

# The Northolme Practice



## Patient Participation Report 2012/2013

### 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 13,700 patients. There are currently 5 GP Partners, 1 Salaried GP, 1 Nurse Practitioner, two Practice Nurses undertaking the Advanced Nurse Practitioners course, Practice Nurses and 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 borne 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. Patients who volunteered to join the Group completed a questionnaire with their details.

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 have agreed to meet 3 – 4 four times per year at the surgery. These meetings are 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 18 patients in the Group, one member has left during the last year but four new members have joined.

Practice population profile	PRG profile	Difference
<b>Age</b>		
% 16 to 24 - <b>8%</b>	% 16 to 24 - <b>0%</b>	-8%
% 25 to 34 - <b>10%</b>	% 25 to 34 - <b>5%</b>	-5%
% 35 to 44 - <b>15%</b>	% 35 to 44 - <b>5%</b>	-10%
% 45 to 54 - <b>15%</b>	% 45 to 54 - <b>5%</b>	-10%
% 55 to 64 - <b>12%</b>	% 55 to 64 - <b>33%</b>	+23%
% 65 to 74 - <b>10%</b>	% 65 to 74 - <b>33%</b>	+23%
% 75 to 84 - <b>6%</b>	% 75 to 84 - <b>16%</b>	+10%
% over 84 - <b>2%</b>	% over 84 - <b>0%</b>	-2%
<b>Ethnicity</b>		
White	White	
% British Group - <b>76%</b>	% British Group - <b>83%</b>	+7%
% Irish - <b>0.1%</b>	% Irish - <b>0%</b>	-0.1%
Mixed	Mixed	
% White & Black Caribbean - <b>0.1%</b>	% White & Black Caribbean - <b>0%</b>	-0.1%
% White & Asian - <b>0.1%</b>	% White & Asian - <b>0%</b>	-0.1%
Asian or Asian British	Asian or Asian British	
% Indian - <b>0.1%</b>	% Indian - <b>0%</b>	-0.1%
% Pakistani - <b>0.2%</b>	% Pakistani - <b>0%</b>	-0.2%
% Bangladeshi - <b>0.007%</b>	% Bangladeshi - <b>0%</b>	
Black or Black British	Black or Black British	
% Caribbean - <b>0.03%</b>	% Caribbean - <b>0%</b>	-0.03%
% African - <b>0.04%</b>	% African - <b>0%</b>	-0.04%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese - <b>0.05%</b>	% Chinese - <b>0%</b>	-0.05%
% Any other: Other White European/European unsp/Mixed European - <b>0.06%</b>	% Any other - <b>0.0%</b>	-0.06%
% unknown, not stated or refused - <b>21%</b>	% unknown, not stated or refused - <b>16%</b>	-5%
<b>Gender</b>		
% Male - <b>49%</b>	% Male - <b>41%</b>	+8%
% Female - <b>50%</b>	% Female - <b>58%</b>	+8%

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 actively trying to engage with patients who are underrepresented by writing to a random selection of patients and inviting them to join the Group.

It is noted that the age ranges of the group tend to be weighted for the over 55's and that for 2012/13 the 16 – 24 age group is not currently represented on the Group. The aim is to try recruit from this age group in addition to the current members.

## **Practice Survey**

The Patient group met on the 21<sup>st</sup> May 2012 to discuss the Patient Survey and agree the priority areas for 2012/13. The Group agreed that appointments should be the main focus of one of the areas. The Group agreed to take sample questionnaires away from the meeting to review and provide individual feedback as to their preferred choice in preparation for the meeting in August.

The results of the feedback and suggestions were collated by the practice and discussed at the Patient Group Meeting on the 20<sup>th</sup> August. 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. Other slight adaptations were made by the Group to include: patient awareness of practice website and Newsletter and additional comments from patients.

The Patient Questionnaire was adapted by one of the patients from the Group. This was circulated via post and email for the Groups final agreement prior to publication.

A sample size of 25 per registered 1,000 patients was agreed with the Patient and Public Involvement Team at NHS Calderdale. The survey took place from the end of September – November during the flu campaign and throughout normal surgery times. A total of 900 questionnaires were distributed and a total of 602 questionnaires were completed which exceeded the number required. The questionnaires were available in the waiting rooms and handed out by staff. Members of the Patient Group were on hand at flu clinics to hand out and collect questionnaires and provide assistance for those who required help to complete the questionnaire.

