

**NHS Greater Manchester
2014/15 Patient Participation Enhanced Service**

Practice Name: Marple Cottage Surgery

Practice Code: P88006

Signed on behalf of practice: Date: 16.3.15

Signed on behalf of PPG: Date: 16.3.15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

| |
|---|
| Does the Practice have a PPG? YES |
| Method of engagement Patient Forum: Face to face meetings every 6 weeks PPG: Email |
| Number of members of PPG: 501 Number of members of Patient Forum (PRG): 10 |

Detail the gender mix of practice population and PPG :

| <i>Details of the gender mix of the practice population and prg</i> | | | |
|---|-------|--------|--------|
| | Male | Female | |
| Practice | 3361 | 3472 | 6833 |
| Practice (%) | 49.2% | 50.8% | 100.0% |
| PRG | 226 | 275 | 501 |
| PRG (%) | 45.1% | 54.9% | 7% |

Detail of age mix of practice population and PPG:

| <i>Details of the age mix of the practice population and prg</i> | | | | | | | | |
|--|-------|---------|---------|---------|---------|---------|---------|-------|
| | <16 | 17 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | >75 |
| Practice | 1220 | 516 | 710 | 882 | 984 | 871 | 905 | 745 |
| Practice (%) | 17.9% | 7.6% | 10.4% | 12.9% | 14.4% | 12.7% | 13.2% | 10.9% |
| PRG | 7 | 28 | 62 | 78 | 88 | 98 | 95 | 43 |
| PRG (%) | 1.4% | 5.6% | 12.4% | 15.6% | 17.6% | 19.6% | 19.0% | 8.6% |

Detail the ethnic background of your practice population and PRG:

| <i>Details of the ethnic background of the practice population and prg</i> | | | | | | | | |
|--|---------|-------|--------------------------|-------------|--------------------------------|-----------------------|---------------|-------------|
| | White | | | | Mixed / multiple ethnic groups | | | |
| | British | Irish | Gypsy or Irish Traveller | Other White | White & Black Caribbean | White & Black African | White & Asian | Other Mixed |
| Practice | 4965 | 4 | 0 | 39 | 7 | 5 | 4 | 4 |
| Practice (%) | 72.7% | 0.1% | 0.0% | 0.6% | 0.1% | 0.1% | 0.1% | 0.1% |
| PRG | 395 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| PRG (%) | 79.2% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% | 0.0% |

Details of the ethnic background of the practice population and prg

| | Asian / Asian British | | | | | Black / African / Caribbean / Black British | | | Other | |
|--------------|-----------------------|-----------|-------------|---------|-------------|---|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 5 | 2 | 1 | 4 | 4 | 3 | 3 | 0 | 0 | 1 |
| Practice (%) | 0.1% | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| PRG | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| PRG (%) | 0.4% | 0.0% | 0.0% | 0.0% | 0.2% | 0.0% | 0.2% | 0.0% | 0.0% | 0.2% |

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Since 2008 we have had a practice Patient Forum, who hold regular face-to-face meetings every 4-6 weeks.

As part of the plan to improve representation we have endeavoured to grow our “virtual” group by developing an PPG who offer feedback and comments online. The development of this ‘Virtual PPG’ focused on attracting interest from of a broad range of patients through various targeted and holistic strategies, including:

- (a) **“Your Views Count – Join our Virtual Patient Group” sign-up forms**, (available at practice reception desk, practice waiting rooms) – see Appendix A
- (b) **Consent forms** given to new patients within their **new patient registration packs**
- (c) Messages on our **patient waiting room screen**
- (d) **Clinical team opportunistically** asking patients during consultations if they would be interested in joining the group.
- (e) Via the **practice website – click [here](#)**

- (f) PPG sign up section at end of the annual practice patient survey
- (g) maintaining a dedicated **Patient Forum promotional noticeboard promoting both the Forum and the PPG**
- (h) displaying professionally designed and **printed leaflets/flyers/business cards** – see Appendix B - promoting the Forum and how to get involved
- (i) managing a dedicated and independent **Patient Forum email address**

Every year we have acknowledged, and discussed with the practice team and the Patient Forum, the difficulties of achieving a balanced representation of patient groups.

