

## **Green Street Clinic Patient Survey Report – March 2015**

This is the fourth Annual Report of Green Street Clinics Patient Participation Group. The Report is a requirement of the nationally agreed Patient Participation Directed Enhanced Service and is structured to meet the Service's specifications. It is also a requirement of the Enhanced Service that the Report is published on the Patient Participation Group's webpage. <http://www.greenstreetclinic.co.uk/surveyreport.aspx?p=G81032>

### **Group Profile**

An analysis of the PPG's profile as at February 2015 in comparison to that of the Practice as a whole shows a bias in the PPG's membership towards those in the 65 and older age groups. Publicity of our 'Friends of Green Street Clinic' continues although we have seen a number of patients join and leave over the last 12 months. We have a core group who continue to help in the practice during busy times and who also attend our regular PPG meetings.

As a PPG, members have become involved in a number of strategic matters this year which in turn have been discussed at our regular meetings:

- Patients in Control – a CCG survey asking for an insight about self care needs of the local population. Following discussion at a PPG meeting it was agreed that we should add a page to the practice website to publicise the survey for the duration of its run.
- PPG CCG Forum – We have had 1 volunteer and 1 deputy to attend bi-monthly meetings and feedback to the group at the next meeting
- PPG Conference – Attended by a PPG member and discussed at the following PPG meeting
- East Sussex Better Together Meetings – Representatives from the PPG attended throughout the year
- Musculoskeletal (MSK) Questionnaire – One member of the PPG was involved as a lay person for the tendering process for this new service. As a group we agreed to run the survey in-house for a number of weeks in order to feedback patient comments to the procurement process.
- PPG Development Day (October 2014). Two member of the PPG attended this day. Discussions took place at the next meeting and Development Day Minutes circulated.

### **Work Plan Review – Our Achievements 2014/15**

- 1) Patient Newsletter. The PPG and practice have produced 3 Newsletters in the last year. Newsletters have been well received by patients and we now have over 500 patients signed up to receive Newsletters when they are published. A large quantity of Newsletters are printed off and placed around the practice in each waiting area and Reception; patients may also download a copy from the practice website without the need to register if they wish.

- 2) Nurses appointments. Following comments raised last year regarding the difficulty of getting an Appointment with a Practice Nurse we have reviewed our practice nurse timetable. We now ensure that with the exception of annual leave weeks we have a least one nurse available for general nursing duties each session, morning and afternoon. Our Nurses continue to work alongside our GPs one evening a week during Extended Hours which has increased the number of appointments available throughout the week. We have increased our Healthcare Assistant hours and trained our Healthcare Assistants to undertake more tasks within the practice.
- 3) Friends of Green Street. Our 'Friends' numbers have dwindled over the last 12 months; however, such is the feedback from patients and GPs that we remain optimistic that we can attract more 'Friends' over the coming year to help us in the surgery.
- 4) Communication. We continue to work with our PPG in raising the issue of inappropriate A & E attendances when the surgery is open. We will continue to raise awareness of a Duty Doctor available each afternoon and make other choice options for patients when we are closed more readily available.
- 5) Walking for Wellness. Following a suggestion from one of our 'Friends', contact was made with Age Concern to look at ways we could encourage healthy and social activities for patients. We have been delighted to promote and recommend Walking for Wellness who offer 3 regular walks each week that are free to join. Walks range from 45 minutes to 1.5 hours and have different start points around the Town. Posters have been advertising this activity all year.

**2014 – 15 Work Plan Priorities** During May 2014 the PPG met to decide Priorities for the coming year. These Priorities together with Actions required and further Comments have been set out below.