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 a month the responses were collated and any patients groups or ages under represented were targeted during the second month which ensured that we received more of a cross section of responses.

A full copy of Practice Survey results is available on page 7 and summarises the 602 responses and additional comments received from patients. The results were collated and analysed in-house by the Practice. The Patient Survey report was circulated to the GP's and the Patient Group in advance of the Patient Group Meeting arranged for the

14<sup>th</sup> January 2013. Full copies of the results of the survey and action plan have been made available in the patient waiting rooms and on the practice website.

## Action Plan

The practice did not undertake a Patient Survey in 2011/12 so consequently there was no action to follow up in 2012/13.

The Patient Group met on the 14<sup>th</sup> January 2013 and discussed the survey report and agreed what actions the practice should take forward as a result.

The Group felt that the results clearly demonstrated overall good clinical care from the practice.

The Group felt that, whilst a number of issues had been identified through the survey, it was not possible to address them all at this time. Therefore, based on the report and discussions, the Group agreed the following as the main priorities:

- **Information and Communication.** Sharing of information with patients. Provide patients with better access to services and information.
- **IT technology** - Increase use of technology and multi-media including email
- **Telephones & appointment system** - Replace current telephone system to improve telephone access for patients.
- **Reduce DNA appointments** - Challenge people who DNA (did not attend) their appointments
- **Blood test results for patients** – Introduce text messaging blood test results to patients
- **Repeat prescription requests** patients would like to be able to request repeat prescriptions online
- **Wheelchair access & parking at Kos Clinic** – Disabled parking at Kos is at the opposite end of the car park to the ramp, create an additional car parking space.
- **Resurface access road at Kos clinic** – Pot holes.

**Parking** – Whilst this had been identified as an issue from the survey, it was felt that given the location of both surgeries that little could be done at this time.

Following the meeting the Action plan and minutes were circulated to the Group and minor adjustments were made to the final document.

## PROGRESS MADE WITH ACTION PLAN

	You said.....	We did ..... What we are doing.....	Progress so far....
KF1	<b>Information and Communication</b> Provide patients with access to services and information using a wide range of formats and is inclusive, including patient display boards, Life Channel, recorded messages/patient updates for telephone whilst call waiting Update practice website with link to the William Merritt Centre	Collect and record patient email addresses Working with providers of call boards and Life channel in waiting rooms to provide patients updates. Replace telephone system – see KF3 Reviewing website and arranging for link to be included	Introduce slips for collecting mobile telephone numbers. Patient registration forms updated to include above and included in Newsletter Contact made with providers of Life Channel to be updated. Practice installing new telephone system to include updates for patients
KF2	<b>IT technology:</b> Increase use of different forms of IT technology and multi media	Practice to review current use of IT technology and improve services including text messaging, practice website, email, internal TV system, call board sign	Practice to commence collecting patient email addresses Practice introduced text messaging service to patients.
KF3	<b>Telephone &amp; appointment system</b> Provide better telephone access for patients to include more telephone lines, queuing system for incoming calls, direct lines to members of staff	Two types of telephone systems have been demonstrated to staff. New telephone system will provide queuing system for incoming calls, monitoring system, additional lines and direct lines to staff GP's to discuss appointments system, telephone calls and possible telephone triage	Practice will be arranging installation a new telephone system including additional telephone lines and patients messages
KF4	<b>Did Not Attend (DNA) Appointments</b> Reduce number of patients who “did not attend” their appointments	To be discussed at next Drs meeting Publicise the number of patients who DNA more widely.	Discussed at Drs meeting. All staff including GP's Practice Nurses to speak to patients about DNA appointments. Publicise the number of patients who DNA more widely. Make use of call boards. Text message patients who DNA
KF5	<b>Send blood test results for patients via text messaging</b>	Introduce text messaging service where appropriate to inform patients of their results	Text messaging service introduced to inform patients of their blood test results.
KF6	<b>Repeat prescriptions requesting on-line</b>	Discussions have taken place within the practice to introduce this service.	Work has begun to development this service to allow patients to request repeat prescriptions on-line.
KF7	<b>Wheelchair access &amp; parking at Kos Clinic</b> Currently one space available at the opposite end of the ramp in the car park	Additional disabled parking space made available nearer to the ramp to improve wheelchair access	Work completed - 2 parking spaces available at Kos.
KF8	<b>Repair road surface at Kos Clinic</b> Road surface to be repaired	Arranged for road surface to be repaired	Road surface repaired - COMPLETED

## Opening times

The survey indicates that 91% of patients were happy with the surgery opening times and no concerns were raised by the Patient Group.

