



Sett Valley Medical Centre

**Patient Participation Report
2012/2013**

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Summary

The results of the Patient Survey conducted in 2012/2013 and subsequent achievements are summarised below.

The full Patient Participation Report contains detailed information as to how the survey was undertaken, patient demographics, and membership of the Sett Valley Medical Centre Patient Reference Group (PRG).

You said...	We	The result is...
You were unable to get an appointment with a GP on the same day or within 2 working days	Reviewed the appointments system and introduced more Nurse Practitioner appointments	More appointments available on the day and within 2 working days
It wasn't easy to access the surgery by telephone	Purchased software for the new telephone system to allow us to monitor call usage. Also, reminded staff about the urgency of answering external phone calls as a priority.	Telephone access has been made easier and will continue to be monitored via the software.

Background

Sett Valley Medical Centre is located close to the town centre of New Mills. The Practice moved to the new building in 1992. A branch surgery operates in Hayfield, approximately 3.5 miles from the main surgery. Patients can choose to visit either surgery for their convenience.

The practice is participating in the Patient Participation Directed Enhanced Service (DES), a two-year DES issued in April 2011. The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

There are six key steps to implementing the Patient Participation DES:

- **Step 1:** Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, eg a PRG (Patient Reference Group)
- **Step 2:** Agree areas of priority with the PRG
- **Step 3:** Collate patient views through the use of a survey
- **Step 4:** Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services
- **Step 5:** Agree an action plan with the PRG and seek PRG agreement to implementing changes
- **Step 6:** Publicise actions taken and subsequent achievements

Patient Demographics

Sett Valley Medical Centre currently has a list size of 10,967 patients and is the largest practice in the High Peak. The patient list size has been very stable in recent years, after an initial growth in previous years.

It is satisfying to see that Sett Valley Medical Centre continues to provide high quality clinical care (see Quality & Outcome Framework – www.qof.ic.nhs.uk) and continues to achieve high ratings in national patient surveys (see the GP Patient Survey, www.gp-patient.co.uk).

Age →	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Male	279	711	518	625	802	894	809	536	276	48	22
Female	277	655	491	573	744	888	810	565	316	78	50
TOTAL	556	1,366	1,009	1,198	1,546	1,782	1,619	1,101	592	126	72
	5%	12%	9%	11%	14%	16%	15%	10%	6%	1%	1%

Opening Hours at Sett Valley Medical Centre – New Mills

Monday: 8.00am – 6.30pm
 Tuesday: 8.00am – 6.30pm
 Wednesday: 6.45am – 8.00pm
 Thursday: 8.00am – 6.30pm
 Friday: 8.00am – 6.30pm
 Saturday: Closed
 Sunday: Closed

Opening Hours at Sett Valley Medical Centre – Hayfield

Monday to Friday 8.45am to 12.00pm and 2.30pm to 5.00pm

Step 1: Process to Develop a Patient Reference Group (PRG)

This is the second year of two for the Patient Participation DES. The Patient Reference Group, was established in Year 1. However, the group has grown to include a number of new members. This was achieved by writing to prominent patients in the community, promoting the Patient Reference Group (PRG) in the surgery and holding meetings in the local Town Hall (Council Chambers) in evenings and afternoons. The PRG now has around 20 members.

Step 2: Establishing and Agreeing Areas of Priority with the PRG

The PRG met in September 2012 to discuss the process of the PPI DES.

It was agreed that the survey carried out in November 2011 should be repeated, using the same 11 questions. The results of the 2012 survey could then be compared to the previous year. The 2011 survey had been based on the National GP survey (2010/11) for establishing and agreeing areas of priority with the PRG.

The National GP survey (2010/11) highlighted the Practice's 3 highest and 3 lowest performing areas, compared with the PCT average. It was agreed that the 3 lowest performing areas (against the PCT) should be used as priority areas. These were:

- Booking a GP appointment ahead (more than 2 days)
- Access to test results by telephone
- Practice Nurse good at listening to patients

A copy of the questionnaire is attached at Appendix 1.

Step 3: Collating Patient Views Through the Use of a Survey

The Patient Survey for Sett Valley Medical Centre was carried out in November 2012 over 30 days. The Practice received a total of 272 completed questionnaires and the results were analysed by the Practice Manager.

