

The Northolme Practice



Patient Participation Report 2013/2014

Profile of Practice and Patient Group

PRACTICE POPULATION

The Northolme Practice is a well established training practice in an urban part of Calderdale. The practice has a population of over 13,922 patients. There are currently five GP Partners, one Salaried GP, three Nurse Practitioners, two Practice Nurses and a Health Care Assistant.

The practice operates across two sites at Kos Clinic at Hipperholme and Northowram. The practice area serves patients living in Hipperholme, Lightcliffe, Norwood Green, Bailiff Bridge, Hove Edge, Northowram, Shelf and Stump Cross. Patients can register and be seen at either of the practice sites.

The practice population includes a mix of social backgrounds and there are no areas of high deprivation across the practice area. The practice has a very low number of registered patients from ethnic minority groups which is born out with national data.

PATIENT PARTICIPATION GROUP

The Patient Participation Group was re-established in 2011/12. This resulted from a publicity campaign by the practice to encourage patients to join the Group. The practice used a range of advertising methods, including posters, personal contact with patients, slips on prescriptions, practice website and practice Newsletter produced by the practice. Over the last 12 months the Group has welcome two younger Patients in the 16 – 24 age group.

The Participation Group covers a wide range of ages, though predominantly the group is mostly over 55. There is a reasonably well balanced representation of male and female patients and a mixture of those who are still in employment or who have retired. Most of the patients in the Group are not from an ethnic minority group but the Group has a representation of patients who have a disability or who are a carer.

The Patient Group agreed to meet approximately 3 – 4 four times per year at the surgery premises. These meetings are currently held early evening when the surgery has closed. The practice communicates with the members via email, letter or telephone whichever is the preferred choice of the individual.

There are currently 20 members in the Patient Group. Four new members have joined the group in the last year and one member has moved out of the area.

Practice population profile	PRG profile	Difference
AGE		
% 16 to 24 – 9.1%	% 16 to 24 – 10.5%	-1.4 %
% 25 to 34 – 10.6%	% 25 to 34 – 5.2%	+5.4 %
% 35 to 44 – 14%	% 35 to 44 – 5.0%	+9 %
% 45 to 54 – 15.6%	% 45 to 54 – 5.2%	+10.4 %
% 55 to 64 – 12.8%	% 55 to 64 – 31.5%	-18.7 %
% 65 to 74 – 10.8%	% 65 to 74 – 26.3%	-15.5%
% 75 to 84 – 6.6%	% 75 to 84 – 15.7%	-9.1
% over 84 – 2.5%	% over 84 - 0%	+2.5%
ETHNICITY		
White	White	
% British Group – 65.2%	% British Group – 83%	-17.8%
% Irish - 0.3%	% Irish - 0%	+0.3%
Mixed	Mixed	
% White & Black Caribbean - 0.1%	% White & Black Caribbean - 0%	+0.1%
% White & Asian - 0.1%	% White & Asian - 0%	+0.1%
Asian or Asian British	Asian or Asian British	
% Indian - 0.2%	% Indian - 0%	+0.2%
% Pakistani - 0.3%	% Pakistani - 0%	+0.3%
% Bangladeshi - 0.007%	% Bangladeshi - 0%	+0.007%
Black or Black British 0.0%	Black or Black British	0.0%
% Caribbean - 0.02%	% Caribbean – 0%	+0.02%
% African - 0.09%	% African - 0%	+0.09%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese - 0.06%	% Chinese - 0%	+0.06%
% Any other: Other White European/European unsp/Mixed European - 0.0%	% Any other - 0%+	0.0%
% unknown, not stated or refused - 21%	% unknown, not stated or refused - 16%	+5%
GENDER		
% Male – 49.2 %	% Male - 41%	
% Female – 50.7 %	% Female - 58%	

The practice is noted to have a very small number of patients from the ethnic groups registered at the practice. It has been difficult to recruit any patients from Ethnic minority groups due to the small numbers of patients registered. However, the practice is continuing to try and engage with patients who are underrepresented on the Group. It is noted that the age ranges of the group tend to be weighted towards the over 55's, however this year two of the four new members are in the younger age group. The aim is to also try and recruit from the 25 – 54 age groups which are also underrepresented in the forthcoming year.

