

HUDDERSFIELD ROAD SURGERY
PATIENT PARTICIPATION REPORT
YEAR ENDING 31 MARCH 2014

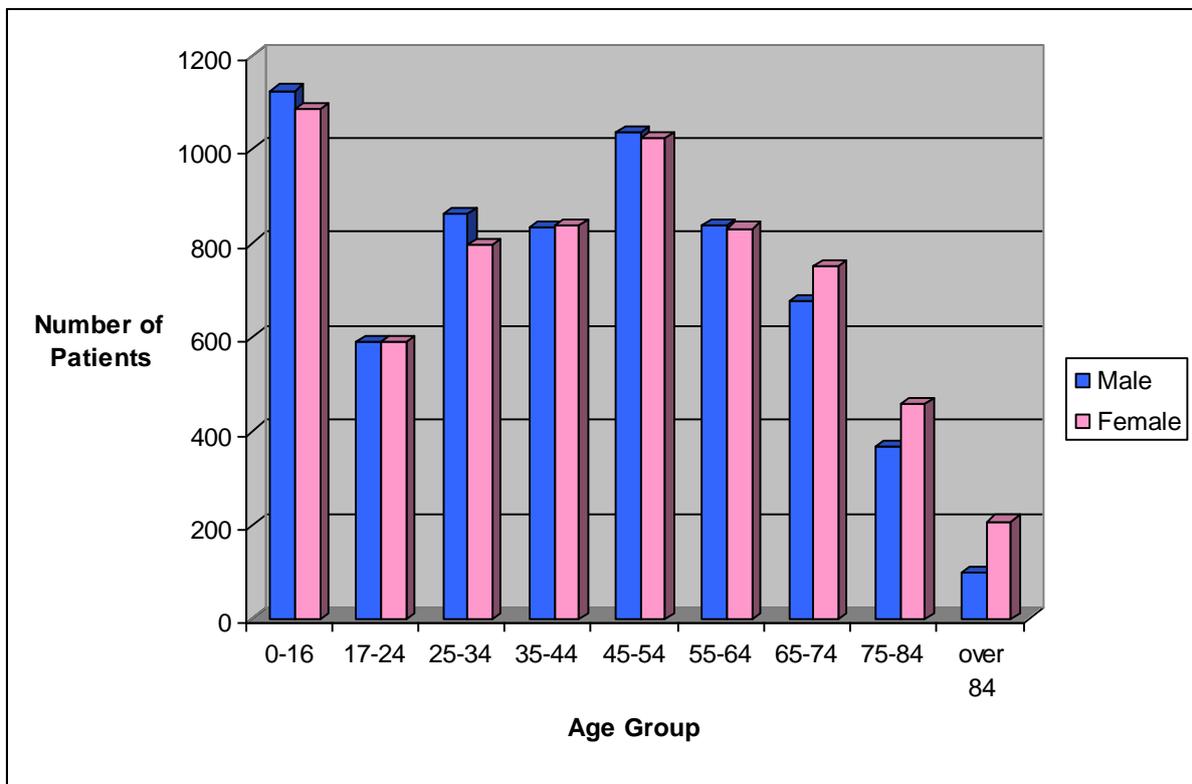
The Practice has two surgeries:

- Huddersfield Road Surgery at 6 Huddersfield Road, Barnsley.
- Barugh Green Surgery at 44 Cawthorne Road, Barugh Green, Barnsley.

Age and Sex Profile of Practice Population

The Practice population is 13,003.

Age Groups	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84	Totals
Males	1124	590	862	832	1035	837	677	367	98	6422
Females	1085	591	797	837	1023	831	750	459	208	6581



