

Dalton Surgery, Huddersfield Patient Participation Report 2013 – 2014

Dalton surgery is now into its 2nd year of Patient Participation Group (PRG), having successfully completed the first year in 2012 – 2013. Please find the report located on the Dalton Surgery website

(www.daltonsurgeryhuddersfield.com). Following the success of the 1st PRG meeting in 2012 – 2013, we felt the face to face consultation worked well and therefore replicated this process again for the 2013 – 2014 year meetings. Future meetings can be conducted virtually via email or through the Dalton Surgery website forum and this will be discussed between the Dalton Surgery staff and its PRG members.

Following the success of last years PRG meetings, it was no surprise that the same members wanted to remain and work with us in the 2013 – 2014 year. However we are always looking to recruit more members to the PRG forum, especially in order to broaden the groups being represented, thus we are very keen to recruit members from the following groups;

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

Please click on the link below to open the Patient Participation Report for 2013 – 2014.

[Patient Participation Report 2013 - 2014](#)

Patient Participation Report 2013 – 2014

The following report illustrates the development of Dalton Surgery's Patient Reference Group (PRG) for the year 2013 – 2014.

The aim of the report is to highlight;

- Process used to create our PRG
- Profile of our PRG
- Priorities for our survey and how they were agreed
- Method and results of patient survey
- Subsequent action plan and how it was agreed
- Progress so far with the action plan
- Confirmation of our opening times and extended surgery times

• **Process used to create our PRG**

Various methods were used to engage our patients to take part in the 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 and invited patients to join
- Patients who provided practice feedback via the 'comments box' were invited to join the PRG.

Members of the previous PRG all remained committed to continuing their presence in the new PRG for 2013 – 2014. Our aim was to continue working with the previous PRG members but also to engage new members so a more cross-sectional representation of our population could be represented at the PRG meetings. Last years PRG meeting lacked input from the young adult age group / parents of young children / patients with disabilities / impairments etc. Unfortunately 2013 -2014 PRG continues to suffer from lack of interest from the above groups. However we were able to recruit one person extra from an ethnic minority cohort who also happened to be a parent of young children.

The recruitment of PRG members did start sooner in the year compared to the previous year, however still more work needs to be done to attract members from the groups highlighted above.

• **Profile of PRG**

The 2013 – 2014 PRG consists of both men & women. All were over the age of 35. Combination of working

and retired patients participated. Some members accessed Dalton Surgery via private car, some via public transport and others who walked. We had one representative who was from the Indian ethnic minority who had another language other than English as their first spoken language, the rest were White English patients. We did not set a particular number of PRG members, however we were keen to keep the number small due to space constraints at Dalton Surgery. Unfortunately only 6 people vested an interest in joining the PRG for 2013 -2014 thus all were included.

Our PRG still has not met our practise profile and we are keen for members to join us from the following groups;

- 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. Having already engaged in this task the previous year, the members of the PRG 2013 -2014 group decided to keep the headings of the issues raised the same as the previous years but this year to choose different aspects within each group. The groups therefore remained the same and were;

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

The PRG group chose new topics to be discussed but also decided to keep some questions from the previous survey included to gauge how the new survey would be compared to last years. Ample time was given at this meeting to discuss all aspects of the questionnaire and which questions to include.

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 in October 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 2013 – 2014 survey were analysed by the PRG in paper format. Dr Khokhar summarised the results to the group as percentage format as can be found in the '*summary of evidence from local patient survey 2013 – 2014*' below. Members were given the opportunity to discuss the findings of the survey with the practice team representing Dalton Surgery. Items on the survey which scored highly were taken as mostly approved by the survey participants and very little discussion was made on these. Survey findings of 50% or thereabouts indicated that the survey participants varied in their acknowledgement of these questions and therefore further time was spent with the PRG members to discuss ways in which these items could be further improved. Those items which the survey participants requested / wanted achieving but were not possible / attainable due to size of the practice / current location were also highlighted to the PRG members.

Following receipt of patients views from the practice survey and items discussed at the PRG meetings, Dalton Surgery held a practice meeting on 17th December 2013 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' section for further information on which services have been improved as per PRG suggestions. Please note, due to constraints in the size and location of Dalton Surgery building, certain improvements cannot be realistically met.

6. Progress so far with our action plan

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

- Increased awareness of the Dalton Surgery website in various formats (see action plan section)
- Provided more alcohol gel bottles in the waiting room, away from children's reach
- Increased the frequency of reception and clinical staff making patients aware of online access

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

Early morning surgery on Friday start at 0730.

Saturday openings from 7th December 2013 to 1st March 2014 0900 to 1300
(as part of NHS Winter Incentive Scheme to reduce pressure on A&E and OOH)

Dalton Surgery, Huddesfield

Patient Reference Group (PRG)

Action Plan 2013 – 2014

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 White part of prescription (Right hand side) will display message on how to access new website
Patients wanted to book appointments and order prescriptions online or via website	New feature will be built into the new Dalton Surgery website to accomadate this request We have seen an increase over the last 12 months of patients with online access. Patients are now booking appointments and ordering prescriptions online on a daily basis
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 still. 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. Currently this service is being provided by clinicians to certain patients who are on stable regimes of medication.
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 vigilant that if a patient wants to discuss personal / confidential matter, than 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 less	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	Since our last patient survey, a license has been acquired to broadcast radio in the waiting area. Currently the choice of radio station is Radio 2 and the latest patient survey suggests that most people like to listen to the radio while awaiting their appointment and Radio 2 is appropriate for a waiting room environment.
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. The carpets are vacuumed on a daily basis. Patients are asked to keep dirty / mud soiled prams outside whenever possible.
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	Since the last survey, all chairs and benches for patients are now wipe-able.
Most patients happy with 0830 opening of doors	Wherever 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 2013 - 2014

Out of 30 surveys returned the following answers were received;

Please note, not all survey categories will score out of 100% due to some questions where participants can tick more than one answer.