Review of Action Plan 2012/13

This was the second year the practice has undertaken the Patient Survey in line with the National Enhanced Service. The Patient Group met on the 9th September 2013 and the 19th March 2014 to review the Action plan from 2012/13.

You said.....	We did	March 2014 - The result is
Information and Communication Provide patients with access to services and information using a wide range of formats and is inclusive. Make better use of the screenings and linear information display already installed in waiting rooms and recorded messages on the phone system. Website: <ul style="list-style-type: none"> Practice access to update website? Add link to the William Merritt Disabled Living Centre and Mobility Service 	Increase use of a range of technology available to the practice to enable patients to be contacted & access information. Includes collecting and validating patient telephone numbers and email addresses. Waiting room notice boards tidied and streamlined. Practice newsletter circulation Access to information on sexual health services for young people. Review of current call board system and contact with system supplier Telephone messages containing patient information Life Channel TV Practice granted access to amend/redesign the practice website Work ongoing - 2014 to update website. Website has been updated to include link William Merritt link added to practice website: http://www.wmdlc.org/	Ongoing process collecting and validating patient records Less cluttered and overcrowded. Introducing an A4 folder booklet with current leaflets in for patient's information, which is available in the 3 waiting areas. The practice will continue to monitor and update Practice Newsletter increased to bimonthly. Newsletter included on website. 2014/15 use email & text Leaflets, information and contact details have been made available in the entrance porch giving privacy to patients Limited space available, not adaptable for detailed patient information. Contact made to terminate contract. New telephone system installed. Practice specific refinements in progress at Kos & will include patient messages/ info. Expected completion June 2014/15 Issues with supplier, contract and maintenance., Contact made to terminate the contract awaiting reply Further work required in 2014 to update website. Website updated
IT technology: Increase use of different forms of IT technology/multi- media	Collection of patient email and mobile telephone numbers Introduced text messaging service to contact patients.	More means to contact patients. Emails to patients – development for 2014/15 Text messaging service being utilized for, blood test results (September 2013), appointment reminders, recalls.

You said.....	We did	March 2014 – The result is....
	Development of online appointment booking and prescriptions requests Life Channel - internal TV	Consent form developed Training required and a pilot test. Patient to complete consent forms and provide ID. Practice to provide login and password details. There has been a lot of downtime beyond the practices control. Practice waiting for response from supplier.
Telephone & appointment system Provide better telephone access for patients. Difficulty getting through on the telephone at peak times 8am and 11am to book an appointment	New telephone system with more telephone lines. Direct lines for members of staff. Queuing system for calls. Monitoring/ recording system available. GP's discussed appointments system, telephone calls and possible telephone triage. Patient survey 2013/14 to include booking appointment and difficulty getting through on the telephone	Telephone system in place at Northowram. Practice refinements in progress at Kos. Information for patients to be incorporated into the telephone message system. Expected completion June 2014 Telephone slots built into appointment session for triage to a certain extent and also with on call GP <i>Practice survey results available March 2014.</i>
Did Not Attend (DNA) Appointments Reduce number of patients who "DNA"	Discussed at Drs meeting. Publicise number of DNA's	Agreed all staff including GP's Practice Nurses to speak to patients about their DNA appointments Publicise number of DNA more widely.
Did not attend (DNA) Appointments Reduce number of patient who "did not attend" their appointments	GP's and Practice Nurses discussing DNA's with patients. Introducing text messaging service to contact patients who DNA. Considered using the call board regarding DNA's.	 Call board available space will not allow us to use it in such a way.
Patients would like to receive their results via text message	GP's will check patient mobile telephone number at consultation.	GP's will text test results to patients where appropriate.
Requesting repeat prescriptions on-line	Discussions have taken place within the practice and work has begun into the development of this service.	GP's will review repeat medications to confirm that these can be requested online Plan publicity to promote service, how it will work and date of go live. Publicity – all staff, website, newsletters, repeat prescription slips, practice leaflet, text messages, posters in waiting rooms and local chemists
Wheelchair access & parking at Kos Clinic	Two parking spaces earmarked for disabled parking only.	Completed
Repair road surface at Kos Clinic	Road surface repaired at Kos.	Completed.