Ethnicity of Practice Population

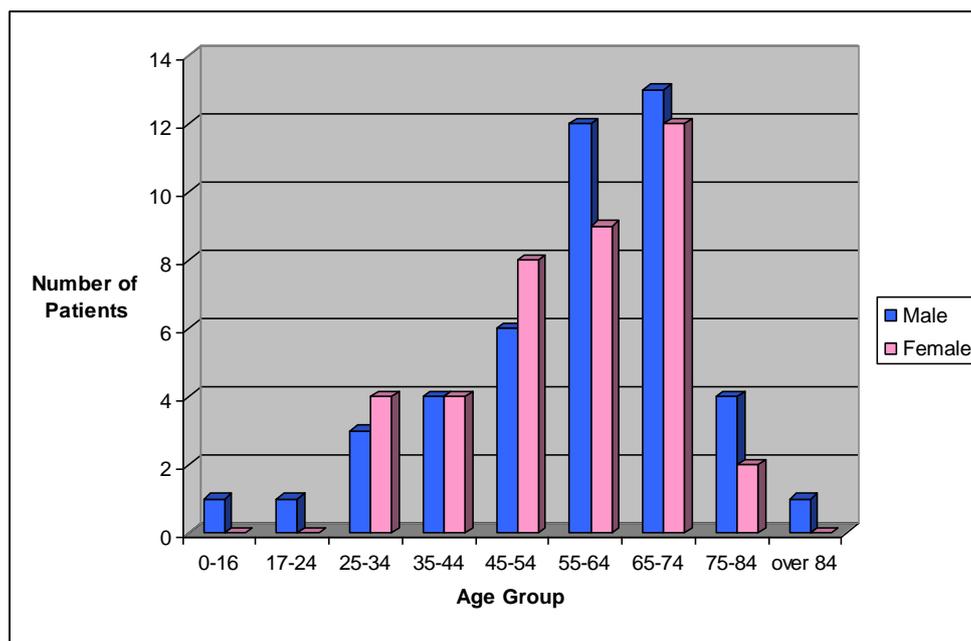
The Practice population is 13,003 and 9,067 or 69.7% of patients have their ethnicity recorded as follows:

Ethnicity	Number of Patients	Percentage of Patients
White British	8344	64.17%
Irish	22	0.17%
Any Other White Background	370	2.85%
White and Black Caribbean	9	0.07%
White and Black African	17	0.13%
White and Asian	12	0.09%
Any Other Mixed Background	23	0.18%
Indian and British Indian	38	0.29%
Pakistani	18	0.14%
Bangladeshi	4	0.03%
Any Other Asian Background	27	0.21%
Caribbean	6	0.05%
African	45	0.35%
Any Other Black Background	5	0.04%
Chinese	18	0.14%
Any Other Ethnic Group	109	0.84%

Age and Sex Profile of Patient Reference Group

The population of the Patient Reference Group is 84.

Age Groups	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84	Totals
Males	1	1	3	4	6	12	13	4	1	45
Females	0	0	4	4	8	9	12	2	0	39



Ethnicity of Patient Reference Group

100% of the ethnicity of the Patient Reference Group has been recorded as follows:

Ethnicity	Number of Patients	Percentage of Patients
White British	82	97.6%
Irish	1	1.1%
Any Other White Background	1	1.1%
White and Black Caribbean	0	0
White and Black African	0	0
White and Asian	0	0
Any Other Mixed Background	0	0
Indian	0	0
Pakistani	0	0
Bangladeshi	0	0
Any Other Asian Background	0	0
Caribbean	0	0
African	0	0
Chinese	0	0
Any Other Ethnic Group	0	0

The age and sex profile of the Practice population shows a fairly even mix of males to females and shows the spread of age groups, with the population of under 16's being the most highly represented.

The age and sex profile of the patient group shows that there are 84 members recruited to the virtual group and these are an even mix of males and females. The age group is predominantly 65 – 74 year olds, but there is representation across all the age groups.

Ethnicity is recorded in all the members recruited to the group and this is predominantly white British as shown in the previous table. The ethnicity of the Practice Population is also predominantly white British at 64.17% in all those where ethnicity is recorded.

Efforts Made to Recruit Members to the Patient Reference Group

Ongoing efforts are being made to continue recruiting to the virtual group and this will be expanded to as many patients as are interested in joining, to provide the Practice with a broad opinion base for future plans and initiatives. Emphasis will be placed on trying to recruit from minority groups which are at present under represented in the patient group, such as younger patients in the 0 – 35 age bracket.

The 'virtual' patient participation group is advertised in the practice via posters and leaflets are available to be completed by patients interested in joining the group. The group is also advertised on the practice website – (www.huddersfieldroadsurgery.co.uk).