Although it is understandable that the demographic groups that use the GP services the most (45-74 years) have a higher membership of the virtual PRG than those that use the services less (younger patients ie <45yrs) we have continued to attempt to **increase the membership of our younger patients (<45 years of age)** by strategies detailed above, but also via proactive and direct targeting as detailed below:

- 1 Targeting younger patients on arrival to reception desk by adding reminders to appointment screen for reception team to give forms to join PRG / complete questionnaire
- 2 Targeted marketing via GPs / nurses opportunistically asking younger patients during consultation if they would be interested in joining the group.
- 3 Sending “Your Views Count – Join our Virtual Patient Group” letter (see Appendix A) sent out to:
 - o 35-45 year old patients with NHS Healthchecks letters
 - o Asthma patients with their asthma annual review letters
 - o New parents with their child’s immunisation and vaccination letters
 - o With cytology screening letters

The charts above show that if we have proportional range of patients from all ages groups within our PPG, excluding the under 16 year olds. These will always be a difficult age group to attract considering their age, and reduced use of practice services. Nevertheless we will continue to advertise the PPG to all groups of all ages.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

No specific groups as above. Our patient population is weighted towards a higher than national average elderly population, with nearly a quarter of patients over the age of 65 years. We are therefore pleased that we have over 27% membership from patients within this age group.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful
n/a

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

From October 2014 – February 2015 we ran our Patient Questionnaire campaign. Questionnaires were available to complete online, and paper copies were available at the practice

Online

- (a) The Patient Forum and virtual PRG were emailed and asked to complete an online questionnaire(https://www.citizenspace.com/stockport-haveyoursay/primarycare/marple_cottage_patient_survey_2014)
- (b) 1720 patients with recorded email addresses were sent the link to the online questionnaire

Paper version

- (a) 750 questionnaires were printed and made available for patients to complete on arrival to the practice at reception and in the waiting rooms
- (b) 300 questionnaires were printed and given to clinicians to give out to patients opportunistically

(c) Questionnaires were given to patients opportunistically at specific health clinics:

- Young asthma patients
- Parents at nurse-led I&V clinics
- pregnant ladies at midwife clinics

(d) Questionnaires were posted to the following target groups:

- parents with their child's I&V recall letters
- women with their smear recall letters
- asthma patients with their asthma review letters
- men and women between 35 – 50 years with their NHS Healthcheck recall letters
- targeted 18 – 25 year old patients via sent texts and email
- Carers

(e) In January 2015 questionnaires were posted to all patients coded as Carers (105)

(f) Questionnaires were taken by doctors on home visits to our housebound CDM housebound patients & patients at residential homes

We reviewed feedback on an ongoing fortnightly basis, collating data and reviewing feedback

How frequently were these reviewed with the patient forum?

Feedback / results were monitored by the practice on a weekly basis and the action plan discussed with the PPG at Forum meetings every 6-8 weeks, with initiatives relating to increasing opening times, and improved access schemes, developed between September – December

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Access to GP Appointments

71% of patients who answered the question regarding how quickly they could get an appointment said they could get appointment on same day or next two working days. This is a 4% drop from the previous year, and although there are some reasons to explain the drop in 2014-15 (eg long term sickness of a GP for 9months) this is an area we feel we should still seek to improve.

What actions were taken to address the priority?

Aside from recruiting a replacement for the GP who did not return from long-term sick we have monitored the feedback from the patient questionnaire on a fortnightly basis and sought new ways to manage same day access demand.

The previous appointment system focussed heavily of provision of all routine appointments being bookable in advance, causing significant pressures on the system when a patient required a GP to triage patient request for same appointment.

Our analysis of the number of same day appointment requests showed variable demand for same day access (ie perceived by patient as urgent for the day)

We therefore piloted a new “ saved for the day” 5 minute appointment system for urgent need, which enables the Support Team to book an appointment on the day without triage from GP required.