ACCESS TO SERVICES

i) Are you aware that Dalton Surgery has a website?

	Number of replies	Percentage
Yes	13	43%
No	17	57%

ii) If you were aware of the website, have you used it recently?

	Number of replies	Percentage
Yes	5	19%
No	14	53%
Not applicable	7	27%

iii) What are your views on the Dalton Surgery website?

	Number of replies	Percentage
Fit for purpose	5	18%
Outdated, needs to change	0	0%
Never accessed the website	6	22%
Never knew Dalton surgery had a website	8	30%
Don't know	8	30%

iv) Would you prefer it if the staff of Dalton Surgery had up to date pictures of themselves on the website?

	Number of replies	Percentage
Yes (so I can see what they look like)	14	47%
No (doesn't matter to me)	16	53%

v) Have you used the Dalton Surgery website to make an appointment or order a prescription?

	Number of replies	Percentage
Yes	1	3%
No	17	61%
Did not know I could do this from the website	10	36%

vi) How do you normally book your appointments to see doctor / nurse?

	Number of replies	Percentage
In Person (at reception desk)	5	16%
By Phone	30	100%
By fax		
Online	1	3%
Doesn't apply		

vii) Which of the following methods would you prefer to use to book an appointment?

	Number of replies	Percentage
In person	6	20%
By phone	24	80%
By fax	0	
Online	14	47%
Does not apply	0	

viii) How do you order a prescription?

	Number of replies	Percentage
In person (at the reception desk)	8	27%
By phone	21	70%
By fax	0	
Online	2	7%
Does not apply	7	23%

xi) How would you like to order a prescription?

ix) Do you feel repeat dispensing * would suit you better?

Please tick all that apply

	Number of replies	Percentage
In person (at the reception desk)	9	30%
By phone	16	53%
By fax	0	
Online	11	37%
Does not apply	5	17%

RECEPTION ISSUES

i) Do you use the self check-in screen when attending for appointments?

	Number of replies	Percentage
Yes	29	97%
No		
Yes but I have to ask others to help	1	3%

ii) Is the self help check-in screen easy to use?

	Number of replies	Percentage
Yes	29	97%
No	1	3%

iii) Do you like the addition of music to the waiting area?

iii) Do you like the layout of the notices in the reception area? <i>Please tick all that apply</i>	Number of replies	Percentage
Yes	29	97%
No	1	3%

iv) Currently Radio 2 is played in the waiting area, is this suitable to be played?

	Number of replies	Percentage
Yes	28	94%
No	1	3%
I would like a different radio station	1	3%

v) How would you categorise the lighting in the reception area?

	Number of replies	Percentage
Good,	26	87%
Not good, too dark to read magazines	1	3%
Not good, lights need to be brighter	2	6%

vi) How would you like to change the lighting?

	Number of replies	Percentage
Leave as it is	27	90%
Better positioning of bulbs to aid reading		
Brighter lights	3	10%

vii) Do you feel the benches in the reception area are comfortable?

ix) Do you feel the benches in the reception area are comfortable? <i>Please tick all that apply</i>	Number of replies	Percentage
Yes	28	94%
No	2	6%

INFECTION CONTROL ISSUES

i) How clean is Dalton Surgery, on the whole?

	Number of replies	Percentage
Very clean	27	90%
Fairly clean	3	10%
Not very clean		
Not at all clean		
Don't know		

ii) Do you consider the waiting area to be a clean area?

	Number of replies	Percentage
Yes	30	100%
No		
Don't know		

iii) In your opinion, how clean are the benches in the waiting area?

	Number of replies	Percentage
Very clean	25	83%
Fairly clean	5	17%
Not very clean		
Not at all clean		
Don't know		

iv) In your opinion, how can we improve the cleanliness of the waiting area?

	Number of replies	Percentage
Already clean, no need to change	19	63%
Provide alcohol gels for hand cleaning	10	33%
Provide wipes to clean surfaces	2	6%
Don't know		

v) How clean are the doctors / nurses rooms?

	Number of replies	Percentage
Very clean	28	94%
Fairly clean	2	6%
Not very clean		
Not at all clean		
Don't know		

v) How do you think the doctors / nurses rooms could be improved?

	Number of replies	Percentage
Already clean	28	94%
Change the chairs to ones that can be wiped down	2	6%
Any other suggestions?	0	

GENERAL ISSUES

i) Do you feel adequate notice is given for closure of Dalton Surgery for staff training?

	Number of replies	Percentage
Yes, Notices put up prior to closure	15	50%
No	1	3%
Never knew Dalton Surgery closed for training	9	30%
Dalton Surgery should advertise its closure times 1 week prior to closing for staff training	0	
Don't know	5	17%

ii) Have you ever used our 'comments' box to tell us of your ideas for Dalton Surgery?

	Number of replies	Percentage
Yes	1	3%
No	29	97%

iii) If not, do you think Dalton Surgery should put up more 'comments' boxes?

ix) Do you feel repeat dispensing * would suit you better?

Please tick all that apply

	Number of replies	Percentage
Yes	3	9%
No	24	91%

iv) Have you tried to access the surgery (via the door) before 8:30am?

	Number of replies	Percentage
Yes	9	30%
No	21	70%