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

Under the Extended Access hour arrangements, 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 to accommodate those who are working or who find it difficult to come at other times.

The 111 service now provides the practice out-of-hours service from 6.00pm to 8.00am

## Availability of information

The report will be published on the Practice website

<http://www.thenortholmepractice.co.uk>

The report will also be sent or made available to the following:

- Members of the Patient Participation Group
- Primary Health Care Team at the Practice
- Calderdale CCG
- Patient and Public Involvement teams
- CQC at the time of inspection
- Awareness publicised in the Practice Newsletter

A copy of, this report, patient survey report and minutes from the Patient Group in relation to this report

## **APPENDICES**

### **THE NORTHOLME PRACTICE - PATIENT SURVEY RESULTS** **2012/13**

The Northolme Patient survey conducted a patient survey between September and November 2012.

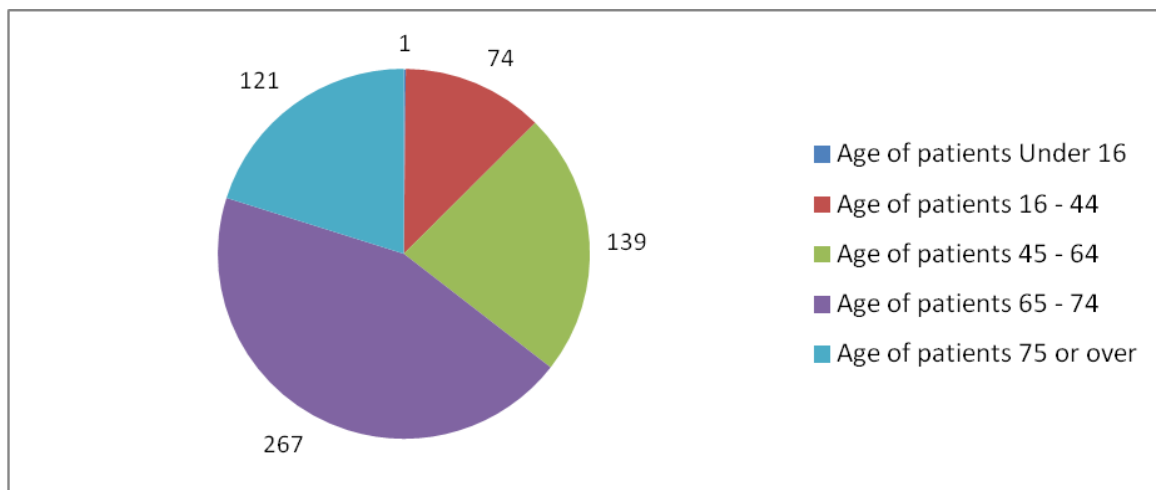
The Patient survey is based on the GPAQ questionnaire and refined by the Patient Group to cover the areas identified as a priority. It was agreed with the Group that the number of completed questionnaires would be in line with previous guidance of (25 per registered 1,000 patients). The paper based questionnaire was handed out during surgery times, flu clinics, baby clinics and available on reception for patients calling at reception/collecting prescriptions. Patients from the Group supported the practice by handing out questionnaires and encouraging patients to complete them during flu clinics. The results of the patient survey were collated by the practice using a spreadsheet and analysed in house.

#### **GENERAL INFORMATION:**

The practice has approximately 13,600 registered patients.

A total of 900 patients questionnaires were printed and distributed with 602 questionnaires being completed and returned to the surgery. This return far exceeded the number required.