A summary of the comparable survey results for Sett Valley Medical Centre (2012/13), against the National GPAQ survey (2010/11), is shown in Appendix 2. Copies of the full analysed report are available on request.

Steps 4 & 5: Providing the PRG with an opportunity to discuss survey findings and reach agreement with the PRG regarding changes Agree action plan with the PRG and seek PRG agreement to implementing changes

On receipt of the analysed data, Sett Valley Medical Centre PRG met with Dr Kevin Douglas (GP Partner), Andrew Pollitt (Practice Manager) and Nicola Fryers (Receptionist) on 15th January 2013, to discuss findings and develop an action plan.

Whilst the results of the survey showed that Sett Valley Medical Centre received positive feedback compared to national benchmarks, the following issues were recognised as concerns for the practice:

- a) Getting a GP appointment on the same day or within the next 2 working days**
Whilst the results of the survey found that 83% of patients at Sett Valley Medical Centre said they *could* get a GP appointment on the same day or within 2 working days, the national average was 79%. However, only 11% (National Average 21%) said they *couldn't* get an appointment as 6% replied as "don't know".

The concern was that this figure (11% said no) had increased from 5% last year. The reason probably resulted from the changes made to the appointment system last year to satisfy the advanced appointment issue.

It was agreed to review the appointments system, along with the introduction of more Nurse Practitioner sessions.

- b) Ease of telephone access to the surgery**
Whilst the results of the survey found that 93% of patients at Sett Valley Medical Centre said they could (very or fairly) easily get through to someone at the surgery on the phone, the national average was 69%. However, 6% said it was NOT easy.

The concern was that this figure (6%) had increased from 3% last year.

A new telephone system had been bought by the Practice in August 2012. There were "teething problems" with the setup and operation of the telephone system which had not been resolved by the time of the survey (November 2012).

It was agreed to buy telephone software to monitor call usage. This software would also allow voice recording on all external telephone calls. Also, the Practice Manager would remind staff of the urgency of answering incoming telephone calls as a priority.

There were a number of areas which had improved on last year, according to the survey results:

- Q2** Patients stating that they could not get an appointment with a GP more than 2 days in advance – decreased from 28% to 21%.
Q3 Seeing the GP of your choice had increased from 60% to 63% (always or a lot of the time)

- Q5** The difficulty in getting test results on the telephone had decreased from 4% to 2%
- Q6** Satisfaction with overall healthcare had increased by 1% to 98%, with a 5% shift from fairly satisfied to very satisfied.
- Q7** The nurse triage service showed an increased usefulness from 78% to 84%
- Q8** Every patient who saw a nurse said she was good at listening, an increase of 3% on last year
- Q10** 90% of patients are now aware of the Out Of Hours service, compared to 82% last year
- Q11** 67% are aware of obtaining some medical services from 3 surgeries (including Sett Valley) rather than attending hospital, compared to 57% last year.

The following action plan was developed and agreed by all present at the PRG meeting held on 15th January 2013:

**Sett Valley Medical Centre PRG - Action Plan
2012- 2013**

Action	Tasks	Who responsible	Timescale	Progress Report
Introduce plans to allow more patients to get an appointment with a GP on the same day or within 2 working days	<ul style="list-style-type: none"> Review the appointments system and introduce more Nurse Practitioner appointments 	Practice Manager Admin Clerk (GP Rotas)	March 2013	Team meeting arranged for Wednesday 6 th March 2013, including Nurse Practitioners.
Purchase software for the new telephone system to allow us to monitor call usage. Also, remind staff about the urgency of answering external phone calls as a priority.	<ul style="list-style-type: none"> Contact BT to supply telephone software. Speak to staff about answering telephone calls as a priority 	Practice Manager	28th February 2013	The telephone software has been purchased and installed. PM to monitor usage. PM met with staff (Quest – 20/02/13) and reminded them of the importance of answering phone calls promptly.

Step 6: Actions Taken: You Said – We Did 2013

You said...	We	The result is...
You were unable to get an appointment with a GP on the same day or within 2 working days	Reviewed the appointments system and introduced more Nurse Practitioner appointments	More appointments available on the day and within 2 working days
It wasn't easy to access the surgery by telephone	Purchased software for the new telephone system to allow us to monitor call usage. Also, reminded staff about the urgency of answering external phone calls as a priority.	Telephone access has been made easier and will continue to be monitored via the software.

