

NEWBRIDGE SURGERY

PATIENT PARTICIPATION GROUP (PPG) REPORT

This report summarises development and outcomes of the Patient Participation Group in 2016 17

Newbridge Surgery is a busy single sited urban practice with a mixed ethnic patient population. In May 2017 Newbridge Surgery had a list size of 4641 patients compared to 4468 the previous year, and the list size is continuing to rise. In 2016 the practice became part of Wolverhampton Total Health Primary Care Home, with Dr Pickavance as the Chair.

What is Wolverhampton Total Health Primary Care Home?

At the end of 2015 a group of 8 Wolverhampton GP practices were successful in their bid to become a test site for the Primary Care Home model of care. The Practices have between them 26 GPs, 16 nurses, 8 health care workers and over 100 admin staff.

Participating practices:

- Newbridge Surgery
- Whitmore Reans health Centre
- Fordhouse Medical Centre
- Tudor Medical Practice
- Church Street Surgery
- Caerleon Surgery
- East Park Practice
- Keats Grove Surgery

The aims of the Primary Care Home are to try and maintain the individual GP practices that you know whilst working together as an extended team to share some of the specialist skills that only some practices currently have, and to offer new services. We hope to increase the quality of the care that you receive in this way and create more patient centred care closer to home.

Our Patient Group was concerned that this would mean that patients would be made to travel to other practices for existing care. This is NOT the case. Care will remain in your practice with extra features moved around to your practice either physically as new clinics or virtually in the terms of advice and guidance by more specialist teams for your doctors and nurses so that they do not have to refer you to hospital.

From time-to-time patient surveys will be undertaken to ascertain patient opinion on new services to inform the practice for future decision making and to ascertain the effectiveness of new services.

For more information please see the Primary Care Home Newsletters which are available from the practice and on the practice website.

Profile of Practice Population and Patient Participation Group

The table below demonstrates the Practice and Patient Participation Group profiles as at May 2017.

Age	PRACTICE		PPG	
	TOTAL	%	TOTAL	%
Under 16	796	17%	0	0
17 – 24	412	9%	0	0
25 - 34	592	13%	0	0
35 - 44	612	13%	2	5%
45 - 54	720	16%	9	18%
55 - 64	566	12%	12	24%
65 - 74	448	10%	14	29%
75-84	298	6%	7	14%
85+	197	4%	5	10%
Ethnicity	Practice List		PPG	
White / British / Irish / White Other	58%		81.5%	
Mixed (White & Black Caribbean / Black African / Asian	10%			
Asian or British Asian	25%		18.5%	
Black or Black British	6.5%			
Chinese or other ethnic group	0.5%			
Any Other				
Gender				
Male	49%		28.5%	
Female	51%		71.5%	

Process used to recruit to our Patient Participation Group

The practice endeavours to elicit interest from its registered population in being involved in a PPG to gain the views of patients and enable the practice to obtain feedback from a cross section of the practice population which is as representative as possible.

The practice has a group that meets every three months, and a 'virtual' group which is contacted via email. The practice continues to seek to recruit to its patient group via:

- Posters and leaflets in the surgery
- Information on the TV in the waiting area
- Information in the practice leaflet, which is given out to new patients and is available in the surgery and practice website.
- Information on the practice website and on the NHS Choices website.

The group has been running since October 2011.

Under Represented Groups

The practice has endeavoured to gain a fair representation of patients in the PPG by targeting those under represented groups, eg ethnic minority groups, carers, residential and nursing homes, learning disability home, males, parents of young children/babies. Patients under age 16 are represented by parents who are members of the PPG, and there is currently also representation for carers, elderly services, mental health, chronic disease, eye services, dementia.

The Friends & Family Test has captured feedback from some of the under-represented groups.

Friends & Family Test

The Friends & Family Test (FFT) was implemented by NHS England for General Practices in January 2015, and data from the completed survey has been submitted on a monthly basis since then. The data is published on NHS England's website and on NHS Choices.