- 220 males
- 382 female

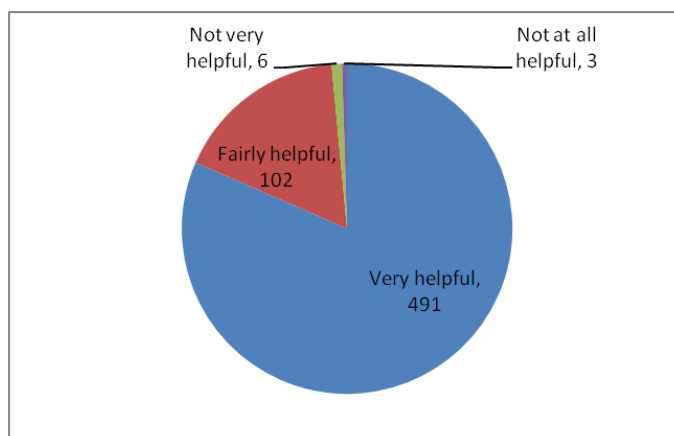


#### **Ethnicity of patients who completed the questionnaire**

- White 591
- Black or black British 2
- Asian 2
- Not stated 6
- Chinese 0
- Other ethnic group 1

## ABOUT RECEPTIONISTS AND APPOINTMENTS:

***How helpful do you find the receptionist at your GP Practice?***



Yes - 491	Fairly helpful - 102	Not very helpful - 6	Not at all helpful - 3
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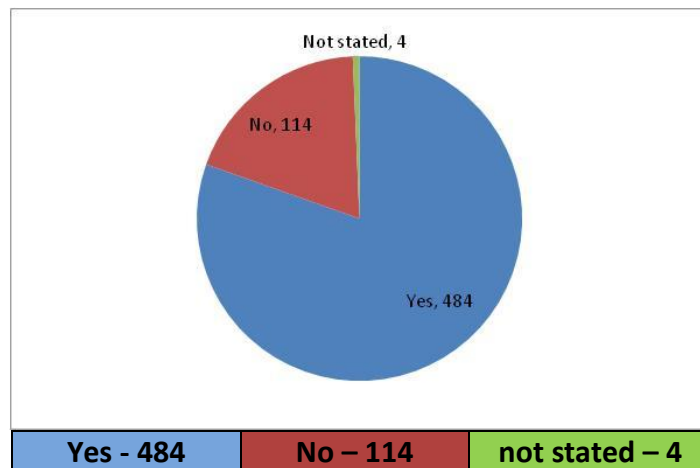
<b><i>How easy is it to get through to someone at your GP practice on the phone?</i></b>	Very easy	187
	Fairly easy	298
	Not very easy	86
	Not easy at all	14
	Haven't tried	17

<b><i>How easy is it to speak to a doctor or nurse on the phone at your GP practice?</i></b>	Very easy	164
	Fairly easy	184
	Not very easy	47
	Not easy at all	9
	Haven't tried	197
	Not stated	1

<b><i>If you need to see a doctor urgently, can you normally get seen on the same day?</i></b>	Yes	424
	No	42
	Never needed to	133
	Not stated	3



***Are you aware that you can book your appointments in advance?***



<b><i>How do you normally book your appointments at your practice?</i></b>	In person	50
	By phone	517
	In person and by phone	28
	Doesn't apply	2
	Not stated	5

**HOW GOOD WAS THE LAST DOCTOR OR NURSE PRACTITIONER YOU SAW AT EACH OF THE FOLLOWING:**

<b><i>Giving you enough time?</i></b>	Very good	452
	Good	132
	Fair	15
	Poor	0
	Very poor	0
	Patients did not comment	3

<b><i>Listening to you?</i></b>	Very good	453
	Good	128
	Fair	17
	Poor	1
	Very poor	0
	Not stated	3

<b><i>Explaining tests and treatments?</i></b>	Very good	412
	Good	163
	Fair	19
	Poor	1
	Very poor	0
	Not stated	7

<b><i>Involving you in decisions about your care?</i></b>	Very good	384
	Good	178
	Fair	25
	Poor	2
	Very poor	1
	Not stated	12

<b><i>Treating you with care and concern?</i></b>	Very good	429
	Good	152
	Fair	13
	Poor	1
	Very poor	0
	Not stated	7

