

Dalton Surgery, Huddersfield

Patient Participation Report 2012 – 2013

Dalton Surgery has now established a Patient Participation Group (PRG) to provide us with feedback on the services we provide as well to suggest improvements. With this being the first time such a PRG has met, we felt it prudent to discuss matters with the PRG face to face. Subsequent meetings may be done via email or through the new Dalton Surgery website forum section.

We have completed our first patient survey, which allowed us to prioritise the changes required at Dalton Surgery improve the quality of services provided.

We are now looking to recruit more members to our PRG for the 2013 – 2014 year. Applications are open to all, but would be especially welcomed from the following groups;

- Young adults (<25 years of age)
- Parents, especially mothers with children <10 years of age
- People who are registered carers
- Patients who require access to our surgery via wheelchair
- Patients living in nursing or residential homes.

Please click on the link below to open the Patient Participation Report for 2012 – 2013.

[Patient Participation Report](#)

Patient Participation Report 2012 – 2013

The following report illustrates the development of Dalton Surgery's Patient Reference Group (PRG) for the year 2012 – 2013.

The aim of this report is to highlight ;

1. Process used to create our PRG
2. Profile of our PRG
3. Priorities for our survey and how they were agreed
4. Method and results of patient survey
5. Subsequent action plan and how it was agreed
6. Progress so far with the action plan
7. Confirmation of our opening times and extended surgery times

1. Process used to create our PRG

Various methods were used to engage our patients to take part in our PRG, these are summarised below;

- Reception staff, doctors & nurses identified potential patients who they felt may be interested. These potential candidates were either spoken to over the phone inviting them to join or discussed face to face when they attended for non-related appointments at Dalton Surgery
- Reception staff approached patients while they awaited their appointments
- Reception staff + / - Practice Manager approached people as they registered at Dalton Surgery.
- Posters erected in the practice highlighted the PRG about to be formed and invited patients to join
- Patients who provided practice feedback via the "comments box" were invited to join the PRG.

Unfortunately from the outset, we found it difficult to recruit patients to our PRG. This was all the more difficult due to the unpredictable nature of the weather during January – March 2013. Patients could not guarantee being able to attend meetings especially if schools / work places were closed due to snow conditions. The small number of people (5) who did attend our PRG were one who were able to attend at short notice or not be unduly inconvenienced due to the weather conditions. We appreciate our PRG is not completely representative of the patient population. We aim to recruit early the next year extending the invitation to all in a timely manner. Our priority has been to ensure quality of our PRG rather than quantity.

2. Profile of PRG

Broadly speaking, the profile of our group included a mixture of men and women. All were over the age of 35. Combination of working as well as retired patients. Those who accessed Dalton Surgery by private car, those that walked and others who used public transport. Having said that, our PRG did not match our practice profile and we will be recruiting more from the following groups next year, to get a more broader profile of our PRG;

- Young adults (<25 years of age)
- Parents / mothers with children <10 years of age
- Registered carers
- Learning disability patients
- Ethnic minorities or those in whom English is not the first language
- Care home residents

3. Priorities for the survey and how they were agreed

The PRG was asked to recommend priorities they felt needed attention. A number of issues were raised, which broadly speaking fitted into the following categories;

1. Access to services e.g.; booking appointments, getting results etc
2. Reception issues e.g.; privacy , respect lighting issues etc
3. Infection control
4. General issues e.g.; layout of practice, staff training etc

With this being the first year of our PRG , we wanted to keep the range of topics discussed specific and achievable. Subsequent PRGs will be asked to give a more broader view of services needed.

4. Method of survey

The above priority areas were included into a questionnaire and presented to patients attending the surgery for appointments / prescriptions etc. Patients were asked to complete the questionnaire ticking one or more boxes as appropriate. The survey was held over March 2013. The results of the survey were analysed directly by the PRG and summarised by Dr Khokhar, clinical lead for the PRG.

5. Subsequent action plan and how it was agreed

The results of the survey were analysed by the PRG in paper / hard copy format. Members were given the opportunity to discuss the findings of the survey with the practice team representing Dalton Surgery. Items on the agenda which were achievable were highlighted to the PRG and priority given to these items to be addressed as soon as possible. Those items which the patients requested / wanted achieving but were not possible / attainable due to size of practice / current location were also highlighted to the PRG and will be addressed in future PRG meetings.

Following receipt of patients views (from the practice survey) and items discussed at PRG meetings, we held a practice meeting with the senior partner and practice manager to highlight the areas of priority. Actions were allocated to practice staff as appropriate and outside contractors employed to improve the surgery as per PRG recommendations.

Please refer to our "action plan" for information on which services have been improved as per PRG suggestions. Please also note, due to constraints in the size and location of the Dalton Surgery building, certain improvements cannot be met realistically.

6. Progress so far with our action plan

The final action plan was published on Dalton Surgery website as well as in the practice on the notice boards. To date, we have made the following progress with our action plan;

- Brighter bulbs in the waiting room
- All chairs in the consultation rooms have been changed to "wipe down" versions
- All benches in the waiting room have had their cushions replaced to "wipe down" versions.