Result of actions and impact on patients and carers (including how publicised):

We have discussed this system with the Patient Forum and shared impact data at the Patient Forum meeting in January 2015. Analysis showed that we were providing appropriate capacity to meet demand each day, and suggest that everyone who requested did get a same day appointment (some patients did decline a same day appointment as they did not feel their need was urgent, they wanted an appointment with a specific doctor or felt they needed longer than five minutes).

Based on the results and the anecdotal feedback from the GPs, we agreed to continue with the same day access scheme

We have publicised the new service on the practice communications screen in the waiting room, poster and website, and this action plan will be published on the practice website by 31st March 2015, along with the patient participation report & Patient Questionnaire results

Priority area 2

Description of priority area: Flexibility of opening hours

Although patients were not surveyed about satisfaction with opening times there were comments made regarding flexibility of opening times, and perception that surgery was only open 9 – 6pm

What actions were taken to address the priority?

The practice opens at 8am every day, and for several years has offered late night Tuesday and Wednesdays late night GP appointment clinics until 8pm.

However to help improve access and patient satisfaction we implemented new late evening GP and nurse clinics on Thursdays until 8pm now provide appointments on Tuesday, Wednesday and Thursday until 8pm each week.

Result of actions and impact on patients and carers (including how publicised):

These additional clinics have been well received and the practice will continue to provide this additional access.

We have publicised these new clinics through practice posters, a new patient registration pack / leaflet, practice Jayex screen (electronic communication screen), and also through the practice website and NHS Choices website

Priority area 3

Description of priority area: **Development of the Patient Participation Group (PPG)**

The Patient Forum has continued to support and encourage the development of a “virtual” patient group which provides a wider representation of patients than could ever be achieved through face-to-face meetings. This group of patients can help the practice develop by sharing their views and thoughts through such mechanisms as the practice questionnaire.

What actions were taken to address the priority?

We have continued to promote both the Patient Forum and the PPG within the practice waiting room, website, dedicated Patient forum email address, and to all new patients via a new patient registration form.

To develop further we added a section within the patient questionnaire asking patients to agree to join the PPG

Result of actions and impact on patients and carers (including how publicised):

The PPG has steadily grown in size and we increased membership by 65 patients as a result of the Patient Questionnaire.

However we still only have 7% of our patients who are part of the PPG and we need to increase this to have a more representative patient voice.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

As part of action plan from previous years Patient Questionnaire (2013-14) we focused on addressing the following areas:

- **Improving appointment access** within 2-3 working days
- **Improving telephone answering** throughout the day
- **Improving our repeat prescription request process**
- **Promoting opening hours of the practice**
- **Increasing patient involvement and increase membership of Patient Forum and virtual PRG**

As a result of this plan the following changes were

(a) Improving appointment access

To help improve patient access within 2 working days we have

- We extended the morning surgery times to increase the number of appointments available per week
- Reserved 4 – 6 same day appointments each day for acutely ill children
- agreed to continue to provide evening surgeries 18:30 – 20:00 surgeries Tuesday & Wednesday
- offered an ad hoc monthly Saturday clinic for working patients
- drafted an April newsletter promoting the benefits of our 'email your doctor' service for quick / easy patient queries that don't need a face-to-face appointment

(b) Improve telephone answering

- We increased the number of hours staff are available to answer the telephone by increasing some existing staff core hours employing a new member of staff who is now trained to answer the telephone
- implemented a new telephone answering rota (Feb 2014) to ensure that we have a good balance through the day ie sufficient numbers of staff to answer calls during lunch periods. (*this is always subject to difficulties managing staff illness and holidays*)
- drafted an April newsletter where we aim to promote alternative methods of communicating with the practice (eg via email and online services) which will help reduce the demand on the telephones and enable quicker access to those patients that do need to speak to someone

(c) Improve repeat prescription requests

- We have responded to patient requests for acknowledgement of emailed repeat prescription requests so that requests emailed to STOCCG.MarpleCottageReception.nhs.net will receive a reply confirm receipt and estimated collection date.
- Requests emailed direct to GPs will be acknowledged via email prior to

Processing with disclaimer '*Please note: by requesting prescriptions via email you are consenting to the practice communicating with you via email.*'

(d) Opening hours poster

In response to patient requests for clearer information regarding opening hours when the practice is closed we have

- updated our website to reflect the premises opening hours, telephone opening hours and surgery opening hours.
- updated our practice opening hours poster and ensured it is displayed where patients can be easily seen from outside the practice.