<b><i>Did you have confidence &amp; trust in the Dr or nurse practitioner you saw or spoke to?</i></b>	Yes, definitely	521
	Yes, to some extent	68
	No, not at all	1
	Don't know / can't say	4
	Not stated	8

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

<b><i>Giving you enough time?</i></b>	Very good	443
	Good	132
	Fair	9
	Poor	0
	Very poor	0
	Not stated	18

<b><i>Listening to you?</i></b>	Very good	435
	Good	130
	Fair	16
	Poor	1
	Very poor	0
	Not stated	20

<b><i>Explaining tests and treatments?</i></b>	Very good	417
	Good	143
	Fair	17
	Poor	1
	Very poor	0
	Not stated	24

<b><i>Involving you in decisions about your care?</i></b>	Very good	399
	Good	149
	Fair	24
	Poor	3
	Very poor	0
	Not Stated	27

<b><i>Treating you with care and concern?</i></b>	Very good	418
	Good	147
	Fair	15
	Poor	1
	Very poor	1
	Not Stated	20

<b><i>Did you have confidence and trust in the doctor or nurse practitioner you saw or spoke to?</i></b>	Yes, definitely	511
	Yes, to some extent	58
	No, not at all	2
	Don't know / can't say	3
	Not Stated	28

## ABOUT CARE FROM YOUR DOCTORS AND NURSES

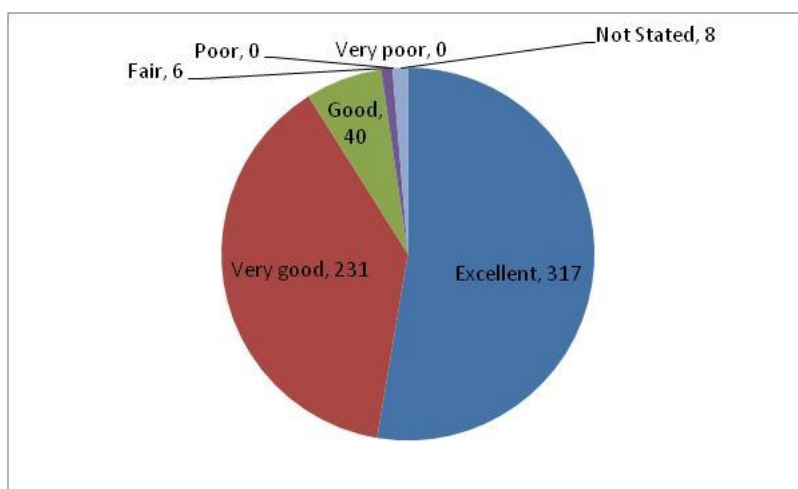
Thinking about the care you received from your doctors and nurses overall, how well does the practice help you to:

<b><i>Understand your health problems</i></b>	Very well	542
	Unsure	43
	Not very well	7
	Not Stated	10

<b><i>Cope with your health problems</i></b>	Very well	542
	Unsure	43
	Not very well	7
	Not Stated	10

<b><i>Keep yourself healthy</i></b>	Very well	527
	Unsure	50
	Not very well	9
	Not Stated	16

***Overall, how would you describe your experience of your GP surgery?***



Excellent – 317    Very good – 231    Good – 40    Fair – 6    Poor – 0    Very Poor – 0    Not stated – 8

<b><i>Would you recommend your GP surgery to someone who has just moved to your local area?</i></b>	Yes, definitely	502
	Yes, probably	84
	No, probably not	4
	No, definitely not	0
	Not Stated	12

