

Moorside Patient Participation Group Report – March 2014

Background

Moorside Surgery's patient participation group, 'Friends of Moorside', has existed for a number of years and is viewed by the practice as an important mechanism for obtaining feedback from patients and as a valued partner particularly in respect of supporting the long-running application from the practice for bigger premises. This issue was finally resolved with the practice's move to its new building in May 2012. The Friends of Moorside have continued to support the practice in discussions regarding how best to use the magnificent new facility and several new service options have been discussed at meetings held throughout the year.

Membership of Friends of Moorside

This fluctuates throughout the year and is dependent on the weather and health of members of the group. Meetings are normally attended by around 12 people most of whom are in the 45+ age group with the majority of retirement age. Ethnic minorities remain under represented in the group but the number of ethnic minority patients at Moorside is well below the average for Bradford as a whole. The group has a 3:1 female:male ratio. Efforts have been made to widen participation including asking patients at reception if they would be keen to join the group and including discussion about the group in complaint resolution processes. The usual meeting time of 10:00am is something of a barrier to access for those in work (it has been decided to hold meetings later in the day during months with more daylight).

A message is displayed on the patient call screen inviting patients to leave their contact details at reception, details of how to join the group are given on the practice web site and a page in the practice booklet gives details of the group.

Identification of priority issues

The move to the new building has shaped much of the discussions that have taken place at meetings with the Friends during the year. In particular the meeting held at the practice on 14 August identified the issues of major concern to the group and which should be included in this year's patient participation group questionnaire:

- Whether access to appointments is better or worse than a year ago
- How happy patients are with students being present in consultations
- Whether patients are concerned about the surgery being involved in research

- How much demand there is for surgeries to be provided at weekends

In addition there were standard questions relating to patient satisfaction with the service received from GPs, the nursing team and reception. Several Friends meetings during the year had discussed the Summary Care Records project and it was decided to include a question on patient awareness of this. It was also decided to ask a question of whether patients would recommend Moorside Surgery to someone new to the area (along the lines of the NHS Friends and Family test). A generic 'any other business' question was included so that patients would be able to raise any issues of concern.

Obtaining the views of registered patients

This was done using a printed survey which was available at reception. Previous surveys had also used a web version of the questionnaire but this was relatively under-used so it was decided to restrict this year's survey to the printed version.

The survey was written in a concise way so that the 15 questions were able to fit onto a single sheet of A4 printed on both sides. The forms were then available at reception for patients to complete (either whilst waiting for their appointment or to be taken away and returned later). Trials with the forms suggest it can easily be completed in less than 2 minutes.

The completed forms were regularly collected from reception and the results entered into an Excel spreadsheet for analysis. A total of 96 questionnaires had been returned by 24 March 2014.

The practice believes the methodology employed for the survey is reasonable and likely to produce views representative of registered patients, particularly those who frequently attend and are therefore more likely to complete the questionnaire.

Discussion of Survey Findings

The survey findings were presented to the Patient Participation Group at its meeting on 17 February 2014. The main themes were:

- **Information about services.** Over 80% of respondents said they found it 'Very Easy' or 'Fairly Easy' to obtain information about the opening hours and services offered by Moorside Surgery.
- **Appointments.** Approximately 75% of respondents said it was 'Very Easy' or 'Easy' to make their last appointment with a slightly more saying that it was easier than a year than said it was harder. This was encouraging given that

the surgery had operated a triage system to handle requests for same-day appointments for most of the period covered by the survey (a summary of practice opening times is provided at the end of this report).

- **Patient experience of the service.** A rating of 'Very Satisfied' or 'Satisfied' was used by 92%, 94% and 91% of respondents to describe their experience of the GPs, practice nurses and receptionists respectively. It was encouraging to see the satisfaction rating for reception to recover after a dip indicated by last year's survey. Overall a very pleasing result for Moorside Surgery.
- **Recommending Moorside.** Over 85% of respondents said they would definitely or might recommend the surgery to someone new to the area.
- **Medical records.** Hardly any respondents were unhappy with the way that their confidential medical records are treated by the surgery and only 14% were aware of the Summary Care Record project.
- **Medical students and research.** It was reassuring to see that the majority of patients were happy with medical students sitting in on their consultation with a GP; over 80% were either 'Very Happy' or 'Fairly happy' with this. Regarding the surgery's involvement in research there was a majority in favour of both university-based and pharmaceutical company-based research with a slightly lower approval for pharmaceutical company research.
- **Weekend opening.** Over 75% of respondents said it was 'Very Important' or 'Fairly Important' for Moorside Surgery to open on Saturdays but the figure dropped below 50% for Sundays.
- **Awareness of the Patient Participation Group.** 35% of respondents were aware of the PPG. This was a little disappointing and there is clearly scope for raising awareness through the use of posters, handouts, more information on the web site etc.
- **Any other comments.** Approximately 15% used this opportunity to write about their experience of Moorside Surgery. Comments included:
 - *"I always get very efficient and courteous service here"*
 - *"Very friendly and helpful reception staff"*
 - *"All the staff are polite and very and makes your visit very pleasant"*
 - *"Fantastic doctors! You're much better than my last practice"*
 - *"Excellent!"*
 - *"The reception staff need to be more helpful with the patients"*
 - *"I have always had to wait at least 30mins past my appointment time"*

Discussion of findings and summary of action plan discussion

Initial feedback was presented to the PPG at the meeting held on 17 February 2014 when each section of the questionnaire was examined. The group was pleased with the results, particularly the satisfaction ratings for the clinicians and reception. It was decided to hold a further meeting in March to review the survey in more detail to agree any possible improvement areas which might be put forward to the practice.