Topic	Action	By whom	What needs to be done?	Comments
- Availability of Nurse appointments	Review current schedule for chronic disease clinics	Practice	Review timings – would re-distributing clinic throughout the week impact on the days the surgery has less general appointments available? <b>Action: HK 3 months (31.08.14)</b>	<b>Completed.</b> PN timetable has been re-structured
	Look at possibility of extending Healthcare Assistant (HCA) role to release Practice Nurse (PN) appointments	Practice	Research training opportunities for HCA's and discuss further with GPs and PNs. <b>Action: HK 3 months (31.08.14)</b>	<b>Completed.</b> HCA training undertaken and HCA hours increased

	Review PN 'Did Not Attends' (DNA's) – how can we reduce?	Practice	More information on wasted appointments from DNA's together with impact of other patients and Nurses etc <b>Action: HK 3 months (30.08.14)</b>	<b>Partially Completed.</b> Publicised in newsletters but no information currently in waiting rooms. <b>Action: HK 3 months 30.6.15</b>
- Appointments same day & advanced, improved communication	More advertising of what days GPs work.  More publicity for early morning and late clinics including late Nurse appts 1 night each week  Review PN 'Did Not Attends' (DNA's) – how can we reduce?  More promotion of Online Services for both same day and advance appointments	PPG & Friends with the Practice	Draw up timetable of when GPs are in clinic and place in all waiting rooms. <b>Action: HK 3 months (31.08.14)</b>  More signage in the waiting rooms. <b>Action: HK 3 months (31.08.14)</b>  More information on wasted appointments from DNA's together with impact of other patients <b>Action: HK 3 months (31.08.14)</b>  - Friends group - Waiting room notice boards - Practice staff engagement <b>Action: Ongoing</b>	<b>Completed.</b>  <b>Completed.</b>  <b>Partially Completed.</b>  <b>Action: HK 3 months 30.6.15</b>
- A & E usage	Increase awareness of in-house GP expertise to encourage practice contact in-hours.	PPG & Friends with the Practice	Continue publicity in relation to appropriate A & E use via Newsletters, Website, Patient handouts and Notice Boards. More advertising of WIC during OOH <b>Action: Ongoing</b>	<b>Completed.</b>
- Friends	Gather more 'Friends'  Develop other 'community' type activities i.e. book exchange, walking for	PPG & Friends with the Practice	Maintain current waiting room notices  Promote regular and open communication between all members.  Meet regularly to discuss	<b>Completed.</b>  <b>Completed.</b>  <b>Completed.</b>

	health, sign-posting service		suggestions & feedback. <b>Action: Ongoing</b>	
- Surveys	Conduct a number of short surveys within the practice.  Suggested topics are: OOH, Online services, PN appts, book on the day appts	PPG & Friends with the Practice	Draw up surveys on:  - Out of Hours (OOH) - Online Services (VOS) - PN appointments - On the day booking	<b>Partially Completed.</b>  <b>One survey completed</b>  <b>One survey underway</b>  <b>Two further surveys to do</b>  <b><u>Action: HK</u></b> <b><u>9 months</u></b> <b><u>31.12.15</u></b>

The Practice would like to thank all members of the PPG and the 'Friends' group for their help and enthusiasm over the last 12 months.

The Patient Participation Group (PPG) in conjunction with the practice discussed a number of short surveys to be undertaken. These were: The Out of Hours Service, Online Services, On the Day Booking and Practice Nurse Appointments. The first of these anonymised surveys was undertaken between July and September 2014.

[Please click here to see the results of the Survey on the Out of Hours Service.](#) The survey questions can be seen as Appendix 1 and A Summary of Survey Results can be seen as Appendix 2.

- 'Friends' attended the surgery over a number of weeks to assist with handing out and completion of surveys. A huge thank you to Joan for her assistance to patients and for organizing the completion of the survey.
- Some questionnaires were also handed out from Reception. The survey was also available for online completion using the surgery website and publicised via notices on repeat prescription slips, on waiting room notice boards and by a banner on the home page of the website. We also sent an email invitation to all patients registered to receive Newsletters to participate.
- 89 surveys were completed either in-house or online. Analysis of the survey was undertaken by a member of the PPG and circulated by email to other members (and by post to those without email).
- The October PPG meeting was used to discuss the outcome of the Out of Hours Survey. Despite the survey running for several weeks, it was felt that the sample was too small to

provide a representative response for the whole practice and we discussed ways in which we could make future surveys more representative of the practice population. We have yet to decide how take up of future surveys can be increased without incurring unreasonable costs to the practice. We discussed a Mailshot to Newsletter subscribers together with the distribution of Surveys with repeat prescriptions and will trial this for our next Survey.