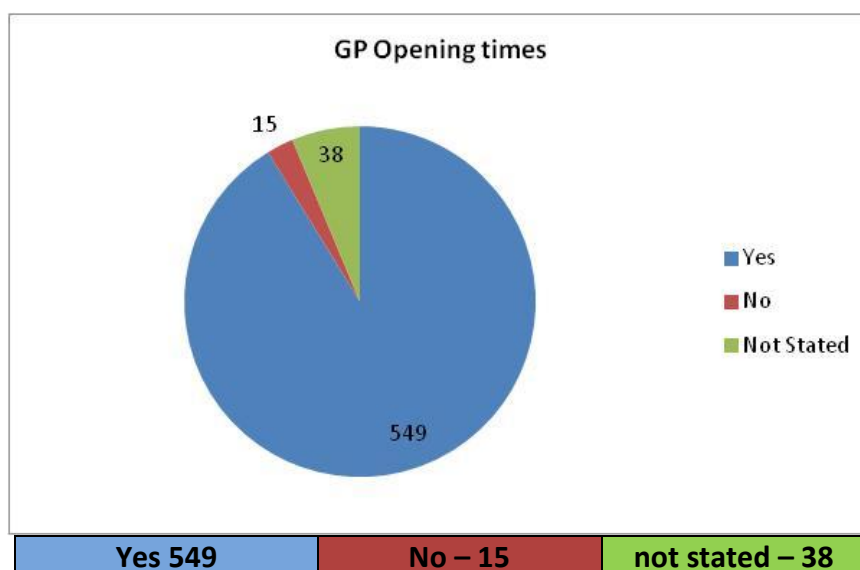
## OPENING TIMES AND CHOICE OF DOCTOR

<b>Thinking of the times when you want to see A doctor (any doctor in the surgery), how quickly do you usually get seen?</b>	Same day or next day	471
	2 - 4 days	75
	5 days or more	0
	I don't usually need to be seen quickly	43
	Don't know never tried	10
	Not Stated	3

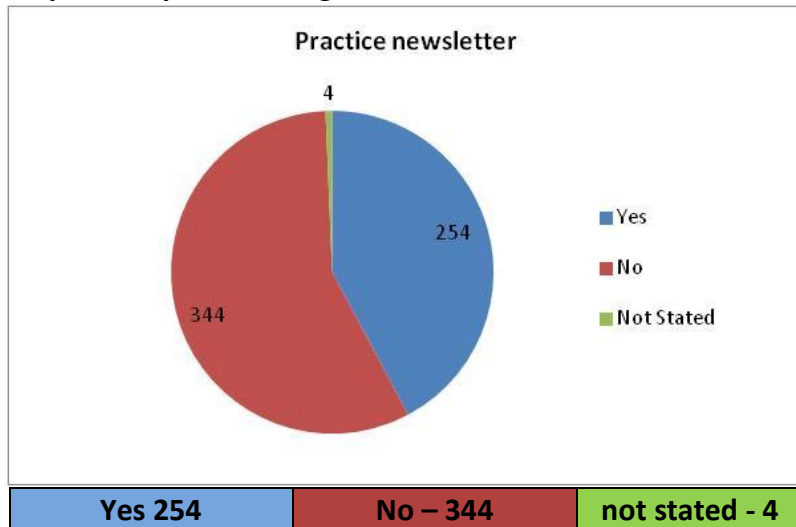
<b>Thinking of the times when you want to see A PARTICULAR doctor how quickly do you usually get seen?</b>	Same day or next day	204
	2 - 4 days	232
	5 days or more	24
	I don't usually need to be seen quickly	57
	Don't know never tried	79
	Not Stated	6

<b>Thinking of the most recent visit with a doctor or nurse, how long did you wait for your consultation to start?</b>	Less than 5 minutes	182
	5 - 10 minutes	323
	11 - 20 minutes	80
	21 - 30 minutes	10
	More than 30 minutes	1
	There was no set time for my consultation	4
	Not Stated	2

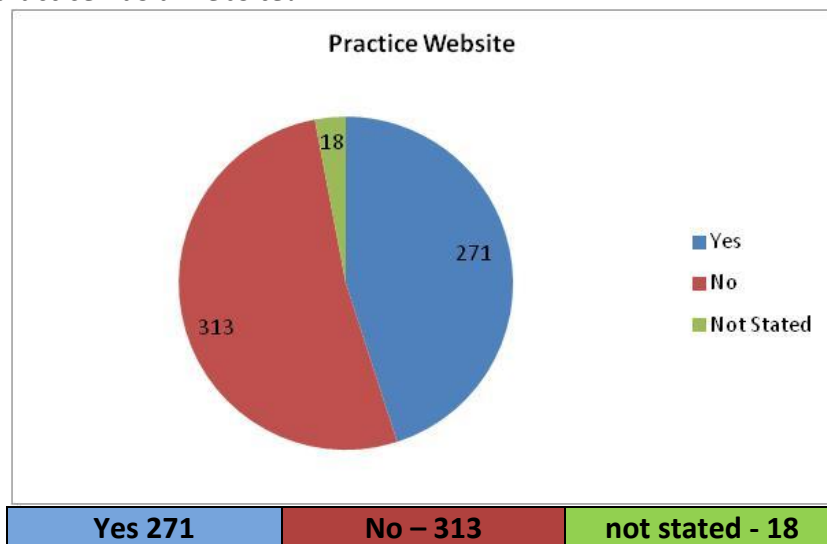
**Is your GP surgery open at times that are convenient to you?**