(e) Seek more patient involvement and increase membership of Patient Forum and virtual PRG

With the support and involvement of the Patient Forum we sought to increase patient feedback by

- Asking or patient feedback by a
- implementing new **Patient Suggestions Box** displayed in reception
- new website feedback forms
- Creating new Patient Forum promotional noticeboard and related marketing (leaflets/flyers/business cards/posters
- Clinicians opportunistically asking patients during consultations if they would be interested in joining the group.

4. PPG Sign Off

Report signed off by Patient Forum: YES

Date of sign off: 25th February 2015

Report signed off by PPG: YES

Date of sign off: 16th March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Every year we have acknowledged, and discussed with the practice team and the Patient Forum, the difficulties of achieving a balanced representation of patient groups. Although it is understandable that the demographic groups that use the GP services the most (45-74 years) have a higher membership of the virtual PRG than those that use the services less (younger patients ie <45yrs we have continued to attempt to **increase the membership of our younger patients (<45 years of age)** by strategies detailed above, but also via proactive and direct targeting as detailed below: means of targeting patients.

- (a) Targeting younger patients on arrival to reception desk by adding reminders to appointment screen for reception team to give forms to join PRG / complete questionnaire
- (b) Targeting younger patients via GPs / nurses opportunistically asking younger patients during consultation if they would be interested in joining the group.
- (c) Targeting Carers by posting questionnaires
- (d) Sending questionnaires and "Join our Virtual Patient Group" letter to:
 - o To 35-45 year old patients with NHS Healthchecks letters
 - o To younger asthma patients with their asthma annual review letters
 - o To new parents with their child's immunisation and vaccination letters
 - o To female patients with their smear recall letters

Our PPG list increase steadily, and holistically but we still only have 7% of patient population signed up
However we have made improvement in the spread of membership across all age groups (except under 16 year olds)

Has the practice received patient and carer feedback from a variety of sources?

The strategy for deciding the patient priorities for improvement was discussed at various Patient Forum meetings, and via email, in mid-2014. As the practice had not had a CQC inspection source of feedback were considered such as patient complaints, feedback forms (via suggestion box and practice website), and previous Patient Priority surveys, including MORI surveys.

Although Carers were targeted for their views we only received six replies.

In general the main topics of complaints and feedback generally revolved around access appointments and GP consultations. These were the main topics of the previous patient survey also, and ranked highly on the Patient Priority pre-survey of 2013-14. It was therefore agreed that it was sensible to continue with these same priorities to enable a comparative year-on-year. We agreed to draft a questionnaire, with selected priority survey questions, and send to the virtual PPG for comment and amendment.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

As above in August 2014, as part of the discussion process of deciding the Patient Priorities plan, the Patient Forum reviewed a list of possible priorities formulated from the previous year, MORI survey and general themes of complaints /feedback.

Not surprisingly the same core priority areas specific to general practice were still the priority to those taking part in the discussion, as had been the case in several years of previous surveys, namely:

- Easy access to appointments
- Easy access to preferred GP
- Overall consultation experience with a GP

Therefore it was agreed that the Patient Forum would sign off these 3 priorities, and agreed to pass to the virtual PPG for comment/amendment before releasing the patient population.

Although the 2014-15 PPG DES did not require a survey to be conducted it was agreed that we should do this again so that we could compare year on year patient views on. We therefore agreed to keep the same questions, and at the same time, to include the question format of the Friends and Family Test as we felt that freetext feedback from patients was very useful.

