



# **Sett Valley Medical Centre**

**Patient Participation Report  
2011/2012**

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## Summary

The results of the Patient Survey conducted in 2011/2012 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 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

## 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](http://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](http://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
<b>TOTAL</b>	<b>556</b>	<b>1,366</b>	<b>1,009</b>	<b>1,198</b>	<b>1,546</b>	<b>1,782</b>	<b>1,619</b>	<b>1,101</b>	<b>592</b>	<b>126</b>	<b>72</b>
	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 – 6.30 pm  
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)**

A Patient Participation Group (PPG) had been established at the Practice for many years. There was a change of Practice Manager early in 2010. This was an opportunity to revitalise the PPG. New members were invited to join and the name changed to the Patient Reference Group (PRG).

Invitations were made in various ways:- on the Practice website ([settvalley.co.uk](http://settvalley.co.uk)), notices in the surgery waiting room, word of mouth from existing members, letters to local organisations in the town, including the town council, a church, a school, and social groups.

The recruitment process continues, with the aim of extending the membership across other age ranges and professions. Meetings have traditionally been held at the surgery during the daytime. The next PRG meeting has been scheduled in the evening to attempt to attract a wider membership. The next step would be to consider adding a virtual PRG to run alongside the actual PRG.

The practice now has 10 PRG (patient) members within the **actual** group, plus attendance by the Practice Manager and a GP. There are 3 male and 7 female representatives.

Age profile:

2 x members: 35 - 44 years  
1 x member: 45 - 54 years  
3 x members: 55 - 64 years  
3 x members: 65 - 74 years  
1 x member: 75 - 84 years

Two members of the PRG group have also volunteered to represent the practice at the wider Clinical Commissioning PRG, once this has been formed later in 2012.

Whilst it is recognised that no PRG will ever be truly representative, we feel that our current membership has a wide age range and efforts have been made, and will continue to be made, to widen representation.

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

The PRG met in July 2011 to discuss the process of the PPI DES. The National GP Patient Survey 2010/11 was used as a basis for establishing and agreeing areas of priority with the PRG. The survey 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

It was also agreed that whilst the ensuing Patient Survey would focus on the 3 areas above, we would take the opportunity to ask a few other questions (a further 8) relevant to the Practice. It was felt that it was important to make the survey short (one piece of A4 paper), easily understandable, and relevant.

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 2011 over 30 days. The Practice received a total of 250 completed questionnaires and the results were analysed by the Practice Manager.

A summary of the comparable survey results for Sett Valley Medical Centre, against the National GPAQ survey, 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 David Williams (GP Partner), Andrew Pollitt (Practice Manager) and Nicola Fryers (Receptionist) on 13th December 2011, 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 more than 2 working days in advance**

Whilst the results of the survey found that 48% of patients at Sett Valley Medical Centre said they *could* get a GP appointment more than 2 working days in advance, the national average was 71%. However, only 28%

(National Average 29%) said they *couldn't* get an appointment as 24% replied as "don't know".

It was agreed to modify the appointments system to introduce more advanced appointments.

**b) The number of patients who did not attend (DNA) for their appointments**

This was not a specific question in the patient survey. However, question 9 generated a number of patients' comments which the PRG discussed further. Statistics for DNAs had previously been kept in years gone by but not recently. It was felt that these numbers were considerable and increasing.

It was agreed to determine the number of patients not attending for their appointments (DNAs) on a monthly basis and advertise them in the surgery and on the website.

**c) The usage and value of the triage service**

Patients were asked how useful the nurse triage service was for them. The Practice has invested a considerable amount of resource in the triage system over many years. 78% found the service "useful or very useful", and only 1% described the service as "not useful". Only 14% had *not* used the triage service in the last 6 months.

It was agreed to continue the nurse triage service on the same basis for the foreseeable future.

**d) Information in the waiting room was crowded**

There were too many cluttered notice-boards in the waiting room making it difficult to obtain relevant information. Also, information appeared to be random and in need of organising.

It was agreed to assign a receptionist to take responsibility for displaying relevant information in an organised manner within the waiting room.

**e) Infection Control**

There were no obvious hand-cleaning facilities easily available in the surgery, other than in the patient toilets.

It was agreed to provide some hand gel dispensers around the surgery for general patient use.

The following action plan was developed and agreed by all present at the PRG meeting held on 21st February 2012.