The practice proactively encourages patients to join the group by:

- Handing out leaflets for patients to complete with their email address and consent, during day to day contact when the patients attend the practice and by targeting such events as 'flu clinic' days when staff actively canvass patients.
- Practice Nurses encourage patients attending long term condition clinics to join the group and explain the procedure for doing so. This allows for representation across the range of patients with particular conditions such as asthma, diabetes etc.
- New patients joining the practice are introduced to the practice via an administrator who sits with the patient and helps them to complete the registration forms and informs them of the services. The administrator is proactive in advertising the patient group and provides new patients with a form to complete should they wish to join the group.
- Patients attending Substance Misuse Clinics are informed and encouraged to join the patient group to put forward any views they may have about the services provided, in an attempt to recruit from these 'harder to engage' minority group of patients, who have specific needs from the practice.
- Patients attending Vaccination and Immunisation clinics are informed and encouraged to join the patient group to put forward any views they may have about the services provided, in an attempt to recruit patients from across the younger age ranges, who have children, and may require different services to the more elderly population.
- Patients attending Learning Disability clinics are informed and encouraged to join the patient group to put forward any views they may have about the services provided, in an attempt to recruit patients from this 'hard to engage' minority group of patients, who have specific requirements relating to their disability, from the practice.

PRG Action Plan – 2013 Update

1 On-line Appointment Booking

The facility to book appointments online is now up and running, and to date the practice have signed up 897 patients since the system went 'live' at the beginning of December 2013. This is an ongoing initiative and the service will be offered to all patients over the next 12 months to recruit as many as possible.

Action: Achieved

2 Privacy in Reception Area

The practice had planned to refurbish the office part of the back reception known as the 'choose and book' room, where patients can book their hospital appointment and choose where and when to attend. Unfortunately, funding has not been available to refurbish this area as yet. However, consulting room 1 has now become the 'choose and book' room and patients can sit in this room with an administrator, in total privacy, where they can discuss the appointment and the booking options with complete confidentiality.

Action: Achieved

3 To Reduce DNA Levels

As the practice is now using a new clinical system, the option to send SMS messages has been activated. This means that patients receive text reminders at the time of booking the appointment and a further reminder 24 hours before the appointment is due.

A new telephone system has been purchased and installed in the surgery and the plan was to incorporate a cancellation line within this system. Unfortunately, this was not practical due to the time involved in accessing voice mails by staff, and incorporating this into their existing busy workload. However, the practice are installing a tandem telephone system (Patient Partner, Voice Connect) which will run alongside the existing phone system and will allow patients to access the surgery 24 hours a day, 7 days a week. The system will allow patients to book appointments, cancel and check appointments via an automated service, throughout the working day, without the need to speak to a receptionist, and also outside of working hours.

It is anticipated that these initiatives will reduce the level of appointments not attended (DNA) and audits will be carried out to monitor the number of DNA's over the next 12 months.

Action: Achieved (except for appointment cancellation line)

Timescale: Cancellation line – by the end of July/August 2014.

4 On-line Ordering of Repeat Prescriptions

The facility to order repeat prescriptions online is now up and running, and to date the practice have signed up 897 patients since the system went 'live' at the beginning of December 2013. This is an ongoing initiative and the service will be offered to all patients over the next 12 months to recruit as many as possible.

Action: Achieved

5 Jayex Self Check-in Screen

An upgrade to the 'Jayex booking in screen' software was installed on 3 April 2013. This has now integrated this software with our practice clinical software and enables patients to book in via the screen, without queuing at reception. The software is now more reliable and user friendly.

Action: Achieved

6 Extra Car Parking Spaces

The practice has now created an extra 3 car parking spaces by removing the garden areas at the entrance to the car park and to the area near to the surgery entrance where shrubbery has been removed. The area now requires new tarmac and car park lining to complete the action, but is able to have cars parked in the new spaces at present.

Action: Achieved – tarmac to be complete by end of August 2013.

7 New Telephone Automated System

A new telephone system has been purchased and installed in the practice in June 2013. The practice has now doubled the number of incoming and outgoing telephone lines to enable more callers to access the surgery. The new system is automated, allowing the patient to navigate through number options to access nurse, advice, prescription queries or reception.

Action: Achieved

8 Health Education

- Produce information leaflets regarding long term conditions such as Asthma, Diabetes, Coronary Heart Disease etc.

Action: Achieved and on display in reception.

- Written care and management plans.

Action: Partly achieved and ongoing on a patient by patient basis.

- Signposting and information regarding other services available.

Action: Achieved – available in practice and on the website.

- Publish information on website.