Whilst some actions had not been completed the Patient Group acknowledged that a significant amount of work had been undertaken by the practice to address the actions areas and the practice was to be congratulated on this. Where further work is required, it was agreed to carry these forward to 2014/15.

Practice Survey for 2013-14

The Patient group met on the 22nd April 2013 to discuss the priority areas for the 2013/14 Patient Survey. The Group agreed that the General Practice Assessment Questionnaire was their preferred choice as this covered booking appointments, getting through on the telephone and a rating of care provided by the practice. The group also agreed to include "asking how the patient had heard about the survey?"

The practice used a range of advertising methods, including posters, personal contact with patients, chemists, slips on prescriptions, practice website and the practice Newsletters. The questionnaires were available in the waiting rooms and handed out by GP's, Nurse Practitioners and Practice Nurses.

It was also agreed to undertake the survey for a month when the flu clinics commenced at the end of September. As in previous years a sample size of 25 per registered 1,000 patients was agreed as the minimum sample size and in line with the enhanced service requirements.

Members of the Patient Group volunteered to support the practice by handing out questionnaires and helping patients' complete questionnaires where assistance was required. The practice would like to acknowledge this valuable contribution from members of the Group and also to one member who kindly helped collate the survey results.

The survey commenced on the 23rd September until the 21st October 2013 irrespective of the practice exceeding the total number of responses required. A total of 1,250 questionnaires were distributed and 992 questionnaires returned which is an increase of 390 (64%) on last year. A box was made available for patients who wished to take the questionnaires away with them and drop them back at a convenient time.

After three weeks the number of responses was reviewed and any patients groups / ages which were under represented were targeted during the final week to try and ensure a cross section of responses.

The results of the survey and patient comments were collated and analysed by the practice. The Patient Survey results were circulated to the Patient Group in advance of the meeting on the 19th March. A full copy of Practice Survey results can be found in Appendix A which includes an overall summary of patient comments. Full copies of the results and action plan have been made available in the patient waiting rooms at Kos and Northowram and are also available on the practice website.

At the meeting on the 19th March 2014 the Patient Group felt the results of the survey clearly demonstrated overall good clinical care from the practice. The fact that so many questionnaires had been completed with patient comments from patients was a good indication that patients felt they were able to speak out about their experiences either good or bad.

Based on the results of the patient survey for 2013/14 and on review of the action plan for 2012/13, the Group agreed that the Action plan for 2013/14 will include, **Information and Communication, Practice Website, Call board and Life Channel, Telephone recorded messages, Telephone system and reduction of Did not attend appointments and Online access to order repeat prescription and book appointments**

ACTION PLAN for 2013/14

	You said.....	We are doing	Progress so far
KF1	Information and Communication Provide patients with access to services and information using a wide range of formats and is inclusive.	Increasing use of a range of technology available to the practice e.g. text messaging, emails Practice newsletter circulation	Ongoing collecting and updating patient mobile and email addresses. Emails to patients – development for 2014/15 8,910 mobile numbers and 948 email addresses have been recorded. 2014/15 Utilize email, text messaging and website to circulate Newsletter and raise awareness of its existence
KF2	Practice website requires updating	Access now available for practice amend/redesign	Work required to update Practice website in 2014/15
KF3	Call board and Life Channel TV in waiting room Make better use of the information display	Review of current call board system and contact with system supplier Life Channel TV	Limited space available for detailed patient information. Practice currently reviewing scope for adapting Issues with supplier, contract and maintenance., Contact made to terminate the contract awaiting reply
KF4	Telephone recorded messages Make better use of telephone recorded messages – patient information	Patient communication and information messages to be incorporated into the new telephone system	New telephone system installed. Practice specific refinements in progress at Kos & will include patient messages/ info. Expected completion June 2014/15
KF5	Telephone system – patient experience and feedback to be sought	Patient feedback of new system required once fully operational. Include in next Patient Survey.	Patient experience, feedback and comments will be incorporated in the next Patient Survey for 2014/15
KF6	Did not attend (DNA) appointments Reduce the number of patients who “did not attend” their appointments	Publicize numbers of DNA's To review DNA's individually & on daily basis. Where appropriate, send text message after 1 st DNA, after 2 nd DNA patient will be telephoned and on the 3 rd occasion (last 6 months) the patient will be sent a letter.	Continue to publicise the number of patients who DNA more widely Implementation date 1.6.14
KF7	Patient access to on-line repeat prescriptions and booking appointments	Development of this service has commenced. Consent form for patients to complete. Publicity campaign to arrange Training for Practice Staff Appointment rotas for online booking Repeat prescriptions to be checked prior to release for on-line prescriptions requests.	Work ongoing for 2014/15 Some members of the Patient Group Volunteered to test pilot the site.
KF8	Remove high achieving areas from patient survey for 2014/15	Year on year take note of patient feedback on the surveys thereby allowing a more concentrated effort on the areas where patients felt improvement needed to be	Work to commence after 1.4.14