In November 2014 the priority survey was approved by the Patient Forum and emailed to the virtual PRG to review. Feedback from the PRG was supportive, with noone disagreeing with chosen priorities or questions, although there were some useful comments received regarding wording and interpretation of the questions which led to some minor amendments. Although there was one suggestion as a new priority regarding waiting times this was not carried forward as this was a single request, and there wasn't sufficient space of the two-sided questionnaire to add another topic.

The survey results were monitored by the practice on a weekly basis and the action plan discussed with their PRG and initiatives relating to increasing opening times, and improved access schemes, being developed between September – December, and subsequent progress review such as reviewing data and outcomes in early 2015 to demonstrate success of the plan. The PPG were emailed with details discussed at the Patient Forum meetings and minutes added to the Practice Website.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Changes to the services were evolving whilst the questionnaire was being conducted, and, therefore some patients had not been to the practice to see /experience the new initiatives implemented.

However, some anecdotal evidence of the improvement of the same day appointment access scheme can be seen by data analysis relating to the period November – December 14 which showed that sufficient additional capacity had been created to manage same day/urgent demand ie the chart below shows that there were more appointments available than used (this data was shared with PRG at Forum meeting on 21st January 2015)

| | Wc 17/11.14 | Wc 24/11/14 | Wc 1/12/14 | Wc 8/12/14 |
|---------------------------------|----------------|----------------|---------------|---------------|
| No. of available same day appts | 48 | 80 | 84 | 79 |
| No. of same day appts used | 41 | 75 | 76 | 71 |

We continue to monitor the system and find that although we have added some extra same day capacity for Monday and Friday (our two busiest days) we are still able to manage demand, and we still have good access to routine appointments (3 days)

More subjective evidence has been provided from the clinical team who have received thanks and praise from patients who have been seen on the same day.

We have also received positive feedback from patients regarding our additional opening hours (Thursdays until 8pm) and late night nurse clinic has benefited working patients who want to have screening services, such as NHS Healthchecks. There are still many patients who are not aware of the additional opening as they use the surgery less frequently, but we will continue to promote.

The PPG has increased in size by c.100 patients since we commenced the campaign, taking the representation to 7%. Of course we are very keen to continue to grow this and, in light of our long-standing Patient Forum Chair leaving to move out of the area we intend to send a newsletter to ask for more people to attend the Patient Forum face-to-face meetings.

Do you have any other comments about the PPG or practice in relation to this area of work?

We are very proud of our Patient Forum, as everyone involved is willing to sacrifice their own time to help develop and improve the practice. They are an invaluable source of support and advice, and the importance of having face-to-face meetings with patients cannot be understated. We face a new challenge next month with the Chairperson resigning to move away from the area so we will strive to recruit a new person, and can only hope they will share the same passion and enthusiasm as their predecessor.

As for our PPG we are pleased with the steady and holistic growth of the group. The PPG offers a unique ability to gauge feedback from a larger group of patients, and is helpful when we are discussing ideas with the Forum. We are keen to continue to grow the PPG as we believe in the constructive feedback of patients.

We are very pleased with the results of the questionnaire which shows, of those who responded, 92% of respondents were very or fairly satisfied with the overall service, with an average 94% satisfaction rate for their consultation experience with a GP, and 88% Extremely likely or Very Likely to recommend the practice.

And we received fantastic comments from patients, such as:

The practice is both professional and caring

I have always had excellent service

I have never had a problem with any of the doctors and the waiting times to see a doctor are brilliant.

Can reach doctor of choice.

Good email booking system.

I can usually see the doctor of my choice in a few days and any doctor the next day. I am always very satisfied with the attention and treatment I get

This is a very progressive practice with excellent staff and facilities

I just think it's a well run practice, though I have had difficulty getting an appointment on a couple of occasions.

Always excellent service. Online system works very effectively. Repeat prescriptions, appointment booking and medical records all contribute.

Excellent care both at reception and doctors consultation. Very easy to book appointments eg online.

We've been with you for years and think you are brilliant.

All staff are very professional and knowledgeable

APPENDIX A



Join our virtual group
sign up - paper copy.

APPENDIX B



Cottage forum.pdf

APPENDIX C



Patient
Questionnaire 2014-2