Action: Achieved – www.huddersfieldroadsurgery.co.uk

Areas of Priority for the Patient Survey 2014

The areas of priority to be included in the Patient Survey for 2014 were determined by writing to the patient group members (via email) and requesting their help in putting forward suggestions for inclusion in the survey. The letter was sent to the group members on 6 September 2013 along with the action plan from 2013. Examples of areas to concentrate on were:

- **patients' priorities and issues**
 - appointment times, opening hours, continuity of care, choice of clinician, access to services
- **practice priorities and issues**
 - cleanliness of practice, professionalism of staff, standard of care and service provided.
- **CQC (Care Quality Commission) related issues**
 - standards of quality and safety, expectations of care, treatment and support to meet your needs, how to raise concerns about the practice:

The patient group members fed back their suggestions by email and these were included when the survey was compiled. Once the survey was compiled with the appropriate questions, it was circulated to all the patient group members for agreement, before handing out to patients to complete.

How the views of the registered patients were obtained

The views of the registered patients were sought by the practice, by the means of a practice survey. The survey was displayed in practice for patients to complete whilst sat in the waiting rooms. The survey was distributed to both surgery sites at Huddersfield Road and Barugh Green. It was also emailed to all patient participation group members for completion. Patient surveys were handed out by reception staff

to patients booking in for appointments. Practice nurses handed out surveys to patients attending clinics.

How the PRG were given the opportunity to discuss the contents of the action plan

The Practice Manager and Assistant Practice Manager collated the results of the completed patient surveys and summarised these for submission to the patient group. The results were emailed out to the patient group members in March. The areas of priority identified by the practice from the survey results were highlighted, and approval was sought to include these in the practice action plan for 2014. Patient group members responded by email giving their agreement to the recommendations, as well as putting forward further suggestions for inclusion in the action plan, such as

- Promoting telephone consultations for non urgent queries.
- Publicising the patient participation group.

The agreed priority areas were included in the compilation of an action plan and this was circulated to all patient group members (via email) for agreement. Members responded (via email) with their agreement and some comments were received regarding specific actions. For example, the action to publicise the practice website prompted a member to ask about more elderly patients not having access to computers and therefore not being able to book appointments on line. Any such queries were resolved by the Practice Manager and the group member was emailed with an explanation. In this particular instance, the patient was reassured that the introduction of the 'Patient Partner Voice Connect' telephone system would allow all patients access to appointments 24 hours per day, 7 days per week and therefore no patient would be penalised by not having computer access.

The action plan was circulated to the patient group members with appropriate timescales. – see action plan at the end of this report.

Survey results

For full survey results please refer to Appendix A.

The Practice Manager and Assistant Practice Manager collated all 342 completed surveys and summarised the results on which to base the practice action plan as follows:

The survey showed that 36% of patients surveyed were aware that the practice had a website, but 64% were not. This was an important factor as the on-line access system to book appointments and order repeat prescriptions depends on patients using the website.

The introduction of the on-line access system has proved very popular and 41% of patients surveyed knew that they could book appointments online and order repeat prescriptions online. However, 59% were not aware of the service. This correlates with the number of patients not aware of the practice website and therefore it was

agreed that these were important priorities in the action plan. The ability to book on line contributes to less time being spent trying to get through to the practice by telephone and therefore, less staff time being used to answer calls.

Patients were asked if they knew that they could book a telephone consultation with a GP for a non-urgent query. 60% of patients surveyed were not aware they could access this service. Of the 22% of patients that had used the service, 25% found it to be 'excellent', while 25% said 'very good', and 50% 'good'. It was agreed that this should be a priority area as telephone consultations allow the doctor to deal with problems that do not require the patient to attend the surgery, ie., reducing footfall through the practice, alleviating car parking pressures and helping the patient by not having to attend the surgery.

Patients were asked if they were aware that the practice had a patient participation group that they could join. There were only 15% of patients surveyed who said they did know, 61% who did not and 24% who did not respond to the question. Therefore, the patient group felt this was a priority area that needed to be publicised and was an area for growth for the practice, by recruiting more patient opinion.

The survey asked patients if they had ever booked an appointment for the same day (open access, same day appointment), to which 87% said they had. 22% said they had found this process 'very difficult' with only 4% saying it was easy. The priority for the action plan was to improve this service for patients by introducing the 'Patient Partner – Voice Connect' software, which would give 24 hour access to the surgery, 7 days per week, to book, cancel or change appointments. The phased release of 'open access' appointments over the 24 hour period would enable patients to book appointments without the rush of callers waiting for the surgery phones to open at 8.00am and would take the pressure off same day appointment booking.