The second meeting to review the survey was held on 12 March 2014 and the PPG examined the results for any possible service improvements that might be put forward to the practice. The PPG agreed that the survey overall showed a high level of satisfaction with the service provided by the practice and that the only possible area of service improvement highlighted by the survey findings was that concerned with the lack of service provision at weekends. It was decided, therefore, to approach the practice regarding having a further trial of Saturday surgeries along the lines of the recent 'Winter Pressures' initiative funded by the CCG.

Action plan agreed with the PPG

The proposal from the PPG for a trial of Saturday morning surgeries was discussed at the practice meeting on 13 March 2014 and the response emailed back to the PPG co-ordinator immediately after the meeting. The practice decided it was not practically or financially possible to offer Saturday morning surgeries but that the situation would be kept under review and the practice was committed to playing a full part in any local initiative that involves practices working together to offer a weekend service to patients. Discussion with other local practices on this topic would, therefore, form the action plan for Moorside Surgery.

The action plan was agreed with the PPG via emails 14-21 March 2014.

Review of actions taken on issues identified in 2013 report

The 2013 participation group identified two action points. These were:

- Approach to Morrisons plc regarding provision of a combined shoppers/patients – preliminary enquiries have been made to Morrisons plc but no progress has been made to date.
- Provision of an enhanced physiotherapy service – the practice has decided to invest in a refurbishment of the large Health Promotion room to provide a second room for physiotherapy. Additional physiotherapy sessions started in March 2014.

Practice opening times

Mon 07:30 – 18:30

Tue 07:30 – 18:30

Wed 07:30 – 18:30

Thu 07:30 – 18:30

Fri 07:30 – 18:30

Closed Sat & Sun

Access to services is available throughout the core hours by telephone or in person at the surgery although the practice is closed some Thursdays for training between 13:00 and 16:00.

The standard telephone number is open to patients 08:00 – 13:00 and 14:00 – 18:00 each day. Between 13:00 and 14:00 a recorded message gives an alternative direct dial number for reception which patients are asked to use only in an emergency. Outside core hours patients receive a recorded message to say that they may redial 111 or hold to be transferred to the out of hours care provider.

In addition to the above extended hours appointments are provided on Mondays (by Drs Dixon & Sullivan) and on Wednesdays (by Dr Van der Wert) until 20:00.

Publicising the report on the practice website

A copy of this report was uploaded to the practice website on 25 March 2014.

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Moorside Surgery - Patient Questionnaire 2014

We would very much appreciate your taking a few minutes to complete this questionnaire. It will be used to help us plan new services and improve the way we deliver existing services. The survey is intended to be anonymous; you don't need to include your name or any other contact details.

Please don't complete the questionnaire more than once.

Thank You
Drs Sullivan, Pennington & Dixon

1 How easy is it to find out about the opening hours and services offered by Moorside Surgery?

Very Easy ☐ Fairly easy ☐ Neither easy ☐ Fairly difficult ☐ Very difficult ☐
Or difficult

2 How easy was it to make your last appointment with a GP or nurse at Moorside Surgery?

Very Easy ☐ Fairly easy ☐ Neither easy ☐ Fairly difficult ☐ Very difficult ☐
Or difficult

3 How did making your last appointment compare with, say, a year ago?

Easier now ☐ About the same ☐ Harder now ☐

4 Generally how satisfied are you with the service you get from your GP?

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very ☐
satisfied nor dissatisfied dissatisfied

5 Generally how satisfied are you with the service you get from the Practice Nurse?

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very ☐
satisfied nor dissatisfied dissatisfied

6 Generally how satisfied are you with the service you get from the reception staff?

Very satisfied ☐ Satisfied ☐ Neither ☐ Dissatisfied ☐ Very ☐
satisfied nor dissatisfied dissatisfied

7 Would you recommend Moorside Surgery to someone who has just moved into your local area?

Yes, definitely ☐ Yes, might ☐ Not sure ☐ No, would ☐ No, would ☐
recommend recommend probably not recommend definitely not recommend

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8 How satisfied are you with the way Moorside Surgery treats your confidential medical records?

Very satisfied ☐

Satisfied ☐

Neither
satisfied nor
dissatisfied ☐

Dissatisfied ☐

Very
Dissatisfied ☐

9 Have you heard about the Summary Care Records project?

Yes ☐

No ☐

10 How do you feel about medical students sitting in on your consultation with a GP?

Very happy ☐

Fairly happy ☐

It's OK ☐

A little uneasy ☐

No thanks ☐

11 Do you think Moorside Surgery should be involved with University-based medical research?

Yes ☐

No ☐

12 Do you think Moorside Surgery should be involved with pharmaceutical company research?

Yes ☐

No ☐

13 How important do you think it is for Moorside Surgery to open on Saturdays?

Very important ☐

Fairly
important ☐

Not very
important ☐

It is
unnecessary ☐

14 How important do you think it is for Moorside Surgery to open on Sundays?



Very important ☐

Fairly
important ☐

Not very
important ☐

It is
unnecessary ☐



15 Are you aware that Moorside has a Patient Participation Group?

Yes ☐

No ☐

Do you have any comments about any aspect of the service provided by Moorside Surgery?

Please hand your completed questionnaire to reception. Thank You.