The NHS webpage includes:

- (a) The number of responses in each response category (eg extremely likely, likely, neither likely or unlikely, etc)
- (b) The number of responses collected through each collection mode (eg handwritten, telephone call, etc.)
- (c) The total percentage of extremely likely plus likely responses; and
- (d) The practice list size, to set the number of responses in context.

FRIENDS & FAMILY TEST 2016 17	
Recommend to Friends & Family	TOTAL
Extremely Likely	503
Likely	158
Neither Likely nor unlikely	10
Unlikely	2
Extremely Unlikely	2
Don't know	3
TOTAL RESPONSES	678
AGE	
Under 16	4
16 – 24	37
25 - 34	80
35 - 44	93
45 - 54	96
55 - 64	81
65 - 74	88
75-84	51
85+	20

Did not state	128
TOTAL	678
ETHNICITY	
White British / Irish	380
White Other	6
Mixed White (White & Black Caribbean / African / Asian)	5
Asian or British Asian (Indian / Pakistani / Bangladeshi)	104
Black or Black British Black Caribbean / African)	15
Chinese	0
Any Other	5
Did not state	163
TOTAL	678
GENDER	
Male	220
Female	382
Did not state	76
TOTAL	678

In 2016 / 17 - 661 out of 678 patients (97.5%) said they would recommend Newbridge Surgery to their friends and family if they needed similar care or treatment.

The Friends and Family Test has one mandatory question and NHS England requires that one other question is asked. From November 2015 the second question was changed to two columns – ‘The things I like’, and ‘The things I think could be improved’, to allow patients the opportunity to give the practice general comments about areas for possible improvement even if they would recommend our practice. The FFT is printed on cream paper as white paper can appear too dazzling for some patient groups, eg patients with dyslexia, and printed on A4 paper allowing for larger print.

A large volume of responses gave positive feedback particularly on the doctors and staff and the Open Access Surgery.

The patient comments have been shared with the patient group at each meeting, and an action plan agreed with the practice.

National Patient Survey

NHS England undertakes national patient surveys on general practices and results are published twice a year. The results of the survey for each GP practice are weighted to adjust the data to account for potential differences between the demographic profile of all eligible patients in a practice and the patients who actually complete a questionnaire. More information about the survey can be found at the GP Patient Survey website: <https://gp-patient.co.uk/surveys-and-reports>

NEWBRIDGE SURGERY NATIONAL PATIENT SURVEYS	Jan- 15	Jul- 15	Jan- 16	Jul- 16	Latest W-ton CCG Average
Find it easy to get through by phone	98%	90%	87%	92%	70%
Find receptionists helpful	97%	97%	98%	92%	84%
Usually get to see or speak to their preferred GP	67%	73%	85%	76%	59%
Were able to get an appointment to see or speak to someone the last time they tried	96%	97%	96%	94%	80%
Say the last appointment they got was convenient	97%	97%	98%	99%	92%
Describe their experience of making an appointment as good	89%	90%	87%	85%	70%
Usually wait 15 minutes or less after their appointment time to be seen	67%	77%	71%	74%	64%
Feel they don't normally have to wait too long to be seen	71%	67%	77%	79%	56%
Say the last GP they saw or spoke to was good at giving them enough time	90%	94%	97%	89%	83%
Say the last GP they saw or spoke to was good at listening to them	88%	86%	86%	88%	85%
Say the last GP they saw or spoke to was good at explaining tests and treatments	87%	86%	86%	89%	83%
Say the last GP they saw or spoke to was good at involving them in decisions about their care	82%	82%	81%	83%	78%
Say the last GP they saw or spoke to was good at treating them with care and concern	86%	94%	89%	87%	81%
Had confidence and trust in the last GP they saw or spoke to	96%	99%	100%	99%	93%
Say the last nurse they saw or spoke to was good at giving them enough time	95%	96%	91%	89%	91%
Say the last nurse they saw or spoke to was good at listening to them	95%	96%	90%	87%	91%
Say the last nurse they saw or spoke to was good at explaining tests and treatments	90%	91%	88%	86%	89%
Say the last nurse they saw or spoke to was good at involving them in decisions about their care	90%	86%	79%	79%	84%
Say the last nurse they saw or spoke to was good at treating them with care and concern	92%	96%	87%	86%	88%
Had confidence and trust in the last nurse they saw or spoke to	99%	100%	95%	93%	96%
Are satisfied with the surgery's opening hours	85%	94%	91%	85%	77%
Describe their overall experience of this surgery as good	92%	98%	95%	95%	83%
Would recommend this surgery to someone new to the area	94%	91%	90%	93%	73%

The most recent national patient survey results show the practice has scored favourably against Wolverhampton CCG averages.