	made i.e. removing off the action lists those areas that received excellent or very good feedback.	
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Following the meeting a draft copy of the report and Action Plan was circulated to all members of the Patient Group. Amendments were made to the report in line with feedback received, and a copy of the final report was circulated to the Patient Group for 2013/14. Copies are also available in the waiting rooms.

Confirmation of opening times

The survey indicates that 97.1% of patients were happy with the surgery opening times which are an increase on last year 6.1%. 26 patients did not respond to the question and only 3 (0.3%) out of 992 stated that the practice was not currently open at times convenient to them. The Practice and Patient Group do not have any concerns about the current opening times at the practice and based on the above results the Practice will not be reviewing opening hours at this stage.

The surgery opening hours are:

Kos Clinic	Monday to Friday	7.30am to 6.00pm
Northowram	Monday to Thursday	7.30am to 6.00pm
	Friday	7.30am to 4.00pm

The Practice participates in the Extended Access hour arrangements under the Enhanced Service. GP appointments are available at both surgeries 7.30 to 8.00am Monday to Friday, but it should be noted that no telephone access is available during these times. The Nurse Practitioner and Practice Nurses also have early morning appointments from 7.30 am until 8.00am.

The 111 service now provides the practice out-of-hours service from 6.00pm to 8.00am Monday to Friday and at the weekend 6.00pm Friday until 8.00am Monday Morning.

Availability of information

This report and minutes from the Patient Group Meeting is published on the Practice website <http://www.thenortholmepractice.co.uk>

A copy of this report is available to, or will be sent to:

- All practice staff - Doctors, Nurses and Non-clinical Staff
- All members of the Patient Participation Group
- Other members of the Practice Primary Health Care Team e.g. Community Matron, District Nurses, Health Visitors
- Calderdale Clinical Commissioning Group
- The Patient Involvement Team
- CQC at the time of inspection
- All patients in the waiting areas at the practice along with a copy of the minutes from the Patient Group.

March 2014

APPENDIX A

THE NORTHOLME PRACTICE PATIENT SURVEY RESULTS

2013/14

The Northolme Patient survey was carried out over a four week period between 23rd September and 7th October 2013.

The Patient Survey is based on the GPAQ questionnaire and refined by the Patient Group to cover the areas identified as a priority.

GENERAL INFORMATION

A total of 12,500 questionnaires were printed and distributed with 992 questionnaires being completed and returned to the surgery.

