

Glebe Surgery Storrington
Local Patient Participation Report
10th March 2014

Introduction:

The purpose of this Patient Participation Report is to show the progress made since our last report dated 27th March 2013, resulting from, a representative group of registered patients who were brought together to discuss and agree the range and quality of services provided and, over time, commissioned by the Glebe Surgery Storrington.

During last year the Glebe Surgery continued to make use of its new Emis Web Clinical system, offering on line patient appointments, and also publishing more information on its own web site, including a link to our local Storrington Village Hall web site. We regularly received 1100 hits per month on our web site.

We continue to see growth in patient numbers and we are the 2nd fastest growing surgery within the CWS region, growing 4% last year to 8200 patients. Last year's patient increase was mainly in the over 65 category.

The Practice is located 10 miles from Worthing hospital and 16 miles from Chichester hospital.

A further local practice survey was conducted during the period October 2013 to Dec 2013.

The Glebe Surgery patients are predominantly elderly and well educated. The area is mainly affluent with low deprivation.

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Opening Hours

(Telephone or in person)

Monday:	08:30 - 18:30
Tuesday:	08:30 - 18:30
Wednesday:	08:30 - 18:30
Thursday:	08:30 - 18:30
Friday:	08:30 - 18:30
Saturday:	Closed
Sunday:	Closed

Surgery Times

Monday:	09:00 - 11:40, 16:30 - 18:00
Tuesday:	09:00 - 11:40, 16:30 - 18:00, 18:30 - 19:30
Wednesday:	09:00 - 11:40, 16:30 - 18:00
Thursday:	09:00 - 11:40, 16:30 - 18:00
Friday:	09:00 - 11:40, 16:30 - 18:00
Saturday:	Closed
Sunday:	Closed

We are open on Tuesday evenings, primarily to see those who commute and who find it difficult to come to the surgery during normal working hours.

Patient Participation Group

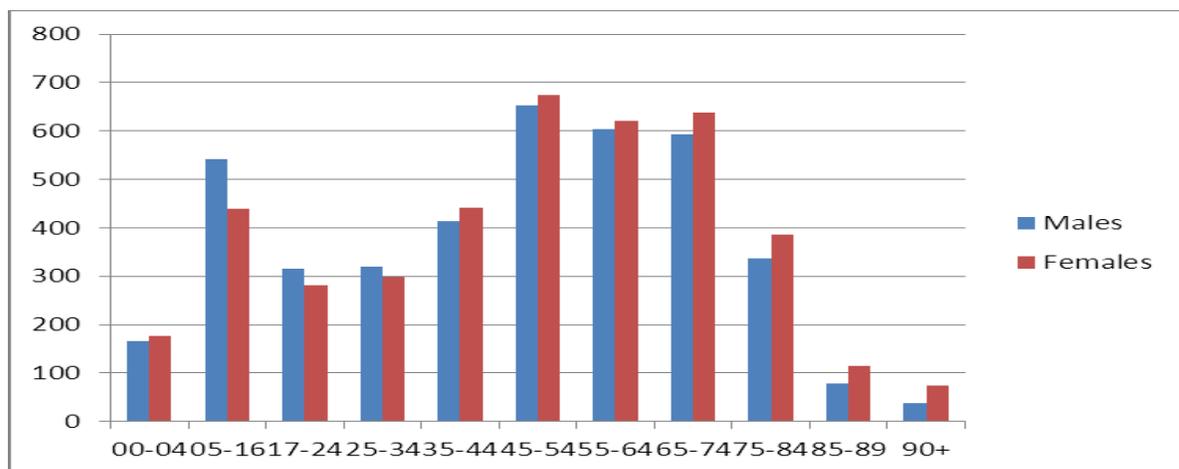
We currently have 7 volunteers signed up for the P.P.G