### **Green Street Clinic Patient Participation Group (PPG) – Members Profile**

The aim of the PPG is to be representative of the whole practice population. To that end the group has sought to encourage membership in as many ways as possible including:

- Advertising in all practice waiting areas, reception and via the PPG notice board.
- Adding information on repeat prescription order forms periodically to draw attention to the group.
- Holding information events for patients with practice staff periodically to promote the work of the PPG.
- Adding a 'banner' to the practice website to support the work of the PPG
- Talking to patients in the waiting room especially those in the younger 18-25 age range.
- Developing a 'Virtual Focus Group' with the aim of encouraging those that cannot attend meetings to contribute via an email discussion group.
- Setting up a 'Friends of Green Street' group to raise the profile of patient participation within the surgery

<b>PPG &amp; Friends Profile</b>		<b>Practice Profile</b>	
Male 60%	Female 40%	Male 48%	Female 52%
<u>Age Range - %</u>		<u>Age Range - %</u>	
18 – 24	0	18 – 24	5.4
25 – 34	0	25 – 34	8.2
35 – 44	6.25	35 – 44	11.8
45 – 54	6.25	45 – 54	15.8
55 – 64	12.5	55 – 64	13.1
65 – 74	62.5	65 – 74	11.2
75 – 84	6.25	75 – 84	7.7
85 & over	0	85 & over	3.9

### **Patients and services**

The Practice has a list size of 10,370 patients.

Please select the link below to find out about services on offer at the surgery:

[Click here to see our services web page](#)

## **Opening Hours**

### **Core**

Monday	08h30 – 18h30	Closed 12h30 – 01h00
Tuesday	08h30 – 18h30	Closed 12h30 – 01h00
Wednesday	07h40 – 18h30	Closed 12h30 – 01h00
Thursday	08h30 – 18h30	Closed 12h30 – 01h00
Friday	08h30 – 18h30	Closed 12h30 – 01h00

Patients can access our health care services during core hours by making an appointment to see a doctor or a nurse. This can be done via the telephone (by speaking to a receptionist or by use of the automated telephone service) or in person at reception.

### **Extended**

Either:	
Tues or Weds evenings on rotation	18h30 – 19h40(2 GPs and 1 x Nurse)
Wednesday Morning – All GPs start Surgery at	07h40

Patients can access our health care services during extended hours by making an appointment to see a doctor or a nurse during our Core Hours. Please note there is no telephone cover during Extended Hours.

These are for routine pre-booked appointments only and are not intended as 'walk-in' or emergency sessions - only patients who have pre-booked their appointments will be seen. We offer these extended hours to improve access for working patients and would kindly ask that if you are able to attend in Core Hours you do so.

[Click here for information about who to contact if we are closed](#)

## **Appendix 1 - Green Street Clinic: Patient Participation Group**

### **GREEN STREET CLINIC Patient Participation Group (PPG)**

The Patient Participation Group (PPG) is a forum organised by the Practice to give patients a voice, provide feedback, positive suggestions, and contribute to decision-making, communication and consultation. The Group is very keen to reflect the views and concerns of the whole patient population, and so we would be grateful for your co-operation in completing a short survey. Any information you provide will be completely confidential and anonymous - Thank you.

#### **GP OUT OF HOURS SERVICE**

Please note: For the purposes of this survey, Out of Hours is 6.30pm to 8.30am weekdays and weekends.

1. In the past year have you tried to call an Out of Hours service for a GP?
  - a. Yes for myself
  - b. Yes for someone else
  - c. No
  
2. Do you know how to contact the Out of Hours service when the surgery is closed?
  - a. Yes
  - b. No
  
3. If you have had to contact the Out of Hours service, how easy did you find it?
  - a. Very easy
  - b. Fairly easy
  - c. Not very easy
  - d. Not at all easy
  
4. What time of the day did you try and contact the service?
  - a. Weekday during the evening/night
  - b. Day time at the weekend
  - c. Weekend during the evening /night
  
5. After your initial contact with 111 how long did you wait for someone to deal with your problem?
  - a. Less than 1 hour
  - b. More than 1 hour but less than 2
  - c. If longer than 2 hours how long?
  
