembly line.
- Flexibility of appointment times is helpful.
- Blood test facility is helpful.
- The receptionists are well-trained and helpful. (2)

IS THERE ANYTHING THAT COULD BE IMPROVED ?

- Would like electronic board to show how many patients are ahead - as an indicator of expected waiting time.
- The biggest weakness is not having access to Potterells' doctors during out-of-office hours.
- Telephone calls sometimes take a long time to be answered.
- Web site needs updating.
- Some doctors seem more willing than others to spend time with their patients.
- Checking - in screen is too low.
- The new reception counter is too high.
- Receptionists need to be less aggressive and abrupt.
- When appointments are running particularly late, a general announcement to that effect would be helpful.
- Appointment delays are difficult for toddlers.
- More evening appointments would be welcome.
- Would like shorter waiting times to see specific doctors.

ANY OTHER COMMENTS ?

- Receptionists should not be able to enquire as to why a patient is requesting an emergency appointment ?
- Support for alcohol abuse.

- Care in the Community, particularly for the elderly is an issue with district and stoma nurses operating as a separate entity.
- " I am currently employed in HOME FIRST HERTSMERE and we as a team are trying to care manage those with long term health conditions. We feel the way forward is to work closely with our GPs for the future of our services.

Ideas from the Patient Survey

Self Help Groups – 77.5% of patients would like “Self-Help” groups based at the surgery for patients with similar health issues e.g. diabetes, alcohol etc.

Prevention of Illness – 86% of patients would like more information/advice about prevention of illnesses and keeping healthy.

Organise Talks – 89% of patients would like organised talks from specialists on specific issues e.g. arthritis, weight, stopping smoking, bereavement.

Local General Hospital - The planned closure of QE11 later this year, and the new Local General Hospital will have an effect on the local community, therefore, liaison between the PPG and the patients is of paramount importance this year 2014/15

As a PPG group we will undertake addressing some of the above issues during the forthcoming year.

Any other business

Although we have a small actual PPG membership and a large virtual membership, we are trying to be more proactive of the needs of the community.

We have 3 members of our group that are now part of the wider PCG (Patient Commissioning Group). They attend regular meetings with the local CCG representatives, and also assist with areas that do involve patients i.e. hospital inspections etc. The members that do get involved feel valued by the wider Patient Group, and would encourage other members of either the active PPG group or the virtual group to come forward and volunteer for other initiatives that are/will be taking place in the coming year.

We are very fortunate in this practice to have these patients who are proactive as they do look after the interests of patients within Welwyn and Hatfield but also the patients registered with Potterells.

We now hold meetings every 6-8 weeks depending on the needs of the group.

Changes to NHS Management

Keep an eye on our website – www.potterells.net for more news/information with regards to our Patient Participation Group. We will be adding sign up forms and more information during the coming year.