**Sett Valley Medical Centre PRG - Action Plan  
2011- 2012**

Action	Tasks	Who responsible	Timescale	Progress Report
Introduce plans to allow more patients to get an appointment with a GP in more than 2 working days	<ul style="list-style-type: none"> <li>• Modify the appointments system to introduce more advanced appointments</li> </ul>	Practice Manager Admin Clerk (GP Rotas)	March 2012	<p>From Monday 5<sup>th</sup> March 2012, every GP surgery has an additional advanced booking appointment.</p> <p>The number of patient appointments per surgery remains the same. The additional appointment has been changed from a 48 hr slot.</p>
Collect patient numbers on a monthly basis for appointments not attended (DNAs). Then advertise these numbers in the surgery waiting room and also on the Practice website.	<ul style="list-style-type: none"> <li>• Collect DNA figures from the Practice Clinical System</li> <li>• Advertise DNA figures in the waiting room</li> <li>• Advertise DNA figures on the Practice Website</li> </ul>	Practice Manager Assistant Practice Manager	End-Mar 2012	The Practice Manager has looked at the information available within the clinical system. Figures should be available, for recent months, by the end of March 2012 or early April 2012.
Review the nurse triage system.	<ul style="list-style-type: none"> <li>• Discuss the triage service at internal meetings within the Practice, engaging as many relevant staff and GPs as possible.</li> </ul>	Practice Manager GPs Triage Nurse	Ongoing	The practice has discussed the triage service at recent meetings. This is considered to be a long term review with subtle changes being made where agreed.
Provide some hand gel dispensers around the surgery for patient use.	<ul style="list-style-type: none"> <li>• Purchase and fit 2 hand gel dispensers in the corridor between the waiting room and consulting rooms.</li> </ul>	Receptionist	March 2012	Two hand gel dispensers have been fitted.

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

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.
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## 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)

**1. Are you able to see the Doctor on the SAME DAY or within the NEXT 2 WORKING DAYS?**

YES		219	88%	
NO		13	5%	
DON'T KNOW	250	18	7%	100%

**2. Are you able to get an Appointment with a Doctor MORE than 2 days in Advance?**

YES		121	48%	
NO		69	28%	
DON'T KNOW	250	60	24%	100%

**3. How often do you see the GP of your choice?**

ALWAYS or ALMOST ALWAYS		107	43%	
A LOT OF THE TIME		42	17%	
SOME OF THE TIME		53	21%	
NEVER or ALMOST NEVER		16	6%	
NOT TRIED	250	32	13%	100%

**4. How easy is it to get through to someone at the surgery on the phone?**

VERY EASY		132	53%	
FAIRLY EASY		108	43%	
NOT VERY EASY		8	3%	
NOT AT ALL EASY	249	1	0%	100%

**5. Satisfaction with getting test results on the phone**

SATISFIED		132	53%	
FAIRLY SATISFIED		54	22%	
FAIRLY DISSATISFIED		6	2%	
DISSATISFIED		4	2%	
N/A	250	54	22%	100%

**6. Satisfaction with overall care**

SATISFIED		171	68%	
FAIRLY SATISFIED		72	29%	
FAIRLY DISSATISFIED		3	1%	
DISSATISFIED	246	0	0%	98%

**7. How useful is the nurse triage service for you?**

VERY USEFUL		133	53%	
USEFUL		62	25%	
SATISFACTORY		18	7%	
NOT USEFUL		2	1%	
NOT USED IN LAST 6 MONTHS	250	35	14%	100%

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

YES		221	88%	
NO		1	0%	
DON'T KNOW	250	28	11%	100%

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

.....

.....

.....

**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		206	82%	
NO	250	44	18%	100%

**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		143	57%	
NO	250	107	43%	100%

Thank you for assisting with this patient survey.

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

**Closing Date 30<sup>th</sup> November 2011**

## 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

		<b>Sett Valley MC 11-12*</b>	<b>GPPS Survey 10-11**</b>
Q1	% of patients able to see the doctor on the SAME DAY or within 2 working days	88%	79%
Q2	% of patients able to get an appointment with a doctor more than 2 days in advance	48%	71%
Q3	% of patients able to see the doctor of their choice	81%	73%
Q4	% of patients able to get through to someone at the surgery on the phone	96%	69%
Q6	% patients who said they were satisfied with the overall care	97%	90%
Q8	% of patients who said the nurse is good at listening to them face to face	88%	84%

\* 250 patients surveyed from Sett Valley Medical Centre

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