6. What happened after your call?
  - a. Telephone advice
  - b. Telephone advice/advised to contact a GP when available
  - c. Advised to contact another health service (eg dentist)
  - d. Home visit by a Doctor
  - e. Home visit by another professional
  - f. Visit from Nurse
  - g. Hospital admission
  - h. Other .....

7. If you were visited by a GP do you believe that your problem was something which would normally be dealt with by a District Nurse?
- a. Yes
  - b. No
8. Overall, how satisfied were you with the treatment you received from the Out of Hours service?
- a. Very Satisfied
  - b. Fairly Satisfied
  - c. Not at all Satisfied
9. Do you know that Green Street provide early morning/evening surgeries? (Wednesdays from 7.40am and either Tuesday or Wednesday evenings until 7.30pm)
- a. Yes
  - b. No
10. Have you used the Walk in Centre (WIC) at Eastbourne Railway Station which is open 8 am to 8pm, 7 days a week?
- a. Yes
  - b. No
11. If you have used the Walk in Centre, how satisfied were you with the service provided?
- a. Very Satisfied
  - b. Fairly Satisfied
  - c. Not at all Satisfied
12. Please use this space to make any other comment you would like to bring to our attention

Thank you for completing this survey – we will publish the results for patients and we will also ensure that the Out of Service is made aware of the results to enable them to improve the service.



## **Appendix 1 – Summary of Survey Results**

### **GP OUT OF HOURS SERVICE**

1. In the past year have you tried to call an Out of Hours service for a GP?
  - a. Yes for myself 15
  - b. Yes for someone else 15
  - c. No 63
  
2. Do you know how to contact the Out of Hours service when the surgery is closed?
  - a. Yes 67
  - b. No 21
  
3. If you have had to contact the Out of Hours service, how easy did you find it?
  - a. Very easy 16
  - b. Fairly easy 10
  - c. Not very easy 6
  - d. Not at all easy 1
  
4. What time of the day did you try and contact the service?
  - a. Weekday during the evening/night 17
  - b. Day time at the weekend 12
  - c. Weekend during the evening /night 11
  
5. After your initial contact with 111 how long did you wait for someone to deal with your problem?
  - a. Less than 1 hour 18
  - b. More than 1 hour but less than 2 8
  - c. If longer than 2 hours how long? 5
  
6. What happened after your call?
  - a. Telephone advice 7
  - b. Telephone advice/advised to contact a GP when available 9
  - c. Advised to contact another health service (eg dentist) 0
  - d. Home visit by a Doctor 4
  - e. Home visit by another professional 0
  - f. Visit from Nurse 0
  - g. Hospital admission 7
  - h. Other ..... 8
  
7. If you were visited by a GP do you believe that your problem was something which would normally be dealt with by a District Nurse?
  - a. Yes 1
  - b. No 20
  
8. Overall, how satisfied were you with the treatment you received from the Out of Hours service?
  - a. Very Satisfied 21
  - b. Fairly Satisfied 6
  - c. Not at all Satisfied 6

9. Do you know that Green Street provide early morning/evening surgeries? (Wednesdays from 7.40am and either Tuesday or Wednesday evenings until 7.30pm)

- a. Yes 40
- b. No 48

10. Have you used the Walk in Centre (WIC) at Eastbourne Railway Station which is open 8 am to 8pm, 7 days a week?

- a. Yes 20
- b. No 50

11. If you have used the Walk in Centre, how satisfied were you with the service provided?

- a. Very Satisfied 12
- b. Fairly Satisfied 6
- c. Not at all Satisfied 2

12. Please use this space to make any other comment you would like to bring to our attention

Thank you for completing this survey – we will publish the results for patients and we will also ensure that the Out of Service is made aware of the results to enable them to improve the service.

Total number of forms submitted - 89

Please note: A 5 page survey report is available from the surgery for patients without internet access. We would ask all patients to consider the environment before taking a copy away with them. In-house copies are also available to read on the premises and leave behind for others to read – Thank you.

\* \* \* \* \*

## **Stage 1: Development of the Patient Reference Group**

Invitations for patient representatives continue to be made via the practice website, surgery waiting room notice board advertisements and on prescription notices.

The practice has a dedicated Notice Board which displays all activity that the PPG are involved in.

The practice has been collating email addresses in an attempt to attract younger patients. The practice now has several members who belong to the virtual PPG group. Whilst these patients do not attend meetings they are included and are able to comment on all circulated email information.