- Male 420 (42.3%)
- Female 570 (57.5%)
- No responses 2 (0.2%)

Age ranges of patients completing questionnaire:

- Under 16 5 – (0.5%)
- 16 – 44 54 – (5.4%)
- 45 – 64 176 – (17.7%)
- 65 – 74 453 – (45.6%)
- 75 or over 303 – (30.5%)
- No response 1 – (0.1%)

Ethnicity of patients completing the patient questionnaire:

- White - 974 (98.2%)
- Black or Black British – 5 (0.5%)
- Asian or Asian British – 5 (0.5%)
- Mixed – 1 (0.1%)
- Chinese – 0 (0.0%)
- Other ethnic group – 5 (0.5%)
- No response – 2 (0.2%)

ABOUT RECEPTIONISTS AND APPOINTMENTS

<i>How helpful do you find the receptionist at the practice?</i>	Very helpful	827	83%
	Fairly helpful	150	15.1%
	Not very helpful	6	0.6%
	Not at all helpful	5	0.5%
	No response	4	0.4%

<i>How easy is it to get through to someone at your GP practice on the phone?</i>	Very easy	339	34.2%
	Fairly easy	491	49.5%
	Not very easy	116	11.7%
	Not easy at all	21	2.1%
	Haven't tried	23	2.3%
	No response	1	0.1%

<i>How easy is it to speak to a doctor or nurse on the phone?</i>	Very easy	263	26.5%
	Fairly easy	335	33.8%
	Not very easy	59	5.9%
	Not easy at all	14	1.5%
	Haven't tried	305	30.7%
	No response	1	0.1%

<i>If you need to see a doctor urgently, can you normally get seen on the same day?</i>	Yes	686	69.2%
	No	60	6.0%
	Never Needed to	235	23.7%
	No response	11	1.1%

<i>Are you aware that you can book appointments in advance?</i>	Yes	723	72.9%
	No	192	19.4%
	Never Needed to	64	6.6%

<i>How do you normally book your appointment?</i>	In person	96	9.7%
	By phone	823	83%
	Doesn't apply	5	0.5%
	Gave up	1	0.1%
	No response	67	6.8%

HOW GOOD WAS THE LAST DOCTOR or NURSE PRACTITIONER YOU SAW AT EACH OF THE FOLLOWING?

<i>How good was the last Dr or Nurse Practitioner you saw at “giving you enough time?”</i>	Very good	688	69.4
	Good	218	22%
	Fair	25	2.5%
	Poor	0	0%
	Very poor	2	0%
	No response	59	5.9%

<i>How good was the last Dr or Nurse Practitioner you saw at “listening to you?”</i>	Very good	686	69%
	Good	221	23%
	Fair	23	2.3%
	Poor	1	0.1%
	Very poor	1	0.1%
	No response	60	6%

<i>If you need to see a doctor urgently, can you normally get seen on the same day?</i>	Very good	632	63.7%
	Good	260	26.2%
	Fair	29	2.9%
	Poor	1	0.1%
	Very poor	1	0.1%
	No response	69	7.0%

<i>How good was the last Dr or Nurse Practitioner you saw at “involving you in decisions about your care?”</i>	Very good	594	59.9%
	Good	279	28%
	Fair	33	3.3%
	Poor	3	0.3%
	Very poor	1	0.1%
	No response	82	8.3%

<i>How good was the last Dr or Nurse Practitioner you saw at “treating you with care and concern?”</i>	Very good	652	65.7%
	Good	242	24.4%
	Fair	26	2.6%
	Poor	2	0.2%
	Very poor	1	0.1%
	No response	69	7%

<i>Did you have confidence and trust in the last Dr or Nurse Practitioner you saw or spoke to?</i>	Yes, definitely	810	81.7%
	Yes, to some extent	99	10%
	No, not at all	2	0.2%
	Don't know / can't say	5	0.5%
	No response	76	7.7%

HOW GOOD WAS THE LAST PRACTICE NURSE YOU SAW AT EACH OF THE FOLLOWING?