7. Confirmation of opening hours

As a result of the survey, we have not changed the opening hours. The current opening hours can be found on the Dalton surgery website and include;

Monday to Friday; 0800 to 1830

Late surgery on Monday and Thursday up to 1900

Evening surgeries on Tuesday and Wednesday up to 1845

Out of Hours provided via NHS direct on 111 from 1830 to 0800 Monday to Friday and all weekend

Dalton Surgery, Huddesfield

Patient Reference Group (PRG) Action Plan 2012 – 2013

You Said	We did / are doing
Most people unaware of Dalton Surgery website	New practice leaflet to put more emphasis on website address. To advertise the website on our appointment cards and in the waiting area
Those that said the website was outdated	We will shortly be introducing a new website for Dalton Surgery, which will included the PRG findings and patient participation survey results for subsequent years
Patients wanted to order prescriptions online or via website	New feature will be built into the new Dalton Surgery website to accommodate this request
Access to prescription line limited and patients wanted it open all day	Currently we do not have the 'man-power' to keep the prescription line open all day. Urgent prescriptions are dealt with according to the level of need. Senior staff and practice manager decided to leave things as they are for the time being
Patients wanted repeat dispensing to be available	This service is currently available but some patients are not aware of it. New website will provide further details also
Some patients felt that others could hear their conversation with the receptionist and did not like this.	At the present time, we have no capacity to increase the size of the reception area or change it in any meaningful way. We will inform our reception staff to be aware that if a patient wants to discuss personal / confidential matters, then this can be done away from other patients.
Patients were happy that we had the right number of leaflets, not too many and not too few	We appreciate this input. We will endeavour to provide information in a logical manner and try and prevent waste of paper and over clutter of notice boards.
You wanted to listen to the radio while in reception	We will be looking into providing this feature shortly
On the whole most patients happy with cleanliness of surgery	We appreciate your thoughts on this. We have recently upgraded the carpets in the consultation rooms as they were getting torn and baring thin in place. The new flooring is wipeable and easy to clean
Most people unaware of Dalton Surgery closing times for in house training	We will aim to provide surgery closure times on our website and on the surgery noticeboards more clearly and at least 1 week prior to closing
Exactly 50% agreed / disagreed that there was / was not ample space in the reception for pushchairs / prams	At times, during baby clinics etc, the waiting area can get more than its fair share of prams / pushchairs. We will continue to encourage parents to keep the pushchairs to one side to reduce clutter and potential for injuries. We are also looking at providing outside parking of pushchairs. However currently this will be at the risk of the owner.
Patients wanted wipe down chairs in the doctors and waiting rooms	We will soon be changing the cushions on the benches in the waiting area to wipeable surfaces as well as replacing the chairs in the doctors rooms
Most patients happy with 0830 opening of doors	Where ever possible we will endeavour to make our surgery accessible to all at the stated opening times. However certain members of staff feel vulnerable on their own at 0800 and may choose to keep the doors locked until another member of staff arrives. The safety of our staff is equally as important to us as is patient accessibility. The phone lines open at 0800 anyway. We will shortly be looking at ways to alter staff rotas so that 2 members of staff are present at opening times.

Summary of Evidence from local patient survey

Out of 32 surveys returned the following answers were received;

i) How do you normally book your appointments to see a doctor or nurse at the surgery?

	Number of replies	Percentage
In Person	6	19%
By Phone	32	100%
By fax		
Online		
Doesn't apply		

ii) Which of the following methods would you prefer to use to book an appointment at the surgery?

	Number of replies	Percentage
In Person	6	19%
By Phone	28	88%
By fax		
Online	2	6%
Doesn't apply	2	6%

iii) How do you normally access your blood / scan / other investigation results?

	Number of replies	Percentage
In Person	10	31%
By Phone	20	62%
By fax		
Online		
Doesn't apply	6	19%

iv) How would you like to access your blood / scan / other investigation results?

	Number of replies	Percentage
In Person	18	56%
By Phone	12	38%
By fax		
Online	6	19%
Doesn't apply	2	6%

v) How do you order a prescription?

	Number of replies	Percentage
In Person	12	38%
By Phone	26	81%
By fax		
Online		
Doesn't apply		

vi) How would you like to order a prescription?

	Number of replies	Percentage
In Person (at reception desk)	8	25%
By Phone	20	63%
By fax		
Online	10	31%
Doesn't apply		

vii) If you order via the prescription line (phone) , do you feel you have ample time to order?

	Number of replies	Percentage
Yes (ordering between 9am—12pm)	20	63%
No	10	31%

viii) How do you think we can improve the prescription line

	Number of replies	Percentage
Leave as it is (9am—12pm)	6	19%
Allow ordering during 12pm - 1pm only		
Allow ordering during all opening hours	26	81%

xi) Do you feel repeat dispensing would suit you better?

	Number of replies	Percentage
Yes	20	63%
No	12	37%

i) In the reception area, can other patients overhear what you say to the receptionist?

	Number of replies	Percentage
Yes, but don't mind	14	44%
Yes and I'm not happy about it	12	37%
No other patients can't overhear		
Don't know.	6	19%

ii) How helpful do you find the receptionists at the surgery?

	Number of replies	Percentage
Very	22	69%
Fairly	10	31%
Not Very		
Not at all		

iii) Do you like the layout of the notices in the reception area?

	Number of replies	Percentage
Yes	32	100%
No		

iv) do you feel there are too many notices up?

	Number of replies	Percentage
Yes	4	13%
No	28	87%

v) Do you think we need posters / notices in the porch area for people to see as they enter the surgery?

	Number of replies	Percentage
Yes	8	25%
No	24	75%

vii) how would you categorise the lighting in the reception area

	Number of replies	Percentage
Good,	22	69%
Not good, too dark to read magazines	2	6%
Not good, lights need to be brighter	8	25%

viii) How would you like to change the lighting?

	Number of replies	Percentage
Leave as it is	22	69%
Better positioning of bulbs to aid reading		
Brighter lights	10	31%

xi) do you feel the benches in the reception area are comfortable?

	Number of replies	Percentage
Yes	32	100%
No		