We did not deem it unsatisfactory that the PPG's ethnic make-up was solely White, as our proportion of ethnic minority patients is very low. Green Street are keen advocates of equality rights but felt it inappropriate to directly target patients from specific ethnic groups as we felt this could be deemed racially discriminative.

A Chair and Vice Chair were elected in 2011-12 for an initial term of two years. The group held further elections in January 2014 where in the absence of other expressions of interest the Chairman was re-elected. The Vice Chair Role will now be shared. The position of Secretary continues to be held open for a returning member. One member of the group has volunteered and been accepted to represent the PPG at CCG level.

The group agreed and defined its own Terms of Reference (ToR) in 2011-12 and these can be seen along with Minutes of all PPG meetings on the PPG section of the practice website. <http://www.greenstreetclinic.co.uk/ppg.aspx>

The ToR were reviewed during 2012-13 and one amendment made (Paragraph 10 with reference to Fundraising was recommended for deletion). There have been no changes to the ToR in the current year.

## **Stage 2: Agreeing Areas of Priority with the PRG**

An initial meeting was held with members of the PPG together with a GP and Practice Manager. Initial discussions centred on areas the PPG wanted to know more about along with what services are currently available. As a first step the group agreed some simple work streams that would allow us to work towards identifying main themes that would be the focus of key priorities around services provided at Green Street.

Over the next several meetings these work streams were reported back and discussed further between the PPG and the practice until agreement was reached on priorities.

During 2014-15 there has been a greater interest from the PPG regarding CCG matters and the group now has a CCG lead and deputy, one of whom attends bi-monthly Public Forum meetings and reports back to the group by email following the meeting and in person at the next meeting.

### **Stage 3: Collation of patient views through the use of the PRG survey**

### **Stage 4: Opportunity to discuss the survey findings with the PRG**

In conjunction with the PPG the Practice has undertaken two Surveys this year. One was undertaken from July to September 2014 and was in relation to the Out of Hours (OOH) Service. Following analysis this has been posted on the Green Street Surgery Website and can be accessed by the following link:

[http://www.greenstreetclinic.co.uk/website/G81032/files/Survey\\_results\\_OOH%20Jul-Sept%2014.pdf](http://www.greenstreetclinic.co.uk/website/G81032/files/Survey_results_OOH%20Jul-Sept%2014.pdf)

The survey was advertised on the practice web page and handed out to patients from the reception area by members of the PPG.

The survey was distributed over a period of several weeks in both the morning and afternoon surgeries. The survey consisted of questions about The Walk in Centre, NHS 111 and patients' knowledge of the Extended Hours Clinics at the Surgery.

Data was analysed by a member of the PPG and circulated to the rest of the PPG group by email (and by post where email was unavailable) for consideration and comment ahead of the October meeting.

A second Survey is currently underway on Vision Online Services (VOS) asking for feedback on knowledge of system, ease of registration and use, reasons for non sign-up, issues with the system and a free text option for additional feedback.

This survey will be available to take during visits to the surgery or can be completed online. It is our hope to increase uptake of the survey by handing out with repeat prescriptions and by sending as a Mailshot to our Newsletter subscribers.

It is anticipated that this survey will continue to run for several weeks and that analysis will not be ready for year end. Surveys with our PPG are ongoing and work relating to the survey will continue over into next year (15-16)

### **Stage 5: Agreeing action plan with the PRG and seeking PRG agreement to implement changes**

Following circulation of the OOH survey analysis it was discussed at the next PPG meeting (October). Despite the survey running for several weeks, it was felt that the

sample was too small to provide a representative response for the whole practice and we discussed ways in which we could make future surveys more representative of the practice population. We have yet to decide how take up of future surveys can be increased without incurring unreasonable costs to the practice.

We discussed a Mailshot to Newsletter subscribers together with the distribution of Surveys with repeat prescriptions and will trial this for our next Survey.

There were no issues that could not be addressed with the PPG.

### **Stage 6: Publication of Actions Taken**

This report will be e-mailed (or posted if no e-mail access) to the members of the PPG. It will also be displayed in the practice waiting rooms and will be available via the practice website.