1. PPG Profile:

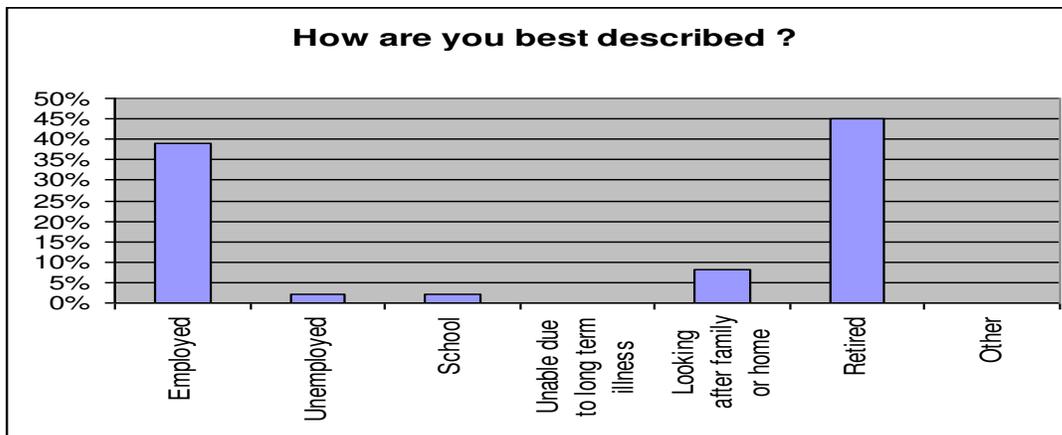
Five Male and two Female representatives ranging from 18 to 77

2. PPG representation of registered patients

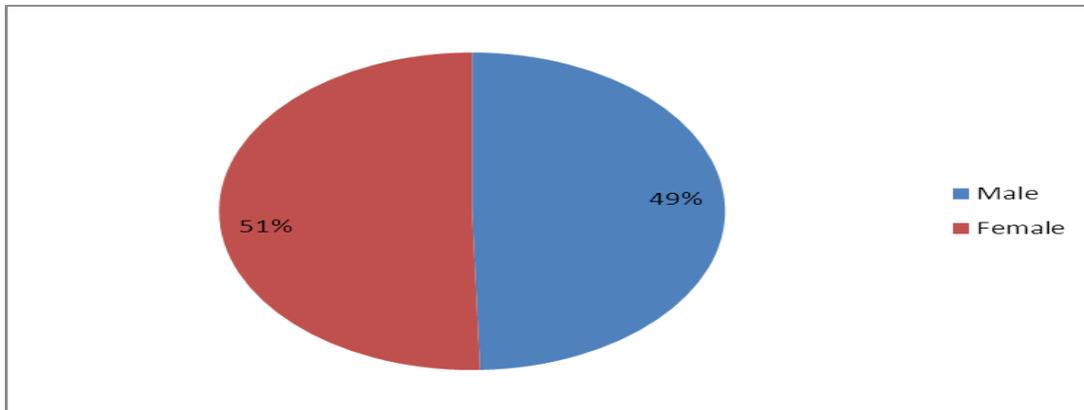
This is the current ALL patients profile



Registered patient categories



Patient gender has moved very close to 50:50 split.



Survey questions (Agree priority Issues)

We met with the PRG group on the 13th November 2013 to review last year's questionnaire and also ask for suggestions on how to improve it. We have a 25 question survey which covers

- i. Rating Dr's, Nurses and receptionists
- ii. How well we listen and involve patients in decisions
- iii. Access to the building and appt times
- iv. Waiting times
- v. Home visits
- vi. Recommending others to the surgery

The PRG suggested three additional free format questions.

1. Have you any additional comments you would wish to make?
2. What do you expect of your GP?
3. What do you expect of your Nurse?

Seeking of views from registered patients. (Carry out survey)

The Survey used an existing email contact list plus an additional invitation to participate for other patients who come into our Surgery. A short slip was left on our reception counter for people to complete and consent to.

A non reply email was sent direct to each consenting patient containing a hyperlink to the Glebe Surgery Web site Survey. Each completed survey response was recorded anonymously on the web site. A total of 220 emails were sent to consenting patients. The number of surveys completed was 103. A 47% conversion rate.

The Survey started in October 2013 and ran through to the end of December 2013.

The Survey results for 2012/13 will be published as a PDF file along with this report on our Glebe web site.

