

HUDDERSFIELD ROAD SURGERY
PATIENT PARTICIPATION REPORT
YEAR ENDING 31 MARCH 2015

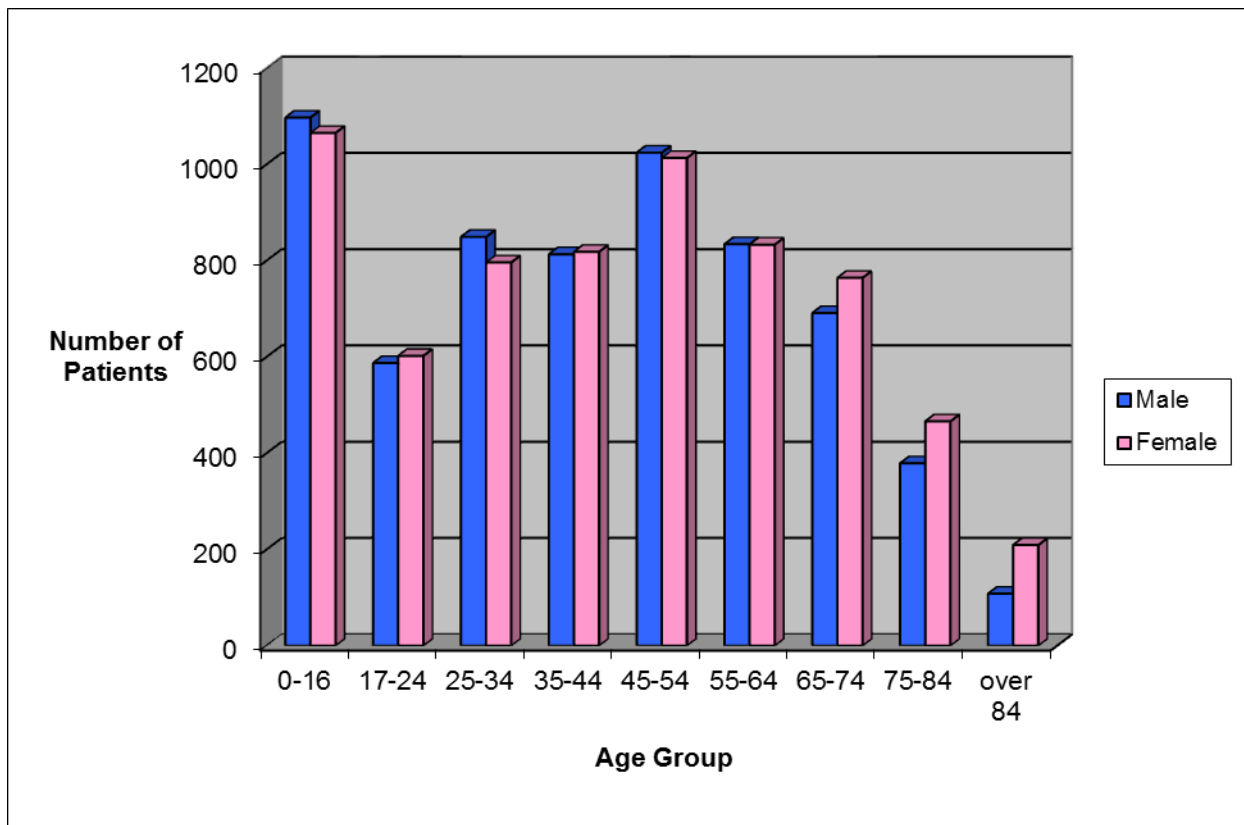
The Practice has two surgeries:

- 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 12,948.