<i>How good was the last Practice Nurse you saw at “giving you enough time?”</i>	Very good	667	67.2%
	Good	205	20.7%
	Fair	18	1.8%
	Poor	3	0.3%
	Very poor	0	0%
	No response	99	10%

<i>How good was the Practice Nurse you saw at “listening to you?”</i>	Very good	660	66.5%
	Good	204	20.6%
	Fair	22	2.2%
	Poor	4	0.4%
	Very poor	0	0%
	No response	102	10.3%

<i>How good was the last Practice Nurse you saw at “explaining tests and treatments?”</i>	Very good	610	61.5%
	Good	244	24.6%
	Fair	20	2%
	Poor	3	0.3%
	Very poor	2	0.2%
	No response	113	11.3%

<i>How good was the last Practice Nurse you saw about “involving you in decisions about your care?”</i>	Very good	583	59%
	Good	256	25.8%
	Fair	22	2.2%
	Poor	7	0.7%
	Very poor	0	0%
	No response	124	12.5%

<i>How good was the last Practice Nurse you saw or spoke to at “treating you with care and concern?”</i>	Very good	612	61.7%
	Good	215	21.7%
	Fair	27	2.7%
	Poor	1	0.1%
	Very poor	0	0%
	No response	137	13.8%

<i>Did you have confidence and trust in the Practice Nurse you saw or spoke to?</i>	Yes, definitely	750	75.6%
	Yes, to some extent	87	8.8%
	No, not at all	1	0.1%
	Don't know / can't say	3	0.3%
	No response	151	15.2%

ABOUT CARE FROM YOUR DOCTORS AND NURSES

Care from Drs and Nurses <i>How well does the practice help you <u>understand</u> your health problems?</i>	Very well	825	83.2%
	Unsure	57	5.7%
	Not very well	5	0.5%
	No response	105	10.6%

Care from Drs and Nurses <i>How well does the practice help you <u>cope</u> with your health problems?</i>	Very well	882	88.9
	Unsure	55	5.5%
	Not very well	6	0.6%
	No response	109	11%

How good was the last Dr or Nurse Practitioner you saw at “listening to you?”	Very good	686	69%
	Good	221	23%
	Fair	23	2.3%
	Poor	1	0.1%
	Very poor	1	0.1%
	No response	60	6%

Care from the Drs and Nurses <i>How well does the practice help you keep yourself health?”</i>	Very well	794	80%
	Unsure	74	7.5%
	Not very well	7	0.7%
	No response	117	11.8%

Overall, how would you describe your experience of your surgery?	Excellent	440	44.4%
	Very good	366	38.9%
	Good	60	6%
	Fair	7	0.7%
	Poor	0	0%
	Very poor	1	0.1%
	No response	99	9.9%

Would you recommend your GP surgery to someone who has just into your local area?	Yes, definitely	740	74.6%
	Yes, probably	137	13.8%
	No, probably not	7	0.7%
	No definitely not	3	0.3%
	No response	105	10.6%

OPENING TIMES AND CHOICE OF DOCTOR

<i>Thinking of the times when you want to see any Dr, how quickly do you usually get seen?</i>	Same day or next day	685	69.1%
	2 – 4 days	123	12.
	5 days or more	10	1%
	I don't usually need to be seen quickly	60	6%
	Don't know, never tried	15	1.5%
	No response	99	1%

<i>Thinking of the times when you want to see a PARTICULAR doctor, how quickly do you usually get seen?</i>	Same day or next day	333	33.6%
	2 – 4 days	305	30.7%
	5 days or more	43	4.3%
	I don't usually need to be seen quickly	87	8.8%
	Don't know, never tried	118	11.9%
	No response	106	10.7%

<i>Thinking of your most recent visit with a doctor or nurse, how long did you have to wait for your consultation to start?</i>	Less than 5 minutes	248	25%
	5 - 10 minutes	515	51.9%
	11 – 20 minutes	144	14.5%
	21 – 30 minutes	23	2.3%
	More than 30 minutes	7	0.7%
	There was no sent time for my consultation	2	0.2%
	No response	53	5.3%

<i>Is your GP practice currently open at times that are convenient to you?</i>	Yes	963	97.1%
	No	3	0.3%
	No response	26	2.6%

<i>Did you know the practice produced regular newsletters?</i>	Yes	359	36.1%
	No	576	58%
	No response	57	5.7%

<i>Did you know that the practice has a website?</i>	Yes	448	45.1%
	No	473	47.6%
	No response	71	7.1%

<i>Did you know that the practice has a Patient Participation Group?</i>	Yes		18.8%
	No	732	73.8%
	No response	74	7.5%