

# Dalton Surgery, Huddersfield

## Patient Participation Report 2014 – 2015

Dalton surgery is now into its 3<sup>rd</sup> year of Patient Participation Group (PRG), having successfully completed the first year in 2012 – 2013. Please find the previous years reports located on the Dalton Surgery website ([www.daltonsurgeryhuddersfield.com](http://www.daltonsurgeryhuddersfield.com)). Following the success of the 1<sup>st</sup> PRG meeting in 2012 – 2013, we felt the face to face consultation worked well and therefore replicated this process again for the 2013 – 2014 and again for the 2014 - 2015 year meetings. Unfortunately due to time constraints, we were unable to meet the PRG to discuss the findings of the survey and our subsequent action plan. For this year therefore we emailed the results to the PRG members inviting them to query any points they felt necessary. 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 the previous years PRG meetings, it was no surprise that the same members wanted to remain and work with us in the 2014 – 2015 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 accommodation.

# Patient Participation Report 2014 – 2015

The following report illustrates the development of Dalton Surgery's Patient Reference Group (PRG) for the year 2014 – 2015

The aim of the 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 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 2014 – 2015. 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 2014 -2015 PRG continues to suffer from lack of interest from the above groups. 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.

## **2. Profile of PRG**

The 2014 – 2015 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 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 5 people vested an interest in joining the PRG for 2014 -2015 thus all were included. This was reduced by 1 member, when compared to the 2013 – 2014 PRG, as that particular member asked to be excused due to health reasons.

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 2014 -2015 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. Infection control was removed from this years survey as both the PRG and the results of previous years survey found that infection control measures were adequate and in order to keep the survey short, infection control issues were not asked. The group of questions related to;

1. Access to services e.g.; booking appointments, getting results etc
2. Reception issues e.g.; privacy, respect, lighting issues etc
3. 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 February 2015, a little later than previous years but this was due to appointments and seeing patients taking a priority. 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 2014 – 2015 survey were emailed to the PRG members. Due to the short timescale of conducting the survey, analysing the data and presenting the information as per this report, it was not possible to meet the PRG group prior to the PRG deadline of March 2015. Dr Khokhar summarised the results to the group as percentage format as can be found in the '*summary of evidence from local patient survey 2014 – 2015*' below. 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 addressing these concerns. The results were presented to the Dalton Surgery management team (see below). 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 within the email.

Following receipt of patients views from the practice survey and items discussed at the PRG meetings, Dalton Surgery held a practice meeting on 23<sup>rd</sup> February 2015 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)
- 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 6<sup>th</sup> December 2014 to 28<sup>th</sup> February 2015 1230 to 1530  
(as part of NHS Winter Incentive Scheme to reduce pressure on A&E and OOH)