Age Groups	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84	Totals
Males	1097	587	849	813	1024	834	691	379	108	6382
Females	1065	602	796	818	1013	833	764	466	209	6566



Ethnicity of Practice Population

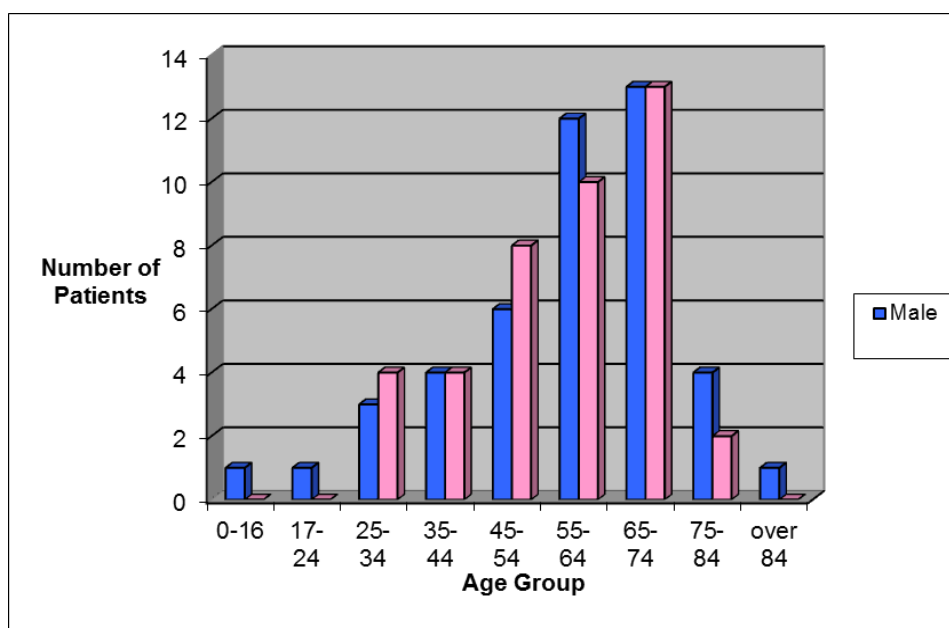
The Practice population is 12,948 and 9,307 or 71.88% of patients have their ethnicity recorded as follows:

Ethnicity	Number of Patients	Percentage of Patients
White British	8579	66.26%
Irish	23	0.18%
Any Other White Background	371	2.87%
White and Black Caribbean	9	0.07%
White and Black African	17	0.13%
White and Asian	14	0.11%
Any Other Mixed Background	23	0.18%
Indian and British Indian	38	0.29%
Pakistani	19	0.15%
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	10	13	2	0	41



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	84	97.7%
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, followed by the 45 – 54 age range.

The age and sex profile of the patient group shows that there are 86 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 66.26% 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.
- The practice are developing the 'virtual' group further by forming a 'face to face' group in the near future and patients have put forward their names to be considered to be nominated on to the group, where they can be proactive in recruiting more patients to the group.

PRG Action Plan – 2014 Update

1 Publicise Practice Website

The website has been advertised on the right hand side of the prescriptions and posters have been displayed in the surgery waiting rooms to encourage people to log on and look at the website. The website address has been included on all practice letterheads, correspondence and literature. The website address has been printed on all practice leaflets produced by the surgery.

Action: Achieved (and ongoing)

2 Publicise Online Access System via Practice Website

Prioritise space on the website homepage to inform patients about the online access service and how to use it. Advertise on the right hand side of prescriptions and on posters in the waiting rooms. Ensure website address is included on all practice

literature and correspondence. Reception staff opportunistically hand out leaflets to patients as they attend for appointments and explained the procedure for online access.

Action: Achieved (and ongoing)

3 Improve Booking of Same Day Appointment System

The practice release a proportion of same day appointments on the online access system (via the website) each morning for patients to book the same afternoon. This has helped patients to access the same day appointments without having to get through to the surgery on the telephones.

The practice have signed up to the Patient Partner, Voice connect system via Barnsley CCG. This will enable patients to phone the surgery to book an appointment, cancel or rearrange an appointment, 24 hours per day, 7 days a week.

Action: Achieved online booking appointments. However, the Patient Partner system was delayed by the company and was therefore beyond the control of the practice. This was disappointing as patients had been told about the new system and how it would improve access. Therefore, this action has been made a priority to ensure installation this year.