NHS Choices

The NHS Choices website states that 93.2% of people who answered the GP patient survey would recommend our GP surgery and the practice is listed as 'Amongst the best' (Note: 'Amongst the best' are scores which are in the top 25% nationally).

Practice Website

www.newbridgesurgerywolverhampton.nhs.uk – this website is regularly updated and has a useful information page, and useful website/contact page linking patients to support websites. Any requests from patients for additional information to be posted on to the website are welcomed.

Action Plan agreed with the PPG

Some of the items below have been brought forward from our 2015 / 16 action plan pending completion of the extension, which has received planning permission.

Car Park	The practice is putting a request forward for planning permission to extend the car park	When extension is completed
	When the car park is extended disabled parking spaces to be marked out in orange paint.	When extension is completed.
	People waiting to pick up at entrance causing blockage – entrance to be moved to the rear of building which should alleviate this problem.	When extension is completed.
	Additional parking spaces needed. The practice is to consider timings of clinics when the extension is completed to alleviate pressure on parking availability.	When extension is completed.
Baby Changing Area	The practice will be undertaking improvements to the premises along with an extension which will include improved location of baby changing area.	When extension completed.
Facilities	Children's books to be put in waiting area.	Completed April 2016
Services	Receptionists to be reminded to inform patients how many patients there are in front of them when patients are booking into open access surgery.	Completed June 2016.
Clearer explanation of the procedure for university students for registering at a practice nearer to the university	Letters sent out to 18 year olds with their immunisation reminder, to inform them of the GP registration procedure if going to university. This information has also been added to the practice website.	Completed August 2016.
Access	Phone lines / telephone system to be reviewed	When extension completed.
Disability Access	Automatic doors to be included in planned extension and layout of waiting area to be improved.	When extension completed.
No smoking zone	No smoking zone in grounds as well as the premises.	Completed – signage in situ
Open Day promoting the practice	Open Day promoting the practice To consider having an Open Day following the extension of the practice and invite other services to attend, eg Health Watch, Choose & Book, Healthy Lifestyles, promoting online services.	

Message from the Chair

The Patients' Participation Group has met regularly over the past twelve months to discuss issues that affect patients, and for us to hear of any changes in the practice.

Feedback from patients on the Pharmacy has been very positive, to receive a prescription and be able to obtain medicines all under the same roof promptly is a great improvement. There are plans to increase the size of the Pharmacy in the future which will prove to be helpful to staff and patients alike.

Those patients who have been seen by a registrar (training to be a G.P.) have been satisfied by the treatment they received. There is a national shortage of G.P.'s so let's hope the time spent in our surgery encourages them to continue.

In the National Patient Surveys on general practices carried out, our surgery performed very well, long may it continue. The open access surgery continues to be very popular, the envy of many other surgeries in Wolverhampton.

There are changes in the delivery of Primary Care across the country. It is important that through Patient Participation Groups, patients and carers have an opportunity to share their views with the medical professionals and staff.

We do need more patients and carers to join our group, particularly younger people and patients from ethnic groups.

We meet every 3 months on a Thursday evening at 5.30pm in the surgery, but are willing to try to accommodate group members to try something different if so needed.

The Practice Manager attends our meetings and feeds back to the medical professionals, most of our suggestions have been put into practice, demonstrating that we are listened to. You can access the minutes of our meetings in the folder that is the waiting room

We are a friendly group and you would be most welcome to join us, if you would like to discuss in more detail what is involved please feel free to contact me via the surgery.

My thanks to the group members and to the Practice Manager for attending the meetings helping to make our surgery one to be proud of.

Jean Hancox
Chair person