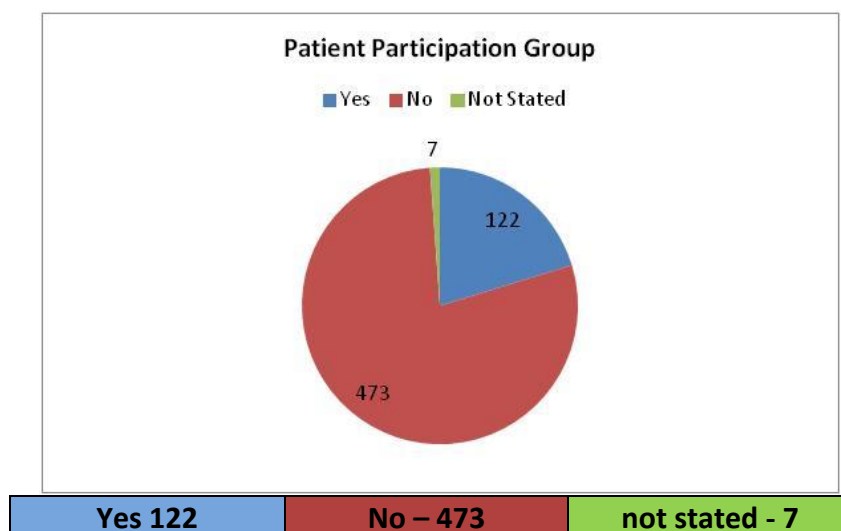
***Did you know that the practice produces regular newsletters?***



***Did you know the practice has a website?***



***Did you know the practice has a Patient Participation Group?***



# **SUMMARY OF PATIENT FEEDBACK FROM PATIENTS SURVEY**

## **QUESTIONNAIRE**

The following summarises the overall feedback and comments received from the Patient Questionnaire. This covers the following areas:

- Access
- Appointments
- Online requests
- Patient Questionnaire
- Receptionists
- Surgeries , clinics and blood tests
- Telephones
- Miscellaneous
- Compliments

### **ACCESS – parking and opening times**

- Make car parks larger
- Poor wheelchair access at Hipperholme (Kos)
- Road surface needs repairing at Kos
- Move to larger premises
- Parking limited - could staff park with GP's?

### **APPOINTMENTS**

- Booking appointments at peak times 8am and 11am difficult to ring at specific times
- Pre-bookable appointments – some patients not aware can book in advance
- How the appointment system works
- More telephone lines to be able get through to make appointments
- Can't always see a Dr of my choice
- Having to ring back if all the appointments have gone for that morning
- Lunchtime surgeries
- Would like telephone consultations

### **ONLINE REQUESTS**

- Order repeat prescriptions online
- Book appointments on line
- Email patients

### **PATIENT QUESTIONNAIRE**

- Separate questionnaires for Northowram and Kos

### **RECEPTIONISTS**

- Compliments and minor concerns over initial contact with receptionists

### **SURGERIES, CLINICS AND BLOOD TESTS**

- Blood tests at Northowram as well as Kos
- Privacy during baby clinics

## **TELEPHONES**

- Telephone lines engaged first thing in a morning
- Difficulty getting through in a morning
- More telephone lines particularly at 8am and 11am
- Improve telephone system for appointments – queuing system for incoming calls

## **COMPLIMENTS**

A total of 79 comments have been received from patients complimenting the staff on the level the care they have received and the services that are available. This includes comments relating to GP's, Nurse Practitioners, Practice Nurses, Health Care Assistant and staff.

## **MISCELLAENOUS**

- Can the Newsletter be emailed to patients
- Text reminders are excellent