<http://www.glebesurgerystorrington.nhs.uk/welcome.45492.htm>

Discussion by PPG (collate and Inform PRG of the findings)

All the survey results were tabulated and converted into charts for review and analysis by our Patient Participation Group. The PPG members were personally mailed an invitation to a meeting on the 5th February 2014. The PPG were actively encouraged to think about improvement ideas

P.P.G Meeting 5th February 2014 (PRG Comment and Discussion)

This second meeting was held in order to:

- a. Review the results of the survey c.f 2012/13
- b. Review the following additional response questions on the survey
 - i. What do you expect of your GP?
 1. Time to speak without being rushed.
 2. Knowledge of my problem.
 3. Kind and punctual.
 4. Friendly and efficient.
 5. To continue as they do.
 - ii. What do you expect of your Nurse?
 1. Caring and competent.
 2. Knowledge of my problem.
 3. Friendly and efficient.
 4. To continue as they do.
- c. Review the descriptive questionnaire comments
 1. Praise for the Surgery Customer Care.
 2. Car parking.
 3. Access.
 4. Sometimes difficult to get through early morning.
 5. Additional seating in the waiting room.

The survey question topic areas were reviewed and an overall performance levels was sought. The Glebe Surgery had a rating of at least good, very good or excellent for 80+% of survey respondents. The P.P.G's over riding feedback was "more of the same please". The task of maintaining this high level would be an on-going challenge for all.

Specific changes to our results are as follows, and were in the 1-3% range.

- Higher ratings for Doctors, Nurses and Receptionists.
- Higher ratings for opening evenings or weekends.
- Higher rating for seeing the doctor next day.
- Higher for almost always seeing own Doctor.
- Higher ratings for Doctor and Nurse listening and involving in care.
- Lower rating for always seeing own Doctor.
- Lower rating for seeing Doctor on the day.
- Lower ratings for opening hours.
- Lower rating for access to Surgery.

The Lower ratings were discussed and were attributed to the surgeries significant increase in patients over the past year (4%). The surgery has made NHS England aware of its capacity situation and is currently rated as undersized by a significant margin.

7. Action Plan 2012/13. (Areas of Priority)

An action list was generated at the Meeting.

You said	What we did	The outcome was
There are occasions when the waiting room is standing room only.	Suggested that we could remove the leaflet display, and the central magazine table, and buy a few more chairs.	Awaiting Dr's meeting
The Survey suggests an increasing number of patients would like evening and weekend appointments.	Discussed at Partners meeting	Sadly we do not have the capacity to do this and maintain appointments in core hours at present.
Waiting times for Diabetic Nurses appear to be getting longer, as seen in the survey results.	Discussed at Partners meeting	We would ideally like more Nurse appointments but we do not have the room capacity in the current surgery.
We need more patient email addresses for surveys and communications.	We can add some text to our patient application form asking for email addresses and consent to use them.	To add the additional email requirements to the registration form.
We need better access for the motor driven wheel chairs.	We can investigate the modification to our ramp to avoid having to negotiate the 180' bend.	We will ask a local builder to investigate the best way forwards with respect to safety concerns over already crowded car parking area.
The survey suggests patients would be willing to see a qualified Nurse in suitable situations.	Discussed at Partners meeting	A Nurse Practitioner would be something we can consider, but unfortunately we have no available room capacity.
There seems to be an increasing number of patients registering with the Glebe	We are the second fastest growing Surgery in the CWS region.	We have approach NHS England and made them aware of this issue, and have also requested support.

The action list above was circulated to, and approved by, the PPG members before issuing the report.

Completed Actions from last year 2012/13

- A revised Patient Leaflet has been created and copies are available at the Reception counter.
- The Reception staff have been briefed on patient communication with respect to minor injuries dealt with at the Surgery, and can advise Patient accordingly.
- The Doctors have decided, at present, there is no merit in having a Patient self-test blood pressure machine.
- We have been reviewing our resources and have recently employed a new Doctor, Receptionist, and Health Care Assistant.
- A new Comments and Suggestions Web site feature was added April 2012.
- Two new patient information displays have been installed opposite reception.
- More information has been uploaded onto our web site