

NEWBRIDGE SURGERY

PATIENT PARTICIPATION GROUP (PPG) REPORT

This report summarises development and outcomes of the Patient Participation Group in 2017 18

Newbridge Surgery is a busy single sited urban practice with a multi-cultural patient population. The list was for Newbridge Surgery in May 2018 was 4840, compared to 4641 patients in May 2017, and 4468 in May 2016. The list size is continuing to rise.

The Patient 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.

In the National Patient Surveys on general practices, our surgery performed very well, and was ranked 9th best practice in the West Midlands for patient satisfaction from the last published survey.

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 need more patients and carers to join our group, particularly younger people and patients from multi-cultural groups.

The patient group meets every 3 months on a Thursday evening at 5.30pm in the surgery, but the group is willing to try to accommodate group members to try something different if so needed.

The Practice Manager attends the 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

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.

In 2017/18 - 97% of patient surveyed said they would recommend Newbridge Surgery to their friends and family if they needed similar care or treatment.

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>

At the time of writing this report, the last data available online is for July 2017 and for this survey the practice scored higher than the Wolverhampton CCG average in every question. 103 out of 266 surveys were returned, a 39% completion rate.

| NEWBRIDGE SURGERY NATIONAL PATIENT SURVEYS | Jul-16 | Jul-17 | Latest W-ton CCG Average |
|--|---------------|---------------|---------------------------------|
| Find it easy to get through by phone | 92% | 95% | 69% |
| Find receptionists helpful | 92% | 95% | 84% |
| Usually get to see or speak to their preferred GP | 76% | 77% | 56% |
| Were able to get an appointment to see or speak to someone the last time they tried | 94% | 95% | 80% |
| Say the last appointment they got was convenient | 99% | 92% | 77% |
| Describe their experience of making an appointment as good | 85% | 91% | 69% |
| Usually wait 15 minutes or less after their appointment time to be seen | 74% | 77% | 63% |
| Feel they don't normally have to wait too long to be seen | 79% | 78% | 57% |
| Say the last GP they saw or spoke to was good at giving them enough time | 89% | 92% | 84% |
| Say the last GP they saw or spoke to was good at listening to them | 88% | 94% | 85% |
| Say the last GP they saw or spoke to was good at explaining tests and treatments | 89% | 95% | 84% |
| Say the last GP they saw or spoke to was good at involving them in decisions about their care | 83% | 89% | 79% |
| Say the last GP they saw or spoke to was good at treating them with care and concern | 87% | 94% | 82% |
| Had confidence and trust in the last GP they saw or spoke to | 99% | 99% | 94% |
| Say the last nurse they saw or spoke to was good at giving them enough time | 89% | 93% | 91% |
| Say the last nurse they saw or spoke to was good at listening to them | 87% | 91% | 91% |
| Say the last nurse they saw or spoke to was good at explaining tests and treatments | 86% | 90% | 90% |
| Say the last nurse they saw or spoke to was good at involving them in decisions about their care | 79% | 90% | 87% |

| | | | |
|---|-----|-----|-----|
| Say the last nurse they saw or spoke to was good at treating them with care and concern | 86% | 91% | 87% |
| Had confidence and trust in the last nurse they saw or spoke to | 93% | 98% | 97% |
| Are satisfied with the surgery's opening hours | 85% | 88% | 77% |
| Describe their overall experience of this surgery as good | 95% | 96% | 83% |
| Would recommend this surgery to someone new to the area | 93% | 93% | 73% |

NHS Choices

The NHS Choices website states that 93.4% 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.

CQC Visit

The practice had a CQC inspection in January 2018 and received good feedback, with the overall rating remaining as Good. The full report can be accessed via the practice website or the CQC website.

Patient Group Achievements to Date

The following actions have been taken as a result of actions agreed with the Patient Group:

| |
|---|
| Information on Choose & Book displayed on the TV screen in the waiting area – regarding choice of hospital and consultant. |
| Information regarding free prescriptions for certain medical conditions displayed on the TV screen in the waiting area. |
| Additional training given to reception staff in customer service. |
| Details of support groups put on practice website |
| Receptionists reminded to inform patients how many patients there are in front of them when patients are booking into open access surgery. |
| Letters sent out annually 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. |
| No smoking zone in grounds as well as the premises. |
| Children's books in the waiting area. |
| 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.

FFT now printed on cream paper as white paper can appear too dazzling for some patient groups, eg patients with dyslexia, and on A4 paper allowing for larger print.

Action Plan agreed with the PPG

Some of the items below have been brought forward from previous years' action plans pending completion of the extension, which has received planning permission, and we are awaiting funding agreement.

| | | |
|--|---|------------------------------|
| 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. |
| 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. |
| 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 PPG has continued to meet every three months with the Practice Manager. She has listened to our concerns and suggestions and taken action on them where possible after discussing with the GPs.

We are able to look at the results of The Friends and Family Test, make suggestions and ask questions on issues that affect patients.

Our surgery continues to give a good service as demonstrated in the surveys carried out both locally and nationally.

There have been changes across the country on the delivery of Primary Care with changes being imposed, making it even more important that patients and carers have an opportunity to be engaged and listened to on the effects that the changes are having on patients.

Patients have welcomed the opening of some surgeries over holiday periods with these being published in local newspapers and on each surgery's website.

There are now Saturday morning appointments available that alternate between our surgery and Church Street, one of the surgeries that make up The Hub, known as Wolverhampton Total Health Primary Care Home, and extended hours appointments which will cover all nights of the week starting in September. There are 8 surgeries that make up our Hub spread across the city.

We are eager and hope that funding for the extension will be forthcoming soon. It will make a difference to the patients, staff and Pharmacy which we all agree is a difficult environment for them to work in. Patients have expressed how they find having a pharmacy on the premises most helpful.

With changes taking place it is more important than ever that patients and carers have a role in what is happening to us at our surgeries and I would urge you to come along to one of our meetings to hear and contribute, you can make a difference.

We are a friendly group who would welcome all. Please feel free to contact me to have a chat about the PPG on 07814246479.

Jean Hancox
Chairperson, PPG
Newbridge Surgery