## Dalton Surgery, Huddersfield

### Patient Reference Group (PRG)

#### Action Plan 2014 – 2015

You Said	We did / are doing
Most people aware of Dalton Surgery website	2013 – 2014 survey showed that majority of survey participants were unaware of the Dalton Surgery website. This year a higher proportion of people were aware of the website. This is as a direct result of implementing changes from last years survey findings.
Most people unaware of Dalton Surgery app.	This PRG year has seen Dalton Surgery launch the Dalton Surgery App for both iPhone and Android phones. There is practise information on the app. We are aware that due to its recent development, patients may not be aware of the App. We will encourage to make people aware of the app and will advertise its use on both our website and Facebook page.
Most people unaware of Dalton Surgery Facebook page	This again is a new development. Only initiated about 1 week before the survey was conducted. Unfortunately we have not advertised our Facebook page on Facebook itself due to the monetary requirement for advertising. We will encourage people to visit the Facebook page via the Dalton surgery website and Dalton surgery app.
Most patients aware of website but not using to book an appointment or request prescription.	We continue to see heavy traffic on our telephone lines in the morning between 0800 – 0830 when most people are trying to ring in for appointments. It appears that even though most people know we have a Dalton Surgery website, few people are aware that appointments and prescriptions can be requested through the website. Even fewer people are then going on to use the appointment and prescription service.
Majority of patients said that they struggled to get through to reception when calling on the phone	Due to demands on the telephone service as well as excessively expensive line rental and increasing phone bills, we changed our telephone providers. Unfortunately the switch over did not go as smoothly as we hoped and there was 24 hours where people struggled to through to us and we struggled to make phone calls to patients. In addition to this we have increased the number of staff available in the morning to take phone calls, however due to the increased demand from our ever-growing patient list as well as limitations with the current phone service, we are still struggling to answer all the calls that are made especially between the hours of 0800 – 0900. We will actively encourage patients to use the website where possible to order prescriptions and book appointments thereby allowing urgent phone calls to still get through.
Most patients unaware that we were offering Saturday opening times during the winter	Even though we did advertise this service within Dalton Surgery as well as on our surgery website, it appears that most patients were not aware that the doctors were seeing patients on Saturdays during the winter period. However those patients that did access 111 on a Saturday were being directed towards Newsome Surgery where (depending on the rota) Drs Martland and Khokhar were seeing patients. If the winter scheme operates next year, we will make it more obvious to patients of this service.
We asked if patients wanted a TV screen or electronic message board that gave health advise while patients waited for their appointment	The majority of patients surveyed reported that they thought a TV screen or electronic message board was a good idea. Subject to sufficient funding, we will be making enquiries into purchasing a TV or electronic message board to display in our waiting area.
Would you recommend Dalton Surgery to your friends and family	We are grateful that the majority of patients surveyed would recommend Dalton Surgery to their friend and family
Have you waited longer than a week to get an appointment to see a doctor?	55% of patients surveyed said that they had to wait more than a week to get an appointment with a doctor. Although we do recognise that this delay is upsetting to most patients, unfortunately our best efforts to reduce the waiting times has not been achieved. Dalton Surgery continues to see more patients register with us compared to those that are leaving. As our surgery has finite space and limited resources to expand we are unable to accommodate another doctor to help us at Dalton Surgery. We have put application forms in with NHS England for both extending our surgery (which should help in the short term) as well as applications for relocating to another building. We will have to await the outcomes of these application forms. We thank our patients for being understanding and continue to work with us to deliver GP services and hope that the waiting times can be reduced once our nurse practitioner (Debbie Batty)

	starts working in March 2015.
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## Summary of Evidence from local patient survey 2014 - 2015

Out of 28 surveys returned the following answers were received;

*Please note, not all survey categories will score out of 100% due to some questions not being answered by some participants.*

### ACCESS TO SERVICES

Are you aware that Dalton Surgery has a website?

YES	72%
NO	28%

Are you aware that Dalton Surgery has a smart  
Phone app?

YES	28%
NO	72%

Are you aware that Dalton Surgery has a  
Facebook page?

YES	7%
NO	93%

Have you used the Dalton Surgery website to  
book an appointment?

YES	21%
NO	73%
WAS UNAWARE OF WEBSITE	17%

Have you used the Dalton Surgery website to  
order a prescription?

YES	18%
NO	64%
WAS UNAWARE OF WEBSITE	18%

In the last 12 months, have you struggled to get  
through to Dalton Surgery reception when you  
have called?

YES	62%
NO	38%

Were you aware that Dalton Surgery doctors are  
taking part in the "winter scheme", which means  
Dalton Surgery patients can be seen on a Saturday  
at Newsome Surgery between December 2014 and  
March 2015 between 12:30pm and 3:30pm?

YES	7%
NO	93%

## RECEPTION ISSUES

Do you use the check-in screen when attending for an appointment?

YES	90%
NO	3%
YES BUT I STRUGGLE WITH IT	7%

Is the check-in screen easy to use?

YES	96%
NO	4%

Currently there are lots of different leaflets in the Reception area scattered over a large area. Is the Organisation of leaflets satisfactory or should we Put all leaflets on to a "leaflet stand"?

LEAVE AS IT IS	55%
PUT ON A LEAFLET STAND	45%

Some surgeries have a TV screen / message board That displays health advice while patients are Waiting for their appointment. Do you think that Would be helpful / useful at Dalton Surgery?

YES	76%
NO	24%

How would you categorise the lighting in the Reception area?

GOOD	79%
NOT GOOD, TOO DARK TO READ	10%
NOT GOOD, LIGHTS NEED TO BE BRIGHTER	10%

## GENERAL ISSUES

Would you recommend Dalton Surgery to your Friends and family?

YES	93%
NO	7%

When you attend the doctors / nurses room,  
There are a lack of spaces to hang your coats.  
Would you find it useful if there were coat hooks  
In the doctors / nurses rooms so that coats can be  
Placed on them?

YES	36%
NO	64%

Have you had to wait longer than a week to get  
An appointment with a doctor?

YES	55%
NO	45%