4 Publicise Patient Participation Group and Encourage Membership

Posters have been displayed in the surgery waiting rooms, inviting new members to join. The group has been advertised on the practice website. Reception staff have handed out leaflets to patients and have informed them about the group when they have attended appointments. The group has been advertised on the right hand side of the prescriptions.

Action: Achieved (and ongoing)

5 Publicise Telephone Consultation Appointments for Non Urgent Appointments

Posters have been displayed in the surgery waiting rooms, on the practice website and on the right hand side of prescriptions to advertise that telephone consultation appointments are available. The practice has introduced telephone appointments for each doctor at the end of each surgery. These have proved very popular for patients who do not need to attend the surgery in person.

Action: Achieved (this is always under review for the best appointment slot mix)

Areas of Priority for the Patient Survey 2015

The areas of priority to be included in the Patient Survey for 2015 were determined by writing to the patient group members (via email) and requesting their feedback regarding the formulation of 3 priority areas arising out of feedback from a variety of sources. The feedback was given to the PPG from the practice patient survey, Friends and Family Test, comments, complaints and suggestion leaflets and comments and suggestions communicated to staff. The 3 agreed priority areas are:

- **Better access to the surgery by telephone**
There was a common theme in the feedback that patients found it difficult to access the surgery by phone. It was agreed to make the implementation of Patient Partner (Voice Connect) a priority this year as it had been delayed by the company last year and was felt to be an urgent need and therefore a priority, in an attempt to improve access by telephone.
- **Better access to a doctor by way of telephone appointment triage**
A new system of on-call duty has been trialled by the practice. Three doctors trialled telephone triage instead of having booked surgeries. Patients who cannot book a routine appointment and need to be seen on the day are telephoned by the duty doctor and either dealt with over the phone or are booked to come in and see the doctor if necessary. If the need is less urgent, then a routine appointment will be booked by the doctor at a later date. This has proved to work well and many more patients have been able to access a doctor via this method. Therefore, this system will be rolled out to all doctors in April 2015.
- **Development of a 'face to face' patient group**
This was seen as a priority area by the group and volunteers have already put their names forward to sit on the group. It is envisaged that a formal group with a committee, meeting quarterly, will be proactive in recruiting more members from across the population groups and will be better placed to discuss issues arising from the practice and patients. The group will be run by the patients, for the patients.

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, Friends and Family Test and comments and suggestions. 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. 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 2015. Patient group members responded by email giving their agreement to the priority areas.

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 completed surveys and summarised the results on which to base the practice action plan as follows:

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 2015.

Action Plan

The following is the agreed action plan.

PATIENT PARTICIPATION GROUP

Action Plan Arising from Feedback to the Patient Group - 2015

The following are the 3 agreed priority areas.

	Priority Area	Action Plan
1	Better Access to the Surgery by Telephone	<ul style="list-style-type: none">• Make the installation of Patient Partner – Voice Connect a priority this year (delayed previously by the company).• Site visit by company to plan installation.• Planning meetings to set up automated system to interact with clinical software.• Plan 'go live' date and pre-test.• Advertise to patients well in advance of 'go live' to encourage patients to phone outside of working hours when system does goes live, in order to remove pressure from the surgery telephones during the working day. <p>Timescale: 6 months (or asap)</p>
2	Better Access to a Doctor by way of Telephone Triage System	<ul style="list-style-type: none">• On-call duty doctors to finish pilot scheme to triage patients by telephone.• Roll out new on-call system to all doctors in practice in April 2015.• Monitor workload and how many patients are passing through via the new system.• Review monthly. <p>Timescale: Immediately – April 2015</p>
3	Development of a 'Face to Face' Patient Group	<ul style="list-style-type: none">• Invite current group members on email list to join a face to face group.• Advertise for new membership within the practice via posters and leaflets and word of mouth.• Recruit a Chairperson, Secretary and agree Terms of Reference for the group so that the committee numbers and roles can be decided upon.• Review nominations and appoint group members.• Agree quarterly meeting dates. <p>Timescale: 6 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
- 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.