Actions Taken: You Said – We Did 2012

You said...	We	The result is...
You were unable to get an appointment with a GP more than 2 working days in advance	Modified the appointments system to introduce more advanced appointments	More advanced appointments available so that you can book ahead.
You were concerned about the number of patients who did not attend for their appointments, thus wasting resources	Agreed to determine the numbers of DNAs and advertise them in the surgery and on the website.	Less appointments should be wasted and more available for patients who need clinical care
You valued the surgery's triage service and did not want to see this removed or reduced	Discussed the triage service and decided to operate it on the same basis for the foreseeable future	A continuing valued service for patients
Information at the Surgery needed to be more prominent	Assigned a receptionist to take responsibility for managing the notice boards in the waiting room	Relevant information made available more clearly
Some hand gel dispensers should be provided around the surgery	Asked a receptionist to organise this	We provided some wall mounted hand gel dispensers in the surgery

Appendix 1

SETT VALLEY MEDICAL CENTRE – PATIENT SURVEY

The issues we are asking your views on this year are as follows (please circle or tick one option):

		2012		2011	
1. Are you able to see the Doctor on the SAME DAY or within the NEXT 2 WORKING DAYS?					
Yes		225	83%		88%
No		29	11%		5%
Don't know	272	18	7%	100%	7%
2. Are you able to get an Appointment with a Doctor MORE than 2 days in advance?					
Yes		160	59%		48%
No		58	21%		28%
Don't know	272	54	20%	100%	24%
3. How often do you see the GP of your choice?					
Always or almost always		101	37%		43%
A lot of the time		71	26%		17%
Some of the time		57	21%		21%
Never or almost never		13	5%		6%
Not tried	272	30	11%	100%	0%
4. How easy is it to get through to someone at the surgery on the phone?					
Very easy		118	43%		53%
Fairly easy		136	50%		43%
Not very easy		14	5%		3%
Not at all easy	272	4	1%	100%	0%
5. Satisfaction with getting test results on the phone					
Satisfied		166	61%		53%
Fairly satisfied		56	21%		22%
Fairly dissatisfied		3	1%		2%
Dissatisfied		2	1%		2%
N/A	272	45	17%	100%	22%
6. Satisfaction with overall care					
Very satisfied		199	73%		68%
Fairly satisfied		68	25%		29%
Fairly dissatisfied		4	1%		1%
Dissatisfied	272	1	0%	100%	0%
7. How useful is the nurse triage service for you?					
Very useful		181	67%		53%
Useful		47	17%		25%
Satisfactory		13	5%		7%
Not useful		3	1%		1%
Not used in the last 6 months	272	28	10%	100%	14%

8. Is the Nurse good at listening to you when you see her?

Yes		248	91%		88%
No		0	0%		0%
Don't know	272	24	9%	100%	11%

9. Are there any additional Medical Services you would wish the Practice to provide?

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10. Are you aware that when the Surgery is closed, you can attend the 'Out of Hours Surgery' based at New Mills Health Centre, across the road from the surgery?

Yes		246	90%		82%
No	272	26	10%	100%	18%

11. Are you aware that you can obtain some Medical Services from Sett Valley Medical Centre, Goyt Valley Surgery and Thornbrook Surgery instead of attending Hospital?

Yes		182	67%		57%
No	272	90	33%	100%	43%

Thank you for assisting with this patient survey.

Please return your completed Questionnaire to **RECEPTION**.

Closing Date 30th November 2012.

Appendix 2

Sett Valley Medical Centre Benchmark Data

For questions identical or nearly identical to questions in the GPPS Survey, April 2010 – March 2011 GPPS national benchmarks are shown in the column to the right of Sett Valley Medical Centre results

		Sett Valley MC 12-13*	GPPS Survey 10-11**
Q1	% of patients able to see the doctor on the SAME DAY or within 2 working days	83%	79%
Q2	% of patients able to get an appointment with a doctor more than 2 days in advance	59%	71%
Q3	% of patients able to see the doctor of their choice	84%	73%
Q4	% of patients able to get through to someone at the surgery on the phone	93%	69%
Q6	% patients who said they were satisfied with the overall care	98%	90%
Q8	% of patients who said the nurse is good at listening to them face to face	91%	84%

* 272 patients surveyed from Sett Valley Medical Centre

**190,038 patients surveyed from 1,031 GP practices.