The survey asked if patients found the cleanliness of the two surgeries to be satisfactory, with 78% saying they found them 'very clean' with no patients saying that they were not clean.

When asked if patients were satisfied with the care they received from the surgery, 63% were 'very satisfied' and 27% were 'fairly' satisfied. 77% of patients surveyed said they would recommend the surgery to their family and friends.

There were no areas where issues or consequences of discussions with the patient group had resulted in consultation with NHS England and all areas of priority included in the action plan were agreed with the patient group.

The practice has taken on issues and priorities as set out in the local patient participation report as at 31 March 2014.

Action Plan

The following is the agreed action plan.

PATIENT PARTICIPATION GROUP

Action Plan Arising from Practice Patient Survey - 2014

The following is the agreed action plan.

	Priority Area	Action Plan
1	Publicise Practice Website	<ul style="list-style-type: none">• Advertise website on right hand side of prescriptions.• Posters in reception and waiting rooms.• Ensure website address printed on practice leaflet and all letterheads and correspondence• Ensure website address printed on all leaflets produced by the practices to inform patients Timescale: 6 months
2	Publicise On-line Access System via Practice Website	<ul style="list-style-type: none">• Prioritise space on homepage to inform patients of on-line access service and how to use it.• Advertise on-line access on right hand side of prescriptions.• Posters in reception and waiting rooms.• Ensure website address printed on practice leaflet, information leaflets, letterheads and correspondence• Reception staff to opportunistically hand out leaflets to patients in waiting rooms and explain procedure.• Reception staff to promote service to patients attending for appointments. Timescale: 6 months
3	Improve Booking of Same Day Appointment System	<ul style="list-style-type: none">• Release a proportion of same day appointments via the on-line access system (via the website) on the night before.• The practice will introduce a tandem telephone system (Patient Partner, Voice Connect) to enable patients to contact the surgery 24 hours per day, 7 days per week. Timescale: 6 months
4	Publicise Patient Participation Group and Encourage Membership	<ul style="list-style-type: none">• Posters in practice to advertise the PPG and inviting new members.• Advertise PPG on Website (as a 'feature' on the homepage).

		<ul style="list-style-type: none"> • Reception staff to hand out leaflets to patients. • Advertise PPG on right hand side of prescriptions. <p>Timescale: 12 months</p>
5	Publicise Telephone Consultation Appointments for Non Urgent Appointments	<ul style="list-style-type: none"> • Posters in practice to advertise telephone consultation appointments for non-urgent appointments. • Advertise telephone appointments on website. • Advertise appointments on right hand side of prescriptions. • Introduce more telephone consultation appointment surgeries with doctors. One telephone consultation surgery will be held daily. <p>Timescale: 4 months</p>

The aforementioned action plan was made with the agreement of members of the 'virtual' patient participation group.

How the report will be advertised and circulated

- Circulation to all members of the PPG/PRG
- Posters and leaflets in waiting rooms
- Practice website and practice leaflet
- Discussions with practice staff at team meetings

Practice opening hours – Huddersfield Road

Monday – Friday 7.30 am – 6.30 pm
 Late Opening
 Every alternate Tuesday/Thursday until 7.45 pm

The opening times above include extended hours when a doctor will be available – these are:

Monday – Friday 7.30 am – 8.00 am
 Every alternate Tuesday/Thursday 6.30 pm – 7.45 pm

Practice opening hours – Barugh Green

Monday 7.30 am – 2.00 pm
 Tuesday – Thursday 7.30 am – 6.00 pm
 Friday 7.30 am – 2.00 pm

Patients can access services either in person or by telephone (see below), and can book appointments and order repeat prescriptions online.

Patient Access – Huddersfield Road

All queries and appointments by telephone	01226 203420
Fax	01226 731245
Website	www.huddersfieldroadsurgery.co.uk

Patient Access – Barugh Green

All queries and appointments by telephone	01226 384505
Fax	01226 380418
Website	www.huddersfieldroadsurgery.co.uk

Out of Hours Arrangements

Between 6.30pm – 8.00am daily, all calls will be automatically re-directed to the out of hours service commissioned by NHS England, to the service provider Care UK. In addition to this, the NHS 111 service is advertised in the practice and on the practice website.